



2023

Environmental, Social
and Governance Report



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Chairman's Statement

In this era full of challenges and opportunities, ESG is not only a reflection of corporate social responsibility, but also the crucial key to long-term competitiveness. In 2023, Kingsoft Office took the ESG concept as an important handhold for the Company's development, overcame challenges, moved forward with courage, and achieved leapfrog development, achieving excellent operating results. We have further reinforced the Board's oversight of ESG matters, and established a three-tier governance structure consisting of the Board's Strategy Committee, the Company's management and ESG-related functional departments. During the year, the Company formulated the *Kingsoft Office Code of Business Conduct*, carrying out specific ESG enhancement work covering key issues such as privacy security and data protection, human capital development, business ethics and carbon emissions, and ensured the effective implementation of the related work plans. We are pleased to witness the vigorous advancement of the Company's sustainability work, and to respond to the expectations of various stakeholders with practical actions.

With more than 30 years of technical accumulation and professional research advantages in the office software industry, Kingsoft Office has made new breakthroughs through continuous and dedicated exploration. In 2023, Kingsoft Office successfully released WPS AI and launched public testing, using large language models to reconstruct office software, to achieve the leading application of AI technology in the field of domestic office, and help users enter the era of intelligent office. By the end of 2023, we had served more than 220 countries and regions around the world. In February 2023, WPS Office won the Sensor Tower Annual APAC Award, becoming the first office software to win the award, and was awarded

the "Best Office Application". In November 2023, Kingsoft Office was selected as one of the "2023 Forbes China Top 50 Innovative Enterprises"; in December 2023, Kingsoft Office was selected as one of Fortune Magazine's "Future 50" in 2023; and WPS Office was selected as the first office software to win this award.

We always adhere to the concept of sustainable development, and integrate energy saving and emission reduction, cost reduction and efficiency improvement, and climate change response into our operations, products and services. As a national benchmark of domestic software, we actively practice the national carbon peak and carbon neutral targets, and delve deeply into cloud and collaborative office scenarios. We have fully launched WPS 365, a New-quality-productive-forces Office Platform, in 2023, providing enterprise customers with technology to achieve digital transformation, improve productivity, reduce costs, and enhance competitiveness. By the end of 2023, we had cumulatively upgraded digital intelligent office services to more than 17,000 government and enterprise users, covering industries such as retail, wholesale, services, manufacturing, construction, transportation, education, accommodation and catering, and software and information technology services, demonstrating our strong determination and significant achievements in supporting enterprise users' digital transformation and sustainable development. During the year, we also undertook a comprehensive review of our Company's carbon emissions to gain a clearer picture of our environmental impact. Based on this analysis, we have developed an environmental management strategy with "open source" and "cut back" as the two key words. Through "open source" we actively seek to use renewable and clean energy to reduce our reliance on traditional energy

sources; through "cut back" we strive to achieve low-carbon operations by continuously improving the efficiency of energy use and reducing energy waste.

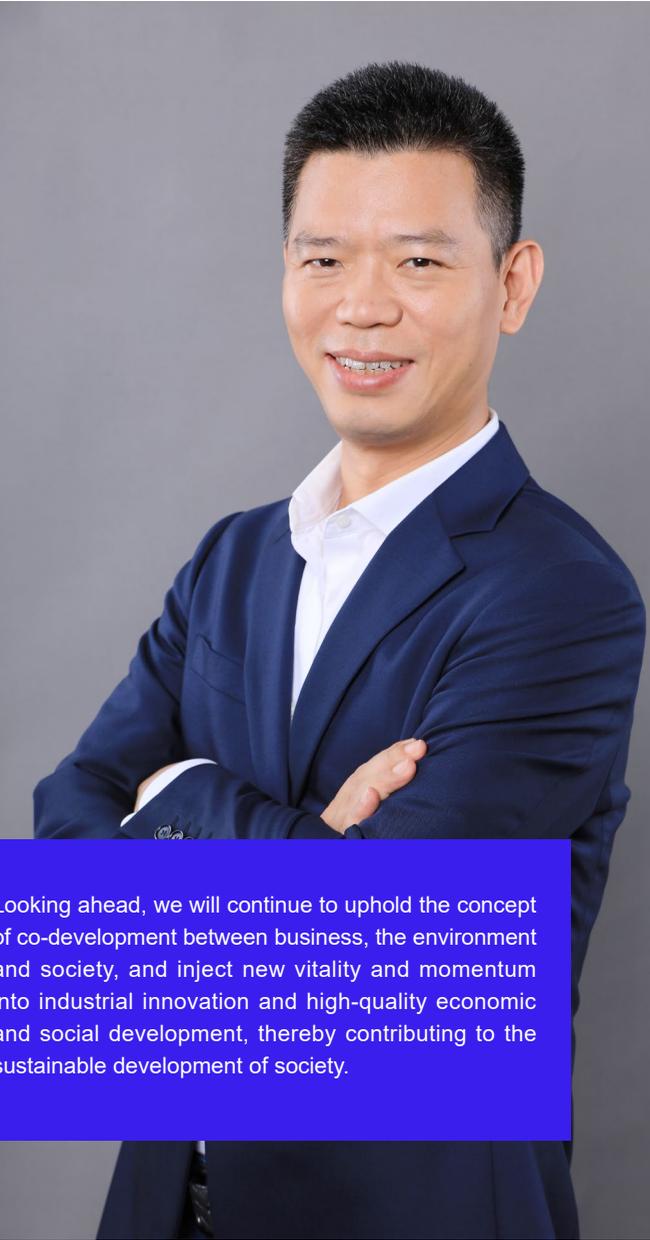
Employees are the core driving force for the Company to achieve sustainable development, and their wisdom, enthusiasm and creativity together build a solid foundation for the Company's development. We are committed to creating a healthy, equal, and inclusive working atmosphere, continuously optimizing the talent management strategy, perfecting the talent training system, providing fair promotion and development channels, fully releasing the enthusiasm and creativity of employees, and helping them to become a better version of themselves. At the same time, Kingsoft Office attaches importance to the training of innovative talents, actively carries out internal training, and external co-operation, encourages technical exchanges, and continuously improves the comprehensive quality and innovation ability of R&D staff.

Kingsoft Office integrates ESG into its corporate DNA and actively practices the development concept of "Open Integration and Value Symbiosis" to create an open and win-win ecological environment. We uphold the social responsibility concept of "Technology for Good", focus on major social issues, and continue to explore key areas such as promoting the development of the industry, empowering small and medium-sized enterprises, supporting organizational governance, and supporting education, as well as actively participate in the organization of international events, to assume corporate social responsibility, harness the power of science and technology to solve social problems, and enhance social welfare.

Chairman

Zou Tao

20 March 2024



Looking ahead, we will continue to uphold the concept of co-development between business, the environment and society, and inject new vitality and momentum into industrial innovation and high-quality economic and social development, thereby contributing to the sustainable development of society.

About Kingsoft Office

Company Introduction

Beijing Kingsoft Office Software Company Limited (688111. SH) is a leading office software and service provider which is mainly engaged in the design, research and development, sales, and promotion of WPS Office software and services. With more than 30 years of technology accumulation and research advantages in the office software field, Kingsoft Office has independently developed the main software products and services. Adhering to the brand concept of "Inspire Wisdom", Kingsoft Office continues to refine products and services. We always put users first and are committed to delivering the simplest and most efficient office experience to individuals, families, and organizations, which helps individual users create and live lives more easily and with greater pleasure, and helps organizational users operate and grow more efficiently and securely.

The Company's main products include WPS Office, KDocs and other software empower products matrix and New-quality-productive-forces Platform-WPS 365, of which WPS Office and KDocs can be applied on a wide range of mainstream operating systems, such as Windows, Linux, Mac OS, Android, iOS and Harmony OS. Kingsoft Digital Office Platform provides one-stop, multi-platform applicable solutions or services based on the needs of organizational users, in a manner that matches their capabilities and delivery model.

By the end of 2023, Kingsoft Office had served more than 220 countries and regions around the world. The number of monthly active devices for its main products had reached 598 million, an increase of 4.36% year-on-year, with 265 million in the PC version, up 9.50% year-on-year, and 330 million in the mobile version, up 0.61% year-on-year. Kingsoft Office provides office products and services to a wide range of industries, including party and government organs, finance, energy, aviation, healthcare, education, and other important fields.

By the end of 2023

Kingsoft Office had served more than

220 countries and regions
around the world

the number of monthly active devices
for its main products had reached

598 million

in the PC version

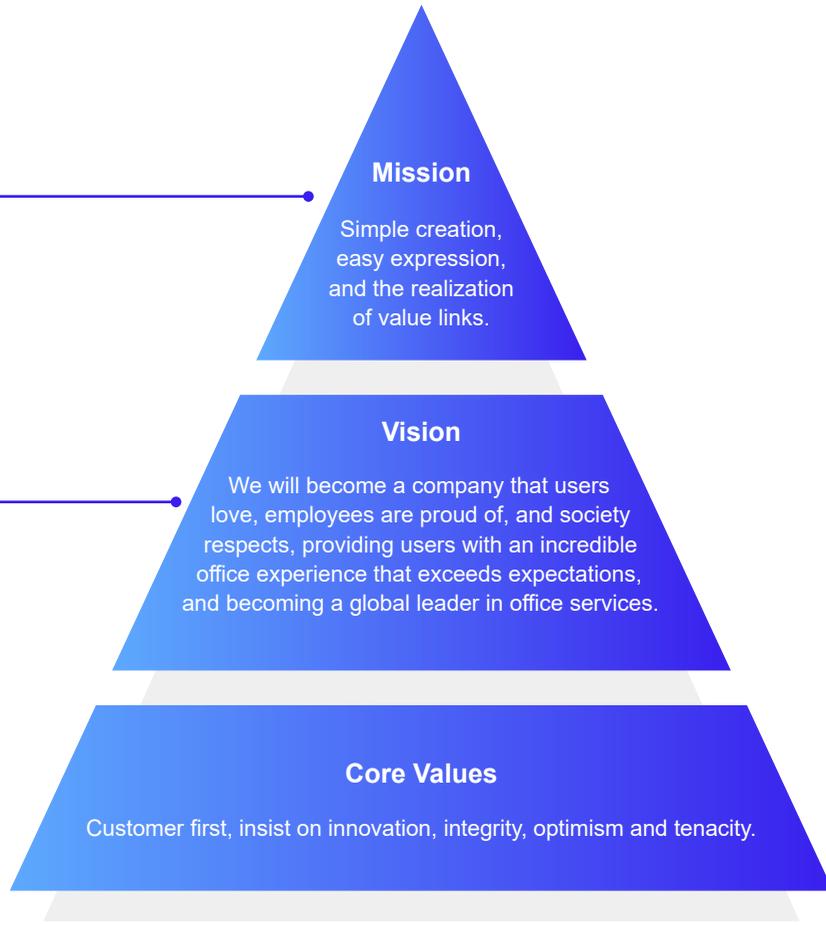
265 million

in the mobile version

330 million

Interpretation:
As the leading office service provider in China, Kingsoft Office's mission is not only to make users' work and learning easier and more efficient, but more importantly, we believe that everyone has a unique wisdom, and every thinking and creation has extraordinary value. Therefore, we must help users express these ideas easily and perfectly, showing the unique charm of each person. And connect these wisdoms, pass them on, and create more possibilities.

Interpretation:
In the next ten years, we will use better service and advanced technology to provide users with a relaxed and efficient office experience. To be a company that understands users best, truly create value for users, and win the love and trust of users: we want to provide the best platform for employees, where they can continue to learn, break through, grow, fully show themselves, and share every achievement with the company; We must always adhere to the original intention of "making the best national software", so that China's public software and services can go to the world and become a leader in global office services.



Kingsoft Office Mission, Vision, Core Values

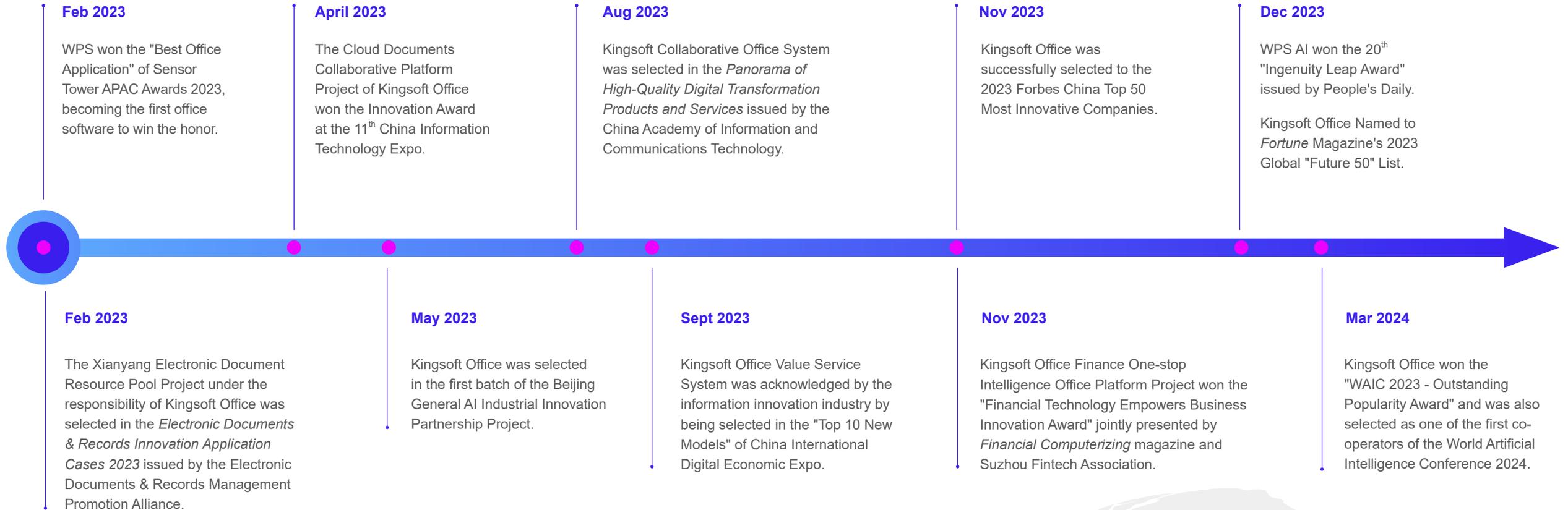


Milestones of Kingsoft Office



Honors and Key Performance Indicators

Responsibility Honors



Highlights of ESG Performance in 2023

Empowering Users and Reshaping the Office Experience

The number of monthly active devices of major products reached

598 million

-serving more than
220+ countries and regions

420 eco-partners

Mutual compatibility
certification of over
1,400 products

R&D investment of
1.472 billion yuan
an increase of
10.60%
over the same period
last year

The annual number
of invention patent
applications reached

153

Cumulative number
of invention patent
applications reached

1,180

R&D investment accounting
for approximately
32.33% of
operating revenue



2 internal
security audits

4 external
security audits

5 internal
attack and
defense drills

2 external
attack and
defense drills

Responded to
100% of product complaints



User satisfaction rate of
97.35%

Green Development, Toward a Low-Carbon Future

Calculated on the basis of the length of a single online document of 5 pages of A4 paper, the number of newly created Kingsoft documents in this year saved about

507 million sheets of paper

equivalent to
1.36 million
copies of the Xinhua
Dictionary

Kingsoft Office employees used
260,000+
Kingsoft meetings

with a total meeting time of
37+ million minutes

1,006,192
cloud documents sent

52,956
online approval orders

17,107.54
tons of CO₂ equivalent
Total Greenhouse Gas Emissions
(Scope 1, Scope 2, Scope 3)



In 2023,
100% of end-of-life servers and switches in Kingsoft Office's leased data centers
will be disposed of by qualified recyclers in a compliant manner



Join Hands with Employees to Build a Harmonious Enterprise

Total number of employees
4,869

33.66%
female employees

100% coverage of
employee performance appraisals



Employee training
coverage reached
100%

216 online and
offline training sessions

A total of
634.3 hours
of class time

16,818
total participants

54 professional sharing
sessions covering development,
testing, product, design,
operation, management, etc.

with a total of
3,475 participants

173
offline counseling activities

Provided
715 times
of warm EAP psychological
counseling services

Serving the Society and Delivering Digital Power

2.39 million sets
of K12 education courseware on KDocs'
content platform

Total number of downloads of
K12 education resources reached
47.24 million times

8.52+ million users
downloaded K12 education resources



The "Kingsoft Office Cup" WPS Office
Software Competition has attracted
1,400+ colleges and universities
to participate

with
100,000+ people
enrolled

The WPS Office skills courses have
covered nearly
1 million students



Kingsoft Office Universiade service
guarantee team generated
80,000+ online documents

The WPS 365 product application
covered
50,000+ people

WPS Education Edition has covered
360,000+ students and teachers



Corporate Governance

Business ethics audit covering
**all business
lines** of the Company
every 3 years

100%
of employees covered by business
ethics training (including regular
employees, interns, part-time
employees, and third-party
dispatched contractors)

100%
of suppliers sign the *Kingsoft
Office Integrity Guarantee*



01

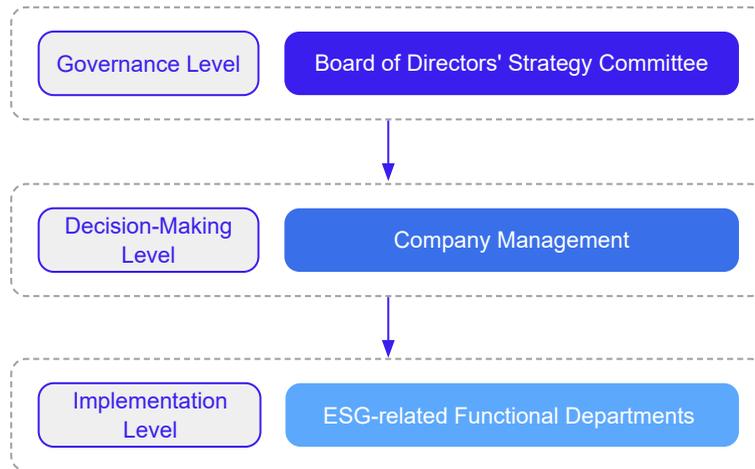
ESG Management

- ESG Governance Structure
- ESG Strategy
- Stakeholder Engagement
- Material Issue Analysis



ESG Governance Structure

Kingsoft Office is committed to promoting the Company's sustainable development and creating long-term value for all stakeholders. This year, we continued to improve our ESG governance structure, strengthen the board of directors' supervision of ESG matters, and ensure the effective implementation of ESG-related work plans. Currently, the Company has formed a three-tier governance structure consisting of the Board of Directors' Strategy Committee, company management, and ESG-related functional departments, which operate collaboratively and with clear responsibilities.



Kingsoft Office ESG Governance Structure

Governance Level: Board of Directors' Strategy Committee



The Board of Directors' Strategy Committee is the highest governing body for ESG matters at the Kingsoft Office. Its main responsibilities include overseeing the Company's overall ESG affairs, such as identifying and assessing ESG-related opportunities and risks, supervising the progress of ESG strategic plans and objectives, and reviewing ESG-related disclosures. During the reporting period, the Company's Board of Directors' Strategy Committee held regular meetings to comprehensively identify significant ESG risks related to the Company, including privacy and data protection, human capital development, business ethics, carbon emissions, and other issues. On March 20th, 2024, the Strategy Committee reviewed and approved the *Kingsoft Office 2023 Environmental, Social and Governance Report* and *Kingsoft Office Code of Business Conduct*, and listened to the management's report on the progress of ESG work and the work plan for 2024, and discussed significant ESG matters for the Company.

Decision-Making Level: Company Management



Company management is the decision-making body for ESG matters at Kingsoft Office. It is mainly responsible for formulating the Company's ESG strategy, supervising the implementation of ESG management, and regularly reporting to the Board of Directors' Strategy Committee. At the end of 2023, the management team of Kingsoft Office, with a focus on value, responsibility, and risk, formulated short-, medium-, and long-term ESG strategic plans and objectives, confirmed the *Kingsoft Office Code of Business Conduct* and submitted it for board review.

Implementation Level: ESG-related Functional Departments



ESG-related functional departments are the specific executing departments for Kingsoft Office's ESG work, including the Board Secretariat, Human Resources Department, Administrative Department, Discipline Inspection Committee, Information Security Department, Legal Compliance Department, etc. They are mainly responsible for implementing ESG-related work based on the company management's strategies, regularly subject to supervision and inspection by company management, and adjusting work content promptly based on suggestions from company management. During the reporting period, ESG-related departments regularly monitored the progress of ESG work, carried out special projects to improve key sustainability issues such as privacy and data protection, human capital development, business ethics, carbon emissions, compiled the *Kingsoft Office Code of Business Conduct* and reported to company management.

ESG Strategy

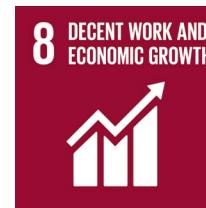
We integrate ESG concepts into our daily operations and management in four major areas: products and services, environmental protection, human capital development, and community investment. We actively adhere to the United Nations Sustainable Development Goals (UN SDGs), identify priorities of the UN SDGs, and implement a consistent approach to achieve the SDGs.



As a leading office software and service provider, Kingsoft Office is dedicated to providing efficient, convenient, and secure office solutions to users. We uphold the corporate spirit of "technology for business" and the concept of innovation and continue to expand the boundary of digital offices. We are fully committed to safeguarding user information security, continuously improving service levels, and wholeheartedly providing users with an incredible office experience that exceeds expectations.



Kingsoft Office always adheres to the concept of sustainable development, integrating measures to respond to climate change risks into corporate operations, products, and services. As a "benchmark of Chinese innovation" in foundational software, we actively practice the national goals of reaching peak carbon emissions and achieving carbon neutrality. We are committed to providing users with green, low-carbon products to reduce their environmental impact and promote sustainable social development.



Employees are the most valuable resources of Kingsoft Office. We are committed to creating a healthy, equal, and inclusive work atmosphere, continually optimizing our talent management strategy, refining our talent development system, providing fair promotion and development channels, fully unleashing the enthusiasm and creativity of our employees, and helping them become better versions of themselves.



Kingsoft Office adheres to the social responsibility concept of "Tech for Good", focuses on major social issues, and continuously explores key areas such as promoting industrial development, empowering small and medium-sized enterprises, assisting in organizational governance, and supporting education. In the meantime, the Company actively supports the organization of international games, takes on corporate social responsibility, and uses the power of science and technology to resolve social issues and promote social welfare.

Stakeholder Engagement

In line with our business model and internal and external communication, We have identified the key stakeholders whose operations impact and are impacted by our enterprise, along with their main opinions and expectations, as shown in the following table.

Key Stakeholders	Government and Regulators	Investors	Users	Public	Employees	Suppliers and Partners	Community
Key opinions and expectations	<ul style="list-style-type: none"> Compliance with laws and regulations Ensuring product safety and reliability Promoting technological advancement Serving the national economy and the public's livelihood 	<ul style="list-style-type: none"> Maintaining good operational performance Compliant operations Information disclosure 	<ul style="list-style-type: none"> Providing high-quality products and services Ensuring network security and user privacy Meeting diverse user needs 	<ul style="list-style-type: none"> Providing safe and reliable products Enhancing operational transparency 	<ul style="list-style-type: none"> Protecting employee right Ensuring occupational health Focusing on training and development Establishing career pathways Balancing work and life 	<ul style="list-style-type: none"> Open, fair, and just procurement Honoring contracts Mutual benefits and win-win cooperation 	<ul style="list-style-type: none"> Participating in community development Supporting public welfare initiatives Environmental protection
Main Communication Methods	<ul style="list-style-type: none"> Inspections and receptions Annual reports Company website 	<ul style="list-style-type: none"> Shareholders' meetings Company announcements Special reports Visitation and reception 	<ul style="list-style-type: none"> Routine user communication User satisfaction survey User complaint handling and feedback 	<ul style="list-style-type: none"> Annual reports Company website 	<ul style="list-style-type: none"> Labor Union Online employee feedback platform Face-to-face communication 	<ul style="list-style-type: none"> Contract signing according to the law Public tendering Face-to-face communication 	<ul style="list-style-type: none"> Community event participation Visitation and reception

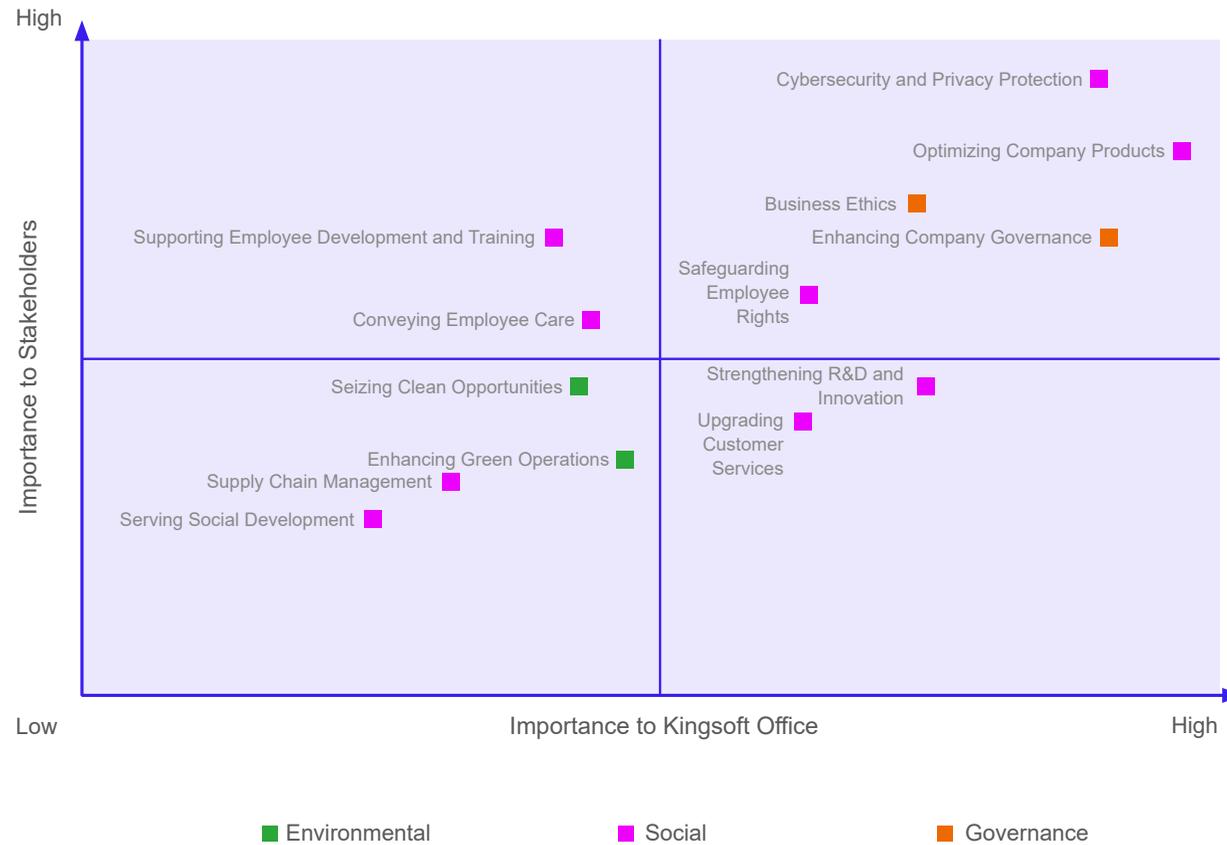
Material Issue Analysis

Based on thorough communication with stakeholders, we assess the level of importance of each material issue, identifying the key issues of concern to stakeholders. The specific details are as follows:

Issue Screening Process



The material issues and material issue analysis results are shown in the following chart.



Highly Important Issues

- Cybersecurity and Privacy Protection
- Optimizing Company Products
- Enhancing Company Governance
- Business Ethics
- Safeguarding Employee Rights

Moderately Important Issues

- Strengthening R&D and Innovation
- Upgrading Customer Services
- Supporting Employee Development and Training
- Conveying Employee Care

Other Relevant Issues

- Seizing Clean Opportunities
- Enhancing Green Operations
- Supply Chain Management
- Serving Social Development

Kingsoft Office 2023 Material Issues Matrix

2022

Empowering Users and Reshaping the Office Experience

- Products Achieve Value
- Innovation-Driven Development
- Fostering Trust through Security
- Brand Shaping through Service



As a leading office software and service provider, Kingsoft Office is dedicated to providing efficient, convenient, and secure office solutions to users. We uphold the corporate spirit of "technology for business" and the concept of innovation and continue to expand the boundary of digital offices. We are fully committed to safeguarding user information security, continuously improving service levels, and wholeheartedly providing users with an incredible office experience that exceeds expectations.

Products Achieve Value

In line with the user-first service concept, we continue to enrich our products and services, strictly control product quality, safeguard product content security, customize office solutions for enterprises in different industries, and help more enterprise and individual users with simple creation and easy expression.

Upgrading the Product Matrix

With more than 30 years of experience in the office software field, we continue to optimize and update product functions and promote innovation and changes thanks to our deep understanding of office products and persistent exploration of new techniques. In the field of cutting-edge technologies such as artificial intelligence, we always follow the principle of prudence and robustness, and thoroughly assess the potential impact and reliability to ensure the rational and safe application of technology. We have created a range of innovative and valuable products and services to provide users with a more efficient, intelligent, and convenient office experience.

AI Empowerment, Exploring a New Experience in Smart Office Work

In 2023, Kingsoft Office introduced WPS AI, a smart office assistant based on large language models, which develops in three directions, i.e. AIGC, Copilot, and Insight. The assistant provides users with the ability to write, read, Q&A and human-machine interact smartly, meets the users' needs in various areas such as content generation and understanding, and command operation, thus helping users enter the era of intelligent office.

WPS AI components are designed to provide users with efficient and convenient office experience by innovating practical functions around the user's office environment. WPS AI word component can quickly draft an article outline, polish the text, and adjust the length and text style for the user; the presentation component can generate themed PPT with one click and enhance the details of the PPT; the smart table component can write complex formulas and extract key points of the data table; the PDF component can be read quickly, and understand multilingual documentation, trace long text points to help users achieve better results in less time. In a corporate office scenario, users can also create a private knowledge service platform using the AI large model, which covers many technologies and functions such as management, creation, retrieval, and distribution of knowledge, helping users acquire, utilize, and manage knowledge resources more effectively, and driving business efficiency.

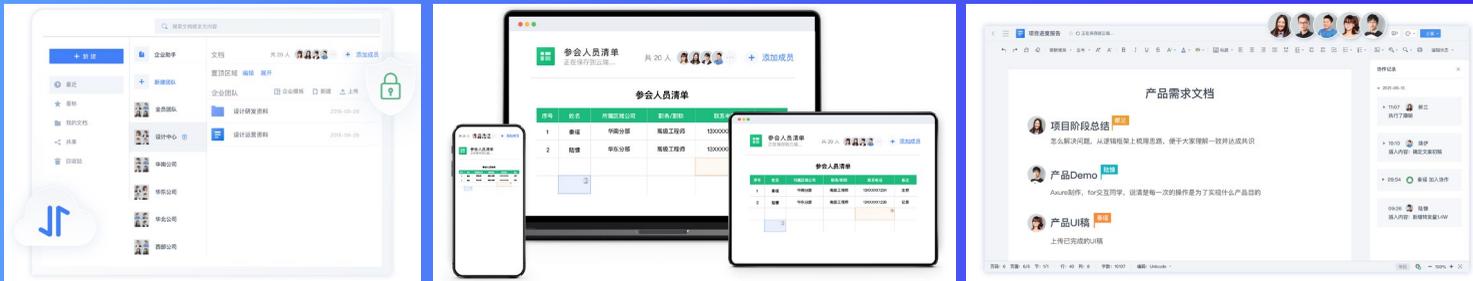


WPS AI Product Features

New-quality-productive-forces Office Platform, Opening a New Horizon for Efficient Office Work

In 2023, we launched the New-quality-productive-forces Office Platform -- WPS 365, including content creation and management tools such as the WPS suite, online documentation, corporate cloud drive, and collaborative office software such as audio and video conferencing and Kingsoft Teams IM, to help users cope with complex office scenarios and help enterprises transform digitally.

In terms of digital office, WPS 365 can meet the office needs of centralized storage of enterprise files in the cloud, multi-ended cross-screen office, and multi-person collaborative editing. It can solve management challenges such as document management confusion, inefficient collaboration and difficulty in task tracking, and help employees of enterprise users improve office productivity.



Centralized Cloud Storage

Multi-Terminal Cross-Screen Office

Collaborative Editing



2023 WPS 365 Digital Office China Tour, Decoding the New Mode of Digital Office

Kingsoft Office initiated the WPS 365 digital office activities in China, aiming to deepen the value of the scene, and the incubation of innovative industry solutions. 2023 August, we went into Guangzhou, together with the Zhongshan Municipal Services Data Management Bureau to jointly launch the "Digital Government Intelligent Office Pilot Project", around the construction of the digital government intelligent office model, the innovation and iteration of digital government office solutions; around the manufacturing enterprises, industrial park enterprises, releasing high-end manufacturing industry solutions, and working with partners, industry customers to launch the pioneer manufacturing industry co-construction program, Guangdong industrial park Special Help Cloud Plan, help enterprises to achieve " cloud office, high-efficiency collaboration, intelligent innovation".

In terms of document security, WPS 365 builds a document security control system for enterprises and protects document security throughout the life cycle through proactive, incident-based and retrospective measures.

WPS 365 Document Security Control System



Proactive measures

Implements AES-256¹ banking-level encryption to effectively prevent hackers and Trojan attacks.



Incident-based measures

Flexibly sets up access and editing rights to prevent internal unauthorized tampering; refines the scope of document sharing to reduce the risk of document leakage.



Retrospective measures

The responsible person is traceable using the transaction log so that the incident can be easily traced and verified. The enterprise user can customize special watermarks, and in the event of information leakage, the user can identify the accountability using the watermarks.

¹ AES-256 refers to the 256-bit Advanced Encryption Standard, a high-strength encryption algorithm used to protect data security.

Empowering Thousands of Industries

To meet the needs of enterprise users in different industries and various office scenarios, we are committed to providing customized office solutions to make the office more efficient and convenient. By the end of the reporting period, Kingsoft Office upgraded digital intelligent office services to more than 17,000 government and enterprise users, covering retail, wholesale, service, manufacturing, construction, transportation, education, hospitality, software and information technology services.



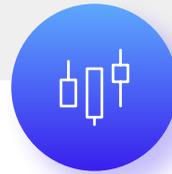
By the end of the reporting period, Kingsoft Office upgraded digital intelligent office services to more than

17,000+ government and enterprise users



For government users

Based on WPS 365, we provide multi-faceted support for the construction of digital government, including the construction of government document capacity system, the establishment of basic service platforms, etc., to help government authorities to build a network of collaborative government office platform. Kingsoft Office also provides standardized and normalized official document services for party and government agencies with high efficiency and quality by means of digital technology, focusing on solving the difficulties in the training of professional official document proofreaders and the difficulties in the standardization of the content and format of official documents and the standardization of proofreading, etc., so as to satisfy the requirements of relevant personnel for the standardization, normalization, precision and intelligence of official document production in a full-scene basis.



For users in the financial industry

WPS 365 integrated financial digital office solution focuses on the multiple needs of genuineness, informatization innovation and digital transformation, and builds a special one-stop collaborative office platform for financial institutions, on which the data is self-owned and controllable, to help financial institutions complete online office and digital upgrade.



For users in the medical industry

Kingsoft Office launched a one-stop intelligent document center solution, built a "Processing, Formatting and Signing" integration² document service platform, and enabled the hospital's electronic medical record system, research system, office system, and other information systems to work together. Kingsoft Office uses OFD³ format to enable the storage of medical documents in a unified format, and helps the hospital access the complete process of writing, storing, managing, and using medical documents online.



For users in the manufacturing industry

Kingsoft Office released the WPS 365 manufacturing solution to provide secure and efficient office collaboration services for manufacturing enterprises, starting with the application of IM and cloud documents combination, document collaboration traceability, document integration IPD development model⁴ and intelligent office assistant.

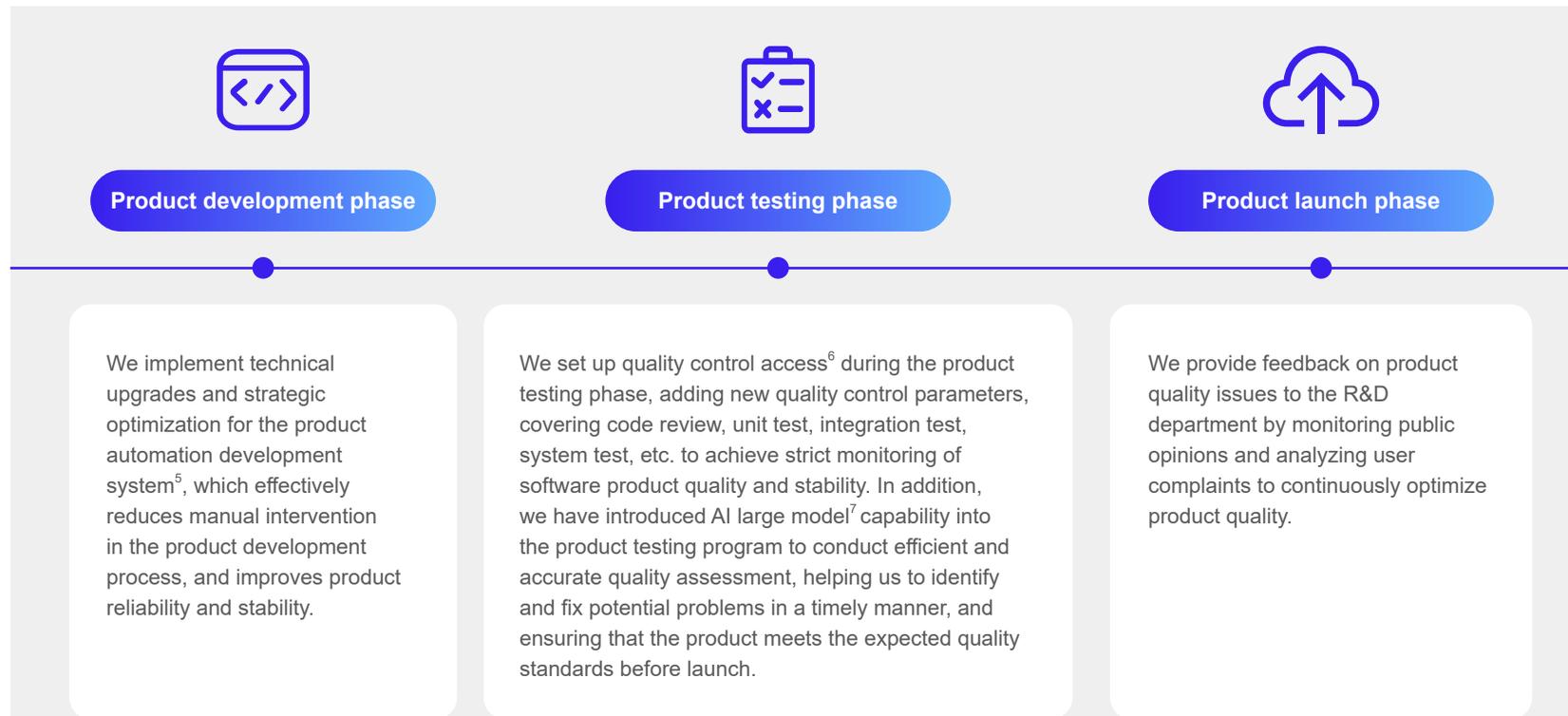
² "Processing, Formatting and Signing" integration refers to the integration of processing software, formatting software, and signing software to form a unified office solution.

³ OFD (Open Financial Document) format refers to a document format from national standard for electronic document management of China.

⁴ The IPD research and development model emphasizes parallel engineering, cross-department collaboration, and rapid iteration during the product development process. In this model, documents serve not only as records of information but also as tools for cooperation and bridges for communication.

Guaranteeing Product Quality

We regard product quality as our core competitiveness, and we strive to meet the expectations of our customers through the provision of high-quality products and services. Kingsoft Office set up a quality committee to strictly carry out product quality management and ensure high-quality delivery of products. In the current year, we have continuously optimized our product quality assurance measures, and set more stringent quality standards, to provide users with an excellent product experience.



⁵ The automated development system includes automated testing, automated deployment, automated monitoring, and other automated software development processes.

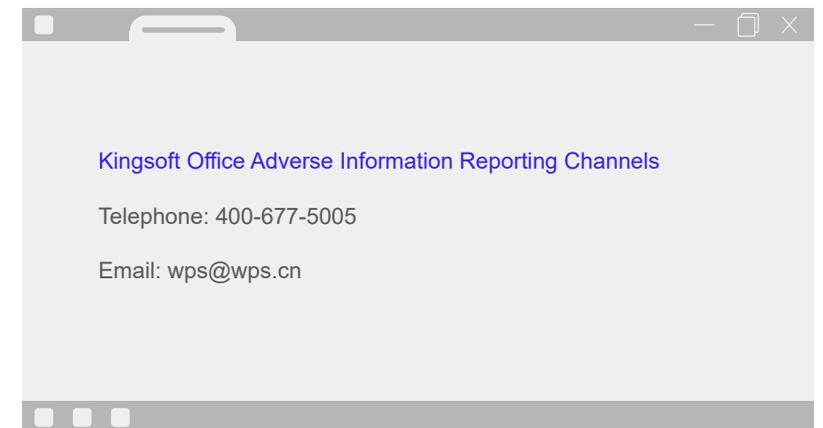
⁶ Quality control access management refers to a series of quality control checkpoints set up during the software development process. Only products that meet specific standards and requirements can pass these checkpoints and move on to the next stage of development.

⁷ AI large models refer to artificial intelligence models that are built by training with large-scale datasets and powerful computational capabilities, which are highly complex and have strong generalization abilities.

Safeguarding Content Security

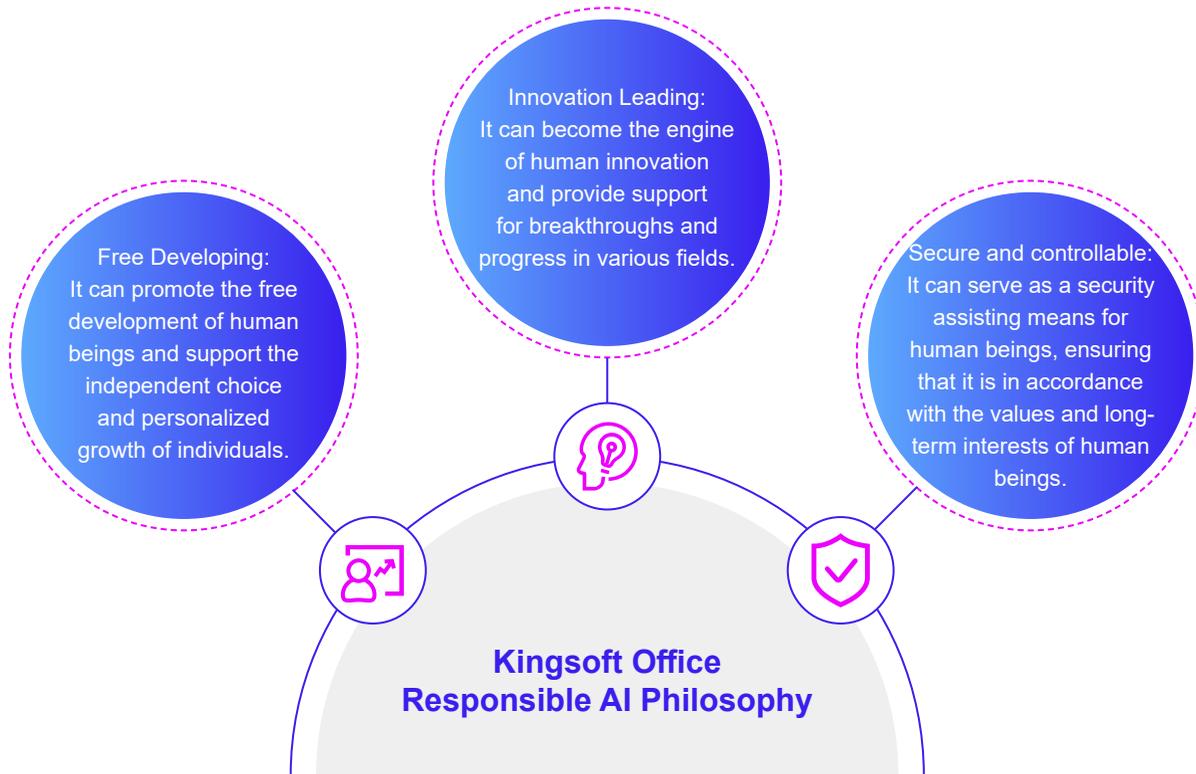
Kingsoft Office resolutely implements laws and regulations such as the *Network Security Law of the People's Republic of China* and the *Regulation on Internet Information Services of the People's Republic of China*, and always regards safeguarding content security as an important responsibility of the Company. We have formulated security review systems such as the *Information Security Management Manual*, the *Information Security Public Sentiment Management System*, defining the general principles, strategy, management framework to provide a solid institutional guarantee for ensuring content security. We resolutely block and handle adverse information, contributing to building healthy, safe, and civilized cyberspace.

We encourage users to report any adverse information found during use of the product. We set up a one-click reporting portal at the product terminals, and disclose the reporting telephone and email address on the company's official website, so as to open up the reporting channels. We also arrange customer service personnel to verify the problem clues in a timely manner, and once the existence of the problem is confirmed, we will take immediate measures to deal with it and feedback the results to the informant to ensure that the problem is effectively solved.

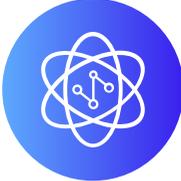


Enhancing Ethical Governance of Science and Technology

Kingsoft Office adheres to the philosophy of responsible artificial intelligence of "free developing, innovation leading, safe and controllable", continuously improves the ability of science and technology ethical governance, and integrates the requirements of ethics of artificial intelligence into the whole life cycle of the products, to effectively prevent and control the risks of ethics of artificial intelligence.



We hold high regard for ethics in science and technology, and conduct responsible product research and development with the application of artificial intelligence to better facilitate the use of artificial intelligence for the benefit of human beings.



In terms of technology research and development

We have been continuously exploring the interpretability, transparency, and fairness of artificial intelligence to ensure that the decision-making basis and behaviors of artificial intelligence can be explained. Furthermore, we continue to optimize our content generation review algorithms and strategies to avoid the occurrences of discrimination, bias or illegal issues caused by AI, and strictly follow the principle of fairness in the design of AI applications and models.



In terms of data security protection

We have established the User Privacy Committee at the company level, improving the data security management system, standardizing the means of managing the whole life cycle of data, guarding the security of users' private data.

To enhance employees' literacy in ethics of artificial intelligence, we have been continuously developing courses and training programs on ethics of science and technology for both technical and business staff, covering modules on ethical principles, privacy protection, fairness, transparency, etc. We have also invited industry experts and academics to share their views on the ethics of science and technology in the form of communication and exchange of ideas. In addition, we also invite industry experts and scholars from time to time to share cutting-edge research results and views with technical employees, to deepen employees' knowledge and understanding of technology ethics in the form of communication. We also encourage employees to actively participate in research projects on the ethics of artificial intelligence, and support them to explore in-depth the cutting-edge topics of ethics of artificial intelligence and apply the research results in practical work, to better deal with the challenges of ethics of artificial intelligence and promote the healthy development of AI technology.

Innovation-Driven Development

Under the guidance of the value of "Insisting on innovation", Kingsoft Office has made technology-based business a core business strategy and has insisted on independent innovation. We continue to invest in R&D, cultivate R&D talent, strengthen external cooperation for innovation, and take multiple measures to protect intellectual properties, and stimulate the Company's innovation vitality.

Persisting in Independent Innovation

In 2023, Kingsoft Office regarded AI and collaboration as the key innovation direction. Through cultivating innovative talent and expanding external cooperation, we continuously enhanced our ability to innovate and enriched innovation achievements.

Cultivating Innovative Talent

Kingsoft Office attaches importance to the development of innovative talents, conducts internal training, encourages technical exchanges, and continuously improves the comprehensive quality and innovation capability of R&D staff. We established the R&D training academy and invited senior staff and industry experts to deliver courses to all new R&D staff, including theoretical courses such as lean startup and innovation management, and practical courses such as innovative thinking training, with a view to building a team of talents with solid business capabilities.



R&D Training Academy Lecture

By the end of 2023,



the number of R&D staff of Kingsoft Office from its 5 R&D centers in Beijing, Zhuhai, Guangzhou, Wuhan, and Hefei has reached

3,087



accounting for **67.73%** of total employees

During the reporting period,



Kingsoft Office's total investment in R&D

1.472 billion CNY



achieving an increase of **10.60%** compared with the same period of last year



investment in R&D accounted for **32.33%** of the operating revenue

Encouraging Employee Innovation

We are committed to motivating the innovation potential of R&D staff and promoting the sustainable development of the Company's business by transforming innovation results. Kingsoft Office has formulated *the Kingsoft Office Patent Reward Policy*, which rewards employees who successfully declare patents, and encourages R&D staff to incorporate innovative thinking in their daily work. In 2023, we awarded more than 1.2 million CNY to employees who successfully declared patents, and the award covered about 800 employees.

To widen the channels of technology communication and sharing, we founded the "Youth Engineer'S Club", which recruits young R&D engineers with project experience, and builds a technology exchange platform for them, helping them experiment with new ideas and technologies in interactions, and enhance their technical capabilities to stimulate innovation vitality within the enterprise.

To promote the dissemination of innovation technology knowledge within the Company, we have established a platform for the Company's outstanding engineers to demonstrate their technical strengths and share innovative thinking. In addition, the platform enables the engineers to share industry innovation trends and innovative technologies, helps all technical staff understand the latest industry developments and cutting-edge technologies, and promotes continuous innovation in the Company's business development.

In 2023,

we awarded more than

1.2 million CNY

to employees who successfully declared patents

the award covered about

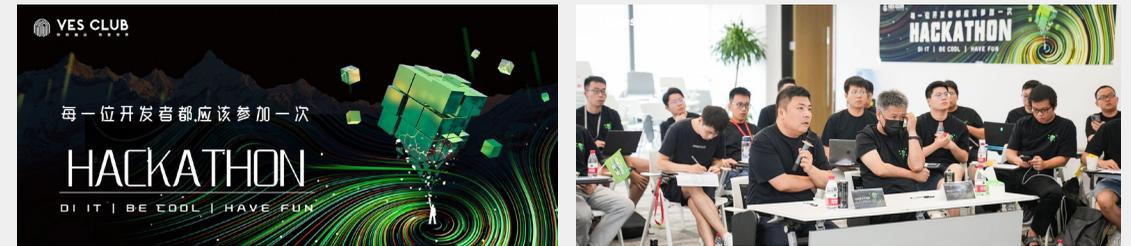
800 employees



Technical Sharing Platform Push Content

The first AI-themed "Hackathon" held by Kingsoft Office

In July 2023, the "Youth Engineer's Club" launched the Company's first "Hackathon" event, requiring participants to develop creative scenarios and applications using AI technology. In the 32-hour competition, participants are required to complete creative brainstorm, product design, code implementation and demo presentation in groups. The competition produced 10 projects, which provided strong support for the Company's technological development and product innovation.



Kingsoft Office's first Hackathon

Kingsoft Office's 3rd Innovation Competition

Since 2021, Kingsoft Office has held innovation competitions for three consecutive years, encouraging employees to convert creative ideas into practical projects, and accelerating the delivery of innovation results. In 2023, the Innovation Competition focused on the innovative practice of AI technology in the office field under the theme of "Cloud + AI application" and promoted the intelligent development of office software. A total of 93 projects were registered in the Innovation Competition, and some of the projects have already been in business practice.



Kingsoft Office's 3rd Innovation Competition

Joining Hands to Build the Industry Innovation Ecosystem

Kingsoft Office has deepened cooperation with industry partners. In the current year, we have worked in depth with enterprises such as NVIDIA, Amazon Web Services, Baidu, Xiaomi HyperOS, Alibaba Cloud, etc. to promote technological innovation and application in the fields of AI, digital office, and product ecological integration. Through resource integration and cooperative innovation, we aim to improve product performance, meet challenges, and explore innovative opportunities with our partners, and achieve a win-win industrial chain.



Signing ceremony for strategic cooperation
between Kingsoft Office and Alibaba Cloud



In terms of compatibility certification

We have completed compatibility mutual certification with over **1,400** products from **420** eco-partners.



In terms of scenario depth

We have split our documentation capabilities into standardized, lightweight IP modules based on different scenario characteristics, resulting in over **100** IP modules.



In the area of ecological co-construction

We continue to promote the "Digital Office Ecology Co-construction Program", and we have joined **30** ecological partners in the digital office field across the country. Based on "product suitability, joint solutions, application empowerment, Strategic cooperation" and other forms of collaboration, we provide technical support in the office field to each other.



In terms of program innovation

We have formed more than **100** joint innovation plans in 10 major industries, including justice, finance, securities, Party, and government administration, and medical.



Cooperation with NVIDIA to Improve the Performance of WPS AI Products

Kingsoft Office and NVIDIA have worked closely together to apply high-performance GPU accelerators and servers to image recognition and processing scenarios of WPS products. By accelerating the reasoning process, the reasoning logic and the actual business code are run independently, which not only improves the speed of image identification and processing, but also significantly reduces the demand for computational power, reducing the image recognition and processing time from 15 seconds to 2.4 seconds, improving the efficiency by about 84%.



Cooperation with Amazon Web Services (AWS) to Promote Intelligent Office Development

Working with AWS team, Kingsoft Office monitors the frequency of user documents, their latest access time and modification time, and stores inactive documents that have not been accessed for more than 365 days separately from active documents to improve the speed of document access and reduce storage costs. We have also joined the AWS AI team to improve the content generation and layout beautification functions of WPS AI, reduce user operating barriers, and improve user office productivity.



Cooperation with Baidu to Open a New Chapter of Smart Office

Kingsoft Office and Baidu ERNIE Bot cooperate to apply natural language processing technology, understand, and interpret language through an in-depth learning model, and generate natural language text. The cooperation optimizes intelligent office functions such as automatic translation, intelligent writing and meeting records, so as to bring convenience and efficient office experience to users, and provide strong support for enterprise digital transformation.

Enriching Innovative Achievements

We have continuously explored new technologies and achieved rich results. In 2023, the number of invention patent applications of the Company reached 153. By 31 December 2023, the number of invention patent applications reached 1,180, and 452 invention patents were granted.

	2023 Newly Added Quantity		Cumulative Quantity	
	Application Count (pieces)	Acquisition Count (pieces)	Application Count (pieces)	Acquisition Count (pieces)
Types of Intellectual Property	153	114	1,180	452
Design Patent	5	5	25	18
Software Copyright	64	64	720	720
Work Copyright	0	0	14	14
Trademark	573	218	2,135	1,289
Total	795	401	4,074	2,493

By 31 December 2023,



the number of invention patent applications reached

1,180



452 invention patents were granted

Kingsoft Office and the China Electronics Standardization Association work together to promote the development of standards in the field of online office. As at the end of 2023, the Company had issued five group standards in the office field.

The standards formulated by Kingsoft Office and published in 2023 are as follows

- T/CIE 190-2023 *Capability Requirements for Intelligent Proofreading Service of Electronic Documents*
- T/CIE 191-2023 *Technical Requirements for Intelligent Analysis and Recognition of Document Images*
- T/CESA 1294-2023 *Function Classification and Testing Specifications of Real-time Editing Documents*
- T/CESA 1295-2023 *Technical Requirements for Real-time Editing Documents*
- T/CESA 1296-2023 *Interface of Real-time Editing Documents*



Protecting Intellectual Property Rights

The intellectual property protection is an important foundation for innovation. Kingsoft Office attaches great importance to intellectual property protection and has set up a special intellectual property management group. We strictly abide by national laws and regulations such as the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and the *Copyright Law of the People's Republic of China* and formulate and implement internal intellectual property management systems such as the *Kingsoft Office Patent Application Policy*, the *Kingsoft Office Trademark Search and Trademark Registration Management Policy*, and the *Kingsoft Office Copyright Management Policy*, etc. to standardize the intellectual property management process. In the current year, we focused on protecting intellectual property in various technologies, including text layout, online collaborative editing, cloud documents, data sharing and artificial intelligence. In addition, we continue to conduct intellectual property training within the Company to raise the awareness of all employees on intellectual property protection.

Intellectual Property Protection Measures

We continue to improve the intellectual property protection. We respect the intellectual property of others, and also protect self-owned intellectual property through various ways.

Protecting Our Intellectual Property Rights

We conduct cross-departmental multi-level patent review, pre-evaluate, and review patent proposals, and identify and correct defects in patent proposals and potential infringement risks, to improve the success rate of patent authorization.

We set up the intellectual property assessment procedures, conduct the full-process intellectual property assessment management for major R&D projects, and provide intellectual property protection for business development.

We established the intellectual property database to manage all aspects of intellectual property application, review, maintenance, and rights protection, and conduct retrieval, statistics, and analysis of intellectual property data to ensure the IP management is normative.

In the civil litigation process, timestamps⁸ are used to document the infringement, identify the economic losses directly caused by the infringement, reserving sufficient evidence to combat the infringement.

We defend self-owned intellectual property rights through civil lawsuits, sending lawyers' letters to infringers, reporting to the Administration for Market Regulation, complaining to third-party platforms, etc.

Respecting Others' Intellectual Property Rights

We remind users not to infringe on the intellectual property rights of others through various channels such as user agreements or product interfaces.

The Company has established various channels of right protection and complaint such as telephone and e-mail, and the Company's legal and user service team will verify the infringement of intellectual property rights. Once verified, the Company will handle the infringement complaint in accordance with laws and regulations and take necessary measures to delete and block the infringement content.

⁸ A timestamp is a specific time marker used to determine the creation or modification time of files or other data entities, which can be used to verify the date and time of files, ensuring the integrity and authenticity of the data.



Enhancing Awareness of Intellectual Property Protection

To enhance employees' awareness of intellectual property protection and reduce the risk of intellectual property disputes and infringement, Kingsoft Office has developed training sessions for employees in different positions. In the current year, we conducted 23 IP-related training sessions for 2,100 employees.

Kingsoft Office held a seminar on software copyright protection and innovation development in 2023. The software copyright directors and experts from procurement, supply chain, and other fields were invited to discuss the development trend and value of software genuineness in the new era and to promote the in-depth development of genuineness.

For new employees

We conduct systematic training on intellectual property protection at the beginning of employment, and to clarify the relevant intellectual property systems and requirements to be followed in the course of work, to enhance the new employees' awareness of intellectual property protection.

For business staff

We conduct themed training sessions such as intellectual property litigation process, to emphasize the importance of intellectual property protection.

For R&D staff

We conduct training on intellectual property risk identification and protection of self-owned intellectual property, and enhance the legal awareness and protection capabilities of R&D staff on self-owned intellectual property.

For sales staff

We conduct intellectual property risk training to increase the importance and awareness of intellectual property among sales staff, and reduce the risk of infringement.



In 2023, Kingsoft Office has obtained the GB/T29490-2013 Intellectual Property Management System certification.



In 2023, the Company was awarded the "Beijing Intellectual Property Advantage Unit" by Beijing Municipal Intellectual Property Office.



Fostering Trust through Security

The Company is unwaveringly committed to providing users with comprehensive security protection, perfecting the information security management structure, enriching the information security system, and ensuring that security work is integrated into every aspect of the Company's operations. Our aim is to create a secure and reliable network environment that safeguards user privacy and data security.

2023 security target		2023 target completion	2024 security target	
By 2023, the number of major security incidents ⁹ will be 0.		Achieved	By 2024, the pass rate for all employee security awareness training and assessments will be greater than or equal to 95%.	
By 2023, the number of personal information leaks will be 0.		Achieved		

Security Management Framework

Kingsoft Office places a high priority on network security and privacy protection and has established a comprehensive security management framework that covers the governance, management, and execution tiers. The Kingsoft Office Board of Directors' Strategy Committee serves as the highest governing body, responsible for reviewing the Company's network security and privacy protection strategies and supervising the execution of security work. The committee aims to comprehensively enhance security management capabilities from the perspectives of research and development, operations, monitoring, data governance, and business. Underneath the Strategy Committee is the Security Committee, which includes members such as the Chief Executive Officer, Chief Security Officer, and Senior Vice Presidents, responsible for decision-making regarding network security and privacy protection, ensuring that the Company's security efforts are effectively implemented. The Security Center and Security Working Groups represent the execution tier of the Company's security work, comprising teams for security management and compliance, business security, data security, emergency response, and security tool development. The primary responsibilities of the Security Center and Security Working Groups include issuing network security management guidelines and organizing internal and external security audits.

Kingsoft Office Security Management Organization Framework

Governance

Board of Directors Strategy Committee

The highest governing body, responsible for reviewing the company's network security and privacy protection strategies and supervising the execution of security work.

Management

Security Committee

Including members such as the Chief Executive Officer, Chief Security Officer, and Senior Vice Presidents, responsible for decision-making regarding network security and privacy protection, ensuring that the company's security efforts are effectively implemented.

Execution

Security Center

Composed of security management and compliance, business security, data security, emergency response and security tool development teams, it is responsible for issuing network security and information security management specifications, coordinating with business departments to carry out related work, raising employees' security awareness, and organizing and arranging information security internal and external audits.

Security Working Groups

Security engineers are responsible for the implementation of network security and information security specific work, and regularly report to the Security Centre to carry out the work.

⁹ A security incident is defined as a major security incident if it meets one or more of the following conditions, including causing significant fluctuations in core business metrics, impacting the product brand, causing an extremely negative impact on the company and its users, and requiring the involvement of the Incident Committee in the investigation.

Network Security Management

Network Security Management System

Kingsoft Office strictly adheres to national laws and regulations such as *the Network Security Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, The Regulation on Internet Information Services of the People's Republic of China*. We have established a comprehensive network security system that covers all business lines, involving all the Company's products and services. These include *the Network Security Management Policy, the Kingsoft Office R&D Data Management Policy, the System Security Management Policy, the Kingsoft Office Security Red Line, the Supplier Security Red Line*, etc., which define compliance and security requirements concerning data processing, personnel management, and access control.

Network Security Risk Management

With the goal of "systemic compliance, effective practicality, and regular protection", we continuously optimize and improve our network security defense system. We deeply identify potential network security risks in our business, analyze various risk factors, and continuously enhance our risk handling capabilities by upgrading protective technologies and methods, achieving systematic and comprehensive control of network security risks.

Risk Identification

- Analyzing third-party threat intelligence¹⁰ to identify the characteristics and patterns of potential threats, reinforcing the security design and development of products.
- Conducting regular network vulnerability scans¹¹ and analyze the results to promptly identify system vulnerabilities and weaknesses, understand the causes and patterns of vulnerabilities, and optimize the Company's security strategy and defense system.
- Launching a mirror detection¹² to assist the security team in identifying critical system vulnerabilities, thereby comprehensively enhancing security detection and management capabilities.
- Using third-party apps of privacy detection platforms to evaluate the privacy protection compliance of Company applications, improving the capability and standard of information security protection.

Risk Assessment

- Conducting vulnerability crowdsourcing¹³ to expand the scope of risk assessment, comprehensively discovering system vulnerabilities, and enhancing system security.
- Carrying out internal and external attack and defense drills, using simulations of real attacks and defenses to identify security flaws in information systems, and make timely repairs and improvements. In 2023, we conducted 5 internal attack and defense exercises and 2 external attack and defense exercises to strengthen emergency response capabilities.

Risk Monitoring

- Launching a Diamond Host Security Detection Service (HIDS)¹⁴ to thoroughly evaluate host security, continuously monitor system security risks, prevent data leakage, and protect the data security of host systems.

Risk Prevention

- Improving the emergency handling mechanism for security incidents, tailoring emergency plans for different business characteristics, promptly detect and handle security events to minimize losses.
- Conducting cybersecurity risk training for employees to help them identify common cyber-attack methods and prevention strategies, in order to reduce the risk of the enterprise suffering from cyber-attacks by enhancing the employees' defensive capabilities.

Risk Response

- Establishing a unified security gateway¹⁵ to verify user identities, centrally manage and control network traffic, aiding the enterprise in enhancing data security and reducing attack risks.
- Building a security emergency response platform, referencing industry standards such as ISO/IEC 30111 and ISO/IEC 29147, establishing a security vulnerability response and emergency response mechanism to ensure timely response upon discovering vulnerabilities.

¹⁰ Third-party threat intelligence refers to intelligence about cyber threats, attacker organizations, and vulnerability exploitations that are collected, analyzed, and integrated from external security professionals, research organizations, and open-source communities.

¹¹ Vulnerability scanning refers to the process of using automated tools to scan and inspect target systems (such as networks, applications, or databases) for security vulnerabilities.

¹² Mirror detection refers to the service that helps users discover high-risk system vulnerabilities, application vulnerabilities, malicious samples, configuration risks, and sensitive data within images.

¹³ Vulnerability crowdsourcing refers to the organization of external professionals to conduct vulnerability discovery in company products.

¹⁴ Host security detection service refers to the service that conducts security checks on the hosts within the internal network environment of an enterprise, discovering and analyzing security risks and hidden dangers in the host systems, and providing corresponding repair suggestions and measures.

¹⁵ A security gateway is a device located at the edge of the network, consisting of routers and processors, specifically used to protect the security of network communications and application data.

Conduct Cybersecurity Audits

To ensure the effective operation of the network security management system, Kingsoft Office hires third-party professional agencies to conduct an annual external audit of the information security system. The audits systematically inspect and evaluate the Company's security technical level and management capabilities through interviews, on-site observations, and reviews of document records, among other methods, to assess potential security risks. For identified risks, we urge the responsible departments to make timely rectifications to ensure the robust operation of the information security system. In addition, we strictly carry out internal security audits following the *Internal Audit Control Procedures* to evaluate the effectiveness of the Company's security measures. In 2023, the Company conducted 4 external audits and 2 internal audits.

In 2023,



4 times
external audits

2 times
internal audits

In 2023,



Zero
major security
incidents

Zero
personal
information leaks

¹⁶ WPS privacy policy: <https://privacy.wps.cn/policies/privacy/wps-office>

Kingsoft teams privacy policy: <https://privacy.wps.cn/policies/privacy/xiezuo>

Kingsoft meeting privacy policy: <https://privacy.wps.cn/policies/privacy/kmeeting>

Privacy and Data Protection

Kingsoft Office always prioritizes user data security, and firmly fulfills this responsibility.

To better protect user privacy, at the product level, we have formulated personal information protection rules that comprehensively cover all of the Kingsoft Office products which involve the interaction of user information, providing a convenient way for users to understand how Kingsoft Office handles and protects their personal information, and the policies include, but are not limited to the *WPS Privacy Policy*, the *Kingsoft Teams Privacy Policy* and the *Kingsoft Meeting Privacy Policy*¹⁶. At the level of internal governance, we have formulated rules and regulations including but not limited to the *Kingsoft Office Personal Information Grading Management Policy*, the *Policy for R&D Security and Privacy Protection*, the *Personal Information Security Management Policy*, the *Emergency Response Plan for Personal Customer Information Leakage*, etc., which are aimed at setting up and standardizing the personal information protection principles and procedures for each stage of the data lifecycle, and ensuring the compliance and safety of user privacy.

In the overseas version of Kingsoft Office services, we follow up and evaluate the data compliance and security risks involved in the services in a timely manner according to the regulatory requirements for user privacy protection and data security in different countries and regions, and adopt dynamic monitoring and other means to effectively reduce and avoid data risks; at the same time, we respond positively to the privacy demands of the users, and adopt appropriate technical protection measures to effectively safeguard the user's privacy and security.

Guaranteeing User Rights

Users, as the subject and owners of their personal information, have the right to choose whether or not to provide their personal information in the process of using the services. Kingsoft Office respects the user's right to be informed of their personal information, to choose, to access, to copy, to rectify, to supplement, to delete and other rights. We show users the personal information protection rules of the corresponding services in an obvious and clear way through scenarios including, but not limited to, the account registration interface



and application privilege invocation, detailing how we handle and protect their personal information, and provide them with convenient ways to access, copy, rectify, supplement and delete their personal information. Users can exercise their legal rights by accessing, inquiring, correcting and deleting their personal information through the service end of the corresponding product.

In order to effectively protect users' privacy rights and actively and properly handle users' personal information protection claims, Kingsoft Office has set up a specialized personal information protection team responsible for special handling to ensure that issues are resolved in a timely and effective manner.

Kingsoft Office Privacy Complaint Channels

Telephone: 400-677-5005

Email: wps@wps.cn

Address: Personal information protection office, Building 5, Front Island Loop Road 321 Kingsoft Software Park, Tangjiawan Town, High-tech Zone, Zhuhai, Guangdong Province

Establishing a Data Lifecycle Protection System

We have established a comprehensive data security management system that encompasses the entire data lifecycle, including data collection, storage, transmission, processing, sharing, and destruction. This ensures that data is fully controlled and protected at every stage, significantly reducing the risk of data breaches.



Data Collection



We collect data in accordance with the relevant provisions of the privacy policy and follow the "data minimization principle." We do not collect personal data from third parties, except in cases provided by laws and regulations.

Data Storage



We strictly control data access permissions and establish data storage standards to ensure the security of storage media and storage logic. We improve the capability of encrypted storage, data backup, and recovery. For temporary data, we will delete it within 2 weeks; for regular business data, we will delete it immediately after completing the service purpose¹⁷.

Data Transmission



We apply encryption algorithms during data transmission, regularly review, and adjust our data encryption schemes. We verify the data before and after transmission to ensure the integrity, authenticity, and availability of the data and secure the transmission channels, nodes, and data itself.

Data Destruction



We have established uniform destruction tools and standards and carry out irregular checks to ensure the effective destruction of data. When cooperation with a user expires or a user requests the deletion of personal information, we will directly delete it or take anonymization measures.

Data Sharing



Except for the sharing necessary for the realization of product services or functions, we will not share users' personal information with any company, organization or individual outside of Kingsoft Office (except as otherwise provided by laws and regulations), and we will strictly require third parties to fulfill their obligations and responsibilities for the protection of users' personal information, including, but not limited to, the signing of data agreements, and the adoption of technical control measures.

Data Processing



We strictly adhere to data de-identification rules, control the scope of data use, implement data approval, and control, and clarify security specifications during the data analysis and processing. We emphasize access management, establish strict rules for permission allocation, and ensure that each employee can only access information within their scope of responsibilities to minimize potential security risks.

¹⁷ Temporary data refers to data that change with the operation of the system and the occurrence of business, such as system temporary files and database logical logs generated by the operating system, application system and database.

Regular business data refers to operation data and user data generated and collected in the course of the company's operation, including, but not limited to, service operation data, operation index data, individual user information, organizational user information, etc.

Integrating Security Concepts Throughout the Product Lifecycle

We have established a security management system that encompasses the entire product lifecycle, including requirement analysis, design, development, testing, deployment, and operation & maintenance. This ensures that information and privacy security requirements are integrated throughout the entire lifecycle of the product.

Security Requirements Analysis

In the requirement analysis phase, we evaluate the security and privacy risks faced by different products according to their characteristics, addressing potential issues at their source.

Security Design

During the product design phase, we fully consider product security requirements and establish clear security baselines to ensure product safety.

Security Development

In the product development phase, we adhere strictly to secure coding standards and employ white box testing of code to analyze the internal structure and logic of the software. We check whether the product meets coding standards and specific functional requirements, effectively enhancing code security.

Security Testing

Before product launch, we conduct compliance audits and privacy functionality tests in line with the actual situation of the product to ensure it meets standards and to improve product safety and reliability.

Security Deployment and Operation & Maintenance

After product launch, we continuously perform security checks and compliance assessments, as well as deploy endpoint detection and response testing. Monitoring the activity status of endpoint devices allows us to promptly detect malicious behavior and take countermeasures to ensure the safety of the deployment and operational environment.

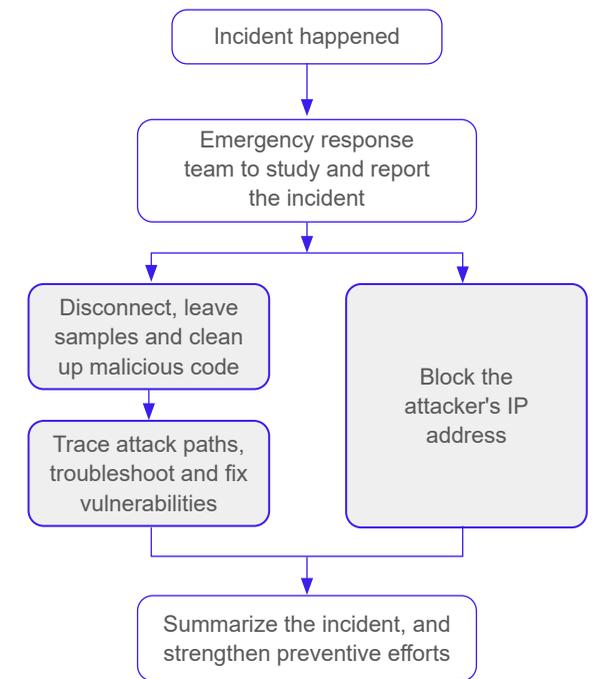
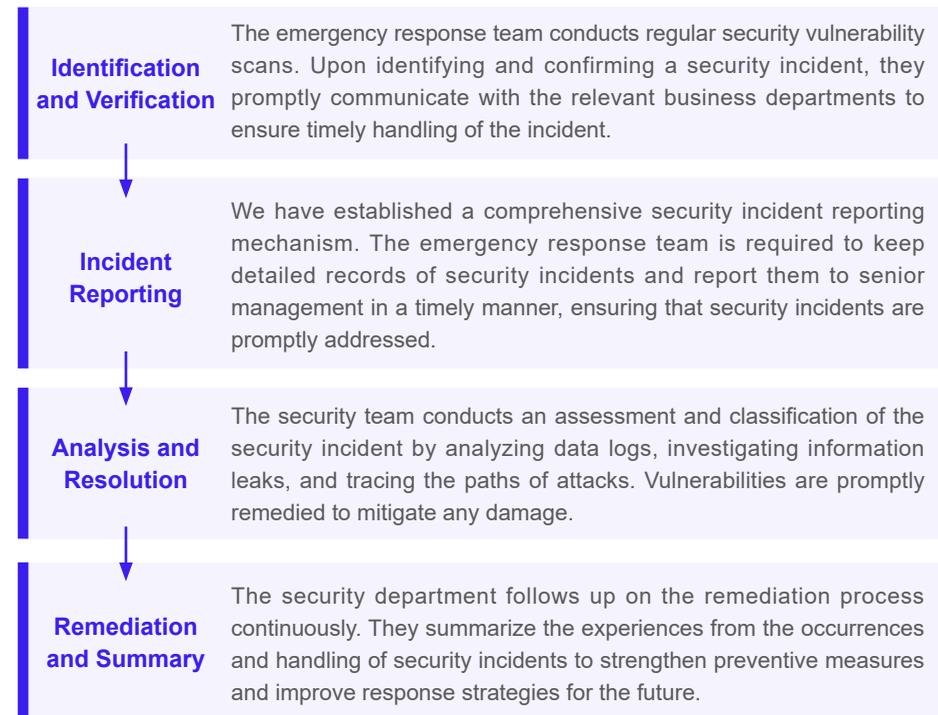
Preventing Privacy Leaks

To prevent and address privacy breach incidents, we conduct privacy breach security drills, internal and external security offensive and defensive exercises, and system penetration testing. These activities help us to promptly identify and eliminate security risks, enhance our capacity to respond to emergencies, and rigorously protect user privacy and data security.

Proactive Prevention

We have established a dedicated team of emergency response and have developed and continuously improve *the Emergency Response Plan for Personal Customer Information Leakage*. This plan is designed to increase our response speed and minimize the negative impact of any incidents. We also conduct annual privacy breach security drills, internal and external security offensive and defensive exercises, and information system penetration tests. These exercises simulate attacks on our security systems, including phishing, application-layer attacks, and network-layer attacks, to identify vulnerabilities and formulate remediation plans, thereby improving our security defense systems.

Timely Response



Emergency Response Mechanism

Enhancing Security Awareness

Kingsoft Office has established a comprehensive security training and learning system, which provides various security training sessions tailored to different job positions to enhance the security skills and awareness of employees. Following the *Safety Training Management Procedures*, the Company conducts annual information security and privacy protection training that covers all employees, including full-time staff, interns, part-timers, and third-party contract workers. The training content includes product privacy compliance, user profile and algorithm recommendation technology compliance, overseas privacy compliance, and more. In 2023, the pass rate for the Company-wide development security orientation training exam reached 98.12%.

To ensure that employees comply with the Company's established security management policies and continuously enhance their awareness of security, we have integrated the compliance with these policies into the employee performance evaluation. We conduct training about information security for all employees through meetings to guide them to actively fulfill their responsibilities. We established *the Kingsoft Office R&D Accident Management Policy* to evaluate violations. Depending on the severity of the violations, we will impose penalties on violating employees, including warnings, suspension, or termination of employment.

2023 Kingsoft Office Information Security Training

Training Objectives	Training Topics	Training Content	Number of People Covered
New Employees	Security Awareness Training for New Employees	<ul style="list-style-type: none"> Company Safety Red Lines Security Incident Examples Common Cyber-Attack Techniques 	400+
R&D Staff	Safe Programming Training	<ul style="list-style-type: none"> Common Code Defects and Security Practices 	1,000+
All Employees(Including Full-time Employees, Interns, Part-time Staff, And Third-party Dispatched Contract Workers)	R&D Safety Instructions	<ul style="list-style-type: none"> R&D Data Security Product Function Security Device File Security System Account Security Personal Information Security 	4,000+
Relevant Business Line Staff Involved In Privacy Protection Work	Product Privacy Remediation Training	<ul style="list-style-type: none"> Privacy Compliance Rational Privacy Compliance Rectification Requirements Privacy Compliance Self-Inspection Method 	100+
	Personal Data Compliance in the Full Lifecycle of Online Service Offerings	<ul style="list-style-type: none"> Dimensions of Concern for Data Compliance Basic Definition and Dimensions of Concern of Personal Data Compliance handling of personal data in online service products 	100+
Other Trainings	Common network security attacks and countermeasures	<ul style="list-style-type: none"> Case Studies of Common Network Security Attacks Applicable Protection Measures and Recommendations 	300+
	Security competency training	<ul style="list-style-type: none"> Security Awareness Cultivation Network Security Knowledge Information Security Physical Security Security System and Laws and Regulations 	100+



Kingsoft Office Network Security Training

100%

The coverage range of network security and privacy protection training for employees (including full-time employees, interns, part-time staff, and third-party dispatched contract workers).

Supplier Network and Privacy Security Management

Kingsoft Office has established *the Supplier Security Red Line*, incorporating suppliers into the network and privacy security system and established a security assessment and penalty mechanism for suppliers to ensure their compliance with Kingsoft Office's regulations on network security and privacy protection.

At the supplier admission stage

We require all suppliers to fill out the *Data Compliance Request Form* and conduct due diligence to assess their compliance performance in network security and privacy protection. If they fail the assessment, we will require the supplier to make rectifications until they pass the evaluation before they can cooperate with Kingsoft Office.

At the supplier hiring stage

We require suppliers to sign the *Data Processing Agreement*, which clearly defines the network security and privacy protection obligations that suppliers must fulfill.

At the supplier maintenance stage

We regularly audit the suppliers' compliance with network security and privacy protection. For suppliers who do not meet the audit standards, we require them to make immediate rectifications and suspend cooperation with them until they complete the rectification and pass our audit again before continuing cooperation. If a supplier commits a significant violation, we will pursue their responsibilities according to laws and regulations, internal management systems, and cooperation agreements.

Security Management Effectiveness

Security Management Certification

We attach great importance to product security and continuously carry out security certification work. This year, Kingsoft Office has passed the ISO 27001 Information Security Management System Certification, ISO 27701 Privacy Information Management System Certification, and Capability Maturity Model Integration CMMI Level 3 Certification. Our WPS cloud documents, WPS account system, Kingsoft Teams, and Kingsoft email have passed the National Cybersecurity Level 3 Certification. Security management certification covers over 95% of Kingsoft Office's operational scope.



Security management certification covers over **95%** of Kingsoft Office's operational scope



Kingsoft Office has obtained ISO 27001 Information Security Management System Certification.



Kingsoft Office has obtained ISO 27701 Privacy Information Management System Certification.



Kingsoft Office has obtained the Capability Maturity Model Integration CMMI Level 3 Certification.



The WPS account system has obtained the National Cybersecurity Level 3 Certification.



The WPS cloud documents has obtained the National Cybersecurity Level 3 Certification.



The Kingsoft Teams has obtained the National Cybersecurity Level 3 Certification.



The Kingsoft email has obtained the National Cybersecurity Level 3 Certification.

Co-building a Security Ecosystem

Kingsoft Office actively collaborates with business partners to collaboratively build security ecosystem. In 2023, we engaged in in-depth discussions about topics such as cybersecurity and privacy with related agencies in the Zhuhai High-Tech Zone. We also exchanged and cooperated on security matters with multiple security companies through offline and online meetings and attack and defense drills, absorbing external advanced experiences to enhance our own security capabilities. In 2023, we co-hosted the 2023 "Tianfu Cup" International Cybersecurity Competition with national research institutions and corporations like the National Industrial Information Security Development Research Center, Tsinghua University, and Huawei Cloud. During the contest, we exchanged experiences with participating teams and jointly promoted the development of cutting-edge cybersecurity technologies.



Kingsoft Office's security technology experts exchanged experiences with the participating employees

Brand Shaping through Service

Kingsoft Office adheres to the value of "customer first," seriously listens to user feedback and suggestions, continuously improves service levels, and strives to provide users with an efficient office experience.

Actively Listen to User Feedback

We strictly comply with the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests* and other legal regulations, establishing the *WPS Customer Service Department Complaint Handling Process Policy* to clarify the user complaint handling process, service response time, product optimization timing, and other specific requirements. This ensures the efficient operation and continuous improvement of the entire process from user complaint handling to product optimization iteration.

We utilize various online communication channels such as online forms to ensure convenient communication between users and customer service personnel, achieving synchronization of information and transparency in problem-solving progress. Online communication channels can effectively replace multiple rounds of phone callbacks, improving the success rate and convenience of the customer service team's message reach. This year, the Company also hosted offline user exchange meetings to communicate face-to-face with users about their experiences and expectations for the Company's products, deeply listening to user voices, providing strong support for the continuous optimization and iteration of products. In 2023, the Company invited 27 users to participate in offline exchanges and held 3 user exchange meetings.

To address serious or urgent complaints, we have established a "Through Train" response mechanism, where the customer service team can directly feedback complaint information to the front-line person-in-charge in the business department. This achieves effective coordination between the

customer service and business departments in complaint handling, improving the rate of "complaints resolved at once"¹⁸ and user satisfaction.

To provide users with higher-quality service, we regularly conduct customer service standard training and assessments for front-line employees in the customer service management department, ensuring they fully understand the Company's internal management regulations and can provide professional and thorough service to users.

In 2023, we received a total of 679¹⁹ product complaints²⁰, with a 100% complaint handling response rate and a user satisfaction rate²¹ of 97.35%. For user complaints, we ensure that issues receive an initial response within 24 hours on weekdays and are resolved within 48 hours.



In 2023,

the user satisfaction rate is

97.35%



Conducting Customer Service Training to Elevate Service Level

To comprehensively enhance the quality of service in the user feedback process, we regularly conduct training sessions for customer service personnel. This year, the Company has focused on topics such as product knowledge, legal regulations, service etiquette, methods for handling issues and complaints, emotional management, and stress coping, as well as the use of tools for service efficiency improvement. Through offline classes delivered by internal experts, customer service group simulation drills, and one-on-one intensive guidance for new employees, we continuously elevate the professional competence and service capabilities of our customer service staff, thereby providing users with a superior service experience.



Conducting training for the customer service team

¹⁸ The statistical caliber for "complaints resolved at once" refers to the situation where various complaints are settled within one feedback session.

¹⁹ Due to the upgrading of the membership system and the revamping of the product interface, there was an increase in the number of complaints from users due to doubts about their orders and the impact of their usage habits.

²⁰ The statistical caliber of complaints includes behaviors such as complaints about product, technology and service quality, demands for problem resolution, or claims for compensation.

²¹ The statistical caliber of "customer satisfaction" includes the satisfaction of "service items" related to user services and "non-service items" related to product quality.

Continuously Improving Service Levels for Government and Enterprise Users

Targeting government and enterprise users, we continuously expand our service offerings, providing over 20 technical support services such as on-premises deployment²², account integration, customized development, and system integration. The Company continually enhances the WPS 365 New-quality-productive-forces Office Platform, assisting users in building digital infrastructure and managing digital assets.

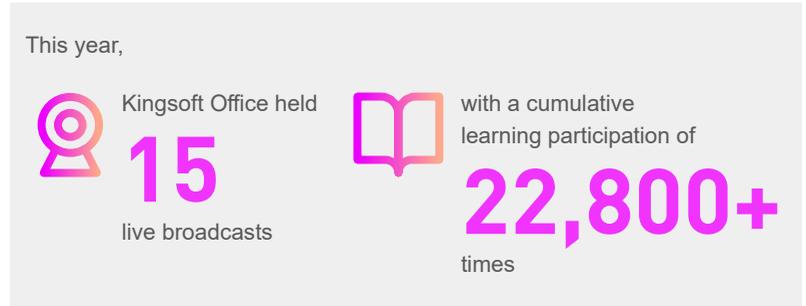
We have established the Wuhan Remote Operation and Maintenance Center and Wuhan Remote Technology Center, accumulating and consolidating a vast array of user feedback resolution strategies, and constructing a professional knowledge base for user feedback. We also use AI technology to preliminarily organize the knowledge base, forming a unified service response knowledge system, and handle user feedback intelligently, personally, and automatically, effectively improving service response efficiency and quality.

We actively listen to the feedbacks from government and enterprise users, regularly conducting on-site interviews, questionnaire surveys, and telephone research for mid and high-level leaders of user enterprises, focusing on

two dimensions: products and services. We summarize user satisfaction results and continuously conduct satisfaction fluctuation analysis using the PDCA management method²³. We regularly conduct in-depth analysis of typical service cases and systematically summarize user service experiences, aiming to continuously improve user satisfaction and optimize service quality. In 2023, the Company distributed tens of thousands of survey questionnaires, and conducted on-site interviews²⁴ more than 2,000 times, and telephone interviews more than 530 times.

To better empower government and enterprise users, we also provide them with customized training programs to enhance their digital office capabilities. This year, we launched the "Digital Evangelist Talent Plan," establishing localized knowledge service systems in 34 provinces, municipalities, and autonomous regions across the country, offering specialized empowerment courses for various government and enterprise users and ecosystem partners. In 2023, we conducted 530 training sessions, attracting approximately one hundred thousand participants.

In 2023, we implemented the "Digital Office Talent Cultivation Plan," combining the Company's product features and users' actual office needs to create a series of public courses, deeply interpreting the application value of the Company's products in various scenarios such as administration, human resources, education, and more. This year, the Company held 15 live broadcasts, with a cumulative learning participation of 22,800 times.



²² On-premises deployment refers to the process of installing and configuring server applications, configuration files, and other resources in the server environment, which requires specific configurations to meet personalized needs in the installation of customized software.

²³ PDCA management method is a continuous improvement management cycle method, standing for "Plan-Do-Check-Act," used for the continuous improvement of product and service quality.

²⁴ To enhance the efficiency of satisfaction surveys, Kingsoft Office has adopted tools such as Kingsoft forms and Light Maintenance tables to assist in the satisfaction improvement business support, thereby promoting the continuous improvement of the value service system.

User Service Outcomes

Kingsoft Office insists on being user-centric, actively responding to user needs, and continuously innovating the service system, achieving outstanding results in user service. In 2023, Kingsoft Office passed the ISO 20000 information technology service management system certification, compiling more than 300 management materials involving 7 major management aspects and 21 process control points.



Kingsoft Office Obtains ISO 20000 Information Technology Service Management System Certification

In September 2023, the "New Model of Value Service System for Government and Enterprise Users by Kingsoft Office" underwent several rounds of comprehensive review by numerous academicians and experts, winning the second prize in the "Top Ten New Models" at the China International Digital Economy Expo.



Kingsoft Office Receives the "Top Ten New Models" Honors at the China International Digital Economy Expo

03

Green Development Towards a Low-Carbon Future

- Response to Climate Change
- Adhering to Green Operations
- Establishing a Green Supply Chain
- Key Environmental Performance Indicators



Kingsoft Office always adheres to the concept of sustainable development, integrating measures to respond to climate change risks into corporate operations, products, and services. As a "benchmark of Chinese innovation" in foundational software, we actively practice the national goals of reaching peak carbon dioxide emissions and achieving carbon neutrality. We are committed to providing users with green, low-carbon products to reduce their environmental impact and promote sustainable social development.

Response to Climate Change

Kingsoft Office places high importance on the impact of climate change risks and opportunities on company operations. We incorporate climate risk into our corporate risk management system, assessing the impact of physical and transitional climate change risks on our Company's products and services, and formulating response strategies. To seize the opportunities brought by climate change, we make the development of clean technologies one of our core strategies and actively explore paths to clean development.

Climate Change Risk and Opportunity Management

The Board of Directors' Strategy Committee is the highest governing body for the Company's climate change governance, overseeing ESG-related matters, including the identification of climate change risks and opportunities. The Company's management is responsible for identifying and developing responses to climate risks and opportunities over the next five years, arranging ESG-related functional departments to carry out specific tasks, managing their work execution, and reporting the progress and results to the Strategy Committee at least once a year. During this reporting period, the Strategy Committee has reviewed the Company's annual identification and response to climate-related risks and opportunities.



Potential Impact Description

Physical Risks

- Extreme weather conditions such as heavy rain and typhoons may affect the normal supply of electricity and water necessary for company operations, causing business interruptions or obstructions and potential maintenance costs.

Transitional Risks

- Our country continuously introduces environmental protection-related policies, and regulatory agencies require enterprises to increase environmental information disclosure and improve environmental management capabilities, which may increase the Company's compliance costs.
- Fulfilling the Company's green and low-carbon commitments requires more resources (such as funds, manpower, etc.) to promote the implementation of new technologies (e.g., more efficient cloud computing technology) and new projects (e.g., construction of new energy self-usage projects).

Opportunities

- Green products and services such as the WPS 365 low-carbon office solution are in line with the national dual-carbon strategy and may be favored by individual and enterprise users, increasing potential business income.



Response Measures Description

- Formulate detailed emergency response plans for extreme weather, the *Typhoon and Rainstorm Preparedness Plan* and configure emergency power generation equipment at key business operation sites.
- Regularly organize employees to conduct emergency drills and provide specialized emergency rescue training for employees.
- Plan to develop a more comprehensive and rational *Kingsoft Office Extreme Weather Emergency Preparedness Plan*.

- Monitor policy and legal developments in the operational area, continuously optimize the construction of the environmental management system; consult professional organizations to improve the quality of environmental information disclosure.
- Participate in industry communications and seminars, conduct market research to understand market trends and consumer preferences, and formulate reasonable R&D project budget plans based on research results.

- Actively develop low-carbon office products and innovate green, low-carbon product and service solutions. For specific products and services related to climate change opportunities, please refer to the "Exploring the Green Product Genet" and "Seizing Clean Development Opportunities" sections of this report.

Seizing Clean Development Opportunities

Kingsoft Office integrates ESG into its corporate DNA, continuously exploring business solutions that achieve both corporate operational and ESG goals. Developing clean technologies is one of the key strategic directions for corporate innovation, actively promoting renewable energy projects, and increasing the proportion of renewable energy usage.



Kingsoft Office is actively assessing and promoting the implementation of renewable energy projects. We continue to explore sustainable development paths centered around clean technologies, expanding the application scenarios for renewable energy and enhancing the proportion of clean energy utilization.

The Zhuhai office park has actively introduced air source heat pump water heaters and solar thermal siphon systems to heat storage tanks, realizing zero-emission hot water supply for showers and dishwashing rooms. In addition, photovoltaic street lights are installed within the park, effectively utilizing solar energy resources and reducing reliance on traditional electricity. The Zhuhai office park uses outdoor solar lamps to provide lighting, which can reduce electricity consumption due to traditional energy consumption by 3,942 KWH per year. In the future, the Zhuhai park plans to further enhance the application of photovoltaic energy, gradually replacing the energy consumed by standby power sources for server rooms.

We have proactively formulated the Kingsoft Office Clean Energy Transition Plan: committing Commitment to continue to increase the share of renewable energy and to increase the spend on developing clean energy-related projects on a yearly basis.

In 2023, over

80%

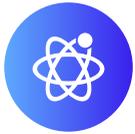
of domestic hot water and heat used in air conditioning in the second phase of the Zhuhai Kingsoft Office research and development park came from solar energy



The blueprint of Phase II of the Zhuhai office park

Exploring the Green Product Gene

We actively seize clean development opportunities by providing WPS 365 low-carbon office solutions to users and partners, practicing our commitment to sustainable development together with our value chain partners.



Kingsoft Office continues to increase investment in green technology innovation. The Company leverages AI to improve algorithmic structure to eliminate unnecessary computations, reducing system energy consumption by minimizing loops and recursion. In the future, Kingsoft Office will further increase investment in the AI field, continuously expanding the application scenarios of AI technology, enabling AI to support the research and development of clean technologies, injecting new vitality into company performance growth.



We vigorously promote product and service innovations, optimizing the innovative low-carbon office product portfolio. Kingsoft Teams helps businesses reduce paper use in daily office processes such as approvals, reimbursements, and archive management; Office tools enable digital file encryption and cloud storage, reducing unnecessary paper archiving and printing; Kingsoft Meeting helps enterprise users reduce energy consumption and carbon emissions associated with offline meetings and staff travel.



Providing green, low-carbon products to users and supply chain partners empowers the green and low-carbon development of the supply chain. Kingsoft Office's New-quality-productive-forces Office Platform, WPS 365, offers customized digital solutions for sectors such as government agencies, finance, manufacturing, education, etc. These solutions help users effortlessly manage documentation, share documents, conduct online meetings, and facilitate mobile office scenarios.



Kingsoft Office Facilitates Paperless Office for Enterprises

Kingsoft Office continues to develop lightweight products to promote paperless office practices, using technology to empower smart office operations and low-carbon digital transformation for enterprises, helping users to significantly reduce greenhouse gas emissions from offline business travel and meetings. The cloud computing technology used by Kingsoft Office Cloud Documents enables resource sharing and dynamic allocation, which improves server utilization rates, thereby reducing the number of physical servers and the overall space occupied, helping to reduce electricity consumption.

In 2023, assuming each document is equivalent to 5 pages of A4 paper, Kingsoft Document users saved 507 million sheets of paper through online office work, which is equivalent to 1.36 million copies of the "Xinhua Dictionary."

2023

507 million

Kingsoft Document users saved sheets of paper through online office work (assuming each document is equivalent to 5 pages of A4 paper)

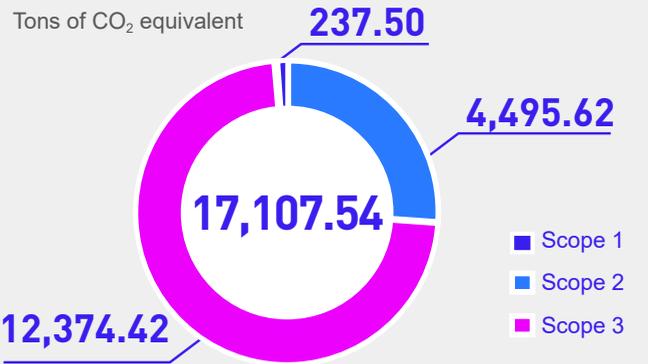
1.36 million

which is equivalent to copies of the "Xinhua Dictionary"

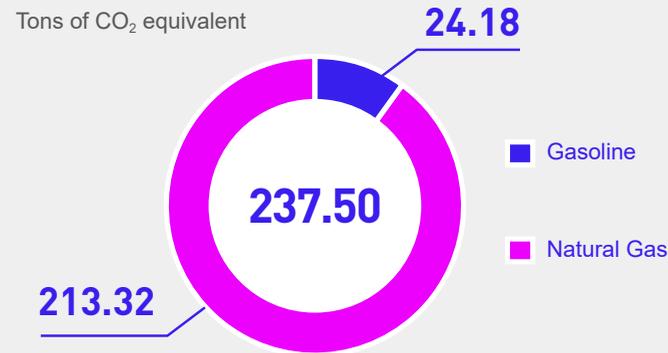
Continuously Assessing the "Carbon Inventory"

This year, we have calculated our greenhouse gas emissions using the *Corporate Accounting and Reporting Standard* from the Greenhouse Gas Protocol, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). In 2023, Kingsoft Office's total greenhouse gas emissions amounted to 17,107.54 tons of CO₂ equivalent²⁵.

Total Greenhouse Gas Emissions (Scope 1, Scope 2, Scope 3)



Scope 1 Greenhouse Gas Emissions



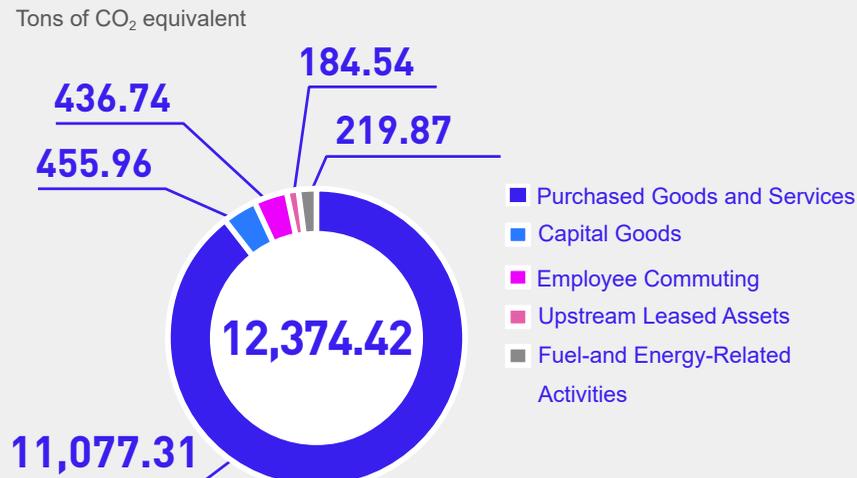
Per Capita Greenhouse Gas Emissions (Scope 1, Scope 2)

0.97 Tons of CO₂ equivalent /Person

Scope 2 Greenhouse Gas Emissions



Scope 3 Greenhouse Gas Emissions



²⁵ For the five scope 3 GHG emission categories from different sources that were accounted for and disclosed for the first time, we comprehensively assessed and verified the quality of the data for each category, and included them in the scope of the statistics if measured values were available and specific activities or business services could be identified; in the absence of measured values, the calculation was completed through scientifically sound estimation methods. In the future, with the enhancement of the quality of the underlying data of the five scope 3 GHG emission categories, the coverage and accuracy of the data will be further improved. In the future, as the quality of the underlying data for the five scope 3 GHG emission categories is enhanced, the coverage and accuracy of the data will be further improved. In 2023, the scope of employee commuting statistics covers all full-time employees of the Company.

Adhering to Green Operations

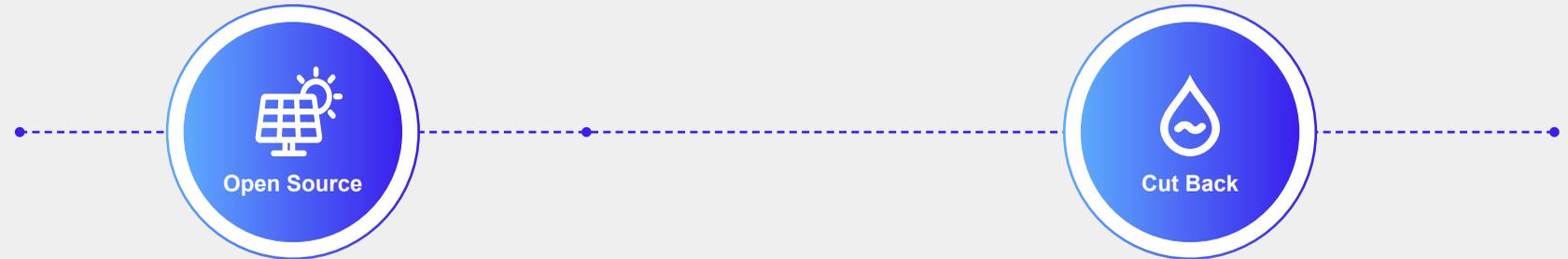
Kingsoft Office complies with laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, and the *Solid Waste Pollution Prevention Law of the People's Republic of China*. The Company has established policies like the *Kingsoft Office Code of Business Conduct* and the *Office Environment and Safety Management Standards*, actively promoting green and low-carbon operations and accelerating the transition to clean energy.

Environmental Management Strategy

Kingsoft Office will progressively reduce CO₂ emissions in the future, gradually reduce absolute carbon emissions in Scope 1 and Scope 2, and prioritize the leasing of green data centers with lower PUE values. At the same time, we also commit to effectively reducing the negative impact of commercial activities on the environment and society.

Kingsoft Office has set an environmental management strategy with "Open Source" and "Cut Back" as two key terms.

Kingsoft Office's Environmental Management Strategy



Improving the energy structure

By introducing clean energy such as solar and air energy, optimizing the Company's energy structure, and increasing the utilization rate of clean energy.

Research and development and innovation

Advancing green technology and clean energy projects, developing green technologies to reduce the environmental footprint.

Green procurement

Selecting environmentally friendly suppliers, giving priority to the purchase of energy-saving equipment and products to create a green supply chain.

Energy management

Conducting energy audits to analyze the energy use of the Company, reducing unnecessary energy use, and improving energy efficiency.

Water resource management

Using water-saving technologies and measures to reduce water consumption.

Waste management

Implementing waste classification, reduction, and recycling policies, and handing over waste to qualified third parties for compliant disposal.

Awareness enhancement

Through training and promotion, enhancing employees' environmental awareness and encouraging them to practice environmentally friendly actions in their daily work.

Saving Energy Usage

The Company places high importance on energy management. In terms of "open source," we are actively expanding the application scenarios of clean energy, replacing the use of traditional energy. In terms of "cut back," we actively carry out energy-saving practices, conduct energy audits, and optimize energy usage policies and measures.

Energy-Saving Practices

Kingsoft Office strictly supervises the usage time of electrical facilities such as lighting and multimedia. During non-office hours, we uniformly turn off lighting and multimedia lightboxes and other electrical devices, and we arrange for property staff to periodically patrol all office areas to promptly check the status of power switches and the operation of various types of equipment to save electricity. We also encourage staff to work online. In 2023, employees used our Kingsoft Meeting 260,000 times, with a total duration of 37 million minutes, effectively reducing the electricity consumption of offline meeting rooms for lighting, projectors, and other equipment, as well as saving on travel costs and carbon emissions brought about by offline meetings.

The air conditioning used in our office buildings employs variable frequency technology and is equipped with a control system to monitor and reduce energy consumption. We adjust the use of air conditioning according to the seasons, preferring natural ventilation in spring and autumn, and using methods such as water circulation cooling and heat recovery to reduce air conditioning energy consumption in summer. We have also established temperature standards for air conditioning in office areas during working hours: 24°C to 26°C for cooling and 25°C to 27°C for heating.

Energy Audit

This year, Phase II of the Zhuhai office park underwent an energy audit by a third-party professional institution. The audit institution sampled the coefficient of performance of the building's cold source system to ensure that the efficiency of the cold source system complies with relevant regulations, enhancing the building's energy utilization efficiency and reducing energy waste.



Conserving Water Resources

Kingsoft Office values the efficient use of water resources and has taken a series of water management measures. We regularly inspect taps and valves to reduce equipment leakage. We have also installed water-saving sanitary fittings and accessories with a Level 2 water efficiency label²⁶ or higher, as well as sensor-based water outlets, in some office area restrooms. In 2024, we plan to install Grade A water-saving equipment²⁷ with a water-saving rate of over 30% in the Wuhan office building.

We make full use of green irrigation technology, adopting water-saving irrigation methods such as sprinkler irrigation, micro-irrigation, seepage irrigation, and low-pressure pipe irrigation to irrigate the green plants in the office park. Around the buildings in Phase II of the Zhuhai office park, ecological ceramic permeable bricks that can absorb water have been laid, allowing for the recovery and reuse of rainwater for green watering, reducing the consumption of tap water for irrigating greenery in the park. The park also features concave green spaces, rain gardens, and other green spaces with rainwater storage functions. The combined area of functional green spaces and water bodies accounts for approximately 10% of the park's green space, with about 20% of the hard-paved ground area consisting of permeable paving.



²⁶ According to the National Development and Reform Commission, the Ministry of Water Resources, the State General Administration of Quality Supervision, Inspection and Quarantine jointly issued by the *Measures for the Administration of Water Efficiency Labels and People's Republic of China to implement the water labeling of the product catalog*, marking the water with the water products, such as water efficiency level of performance. The second level of water efficiency appliances refers to water appliances with lower water consumption.

²⁷ According to CJ-T 164-2014 *Standard for Water-saving Domestic Water Appliances*, water-saving domestic water appliances can be categorized into Grade A, B and C according to their water pressure and water-saving ability. Grade A standard is: water pressure $\geq 60\text{kPa}$, water saving rate $\geq 30\%$.



Waste Management

We actively promote online office platforms to achieve paperless collaborative work. Our independently developed online office platform, Kingsoft Teams, includes functions such as cloud documents and light approval, which reduce the use of paper in office processes such as document and approval form printing while improving work efficiency. In 2023, the Company circulated 1,006,192 cloud documents internally and processed 52,956 online approval forms. Additionally, we encourage staff to take notebooks, ballpoint pens, paper clips, and other office supplies as needed and to choose black and white and double-sided printing.

For non-hazardous waste, we educate employees about waste sorting and set up classified trash bins in office areas to guide employees in sorting waste. After property staff transport the waste to the waste recovery room, it is handed over to municipal waste treatment units for professional

recovery and processing. For hazardous waste, we transport hazardous waste generated during company operations to qualified hazardous waste disposal vendors for compliant disposal, including printer cartridges, ink cartridges, batteries, etc., generated during office operations.

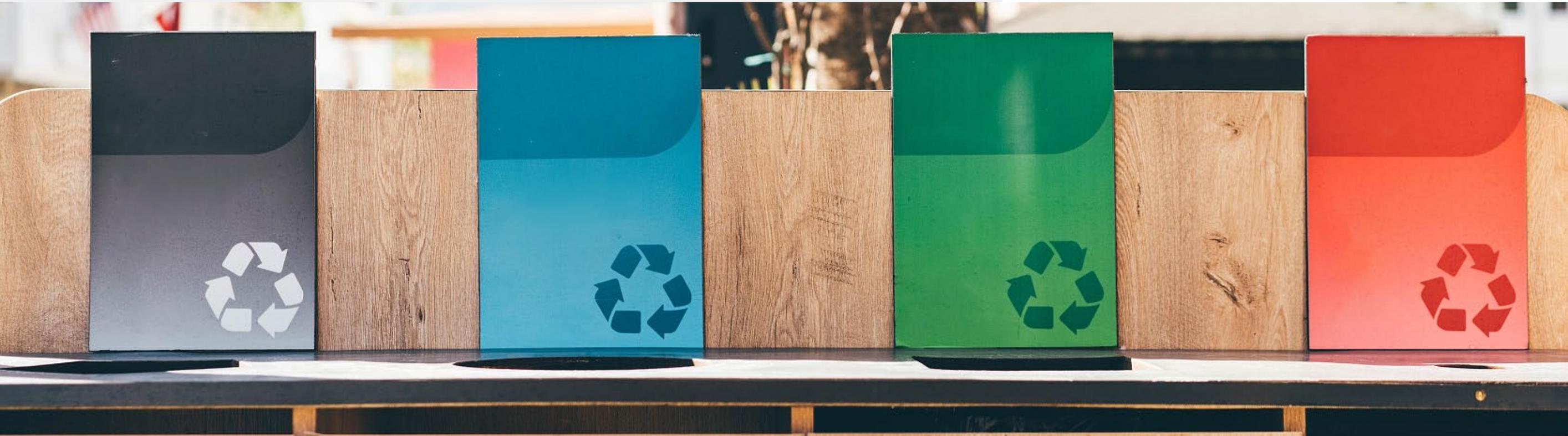
As for the leased data centers, we require suppliers to strictly comply with laws and regulations such as the *Air Pollution Prevention and Control Law of the People's Republic of China*, the *Soil Pollution Prevention and Control Law of the People's Republic of China*, and the *Solid Waste Pollution Environment Control Law of the People's Republic of China* for waste disposal. In 2023, all the servers and switches scrapped from the data centers leased by Kingsoft Office were 100% compliantly disposed of by qualified recyclers.

Promoting a Green Lifestyle

The Company actively guides employees to practice the concept of green office work by posting slogans related to saving energy and water in the office area, encouraging employees to reduce their impact on the surrounding environment through practical actions.



Phase II of the Zhuhai office park was certified by the "Green Building Evaluation Standard GB/T 50378-2014".



Establishing a Green Supply Chain

We have established supply chain management systems, such as the *Kingsoft Office Supplier Management System* and *Kingsoft Office Procurement Contract Management System*. We give priority to suppliers that have demonstrated excellence in sustainability, green energy efficiency, and climate governance, also to ensure the standardization and regularization of our supplier management system. With the integration of green and sustainable development concepts, we optimize supplier management standards to achieve a green and sustainable supply chain and reduce carbon emissions along the value chain.

Supplier Lifecycle Management

Kingsoft Office practices green and environmentally friendly supply chain management, conducting environmental risk assessments at all stages of supplier engagement, from admission to employment to maintenance. We prioritize environmentally friendly products and services and jointly create a green and environmentally friendly commercial cooperation model with suppliers to build a sustainable green supply chain.



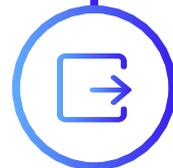
Admission and Hiring Stage

The Company conducts due diligence on suppliers, reviewing their environmental protection qualifications, such as the supplier's environmental management system certification and product green certificates. We consider the supplier's environmental performance as a plus factor, prioritizing green products and services.



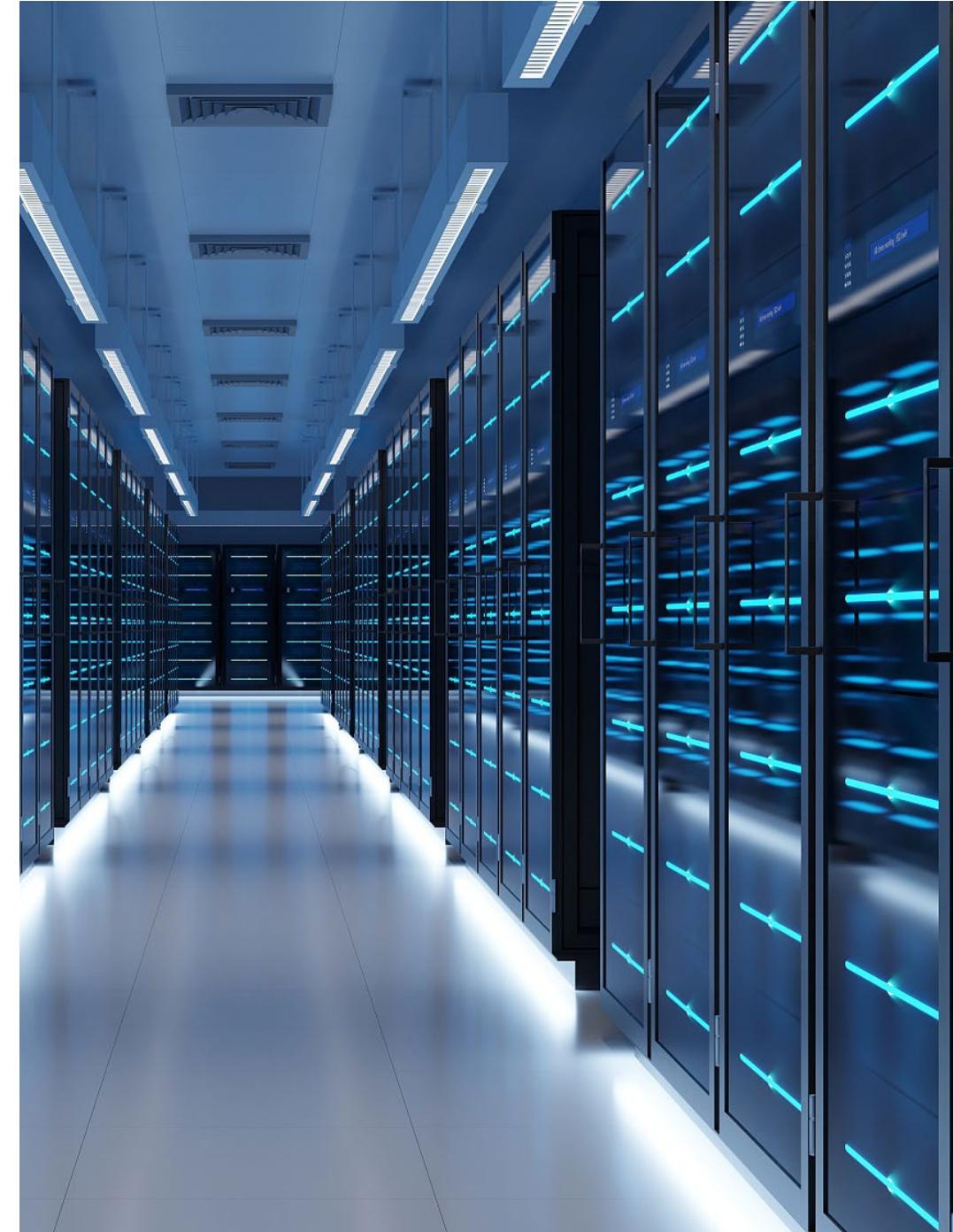
Evaluation and Maintenance Stage

For suppliers in cooperation, the Company conducts supplier assessments that cover environmental protection aspects, requiring suppliers with unsatisfactory environmental performance to rectify promptly.



Exit Stage

Kingsoft Office has clarified the exit process for suppliers. For suppliers found to have environmental issues that cannot be rectified, the Company will resolutely execute the exit strategy.

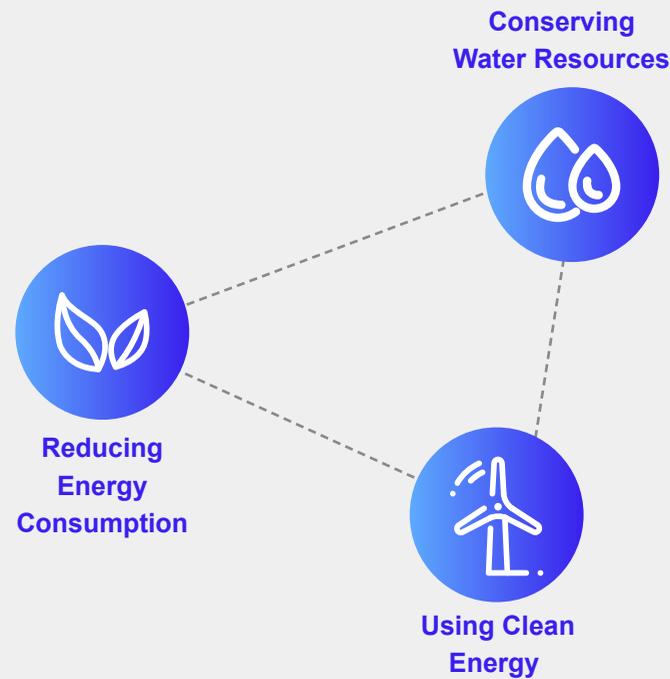


Promoting Green Upgrades to Data Centers

This year, the Company did not have any self-built data centers. When selecting data center suppliers, we take into account the PUE²⁸ performance and the use of clean energy, prioritizing the rental of high-efficiency, low-energy green data centers, continuously increasing the proportion of renewable energy used.

Measures of our leased green data centers in saving resources and reducing energy consumption include:

- The HVAC system²⁹ is a key component of data center environmental control and the largest energy consumer of data center facilities. The data centers we lease have transformed their core motors into variable frequency start controls and switched to natural cooling methods in winter to reduce overall facility energy consumption.
- Implementing Building Automation System (BAS) upgrades to achieve real-time adjustment of unit operation states in different environments, extending the time of natural cold source cooling and transitional season operations, and reducing the overall operating time of chillers. After the Kingsoft cloud data center was renovated, it managed to reduce electricity consumption by about 550,000 kWh annually.
- Installing waste heat collection systems that capture the excess heat emitted by data center servers and other equipment for use in building heating, hot water, etc.

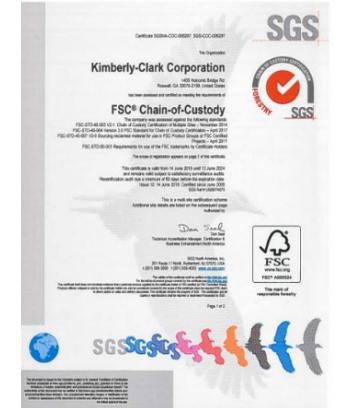


Reducing the water consumption of data center cooling towers³⁰ by using high-efficiency pumps and the latest water-saving cooling tower equipment. In high-temperature seasons, using indirect air cooling or cold aisle heat recovery technology³¹ to reduce the load on cooling towers. In addition, collecting and using rainwater to supply cooling towers, replacing part or all of the municipal water supply, and reducing the demand for fresh water in cooling towers.

Promoting the installation of distributed rooftop photovoltaics in data centers. Taking the Zhongjing cloud data center as an example, it installed 2,640 photovoltaic panels on the roof, which can generate about 700,000 to 800,000 kWh annually, and, in conjunction with the design of energy-saving server rooms, can save 810 MWh of traditional energy consumption.

Procuring Environmentally Friendly Products

The Company prioritizes the use of green products in procurement. When purchasing electronic equipment, we thoroughly evaluate the environmental performance of electronic equipment suppliers, preferring electronic products such as servers and network equipment with energy-saving and environmental certifications. When purchasing materials for office building decoration, we choose non-solvent or water-soluble green paint, environmentally friendly high-density fiberboard, and glass fiber and magnesium cement board³² as the base materials to avoid the emission of harmful gases and toxic substances during the production process and reduce environmental pollution. When purchasing paper products, we choose environmentally friendly sanitary paper with FSC³³-certification.



The Company procures sanitary paper with FSC certification

²⁸ PUE (Power Usage Effectiveness) is a measure of a data center's energy efficiency and is the ratio of all the energy consumed by the data center to the energy consumed by the IT loads. The closer the PUE value is to 1, the greener the data center is.

²⁹ HVAC system means heating, ventilation, and air conditioning system.

³⁰ Cooling Tower is a type of heat dissipation equipment that is primarily used to remove heat from industrial processes. It reduces the temperature of water by spraying hot water inside the tower and bringing it into contact with the air, utilizing the principle that water absorbs heat as it evaporates.

³¹ Cold aisle heat recovery is a technology that exhausts excessively hot air through a specific ventilation system and then recycles it, which can be utilized to reduce energy consumption during the hot season.

³² Glass fiber and magnesium cement board is a kind of magnesium oxide, magnesium chloride and water composition, stable performance of magnesium cementitious materials, can be used as wall panels, ceiling panels, fire prevention boards, waterproof boards and so on.

³³ FSC (Forest Stewardship Council) certification is an international certification of forest products that promotes responsible forest management's certification ensures that forest resources are managed in a way that is consistent with environmental protection, social responsibility and sustainable economic development.

Key Environmental Performance Indicators

Indicator	Unit	Year 2023
Total Greenhouse Gas Emissions (Scope 1, Scope 2, Scope 3) ^{34, 35, 36}	Metric Tons of CO ₂ Equivalent	17,107.54
Scope 1 Greenhouse Gas Emissions	Metric Tons of CO ₂ Equivalent	237.50
Of which: Gasoline	Metric Tons of CO ₂ Equivalent	24.18
Natural Gas	Metric Tons of CO ₂ Equivalent	213.32
Scope 2 Greenhouse Gas Emissions	Metric Tons of CO ₂ Equivalent	4,495.62
Of which: Purchased Electricity for Office Buildings ³⁷	Metric Tons of CO ₂ Equivalent	4,495.62
Scope 3 Greenhouse Gas Emissions	Metric Tons of CO ₂ Equivalent	12,374.42
Of which: Purchased Goods and Services	Metric Tons of CO ₂ Equivalent	11,077.31
Capital Goods	Metric Tons of CO ₂ Equivalent	455.96
Employee Commuting	Metric Tons of CO ₂ Equivalent	436.74
Upstream Leased Assets	Metric Tons of CO ₂ Equivalent	184.54
Fuel-and Energy-Related Activities	Metric Tons of CO ₂ Equivalent	219.87
Per Capita Greenhouse Gas Emissions (Scope 1, Scope 2)	Metric Tons of CO ₂ Equivalent/Person	0.97

Indicator	Unit	Year 2023
Total Hazardous Waste ³⁸	Tons	0.18
Per Capita Hazardous Waste	Tons/Person	0.00004
Total Non-Hazardous Waste ³⁹	Tons	398.31
Per Capita Non-Hazardous Waste	Tons/Person	0.08
Total Energy Consumption ⁴⁰	Megawatt-Hours	9,542.37
Direct Energy Consumption	Megawatt-Hours	1,189.73
Of which: Gasoline	Megawatt-Hours	98.77
Natural Gas	Megawatt-Hours	1,090.96
Indirect Energy Consumption	Megawatt-Hours	8,352.64
Of which: Purchased Electricity for Office Buildings	Megawatt-Hours	8,352.64
Per Capita Energy Consumption	Megawatt-Hours/Person	1.96
Total Water Usage ⁴¹	Tons	88,650.21
Per Capita Water Usage	Tons/Person	18.21

Notes:

³⁴ Due to the nature of its operations, the Company's main emissions are greenhouse gas emissions, derived from the use of petrol, natural gas and electricity converted from fossil fuels.

³⁵ The Company's greenhouse gas inventories include carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (NO_x). The greenhouse gas accounting is presented on a carbon dioxide equivalent basis and is based on the *Baseline Emission Factors of China's Regional Power Grid for Emission Reduction Projects in 2021* published by the National Climate Strategy Centre and the *2006 IPCC Guidelines for National Greenhouse Gas Inventories* published by the Intergovernmental Panel on Climate Change (ipcc).

³⁶ Scope 3 calculation categories include purchased goods and services, capital goods, employee commuting, upstream leased assets, and fuel-and energy-related activities.

³⁷ The statistics of Purchased Electricity for Office Buildings include the electricity consumption of offices in Beijing, Shanghai, Chengdu, Shenyang, Jinan, Nanning, Zhuhai, Hangzhou, Changsha, Zhengzhou, Hefei, and Guangdong.

³⁸ Hazardous wastes generated from the Company's operations mainly include waste batteries and waste toner cartridges and ink cartridges generated from office printing equipment. Waste batteries, toner cartridges and ink cartridges are collected and disposed of by qualified recyclers.

³⁹ The non-hazardous waste generated in the Company's operation mainly includes domestic waste, food waste and electronic waste, all of which are handled by property management companies. The current statistical scope of non-hazardous waste includes Beijing, Guangdong, and Zhuhai offices. Other office buildings cannot be measured separately, and the data on domestic waste from office buildings have been estimated in accordance with the *Manual on Coefficients of Production and Discharge of Urban Domestic Sources for the First National Pollution Source Census* issued by the State Council.

⁴⁰ Energy consumption is calculated based on electricity and fuel consumption and the conversion factors in the national standard of the People's Republic of China, *General Rules for Calculation of the Comprehensive Energy Consumption* (GB/T 2589-2020).

⁴¹ The Company's water supply comes from the municipal water mains network, and there is no problem in finding suitable water sources. The current water consumption statistics include Beijing, Zhuhai, Hangzhou, Changsha, Zhengzhou, Hefei, and Guangdong offices. Other office buildings cannot be counted separately as the tap water cost is included in the property fee and has been estimated based on the *2022 Statistic Bulletin on China Water Activities* issued by the Ministry of Water Resources of the People's Republic of China.

04

Join Hands with Employees to Build a Harmonious Enterprise

- Protecting Employee Rights
- Supporting Employee Development
- Conveying Employee Care
- Key Employee Performance Indicators



Employees are the most valuable resources of Kingsoft Office. We are committed to creating a healthy, equal, and inclusive working atmosphere, continually optimizing our talent management strategy, refining our talent development system, providing fair promotion and development channels, fully unleashing the enthusiasm and creativity of our employees, and helping them become better versions of themselves.

Protecting Employees' Rights

Kingsoft Office strictly complies with laws and regulations such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China*, the *Law on the Protection of Women's Rights and Interests of the People's Republic of China*, and the *Special Rules on the Labor Protection of Female Employees*, and supports international labor conventions such as those by the International Labor Organization, the United Nations Global Compact and other international human rights protection initiatives. We have formulated internal policies such as the *Kingsoft Office Employee Handbook* and *Kingsoft Office Code of Business Conduct* to fully ensure the lawful rights and interests of employees.

Equality and Inclusion

Kingsoft Office adheres to equal employment, recruit candidates based on job qualifications and abilities, and resolutely prevents any discriminatory and prejudiced behaviors during the recruitment process. At the same time, we sign labor contracts with all employees based on the principles of honesty, equality, and voluntary agreement.

We oppose workplace harassment and discrimination, and our *Kingsoft Office Code of Business Conduct* explicitly prohibits the use of aggressive, discriminatory, insulting, or other impolite language in the workplace, or sexual harassment or non-sexual harassment through physical behavior, and prevents employment and promotion decisions from being affected by differences in ethnicity, race, gender, age, marital status, and religious beliefs. We incorporate anti-discrimination and anti-harassment principles into our employee training and require all employees to participate in training to understand and comply with related regulations.

We comply with the *Regulations on the Prohibition of Child Labor*, explicitly prohibiting the use of child labor. During recruitment, we have established a strict identity verification process, requiring all candidates to provide identification to ensure they meet the requirements of minimum working age of

the country or region. We also prohibit forced labor and require that employees are not forced to work through violence, threats, or any other illegal means of restricting personal safety.

To prevent infringement of employees' lawful rights and interests, we encourage employees to report any violation of these regulations to the legal compliance or human resources department promptly, for investigation. If verified, we will strictly handle it according to laws and company policies. During the reporting period, there were no incidents of child labor or forced labor in our company.

We respect employees' rights to freely associate and collectively bargain according to the law, and they have the right to freely choose whether or not to join labor unions. As of the end of the reporting period, the participation rate of labor union was 100%. We strictly abide by the requirements of relevant laws and regulations such as the *Labor Union Law of the People's Republic of China* and the *Constitution of the Chinese Labor Unions*, and formulate sound labor union management processes, which clearly states that the union has the right to represent employees in equal negotiations.



Occupational Health and Safety

Kingsoft Office strictly follows laws and regulations such as the *Labor Law of the People's Republic of China*, the *Fire Protection Law of the People's Republic of China* and has developed workplace safety management systems such as *Kingsoft Office Environment and Safety Management* to standardize the management of office areas. We have also clarified the requirements related to the management of employees' occupational health and safety in *Kingsoft Office Business Code of Conduct*, which applies to all employees and suppliers, to provide a healthy, safe, and comfortable office environment for employees. Our board of directors, as the highest governing body for health and safety issues, is always committed to continuous supervision and ensuring the health and safety performance of our employees.

We build and continuously improve the occupational health and safety management system, regularly assess the risks and hazards related to occupational health and safety in the workplace, set up work priorities and action plans and implement them.

This year, we have effectively promoted the achievement of safety objectives through regularly organizing and strengthening safety inspections in the workplace, promoting fire safety knowledge to employees, and conducting emergency fire drills.

We pay attention to employees' physical health by providing annual medical check-ups and regularly organizing first aid lectures, health Q&A sessions, and health knowledge seminars, continually improving employees' health management. In the event of injuries, ill health, illnesses and accidents, we investigate and deal with the relevant incidents in accordance with the prescribed procedures to effectively protect the health of our employees.

We care for employees' mental health, continuously carrying out employee assistance programs and hiring third-party professional organizations to provide various psychological health services for employees. This year, we launched the "Warm Heart EAP" employee self-help psychological health service platform, which makes it easy for employees to access professional psychological health knowledge and online communication and counseling services. We also regularly hold on-site counseling events to help employees understand their psychological health status. In 2023, the "Warm Heart EAP" project published 12 articles, held 173 offline counseling events, and provided 715 psychological counseling services.



"Warm Heart EAP" On-site Counseling Events



In 2023,

the "Warm Heart EAP" project provided

715 psychological counseling services



Supporting Employee Development

Kingsoft Office conducts an annual talent inventory for all employees, identifying typical behavioral styles in "execution," "thinking," "innovation," and "interpersonal" dimensions, to recognize the difference between current talent status and future talent needs. Based on the results of the annual talent review, we have developed a diversity talent strategy, assessed recruitment strategies and methods, evaluated talent retention measures, and optimized various aspects of employee "selection, utilization, development, and retention," leading the construction of Kingsoft Office's talent echelon, creating a high-quality talent team, and fostering a corporate talent culture that values those who strive.

- **Talent standard:** four-dimensional competence model of "execution", "thinking", "innovation" and "interpersonal".
- **Inventory methodology:** annual 360-degree survey
- **Inventory target:** all employees

- Analysis of external talent market
- Analysis of internal talent status quo

- **Selection:** Talent recruitment
- **Use:** Talent promotion
- **Training:** Talent development
- **Retention:** Compensation and performance incentives

- Constructing KSO Talent Echelon
- Create a "striver-oriented" corporate talent culture

People planning preparation

Application of results

Talent assessments

People planning outcomes



Attracting Talent

To attract talent effectively, we focus on building a robust talent pool by predicting talent needs from our talent inventory analysis and aligning them with business growth strategies. We execute recruitment projects that expand our talent acquisition channels, including transitioning interns to full positions, campus recruitment drives, hiring experienced professionals from the industry, and fostering collaborations with educational institutions. These efforts ensure we have a rich reserve of talent to support the Company's needs.

Recruitment Target	Objective	Recruitment Channels	2023 Project Outcomes
R&D Talent	Enhance the Company's R&D capabilities and continuously drive technological innovation and development.	<ul style="list-style-type: none"> Internship conversion Campus recruitment Social recruitment Academic-industry collaboration 	<ul style="list-style-type: none"> • Retained 115 R&D interns; • Recruited and hired 101 R&D talents through the "Kingsoft Office New Future Training Camp" school-enterprise special joint training channel
AI Talent	Support the enterprise's continuous exploration and application of AI research and development, enhancing the intelligence level of products.	<ul style="list-style-type: none"> Internship conversion Campus recruitment Social recruitment Academic-industry collaboration 	<ul style="list-style-type: none"> • Retained 60 AI interns; • Hired 220 AI talents through campus recruitment; • Hired 18 AI talents through social recruitment; • Partnered with 10 universities for industry-academia research programs, cultivating and hiring over 100 university talents this year.
Management Talent	Build a talent reserve to drive continuous innovation, supporting the Company's strategic development and business goals.	<ul style="list-style-type: none"> Management trainee program Social recruitment 	<ul style="list-style-type: none"> • Recruited 14 management trainees in 2023, with rotational training across 5 various positions within the Company;
Sales Talent	Build an experienced and diverse sales team to expand business and increase market share.	<ul style="list-style-type: none"> Internship conversion Campus recruitment Social recruitment Academic-industry collaboration 	<ul style="list-style-type: none"> • Hired 36 talents through campus recruitment, including those from fields such as pre-sales support, key account sales, regional sales, sales strategy, data analysis, etc; • Worked with 2 universities on industry-academia research programs, cultivating and hiring 36 university talents this year.

Employee Development

Kingsoft Office continues to refine its talent development system, creating training management policies such as the *New Employee Guide* and *Internal Trainer Management System*, the *Internal Lecturer Management System*, to standardize the management and implementation of training activities.

In 2023, Kingsoft Office organized 216 online and offline training sessions, totaling 634.3 hours, with 16,818 participations.

Based on the Company's direction and employees' growth needs, we have acquired a wide range of online and offline diversified course resources from both inside and outside the company, and constantly optimized our training methods and projects, offering comprehensive training programs that cover various positions and ranks, helping our employees to continuously improve their professional skills and comprehensive quality.

Internal Offline Training Resources

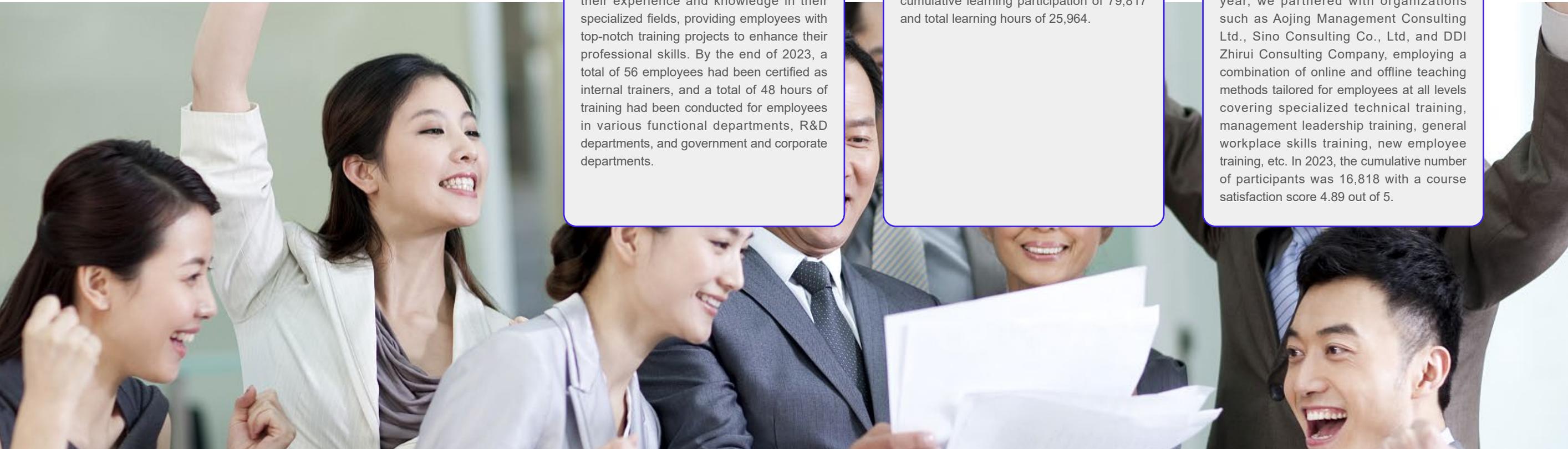
We have developed an internal trainer system to consolidate quality work methods and experiences within the Company, inviting internal trainers from R&D, business, and functional departments to share their experience and knowledge in their specialized fields, providing employees with top-notch training projects to enhance their professional skills. By the end of 2023, a total of 56 employees had been certified as internal trainers, and a total of 48 hours of training had been conducted for employees in various functional departments, R&D departments, and government and corporate departments.

Internal Online Training Resources

We established the "Da Wu Academy" online learning platform to offer employees a flexible and convenient learning channel. By the end of the reporting period, the Company launched 1,094 courses, with a cumulative learning participation of 79,817 and total learning hours of 25,964.

External Diverse Training Resources

We also collaborate with external professional education institutions, introducing diverse learning courses to help employees deepen their professional knowledge and widen their horizons. This year, we partnered with organizations such as Aojing Management Consulting Ltd., Sino Consulting Co., Ltd, and DDI Zhirui Consulting Company, employing a combination of online and offline teaching methods tailored for employees at all levels covering specialized technical training, management leadership training, general workplace skills training, new employee training, etc. In 2023, the cumulative number of participants was 16,818 with a course satisfaction score 4.89 out of 5.



New Employee Training

Focusing on the growth of new employees post-hire, we have designed a mentoring system where experienced staff guide newcomers. We conduct "Keep Moving" and "Star Starting Point" training projects for campus and social recruits respectively, helping new employees to comprehensively learn about the company culture, business scope and workflow, quickly integrate into our team, and strengthen their sense of belonging and identification with the company by providing abundant training contents such as theoretical courses, practical operations, team competitions and cultural experiences.

Professional Skill Training

In terms of professional competence development, we have designed and launched a series of professional competence training programs according to the growth path of employees, closely focusing on the actual business scenarios and pain points, in-depth excavation and refinement of business best practices, and providing employees with extensive learning resources for business knowledge. We established the "Professional Force" sharing platform, inviting employees from various business lines to share their professional knowledge. In 2023, we conducted 54 professional sharing sessions covering development, testing, product, design, operations, finance, management, and other fields, with 3,475 participants and approximate 2 hours per training session. We emphasize internal knowledge consolidation, inviting internal trainers from R&D, business, and functional departments to share their expertise and knowledge. By the end of 2023, 56 employees were certified as internal trainers, conducting training for 48 hours for functional department, R&D department, government and enterprise department, and other departments.

Succession Planning and Leadership Training

We conduct annual high-potential manager and successor surveys and planning, assessing all the managers based on their ability to understand strategy, innovate, take responsibility, lead people, and embody cultural values. Based on the survey results, we design and implement succession plans, and include employees who are willing to further develop in management positions into the "talent reserve" to be focused on and developed for future management roles in line with long-term business development. This year, we've piloted deputy positions in 14 key departmental roles to assist in early familiarization with job content.

We provide development paths for successors and conduct various forms of leadership training according to the need of reserve talents at high, middle, and grassroots levels to meet future job requirements.

Ecosystem Talent Reserve Support

We closely combine strategic planning and business development, with years of experience, in-depth refinement and summary of advanced management concepts and wisdom, and continuously promote the growth of the ecosystem of talent to achieve win-win development between the ecosystem partners and the company. This year, we launched the "Kingsoft Office Certified Channel Sales Engineer (KPSE)" program for business partners and established the "Jingpei Academy" external learning platform to enhance industry talent skills.

Kingsoft Office is committed to supporting all employees (including full-time, part-time, dispatched, and interns) to obtain degrees and certificates related to their positions in their spare time and assisting them with the declaration of certificates or national professional recognition.

Degree Program Support

We actively seek partnerships with higher education institutions to co-host training classes, encouraging and supporting employees to complete degree programs through self-study exams, correspondence courses, distance education, and part-time graduate programmes. Employees who obtain degrees related to their positions can apply for reimbursement of learning or examination fees, supporting their continuous professional development.

Certification Support

We encourage and support employees in obtaining professional skill titles and vocational qualification certificates. Employees can apply for reimbursement of learning or examination fees for certificates related to their positions.

New Employee Training

Project Name	Target	Training Content	Training Result
"Keep Moving" training program	School recruitment employees	Through executive speeches, exchanges among veteran employees, lectures by business personnel, and quality development, we introduce the Company's development, company system, and corporate culture to help new employees shorten the period of adaptation to the workplace.	During the year, the "Upward Bound" training program was conducted in three sessions, with 336 participants, a total of 120 hours of training, and an average course satisfaction score of 4.96 out of 5.
"Star Point" training program	Social recruitment employees	Through a combination of online learning and offline training, to help newcomers quickly integrate into the Company.	During the year, the "Star Point" program conducted 12 offline training sessions, with 457 participants, a total of 192 hours of training, and an average course satisfaction score of 4.90 out of 5.

Industry Talent Development

Project Name	Target	Training Content	Training Result
Kingsoft Office Certified Channel Sales Engineer (KPSE) Program	Business Partners	Provide training covering product knowledge, sales skills, <i>Kingsoft Office Code of Business Conduct</i> , etc., and strongly promote the exchange of industry experience and business synergies.	During the year, a total of 1 training session were conducted, covering 272 trainees and totaling 10.12 hours of training time.
"Jingpei Academy"	Industry Talent	Based on years of corporate practice, industry insights, and internal training experience, we develop professional office software training courses and train Kingsoft Certified Office Trainers (KCTs) to cultivate high-level talents for the office industry.	During the year, a total of 70 students improved their office skills through the "Jingpei Academy", with a cumulative total of 1,000 hours of training.

Management capacity training

Project Name	Target	Training Content	Training Result
Goal Management Seminar Training	Senior Managers	The course content focuses on how to set goals and manage them, aiming to help senior managers sort out and adjust their business goals.	During the year, a total of 33 senior core managers participated in training, with a cumulative total of 8 hours of training time.
Developing Excellent Managers	Middle Managers	Based on the Company's requirements for managers to develop training courses to help new managers improve their understanding of management, master management skills, and complete the role change from business competence to management.	During the year, a total of 81 managers participated in the training, with a cumulative total of 72 hours of training time.
Training for Government and Enterprise Cadres	Middle Managers	Combined with the actual problems in the Company's business, on-site practical training for managers aims to improve the middle management's macro-operation analysis, strategic layout, and overall planning ability.	During the year, a total of 89 people participated in training during the year, with a cumulative total of 40 hours of training time.
Small Team Management Training Camp	Junior Managers	Through a combination of lectures, seminars, practice, and feedback, team management skills are taught to managers to promote the application of management concepts on the ground.	During the year, a total of 53 frontline team managers participated in the training during the year, with a cumulative total of 14 hours of training time.
Youth Cadre Training	Managers' pool	Selecting and training high-potential young cadres and helping them understand the mission, responsibility, and ability requirements of young cadres.	By the end of the reporting period, a total of 3 training sessions had been conducted, covering 78 trainees and a total of 392 hours of training time.

Professional Competency Training

Project Name	Target	Training Content	Training Result
R&D Training Institute	R&D talent	Invite senior staff as mentors to teach AI technology, C++, WEB, server-side development, and other specialized technical knowledge.	The cumulative training duration for the year amounted to 3 months, with a total of 246 trainees participating in the training.
New Sales Training Camp	Sales staff	Provide sales competency training courses covering product explanation, industry cases, legal compliance, etc.	A total of 8 days training sessions were conducted during the year, lasting 42 hours and covering 70 trainees.

Talent Retention

We build fair and transparent promotion mechanisms and performance appraisal processes, establish a competitive remuneration system to motivate employees, and ensure their efforts are appropriately rewarded.

Employee Promotion

We value the career development of our employees and have established dual career pathways in management and professionalism, fully respecting and supporting employees in choosing their own career paths. Under the management development pathway, we have established a vertical promotion mechanism for junior, middle, and senior managers, and combined with the Company's management talent inventory results, we implement a succession plan. For more details, please refer to the "Succession Planning and Leadership Training" section. Under the professional development pathway, we have established four major clusters: operations, sales, and platform, subdividing into 22 sequences. We have formulated corresponding promotion paths for different sequences, detailed promotion standards for different levels, and improved the position sequence management model.

Moreover, we actively broaden the career development opportunities for our employees. Each employee is able to have one-on-one communication with their direct supervisor regarding promotion outcomes to obtain suggestions for future work enhancement. We also hold professional channel orientation meetings to help employees understand the career development system and clarify their career prospects.

Kingsoft Office "Management" and "Professional" Dual Career Pathways



We continue to perfect the promotion mechanism, establish a comprehensive promotion management system, optimize the promotion review process, and ensure the fairness of promotions through four dimensions: "strict departmental nomination control, clear evaluation standards, just and open review, and result calibration and alignment." Additionally, we provide employees with channels for communication and appeal about promotion outcomes. Employees can initiate a complaint within a 7-day window period for promotion appeals. The Company has a dedicated team responsible for the acceptance, recording, investigation, processing, and follow-up response to appeals.

Performance Appraisal

Kingsoft Office has devised the *Kingsoft Office Performance Management Method*, optimizing a performance management cycle that includes goal setting, process management, performance appraisal, and result application. We regularly assess individual and team performance, engaging in agile communication⁴² to coach and provide feedback, deepening employees' understanding of their responsibilities and motivating self-improvement. The performance evaluation process is unbiased by race, gender, age, marital status, or political ideology. In 2023, Kingsoft Office achieved a 100% employee performance evaluation coverage rate.

⁴² Agile Communication refers to an unstructured approach to managing employee performance and development.



Key performance

100%

percentage of employees covered by same-level employee ranking performance appraisal systems

100%

percentage of employees covered by agile dialogue performance appraisal systems

100%

employee performance evaluation coverage rate

Employee Performance Appraisal Process

Goal Setting

We use the OKR (Objectives and Key Results) model to set performance objectives for each level of the business unit. Based on team goals, employees in key positions will set measurable goals under the guidance of department heads. The team and individual employees ensure that goals are reasonable and synergistic through top-down goal decomposition and bottom-up goal co-creation.



Process management

Through "Quarterly self-inspection" and "semi-annual review", we regularly review key milestones, key projects, external market environment, and other dimensions to continuously track the achievement of performance targets, identify performance gaps and potential problems promptly, and take actions to bridge the gaps and correct the problems to ensure that the annual performance targets are achieved.



Performance appraisal

Team performance appraisal is carried out in the form of performance debriefing, and individual performance appraisal is carried out on the performance appraisal platform in the form of employee self-assessment, departmental superior assessment, 360-degree appraisal, and grade-by-grade calibration, which comprehensively and objectively reflect the annual performance of employees. The Company conducts a half-yearly assessment feedback for individual employees and an annual performance appraisal for the team.



Application of performance results

4. Application forms include team and individual bonuses, position adjustments, salary adjustments, talent development, etc.



Compensation Structure

Kingsoft Office has established a remuneration system combining short-term and long-term incentives, with differentiated compensation strategies according to different sequences and ranks, effectively utilizing the incentive role of the compensation system.



Short-term incentives

include year-end bonuses, half-year bonuses, quarterly bonuses, monthly bonuses, and variable pay based on performance assessment results;

Long-term incentives

granting employees restricted stock.

We continuously refine our compensation structure, constantly monitor employee salaries, and are dedicated to achieving equal pay for equal work. We regularly cooperate with external professional organizations to conduct salary surveys, benchmarking against peer companies, and perform differentiated analysis of our Company's salary system based on factors such as rank and position. Based on the results of the analysis, we make appropriate adjustments to employee salaries.

Kingsoft Office is steadily advancing its restricted stock incentive plan, incorporating stock eligibility as part of the long-term incentives for employees, thus stimulating their potential for development. This year, the Company further expanded the range of employees covered by the stock incentive plan, including management personnel, key technical personnel, business backbones, and other employees who make significant contributions to the Company. Employees eligible to participate in the plan account for more than 90% of all full-time employees.

This year, we formulated and passed the *Resolution on Granting Restricted Shares for the First Time to the Beneficiaries of the 2023 Restricted Stock Incentive Plan* and the *Resolution on Reserving Restricted Shares for the Beneficiaries of the 2023 Restricted Stock Incentive Plan*, granting a total of one million restricted shares to 178 employees.



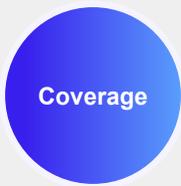
Employee Communication

Kingsoft Office values communication with employees, respects their opinions and suggestions, and continuously fosters an open and transparent communication atmosphere.

Open Communication Channels

Kingsoft Office provides accessible and anonymous official grievance channels, handling complaints in strict confidence and protecting complainants' legitimate rights and safety. Employees can file complains about discrimination, harassment, bullying and other rights and interests, or about the results of performance appraisals, promotion results, or salary opinions.

We did not receive any feedback in 2023, and if we receive a complaint, we will contact, and resolve each named complaint individually to actively implement related employee needs.



The Company provides a grievance feedback channel for all employees (including full-time employees, interns, part-time employees, and third-party contract workers), and other personnel who have a service relationship with the Company. All parties may file a complaint regarding the infringement of labor rights and other human resources-related incidents.



We have established multiple anonymous grievance channels. Employees can file complaints about discrimination, harassment, bullying, and other employee rights issues, or about performance appraisal results, promotion outcomes, and salary feedback through responsible persons in business departments, the Human Resources Department, the Discipline Inspection Committee, etc., through oral, written, email, telephone, and online employee feedback platforms, etc.



The Human Resources Department serves as the grievance acceptance center of the Company, responsible for recording, accepting, investigating, processing, and following up with responses to complaints. We regularly analyze and summarize the Company's grievance handling work annually and report to the leadership. Once a complaint is received, the grievance handler should complete the investigation within 30 working days and issue an investigation report; if the investigation proves the grievance is valid, the grievance handler should supervise the correction of the violation within 30 working days after issuing the investigation report and administer the appropriate sanctions, such as warnings, demerits, or termination of labor contracts, as stipulated. In cases of severe violations, the offender will be turned over to the relevant judicial authorities for serious processing.



We strictly protect the personal information and content of the complaint of the complainant, ensuring their legal rights and interests. For those who lodge legitimate complaints, we ensure they will not suffer any unfair dismissal, persecution, or unauthorized disciplinary action as a result of their complaint.

Employee Satisfaction

Kingsoft Office conducts annual employee satisfaction survey based on the Gallup Q12 model⁴³. This year, we conducted a number of satisfaction surveys for all employees around the enterprise development strategy, corporate culture, organizational system, performance incentives, administrative services, employee benefits and other dimensions, and reviewed and discussed the results. Through the convening of the executive communication meeting and other ways, we responded to the feedback of the employees in the survey, and targeted to formulate an improvement plan. 2023, the satisfaction rate of Kingsoft Office employees reached over 80%⁴⁴.



2023, the satisfaction rate of Kingsoft Office

employees reached over **80%**

⁴³ The Gallup Q12 model is a widely used tool for organisational management and employee attitude assessment. It consists of 12 questions designed to measure employee engagement and working environment, with a particular focus on front-line participation and feedback.

⁴⁴ In 2023, the percentage of employee satisfaction survey scores in all dimensions reached over 80%.

Conveying Employee Care

Kingsoft Office focuses on employees' sense of happiness and belonging, providing all staffs with multi-dimensional non-salary benefits that cover work, health, subsidies, family, activities, etc. The Company organizes a variety of activities to enrich the employees' leisure time, helping them to better achieve a work-life balance.



Workplace Benefits

- **Drinks Freedom** - Unlimited coffee, juice
- **Quality Cafeteria** - Staff Cafeteria Delicious and Affordable
- **Hairdressing service** - Hairdressing room on the premises
- **Flexible working** - Flexible working in special circumstances
- **Complete protection** - six insurance and one pension



Health Benefits

- **Medical Insurance** - Basic Medical Insurance, Supplemental Commercial Medical Insurance
- **Health Seminar** - Health knowledge popularization to gain new knowledge
- **Specialty Clinic** - Dental Clinic, Chinese Medicine Physiotherapy Clinic
- **Mental Health** - Warm Heart EAP Program
- **Healthy Living** - Free gym in the workplace
- **Wellness services** - Physical therapy room at the workplace



Subsidized Benefits

- **Housing allowance** - Interns are provided with accommodation
- **Meal allowance** - Lunch and overtime meal allowance
- **Transportation allowance** - Full reimbursement of transportation costs for overtime work
- **Growth packages** - Anniversary packages
- **Allowance benefits** - Special subsidy for employees in difficulty, sickness, and funeral allowance



Family Benefits

- **Parenting Support** - Maximum 178 days maternity leave and 15 days paternity leave, with childcare facilities
- **Family Day** - Mid-Autumn Family Day Program
- **One Child Care Leave** - 10 days of care leave



Activity Benefits

- **Club Culture** - Found 11 clubs including football, basketball, yoga, etc
- **Holiday Events** - Organize Holiday Events and Distribute Holiday Gift Packs
- **Company Events** - Specialized events to stimulate enthusiasm
- **Corporate Culture** - Values Role Model Story Contest



Key Employee Performance Indicators

Employee Employment

	Indicator	Year 2023
	Total Number of Employees	4,869
By Employment Type	Full-time Employees	4,558
	Part-time Employees	311
By Age Group	Employees Aged 30 and Below	2,639
	Employees Aged 31 to 50	2,216
	Employees Aged 51 and Above	14
By Job Level	Management Staff	485
	Non-management Staff	4,384
By Gender	Male Employees	3,230
	Female Employees	1,639
Employee Diveristy Performance	Percentage of Female Employees (%)	33.66%
	Percentage of Female Employees in Management (%)	28.66%
	Percentage of Female Employees in Senior ⁴⁵ Management (%)	25.00%
	Percentage of Female Employees in Mid-level ⁴⁶ Management (%)	22.56%
	Percentage of Female Employees in Junior ⁴⁷ Management (%)	30.88%
	Percentage of Female Employees in Sales and Marketing Department Management (%)	40.30%

⁴⁵ Heads of first-level departments

⁴⁶ Heads of second- and third-level departments

⁴⁷ Heads of fourth- and fifth-level departments

Employee Diveristy Performance	Percentage of Female Employees in R&D Department (%)	22.15%
	Percentage of Minority Ethnic Employees (%)	4.87%
	Percentage of Employees with Disabilities (%)	0.48%

New Employee Recruitment

	Indicator	Year 2023
	Total Number of New Employees Hired	1,319
	Percentage of Vacancies Filled by Internal Employees (Internal Recruitment) (%)	48.86%
By Gender	Number of Male New Employees	839
	Number of Female New Employees	480
By Age Group	Number of New Employees Under 30	1,022
	Number of New Employees Aged 31-50	297
	Number of New Employees Over 51	0
By Region	Number of New Employees from Mainland China	1,317
	Number of New Employees from Hong Kong, Macau, and Taiwan	1
	Number of New Employees from Overseas	1

Employee Training

	Indicator	Year 2023
	Average Training Hours for Full-Time Employees (hours ⁴⁸)	7.22
By Job Level	Average Training Hours for Senior Management (hours)	6.67
	Average Training Hours for Middle Management (hours)	6.63
	Average Training Hours for Junior Management (hours)	2.23
	Average Training Hours for General Staff (hours)	7.98
By Gender	Average Training Hours for Male Employees (hours)	7.74
	Average Training Hours for Female Employees (hours)	6.20
	Percentage of Trained Full-Time Employees (%)	100%
By Job Level	Percentage of Trained Senior Management (%)	100%
	Percentage of Trained Middle Management (%)	100%
	Percentage of Trained Junior Management (%)	100%
	Percentage of Trained General Staff (%)	100%
By Gender	Percentage of Trained Male Employees (%)	100%
	Percentage of Trained Female Employees (%)	100%

⁴⁸The statistical scope of employee training only includes full-time employees

⁴⁹Voluntary employee turnover rate statistics only include full-time employees who left the company voluntarily during the reporting period. The following statistics on employee turnover rate by gender, job level, age, and region are all based on full-time employees who voluntarily left the company during the reporting period. Voluntary employee turnover rate during the reporting period = Number of full-time employees voluntarily separated during the reporting period / (Number of full-time employees at the end of the reporting period + Number of full-time employees voluntarily separated during the reporting period)

Employee Turnover

	Indicator	Year 2023
	Voluntary Employee Turnover Rate (%) ⁴⁹	5.98%
By Gender	Male Employee Turnover Rate (%)	5.08%
	Female Employee Turnover Rate (%)	7.83%
By Job Level	Senior Management Staff Turnover Rate (%)	0.00%
	Mid-Level Management Staff Turnover Rate (%)	2.24%
	Junior Management Staff Turnover Rate (%)	1.45%
	General Staff Turnover Rate (%)	6.04%
By Age Group	Employee Turnover Rate for Age 30 and Below (%)	7.18%
	Employee Turnover Rate for Age 31-50 (%)	4.73%
	Employee Turnover Rate for Age 51 and Above (%)	0.00%
By Region	Employee Turnover Rate in Mainland China (%)	6.00%
	Employee Turnover Rate in Hong Kong, Macao, and Taiwan (%)	0.00%
	Overseas Employee Turnover Rate (%)	0.00%

Employee Health & Safety

	Indicator	Year 2023
	Number of Working Days Lost due to Work-related Injuries (Injury Leave) (days)	0

05

Serving the Society and Delivering Digital Power

- Cooperation for the Industry Ecology
- Support for Small and Medium-Sized Enterprises (SMEs)
- Management Awareness Enhancement
- Cultivation of University & College Talents
- Empowering Intelligent Education
- Guaranteeing Events Operation
- Practicing Social Responsibility



Kingsoft Office adheres to the social responsibility concept of "Tech for Good", focuses on major social issues, and continuously explores key areas such as promoting industrial development, empowering small and medium-sized enterprises, assisting in organizational governance, and supporting education. In the meantime, the Company actively supports the organization of international games, takes on corporate social responsibility, and uses the power of science and technology to resolve social issues and promote social welfare.

Cooperation for the Industry Ecology

Kingsoft Office actively practices the development concept of "Opening and Integration, Value Coexistence", creates an open and win-win environment, empowers more partners with core document capabilities, and jointly explores cutting-edge technologies in digital office and network security, to promote industry development and innovation.

We have organized several industry communication events to share the results of cutting-edge technology research and practice. In the current year, Kingsoft Office held the "2023 Digital Office Eco-Partner Conference" to share development achievements with over 200 ecological partners across the country. At the conference, Kingsoft Office released the digital office open platform for ecological partners, including the construction of three main bases: privatization, public network, and artificial intelligence. The capability of Kingsoft Office was thus modularized to empower ecological partners and facilitate the development of digital office ecology.



2023 Digital Office Ecosystem Partner Conference

The Company hosted the "CSIG - Kingsoft Office Tour" event and explored the development and practice of AI technology with experts and professors from 21 universities and research institutes and 29 enterprise representatives around the theme of "Discussion of advanced technologies for document recognition and understanding of the age of AI large model". We also held several technology open days on different topics to showcase the latest technology achievements and practical examples in the AI office field.



"CSIG - Kingsoft Office Tour" event



"Road to Intelligence" Technology Open Day

Support for Small and Medium-Sized Enterprises (SMEs)

Kingsoft Office has continued to strengthen its support for the digital upgrading of SMEs, helping them solve the pain and difficulties during the transformation process and enabling their development by providing efficient office solutions.



In the current year, we continued to promote the *Digital Pioneer Co-construction Plan*, and launched digital office support projects such as the "2023 New Enterprise Special Support Cloud Project" and the "2023 Industrial Park Enterprise Special Support Cloud Project" for SMEs. The Company relies on WPS 365 products to meet the demand of SMEs for digital office, and to help enterprises improve office efficiency at low cost by offering preferential policies to alleviate the pressure of digital transformation of SMEs. In 2023, we launched the "WPS365 Free Help 100,000 Newly Established SMEs to Realize 'Office in the Cloud, Digital Innovation'" campaign, and provided SMEs with training on digital office technology and guidance on team collaboration management.

助力更多新成立的
中小企业快速完成数字化基建

2023新成立企业
专项助云项目

面向所有2023年新成立
的中小企业提供10万个
WPS 365基础版 (20个账号)

免费使用1年

Kingsoft Office 2023 New Enterprise Special Support Cloud Project

WPS365

“办公上云 智能创新”

2023产业园区

专项助云计划

2023 Industrial Park Enterprise Special Support Cloud Project

Management Awareness Enhancement

Kingsoft Office adheres to the development and upgrading of digital office solutions and uses professional and intelligent digital applications to support the enhancement of digital management at all levels, from government to grass-roots communities.

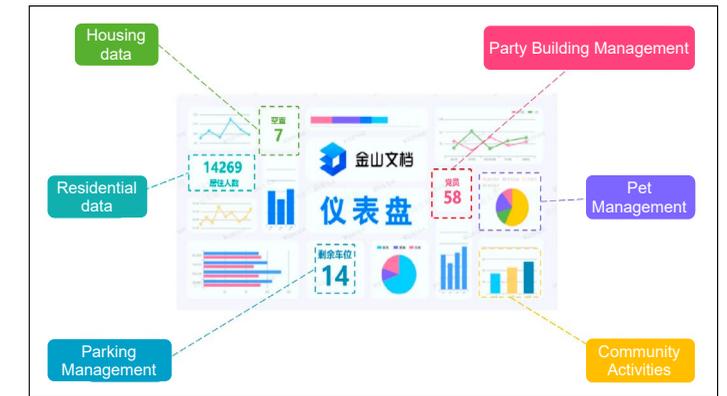
Assist to Government Management

Kingsoft Office actively supports digital transformation and enhances office efficiency of government offices in various locations. We continuously upgrade the service of the WPS 365 Professional Edition, and enhance the efficiency of layout arranging by adding the functions of "Text Printing Model" and "Kingsoft Black Horse Proofreading" to meet the requirements of party, government, military, enterprise, and public institutions for official document production service.

We also promote the digital transformation of government by providing digital office tools that cover all major areas of government business, and security protection for office documents to safeguard government data. We supported Xianyang City in building its electronic document resource pool, proposing a plan to build a digital, centralized, and network-enabled electronic document resource pool to provide the basic support for the Xianyang digital government's development of digital intelligence. In the current year, the Xianyang Electronic Document Resource Pool Project was selected in the *Electronic Documents & Records Innovation Application Cases 2023* issued by the Electronic Documents & Records Management Promotion Alliance.

Building A Digital Communities

In view of the difficult management points where community residents have complex issues and data are difficult to track in statistics, Kingsoft Office has built a digital community using various online collaboration tools to improve the effectiveness of community management. In the current year, using R&F Intelligent Palace Community in Tongzhou District, Beijing as the pilot location, we set up a "Digital Community Management System" using the "DB Sheet" to assist the community in compiling the operational dynamics and data of various departments, and visually presenting the "complete picture" of the lives of 12,000 residents of the community, and to help community digital management from data entry, sorting and important reminders and other aspects. With the support of Kingsoft Office, the management effectiveness of Intelligent Palace Community improved by about 2-3 times.



Real-time digital display of management in R&F Intelligent Palace Community in Tongzhou District, Beijing

Supporting Regional Development

Kingsoft Office focuses on promoting regional digital transformation and development, and assists regional governments and enterprises in digital construction. In 2023, we used Harbin New Area in Heilongjiang Province as a pilot project, focusing on "One Headquarters, Two Centers", namely the "Kingsoft Office Northeast Asia Cooperation Headquarters", the "Kingsoft Office North Innovation Center" and the "Kingsoft Office North Colleges and Universities Cooperation Center" to build the headquarters of Kingsoft Office in Northeast Asia, and to assist regional digital economic development of Heilongjiang and Northeast China.



The inauguration ceremony of Kingsoft Office Northeast Asia Cooperation Headquarters

Cultivation of University & College Talents

Kingsoft Office continuously strengthens the collaboration of schools and enterprises to educate people, fully brings into play our technological and resource advantages, and continuously innovates the model of training skillful talents through open communication, curriculum development, and competition, thus helping universities and colleges to cultivate digital talents.

We have actively engaged in communications and interactions with colleges and universities. This year, we held six "Technology Open Day" events to stimulate students' enthusiasm for learning. More than 200 teachers and students were invited to the Company, to understand cutting-edge technology and knowledge and experience new features of products.

This year,

we held



6 "Technology Open Day" events to stimulate students' enthusiasm for learning

More than



200 teachers and students were invited to the Company



School of Artificial Intelligence and Automation of Huazhong University of Science and Technology participated in the "Technology Open Day" of Kingsoft Office



Technology and knowledge sharing session of the "Technology Open Day"

We actively participate in the "Industry-university Cooperation & Collaborative Education" project initiated by the Ministry of Education of the People's Republic of China. We work with universities to integrate the knowledge of WPS office skills into the computer curriculum system of colleges and universities to jointly cultivate digital office talents. As of the end of 2023, we have cooperated with nearly 100 universities, and the related WPS program has reached nearly 1 million students.

In addition, we continue to promote the Kingsoft Office Specialist (KOS) project, and jointly established the "KOS Center" with Wuhan Polytechnic and Wuhan Qiming Taihe Software Service Co., Ltd. We aim to upgrade the skills of teachers and students in the use of office software, and explore new models of digital and comprehensive talent development through the establishment of the WPS teaching platform and innovative teacher training content. As of the end of 2023, a total of 41,279 people had participated in the training, of whom 20,816 had received KOS certification.



Kingsoft Office KOS Center

As of the end of 2023, a total of

41,279 people had participated in the training,

of whom

20,816 had received KOS certification



Finals of the "Kingsoft Office Cup WPS Office Software Capability Competition"

We embrace the training concept of "Competing Promotes Learning, Teaching via Competing, and Learning and Competing Combination" and enrich the talent development model. We cooperate with the China Computer Federation (CCF) and all provincial and municipal computer associations, holding computer application technology competitions to stimulate the learning enthusiasm of students and teachers. In the current year, we held six major events, including the "Kingsoft Office Cup WPS Office Software Capability Competition" and the "Sichuan Province University Students Computer Application Capability and Information Quality Competition", for teachers and students at universities and colleges. The total number of participants exceeded 130,000. In the current year, the "Kingsoft Office Cup WPS Office Software Capability Competition" attracted 100,000 applicants from more than 1,400 universities, helping the participants to significantly improve their practical operation ability of office software.



1400+

number of universities and colleges participating in the "Kingsoft Office Cup WPS Office Software Capability Competition"



100,000

number of applicants for the "Kingsoft Office Cup WPS Office Software Capability Competition"

Empowering Intelligent Education

Kingsoft Office is committed to promoting the development of digital intelligence in the education industry. By actively exploring innovative solutions for information-based education and digital campuses, Kingsoft Office provides the education industry with comprehensive digital office infrastructure and assists in building a new ecosystem of smart campus offices.

Basic Education Digitalization

Kingsoft Office actively promotes the development of digital elementary education and improves the quality of basic education and the popularization of educational resources. By building basic education platforms such as the K12⁵⁰ Library and the WPS Docer Platform, we create various digital education tools such as virtual experiments, network drawing boards, and interactive classrooms, integrating learning resources covering the learning lifecycle to meet the digital teaching needs of teachers and students in different regions. As of the end of 2023, Kingsoft Office K12 Library had accumulated 2.39 million sets of online course, with a total of 47.24 million downloads of educational resources for the year, covering 8.52 million users.

As of the end of 2023,



Kingsoft Office K12 Library had accumulated

2.39 million sets of online course content

with a total of



47.24 million downloads of educational resources for the year



covering

8.52+ million users



[Kingsoft Office K12 Education Page](#)

⁵⁰ K12 refers to the educational level from kindergarten through the third grade of high school.

Digitalization of University and College Education

Kingsoft Office continues to promote the digital development of university and college education, and launched the WPS 365 Education Version for schools and educational institutions. Combining teaching and teaching affair management, the WPS 365 Education Edition provides teachers and students with a convenient and efficient office and learning experience. We create digital teaching solutions to meet the communication and collaboration needs of teachers and students through online meetings and online collaborative documents. At the same time, we optimize the teaching management process using digital technology, build the campus education "Cloud in One" data center, consolidate and share data resources within the campus, and improve the efficiency of campus administration.

In addition, we also rely on WPS AI to enrich the WPS 365 educational version, aiming at enabling WPS AI to beautify PPT teaching materials by one-click and group noting smart forms, making teaching management more convenient and efficient. In the current year, we launched strategic cooperation with Zhejiang University to jointly explore key technology in intelligent campus to improve teaching and education management efficiency.

To further expand the use of WPS 365 Education Version products on campus, we launched the WPS 365 campus tour for colleges and universities throughout the country. In the current year, we cooperated with Tsinghua University, the University of Science and Technology Beijing, and other universities to deliver several special lectures to share the special features and practical skills of the WPS 365 Education Edition, to help teachers and students make better use of the WPS 365 Education Version, improve their productivity and enhance their learning effectiveness. We also held three themed live open sessions, which demonstrated the advantages and application methods of the digital office, and attracted tens of thousands of participants. By the end of 2023, the WPS 365 Education Edition has provided services to more than 30 universities and colleges, covering more than 360,000 teachers and students.



Kingsoft Office and Zhejiang University achieved strategic cooperation

By the end of 2023,



the WPS 365 Education Edition has provided services to more than **30** universities and colleges



360,000+
The number of teachers and students WPS 365 Education served

Guaranteeing Events Operation

As the official exclusive supplier of office software for the Chengdu FISU World University Games, Kingsoft Office participated in the event throughout the entire process, and provided technical support for the Games in various aspects such as overall management, collaborative office, information security, etc. to help complete the event successfully.



Collaborative management

We built a refined organization structure for running events based on WPS 365, summarized the operation conditions of business segments such as competition areas and hotels, and collaboratively managed staff from a variety of organizations involved in a wide range of activities.



Collaborative office

Kingsoft Office built a bridge for an online collaborative office among various competition operations teams, integrating various office application scenarios such as volunteer organization management, document processing, and information statistics.



Information security

We safeguarded the information security during document transfer and use through the document rights control function.



The FISU World University Games Command Center, which combined data of various events

During Kingsoft Office's service to the FISU Games,



80,000 +
Number of documents generated



50,000 +
Number of people covered by WPS 365 products



Letter of thanks from the Chengdu Municipal CPC Committee

Practicing Social Responsibility

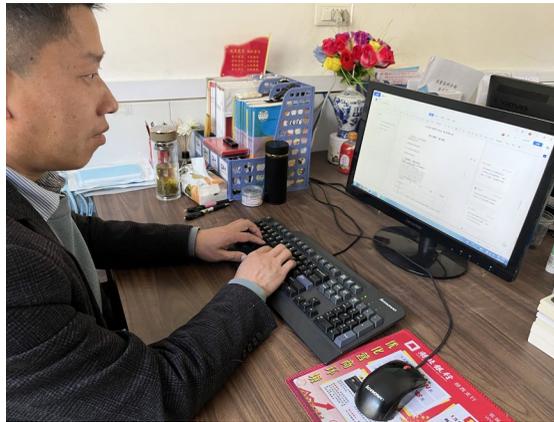
Kingsoft Office actively practices social responsibility, gives full play to its own business advantages, and contributes digital power in rural revitalization, disaster relief and other fields.

Promoting Rural Revitalization

Kingsoft Office actively promotes digital village construction, and provides support in rural information construction, digital education revitalization, and digital upgrading of medical services.

We collaborated with Hubei Rural Credit Cooperatives to empower the information construction of the local financial system by providing WPS 365 products. We also donated tens of thousands of office software packages to medical and educational institutions in remote areas.

In the current year, we supported the innovation and exploration in the field of online teaching and research of the Yunxi County education and research office in Shiyan City, Hubei Province. Through the WPS 365 Kingsoft Document, we helped the school build a two-way teaching model that is conducted online and offline.



Village teacher of Yunxi County prepares lesson using WPS 365

Disaster Relief and Recovery

In the event of a natural disaster, Kingsoft Office provides timely and effective assistance to the disaster area. In 2023, in response to the flood disaster caused by the continuous rainstorms in Beijing, Tianjin, and Hebei, the Kingsoft Office relied on the Kingsoft Document to launch a number of "rainstorm assistance" registration templates on an emergency basis, and made them available to the public free of charge, providing the people affected by the disaster in Zhuozhou City, Hebei Province, Mentougou District, Beijing and other places with recourse channels. The template also supports government and rescue organizations to quickly analyze disaster information and improve rescue efficiency. During the disaster, the number of visits to related mutual assistance documents exceeded 300,000.



300,000

Number of visits of related mutual assistance documents during rainstorms in Beijing, Tianjin and Hebei



As of the end of 2023,

3,700 primary and middle school teachers of the Yunxi County education and research office had conducted collective network lesson preparation through WPS 365

06

Corporate Governance

- The Board of Directors
- Business Ethics



Kingsoft Office strictly adheres to the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Shanghai Stock Exchange Science and Technology Innovation Board Stock Listing Rules (Revised August 2023)* and other relevant laws and regulations, as well as normative documents to formulate the "Articles of Association" and internal control systems. Kingsoft Office continuously improves its corporate governance structure, refines its internal management systems, and elevates its governance level to standardize operations. Rooted in compliance with the law, Kingsoft Office has formed a governance mechanism with clear responsibilities and scientific efficiency.

Company's shareholders' general meeting, the board of directors, and the supervisory board operate according to the law, with each functional department having clear divisions of labor and effective coordination. The board of directors has established four specialized committees: the Strategy Committee, Audit Committee, Nomination Committee, and Compensation and Assessment Committee, which provide strong guarantees for standardizing corporate governance, strengthening daily management, and making decisions on significant matters. Kingsoft Office's internal control systems are comprehensive, operations are standardized and orderly, issues are regularly identified and targeted for improvement, and Company actively promotes the formation of a long-term mechanism for internal control evaluation.

In 2023, Kingsoft Office held 7 board of directors' meetings, with all members in attendance. The board deliberated, made decisions, and approved matters related to Company's operations and development.

The Board of Directors

Board of Directors Structure

The board of directors, as the permanent decision-making body of Company, is responsible to the shareholders' general meeting. According to the *Company Law of the People's Republic of China* and the *Articles of Association of the Company*, the board of directors makes effective resolutions on the assessment and selection of senior management personnel, major production and operation plans, investment proposals, main management systems, affiliate transactions, etc. Independent directors play an active role in improving the corporate governance structure and protecting the interests of minority shareholders.

Kingsoft Office values a diverse composition of the board of directors. The nomination committee considers various factors when nominating candidates, including but not limited to gender, age, cultural and educational background, professional experience, skills, knowledge, and tenure. Current board appointments are based on the principle of "hiring talent for their abilities," ensuring that the board possesses the skills, rich experience and diverse opinions needed for the business. The implementation of the board's diversity is regularly reviewed and supervised.

The current board of directors includes 1 female directors, 2 directors with master's degrees, and 1 director with post-doctoral degrees. All members have extensive industry experience, covering fields such as computer science, business administration, social sciences, intellectual property, law, financial management, and investment operations.

Information on Board Members

In 2023,

Kingsoft Office has a total of

9 board members, including

5 executive directors,

3 independent directors,

1 honorary director.

Composition of the Board of Directors' Specialized Committees

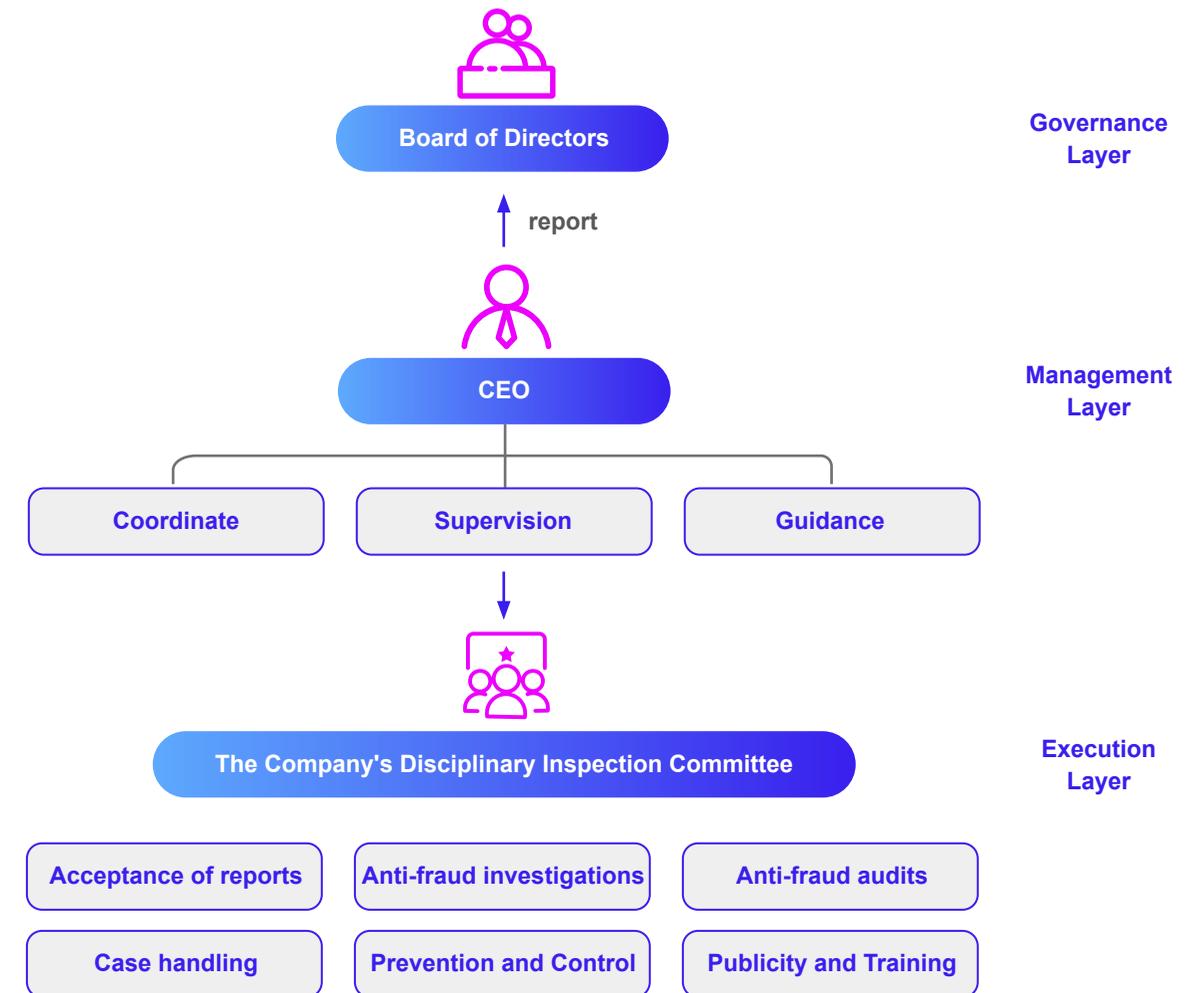
Member of the Board	Strategy Committee	Audit Committee	Nomination Committee	Remuneration and Appraisal Committee
Lei Jun	✓			
Zou Tao	✓	✓	✓	✓
Zhang Qingyuan	✓		✓	✓
Liu Wei		✓		
Ma Yide		✓	✓	✓
Fang Aizhi	✓	✓	✓	✓
Wang Yuhua	✓	✓	✓	✓

Business Ethics

We firmly believe that integrity in business and adherence to business ethics are the cornerstones of the Company's long-term development. Kingsoft Office strictly complies with the *Company Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, and the *Interim Provisions on Prohibition of Commercial Bribery*, among other laws and regulations, upholding a philosophy of integrity and compliance in business. Company has comprehensively carried out the construction of a business ethics management system to avoid ethical misconduct in business operations, reduce compliance risks, and safeguard business development.

Business Ethics Governance Structure

Kingsoft Office has established a three-tier business ethics governance system composed of the Board of Directors, the CEO, and the Discipline Inspection Committee. The Board of Directors bears the ultimate responsibility for business ethics issues and receives quarterly reports on business ethics from the CEO. The CEO oversees Company's overall business ethics, continuously monitoring Company's ethical performance. The Disciplinary Committee is responsible for coordinating, supervising, and guiding the implementation level of business ethics within the Company, conducting business ethics audits and receiving reports of business ethics violations, as well as conducting anti-fraud investigations of the Company in coordination with the legal department and the finance department.



Kingsoft Office's business ethics governance structure

Business Ethics Systems-Building and Supervision

Kingsoft Office has established various management regulations such as the *Kingsoft Office Employee Handbook*, *Kingsoft Office Anti-Fraud System*, and Guidelines for Reporting Integrity, which set the standards of business ethics for employees and business partners. We require employees to comply with *Kingsoft Office Red Line Management Regulations*, defining ten red lines that include fabricating information, bribery, unauthorized activity, neglect of duty, disclosure of secrets, and irregularities in bidding, among others, and we seriously investigate violations of these regulations.

This year, Kingsoft Office has issued the *Kingsoft Office Code of Business Conduct* covering anti-corruption, anti-discrimination, prevention of information leaks, conflict of interest avoidance, anti-monopoly, anti-money laundering, insider trading prevention, and whistleblower protection. These initiatives aim to continually improve the Company's business ethics management level. Additionally, we have released *Kingsoft Office Anti-Commercial Bribery Compliance Guide*, *Kingsoft Office Bidding Compliance Guide*, and *Kingsoft Office Anti-Monopoly Compliance Guide* for all employees, clarifying the compliance requirements for anti-corruption, anti-monopoly, and bidding to ensure that all employees can learn, master, and practice these compliance requirements.

We have established a system for assessing and supervising employees' business ethics, incorporating indicators such as integrity in business activities and compliance awareness into the performance and remuneration assessment system, as outlined in the *Kingsoft Office Code of Business Conduct* and *Kingsoft Office Anti-Fraud System*. This encourages employees to consciously abide by the Company's business ethics standards. Kingsoft Office also holds employees accountable for violating business ethics, with severe cases resulting in termination of employment contracts and cases suspected of illegal activities being referred to relevant state authorities.



Top 10 red lines of Kingsoft Office

Kingsoft Office is committed to strengthening the management of business ethics. The Discipline Inspection Committee conducts audits on the compliance of business ethics in key risk departments every six months and supervises the execution of business ethics to ensure the effective operation of Company's business ethics management system. Kingsoft Office's business ethics audits cover all business lines every three years to ensure that all operations comply with business ethics standards. In 2023, the Discipline Inspection Committee conducted a business ethics audit on the administrative department and comprehensively reviewed the issues found to ensure effective rectification. From 2021 to 2023, the Discipline Inspection Committee has carried out planned business ethics audits on all business lines of Company, ensuring that the audits cover 100% of the business operations.

Kingsoft Office's business ethics audits cover

all business lines every three years

ensuring that the audits cover

100%

of the business operations

Business Ethics Reporting and Handling Process

Kingsoft Office is committed to fostering a culture of integrity and encourages all stakeholders to report business ethics violations to the company, either anonymously or by name. We maintain open channels for reporting and continuously improve the handling process to ensure a fair and transparent business environment and create an ethical and unbiased corporate operating atmosphere.



Reporting and Acceptance

We specify in the *Kingsoft Office Code of Business Conduct* and *Kingsoft Office Anti-Fraud System* that individuals or entities can report suspected ethical or disciplinary violations to Company's Discipline Inspection Committee via various methods, including email, a reporting hotline, in-person reporting, and written complaints. The "Guidelines for Reporting Integrity" state that Company provides protection for whistleblowers, strictly safeguards the confidentiality of the reporter's information, and severely punishes any acts of retaliation against reporters. This year, Kingsoft Office has had no instances of employees facing dismissal, demotion, suspension, intimidation, harassment, or any other unfair treatment due to lawful reporting, nor have there been any retaliatory actions against external whistleblowers.



Incident Investigation

The Discipline Inspection Committee promptly organizes relevant departments to investigate reports received, performing fact-checking, interviews, and other investigative procedures. When required by the judiciary, we hire external professional organizations to collaborate with the Company's legal department to obtain evidence of illegal, irregular, or disciplinary violations, ensuring that every case is thoroughly investigated and supported by concrete evidence, committing to the principle of "investigate when necessary, ensure factual accuracy in investigations."



Incident Handling

Once a case is verified, we will issue handling opinions or accountability suggestions according to the *Kingsoft Office Code of Business Conduct* and the *Kingsoft Office Anti-Fraud System* and deal with the involved personnel internally or refer them to judicial authorities, if necessary. The results of the handling will be communicated to all employees.

Supplier Integrity Management

Kingsoft Office places great emphasis on supplier integrity management. We have established the *Kingsoft Office Large-Scale Material Procurement Management System*, which specifies the conditions for selecting suppliers and rejects cooperation with those who have a history of unethical business practices. The *Kingsoft Office Code of Business Conduct* explicitly requires all suppliers, agents, and other business partners to sign integrity-related commitments or agreements, such as the *Kingsoft Office Compliance Commitment Letter*, *Kingsoft Office Integrity Guarantee*, and *Kingsoft Office Integrity Agreement*, which define the clean responsibilities and obligations of both parties to protect their legal rights and interests and fulfill responsibilities together with partners throughout the value chain. In 2024, We plan to further communicate our integrity management requirements to all suppliers through emails, letters, and meetings.



100%

of suppliers have signed the Integrity Guarantee

Kingsoft Office Business Ethics Reporting Channels

Reporting Email: jubao@wps.cn

Reporting Hotline: 010-62927777 ext. 5999

Discipline Committee Email: jw@kingsoft.com

Business Ethics Training

Kingsoft Office attaches importance to business ethics training and conducts business ethics training for all employees (including regular employees, interns, part-time employees and third-party dispatched contractors) through a regular basis. In terms of anti-bribery, we conduct anti-business bribery compliance training in the form of offline training and online live broadcasting for company personnel. For antitrust, we conducted antitrust compliance training in the form of offline live training for our business personnel closely related to antitrust behavior, and tested the results of the training in the form of an assessment after the training.

During the year, we conducted special business ethics training, including but not limited to business ethics training for new employees of social recruiting and anti-commercial bribery training for employees of the sales system, with a cumulative total of 17 training sessions. With the help of the Company's internal magazine and the "Team Square" and "Application" functions of the corporate office platform "Kingsoft Teams", we also published anti-commercial bribery compliance articles and compliance information, and conducted anti-commercial bribery training for all employees of the Company, such as the "Team Square" and "Application" functions. In 2023, we published a total of 26 anti-commercial bribery compliance articles and compliance information on "Team Square" and "Application", which were read and studied by a total of 60,168 people.

In addition, we also produced and uploaded a video training course on "Integrity Culture and Construction" to our internal training platform to help all employees establish a correct concept of business ethics and pass on the concept of integrity to every employee. 828 viewings of the series of video courses were recorded in 2023.

Business ethics training covers

100%

of employees (including full-time employees, interns, part-timers, and third-party contract workers).



Kingsoft Office Business Ethics Training



小秀说

佣金是在日常工作中，经常会发生的一种费用，一般情况下佣金也是属于正常商业往来中的合理支出。

那么就佣金而言，什么情形下会构成商业贿赂呢？🤔🤔🤔

更多详见：《金山办公反商业贿赂合规指引》

就佣金而言，什么情形下会构成商业贿赂呢？

佣金是指经营者在市场交易中给予为其提供服务的具有合法经营资格中间人的劳务报酬。

一般情况下，佣金属于正常商业往来中合理支出，如中介费。

然而如果佣金以“账外暗中”形式支出，相关佣金无对应的实际服务，通过中间人将全部或部分佣金对外支付贿赂款，或者向能够利用职权或者地位影响交易的单位或者个人支付佣金，则可能构成商业贿赂。

(1) 给付佣金，应当明示并如实入账，给予为公司提供了相关服务的、具有合法经营资格的中间人劳务报酬。

(2) 在账外暗中给予、收受佣金的，属于商业贿赂。



Business ethics compliance tweets posted within the Company's office platform

Industry Joint Supervision

Kingsoft Office fosters a culture of good business ethics through a win-win cooperation approach. As a member of the "Sunshine Integrity Alliance" and the "Anti-Fraud Alliance," We actively communicate and discuss integrity and compliance issues with other members of the alliance. We work together to enhance the ability of alliance members to fulfill their responsibilities and to build their employees' professional ethics, creating an operating environment based on integrity. This collaborative effort aims to continuously improve industry business ethics standards, promote a culture of integrity and compliance, and build a transparent and accountable business environment.

About this Report

Overview

This report comprehensively displays the ESG concept, practice, and the annual ESG progress of Beijing Kingsoft Office Software Company Limited. (Referred to as "Kingsoft Office", "Company" or "We")

Reporting period

This report covers the period from January 1st, 2023 to December 31st, 2023, and some contents may be beyond the above scope.

Report scope and boundaries

The scope of this report is Beijing Kingsoft Office Software Company Limited and its subsidiaries unless otherwise stated.

Standard of reporting

This report is prepared with reference to the Listing Rules of the Shanghai Stock Exchange Science and Technology Innovation Board (Revised in August 2023), the United Nations Sustainable Development Goals (UN SDGs), and the Global Reporting Initiative (GRI) Standards. Furthermore, we have also prospectively referred to the *SSE Solicits Public Opinions on Guidelines No. 14 of Shanghai Stock Exchange for Self-Regulation of Listed Companies—Sustainability Report (Trial) (Draft for Comments)*.

Report sources

The information, data, and cases used in this report are all from official documents, statistical reports, financial reports, and public documents of the Company, as well ESG practice information collected and summarized by various functional departments of the Company.

Confirmation and approval

This report has been reviewed and approved by the Board of Directors.

Report access

This report is published in both print and electronic formats, in Chinese and English. The electronic version of the report can be found on the official website of Kingsoft Office (www.wps.cn) and the website of the Shanghai Stock Exchange (www.sse.com.cn).

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