



AsialInfo Technologies Limited
(Incorporated in the British Virgin Islands with limited liability)
Stock Code: 01675

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2022



Risk Management

Communication

Social Responsibility

Environment

Corporate Governance

Caring for Employee

Low-carbon Operation

Supply Chain Management



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

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ABOUT THIS REPORT

Guidelines for this Report

AsiaInfo Technologies is pleased to publish the 2022 Environmental, Social and Governance (“**ESG**”) Report (“**ESG Report**” or this “**Report**”). This Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (“**ESG Guide**”) set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “**Listing Rules**”) issued by The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”).

Scope of this Report

Reporting scope: Unless otherwise stated, the reporting scope covers the Group.

Reporting period: Unless otherwise stated, the reporting period is from 1 January 2022 to 31 December 2022 (the “**Reporting Period**”).

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Statement on this Report

This Report is prepared based on the reporting principles of materiality, quantitiveness, balance and consistency in the ESG Guide and is disclosed in compliance with the requirements of “mandatory disclosure” and the provisions of “comply or explain”.

Materiality: During the year, the Group continued to conduct dialogue with various stakeholders to recalibrate and review the materiality issues that were in line with the macro trends as well as its own development, so as to provide critical responses and disclosures on issues that had significant impacts. The Board also confirmed the results of the materiality issues that were determined.

Quantitiveness: The Group establishes data statistics mechanism for the measurable KPIs specified in the ESG Guide, and discloses the numerical calculation results in this Report and indicates the basis of calculation and statistical standard.

Balance: This Report reflects objective facts and discloses both positive and negative indicators information.

Consistency: This Report uses consistent methodologies as the previous ESG reports to allow meaningful comparisons of ESG data for the Reporting Period with historical data and future data. If adjustments are made to the methodologies, this Report explains the specific changes.

The Group attaches great importance to the contents of this Report and strives to ensure that all information and data derived from the original records or financial reports during the daily course of the Group. The Board reviews this Report to ensure that there are no false records, misleading descriptions or major omissions in its content.

Publishing of this Report

This Report is published in both Chinese and English versions and can be accessed and downloaded on the “HKEX news” website of the Stock Exchange (www.hkexnews.hk) and the official website of AsiaInfo Technologies (www.asiainfo.com).

Advice and Feedback

Thank you so much for reading this Report. Your valuable advice will provide continuous impetus for improvement of our sustainability and the quality of ESG reports. Please feel free to contact us via the following way.

Email: aitech-boardoffice@asiainfo.com



**ENVIRONMENTAL, SOCIAL AND
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The Group attaches great importance to ESG governance work and always adheres to a top-down ESG governance system. The Board is the highest ESG governance body of the Group, responsible for making decisions and overseeing the Company's ESG activities, including important matters such as the formulation of ESG governance strategy, ESG risk management and review of ESG objectives. During the Reporting Period, the Board members of the Company considered the review and results of the materiality issues, and the Audit Committee under the Board listened to the reports on risk management and the progress of ESG risk management on a regular basis, and provided constructive opinions and guidance on ESG risk management. Meanwhile, the Board participated in the review of the ESG objectives progress that is closely related to the Group's business development and provided review opinions.

AsialInfo Technologies established the ESG working group to better perform the promoting and implementing ESG-related works, and was composed of core staff from the Board Office, the Administration Department, the Strategy Department and other relevant departments. The main responsibilities of the ESG working group include implementing the Company's ESG governance strategy and approach, identifying and analysing ESG risks and opportunities, and tracking and reviewing the achievement of ESG objectives for reporting to be considered by the Board. The ESG working group is also responsible for the preparation of the Group's ESG report and liaising with various functional departments and subsidiaries to ensure that the preparation of the report is carried out in a timely and orderly manner.

THE BOARD

To decide and monitor ESG activities; to review ESG management strategy, ESG risks, ESG objectives, ESG reports, etc.

ESG WORKING GROUP

To implement ESG-related work (ESG governance strategy formulation, ESG risk management, ESG target management) as requested by the Board; to be responsible for preparing ESG reports; to report ESG-related work to the Board on a regular basis

VARIOUS FUNCTIONAL DEPARTMENTS AND SUBSIDIARIES

To participate in the preparation of ESG reports and assist in the collection of relevant information; to implement ESG objectives and related action plans

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At the daily operational level, AsiaInfo Technologies has established a corporate policy committee and set up six dedicated committees to manage ESG issues such as business ethics, information security, customer data, and privacy protection. The management of these issues at the daily operational level, together with the governance framework of AsiaInfo Technologies, constitute the Group's sustainable governance system.

Stakeholder's Communication

The views of stakeholders from various sectors of society have a significant impact on the Group's ESG work. The Group has established a normalised and diversified communication mechanism with various stakeholders through various means to ensure a timely understanding of their expectations and respond to their demands. During the Reporting Period, the Group's communication with major external stakeholders identified was as follows:

Stakeholders	Expectations and Requirements	Communication Channels
Shareholders	Financial performance Information disclosure Information security management Investors interaction and communication ESG Governance	General meeting Annual report, financial statements and announcements Results release meetings and road shows The Company's website
Staff	Employment management Safety and health Staff training and development	CEO direct contact line Staff satisfactory survey The Company's online forum Training activities
Customers	Product R&D and Innovation Product support-based services capacity Privacy security Tackling climate change	Customer satisfactory survey Product release meetings and exhibitions Customer communication platform
Suppliers	Procurement policy Fair transaction Supply chain management	Annual assessment Tendering and bidding activities Purchasing activities
Business partners	Product R&D and Innovation Product support-based services capacity Intellectual property protection	Communication through meetings Public events
Government and regulatory bodies	Compliance with laws and regulations Anti-corruption Community investment Achieving high energy efficiency Environmental protection Information security management Tackling climate change	Government-enterprise cooperation projects Special reporting Regular supervision

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Stakeholders	Expectations and Requirements	Communication Channels
Media	Information disclosure Industry co-development	Press conference Media interview New media such as MicroBlog and WeChat
Investors or financial institutions	Financial performance Customer privacy protection Investors interaction and communication	Annual report, financial statements and announcements Results release meetings and road shows The Company's website
Community and the public	Community charity Improving the community environment Open and transparent information	Community charity activities Open house New media such as MicroBlog and WeChat

Materiality issue

During the Reporting Period, based on the domestic and international ESG report preparation standards and the mainstream ESG rating indices in the capital market, the Group updated and reviewed the materiality issues previously assessed from the two perspectives of "materiality to AsialInfo Technologies" and "materiality to stakeholders" through consolidating the communication with various stakeholders. Regarding the classification of materiality issues, the Group has added a new governance perspective to distinguish materiality issues from environmental, social, and governance dimensions, and added "risk management" as a highly material issue and "ESG governance" as the governance aspect.

Based on the results of the material issues review, the Group identified a total of 11 issues of high materiality, including 3 environmental issues, 5 social issues and 3 governance issues. This Report will provide a focused response to the issues of high materiality identified.

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Matrix of Material Issues of AsialInfo Technologies



No.	Issue	Corresponding chapter
1	Customer data and privacy protection	Safeguarding information security
2	Information security management	Safeguarding information security
3	Technology R&D and Product Innovation	Scientific and technological innovation and cooperative development
4	Employment management	Insisting on talent first
5	Intellectual property protection	Intellectual property protection
6	Improving energy efficiency	Green office
7	Renewable energy use	Green office
8	Employees development and training	Empower talent development
9	Coping with climate change	Responding to climate change
10	ESG governance	ESG governance
11	Anti-corruption	Upholding business ethics
12	Product quality	Responsible products
13	Occupational health and safety	Safeguarding Employees' Health
14	Interaction and communication with investors	Stakeholders' Communication
15	Risk management	ESG risk management
16	Supply chain management	Supply chain management
17	Resources utilisation and management	Green office
18	Pollutants emission and management	Green office
19	Community investment	Dedication to social caring

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE (ESG) REPORT**ESG risk management**

The Group attaches great importance to risk identification and management and formulates the Risk Management System which clarifies the authority and working mechanism of risk management ranking and establishes three lines of defence for risk management to form a sound comprehensive risk management process. In accordance with the COSO¹ internal control and risk management system framework, the Group conducts internal control evaluation and risk management twice a year for all key business aspects of the Company. In response to the problems identified, the Group constantly improves its internal control measures and optimizes its risk management system. During the Reporting Period, the Group reconstructed the core financial system risks, and integrated business risks, and financial risks with internal control systems to improve the Company's risk management standard. The ESG risks were also included in the Group's risk management process. During the Reporting Period, the Group combined the internal control risk matrix with ESG risk to form an ESG risk matrix, and formulated risk response measures for major ESG risk points, achieving its effective control.



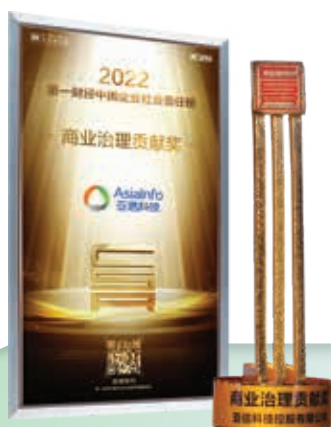
Three Lines of Defence for risk management of AsiaInfo Technologies

¹ COSO, The Committee of Sponsoring Organizations of The National Commission of Fraudulent Financial Reporting (美國反虛假財務報告委員會下屬的發起人委員會)。

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Performance highlights in 2022

Social Responsibility Practitioner



ESG
— Business
Governance
Contribution Award

Yicai



**2022
Sustainability
Award**

Layer123

Innovative Technology Leader

**First prize of Sci-
Tech Advancement
Award of China
Computer Institute
(CCF) in 2022**

CCF



**VR/AR
Innovation Award**

*The World Conference on VR
industry 2022*

**Technology
Innovation Award**

*Ministry of Industry and
Information Technology
("MIIT")*



**Beijing Hidden
Champion**

*Beijing Municipal Bureau of
Economy and Information
Technology Beijing
Federation of Industry*



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Innovative Achievements in the Global Digital Economy Industry for 2022

The 2022 Global Digital Economy Conference jointly organised by the Beijing Municipal People's Government, the National Development and Reform Commission, the Ministry of Industry and Information Technology, the Ministry of Commerce, the National Internet Information Office, and the China Association for Science and Technology



Wu Wenjun AI Science and Technology Progress Award

China Association for Artificial Intelligence



Best "Innovative Application"

Award for ICT China Innovation for 2022



2022 新型实体企业 100 强			
排名	企业名称	行业类别	得分
51	国家电网能源集团有限公司	国家电网	895.25
52	航天科工科技集团股份有限公司	航天科工	894.83
53	顺丰控股股份有限公司	快递物流	893.73
54	宁德时代新能源科技股份有限公司	宁德时代	893.66
55	阿里巴巴集团控股有限公司	阿里巴巴	892.53
56	中国宝武钢铁集团有限公司	中国宝武	892.41

The 2022 Top 100 New Type Real Economy-based Enterprises in China

China Enterprise Evaluation Association



Edge Computing Industry Panorama Award

Network Convergence Industry and Standards Promotion Committee

Leading Enterprise in Beijing Industrial Chain

Beijing Municipal Bureau of Economy and Information Technology



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INNOVATIVE DEVELOPMENT TO CREATE A DIGITAL INTELLIGENCE FUTURE

In recent years, advanced science and technology such as 5G telecommunications, big data, and artificial intelligence have been increasingly integrated into different sectors of economic and social development, and digital-intelligent transformation has become a broad consensus of industry development. In 2022, the Central Cyberspace Affairs Commission issued the “14th Five-Year” National Informatization Plan, further emphasizing the importance of digital transformation to economic and social development. As a leading “provider with full-stack digital and intelligent capabilities”, the Group continues to facilitate product development and innovation, relying on key digital-intelligent technologies such as big data, artificial intelligence, and 5G to propel the digital transformation of thousands of industries.

5G private network, digital intelligence empowering industry transformation

Driven by 5G technology, it is AsiaInfo’s mission to integrate cutting-edge technologies such as artificial intelligence, big data, and cloud computing to accelerate the digital-intelligent transformation of society. During the Reporting Period, the Group continued to exert its influence, leveraged its technological advantages to carry out extensive cooperation with all circles in the society, actively explored new scenarios for the application of digital-intelligent technology, and contributed scientific and technological strength to promote digital-intelligent transformation.



**ENVIRONMENTAL, SOCIAL AND
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The 5G private network solution of AsialInfo Technologies provides AsialInfo Technologies 5G private network equipment that has the attributes of the nuclear power industry, related supporting applications, and original factory operation and maintenance services, contributing to the safe and efficient production of nuclear power. During the Reporting Period, AsialInfo Technologies assisted the 21 operating nuclear power units of China Nuclear Power to build an industrial Internet basic network integrating 5G wireless telecommunications and wired telecommunications, which contributed positive impact in three aspects, including eliminating potential safety hazards, improving collaborative efficiency and improving power generation energy efficiency:

- The deployment of AsialInfo Technologies' self-developed 5G wireless private network equipment significantly reduces the communication time and greatly improves the debugging efficiency and collaboration efficiency;
- The deployment of 5G+AI video analysis system can transmit real-time return high-definition video, real-time analysis and capture emergencies or dangerous events involving violations of rules and send out warnings in order to attain intelligent video surveillance and improve the safety prevention standard and production operation and maintenance efficiency of nuclear power plants;
- The 5G + Bluetooth 5.0 base station fusions the positioning scheme and attains room-level positioning in the production area, effectively supporting the positioning and navigation application of the nuclear power plant area.
- The 5G private network operation platform integrates network management, operation maintenance, cluster scheduling, positioning management, and intelligent terminal management, forming a complete set of user-oriented production management solutions, realizing the highly efficient integration of resources and functions such as autonomous hardware platform and command platform, as well as the comprehensive management of data information, so as to establish a unified command, scientific monitoring, coordinated and orderly monitoring and management mechanism.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE (ESG) REPORT**CASE:****AsialInfo Technologies helped Guodian Shuangwei Shanghai Miao Power Plant to deploy 5G private network**

Guodian Shuangwei Shanghai Miao Power Plant is one of the very few smart power station projects in China where the 5G full core network is fully operating. AsialInfo Technologies assisted Guodian Shuangwei Shanghai Miao Power Station to give full play to the advantages of the 5G full core private network operation, resulting in lower latency, and more suitable for industrial control scenarios, design optimization, and innovation enhancement from headstream to integrate 5G private network into the overall architecture of “Two Platforms and Three Networks” of smart power plants.

As an important part of the infrastructure layer of smart power stations, the 5G full core private network provides necessary and sufficient network support for the access of 5G intelligent tools such as mobile applications, personnel positioning, drones, and AR and the attainment of intelligent management and control scenarios.

All-in-one “Cloud Network” to help low-carbon development

The systemic reform brought about by climate change has aroused widespread global concern. In 2020, the Chinese government proposed to “strive to peak CO₂ emissions by 2030 and achieve carbon neutrality by 2060” (“Double Carbon Targets”). As a leading software product, solution, and service provider in China, AsialInfo Technologies continues to explore new scenarios of energy conservation and carbon reduction through technology upgrades by relying on digital intelligence technology and services to help the low-carbon development of society.



ENVIRONMENTAL, SOCIAL AND
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AsiaInfo Technologies' "Integrated Energy Smart Control Platform" combined the application of technologies such as Internet of Things and cloud computing to coordinate and complement the use of multiple energy sources based on different energy characteristics, helping energy-consuming units such as parks, factories, hospitals, and buildings to achieve their Double Carbon Targets.

During the Reporting Period, AsiaInfo Technologies assisted Dalian Kaire, a subsidiary of China Power Investment Northeast Energy Technology Co., Ltd., to construct an integrated energy control platform in its heating supply park that fully integrates end-to-end cloud collaboration, big data, AI, Internet of Things and other cutting-edge technologies. The platform construction has comprehensively improved the level of automation, digitalization, and intelligent control of the park, and realised the change of integrated energy management of the park from extensive management to intensive management.

During the Reporting Period, AsiaInfo Technologies and Guoneng (Hainan) New Energy Development Co., Ltd. jointly developed a distributed photovoltaic intelligent operation and maintenance platform to provide photovoltaic users with a full range of services from bottom-end data access to data security transmission and then to the cloud end platform for data analysis, enabling distributed photovoltaic operation and maintenance to change from passive operation and maintenance to active management, effectively improving operation and maintenance efficiency and increasing operation and maintenance revenue.



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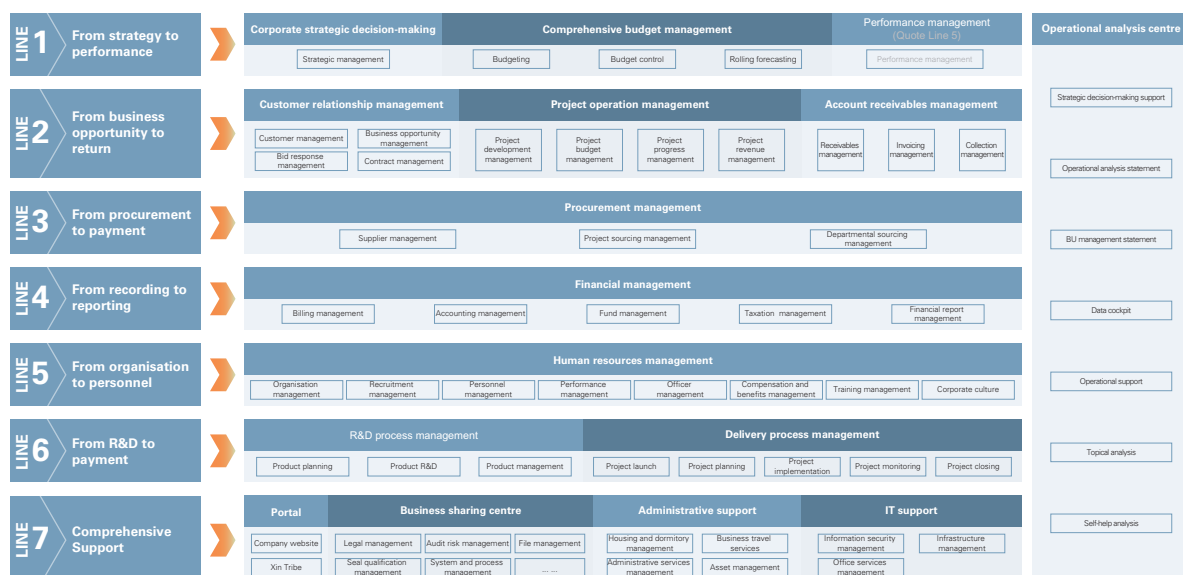
EXERCISING RESPONSIBLE MANAGEMENT AND BUILDING A SOLID DEVELOPMENT FOUNDATION

Corporate Governance Strategy

The Group is committed to maintaining high standards of corporate governance and protecting the interests of shareholders. The Board is responsible for the overall leadership of the Group and oversees the Group's strategic decisions as well as monitoring the business and its performance. The Board has delegated authority and responsibility for the Group's daily management and operation to the senior management of the Group. The Board of the Group has established the Audit Committee, Remuneration Committee, Nomination Committee as well as Strategy and Investment Committee, and has clearly defined the duties and workflow of each committee to fully safeguard the reasonable deployment of internal resources as well as efficient operational decisions. In 2022, the Group held a total of 5 board meetings with 100% attendance of directors.

The Group continues to promote a culture of diversity in the Company. The Group has adopted a board diversity policy and has set up objectives and ways to achieve and maintain board diversity in order to enhance the effectiveness of the Board. Among the current directors of the Group, there are two female directors and three directors with doctoral degrees, all of whom have extensive industry experience.

The Group launched the "Super Project" and independently developed and built an internal operation support and management regime to attain the refinement and digitalization of internal management. The regime tracks all the aspects of the Group's operation and management based on the formulation of the Group's strategies, and monitors and gives warnings of various risks in daily operations, such as procurement, finance, human resources, R&D, employee safety, etc., thus attaining the coherence of corporate governance and ensuring the effectiveness and timeliness of governance.



Operational Business Management Support System of AsiaInfo Technologies

For more information on corporate governance, please refer to the "Corporate Governance Report" section of the Group's 2022 Annual Report.

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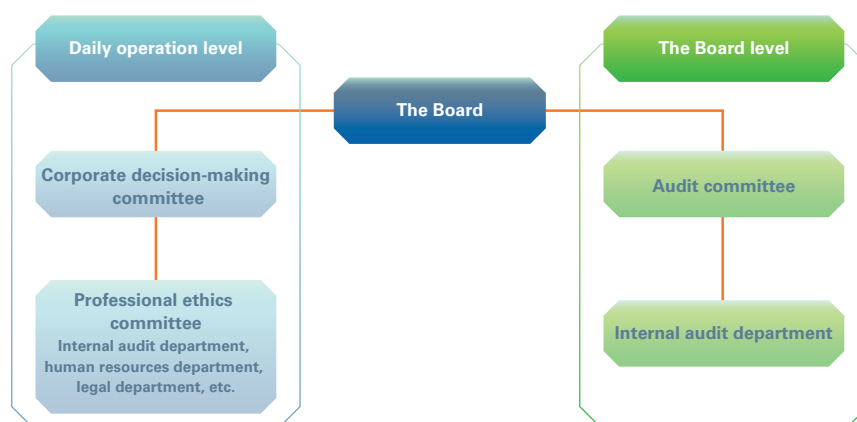
Upholding business ethics

AsiaInfo Technologies has always regarded integrity, incorruptibility, and self-discipline as the foundation of its business development, and upholding business ethics is an important part of AsiaInfo Technologies' culture. The Group strictly abides by the relevant laws and regulations that have a significant impact on it, including the Anti-Unfair Competition Law of the PRC (《中華人民共和國反不正當競爭法》) and the Anti-Money Laundering Law of the PRC (《中華人民共和國反洗錢法》), and consciously implements international conventions including the United Nations Convention against Corruption. In order to strengthen the internal compliance management of AsiaInfo Technologies, the Group has formulated the AsiaInfo Technologies Professional Ethics Code (《亞信科技職業道德規範》), AsiaInfo Technologies Conflict of Interest and Reporting Implementation Rules (《亞信科技利益衝突及申報實施細則》) and other integrity and compliance management policies. Specific management requirements were proposed in such policies regarding the "prohibition of bribery and corruption, prohibition of accepting benefits, offering benefits, conflict of interest management, information confidentiality, prohibition of any form of fraudulent and dishonest acts". During the Reporting Period, the Group did not violate any anti-corruption-related laws and regulations in relation to the prevention of bribery, extortion, fraud and money laundering.

To ensure the effectiveness of the business ethics policy, the Group reviews the soundness of the business ethics policy on an annual basis. In terms of system, the Group has formulated the Employee Labour Discipline Management Rules (《員工勞動紀律管理制度》), which specifies the basis for punishment for corresponding violations of rules and disciplines. For behaviours that violated the professional ethics of AsiaInfo Technologies, the Company will impose sanctions or terminate the employment based on the severity of the circumstances. If the activities are violating the laws, the Company will bring them to national jurisdictions for trial in accordance with the laws.

At the management level, the Group has established a three-tier professional ethics management regime consisting of the Board, the Company's decision-making committee, and the professional ethics committee, with the Board having the ultimate responsibility for business ethics. The professional ethics committee, as the leading body for employee ethics development and compliance management, is composed of senior management and relevant functional departments of the Company. During the Reporting Period, the professional ethics committee conducted investigations into violations of the Company's rules and regulations, dealt with and penalized violators, and constantly promoted the Company's anti-corruption efforts such as conflict of interest management. At the same time, the audit committee is also the supervisory and management body for the Group's anti-corruption and integrity compliance. During the Reporting Period, the number of concluded corruption lawsuits filed against the Group and its employees was nil.

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Ethics Management Framework of AsiaInfo Technologies

Guidance in conduct

In order to establish a clean corporate culture, the Group has actively conducted internal integrity training and disseminated corporate culture of integrity and honesty through professional ethics training, project team visits, and notification of penalty results, so as to continuously raise employees' awareness of clean practices. During the Reporting Period, the Group expanded the training targets from formal employees to outsourcing employees and interns. In 2022, the total number of Directors and employees participating in anti-corruption training reached 12,260.

Participation of Directors and employees in anti-corruption training during the Reporting Period



Number of Directors participating in anti-corruption training
Coverage of Directors participating in anti-corruption training
Number of employees participating in anti-corruption training (online)³

12
100%
12,248

CASE:

Introduction of internal control case collection

During the Reporting Period, the legal department, internal audit department and information security department of the Group jointly compiled a collection of internal and external case studies relating to internal control, legal and information security compliance, and disseminated them to the internal management staff of the Company to enhance risk prevention awareness and management standards of management staff at all levels.



Internal Control Compliance Case
Collection of AsiaInfo Technologies

² Due to the Covid-19 pandemic, all professional ethics trainings were primarily conducted online during the Reporting Period.

ENVIRONMENTAL, SOCIAL AND
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The Group has established a sound channel for handling complaints and whistle-blowing. Complaints and whistle-blowing may be reported to the professional ethics committee and Audit Committee through internal and external whistle-blowing mailboxes, CEO direct contact line or letters, telephone whistle-blowing on the corporate office platform and the homepage of the Company's official website in a real-name or anonymous manner. During the Reporting Period, the Group updated the AsialInfo Technologies Complaint and Whistle-blowing Management System (《亞信科技投訴舉報管理制度》), AsialInfo Technologies Complaint and Whistle-blowing Management Process (《亞信科技投訴舉報管理流程》) and AsialInfo Technologies Whistle-blower Protection System (《亞信科技舉報人保護制度》). Complaints about employee fraud and violations will be independently investigated by the internal audit department of AsialInfo Technologies, which will issue an investigation report and make recommendations to the human resources department, the legal department, and the labour union on how to deal with employees involved disciplinary violation; and will report to the professional ethics committee and the audit committee and review the method of dealing with employees involving disciplinary violation. The Group absolutely prohibits any form of retaliation against those who report violations, and is committed to ensuring effective protection of the rights of whistle-blowers through a regulated and stringent system. At AsialInfo Technologies, any attempted retaliation will result in a serious warning or even dismissal, depending on the severity of the situation.

Safeguarding Information Security

The Group attaches great importance to the protection of information security. Through the establishment of a comprehensive internal system and security management structure, the Group constantly improves the management standard and technical application of information security to truly attain "paying equal attention to both management and technology".

In regard to information security management, the Group continued to improve the information security management system; and formulated documentation including the AsialInfo Technologies Information Security Approach (《亞信科技信息安全方針》), AsialInfo Technologies Information Security Target (《亞信科技信息安全目標》), AsialInfo Technologies Information Security Management Manual (《亞信科技信息安全管理制度》) and AsialInfo Technologies Staff Information Security Manual (《亞信科技員工信息安全手冊》) to provide institutional protection for information security management. The Group's information security management system has covered 13 aspects, including human security, asset security, encryption management, environmental security, operational security, network security, and supplier security. During the Reporting Period, the Group formulated the management system of AsialInfo Technologies Information Security Red Line (《亞信科技信息安全紅線》), AsialInfo Technologies Backend System — Super Project Documentation and Code Administration Measures (《亞信科技後台系統即超越計劃文檔及代碼管理辦法》), and revised the AsialInfo Technologies Office Terminal Management System (《亞信科技辦公終端管理制度》) and AsialInfo Technologies Information Security Reward and Penalty Management System (《亞信科技信息安全獎懲管理制度》).

In regard to information security technology, the Group coordinated with information security management at the technical level by continuously refining security protection technology, establishing and improving information security platforms, etc., to further mitigate information security risks.

At the same time, the Group conducted active information security publicity and training to enhance employees' awareness of information security and create a security culture continuously.

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During the Reporting Period, the Group conducted the following activities.

Information Security Management	Information Security Technology	Information Security Publicity and Trainings
<ul style="list-style-type: none"> Information Security Audit: AsiaInfo Technologies completed the ISO27001 internal and external audit and source code security audit Major Security and Network Defence: AsiaInfo Technologies completed 20 major security, Hangzhou network attack and defence exercises Information Security Check: AsiaInfo Technologies completed customer support security checks at 23 office locations Application Authority Review: AsiaInfo Technologies completed two application authority reviews, with a total of 107,746 authorities reviewed IT System Confidential Information Leakage Prevention: AsiaInfo Technologies launched two IT system watermark and operation log security functions Software Authentication Management: AsiaInfo Technologies continuously monitored the non-compliant use of the software by employees, and notified non-compliant personnel weekly to rectify such move 	<ul style="list-style-type: none"> Penetration Testing: AsiaInfo Technologies completed the penetration testing of one major system Bug Management: AsiaInfo Technologies conducted system bug scans on a quarterly basis to identify and supervise the fixing of bugs Information Security Platform Construction: AsiaInfo Technologies completed the construction of the application system authority verification platform and completed the first phase of security management platform construction 	<p>The Group carried out a variety of information security publicity activities:</p> <ul style="list-style-type: none"> Information security publicity via email on 10 occasions Information security publicity via SMS on 13 occasions Information tribe pop-up window publicity on 13 occasions Video placement publicity on 1 occasion Security poster posting in office location on 1 occasion <p>The Group conducted information security training and examinations:</p> <ul style="list-style-type: none"> Full-staff information security live training and examinations on 2 occasions Full-staff information security examination on 1 occasion

Information Security
Management System
Certificate of AsiaInfo
Technologies



**ENVIRONMENTAL, SOCIAL AND
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The Group continues to enhance the corporate capability of independent innovation and strictly complies with the requirements of laws and regulations such as the Patent Law of the PRC (《中華人民共和國專利法》), Copyrights Law of the PRC (《中華人民共和國著作法》), and has formulated comprehensive internal policies on intellectual property protection management such as the Management Measures on Patent Applications (《專利申請管理辦法》) and Management Measures on Patent Incentives (《專利激勵管理辦法》).

For the evaluation of patent value, the Group has established a comprehensive scoring method to evaluate the value of patents from the perspectives of innovation and novelty, versatility, uniqueness, commercial value, patent usage and patent discoverability, and supplement by the innovation incentive mechanism to effectively stimulate employees' enthusiasm for innovation. The Group has established a Patent Evaluation Committee to review and assess the quality of patents. In the past three years, the number of new software copyrights by AsialInfo Technologies saw a trend of significant increase. During the Reporting Period, the Group registered 174 new software copyrights and had more than 1,298 software copyrights in total.

5**RESPONSIBLE FOR SMART MANUFACTURING TO ENSURE PRODUCT QUALITY****Responsible Products****Quality First**

As a leading provider of software products, solutions, and services, AsialInfo Technologies actively leverages digital transformation opportunities and strives to provide quality software products, solutions, and services to customers from thousands of industries. AsialInfo Technologies strictly complies with the relevant laws and regulations that have a significant impact on it, including the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》), Advertising Law of the People's Republic of China (《中華人民共和國廣告法》), Network Security Law of the People's Republic of China (《中華人民共和國網絡安全法》) and Data Security Law of the People's Republic of China (《中華人民共和國數據安全法》). AsialInfo Technologies has formulated stringent internal evaluation systems on R&D projects to ensure that products developed and the R&D process and quality meet the requirements. No major violations of relevant laws and regulations that affect its business operations occurred during the Reporting Period.

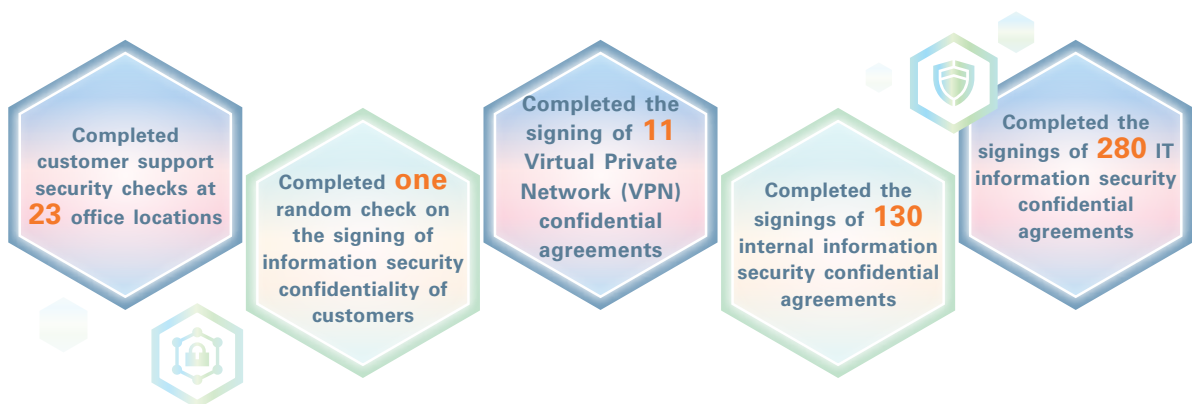
The Group has established a comprehensive quality management system and developed the R&D Project Performance Evaluation Plan (《研發項目績效考核方案》) to follow up and manage the quality of the entire process of product development. At the same time, in order to ensure the high quality of project delivery, the Group has formulated detailed performance evaluation indicators for implementation to the departments and standardised the evaluation period to ensure the effective implementation of the evaluation plan. During the Reporting Period, AsialInfo Technologies (China) and AsialInfo Technologies (Nanjing) Inc. have completed the internal and external audits for the ISO 9001 quality management system certification to ensure the continuity of the qualification effectively. During the Reporting Period, the Group was not involved in product recall due to its business nature.

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Customer Privacy Protection

The Group believes that data security and customer privacy protection are not only legal obligations but also the core competitiveness of an enterprise in the digital era. In terms of compliance with laws and regulations, the Group strictly complies with the laws and regulations such as the Data Security Law of the People's Republic of China (《中華人民共和國數據安全法》), Personal Information Protection Law of the People's Republic of China (《中華人民共和國個人信息保護法》), Provisions on the Administration of Mobile Internet Applications Information Services (《移動互聯網應用程序信息服務管理規定》), and implements regulatory regulations and standard requirements to carry out data security management work. In terms of governance structure, we have established the AsialInfo Technologies Information Security Committee, which comprises AsialInfo Technologies's chief information officer and senior management and is fully responsible for the Group's information security management-related work, including the formulation and approval of information security management methods and strategies, as well as the guidance and supervision of the implementation of various information security tasks. In terms of system construction, during the Reporting Period, the Group revised the AsialInfo Technologies Reward and Punishment Management Systems on Information Security (《亞信科技信息安全獎懲管理制度》) and AsialInfo Technologies Management Systems on Office Terminal Security (《信科技辦公終端管理制度》), and added the AsialInfo Technologies Red Line on Information Security (《亞信科技信息安全紅線》) and AsialInfo Technologies Backend System — Super Project Documentation and Code Administration Measures (《亞信科技後台系統及超越計劃文檔及代碼管理辦法》) to further improve the system security construction of information security and fully protect customer data privacy. In terms of implementation management, the Group strictly requires all staff who are providing services to comply with the safety management requirements of the customers and the relevant management regulations of the Group.

During the Reporting Period, the Group effectively protected customer data and privacy by conducting regular security checks.



Customer Services

The Group always puts customers first and insists on providing them with high-quality products and services, while sparing no effort to improve customer experience. In terms of customer complaint handling, the Group has established a complete compliant management mechanism. The customer service department will actively track and confirm the complaints after receiving compliant cases and coordinate with relevant departments for handling. The Group implements entire follow-ups on the handling of complaints and will not treat the case as completed until the complaining customer confirms that the issue is resolved.

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During the year, by adopting daily customer communication and management channels as the base, the Group actively conducted customer satisfaction survey; and reported the results of the customer satisfaction surveys to the management of the Group. In response to the feedback from customers, the Group will formulate relevant rectification plans to better safeguard service quality. During the Reporting Period, the number of complaints received by the Group in relation to products and services was nil.



Customer Satisfaction Survey Process of AsiaInfo Technologies

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Technology Innovation and Cooperation Development

The Group always adheres to the development concept of “R&D driver and innovation empowerment”. Through investment in talent cultivation and technology R&D, we continue to enhance our R&D capabilities, build a solid base for digital intelligence technology, promote the iterative upgrade of products and service solutions, and assist in the digital transformation of different industries.

During the Reporting Period, AsiaInfo Technologies constantly improved R&D management, achieved R&D delivery separation, and established Service-level agreement (SLA) protection, resulting in significant improvement in R&D efficiency.

» Maintain international leadership in cloud network products

- Our 5G network energy saving products won the Network Transformation Awards 2022
- Our 5G network intelligence has been selected into Gartner Mainstream Supplier Matrix on 2 occasions
- We were crowned champion of the 2022 ITU 5G AI/ML Challenge and the Global Finals Excellence Award
- Our network digital twin won the 2022 TMForum Global Catalyst Award
- Our 5G private network product innovation project was selected for the 2022 software industry innovation project
- Full wind power scenario and high-precision positioning system which integrates Beidou and power wireless network won the best “Innovative Application” in ICT China Innovation Awards (2022)

» In terms of digital intelligence, we are the industry leader in China, and some products have reached international leading standards




- AIOps and AI platform won the first prize of the Science and Technology Progress Award of China Computer Federation (CCF)
- Network Intelligence + AI won the Wu Wenjun Science and Technology Progress Award
- AIOps and AI products were enlisted in the Gartner Technology Maturity Curve and Mainstream Supplier Matrix on 3 occasions
- Our AI platform, federated learning platform, edge AI and big data platform were selected into Forrester Mainstream Supplier Matrix on 5 occasions
- Data infrastructure platform and data middle office operation system were selected by CAICT for China Digital Intelligence Industry Mapping 1.0
- Edge AI all-in-one was selected as an outstanding solution for edge computing and Beijing key security and emergency enterprise product list by CAICT
- Several of our data products such as privacy computing, and data asset management were selected as “Star River” benchmark cases.
- Robotic process automation intelligent R&D platform (AIPRA) was selected as the “Typical Demonstration Case of Software Industry in 2021” by the China Software Industry Association

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➤ In terms of IT products, we have consolidated our tier-one position in China

- Our 3D/XR won the “iF Design Gold Award” at the 2022 Hannover Industrial Design Forum in Germany
- 3D/XR won VR/AR Innovation Award at World VR Industry Conference in 2022
- XR scenario workshop won the Digital Economy Industrial Innovation Achievements at the 2022 Global Digital Economy Conference
- Super vision 3D visualisation software and experience technology kits (4.0) were selected as a new product of Beijing New Technology
- Digital twin platform passed the authoritative evaluation of low code platform by CAICT

Performance highlights in 2022

 Expenditure on R&D: RMB1,108 million	 Percentage of Revenue for R&D: 14.3%	 International Standards: 133	 Academic Thesis: 45
 Patents: 71	 Software Copyrights: 1,298	 The number of books published: 11	

Promoting the Industry Development

The Group has always emphasised open and inclusive external cooperation; and carried out extensive cooperation with government bodies, industry partners, research institutes, and other stakeholders by relying on our technological experience to facilitate the transformation of digital intelligence. At the same time, we actively participate in the development of international standards and promote the stable and sustainable development of the industry with the technical experience accumulated for many years.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

CASE:

AsialInfo Technologies compiled the White Paper on Urban Digital Transformation jointly with China Academy of Information and Communications Technology (CAICT)

During the Reporting Period, AsialInfo Technologies led and co-authored the White Paper on Urban Digital Transformation (the "White Paper") with experts from the Industrial Planning Institute of China Academy of Information and Communications Technology (CAICT). The White Paper provides a systematic insight into trends, capabilities, and practices in the aspects of urban refinement operation and sustainable development, and provides a direction guide of relying on digital operation and facilitating high quality urban development.



AsialInfo Technologies co-authored the White Paper on Urban Digital Transformation with the China Academy of Information and Communications Technology (CAICT)

CASE:

AsialInfo Technologies entered into a strategic cooperation agreement with SINOTRANS & CSC Holdings

On 10 November 2022, AsialInfo Technologies, together with its subsidiary AsialInfo Goods Cloud entered into a strategic cooperation agreement with SINOTRANS & CSC Holdings Co., Ltd., pursuant to which both parties will jointly facilitate information technology to empower the logistics industry to reasonably build an integrated logistics ecosystem with "full-scenario" features.

AsialInfo Technologies will provide support for the platform scenario construction, business application, and marketing, offer underlying software and solutions related to big data and AI, as well as customised development, deployment, and system integration services for specific scenarios based on its technological advantages. Both parties will establish a mechanism for high-level visits and irregular meetings, and set up a joint working group to facilitate the successful implementation of the cooperation. The cooperation will have a positive impact on the digital intelligence transformation of the logistics industry.



AsialInfo Technologies entered into a strategic cooperation agreement with SINOTRANS & CSC Holdings Co., Ltd.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Supply Chain Management

A sustainable supply chain system is a key element for the long-term development of an enterprise. The Group strictly complies with the Bidding Law of the People's Republic of China (《中華人民共和國招標投標法》), Regulation on the Implementation of the Bidding Law of the People's Republic of China (《中華人民共和國招標投標法實施條例》), Measures for the Administration of Government Procurement by Non-Bid Procurement Methods (《政府採購非招標採購方式管理辦法》) and other laws and regulations, and has formulated the AsialInfo Technologies Supplier Management Norms (《亞信科技供應商管理規範》) and AsialInfo Technologies Procurement Management — Supplier Management Process (《亞信科技採購管理-供應商管理流程》) as internal systems for supplier access and audit, information maintenance, selection and use, regular and irregular evaluation and monitoring works.

In order to prevent the environmental and social risks in the supply chain and create a fair and clean cooperation environment with suppliers, during the procedures of selection and evaluation, the Group requires suppliers to enter into commitment documents such as the Letter of Undertaking on Environmental and Occupational Health and Safety Management (《環境和職業健康安全管理承諾書》), the Letter of Undertaking on Integrity (《廉潔承諾函》) and to provide the Notice of Stakeholders (《相關方告知書》), setting out requirements on environmental protection, occupational health, employment, integrity and compliance.

During the Reporting Period, the Group employed a total of 386 suppliers (including project procurement and technical outsourcing). All suppliers were under stringent selection in accordance with the Supplier Selection (Procurement) Process (《供應商選擇 (採購) 流程》). The supplier's operational capability, delivery competence and potential risks are fully evaluated through reviewing information and cases. After the contract is signed and executed, we will conduct satisfaction reviews on the suppliers' cooperation and service quality. Meanwhile, these reviews will be included in the suppliers' annual review so as to reevaluate the suppliers' overall capability in the past year. Through the above process, we implement closed-loop management on suppliers to reduce procurement risks and costs, and improve procurement quality and efficiency.

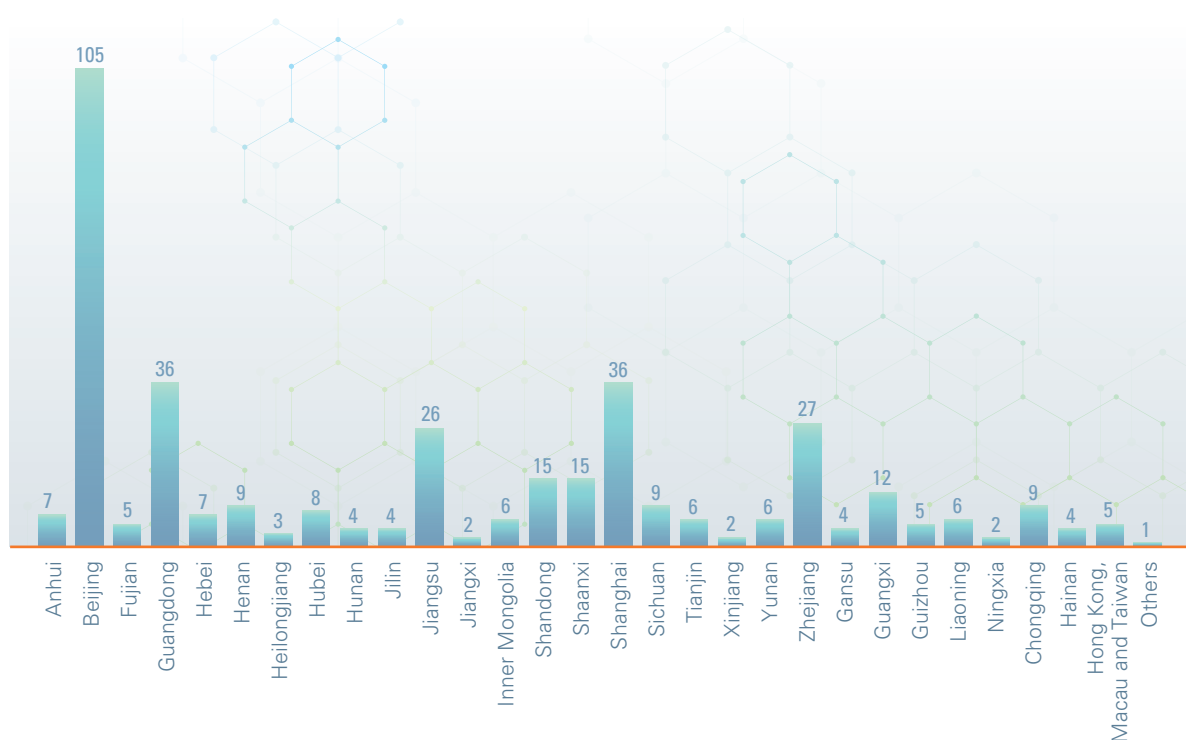
Type of Risk	Precautionary Measures
Environmental risk	<ul style="list-style-type: none"> Reviewing whether suppliers pass the certification for ISO 14001 environmental management systems, giving priority to suppliers with this qualification Setting out clauses on environmental protection in the text of contracts, supervising suppliers to pay attention to environmental protection and low-carbon production and encouraging suppliers to give priority to pollution-free production technology, facilities and equipment Terminating cooperation with suppliers whose pollutant discharge and waste disposal fail to meet standards or regulations

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Type of Risk	Precautionary Measures
Social risk	<ul style="list-style-type: none"> Reviewing whether suppliers possess the certification OHSAS 18001 or ISO 45001 occupational health and safety management systems, giving priority to suppliers with this qualification Requiring suppliers to be fully responsible for personal injuries, equipment damages, property losses and other safety accidents in the operation/construction process Requiring suppliers to appoint site safety responsible person at the construction site to identify risk and implement safety operation plan only after obtaining the approval from relevant department
Fair procurement	<ul style="list-style-type: none"> Requiring suppliers and contractors to enter into the Letter of Undertaking on Integrity and the Letter of Undertaking on Compliance and commit to adopt effective internal measures to intensify education on laws, disciplines and business ethics, resolutely oppose and reject commercial bribes and meet requirements on compliance management, otherwise they will be refused to cooperate with

The number of suppliers of AsiaInfo Technologies by geographical region during the year is as follows:

Number of suppliers of AsiaInfo Technologies by geographical region



ENVIRONMENTAL, SOCIAL AND
GOVERNANCE (ESG) REPORT

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RESPONSIBLE OPERATION AND PRACTICING LOW-CARBON DEVELOPMENT

As a practitioner of sustainable development, the Group is always concerned about the protection of the environment and natural resources. The Group officially announced its green target for carbon emission reduction: aiming to achieve carbon neutrality by 2028. From the daily low-carbon office to the research and development of green products and services, AsiaInfo Technologies takes energy efficiency, climate risk, and other factors into consideration in all aspects of daily operations, helping to reduce its own emissions while contributing to the low-carbon transformation of the society.

Green Office

In our daily operation, the Group strictly abides by the “Energy Conservation Law of the People’s Republic of China” and other laws and regulations and formulates the “AsiaInfo Technologies Environmental Protection Management System”. The Group adheres to the principle of green and low-carbon operation and establishes the energy management ledger to carry out meticulous management of energy. Through the statistical data on energy utilisation, the Group ensures the efficient utilisation of energy, water resources, paper, and other resources.

Improving the Efficiency of Energy and Resources

The energy used by the Group includes purchased electricity, gasoline, and natural gas, of which externally purchased electricity is the Group’s main energy consumption. In respect of water consumption, the Group consumes running water from the municipal pipe network and is not involved in obtaining suitable water sources. In addition, the Group does not involve in any industrial water use or other large-scale use of water resources, which are mainly for sanitary water and greening irrigation. Due to the nature of the business, the Group does not involve the consumption of packaging materials. During the Reporting Period, we took a number of steps to reduce energy and resources consumption in our operations:

- Saving the use of electricity through saving electricity for one hour in office areas during lunch break and adjusting the lowest air-conditioning temperature;
- Monitoring the consumption of electricity and water resources in office buildings through intelligent electricity and water meters and preventing the waste of resources in a timely manner once discovered;
- Improving vehicle use efficiency through standard management and arranging the use of vehicles reasonably;
- Adhering to the water-saving management at the ordinary office venues, the Group optimizes and upgrades equipment, and conducts water-saving publicity to further improve the efficiency of water consumption; and the intelligent transformation of water and electrical equipment and components;
- Reducing the printing of hotel and taxi receipts for reimbursement through the independently developed AI business travel platform, which saved 54,000 sheets of paper during the year.

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE (ESG) REPORT**CASE:****Installation and transformation of intelligent electricity and water meters**

The Group updated, replaced, and transformed 107 remote multi-functional meters in the power distribution room and water meters in the water pump room of AsialInfo Plaza to attain separate metering of various water types such as recycled water, domestic water, restaurant water, and fire water, and upgraded the remote transmission of data. The temperature controller of the transformer, water leakage alarm rope, and other equipment are connected to the comprehensive energy intelligent management and control platform for real-time monitoring.

In the future, the Group will continue to rely on using renewable energy and more refined energy management methods to gradually improve the efficiency of existing energy.



The power distribution room of AsialInfo Plaza after transformation

For the consumption of major resources by the Group during the Reporting Period, please refer to the table below:

Resource consumption ³	Unit	2022
Total water consumption	tonne	44,803
Total water consumption intensity	tonne/revenue of RMB10,000	0.06
Paper consumption	kg	6,430
Paper consumption intensity	kg/revenue of RMB10,000	0.01

³ Data on resources use only covers AsialInfo Technologies (China), Inc., AsialInfo Technologies (Nanjing), Inc., Guangzhou AsialInfo Technologies, Inc. and Hunan AsialInfo Software Co., Ltd., all of which are major operating subsidiaries of the Group.

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For the consumption of major energy by the Group during the Reporting Period, please refer to the table below:

Energy consumption		Unit	2022
Indirect Energy	Total electricity consumption	'000 kWh	10,232
	Electricity consumption intensity	kWh/revenue of RMB10,000	13.223
Direct Energy	Total fuel consumption (vehicle)	L	18,318
	Total natural gas consumption	m ³	195,316
	Total direct energy consumption	'000 kWh	2,185
	Direct energy consumption intensity	kWh/revenue of RMB10,000	2.82

During the Reporting Period, the greenhouse gas emissions of AsiaInfo Technologies's major subsidiaries are as follows:

Greenhouse gas emissions (scope one and scope two)	Unit	2022
Vehicle emissions and natural gas emissions (scope one)	Tonnes of carbon dioxide equivalent	464.50
Electricity emissions (scope two)	Tonnes of carbon dioxide	5,835.18
Total greenhouse gas emissions	Tonnes of carbon dioxide equivalent	6,299.68
Total greenhouse gas emission density	Kilograms of carbon dioxide equivalent/revenue of RMB10,000	8.14

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Waste Management

The Group is in strict compliance with the relevant laws and regulations that have a significant impact on it, including the Law of the PRC on the Prevention and Control of Atmospheric Pollution (《中華人民共和國大氣污染防治法》), Law of the PRC on the Prevention and Control of Water Pollution (《中華人民共和國水污染防治法》), Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》) and Regulation on the Administration of the Recovery and Disposal of Waste Electrical and Electronic Products (《廢棄電器電子產品回收處理管理條例》). It has formulated the Environmental Protection and Management System of AsiaInfo Technologies and the Procedure on Prevention (《亞信科技環境保護管理制度》) and set out strict regulations on emissions of various pollutants to ensure that all pollutants meet the emission standards. Due to the nature of our business, the Group is not involved in the significant influence of pollutants. Major pollutants discharged in the operation of the Group include hazardous and non-hazardous wastes in the office, greenhouse gas (GHG) emissions (scope 2) generated by purchased electricity, GHG emissions (scope 1) and air pollutants generated by using of vehicles. During the Reporting Period, the Group continued to promote the certifications of international standardized energy management systems and environmental management systems. AsiaInfo China completed the internal and external review of ISO 14001 and ISO 45001 to check the implementation of internal management and constantly improve the standard of environmental management. AsiaInfo XingYuan, a subsidiary of the Group, passed the ISO 14001 and ISO 45001 certifications and audits. The Group did not violate the relevant laws and regulations regarding emissions of exhaust and greenhouse gases, discharges to water and land, and generation of hazardous and non-hazardous wastes during the Reporting Period.



ISO 45001 certificate of AsiaInfo XingYuan



ISO 14001 certificate of AsiaInfo XingYuan

In the process of operation management, the Group formulated the Treatment and Control of Solid Waste (《固體廢棄物防治控制程序》) to regulate the management of wastes continuously. The solid wastes generated in the operation of the Group are those all generated from our daily work in the office; and do not involve large-scale waste discharge, including hazardous wastes (waste fluorescent tubes and waste toner cartridges) and non-hazardous wastes (waste batteries and office domestic wastes). For hazardous wastes, the Group engages qualified companies for centralised recycling and disposal; and for non-hazardous wastes, office domestic wastes, and waste batteries produced by the Group are recycled and disposed of by qualified third-party treatment companies.

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The Group adheres to the meticulous management of domestic wastes and treats them according to the categories of waste to improve the efficiency of resource recycling. The Group placed waste containers for classification and recycling in the office building and posted slogans for waste classification to encourage employees to classify domestic wastes, thus improving the efficiency of waste disposal. During the Reporting Period, the treatment rate of domestic wastes reached 100%.

Based on the above, the Group continues to improve the management methods to reduce the emission of air pollutants continuously:

- Reducing the use of purchased electricity and improving the use efficiency of vehicles;
- Reasonably arranging the use of vehicles and improving the use efficiency of vehicles.

The Group's sewage is mainly the office domestic sewage and it can effectively reduce the sewage discharge of the Group by reducing the use of water resources.

The statistics below show the information of emissions of the Group during the Reporting Period:⁴

Pollutant Emission	Unit	2022
Air pollutant emissions⁵		
CO emission	kg	88.45
NO _x emission	kg	4.20
SO _x emission	kg	0.27
PM _{2.5} emission	kg	0.53
PM ₁₀ emission	kg	0.54
Non-hazardous waste produced⁶		
Office domestic wastes ⁷	tonnes	107
Kitchen wastes	tonnes	81
Waste battery	tonnes	0.028
Waste battery recycled	tonnes	0.027
Total non-hazardous waste emissions	tonnes	187
Intensity of non-hazardous waste emission	kg/revenue of RMB10,000	0.24
Hazardous wastes produced		
Waste fluorescent tube	tonnes	1.256
Waste fluorescent tube recycled	tonnes	1.189
Waste toner cartridge	tonnes	0.084
Waste toner cartridge recycled	tonnes	0.077
Total hazardous wastes produced	tonnes	1.339
Intensity of hazardous wastes produced	kg/revenue of RMB10,000	0.0017

⁴ During the Reporting Period, the Group was not involved in packaging materials.

⁵ Air pollutant emissions are emissions from vehicles owned by the Group, including emissions from vehicles owned and operated by the Group, and are calculated with reference to the Technical Guide for Air Pollutant Emission Inventory for Road Motor Vehicles (Trial) 《道路機動車大氣污染物排放清單編製技術指南《道路機動車大氣污染物排放清單編製技術指南（試行）》》.

⁶ With reference to the definition in Basel Convention, non-hazardous wastes of the Group include computers, digital communication circuits and devices, servers, printers, etc. All electronic wastes are auctioned off by the Group.

⁷ During the year, AsiaInfo Technologies continued to improve the collection process of domestic waste data. The continuous improvement of data collection indicators resulted in an increase in data this year.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Responding to Climate Change

Climate change causes tremendous damage and irreparable losses to terrestrial and marine ecosystems around the world. In actively responding to the target of 1.5°C set out in the Paris Agreement and the “Dual Carbon Goal” of the PRC, the Group officially announced its green target for carbon emission reduction: aiming to achieve carbon neutrality by 2028.

Climate Risks Management

The Group attaches great importance to climate change-related works. During the year, the Group upgraded the “issue on responding to climate change” from an issue with medium materiality to an issue with high materiality, and constantly improved the identification and management of climate change-related risks in the risk matrix. The Board of the Group regularly receives reports on the work of risk management and ESG, understands the progress of climate risk management and ESG-related works, and puts forward guidance opinions. In addition, to ensure the efficiency of climate risk management and governance, the Group’s ESG working group also regularly discusses climate-related issues and supervises the implementation of climate risk countermeasures.

Climate Strategy

AsiaInfo Technologies is always concerned about the systemic impact of climate change on businesses. The Group firmly believes that climate change brings both new requirements for low-carbon development and opportunities for AsiaInfo Technologies. By improving energy efficiency and reducing resource consumption, AsiaInfo Technologies can optimise its operational efficiency and facilitate attaining the target of carbon neutrality. Meanwhile, the Group actively explores new scenarios of low-carbon transformation for many industries with digital-intelligence technologies, constantly expands the application boundary of technologies, and is committed to providing green and intelligent services and solutions for partners. In the future, AsiaInfo Technologies will also further integrate climate change into the Group’s overall development strategy.

Identifying and Responding to Climate Change Risk

This year, the Group proactively identified and analyzed various physical and transformation risks related to climate change based on the Task Force on Climate-related Financial Disclosures (TCFD), and assessed their financial impacts. We also formulated climate risk management methods and response measures in a timely manner.



ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Climate change risk identification and response

Type of Risk	Specific Risk	Description of Risk	Countermeasures
Physical risk	Acute risk	Extreme weather conditions, such as hurricanes and rainstorms, may interrupt the daily operations of data centres or companies, affecting the continuity of operation	Formulate evacuation plans for emergencies; Organise evacuation drills for flood control purposes regularly; Develop a remote office platform to ensure the normal and orderly operation of the company
	Chronic risk	Chronic risks such as heat, drought, and rising sea levels may increase the total energy consumption and costs of a company's office building or data centre, resulting in higher overall operating costs	Deploy security personnel in each project to inform the corresponding security measures and actively communicate about the situation
Transformation risk	Policy and legal risk	With the increasing materiality of addressing climate change, the government and listing regulators will introduce more stringent requirements on disclosure of environmental information and supervision for enterprises, which may increase the compliance risks faced by enterprises	Constantly strengthen the search for and interpretation of various regulatory policies to ensure that our operations fully meet regulatory requirements; Actively explore low-carbon operation models and reduce our own GHG emissions by improving the efficiency of energy and increasing the proportion of clean energy
	Technical risk	Driven by the "Dual Carbon" policy, the demand for low-carbon technologies will gradually increase. Failure to master core green technologies or failure in investing in green technologies may lead to the setback of the core competitiveness of enterprises	Strengthen the research and development and personnel training of products related to low-carbon technologies, and actively carry out various energy conservation and emission reduction practices with its own low-carbon technologies
	Market risk	As customers are concerned about the low-carbon properties of products, if green and low-carbon technologies and services are not provided in a timely manner, the market share may decline, thus affecting the operating income	Actively carry out research on products and technologies related to low-carbon; Introduce the enterprise's low-carbon concept to customers' products and technologies
	Reputational risk	If an enterprise fails to disclose the progress of its goals or key measures to the public in a timely manner after releasing the "Dual Carbon" objective or sustainable development strategy, investors and the public may cast doubts, which will further affect the reputation of the enterprise	In addition to releasing green targets for emission reduction, AsiaInfo Technologies actively carries out various emission reduction practices and discloses them to the public in a timely manner

ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORT

Climate change goals and actions

In order to achieve the green target for carbon emission reduction, the Group proposes four primary directions: energy conservation and efficiency improvement, utilisation of renewable energy, carbon offsetting, and empowering industries, so as to facilitate the low-carbon transformation of society while achieving its own carbon emission reduction. During the Reporting Period, AsialInfo Technologies actively launched various low-carbon and emission reduction practices; and carried out dual carbon promotion and training activities to further deepen employees' understanding of dual carbon and environmental awareness.

During the Reporting Period, the Group conducted meticulous energy management transformation of AsialInfo Plaza, and leveraged its own advantages to facilitate the achievement of the carbon emission reduction target:

➤ Accelerating low-carbon transformation by replacing traditional electricity consumption with green electricity

The Group makes full use of the roof and carport space of the plaza to install photovoltaic panels, which are connected to the power supply system of the plaza after inversion and confluent, and are eventually used in the data centre room, air conditioning and lighting system of the office area and other power-consuming equipment of the plaza. During the Reporting Period, the photovoltaic capacity of AsialInfo Technologies was approximately 110,000 kWh, which further reduced the amount of purchased electricity of the Group and increased the proportion of clean energy.



Photovoltaic facilities on the top floor of AsialInfo Technologies Plaza

➤ Building a comprehensive energy smart management and control platform

The comprehensive energy smart management and control platform not only reduces the labor cost of the original energy detection; but also attains the analysis and prediction of energy consumption and timely detection of waste through the system's dynamic monitoring of key energy consumption indicators such as water and electricity inside the plaza, thus promoting the process of energy conservation and emission reduction of the plaza.

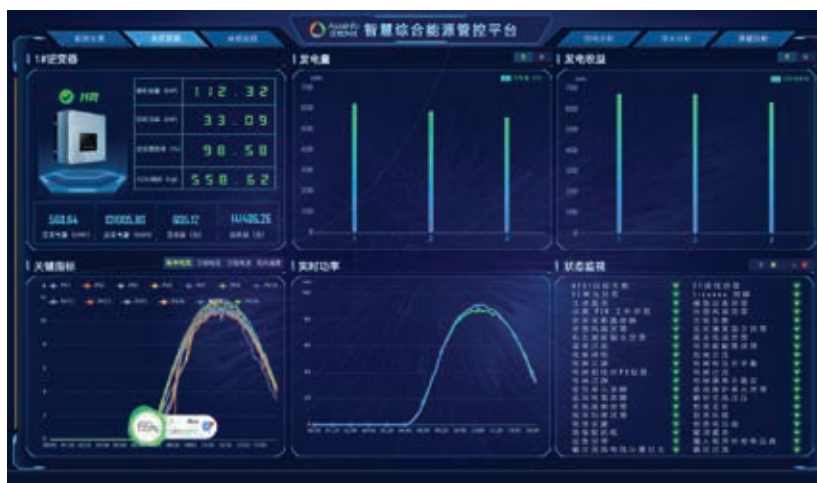


Chart: Comprehensive energy smart management and control platform of AsialInfo Technologies

ENVIRONMENTAL, SOCIAL AND
GOVERNANCE (ESG) REPORT**CASE:****AsialInfo Technologies organized a flood control drill**

In August 2022, in order to strengthen flood control, improve the staff's emergency response ability and ensure the safety of employees' lives and properties, the Group organized flood control emergency drills. Before the drill, the Group organized the corresponding staff to carry out the inspection of flood control facilities and the drill plan. Our staff responded to the drill in time that simulated the waterlogging situation in the underground garage. The drill was successfully completed.



AsialInfo Technologies Organized a Flood Control Drill

7

CULTIVATING RESPONSIBILITY AND CARING FOR THE GROWTH OF EMPLOYEES**Adhering to the supremacy of talent**

The Group strictly complies with the relevant laws and regulations that have a significant impact on it, including the Labour Law of the PRC (《中華人民共和國勞動法》), Labour Contract Law of the PRC (《中華人民共和國勞動合同法》), Social Insurance Law of the PRC (《中華人民共和國社會保險法》), Regulations on Prohibition of Child Labour (《禁止使用童工規定》). Meanwhile, the Group formulated the AsialInfo Technologies Staff Manual (《亞信科技員工手冊》), the AsialInfo Technologies Social Recruitment Management System (《亞信科技社會招聘管理制度》) and other internal policies, and clearly stipulates the requirements related to equal employment and diversity recruitment and respect and protect the legitimate rights and interests of all employees. During the Reporting Period, the Group did not violate laws and regulations related to remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other benefits and welfare.

To prevent forced labour, the Group complies with policies on the prevention of child labour or forced labour and the Labour Law of the PRC stringently and ensures that every employee can only work during normal working hours as required in the local laws and regulations and the AsialInfo Technologies Staff Manual (《亞信科技員工手冊》). In addition, in accordance with the Implementation Measures for Paid Annual Leave for Employees of Enterprises (《企業職工帶薪年休假實施辦法》), AsialInfo Technologies has formulated the AsialInfo Technologies Staff Vacation Management Regulations (《亞信科技員工假期管理規定》), which guarantees employees' entitlement to vacation on national statutory holidays, marriage leave, maternity leave (or paternity leave), bereavement leave, annual leave and sick leave and regulates employees' vacation time and the procedures for vacation applications. In addition, the Group conducts stringent third-party background investigations to verify the identity of candidates in strict accordance with

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the AsiaInfo Technologies Background Investigation Management Norms (《亞信科技背景調查管理規範》), so as to avoid the occurrence of child labour. Since its establishment, the use of child labour and forced labour has not occurred, so the steps to eliminate relevant non-compliance are not applicable to the Group.

On the basis of effectively protecting the rights and interests of employees, the Group continues to provide smooth communication channels for employees, listens to their aspirations, and steadily promotes the special work of employee services.

CASE:

Conducting a survey on organizational culture and atmosphere to enhance employees' sense of belonging

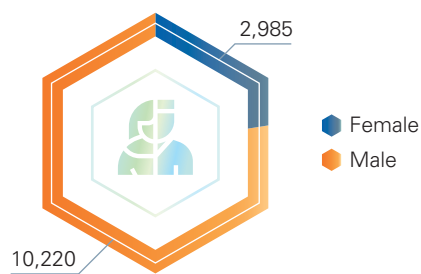
From July to September 2022, the Group conducted a survey on the organization's cultural atmosphere. The survey was carried out in accordance with three sections: a questionnaire for all employees, project site visits, and face-to-face interviews to understand the voices of employees.

- **Questionnaire:**
We sent an online questionnaire to all employees to investigate the cultural atmosphere of AsiaInfo through 11 questions. And we collected 6,086 valid questionnaires with more than 2,900 comments and suggestions were gathered;
- **Project site visits:**
We visited 13 project sites in 5 cities including Beijing, Nanchang, Zhengzhou, Harbin and Guangzhou, covering more than 1,000 employees;
- **Face-to-face interviews:**
We conducted in-depth interviews with 65 employees in five aspects: organizational effectiveness, organizational atmosphere, organizational confidence, management style, and employee stability.

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As of the end of the Reporting Period, the total number of full-time employees of the Group was 13,205, of which:

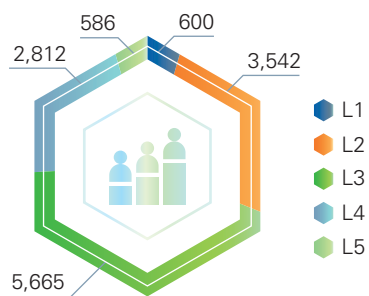
By gender of employees



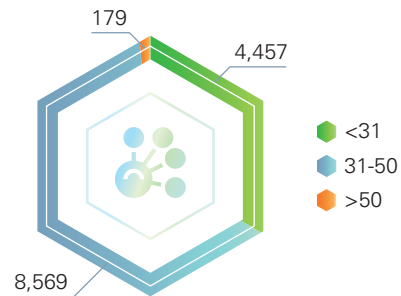
By employment type



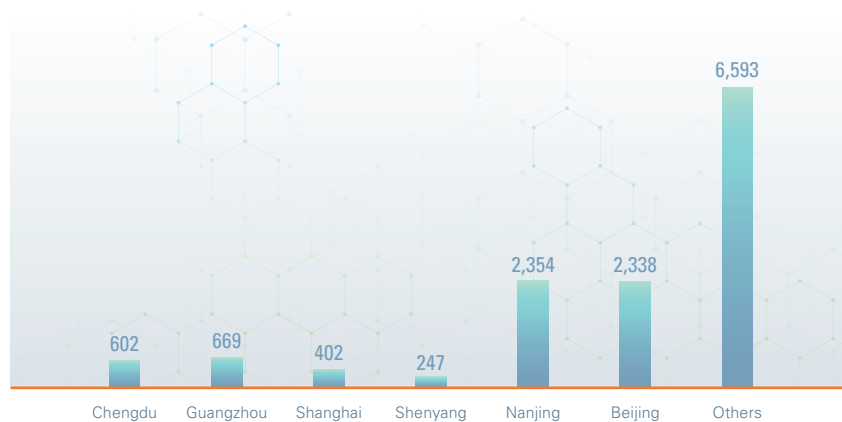
By rank



By age group



By geographical region



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During the Reporting Period, the total number of employee turnover of the Group was 2,267, including:

Category	Turnover rate ⁹
By gender	
Male	17.78%
Female	15.08%
By age group	
<31 years old	21.83%
31–50 years old	14.88%
> 50 years old	10.61%
By geographic area	
Chengdu	18.60%
Guangzhou	17.34%
Shanghai	12.94%
Nanjing	12.15%
Beijing	21.37%
Others	19.97%

Empowering Talent Development

The Group always adheres to the concept of “technology innovation and talent first” and attaches great importance to the career development of employees. In order to regulate the Group’s internal training work and ensure the orderly implementation of various training work, the Group formulated and issued a series of system policies regarding the improvement of employees’ knowledge and skills in performing their job duties, such as the AsiaInfo Technologies Internal Training Management System (《亞信科技內部培訓管理制度》) and AsiaInfo Technologies Staff Education Fund Management Measure (《亞信科技職工教育經費管理辦法》). In addition to new staff training and general ability training, the Group sets up special training courses for management talents and professional talents; and conducts research on course satisfaction, so as to constantly improve the talent training system. During the Reporting Period, the Group formulated the 2022 Corporate Training Plan and made statistics on employees’ feedback to continuously optimize its staff training plans.

⁹ Turnover rate = Number of employee turnover in this category/Total number of employee in this category.

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	New staff training	General ability training	Management training	Professional and technical personnel training
Training objects	All new staff	All staff	Staff with management responsibilities in their capacities, including the Company's grass-root, middle, and senior management	Targets professional and technical personnel at different levels and types
Content of training	Company profile, organisational structure, corporate culture, professional ethics, basic business knowledge, technical skills, etc.	General capability, and corporate strategy, new system, new policy, etc.	Management and leadership training, covering self-management, business management, team management, collaboration, and other management philosophy and key skills training	Technical certification, product certification, training camps, external certification, and other training
Representative programme	<ul style="list-style-type: none"> Asiainfo — Star Programme Training Camp for new staff 	<ul style="list-style-type: none"> Training camp series Frontline general ability series training Training under the legal lecture hall series 	<ul style="list-style-type: none"> Navigator Programme M4 Training Camp Voyage Program — Training Camp for middle management Start Leader Programme — Training camp for grass-root management 	<ul style="list-style-type: none"> Position certification project Training on certification of the Company's products Training Camp for key account marketing Product manager capability improvement programme



AsiaInfo Technologies 2022 Navigator Programme M4 Training Camp

ENVIRONMENTAL, SOCIAL AND
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The Group provided training for professional and technical personnel at different levels and types, which covers technical certification, product certification, training camps, external certification, and other training. During the Reporting Period, AsiaInfo Technologies launched a variety of training programmes to further enhance the professionalism of its professional and technical staff:

Position Certification Project:

AsiaInfo School has launched the 2022 “Xin Changqing — AsiaInfo Technologies Position Certification Project (信長青-亞信科技崗位認證項目)”, which aims to build up a position-based certification system to make known the growth path of employees and clear career direction, and provide objective assessment standards for promotion, so as to form a closed loop of learning-improvement-promotion.

Product Certification Training:

During the Reporting Period, in order to continue to support the Company’s strategic battle to “achieve the separation of product and delivery” and strengthen staff’s understanding of the Company’s products and business during and before sales, AsiaInfo School continued to carry out product certification training courses

- 15 new courses were added for sales and pre-sales positions;
- A total of 42 new courses were added to the 2021 curriculum for 37 products in 6 product lines;
- The total number of training sessions for the year was 10,782, of which 7,497 were certified.

Sales Training Camp:

In order to implement the Company’s talent development strategy and enhance the professional ability and marketing skills of the professional staff in sales, pre-sales, and customer marketing, AsiaInfo Technologies organized the Sales Training Camp. Focusing on the theme of key customer marketing, we carried out a variety of learning modes, such as ice-breaker integration, pre-training services, knowledge cards, red and black list, case studies, and program applications in the “start-up-training-after training” stage.

- A total of 58 main sales staff from 9 departments enrolled;
- 48 copies of assignments were produced.

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During the Reporting Period, the Group organised a total of 190 sessions of various trainings for 11,539 employees, with total training time of 214,781.07 hours, and the total training time of employees increased by 120% compared to 2021.

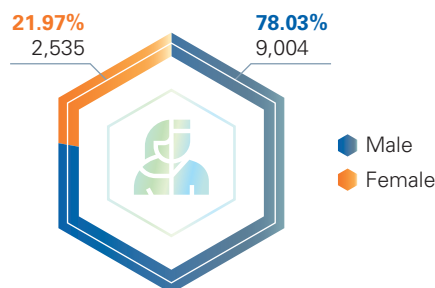


AsiaInfo Technologies Position Certification Project Training

Number and percentage of trainees by gender and rank:

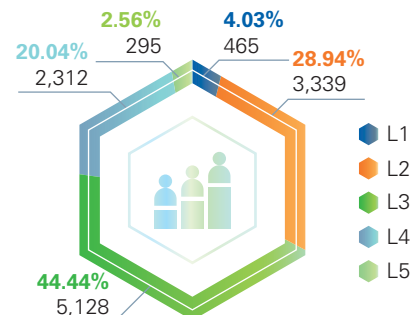
By gender of employees

Trainees (Headcount)/ Percentage¹⁰



By rank

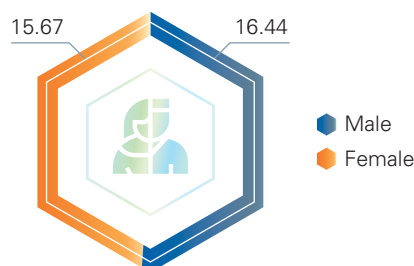
Trainees (Headcount)/ Percentage¹⁰



Average training hours of trainees by gender and rank:

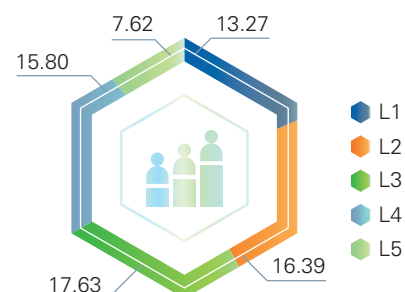
By gender of employees

Average training hours (H)¹¹



By rank

Average training hours (H)¹¹



¹⁰ Trainees rate in this category = Number of trainees in this category/Total number of trainees

¹¹ Average training hours of trainees in the relevant category = Total number of training hours of trainees in the specific category/Number of trainees in the specific category

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Safeguarding Employees' Health

The Group places much concern on the occupational health of its employees; and strives to create a beautiful, healthy, comfortable, and intelligent office environment for employees, constantly improve the ability to deal with emergencies, and minimise the occurrence of emergencies and the damage caused by them. The Group has strictly complied with the relevant laws and regulations that have a significant impact on it, including the Work Safety Law of the PRC (《中華人民共和國安全生產法》), Fire Protection Law of the PRC (《中華人民共和國消防法》), Law of the People's Republic of China on the Prevention, Control of Occupational Diseases (《中華人民共和國職業病防治法》), and Measures for the administration of occupational health examination (《職業健康檢查管理辦法》). During the Reporting Period, the Group did not violate any laws and regulations relating to the provision of a safe working environment and the protection of employees from occupational hazards.

In respect of management structure, the Group has set up the production safety leading group and the production safety working group and implements the safety assurance and labour protection responsibility layer by layer to various departments. Every department of the Group has no less than one security officer to supervise, inspect and report on safety matters, and ensure the smooth implementation of occupational health and safety work. In respect of occupational health management system certification, the Group completed the internal and external review of the ISO 45001 occupational health and safety management system; and organised relevant training to improve the occupational health awareness of employees during the Report Period. In respect of system construction, the Group formulated internal policies such as AsiaInfo Technologies Safe Production Management System (《亞信科技安全生產管理制度》) to fully integrate health and safety work into all divisions and daily operations.

During the Reporting Period, there were no work-related fatalities in the Group (the number of work-related fatalities in the Group in 2021 was 1, with a work-related fatality rate of 0.0075%, and the rate in 2020 was 0), with a work-related fatality rate of 0, and the number of lost working days due to work injury was 250.



Production Safety Management Structure of
AsiaInfo Technologies

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AsialInfo Technologies' daily business is mainly based on software technology development and paperwork in the office. There are no material occupational safety and health hazards during the process. During the Reporting Period, in order to further enhance the occupational health and safety awareness of our employees and to protect the safety of our operations, the Group conducts safety training activities and regular safety inspections. During the Reporting Period:

the physical
examination coverage
rate of the Group's
employees was

100%

a total of

27,023.3

hours of safety training
was provided.

the total number of
employees who
participated in safety
training was

27,717

**CASE:****Organizing onsite nucleic acid testing for employees to protect their health**

During the Reporting Period, the Group gave due consideration to the health of its employees and organized work from home for employees during the severe outbreak of COVID-19 to further reduce the risk of employees being infected during commuting and to protect the health of employees. At the same time, the Group actively coordinated medical supplies and services, organized nucleic acid testing service providers to conduct on-site nucleic acid testing services for employees, and distributed pandemic prevention materials such as masks to them.

Caring for Employees' Growth

As always, the Group adheres to the "people-oriented" philosophy; and strives to create a warm and dynamic working atmosphere for employees, provides more warm employee welfare, and advocates a work-life balance style of work, so that employees can truly feel the care of the Company. The Group established the "AsialInfo Care Mutual Fund" and adhered to the philosophy of "helping one another", to provide assistance to employees in need. During the Reporting Period, in order to enhance employees' sense of participation and identity, we organised a series of employee activities, including "Happy Day" theme activities, Programmer's Day, Women's Day, and other activities.

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CASE:

“AI on the Way, ‘Code’ drives the Future” — “1024 Programmer’s Day” event

On Programmers’ Day of October 24, AsialInfo Technologies launched programmer festival fun activities at its offices nationwide. A variety of fun games for physical fitness were held, including dynamic bicycle, basketball player, “punch” for boxing, soccer player, and so on. The activities enriched employees’ spare time, enhanced their sense of well-being, and strengthened their determination to work together.



“AI on the Way, ‘Code’ drives the Future” — “1024 Programmer’s Day” Event Organized by AsialInfo Technologies

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CASE:

“Enjoy Your Future in AsialInfo”, event on International Women’s Day

On 8 March 2022, to honor our outstanding female employees, the Group held the “Outstanding Frontline Female Employees Award Ceremony”, where customized certificates, eternal flowers, and prizes were awarded to the outstanding frontline female employees from 15 business divisions. At the same time, we prepared flowers and desserts and arranged activities such as Turkish lamp-making and shoulder and neck massages.



“Enjoy Your Future in AsialInfo”, Event on International Women’s Day Organized by AsialInfo Technologies



To celebrate International Workers’ Day, the Food and Welfare Committee of AsialInfo Technologies’ labour union has prepared a variety of fruits for the staff to enjoy.



Lantern Festival Activities — The Group held “Happy Day” activities under the theme of “Enjoy the Lantern Festival, Draw the Year Together” and held on-site activities such as riddles and lucky draws to enhance the happiness of employees.



“AI Mid-Autumn Festival, Enjoy Happy Reunion” themed activity — The Group prepared exquisite Mid-Autumn Festival gift boxes of “AI+ Reunion Tableware” for employees, and organized activities such as DIY fan and snack food tasting to create a festive sentiment of reunion and joy for all employees.

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RESPONSIBILITY, DEDICATION AND SHARING DEVELOPMENT VALUE

Empowering Social Welfare with Digital Intelligence

As a responsible technology company, AsialInfo Technologies has always adhered to the philosophy of sharing our enterprise development results with society, actively engaged in public welfare and philanthropy, and gave full play to our technological advantages to facilitate the harmonious and sustainable development of society. During the Reporting Period, the Group's products played an important role in the rural revitalisation and smart healthcare. The Group will continue to explore more possibilities for technology to create a better life, and actively fulfill its social responsibility as a corporate citizen.

CASE:

AsialInfo Technologies Helps Rural Revitalization

By giving full play to its technological advantages in building an "Integrated Digital Village Service Platform" for a village, AsialInfo Technologies has effectively helped the village in solving their problems in managing fragmented information in population and housing, difficulties in meeting villagers' demands due to the low efficiency of affairs, and the lack of convenience for villagers. After the platform was built, the village management achieved outstanding results.



"Integrated Digital Village Service Platform"



- Refined management: online management of basic information such as population and housing in the village, facilitating a quick grasp of the population situation;
- Network governance: Through the means of incident reporting and openness of the affairs, village affairs are digitalized and villagers can monitor village affairs and report them in a timely manner;
- Benefits services: Daily needs such as telephone bill top-up and electricity bill payments can be handled online for the convenience of villagers while improving the level of local services.

CASE:

AsialInfo Technologies helps build a universal health information platform

For a long time, the problems of medical information are difficult to centralize, and the capability of primary services is being ignored. To better attain the interconnection of regional health and medical data, AsialInfo Technologies assisted a local municipal health committee to build a "Whole Population Health Information Platform" to realize the convergence of regional health and medical data and collaborative innovation of application services. By building the "Whole Population Health Information Platform", the city's medical information can be accessed by any means, providing great convenience for the public to receive medical services.

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Devoting love to the society

The Group is concerned about social welfare undertakings and fulfills its corporate social responsibility.

CASE:

AsialInfo Technologies' Public Welfare Activity — "Doing Good Deeds" Together for Book Donation Campaign

In May 2022, AsialInfo Technologies once again joined hands with Mutian Public Welfare to launch the "Do Good" book donation campaign, whereby our employees across the country brought their families and children to actively participate in the donation. A total of 2,097 books were donated to four schools in Henan, Shaanxi, and Inner Mongolia.



AsialInfo's staff joined the charitable event for book donation together with the children



Donation Certificate issued by "Mutian Charity"

Looking forward, standing at the new starting point of the development of the digital economy and based on its advantages in innovation and R&D and with the heart to service and make a contribution to society continuously, AsialInfo Technologies will leverage the role of digitalisation to facilitate the digital intelligence transformation in various industries. We will fulfill our social responsibility as a corporate citizen, and integrate aspects such as protecting information security and privacy, promoting green development, protecting employees' health, and meeting the expectations of all stakeholders into the long-term development of the enterprise, so as to make continuous contributions in building a beautiful and sustainable society.

CASE:

AsialInfo Technologies donated sports equipment to Xiaoyingzi Central Primary School in Qinglong Manchu Autonomous County, Qinhuangdao City

In July 2022, to support the local youth charity, improve school teaching conditions and enhance teaching quality, AsialInfo Technologies donated sports equipment worth RMB50,000 to Xiaoyingzi Central Primary School in Qinglong Manchu Autonomous County, Qinhuangdao City. The sports equipment donated has enriched the students' sports activities and life and AsialInfo Technologies received a letter of appreciation from the school.



Letter of Appreciation from Xiaoyingzi Central Primary School in Qinglong Manchu Autonomous County, Qinhuangdao City

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