

2024

Yealink (XIAMEN) Network Technology Co.Ltd.

Environmental, Social and Governance (ESG) Report

Stock Code: 300628



CONTENTS

Table of Contents



Yealink

About This Report

01

2024 of Yealink

◀ 01

Introduction

03

About Yealink	07
Honors and Certifications	09
ESG Governance System	11

Long-Term Layout &
Robust Governance

◀ 02

Corporate Governance	19
Business Ethics	23
Data Security and Customer Privacy Protection	28
Risk Control and Due Diligence	34

Green Operation &
Environmental Practice

◀ 03

Environmental Compliance Management	39
Climate Change Response	42
Realization of Efficient Resource Utilization	46
Circular Economy	55

Key Performance - Yealink Network

115

Key Performance - Company Headquarter

120

Benchmarking of Indicators

124

Independent Assurance Statement

129

Readers'Feedback

132

Fostering Win-Win Collaboration
& Growing Together

◀ 04

Supply Chain Security	63
Innovation-driven Development	66
Safety and Quality of Products and Services	68

Empowering Employees &
Growing Together

◀ 05

Employee Management System	77
Protection of Employees' Rights and Interests	78
Talent Development Strategy	86
Occupational Health and Safety	101

Contributing to Society &
Embracing Responsibilities

◀ 06

Contribution to Society	109
Rural Revitalization	111
Industrial Collaboration	112

About This Report

This report is the third ESG report issued by Yealink (XIAMEN) Network Technology Co.Ltd., Ltd for all stakeholders. The report details the practice and performance of Yealink (XIAMEN) Network Technology Co.Ltd. in the fields of economic, environmental, social and governance in 2024, aiming at effective communication with stakeholders and systematically responding to their expectations and requirements.



Reporting Period

From January 1, 2024 to December 31, 2024. In order to enhance the comparability and forward-looking nature of the report, some of the contents may contain retrospective information or forward-looking descriptions as appropriate.

Boundary of the Report

The report discloses information and typical cases related to Yealink (XIAMEN) Network Technology Co.Ltd. and its subsidiaries and associates in the fulfillment their responsibilities in economy, environment, society, and corporate governance.

Reference

Yealink (XIAMEN) Network Technology Co.Ltd. (group company) (hereinafter referred to as "Yealink", "the Company", "we" or "us". Actions taken by "Yealink", "the Company", "we" or "us" disclosed in this report are applicable to the entire group)
Yealink (XIAMEN) Network Technology Co.Ltd. (standalone parent company) is the headquarters of the Company (hereinafter referred to as the "Company Headquarters", "Headquarters" or "HQ")
Yealink Tongxun Technology Ltd. (hereinafter referred to as "Yealink Tongxun")

Basis of Preparation

UN Sustainable Development Goals (SDGs) 2030
Sustainability Reporting Standards of the Global Reporting Initiative ("GRI Standards")
Shenzhen Stock Exchange Self-regulatory Guidelines for Listed Companies No.2—Standardized Operation of Listed Companies on ChiNext Board
Shenzhen Stock Exchange Self-Regulatory Guidelines for Listed Companies No. 17—Sustainability Report (for Trial Implementation)

Sources of Information

The information disclosed in this report comes from the internal official documents, statistical reports and annual reports of Yealink.

The data disclosed in this report is derived from the original data of the actual operation of Yealink, public data of government departments, annual financial data, internal relevant statistical statements, third-party questionnaires, third-party evaluation interviews, etc. The financial data in this report is expressed in RMB. For any discrepancy between this report and the financial statements, the financial statements shall prevail.

Report Access

This report is available for your reading in electronic form. You can read the electronic version of the report on www.cninfo.com.cn. The report is written in both Chinese and English. In the case of any discrepancies, the Chinese version shall prevail. If you have any questions or suggestions regarding this report, please email to zhengquan@yealink.com or call 0592-5702000-3100.

Introduction

The year 2024 was marked by both challenges and accomplishments. Against the backdrop of complex and ever-changing global macroeconomic dynamics, we embraced changes with a positive mindset, endeavoring to capture opportunities amidst crises, and seek for breakthroughs in challenges. With continuous optimization of resources allocation and improvement of operational efficiency, we've seen remarkable progress in multiple fields, an achievement that laid a solid foundation for the long-term development of the Company.

Advance ESG Governance to Better Practice Sustainable Development

We have further improved the Sustainable Development Policy and Management and continued our efforts in sustainable development. We've been an active advocate of the United Nations 2030 Agenda for Sustainable Development, improved the organizational structure and topics in association with sustainable development management, and ensured smooth communication with stakeholders, with an intention to help our management of sustainable development gain more momentum.

Strengthen Corporate Governance to Guarantee Lasting Development

We continued to advance modern corporate governance, improve external communication channels, and focus on protecting the rights and interests of investors. Through internal and external supervision, we further strengthened the establishment of business ethics and anti-unfair competition systems. We have adopted stricter safety management systems and advanced technological measures to ensure the safety and reliability of clients' data and production data, continuously optimize digital development, and promote smart manufacturing. This has created a more fair, just, compliant, and clean development environment for the industry and society.

Employ Climate Responsibility Mechanism to Drive Green Development and Emission Reduction

Having embedded the awareness that the global climate crisis is a huge challenge currently faced by all of humanity into the Company's DNA, we have established an organizational structure responsible for environmental management, kept such structure updated, and intensely promoted energy-conservation and emissions-reduction from the perspective of the entire industrial chain life cycle. In 2024, we introduced PCR materials and actively promoted GRS product certification. Conducting carbon footprint verification for some of our products, we collaborated with partners to use recycled materials to facilitate green development and emissions reduction, maintaining strong performance at the managerial level.

Build a Sustainable Supply Chain for Win-win Situation

With a sustainable supply chain set as our objective, we worked to enable benefits to be shared by all parties involved in the industrial chain, and together fulfilled corporate's social responsibilities through our robust innovation and R&D capabilities, high-quality products, and premium customer services. In 2024, we initiated social responsibility management research on 108 suppliers, conducted on-site audits on 55 key suppliers, and signed contracts including ESG-related clauses with 101 suppliers. We set higher standards on the conflict minerals management across the entire supply chain, with 104 suppliers completing the Conflict Minerals Questionnaire.

Respect Employees' Values to Co-create a Bright Future

We upheld high respect for our employees, establishing employee management, employee career development, and occupational health and safety management systems, and made constant improvements on them. In 2024, we further improved communication channels for employees to ensure that management can listen to employees' voices in a timely manner. We strengthened training management to help employees broaden their professional and career horizons, creating a healthy, safe, diverse, and equal working environment. The Headquarters, Yealink Beijing, and Yealink Tongxun have all obtained ISO 45001 Occupational Health and Safety Management System certification.

Fulfill Social Responsibility to Demonstrate Corporate Commitment

We actively respond to national strategies and societal expectations, continuously promoting charitable work and rural revitalization efforts. In collaboration with the Xiamen Yealink Public Welfare Foundation, we launched the "Yidao Sunshine" emergency rescue project, organized "Charitable Hearing Health Checkups" and hearing aid donations, and supported the smart education infrastructure of rural schools. All this demonstrated our commitment to our social responsibilities in key fields of the times.

Looking ahead, we will, with firm dedication to our core values of "Seeking truth and being pragmatic, pursuing the ultimate, and collaborating for win-win", shift our strategic emphasis on audio and video technology fundamental capabilities to help enterprises across all sectors to enhance efficiency and competitive edges. Our vision is to become the world's leading provider of communication and collaboration solutions. In addition, we'll invest more efforts in sustainable development in order to tie ESG-related principles closely with the development trajectory of the Company. We'll constantly strengthen corporate governance, improve labor rights protection system, and help employees realize their self-worth. To achieve harmonious co-existence between production and ecosystem, we'll tirelessly work on green and low-carbon practices, working with our partners to build a green industrial chain. With non-stop devotion to excellence, the Company will never cease its efforts to write more glorious chapters in days to come.

01 2024 of Yealink

- About Yealink
- Honors and Certifications
- ESG Governance System



About Yealink

Company Profile

Yealink (XIAMEN) Network Technology Co.Ltd. is the world's leading provider of communication and collaboration solutions. Since its establishment in 2001, the Company has been focusing on deepening the field of enterprise communication and providing unified communication solutions for global enterprise users. Our existing services range from desktop communication terminals to smart conference rooms to cloud office terminals, with intelligent hardware terminals designed for different subdivision scenarios, meeting the communication needs of enterprise users in three scenarios: personal desktop office, conference room office and personal remote mobile office, and provide high-quality use experience with the system platform, thus forming an enterprise communication solution in which intelligent hardware terminals and system platforms are adapted in different office scenarios, and providing efficient and intelligent collaborative office experience for enterprise users. Enterprise communication market is a market that faces enterprise customers, provides communication systems or communication equipment for enterprise customers, and tamps the communication quality and efficiency within enterprises. The development of the Company is also based on R&D technology, constantly meeting the communication needs of enterprise users.

Moving forward, the Company will continue to focus on audio and video fundamental technology capabilities. We empower enterprise digital transformation through four core capabilities: professional conferencing, voice communication, efficient collaboration, and smart office solutions. Continuous technological and product innovation enables us to expand industry-specific communication/collaboration solutions, enhancing user experience and industry influence. Concurrently, we are building sales capabilities for large-scale projects and "platform + smart hardware terminal" solutions to strengthen long-term competitiveness.

Vision of Yealink People

Yealink, with product R&D and independent brand at its core, boasts multiple patents for its core technologies, adheres to core values of "seeking truth and being pragmatic, pursuing the ultimate, and collaborating for win-win", and is committed to making communication simpler and more efficient. The Company focuses on the unified communication field, including audio-video conferencing, voice communication, personal collaborative communication, and smart office in the digital age, and aims to help all kinds of enterprises and institutions to improve their efficiency and competitiveness and become the world's leading communication and collaboration solution provider.

The Company's Mission, Vision and Our Core Values

Mission

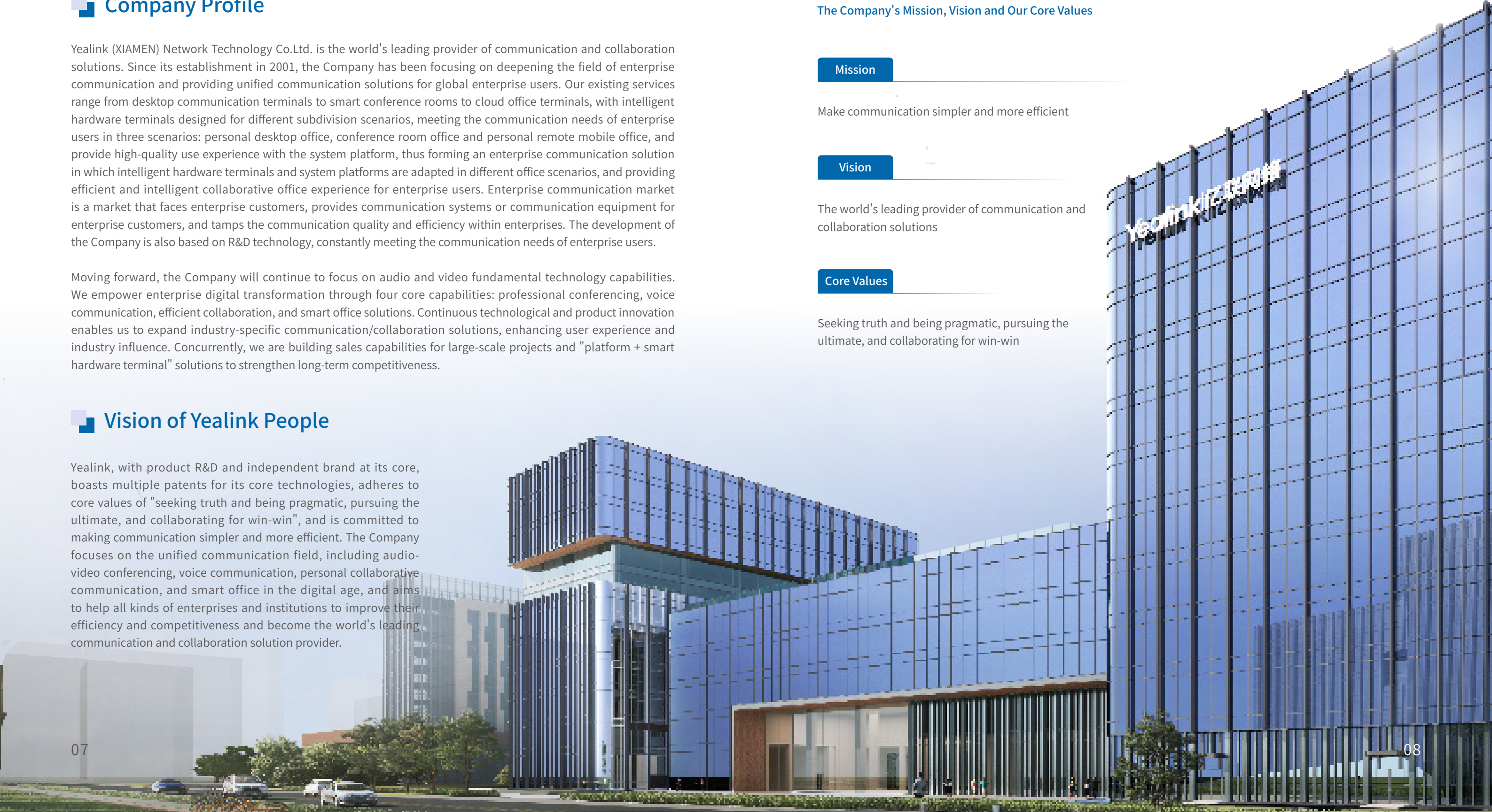
Make communication simpler and more efficient

Vision

The world's leading provider of communication and collaboration solutions

Core Values

Seeking truth and being pragmatic, pursuing the ultimate, and collaborating for win-win



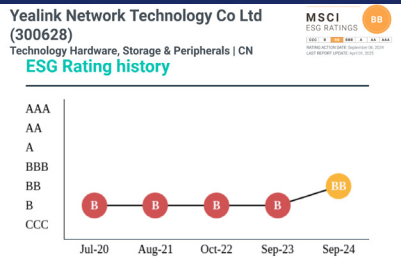
Honors and Certifications

Key Honors and Certifications in 2024



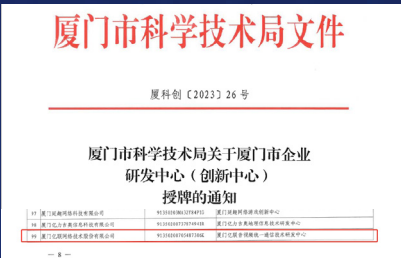
List of Typical Products, Applications, and Service Cases of Next-Generation Information Technology (First Batch of 2023)

Awarded by: Ministry of Industry and Information Technology of the People's Republic of China



MSCIESG Ratings: BB

Awarded by: MSCI



Xiamen Municipal Manufacturing Innovation Center

Awarded by: Xiamen Municipal Bureau of Industry and Information Technology



Re-assessment of National Manufacturing Single Champion Enterprise

Awarded by: Ministry of Industry and Information Technology of the People's Republic of China



First Prize for Fujian Provincial Science and Technology Achievement Progress Awards

Awarded by: Fujian Provincial People's Government



Third Prize for Fujian Provincial Science and Technology Achievement Progress Awards

Awarded by: Xiamen Municipal People's Government



AEO Certificate

Awarded by: Xiamen Customs District P.R.China



Outstanding Solution to Digital Xiamen Construction

Awarded by: Xiamen Municipal Data Management Bureau



EcoVadis Bronze Medal

Awarded by: EcoVadis



Energy Star

Awarded by: Nemko North America, Inc.

Past Key Honors and Certifications

ESG Awards	Rated "B-" in CDP Climate Change Rating "Golden Phoenix Tree" Most Socially Responsible Listed Company 2023	
Green and Energy Conservation	China Environmental Label Product Certification China Energy Conservation Product Certification China Energy Efficiency Certification MIIT Green Supply Chain Management Enterprise 2022	MIIT Green Design Product 2021 ISO 14001 Environmental Management System Certification ISO 14064 Greenhouse Gas Verification Statements ISO 14067 conduct carbon footprint verification
Technological Innovation	Xiamen Municipal Enterprise R&D Center 2023 Top 100 Outstanding Technology Products GG100 2022 CEIA China Enterprise IT Award 2022 Germany IF Product Design Award 2022 Germany Red Dot Design Award 2022 MIIT National Quality Benchmark	Postdoctoral Research Center National Enterprise Technology Center Best Comms Device of Comms Council UK The 6th Quality Award in Certificate of Xiamen Contemporary Good Design Award 2023
Information Security	TLC Safety Five-Star Certificate (UME) CAICT Instant Communication Security Standard Contribution Unit ISO 27001 Information Security Management System Certification	ISO 20000 Information Technology Service Management System Certification ISO 9001 Quality Management System Certification
Enterprise	AAA Credit Rating Certificate Top 100 Strategic New Industries in Fujian Province in 2022 Top 100 Innovative Private Enterprises in Fujian Province Excellent Private Enterprise in Fujian Province Top 50 Software Enterprises in Fujian Province National Quality Benchmark 2020 Top 100 Enterprises in Software and Information Technology Service Competitiveness in 2020 Key High-Tech Enterprise Frost & Sullivan Product Innovation Award 2020 National Industrial Design Center ISO 45001 Occupational Health and Safety Management System Certification	
Public Welfare and Charity	Advanced Collective in Poverty Alleviation in Fujian Province Poverty Alleviation Contribution Unit	

ESG Governance System

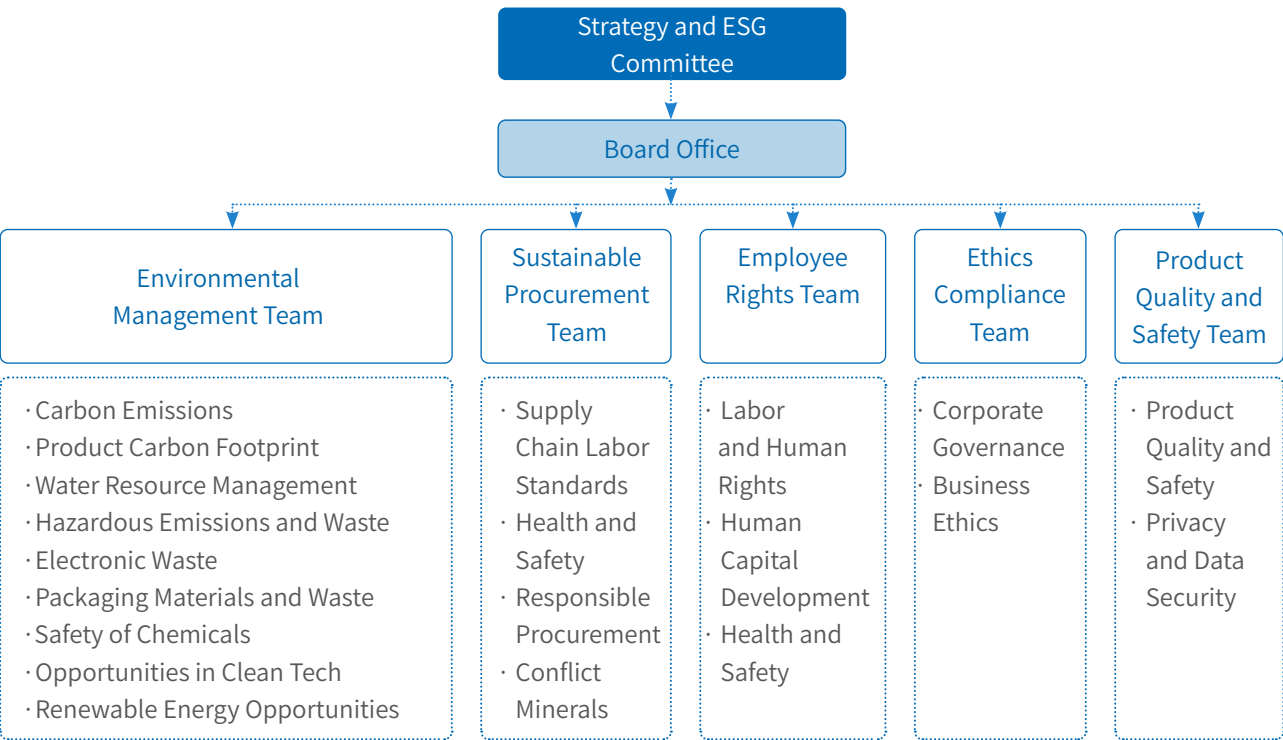
ESG Strategy

Adhering to sustainable development, Yealink has remained active in sustainable development practices, and in line with the strategic deployment of Board of Directors compiled the *Sustainable Development Policy and Management* based on five strategic dimension—environment, sustainable procurement, employees' rights and interests, ethical compliance and product quality and safety. With organizational structure of ESG management in place, Yealink has ESG responsibilities of each department clearly defined, and periodically updates ESG progress to the Strategy and ESG Committee. Additionally, we will focus on the establishment of a scientifically sound and rational self-assessment system for sustainable development compliance, and commit to timely disclosure of a precise report upon its compilation to stakeholders, with an intention to elevate the quality and efficiency of our sustainable development efforts.

ESG Structure

The Strategy and ESG Committee under the Board of Directors has five special teams under its management. and the Company developed a three-tier ESG management structure that comprises the Strategy and ESG Committee for coordination, the Board Office for management, and special teams for execution. Such structure allows the Company to continuously drives the effective implementation of ESG initiatives.

ESG Management Structure and Topics of Concern



ESG Material Topics Management

Stakeholder Communication

Smooth communication with stakeholders is a vital component of the Company's ESG management. The Company gradually establishes regular communication channels with stakeholders, forming an ESG due diligence mechanism to facilitate effective communication. This allows us to deeply understand the key concerns and demands of all parties and seek the best solutions to address social and environmental challenges collaboratively.

Stakeholders	Expectations and Demands	Stakeholders Communication & Participation
 Government and Regulatory Authorities	· Compliance operation · Innovative development · Promote local employment · Pay taxes according to law · Promote local economic growth	· Communication meeting with government and regulatory authorities · Public consultation · Field visit
 Investors	· Open and transparent information disclosure · Steady growth in performance · Asset preservation and appreciation · Steady corporate governance	· Convene general meetings of shareholders · Investors interaction platform · Online and offline research of investors · Regular information disclosure · Investor hotline
 Suppliers and Partners	· Fair competition · Common Development · Payment in time · Sunshine procurement · Convenient sales platform	· Supplier certification · Supplier training · Regular visit · Supplier conference
 Customers	· Product quality · Product safety · Customer information security · Product service · Product stability	· Customer satisfaction survey · Customer meetings · Company website and interaction with social media · Customer visits · Customer service platform
 Employees	· Remuneration · Training system · Flexible office · Space for development · Working intensity · Employee welfare · Working environment	· Employee satisfaction survey · Employees hotline · Employee interview · Employee activities
 Community and the Public	· Promote community development · Support public welfare undertakings · Protect the community environment	· Set up a foundation · Support the disadvantaged groups · Carry out voluntary activities

Analysis of Material Topics

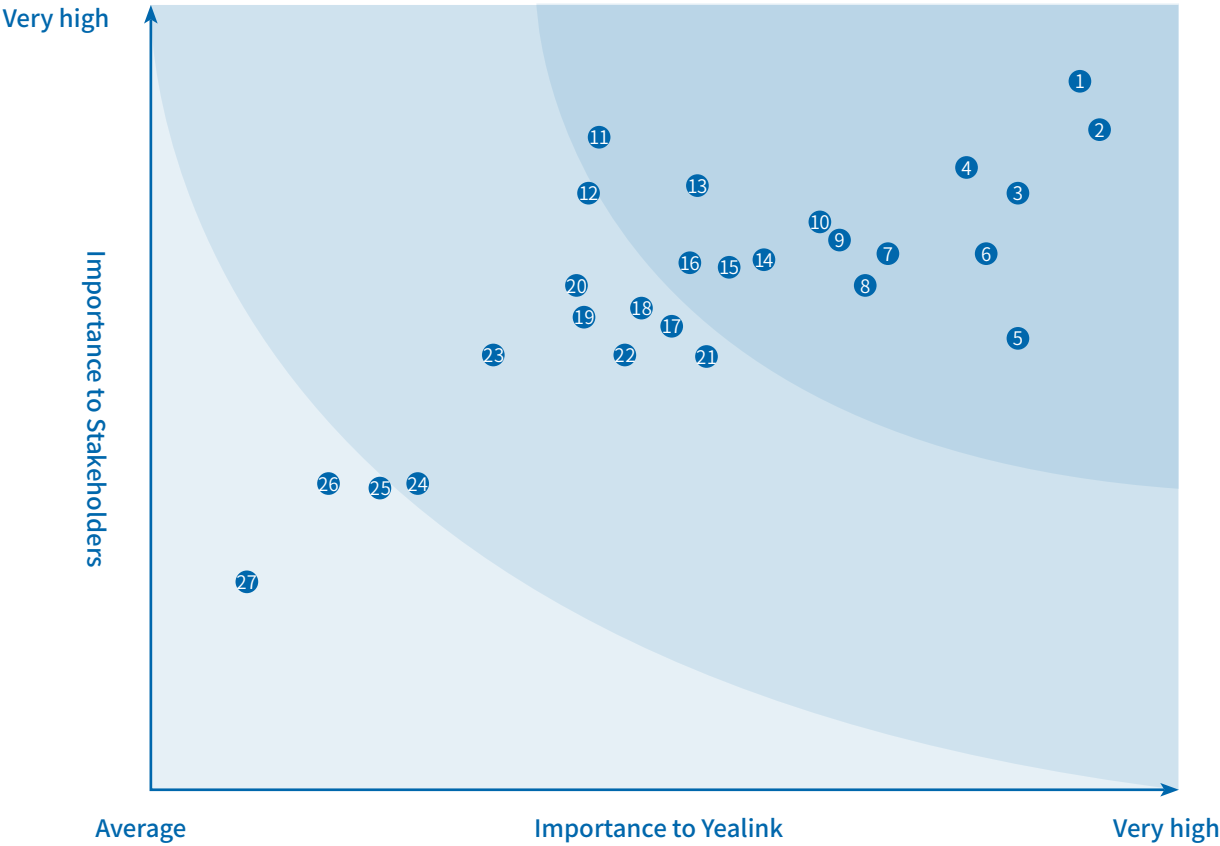
Based on macro policies and development trends, and its own development and stakeholders' concerns, Yealink conducted the identification, evaluation and reporting of ESG material topics by benchmarking MSCI ESG, EcoVadis and other rating requirements with reference to international authoritative standards by communicating with external experts and projects. In addition, in compliance with Shenzhen Stock Exchange *Self-Regulatory Guidelines for Listed Companies No. 17—Sustainability Report (for Trial Implementation)*, the Company modified the name of topics and ultimately defined and formed the ESG material topics matrix, selectively disclosing key topics to better address demands and expectations of stakeholders.

Process for the Analysis of Material Topics



Topics for 2023	Topics for 2024	Reasons for Modification
Environmental management system	Environmental compliance management	Adjusted and modified in accordance with the requirements of Shenzhen Stock Exchange Guidelines. The revised topics align more closely with industry-standard terminology, which can better guide the Company's ESG efforts. "
Green products and their carbon footprints	Circular economy	
Carbon emission reduction	Climate Change Response	
Seize opportunities related to clean technology	Energy utilization	
Management of wastes	Waste disposal	
Social welfare and community contribution	Contribution to society	
Support rural revitalization and common prosperity	Rural Revitalization	
Business ethics	Anti-bribery and anti-corruption	
Compliant operations	Anti-unfair competition	
Technological R&D and innovation	Innovation-driven development	
Information security and privacy protection	Data security and customer privacy protection	

Material Topics Matrix



- 1

Product quality and safety
- 2

Innovation-driven development
- 3

Service quality and customer satisfaction
- 4

Anti-bribery and anti-corruption
- 5

Circular economy
- 6

Data security and customer privacy protection
- 7

Supply chain and conflict minerals management
- 8

Human capital development and professional training
- 9

Intellectual property protection
- 10

Risk management and internal control
- 11

Climate change response
- 12

Energy utilization
- 13

Anti-unfair competition
- 14

Employee health and safety
- 15

Corporate governance
- 16

Build ESG management system
- 17

Investor relations management
- 18

Employee promotion and development
- 19

Equal and diverse employment
- 20

Supply chain labor management
- 21

Drive industry development
- 22

Green operations
- 23

Democratic communication among employees
- 24

Contribution to Society
- 25

Waste disposal
- 26

Environmental compliance management
- 27

Rural revitalization

Response to the United Nations Sustainable Development Goals (SDGs)

Yealink supports the United Nations Sustainable Development Agenda 2030 and contributes to the realization of the United Nations Sustainable Development Goals (SDGs) through its actions.

Good Health and Well-Being

The Company has formulated internal plans to protect the rights and interests of employees. We prohibit forced labor and provide comprehensive welfare packages. Besides, we establish occupational health and safety management system according to ISO 45001 to protect the physical and mental health of employees and create a sound, quality workplace for employees

Partnerships for the Goals

The Company empowers technological innovation through industry-university-research institute collaboration to facilitate the coordinative development of professions and industries. We establish an equal and mutual-trust partnership with suppliers, require them to prohibit the use of conflict minerals, sign the *Supplier Code of Conduct for Social Responsibility* and carry out CSR risk due diligence, endeavoring to build a sustainable supply chain.

Quality Education

In supportive of education, the Company has established long-term partnership with universities and vigorously supported national scientific research and talent development. With emphasis on employee development, we also provide employees with all-round growth and career development pathways and empower them through various training activities.

Peace, Justice and Strong Institutions

The Company has established a compliant and efficient governance system with clear rights and responsibilities, strengthened business ethics management, taken protection measures and carried out training on anti-corruption, responsible marketing, information security, intellectual property and other aspects, and signed the *Commitment on Integrity of Partners* with suppliers and put forward strict management requirements.

Gender Equality

The Company severely cracks down on gender discrimination and harassment, promises equal pay for equal labor for male and female employees, and adopts measures such as post retention policies and special benefits for women to protect the rights and interests of female employees.

Climate Action

The Company continues to research and develop green, low-carbon products. The MVCS40 product lineup has received a product carbon footprint verification statement. The company increases its use of clean energy and has received ISO 14064 greenhouse gas verification certificates for three consecutive years.

Clean Water and Sanitation

The Company attaches great importance to energy conservation and emission reduction in the whole process. We manage wastewater in accordance with the law, mitigate the adverse impact of emissions on the environment, practice green office, promote water-saving efforts, and foster the green and environmental protection awareness.

Responsible Consumption and Production

The Company advocates responsible business practices, opposes unfair market competition, and ensures the best product quality and customer satisfaction while meeting the rapidly growing and diversified market demands through its strong R&D capabilities.

Affordable and Clean Energy

The Company applies the green and environmental protection principle throughout the product life cycle. We use recyclable materials, and continue to increase investment in clean energy to advance its photovoltaic business. This year, our photovoltaic projects generated 3,791,400 kWh of electricity.

Reduced Inequalities

The Company insists on an equal employment policy and provides fair compensation and benefits, striving to create a harmonious and equal workplace. We treat all employees equally, advocate diversified and inclusive development mindset, respect employees' human rights and provide fair and just employment opportunities for all employees.

Decent Work and Economic Growth

The Company enters into a written labor contract and a collective agreement with each employee, upholds equal pay for equal work, prohibits the employment of child labor, forced labor and other illegal employments, provides employees with competitive compensation, and formulates and implements long-term compensation incentive plans and sound welfare system.

Industry, Innovation, and Infrastructure

Adhering to the innovation-driven, independent R&D principle, the Company strengthens its R&D team to enhance its core competitiveness. We also proactively participate in industry exchanges and the compilation of national, industrial and group standards.



02 Long-Term Layout & Robust Governance

Philosophy

With an unfailing dedication to driving the modernization of corporate governance and constantly perfecting its governance structure and operational mechanisms, the Company aims to enhance its professional governance capabilities and management efficiency. Taking pragmatism and truth-seeking as our core values, the Company endeavors to strengthen the development of business ethics, raises ethical standards, focus on information protection and privacy security, and actively takes measures to safeguard intellectual property. Yealink has also built a comprehensive risk management system to ensure its sustained and stable development.

Our Actions

- Corporate Governance
- Business Ethics
- Data Security and Customer Privacy Protection
- Risk Control and Due Diligence

Highlights

Corporate Governance

- The Company appointed 1 additional female independent director
- There was 0 incident of insider information leakage or insider trading internally

Business Ethics

- The Company (including the Headquarters) conducted business ethics training with 2,169 employees, with an employee coverage rate of 100%
- There was 0 internal corruption incident nor related party transaction.

Information Security

- A total of 1,798 employees from the Company (including the Headquarters) have participated in information security training, with an employee coverage rate of 82.90%.
- There was 0 incident of major internal information security incidents or data leakage internally
- The Company recorded 0 customer privacy incidents.

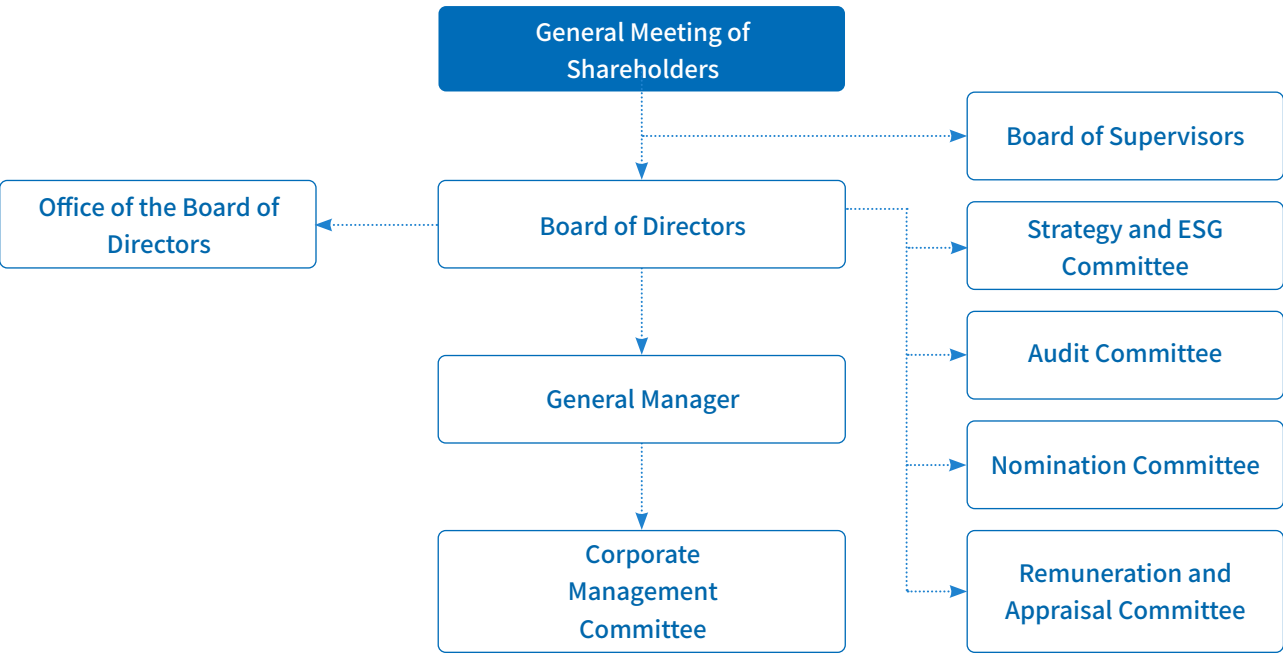
Corporate Governance

Attaching great importance to corporate governance, the Company has established a governance structure consisting of the general meetings of shareholders, board of directors, board of supervisors and senior management to ensure the transparency and scientific nature of its decision-making process. To further enhance its governance, the Company actively promotes the independence and diversity of the Board of Directors, strengthens investor trust, safeguards investor rights, and facilitate the Company's sustainable development.

Governance through the General Meeting of Shareholders, Board of Directors, and Board of Supervisors

In compliance with the requirements of the *Company Law of the People's Republic of China*, *Guidelines for the Governance of Listed Companies* and *Shenzhen Stock Exchange Self-regulatory Guidelines for Listed Companies No. 2—Standardized Operation of Listed Companies on ChiNext Board*, Yealink has established a governance structure consisting of General Meeting of Shareholders, Board of Directors, Board of Supervisors and senior management. This structure clearly defines the division of responsibilities, ensures the standardized operation of the corporate governance mechanism, and effectively ensures the fairness and compliance of its decision-making.

Structure of the Three Governing Bodies



Key Performance

In 2024, the Company held **2** General Meetings of Shareholders, with **23** resolutions reviewed. The Company held **6** meetings of the Board of Directors, with **40** resolutions reviewed. The Company held **5** meeting of the Board of Supervisors, with **26** resolutions reviewed.

Main Responsibilities of the Management

General Meeting of Shareholders

- The General Meeting of Shareholders is the supreme authority of the Company, responsible for making decisions on the Company's business policy and investment plan according to law, as well as reviewing and approving the report of the Board of Directors.

General Manager

- According to the strategic objectives set forth by the Board of Directors or the Group, the general manager formulates the Company's strategy,devises the Company's internal management system, and determines the division of labor and responsibilities of subordinate supervisors.
- The general manager also prepares the enterprise development plan and annual business indicators, monitors the production and operations, and constantly improves the business management and economic benefits.

Board of Directors

- The primary responsibilities of the Board of Directors include convening the General Meeting of Shareholders and implementing its resolutions, and managing the Company's information disclosure;
- The Board of Directors consists of the Strategy and ESG Committee, the Nomination Committee, the Audit Committee and the Remuneration and Appraisal Committee, each of which strictly performs its duties in compliance with the relevant rules of procedure at the legal level, providing a powerful supplement for scientific decision-making of the Board of Directors.

Corporate Management Committee

- The corporate management committee proactively assists the general manager in promoting business development and internal management, and ensuring the sustainable and stable development of the Company.

■ Independence and Diversity of the Board of Directors

The Company places great importance on the independence and diversity of the Board of Directors who has four particularly designated committees: the Strategy and ESG Committee, the Audit Committee, the Nomination Committee, and the Compensation and Appraisal Committee. Of which, the members of the Audit Committee, Nomination Committee, and Compensation and Appraisal Committee are required to have independent directors make up more than half of each committee, and independent directors serve as conveners to ensure the independence and professionalism of decision-making. Additionally, the Audit Committee shall be chaired by an independent director with an accounting background.

Three Principles of the Board of Directors of Yealink

Independence

- Independent directors accounted for 44.4% of the Board of Directors;
- Independent directors shall be the majority or chairperson of a committee under the board of directors;
- The chairperson and CEO shall be held by different.

Diversity

- The Company promotes the diversity of the board of directors in terms of age, culture, educational background, professional skills and industry experience, so as to promote the board's diversity, expertise, and efficacy.
- In 2024, the Company appointed 1 additional female independent director.

Transparent Remuneration

- The majority of members of the remuneration committee shall be independent directors;
- Publicly disclose the remuneration of senior management in the annual report, including basic compensation, bonus, etc.;
- Publicly disclose the implementation of equity incentives, including the name and position of the incentive object, the number of share options granted, the exercise price and the exercise conditions, etc.

Key Performance

In 2024, the Board of Directors of the Company consists of 9 members, including 4 independent directors and 5 non-independent directors, with independent directors accounting for 44.4%. 1 additional female independent director was appointed.

The Audit Committee held 5 meetings, the Strategy and ESG Committee held 1 meeting, the Compensation and Appraisal Committee held 1 meeting, and the Nomination Committee held 2 meetings.

■ Protecting Investor's Rights and Interests

In compliance with the *Company Law of the People's Republic of China*, *Securities Law of the People's Republic of China*, *Guidelines for the Governance of Listed Companies*, *Administrative Measures for Information Disclosure by Listed Companies*, and other applicable regulations, the Company compiles the Investor Relations Management System and the Information Disclosure Management System, with an intention to establish a sound investor relationship, enhance investor trust, and promote the Company's sustainable development.

Investor Relations Management

The Company focuses on investor relations management and the protection of investors' rights, with an emphasis on the long-term return for investors. The Company implements a one share one-vote system, ensuring that shareholders have voting rights proportionate to their shareholding in the decision-making process. Additionally, the Company has implemented mid-term cash dividends in both 2023 and 2024, with annual dividend rate witnessing steady growth. This demonstrates Yealink's commitment to sharing the Company's profits with investors. The Company also maintains communication with investors through various channels such as performance briefings, offline research, institutional strategy meetings, investor hotlines, emails, WeChat official accounts, the Hudongyi platform, and actively participates in industry roadshows to ensure information transparency and promote effective interaction.

Key Performance

In 2024, the Company organized 3 online performance briefings;

The company published 35 information articles through its Wechat official account, with a total of 24,409 views;

Yealink actively answered investors' questions, responding to 79 questions on the Hudongyi platform with a 100% response rate.

Information Disclosure Management

The Company strictly adheres to laws and regulations and has established the *Information Disclosure Management System* to ensure that the company's information disclosure is true, accurate, complete, timely, and fair, preventing distortion or asymmetry of information, effectively protecting investors' legal rights, and maintaining the order and transparency of the capital market.

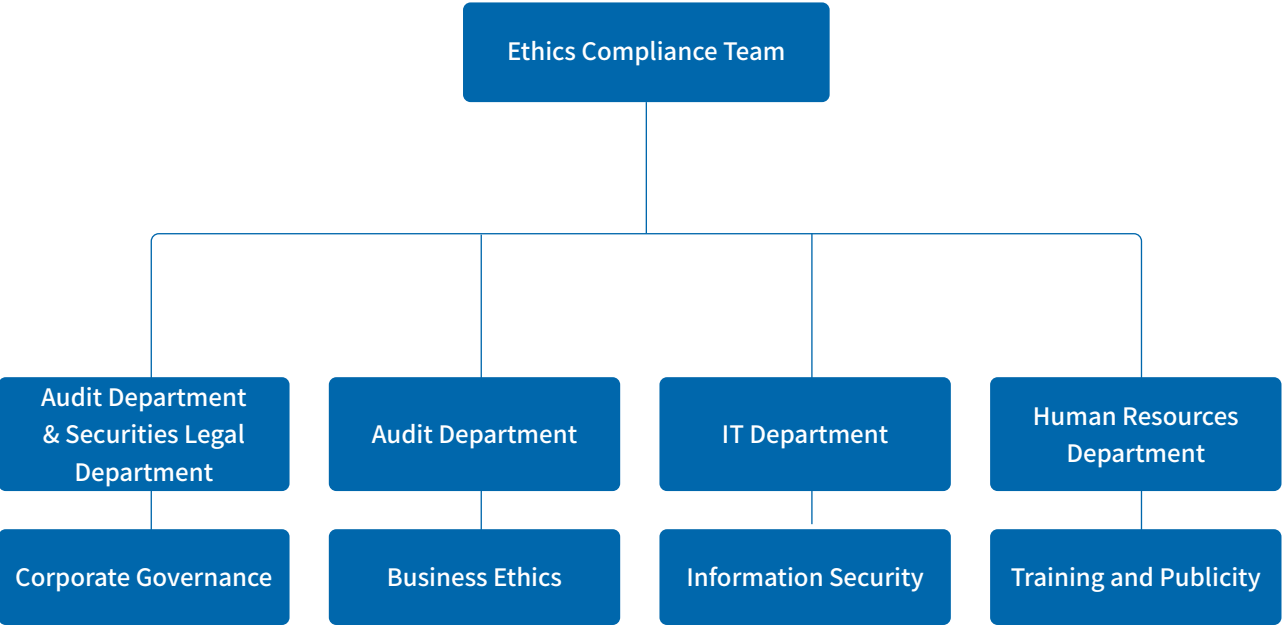
Key Performance

In 2024, the Company disclosed **114** announcements in total and there were **0** instances of insider information leakage or insider trading .

Business Ethics

In strict compliance with the *OECD Corporate Governance Code*, the *United Nations Convention against Corruption*, the *Ten Principles of the United Nations Global Compact*, the *Company Law of the People's Republic of China*, the *Anti-corruption Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other domestic and foreign business conduct standards and laws and regulations, Yealink actively builds a responsible marketing system to ensure the principles of integrity, fairness, and transparency in market activities. We also avoid related-party transactions, strengthen business ethics management, and ensure equal treatment of small and medium-sized enterprises in cooperation with various businesses, in order to eliminate any illegal, irregular or improper behaviors such as malpractices for personal gain or fraud in business activities.

Ethics Compliance Team of Yealink and the Topics It Concerned



Business Ethics Management

The Company always adheres to the national policies on corporate compliance and has developed and implemented systems such as the *Employee Red Line Behaviors of Yealink*, *Employee Professional Ethics and Behavior Code*, and *Business Ethical Behavior Management Manual*. These systems clearly define behaviors such as anti-corruption, anti-monopoly, and anti-fraud, and help employees understand and comply with the Company's ethical and compliance requirements, with an intention to create a transparent, fair, and compliant working environment.

Four Work Guidelines for Business Ethics of Yealink

Anti-corruption and Anti-bribery

Company: Identify the risks of corruption, establish an anti-corruption governance system in line with international standards, prohibit all forms of corruption and bribery, and encourage the prosecution of corruption.

Employee: It is prohibited to accept or solicit personal benefits from suppliers and target suppliers, and bribery is not allowed. Employees and their family members shall not give gifts in any form and shall register and report the situation in time. If they are tempted by any benefits or remuneration, they shall immediately report to the department head or the Audit Department.

Partners: The Company requires all suppliers to sign the *Commitment on Integrity of Partners* to strengthen the integrity management of relevant personnel and abide by business ethics.

Anti-monopoly and Anti-unfair Competition

The Company identifies risks related to anti-competitive behavior, establishes risk control systems and long-term mechanisms, and ensures the effectiveness of the anti-unfair competition management system through internal audits and other methods.

It is prohibited to form price alliances with competitors or use improper means to control market prices, ensuring that the price formation mechanism is legal and transparent.

All employees must engage in fair competition in the market and are prohibited from using collusion, pursuing personal interests, violating contracts, or engaging in any form of unfair competition. Furthermore, all employees shall not participate in any actions that harm the legal rights of competitors.

Anti-fraud and Anti-money Laundering

Employee responsibilities: They shall maintain good faith in business and not provide false or misleading information;

Customer Introduction: The Company will fully investigate potential customers and eliminate transactions that may involve money laundering.

Anti-discrimination and Anti-harassment

Any form of unequal treatment of employees is prohibited, including but not limited to harassment, discrimination, and insult, which are disrespectful behaviors.

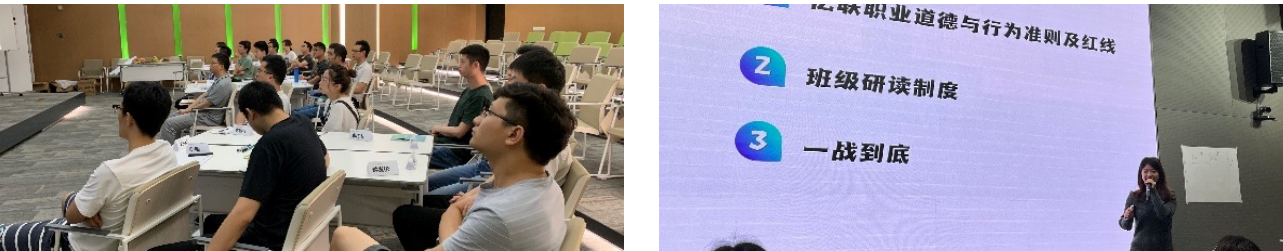
Yealink is committed to enhancing business ethics education and training for all employees, improving their awareness and capabilities in aspects like anti-corruption, anti-competition, and anti-fraud, and providing specific guidelines for relevant employees to ensure that their behavior complies with relevant standards and requirements. At the same time, the Company has established an audit column to regularly publish integrity reminders and case studies, which aims to strengthen the awareness of integrity and promote the development of the Company's business ethics. In 2024, the Company had 0 internal cases of corruption or bribery, and the percentage of employees who signed the integrity commitment letter reached 100%.

Key Performance

In 2024, the Company conducted a total of 12 "Voice of Audit" events through its audit column, of which 3 anti-corruption campaigns were conducted during holidays.

Case Conduct Ethics and Compliance Training to Enhance Employee Awareness

In August 2024, the Company (including the Headquarters) actively launched the "Yealink Ethics and Red Line" training aimed at enhancing employees' ethical and compliance awareness. The training adopted a blended learning approach integrating online and offline modalities, incorporating interactive methods such as case analysis, group studies, and quiz sessions. These engaging activities helped employees gain a deeper understanding of the Company's ethical standards and red-line requirements, laying a solid foundation for creating a healthier and more compliant working environment. It lasted 2 hours, with a total of 2,169 participants, achieving 100% employee coverage. Among them, 1,666 staff members from the Company's HQ participated in it, representing 100% of HQ staff.



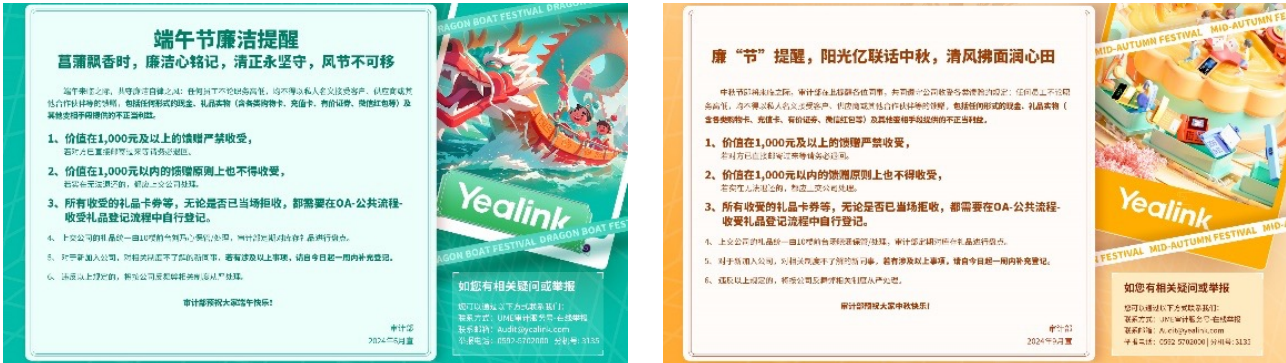
Yealink Ethics and Red Line Training



Materials for Yealink Ethics and Red Line Training

Case Strengthened Compliance Management and Regular Reporting of Sensitive Transactions

Yealink continues to strengthen management in business compliance, regularly releasing content from the "audit column" via announcements from the Audit Department to deepen employees' understanding of compliance requirements. During holidays, the Company issues integrity awareness posters to remind employees to refuse gifts and to register them in the OA system. At the same time, the Company regularly collects and publishes sensitive transaction information such as employees accepting gifts and conducts internal promotions through the collection of external case studies. This further enhances employees' awareness of integrity and effectively prevents potential corruption risks.



Holiday Integrity Awareness Posters

Complaints and Reporting Mechanism

In addition to publicity and training, Yealink has established a comprehensive complaints and reporting mechanism, which encourages employees to report violations related to business ethics, information security, health and safety, environmental protection, anti-discrimination and harassment, child labor, forced labor, and other behaviors. Additionally, the Company works to ensure timely settlement of and response to these complaints. Meanwhile, to safeguard the safety and privacy of whistleblowers, the Company has implemented a whistleblower protection mechanism to prevent any form of retaliation.

Reporting Channels

Reporting by email

audit@yealink.com
redline@yealink.com

Reporting by phone

0592-570 2000
Transfer to 3135 (Audit Manager)

Reporting by letter

No.666, Hu'an Road, High Technology Park, Huli District, Xiamen

Whistleblower Protection Mechanism

- The Company commits that the information about whistleblowers and the content of their reports will be treated as confidential, and measures will be taken to ensure the confidentiality of such information. Whistleblowers' feedback will be taken seriously, and their legal right to a fair hearing and appeal will be respected.
- The Company respects and protects the privacy of whistleblowers, strictly prohibiting the disclosure of personal information or report content, ensuring that whistleblowers will not face retaliation.
- Upon verification, the Company will provide material rewards based on the nature of the incident, its impact, and the whistleblower's contribution, while strictly keeping the whistleblower's identity confidential.
- The Company prohibits any form of retaliation against whistleblowers, witnesses, or investigators. If retaliation is found, the Company will take severe actions.
- Yealink does not tolerate the fabrication of facts or malicious attacks against whistleblowers. Legal responsibility will be pursued for such actions.

Responsible Marketing

In response to the growing market demand for fair trade and transparency, the Company has developed strict marketing regulations to standardize sales positions. Sales staff are clearly required to treat every customer and competitor fairly in business activities, avoid providing "special treatment" to specific customers through improper means. Such actions aim to enhance customer trust and establish a good corporate reputation.

Case Advertising Compliance Training to Develop the Awareness of Responsible Marketing



In July 2024, the Company carried out a special training on advertising compliance, with 286 employees participating. Through case analysis, Q&A exchanges, and advice and guidance, the training focused on emphasizing that advertising content must be true, legal, and healthy, eliminating false statements and data fraud, and ensuring that promotional content is consistent with the facts. This effectively enhanced employees' awareness of advertising compliance and guided them to establish correct advertising concepts.



Advertising and Publicity Compliance Training

Related-Party Transactions

To ensure the fairness and legality of related-party transactions, the Company has developed the *Decision-making System for Related-Party Transactions*, which clarifies the review procedures, decision-making authorities and procedures, information disclosure, and risk assessment mechanisms such as the responsibilities of relevant personnel for related-party transactions. This effectively avoids conflicts of interest and ensures the transparency and compliance of corporate governance. In 2024, the Company recorded 0 major related-party transaction. In the future, the Company will continue to improve its internal control system to protect the legitimate rights and interests of all shareholders.

Equal Treatment of Small and Medium-Sized Enterprises

The Company always adheres to the principles of honest operation and fair cooperation, strictly abides by the contract agreements with small and medium-sized enterprises, ensures that all accounts payable are paid in a timely manner according to the actual payment arrangements, and through standardized payment behaviors, endeavors to create a fair and just business environment and promote stable cooperative relationships with small and medium-sized enterprises. In 2024, the Company recorded 0 overdue payments and maintained a good payment record.

Data Security and Customer Privacy Protection

Strictly complying with relevant laws and regulations such as the *Cyber Security Law of the People's Republic of China* and the *Personal Information Protection Law of the Peoples Republic of China*, Yealink adopts strict security management systems and advanced technical means to ensure the security of customer data and privacy, and prevent leakage. At the same time, the Company continuously improves the construction of its digital factory, enhances production efficiency, and ensures the security and reliability of production data.

Information Security Management

With the establishment of *Yealink Information Security Management, Security Management Committee Management System, Information Security Risk Management Procedures, Network Information Security Management System, IT Authority Management System*, and other regulations and system, Yealink aims to prevent the unauthorized access to or disclosure of any non-public information in the workplace, thus effectively protecting the interests of the Company and its stakeholders. The Company strictly follows key privacy and network security regulations such as and the *Network and Information Systems Directive 2 (NIS2)*, and continuously optimizes and strengthens its internal information security management system to ensure that data protection and network security meet the highest international standards. At the same time, the Company has conducted SOC2 audits on the device management cloud service and the Company's information security policies and mechanisms for three consecutive years, verifying the Company's strict service control system in terms of security, availability, confidentiality, and privacy, as well as its ability to provide customers with secure and stable products and services. In 2024, the Company recorded 0 major information security incidents.



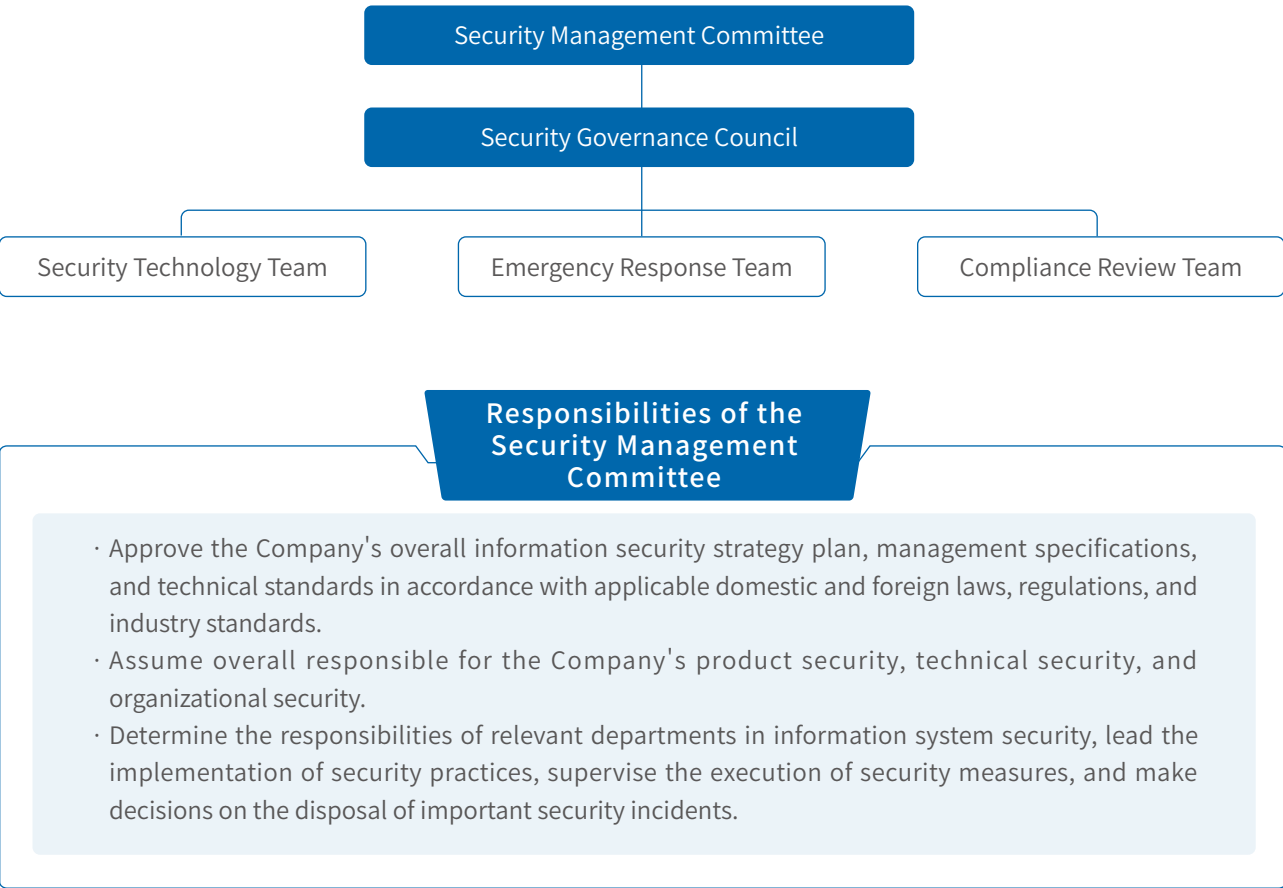
Yealink's ISO 27001 Certificate



Yealink's ISO 20000 Certificate

To improve information security management and effectively implement preventive requirements, Yealink has established a Security Management Committee and a security management work system of "unified command, hierarchical responsibility, and timely disposal". This ensures the efficiency of security incident settlement, the clarity of responsibilities, and the effectiveness of preventive measures, thus forming a work mechanism with strong command, clear responsibilities, effective prevention, and efficient disposal.

Organizational Structure of the Security Management Committee



Information Management Goals in 2024

Category	Goals for 2024	Achievement
Information Security Goals	0 major information security incident per year	Achieved
	0 information leakage incident per year	Achieved

Risk Identification and Response

Possible Risks

- Data maintenance risks
- Data leakage risks
- Large-scale equipment damage caused by natural disasters such as thunder
- Fire

Control Measures

- Establish a sound data security control system.
- Set the access authority of each post in the system.
- Install lightning rods, lightning protection devices, timing sockets, etc.
- Pre-disaster prevention, fire emergency plans.

Information Security Management Measures

Internal System

- Set up internal IPS, firewall and other measures to prevent external attacks, and control permission requests initiated by external parties to network disks, corporate email systems, IM tools (QQ, Wechat) and other systems to prevent information leakage.

Daily Office Software

- The Company ensures the security of the mail system by independently deploying and setting up two front-end and back-end systems, and automatically archiving and backing up the mail system every day.
- Using genuine application software.

Case

Preventive Audit for Information Security Vulnerability to Promote System Improvement and Upgrade

In April 2024, the Company organized an information security vulnerability prevention audit to assess whether the information security/information technology service management system met the standard requirements and was operating effectively. The audit scope covered all departments and areas involved in the system. The results of the sampling audit showed that the Company's system operation basically met the system standard and document requirements of the information security/information technology service management.

Case

Organize IT Security Training to Consolidate the Foundation of Information Protection

In April 2024, to enhance employees' awareness and capabilities of information security practices, the Company (including the Headquarters) organized a comprehensive IT information security training. Centered around the Company's information security system, it adopted a blended learning approach integrating online and offline modalities, focusing on the protection measures for important data, the management and application process of file permissions, and the specific methods of daily information security protection. This deepened employees' understanding of information security and laid a foundation for building a more solid information security system. It lasted for 2 hours in total, and 1,798 employees participated, accounting for 82.9% of the total number of employees. Among them, 1,604 staff members from the Company's HQ participated in it, representing 96.28% of HQ staff.



IT Information Security Training

Case

Information Security Phishing Drill to Enhance Employees' Vigilance

In September and October 2024, Yealink carried out information security phishing drills. Phishing emails imitating IT services, financial fraud, and external emails were sent to functional centers, marketing staff, and R&D personnel, aiming to enhance employees' awareness of information security practices and their alertness in identifying financial fraud. In addition, the Company also continuously enhanced employees' security protection vigilance through measures such as offline publicity posters and online training at Yealink Learning and Growth Center, further strengthening employees' awareness and capabilities in information security prevention.



Anti-phishing Publicity Posters



Notice for Phishing Drills

Customer Privacy Protection

To effectively protect customer privacy and security, the Company strictly complies with laws and regulations such as the *Cyber Security Law of the People's Republic of China*, the EU's General Data Protection Regulation (GDPR) and the California Consumer Privacy Act (CCPA), and publicly announces the Privacy Statement and Yealink Privacy Policy. Yealink adopts multiple security measures such as access control mechanisms, encryption technologies, and protection mechanisms to ensure the secure storage and transmission of customer information, thus effectively preventing data leakage and unauthorized access. In 2024, the Company recorded 0 data security or customer privacy incidents.

Global Legal Compliance

Comply with all applicable privacy laws and regulations in the jurisdictions where it operates.

Physical Privacy Protection

Product cameras are equipped with privacy caps that can automatically close and cover the lens at the end of the meeting.

AES Encryption

Data transmission is protected by at least 128-bit encryption algorithms.

802.1X Authentication

Support multiple modes of 802.1x authentication to ensure that all device accesses are authenticated by the IT department.

Customer Privacy Protection Measures





Level 3 Protection Certificate



UME, YMS2000, MeetingServer, etc. Obtained TTL Certificates.



First Xinchuang Certification

Case

Join Microsoft's MDEP Program to Enhance the Security of Android Devices

In March 2024, Yealink announced its official participation in Microsoft's MDEP (Microsoft Device Ecosystem Platform) program. Through cooperation with Microsoft, Yealink aims to enhance the data security and collaboration performance of its Android products. This cooperation is not only an important step in strengthening information security but also will drive Yealink and Microsoft to jointly develop new products based on the MDEP platform. The two parties are committed to integrating Android products into a secure, reliable, and easily deployable platform, thus providing customers with leading-edge solutions that exceed industry standards.



Collaborate with Microsoft to Enhance the Security of Android Devices

Digitalization Construction

The Company continuously optimizes and upgrades its intelligent industrial park, builds digital factories, sets up independent computer rooms, and deploys multiple production business systems. This effectively improves the visualization and refined management of the production process, reduces human intervention, and enhances response speed and decision-making accuracy. Moreover, the high availability and rapid recovery capabilities of the systems provide strong support for the continuous operation of the industrial park, promote the development of intelligent manufacturing, and further enhance the Company's competitiveness and market adaptability.

Technical Solutions for Digital Factory Construction

Data

- Use the Veritas backup system to back up business systems such as ERP, MES, and APS, and synchronize with the Headquarters' data to achieve off-site disaster recovery.
- Implement continuous data protection (CDP) for key systems to ensure rapid recovery and safeguard data security.

Application

- Regularly conduct penetration testing and vulnerability scanning to detect and rectify vulnerabilities in a timely manner.
- Use the NSFOCUS WAF to protect the API interfaces of applications such as ERP, and check authentication, invocation, and data legality.

System

- Force production line terminals to join the AD domain for security baseline management.
- Rotate administrator passwords regularly and achieve functions such as automatic login and system restoration.
- Force the installation of Kaspersky protection software to intercept malicious code and network attacks, and control inbound traffic.

Network

- Conduct network isolation within the park to restrict cross-region access.
- Cover the network access system, check the security baselines of access terminals, and interrupt network connections in case of abnormalities.
- Use the Qianxin threat detection system for traffic monitoring, and issue timely alerts and handle abnormalities.

Accomplishments of Digital Factories

- The virus detection and killing rate of mobile devices is 100%, and no serious security incidents have occurred.
- The passwords of production line hosts are rotated every three months. Production personnel do not hold system passwords to ensure no weak passwords and close high-risk ports.
- Comprehensive security construction ensures the stable operation of the production system. The unplanned downtime within the year does not exceed 40 minutes, and the system availability is 99.99%.
- The RTO/RPO of the backup system is 1 day/3 hours, meeting the business guarantee requirements.
- Regularly conduct production line security monitoring and notifications, and install antivirus software to avoid security risks in the data system.

Risk Control and Due Diligence

The Company has developed and implemented the *Internal Audit Control Procedures* to ensure the compliance and effectiveness of the management system. Every year, appropriate audit projects are formulated based on the Company's business status, covering various modules such as production, procurement, sales, and functions, and all departments will be covered within 3 years. This enables a comprehensive review of the business management of each department, timely identification of problems, and adoption of corrective measures for continuous improvement. At the same time, in response to complaints from major customers and serious quality defects, the Company organizes business departments to conduct self-inspections, issue rectification plans, and regularly review the implementation effects to further enhance its risk control capabilities.

Risk Category	Description	Response
ESG Risks	Health and Safety Risks	· Identification of environmental factors and establishment and optimization of control mechanisms for key environmental factors · Strict implementation and continuous improvement of hazardous waste and harmful gas emissions management systems · Strict monitoring of resource usage in each operating unit, especially in energy-intensive operation premises · Regular accounting and real-time monitoring of carbon emissions · Regular training for employees on environmental management, energy conservation and emission reduction, and carbon footprint calculation
	Environmental Risks	· Identify environmental factors and important environmental factors, and establish control mechanism for important environmental factors · Strictly implement and continuously improve hazardous chemicals and e-waste control mechanisms · Strictly monitor the energy consumption of each operation premise of the Company, especially the operation premise with high energy consumption · Calculate and monitor carbon emissions · Employees received training on environmental management, energy saving and consumption reduction, and carbon emission
	Human Rights Risks	· In the recruitment process, strictly examine ID card information, and re-verify applicants suspected of child labor · Every new employee must attend the training on the labor human rights policy organized by the Company. It includes the interpretation of remuneration and benefits, attendance and other policies to enhance the relevant awareness of employees · The Company enters into a written labor contract and a collective agreement with each employee, continuously improves democratic communication management with employees through employee meetings.
	Hazard Source Risks	· Comprehensively identify and assess potential hazard sources, and prioritize the disposal of high risk ones · Develop emergency response plans and conduct regular drills · Regularly train employees to enhance their safety awareness and emergency response capabilities
	Supply Chain Risks	· Sign integrity agreements, supplier codes of conduct, conflict mineral statements and other relevant documents · Conduct corporate social responsibility (CSR) management, carry out conflict minerals due diligence and on-site audits · Train suppliers and procurement personnel to improve their sustainable procurement and compliance management capabilities
	Loss of Core R&D Personnel	· Establish a continuous and effective incentive mechanism, improve the employee training and compensation system, and enhance team cohesion · Provide an excellent R&D working environment, and enhance employees' sense of belonging and engagement through a positive working atmosphere

Risk Category	Description	Response
Market Risks	Fluctuations in Raw Material Prices	· Establish long-term cooperation agreements with outsourcing manufacturers and suppliers to ensure that raw material prices fluctuate within a controllable range · Regularly analyze market trends and take preventive measures before fluctuations in raw material prices · Strengthen basic R&D and technology innovation, and implement the "diversified procurement" strategy to ensure the flexibility of raw material supply
	Market Competition	· Continuously increase R&D investment, and constantly improve user experience and expand industry influence by promoting unceasing technology and product innovation · Continuously build the "platform + intelligent hardware terminal" solution capabilities to enhance the company's long-term competitive edges
	Assessment of Anti-competition Behavior Risks	· Strengthen internal training on employees' business compliance awareness · Regularly conduct self-reviews to quickly identify and correct potential anti-competition behaviors
Legal and Compliance Risks	Improper Decision-making Risks	· Improve the corporate governance structure and enhance the standardization and scientific nature of the decision - making mechanism
	Anti-corruption Risks	· Establish an anti-corruption management framework, clarify the division of responsibilities and power boundaries, and optimize work processes · Conduct integrity education and training to improve employees' business ethics · Strengthen the supervision and management of business ethics and enhance the post-event review mechanism
	Information Security Risks	· Upgrade the information security protection system and build a comprehensive data monitoring and protection mechanism · Regularly conduct information security audits and reports to identify potential security risks in advance · Regularly organize employees to participate in data protection training to enhance information security awareness and strengthen confidentiality measures

03 Green Operations & Environmental Practice

Philosophy

Yealink is deeply aware that the global climate crisis has become a great challenge faced by all mankind at present, and taking measures to protect the environment is a necessary condition for enterprises to take the road of sustainable development. Starting from environmental compliance management, the Company continuously improves its green development strategy and actively responds to climate change. The Company adheres to green product innovation, reduces energy consumption, integrates resources allocation, and collaborates with industrial chain partners to jointly promote the circular economy. Yealink strives to serve the whole society with its efforts featuring low pollution, higher energy efficiency, and environmental friendliness, in order to enhance its corporate social responsibility.

Our Actions

- Environmental Compliance Management
- Climate Change Response
- Realization of Efficient Resource Utilization
- Circular Economy

Highlights

Climate Change Response

- The Company has obtained the ISO 14064 greenhouse gas verification certificate for 3 consecutive years
- The Company actively seized clean energy opportunities, with photovoltaic projects generating 3,791,400 kWh of electricity
- The Headquarters conducted environmental training with 1,604 employees, with an employee coverage rate of 96.28%

Realization of Efficient Resource Utilization

- The Company's water consumption reached 89,370 cubic meters, and the water consumption per unit of operating revenue decreased by 6%
- The compliance rate of electronic waste disposal reached 100%

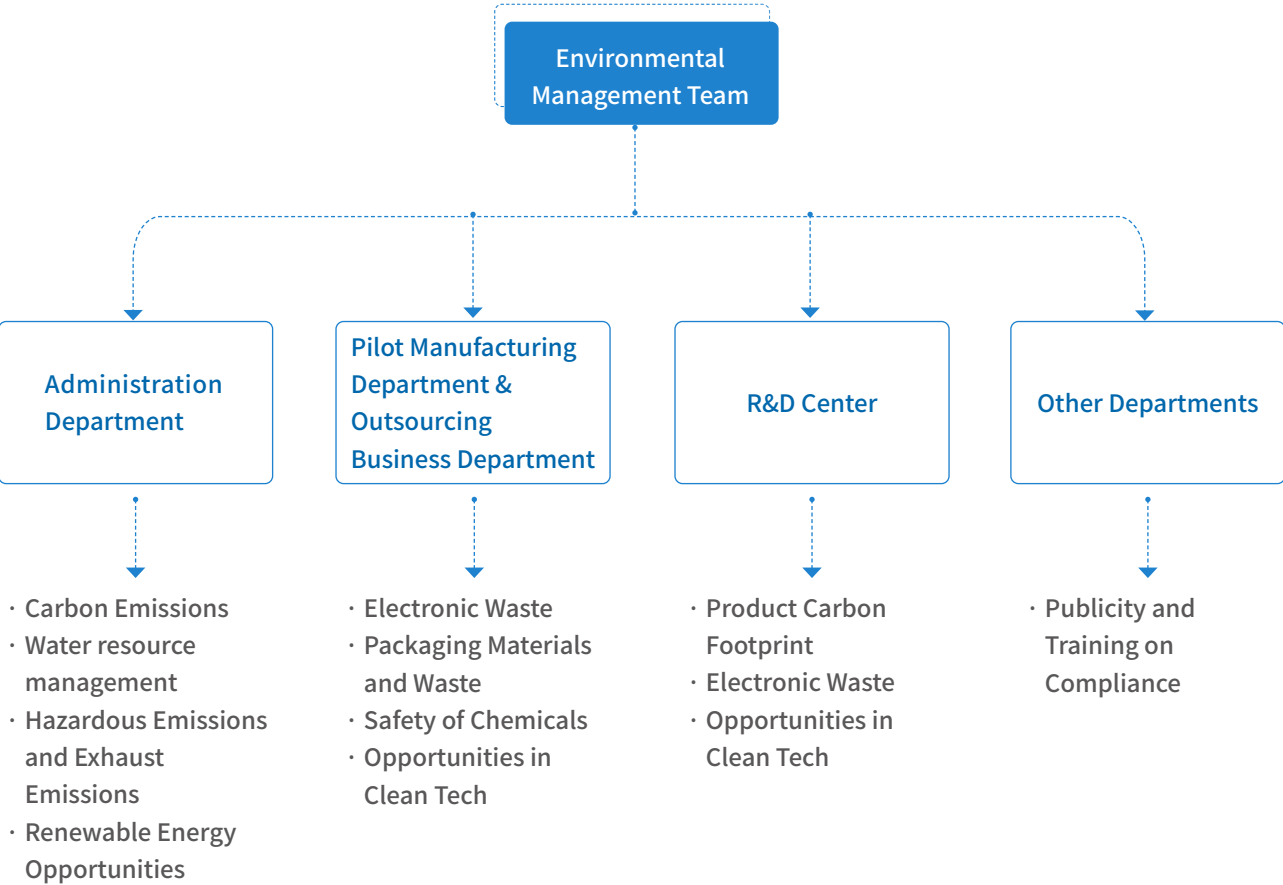
Circular Economy

- In addition to core products VC800 and T58B, WEEE third-party testing was completed for 5 products in 2024
- New products such as Mcore 4, MeetingBar A50, 3 SIP-T8X series products, and MeetingBar A25 incorporated recycled materials and obtained GRS certification, with PCR material content over 50% in Mcore 4 and 3 SIP-T8X series products
- The MVC S40 series (including MCore Pro, MTouch Plus, and SmartVision40) received a product carbon footprint verification statement
- DeskVision A24、 MeetingBoard get Energy Star
- 6 out of 9 packaging suppliers obtained FSC certification, achieving a 67% certification rate

Environmental Compliance Management

Strictly abiding by laws and regulations such as the *United Nations Framework Convention on Climate Change*, the *Environmental Protection Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste*, Yealink has formulated relevant systems such as the *Environmental Management Manual of Yealink*, *Regulations on Chemical Management of Yealink*, *Waste Management Measures of Yealink*, *Energy Saving and Consumption Reduction Management Measures of Yealink*, and *Recycled Materials Management Mechanism of Yealink*. The Company has established and improved the environmental management organizational structure, in which an environmental management team led by the Strategy and ESG Management Committee and in cooperation with key teams was set up. The team is responsible for various affairs including administration, pilot manufacturing, outsourcing business and R&D, aiming to advance our environmental management in a top-down manner.

Environmental Management Team and the Topics It Concerned



Main Responsibilities of the Environmental Management Team

· Improve the Company's environmental management system in accordance with domestic and foreign laws and regulations and industry standards	· Reduce the environmental impact of products and services provided by our own operations	· Identify and monitor environment-related risks
· Supervise and guarantee the effective implementation of environmental management measures	· Feedback and make decisions on important environment-related emergencies	· Evaluate and improve environmental management performance

The Company actively practices the concept of environmental protection, and organizes environmental protection training every year to enhance employees' environmental awareness and professional skills. We also work to stimulate employees' enthusiasm for participation to continuously empower the Company's green development, with an intention to build a sustainable ecological environment together with our employees.

Case

Carry out Energy Conservation and Environmental Protection Training to Improve Employees' Awareness of Green Development

In October 2024, to promote its green development and sustainable management upgrade, the Headquarters gave a detailed explanation of the legal and regulatory requirements for environmental protection, as well as the classification and treatment methods of various types of waste in core areas such as basic knowledge of environmental pollution, solid waste treatment, energy conservation and emission reduction, water-saving management, and carbon emission knowledge. Yealink also deeply analyzed typical cases such as pollution incidents and energy-saving and emission-reduction management. This 2-hour training was attended by 1,604 employees with an attendance rate of 96.28%. Through diverse and practical courses and a combination of theoretical explanations and actual cases, the training vividly explained the key points of environmental protection knowledge, enhancing employees' practical abilities and environmental awareness.



Materials for Energy Conservation and Environmental Protection Training

In 2024, the Company steadily promoted environmental management-related work. The Headquarters and three subsidiaries including Yealink Tongxun have successfully obtained ISO 14001 Environmental Management System Certification. Based on the ISO 14001 Environmental Management System Standard, Yealink identified environmental factors in the scope of major operation premises across the group. In addition, Yealink clearly put forward requirements for environmental management system certification to its industrial chain partners, and worked together with upstream and downstream enterprises to build a more green and sustainable industrial ecosystem.



ISO 14001 Environmental Management System Certification (the Headquarters, Yealink Beijing, Yealink Tongxun, from left to right)

Case

Conduct Annual Environmental Factor Assessments to Effectively Manage Environmental Compliance Risks

In October 2024, the Headquarters carried out annual environmental factor assessment. Each department and position at the Headquarters identified the environmental factors in their responsibilities, evaluated the importance of the environmental impacts of each environmental factor, formed a list of important environmental factors for each department, and summarized them into a list of important environmental factors for the Headquarters. The Headquarters developed targeted control measures for each identified important environmental factor to effectively manage the compliance risks of environmental pollution. The personnel coverage rate for environmental factor identification was 100%.

Climate Change Response

The Company always regards climate change response as its responsibility, and takes practical actions to respond to the national "dual carbon" strategy. From the perspective of the life cycle of the entire industrial chain, Yealink invests efforts in many aspects to actively practice energy-saving and carbon-reduction, and promote the green and low-carbon transformation of the industry. This year, for the first time, the Company referred to the Shenzhen Stock Exchange *Self-Regulatory Guidelines for Listed Companies No. 17—Sustainability Report (for Trial Implementation)* and the *IFRS S2—Climate-related Disclosures* issued by the International Sustainability Standards Board (ISSB), and identified and disclosed the risks related to climate change, opportunities, and management efforts presented to the Company. At the same time, the Company achieved a B-grade in the latest CDP Climate Change Questionnaire, maintaining a good performance at the management level.

CDP SCORE REPORT - CLIMATE CHANGE 2023



The Company attaches great importance to enhancing the awareness of emission reduction, as exemplified by its hiring of external experts to conduct publicity and training for 30 key employees from multiple departments, including the Public Relations Department, the Administration Department, the Securities Department, the Finance Department, the Human Resources Department, the R&D Center, and the Product Center, with topics covering ISO14064 carbon verification work, basic knowledge of carbon emissions, etc. After 2 hours of training, employees gained better understanding of carbon accounting work and the "dual carbon" strategic plan, with their awareness of energy conservation and emission reduction enhanced. All this has promoted the Company's green development.



Training for the Enhancement of Carbon Management Work

Governance

To better respond to climate change, the Company has clearly defined the organizational responsibilities at all levels for climate change response based on its ESG governance framework. A three-tier management structure of "overall planning by the Strategy and ESG Committee, management by the Office of the Board of Directors, and implementation by the Environmental Management Team" has been established, which improves the initiative and sustainability of climate actions and efficiently promotes the implementation of related work.

Strategies

After systematically reviewing its environmental performance and combining its own business and industry attributes, the Company actively responds to the national "dual carbon" goals and global carbon reduction requirements. Yealink gradually formulates greenhouse gas emission reduction strategies, practices energy-saving and emission-reduction management in accordance with the plan, improves its adaptability to climate change, and enhances the Company's resilience to climate change.

Strategies of Climate Change Response

Response to Climate Risks	Risk Adaptation	Continuous Risk Monitoring	Based on the identification results, the Company sorts out relevant risks and opportunities to understand the impacts of climate change, macro-policies, etc. on the Company's business, strategy, and financial planning, as well as future development trends, and formulates response plans for different types of risks.
	Risk Mitigation	Persistently develop and produce green design products	Continuously improve the green design management system, promote the continuous reduction of product energy consumption, and require the use of more environmentally friendly raw materials in the production process, increase the proportion of recycled materials and degradable materials, and give priority to the use of safer parts to replace parts with high environmental impact.
		Implement management and control of hazardous substances throughout the life cycle	The Company has established strict environmental standards and specifications, which are mandatory for our suppliers to comply with. We have also adopted a leading information management system in the industry to enable comprehensive tracking and monitoring of all product materials.
		Achieve green energy saving management and control throughout the life cycle	Continuously carry out product life cycle evaluation, encourage suppliers to adopt new energy-saving and environmentally friendly materials to minimize the negative impact on the environment, and set up more maintenance outlets in Europe and the United States to extend the service life of products.
Climate Opportunities		Actively fulfill social responsibilities	With the acceleration of industry development, the popularization of telecommuting, distance education and telemedicine is becoming increasingly important. The Company will continually iterate its products, improve the functions of solutions, help solve the pain points in the communication field, and boost the efficiency of remote communication.

Identification of Risks and Opportunities

In accordance with domestic and international standard requirements, the Company mainly classifies climate change risks into transition risks related to the low-carbon economy and physical risks related to the impacts of climate change. Combining its own business and industry attributes, the Company identifies and analyzes the important risks and opportunities it may face.

Risk Category		Risk Description	Countermeasures	Financial Impact
Physical Risks	Acute Risk	The increased frequency and severity of extreme weather such as typhoons, high temperatures, and floods may damage the buildings at production, office, and operation sites, affecting normal production and operation.	· Develop emergency response plans to minimize losses caused by natural disasters as much as possible. · Conduct regular maintenance of infrastructure to improve the risk-response capabilities of its own facilities.	· Increase in operating costs · Reduction in asset value · Reduction in operating revenue
		Extreme weather such as typhoons, high temperatures, and floods may affect the safety of employees' commuting, thus affecting normal production and operation.	Pay attention to the life, health, and safety of employees, provide early warnings for extreme weather, and offer training on employee health and safety and climate change.	
		The occurrence of extreme weather affects the stability of the supply chain and normal production and delivery.	Actively pay attention to the supply locations and routes of suppliers, as well as the corresponding weather forecasts for the delivery routes of the company's products. The supply chain has an emergency response plan for business interruptions caused by weather such as typhoons.	
	Chronic Risk	Climate anomalies such as global warming and sea-level rise pose challenges to the long-term and stable operation of the company.	Continuously monitor the risks at the operation sites, conduct reasonable planning and risk control in the site selection and construction of new projects, and consider the risks of chronic climate change.	· Increase in operating costs · Reduction in asset value
	Transformation Risks	Policy Risks	The <i>Guidelines</i> of the Shenzhen Stock Exchange, sustainable regulations in European, American, and other countries and regions, and the implementation of carbon footprint requirements have increased information disclosure and carbon management requirements.	· Pay attention to climate change-related policies and regulations and formulate climate response strategies. · Establish a scientific greenhouse gas inventory mechanism, conduct carbon inventory and carbon footprint accounting work, and improve the quality of data disclosure.
Market Risks		Customers tend to choose products from enterprises with good ESG records and have raised requirements for suppliers.	Actively develop green and low-carbon products and services, and make early arrangements to meet customers' ESG requirements for suppliers and product supplies.	· Increase in operating costs · Reduction in operating revenue
Technology Risks		If the Company fails to identify and apply green and low-carbon technologies in time, resulting in backward low-carbon performance of products, it may reduce the product value or lose orders.	Promote green and low-carbon design, encourage the use of green, recyclable materials, and enhance green R&D capabilities.	· Increase in operating costs · Reduction in operating revenue

Opportunity Type	Description of Climate Change Opportunities	Responses to Opportunities
Market Opportunities	The market's requirements for energy conservation and emission reduction are rising, and the demand for low-carbon products is increasing.	Promote green and low-carbon design, seize market opportunities, and meet market requirements.
Energy Management	Reduce the consumption of fossil energy, increase the use and proportion of clean energy, and continuously optimize the energy structure.	The use of renewable energy can help the Company transform its energy use structure. Introducing an intelligent energy management and control system will assist the company in achieving green, efficient, and low-carbon development.
Resource efficiency	Improve the utilization efficiency of natural resources, reduce the dependence and damage of human activities on the external environment, and lighten the burden on the ecological environment.	Use higher-efficiency equipment and materials to improve resource utilization efficiency and reduce energy costs.
Adaptation to Climate Change	Deploy emergency response plans for climate change in advance to mitigate and avoid financial losses caused by climate change risks.	Plan emergency response plans for natural disasters and climate change and carry out activities to enhance emergency response capabilities, increase the stability of business operations, and gain customer recognition and long-term cooperation.



ISO 14064 Greenhouse Gas Verification Statements of the Headquarters (2022, 2023 and 2024, from left to right)

Greenhouse Gas Emissions of the Headquarters from 2022 to 2024

Category	Unit	2022	2023 ^{note}	2024
Scope 1	tCO2e	322.04	309.43	255.94
Scope 2	tCO2e	2,563.32	3,352.70	2,918.15
Total Emissions (Scope 1 + Scope 2)	tCO2e	2,885.36	3,662.13	3,174.09
Scope 3	tCO2e	N/A	1,194,998.26	1,115,256.79

Note: Due to changes in the power emission factor and calculation errors in product-use-phase emissions, the change in the Company's total emissions compared with the base year is greater than the significant limit of 5%. Therefore, the data for 2023 was recalculated.

Indicators and Performance

In response to the national "dual carbon" goals, the Environmental Management Team of the Company took the lead in hiring a third-party institution to conduct greenhouse gas inventory work on the Headquarters in accordance with ISO 14064 requirements and obtained verification statement certifications. Based on the inventory results, leveraging the technological advantages of intelligent and green products and solutions, the Company plans future greenhouse gas emission reduction measures.

Realization of Efficient Resource Utilization

The Company continuously promotes the efficient use of resources, regularly tracks the energy consumption of its operations, analyzes the potential for energy and water conservation, promotes energy-saving and emission-reduction plans, and makes every effort to reduce the impact of pollutants on the atmosphere, water bodies, soil, and other environments, so as to achieve the Company's green and long-term development.

Energy Utilization

The Company actively responds to the call for energy conservation and emission reduction and has developed the *Energy Saving and Consumption Reduction Management Measures of Yealink*. With a management mechanism that assigns responsibilities to individuals, various quarterly energy consumption assessment targets are set for energy consumption responsible persons and linked to performance, further strengthening energy consumption management, promoting the advancement and implementation of energy-saving and emission-reduction projects, and facilitating the Company's green and low-carbon development.

Energy Consumption Goals and Achievements in 2024 (Partial)

Energy Consumption Goals	Target Description	Achievement
Comprehensive energy consumption per square meter in the vertical warehouse area of the industrial park	Reach 0.07 kWh/m ³ in Q4 2024	Achieved
Use of Clean Energy: Photovoltaic	Photovoltaic power generation can be consumed within the park	Achieved

The Headquarters has introduced systems such as an intelligent energy control system and an AIoT intelligent IoT platform. By using the on-duty and off-duty mode, it can open/close the energy consumption equipment in each functional sub-area with one click, achieving real-time, accurate, and intelligent monitoring and control of high-energy-consuming scenarios. Based on quantitative data, an *Energy-Saving Analysis Report* is formed, and energy reviews are regularly carried out to plan energy-saving and emission-reduction strategies, continuously monitor and improve energy management performance, and save energy consumption.



Demonstration of the Energy Consumption Management Platform

Yealink is committed to minimizing the adverse impact of its own operations on the environment. In energy management, Yealink actively optimizes the energy structure, actively promotes the construction of distributed photovoltaics, seizes the opportunities of clean energy, reduces energy losses through measures such as equipment upgrading, technological improvement, intelligent elevator control, and the use of electric forklifts in the industrial park, and improves the *Measure for the Management of the Use of Enterprise Ride-Hailing Platform* to advocate green travel and boost green and low-carbon development.

Energy-saving Measures for Green Office

Refrigeration Equipment Management

The central air-conditioners at the Headquarters are under unified management, and all are variable frequency air-conditioners featuring Grade 1 (most efficient) energy label. At the same time, most of the air-conditioners are set to turn on and off at fixed times, and the air-conditioners in unnecessary areas are turned off. The operation mode and temperature of the air-conditioners are adjusted according to the air-conditioner temperature adjustment mechanism.

Heat Insulation and Cooling Management

Heat-insulating curtains are installed on the curtain walls of the west-facing areas of the Headquarters building to reduce the energy consumption of air-conditioners.

Green Travel Management

New energy vehicles are given priority as vehicles for employees' business trips. The number of new energy vehicle charging piles is increased at the operation sites, and employees are encouraged to choose new energy vehicles as their first choice for car purchases.

Lighting Facility Management

The Company makes full use of natural light and necessary artificial lighting. Lighting in some areas is turned on at fixed times, and unnecessary lights are turned off.

Intelligent Energy-saving in Meeting Rooms

All meeting rooms in the Company are equipped with sensors. If no one is detected for 15 consecutive minutes, the lights and air-conditioners will be automatically turned off.

Advocate for Green Office

The Company adds electricity-saving reminders on the control panels of air-conditioners and the switches of lighting equipment, and sends light-off reminder posters to employees to enhance their energy-saving awareness.

Case

Introduction of Intelligent Ventilation Control Technology: Efficient Temperature Control Promotes Energy Conservation in Laboratories

To address problems such as high heat generation caused by the operation of many test devices in the environmental laboratory of the industrial park and the requirement of controlling the environmental temperature below 30 degrees Celsius, Yealink Tongxun has renovated the space ventilation environment of the laboratory. Yealink Tongxun has carried out renovation measures such as changing fixed-hanging windows into exhaust and return air vents, installing 2 exhaust pipes and 2 exhaust fans, and 6-10 air-guiding louvers for exhaust/supply air vents. Through these measures, the indoor air exchanges with the outdoor cold air, enabling the overall environmental temperature to meet the equipment operation conditions without turning on the air-conditioner. This system is applicable in winter (from November to April of the following year), and it can save about 7,600 kWh of energy per month after use.



New Air Exchange System in the Industrial Park Laboratory

Case

Introduction of the Self-developed Intelligent Elevator Control System: Intelligent Office Promotes Energy Conservation and Emission Reduction

Yealink has self-developed and put into use an intelligent elevator control system at the Headquarters. Aiming to solve problems in elevator dispatching such as long waiting times, large numbers of waiting passengers, frequent stops at numerous target floors, and energy waste during peak hours, the system optimizes elevator operation automatically according to the passenger flow through the front-end intelligent perception system and combined with AI dispatching strategies. In 2024, the intelligent elevator control system in the Headquarters building was gradually installed. By tracking the energy consumption of the elevators in Building 3, which was the first to be deployed, the electricity consumption after deployment in 2024 decreased by 13% compared with the same period in 2023. In addition, the intelligent elevator control system has improved the overall transportation efficiency of the elevators. The average daily task waiting time can be shortened from 46 seconds to 24 seconds, an increase by 47.8%. The self-developed intelligent elevator control system of the Company not only promotes the efficient operation and energy conservation and emission reduction of its own office premises but also helps more enterprises achieve green and efficient operation.



Yealink's Intelligent Elevator Control System

Case

The Roof Photovoltaic Project Officially Put into Use to Promote the Optimization of the Company's Energy Structure

In February 2024, the Company made full use of the idle space on the roof of the industrial park, and the rooftop photovoltaic power generation project of the industrial park was officially put into use. Operating in the mode of "self-generation for self-use, surplus electricity for on-grid", it maximizes the utilization of clean energy. By adding a power quality treatment device, the power quality is optimized, reducing energy consumption and energy losses. Since the start of photovoltaic power generation, as of December 31, the photovoltaic project has generated 3,791,400 kWh of electricity, further ensuring the utilization efficiency of clean energy and promoting the optimization of the energy structure.



Rooftop Photovoltaic Project of the Industrial Park

Case

Conduct Intelligent Transformation of Data Machine Rooms to Reduce Energy Consumption of Machine Unit Operations

To reduce the energy consumption of machine rooms and achieve more energy-efficient and greener operations, the Headquarters has implemented a series of energy-saving renovation plans, including the Cold Aisle Containment (CAC) solution, high-efficiency conversion of UPS in machine rooms, and intelligent control of machine room air-conditioners. These plans can reduce the power usage effectiveness (PUE) value of machine rooms and improve energy utilization efficiency.



Cold Aisle Containment



- Arrange cabinets face-to-face to form a cold aisle, concentrating cold air within the cold aisle and enhancing refrigeration efficiency.
- Select first-tier precision air-conditioners featuring high energy efficiency with an annual energy-efficiency ratio of 4.13 to ensure sufficient cold air volume. Adopt the "bottom supply + top return" circulating air-supply mode to reduce energy consumption and emissions.
- Achieve air-flow management by installing air baffles and floor ventilation panels to prevent the mixing of cold and hot air and ensure the uniform distribution of cold air.

High-Efficiency Conversion of UPS



- Choose first-tier UPS equipment with a high conversion efficiency of up to 96% to reduce energy losses.

Intelligent Control of Air-Conditioners in Machine Rooms



- Adjust the dynamic load of machine room air-conditioner equipment in a group-control mode to achieve precise refrigeration.

Comprehensive Measures for the Intelligent Transformation of Machine Rooms in the Headquarters

Key Performance

In 2024, the Company's electricity consumption reached **19,407,305.44** kWh, The diesel consumption (including generators and diesel vehicles) reached **2,144.94** liters, and the gasoline consumption (including company-owned vehicles) reached **3,510.16** liters.

Water Resource Utilization

The Company strictly adheres to national laws and regulations, continuously explores methods and mechanisms to improve water resource utilization efficiency, formulates water-saving control strategies, and strengthens the optimal allocation, conservation, and protection of water resources. The Company's water intake mainly comes from municipal water supplies. It vigorously adopts water-saving technologies and improves water resource utilization efficiency by installing water-saving appliances and other means.

Water-saving Strategies and Measures

Water-saving publicity: The Company posts water-saving signs in water-use areas and conducts daily publicity for reminders.

Leak detection and repair: Throughout the Company, once a water leak is discovered, it is immediately reported to the management for repair.

Water resource use monitoring: The Company promptly statistics and reports the water consumption of each floor every month.

Deployment of water-saving equipment: The Company installs water-saving facilities such as water-saving drinking fountains and sensor-activated faucets.

Intelligent green irrigation: The Headquarters has introduced an intelligent irrigation system that operates fountain pumps and cascade pumps at different times and seasons to reduce water waste from irrigation. Compared with July-November 2023, the Headquarters saved 1,364 tons of irrigation water, a year-on-year decrease of 6%.

Key Performance

In 2024, the Company's water consumption reached **89,370** cubic meters, and the water consumption per unit of revenue decreased by **6%**.

Pollutant and Waste Management

Yealink attaches great importance to energy conservation and emission reduction throughout the entire process. It strictly abides by relevant national laws and regulations and those of the operating location, strengthens the management of pollutants such as wastewater and exhaust gas from itself and outsourced factories, as well as waste management. Yealink conducts real-time internal monitoring and regularly carries out inspections and evaluations to weaken the negative impact of emissions on the environment and responds to the national policy of building a resource-saving and environment-friendly society.

Wastewater and Exhaust Gas Treatment

The source of our main wastewater is domestic sewage and firefighting water, and the main exhaust gas is kitchen fumes and underground garage exhaust. We continuously improve the wastewater and exhaust gas management mechanisms to minimize water consumption, wastewater volume, and exhaust gas volume. In addition, we take scientific emission measures, designing special exhaust pipes or exhaust systems for exhaust gas, and wastewater needs to be pretreated before being discharged into the municipal pipe network. In 2024, the Company **did not record** any negative events such as illegal discharge of wastewater and exhaust gas.

Management of Wastes

The Company adheres to the "three-in-one" principle of reduction, resource recovery, and harmlessness, strictly implements the Waste Management Measures, and has established a management process of "classification-collection-inventory-disposal". Yealink signs contracts with third-party professionals for classified waste disposal, conducts full-process monitoring and data recording to ensure standardization and traceability. In 2024, the company **did not record** any negative events such as illegal waste disposal.

General Waste Disposal Measures

Recyclable Waste

- All departments collect, mark, classify and store recyclable waste, and the administration department sends it to the recycling station for processing in a centralized manner.

Non-recyclable Waste

- Send kitchen waste to the designated garbage bin of the property for uniform treatment by the property cleaner;
- The domestic waste shall be stored and managed by classification at designated points, and its cleaning and transportation shall be completed regularly according to environmental protection requirements.

The Company has developed the *Chemical Management Regulations of Yealink* and the *Chemical Emergency Plan* to ensure that all links meet relevant safety standards. It conducts a census and classification of all chemicals that may be exposed to and generated internally to achieve refined management. At the same time, the Company regularly conducts risk identification, daily inspection and maintenance, and emergency management, forms an on-site emergency response team, and entrusts professionally qualified disposal agencies to transfer and dispose of chemicals, electronic waste, and hazardous waste, while keeping detailed records.

Management Measures for Chemicals, Electronic Waste, and Hazardous Waste

Yealink strictly manages chemicals, electronic waste, and hazardous waste in accordance with legal and regulatory requirements.

At the Headquarters, Yealink stores, statistics, and regularly sends chemicals, electronic waste, and hazardous waste to the industrial park for unified disposal.

In other operating locations, chemicals, electronic waste, and hazardous waste are stored in designated locations with clear markings, and the administrative department arranges for their recycling and disposal through units with relevant waste disposal qualifications.

Emergency Management Process for Chemicals and Hazardous Waste

Discover an accident and report the accident

- The first discoverer shall immediately determine whether he/she can deal with the accident independently and report the accident location and general situation to the head of the environmental department; If he/she cannot deal with the accident independently, he/she shall immediately report the accident to the leader of the on-site emergency response team for reinforcements.



Evacuate people and cordon off the site

- The relevant intersections shall be cordoned off, and irrelevant personnel shall be strictly prohibited from entering the site and shall be evacuated in time.



Identify the cause and respond quickly

- Quickly identify the exact location and cause of the accident, cut off the source of the accident, and deal with the accident according to the risk type.
- In case of a fire accident, fire accident response procedures shall be initiated immediately.



Summarize the accident and issue a report

- After the accident, the personnel on duty or the on-site emergency response team shall analyze the cause of the accident and cooperate with the accident investigation.

Key Performance

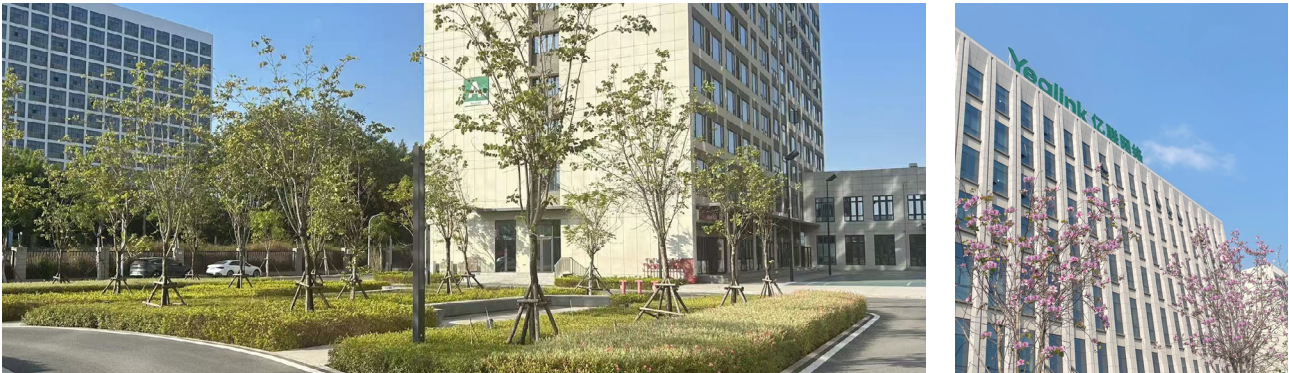
In 2024, the total amount of waste generated by the company was **440.7** tons, with **37.9** tons of recyclable waste (scrap and cardboard recycling), and the compliance disposal rate of electronic waste was **100%**.

Biodiversity conservation

With the increasing global attention to biodiversity, the Company endorses the "Kunming-Montreal Global Biodiversity Framework" and strictly adheres to relevant national laws, regulations, and policies such as the *Opinions on Further Strengthening the Protection of Biodiversity*, the *Law of the People's Republic of China on Prevention and Control of Soil Contamination*, and the *Regulations on Groundwater Management*. The Company continuously monitors the potential impacts of its operating locations and business activities on biodiversity, plants greenery in a targeted manner at its operating locations, and sets up ecological and environmental protection publicity slogans to protect the surrounding ecological environment. In 2024, the Company did not identify any situations that had a significant impact on biodiversity.



Publicity Slogans for Ecological and Environmental Protection



Localized Greenery Planting

Circular economy

The Company actively responds to the requirements of the circular economy. Collaborating with industrial chain partners, it gradually establishes a series of comprehensive control mechanisms for energy conservation, consumption reduction, pollution reduction, and efficiency improvement in various links, including raw and auxiliary materials, design and R&D, production, packaging, product maintenance, and recycling and disposal. This promotes the creation of a green value chain and low-carbon sustainable development.

Green products

The Company focuses on the design and R&D of green products and has developed the *Regulations on Environmental Substance Management*, which requires that the substances used in products shall first meet the requirements of environmental protection laws and regulations. On this basis, the Company has formed green design concepts and standards for products and enterprises, introduced work such as GRS certification and product carbon footprint calculation, and designated the R&D center as an important part of the environmental management team to promote breakthroughs and integrated transformations in green process technologies, grasp and apply clean technologies, and explore more energy-efficient, convenient, and efficient products.

Green and Recyclable Products

The Company starts from the products themselves, fully incorporates the characteristics of easy recyclability in accordance with international regulatory requirements, continuously explores the introduction and application of PCR materials, promotes the GRS product certification work, gradually increases the proportion of recyclable or reusable components, improves resource utilization efficiency, and promotes the concept of green development.

Key Performance

Based on the original core products VC800 and T58B, in 2024, the Company completed the WEEE third-party testing of **5** products (including the SIP-T58W and SIP-T58W Pro series products, BH71PRO, UH37, and WH64), further confirming the compliance of the Company's products with the WEEE Directive.

Case

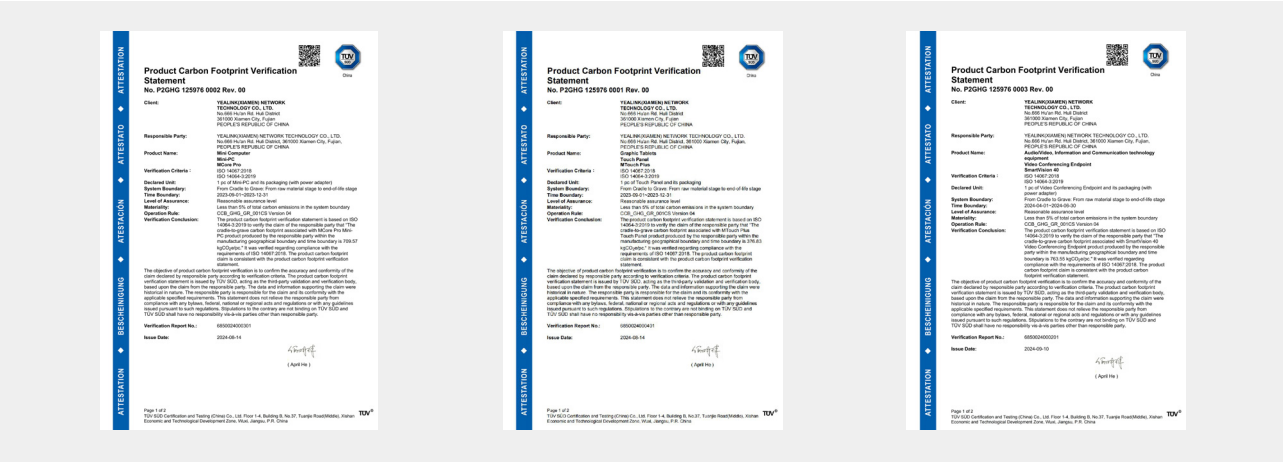
Introduction of PCR Material Application and Promotion of GRS Product Certification

In 2024, in response to the high attention paid by the EU and countries at home and abroad to the circular economy and green products, after in-depth research, careful feasibility analysis, multiple rounds of debugging and sample making, and communication and discussion with various relevant departments, the Company finally determined to introduce recyclable materials into new products such as Mcore4, MeetingBarA50, 3 SIP-T8X series products, and MeetingBarA25. Of which, the proportion of PCR materials in Mcore4 and the 3 SIP-T8X series products exceeds 50%. The above-mentioned products completed the GRS certification in March 2025.



Green Emission Reduction of Products

The Company attaches great importance to the energy-saving and emission-reduction characteristics of products, actively conducts work such as green product certification, fulfills its commitment to green and low-carbon development, and promotes green products to the public and consumers. In 2024, the Company took the lead in hiring a third-party professional institution for the MVCS40 product lineup (including MCorePro, MTouchPlus, and SmartVision40) to conduct carbon footprint verification in accordance with the ISO 14067 international standard and obtained the product carbon footprint verification statement, which helps to identify the high-potential carbon-reduction links that can be optimized and improved. In addition, the Company attaches great importance to the environmental impact control throughout the product life cycle. Based on the life-cycle methods mentioned in GB/T24040-2008, GB/T24044-2008, and GB/T32161-2017, it conducted a life cycle assessment (LCA) of the typical product VC800, identified the important environmental impacts at each stage of the product's life cycle, and clarifies the key points of environmental impact control for similar products.



ISO 14067 Product Carbon Footprint Verification Statements (MCorePro, MTouchPlus, SmartVision40, from left to right)



Yealink
MCore Pro

Product Carbon Footprint
709.57 kgCO₂e/pc



Yealink
MTouch Plus

Product Carbon Footprint
376.83 kgCO₂e/pc



Yealink
SmartVision 40

Product Carbon Footprint
763.55 kgCO₂e/pc



Yealink DeskVision A24

China Energy-Saving Product Certification
Energy Star



Yealink MeetingBoard

China Energy-Saving Product Certification
China Environmental Labeling Product Certification
Energy Star



Yealink Multimedia System (YMS)

China Energy-Saving Product Certification



Yealink VC800

MIIT Green Design Product

Green Packaging Material

The Company has further enhanced the recyclability of packaging materials by optimizing packaging designs and replacing non-degradable, flammable polyethylene foam with eco-friendly molded pulp. Additionally, the Company has established dedicated areas for recycling discarded packaging materials and partnered with suppliers to adopt reusable transit packaging. It encourages packaging suppliers to obtain FSC certification for sustainable materials and collaborates on feasibility studies for implementing zero-deforestation policies. The Company also works with logistics providers to use reusable express boxes, reducing carbon emissions during transportation.

Key Performance

In 2024, **25** partners adopted reusable transit packaging, **13** suppliers committed to recycling discarded packaging materials; **6** out of **9** packaging suppliers achieved FSC certification, achieving a **67%** certification rate.

Case

Replace Polyethylene Foam with Eco-Friendly Materials to Enhance Green Recyclable Characteristics of Packaging Materials



To address issues like non-degradability and flammability in original packaging, Yealink replaced the packaging material for its CM20 product with a green alternative made from paper scraps, newsprint, recycled paper, or pure wood pulp. This material, officially implemented in September 2024, is non-toxic, offers excellent protection, and is easily recyclable.



Adopt Molded Pulp Instead of Polyethylene Foam

Circular Recycling

Recognizing the growing importance of resource circularity in the global economy, the Company has established repair and recycling systems to enhance product and office equipment durability, extend lifespans, and reduce e-waste. These efforts demonstrate corporate social responsibility and set a green development benchmark for the industry.

Circular Recycling Initiatives of the Company

Products

- Maintenance centers in Europe and the Americas
- Online maintenance management system
- Partnerships with third-party agencies for compliant overseas recycling
- Inclusion of warranty cards and replacement guides (e.g., *BH76Plus Earpad Replacement Guide*)
- Overseas trade-in programs

Office Supplies

- Management systems such as like *Equipment Management Procedures* and *Periodic Repair/Scrap Guidance for Faulty Hosts*
- Maintenance and scrapped equipment tracking via *Equipment Ledgers*
- Annual assessment of computer equipment in the Headquarters, **implementing a tiered utilization approach**: Valuable components are disassembled and repurposed in refurbished systems, while non-usable parts are responsibly discarded



Case

Trade-in Programs to Boost Circular Economy



In February 2024, Yealink launched a nearly year-long trade-in campaign to support global circular economy practices. Customers exchanging older Yealink MVC video conferencing devices for new-generation products could enjoy discounts of up to 35%. This initiative upgrades user experiences while reducing e-waste and improving resource efficiency.



Overseas Trade-in Campaign Poster

04 Fostering Win-Win Collaboration & Growing Together

Philosophy

Yealink values partnerships, collaborating with suppliers to mitigate social and environmental risks (e.g., conflict minerals) and build a sustainable supply chain. The Company meets customer needs through high-quality products and innovation, fostering a green industrial ecosystem and shared corporate responsibility.

Our Actions

- Supply Chain Security
- Innovation-driven Development
- Safety and Quality of Products and Services

Highlights

Sustainable Procurement

- 108 suppliers of the Company participated in the social responsibility survey, with on-site audits conducted for 55 core suppliers. ESG clauses were incorporated into contracts with 101 suppliers
- Conflict minerals questionnaires prepared by the Company covered 104 suppliers
- The Company (including the Headquarters) conducted sustainable procurement training with 312 employees, achieving 100% coverage for relevant positions

R&D Capabilities

- The Company invested 559 million yuan in R&D, with 1,117 R&D personnel, accounting for 51.5%

Product Health and Safety

- The Company's OQC pass rate reached 99.28%
- The Ticket system delivered 59,254 customer service instances, with a 98% feedback resolution rate
- The Company got 88.3% customer satisfaction rate

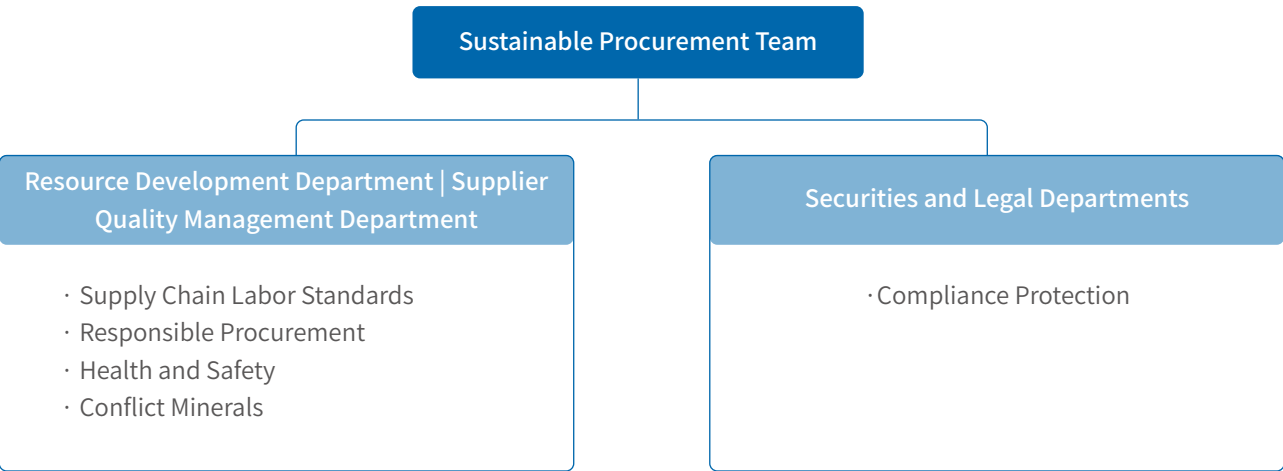
Supply Chain Security

The Company consistently regards supply chain security as a critical component of its operations, actively implementing sustainable procurement practices by selecting suppliers that meet environmental protection and social responsibility standards, ensuring compliance with international requirements. Simultaneously, the Company proactively addresses the issue of conflict minerals, ensuring that its products contain no minerals sourced from conflict-affected regions, thereby promoting ethical and transparent supply chains.

Supply Chain Management

The Company has established multiple policies and agreements, including the *Supplier Confidentiality Agreement*, *Supplier Quality Agreement*, *Supplier Environmental Protection Agreement*, the *Commitment on Integrity of Partners*, and the *Code of Integrity*, providing clear behavioral guidelines for suppliers and ensuring transparency and compliance in collaborations. Additionally, the Company has formed a Sustainable Procurement Team dedicated to identifying, monitoring, and assessing potential sustainability risks within the supply chain, enabling timely and effective mitigation measures to uphold the Company's social responsibility commitments.

Sustainable Procurement Team of Yealink and Topics It Concerned



The Company closely monitors changes in relevant laws, regulations, policies, and industry standards, promoting compliance and sustainable development across its supply chain. It has established a rigorous supplier evaluation and assessment system, covering quality, delivery, and cooperation, to strengthen supply chain management and drive continuous optimization.

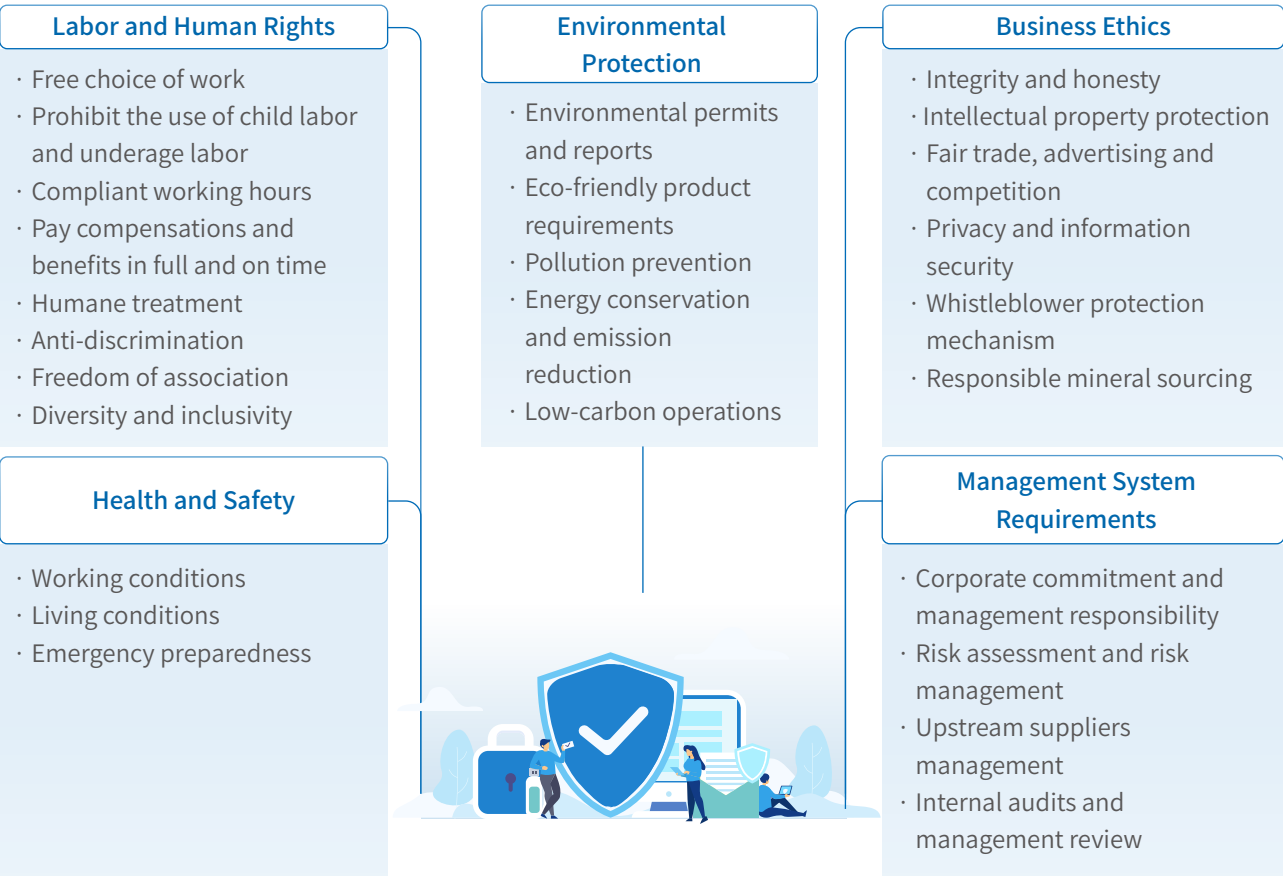
Supplier Evaluation and Assessment Results Application

A	≥ 90	Key suppliers for cultivation, maintenance, and development
B	80-90	Suppliers eligible for upgrade and development
C	70-79	Suppliers eligible for transitioning or backup
D	< 70	Suppliers marked for elimination

Sustainable Procurement Management

The Company requires suppliers to sign the Environmental Compliance Guarantee, Supplier Quality Agreement, and Commitment on Integrity of Partners before market access. Additionally, it has developed a questionnaire concerning social responsibility based on the Supplier Code of Conduct for Social Responsibility. This questionnaire covers five key areas: labor human rights, health and safety, environmental management, business ethics, and management systems. In 2024, 108 suppliers have completed the questionnaire, with on-site audits conducted for 55 core suppliers. A total of 101 suppliers have signed agreements incorporating ESG clauses.

Key Topics of the Supplier Code of Conduct for Social Responsibility



Case

Conduct of ESG Responsibility Training Across the Supply Chain to Empower Employees And Suppliers, Enhancing Their ESG Performance Capabilities

In March 2024, the Company (including the Headquarters) organized a Sustainable Procurement Training session on supplier environmental management and social responsibility requirements, covering eco-compliance regulations, supply chain conduct standards, and human rights/environmental expectations. The 2-hour hybrid training (online & offline) engaged 312 employees from the Resource Development Department, Supplier Quality Management Department, and R&D Center, along with 40 Yealink suppliers and 100% training coverage achieved for purchasing-related positions,enhancing participants' theoretical and practical knowledge of ESG supply chain management.



Management of Conflict Minerals

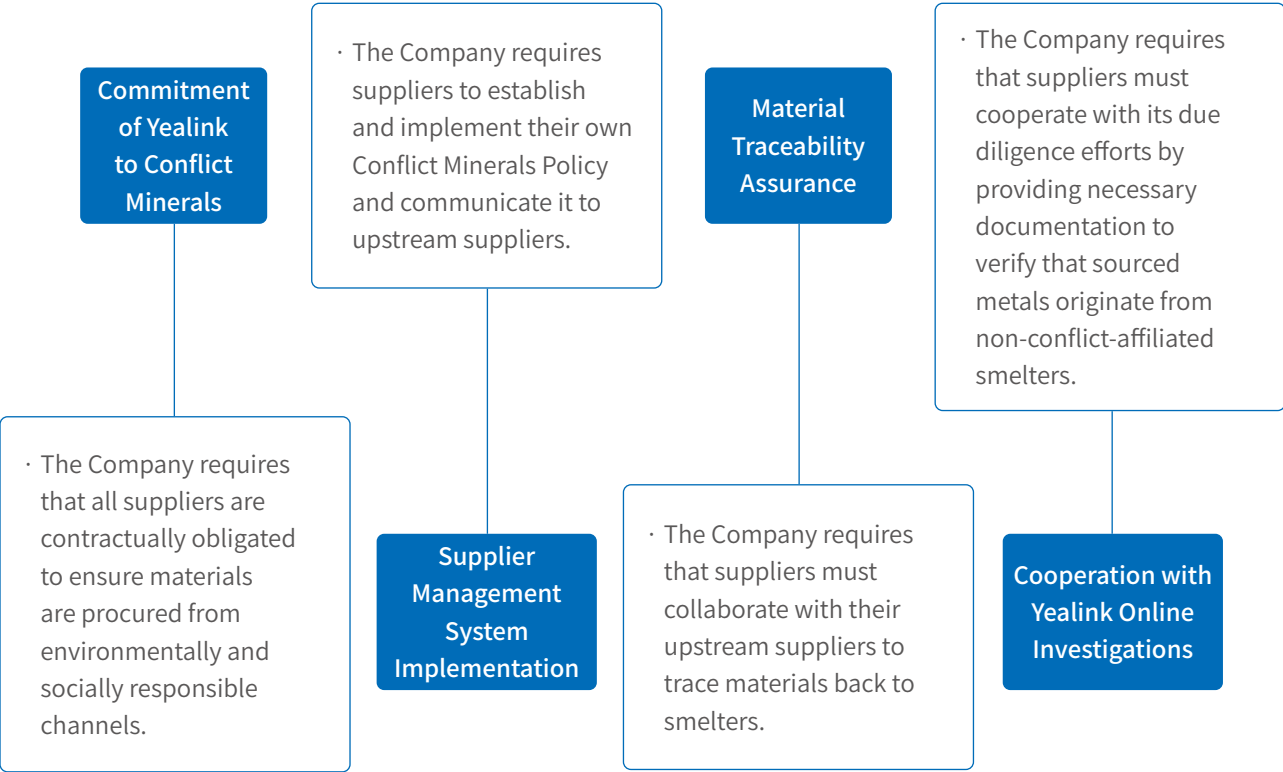
The Company continuously refines and enforces policies such as the *Environmental Compliance Guarantee and Commitment and Policy on Banning Conflict Minerals*, requiring suppliers to complete REACH surveys, RMI CMRT, and RMI EMRT forms to ensure no procurement or use of conflict minerals. Suppliers shall also regulate their upstream material sources, ensuring full supply chain compliance. In 2024, 104 suppliers underwent conflict mineral screenings.

Commitment of Yealink's to Conflict Minerals

Yealink undertakes that the Company, together with its subsidiaries and associates, will comply with international conventions and industry initiatives such as the Organization for Economic Cooperation and Development (OECD) and the Responsible Minerals Initiative (RMI), and will not use or purchase minerals such as tin, tantalite, tungsten, gold and cobalt ("Conflict Minerals") from conflict areas such as the Democratic Republic of the Congo (the mineral areas of the Congo Vein). The Company's suppliers are explicitly required not to use the Conflict Minerals from these conflict areas.



Requirements for Supplier Management on Conflict Minerals



Innovation-driven development

The Company firmly believes innovation stems from long-term technical expertise. By focusing R&D efforts on core technological breakthroughs, it enhances competitiveness through a dual top-down and bottom-up management approach, consolidating its R&D advantages. The Company prioritizes intellectual property protection to safeguard its R&D achievements, reinforcing its reputation as a professional and innovative brand. It strictly adheres to ethical guidelines in technological development, supporting long-term, high-quality growth.

R&D Innovation

The Company implemented the *Technology Foresight Research System* to standardize feasibility studies for cutting-edge technologies and key technical challenges, enhancing innovation success rates and product competitiveness. The Company continuously refined the *Laboratory Daily Management Standards* and *Laboratory Equipment Management Regulations*, integrating advanced hardware and dual calibration methods (internal/external lab data comparison) to improve test accuracy.

R&D Strategy

Accelerate multi-form product development, advance core audio/video algorithms and cloud platform architecture, and achieve global-scale concurrent processing capacity (10,000+ sessions) through technological leadership.

R&D talent is a crucial internal driver of the Company's innovation. The Company values the cultivation of R&D talent, encouraging and providing professional development resources for employees in all positions. It continuously optimizes talent incentive mechanisms through high-value project goals and comprehensive reward plans, adopting a "value + goal" dual-guidance model to enhance talent competitiveness and build a high-quality, highly professional R&D team. Over the past five years, more than 50 employees have received national, provincial, municipal, and district-level high-level talent honors, such as the National "10,000 Talents Plan" Technology Entrepreneurship Leader, Fujian Province and Xiamen City High-Level Talents (Category A/B/C), Xiamen Outstanding Talents, Xiamen Youth Innovation Talents, and Huli District Key Industry Talents, continuously improving talent competitiveness.

As of December 31, 2024, the overview of intellectual property is as follows:

Project	Unit	Number in 2024	Year-over-year growth
Cumulative patents	Case	744	18.3%
held: Invention patents	Case	455	5.8%
Software copyrights	Case	137	13.2%
Trademarks	Case	257	66.9%

Safety and quality of products and services

The Company has established a Product Quality and Safety Team to strictly supervise and manage five key areas: in-depth research and formulation of material standards, tiered management of material suppliers, quality management process control, risk interception and advantage formation for new products, and the introduction of alternative materials with guaranteed quality. This ensures monitoring and assessment of product quality and safety risks throughout the entire life cycle, effective implementation of product quality and safety strategies by relevant departments, and the delivery of high-quality products and services to customers.

Science and Technology Ethics

In this era of rapid technological advancement, ethical issues in cutting-edge fields such as AI and pharmaceuticals have attracted significant attention. Although the Company's business has not yet extensively involved the AI and pharmaceutical industries, the impact of technology ethics is far-reaching. It believes that technology ethics is not only crucial for the healthy development of specific industries but also closely linked to social well-being. Based on this, the Company will continue to monitor and prudently manage technology ethics issues, track domestic and international policy developments, actively fulfill social responsibilities, and contribute to a healthy technology ecosystem.

Product Quality and Safety Team and Topics It Concerned



Intellectual property protection

The Company strictly complies with laws and regulations and has established systems such as the *Intellectual Property Management Standards*, *Patent Application Procedures*, and *Intellectual Property Documentation Management Rules* to standardize the end-to-end management of intellectual property. It has introduced patent mapping to systematically and strategically plan and deploy patent applications, ensuring the security and traceability of intellectual property information and enhancing the strategic value of intellectual property management.

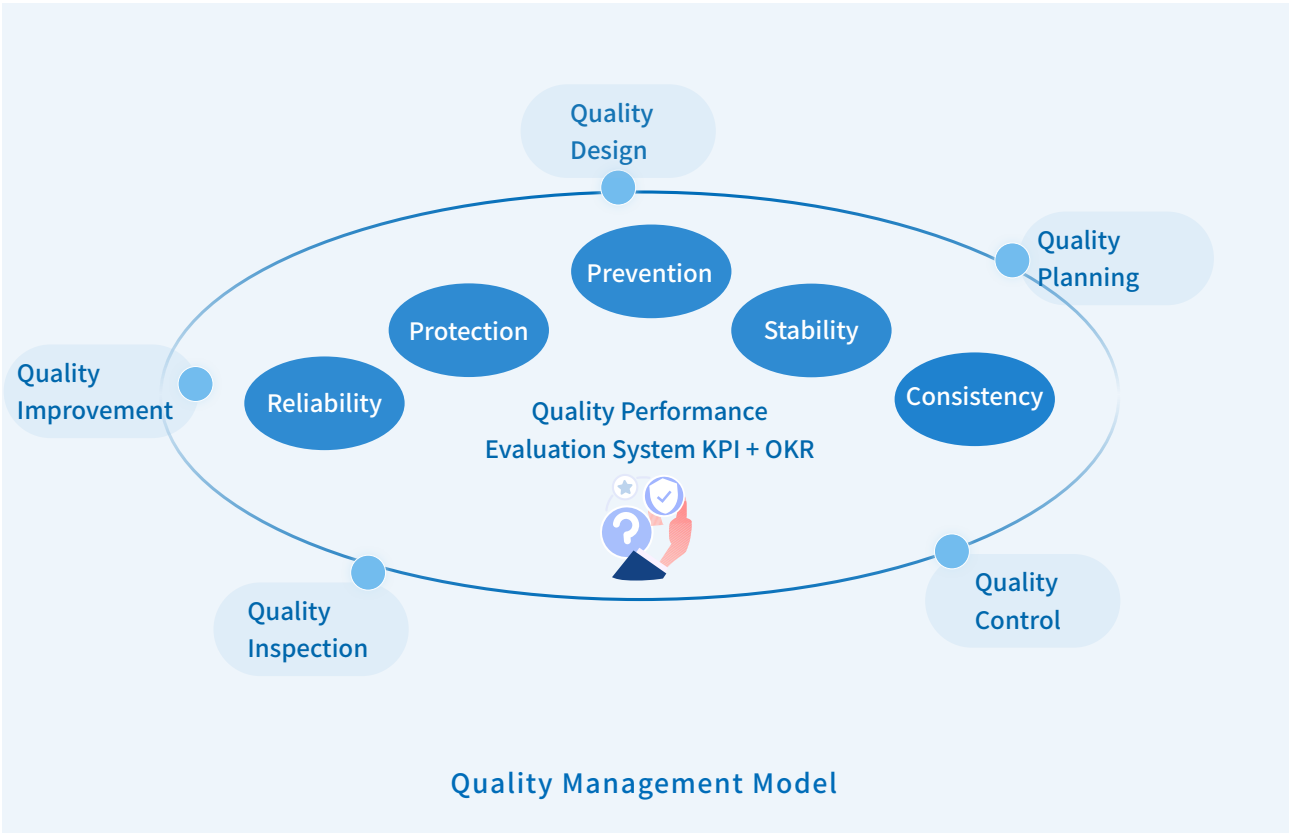
Quality Management

The Company strictly complies with laws and regulations and has established systems such as the *Inspection Management Procedures*, *Non-Conforming Product Management Procedures*, *Corrective Actions and Continuous Improvement Management Procedures*, and *Low-Probability Production Anomaly Alert Mechanism*. It has formulated strategic plans and goals for quality management and established a "KPI + OKR" quality management model, creating an online review mechanism from the customer's perspective. Additionally, the Company is committed to enhancing the professional capabilities of quality management employees, strengthening product quality control, and promoting quality management upgrades.

Quality Management Strategic Planning

Quality Management Strategic Planning

We focus on prevention through design and process mistake-proofing, pay close attention to quality details and strive to address even the smallest issues, and establish our product quality as the benchmark in the corporate communication industry by accomplishing data-driven quality management



Key Performance

In 2024, the Company conducted **7** OQC training sessions covering unhealthy phenomena such as product tests and first-article defects. Among them, the BH76 OQC training conducted in December 2024 achieved **100%** coverage for targeted employees.

The Company adopts an outsourcing manufacturing model and has established a complete product quality inspection process for production, quality control, and outsourced factory management. It regularly evaluates outsourced factories and generates 8D reports for identified issues, supervising corrective actions and preventing similar problems in the future, continuously improving product sampling pass rates. Meanwhile, the Company uses the MES system to ensure traceability of outsourced order materials and end-to-end quality control of products.

Key Performance

In 2024, the Company's OQC sampling pass rate reached **99.28%**.

Case

Strengthening Quality Control to Significantly Reduce Product Packaging Error Rates



Through adjustments to packaging processes and increased sampling inspections of power supplies and other materials, the Company implemented self- and mutual-inspection measures, effectively addressing mixed power supply issues during secondary production. Additionally, the Company actively conducted training on cable length, type, and usage controls, distributing post-training documents to improve employee awareness of accessories. In 2024, the packaging error rate decreased from 0.9% to 0.5%.

The Company has successfully obtained ISO 9001 Quality Management System certification, with products sold in over 140 countries and regions worldwide, holding various product certifications such as China's CCC and EU CE.

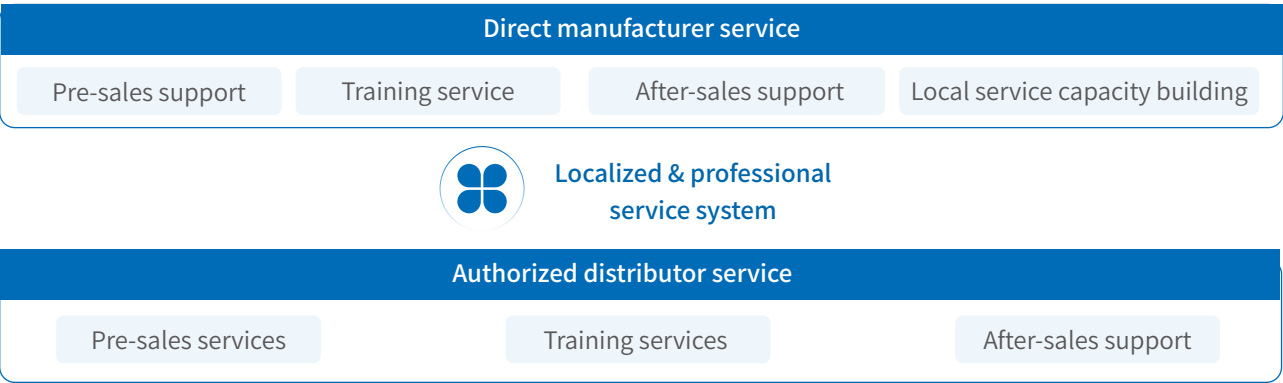


ISO 9001 Quality Management System Certification

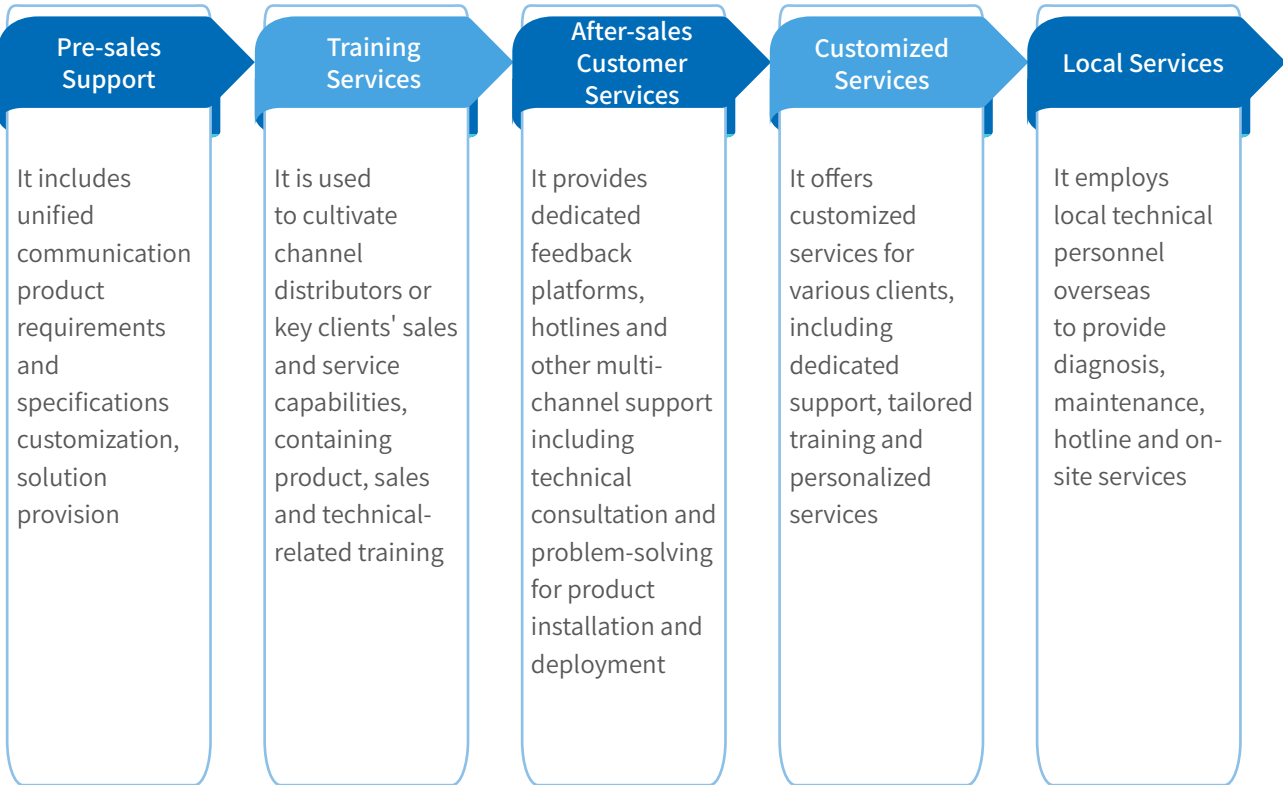
Customer service

The Company values reasonable customer feedback and needs, continuously improving its service system. It has established systems such as the *Project After-Sales Service Management Plan* and *Key Account Follow-Up Standards*, forming a professional, rapid, and efficient technical response team. The Company has built a dual-layer service system combining "manufacturer and distributor" support, with localized services and professional technical teams providing comprehensive services including pre-sales support, training, and after-sales maintenance. This enhances customer loyalty and strengthens the brand image.

Customer Service System



Customer Support



Protection of Customers' Rights and Interests

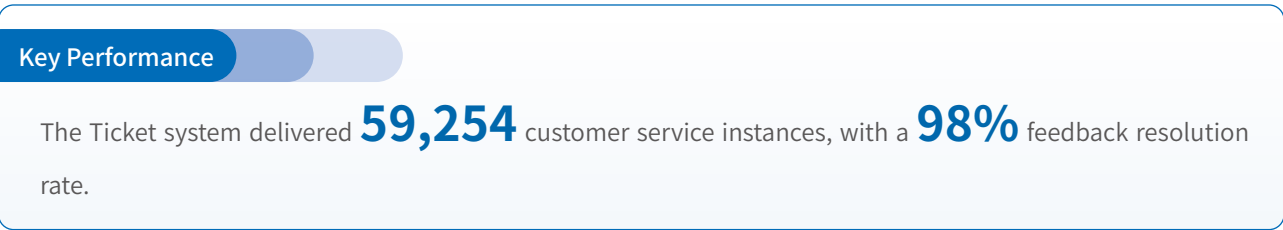
The Company has established normative documents including *Customer Complaint and Return Management Procedures*, *Yealink Warranty Service*, *Standard Operating Procedures for Equipment Return*, *Yealink Video Conference System Channel Partner After-sales Maintenance Policy*, and provided guide manuals such as *Hardware Issue Feedback Process*, *Q&A Assistant User Guide & Tool Promotion*. Product procurement and operation agreements signed with customers clearly specify after-sales maintenance policies and channels to ensure standardized and effective operation of return processes.

The Company has established diversified feedback channels including phone, official website, email, WeChat official account's intelligent customer service, self-service ticket system (Yealink Ticket System), technical support hotline, and Teams Chat.

Among these, the self-service ticket system enables a high degree of automation processing through keywords and modular problem guidance, further improving customer service efficiency and protecting customers' legitimate rights.



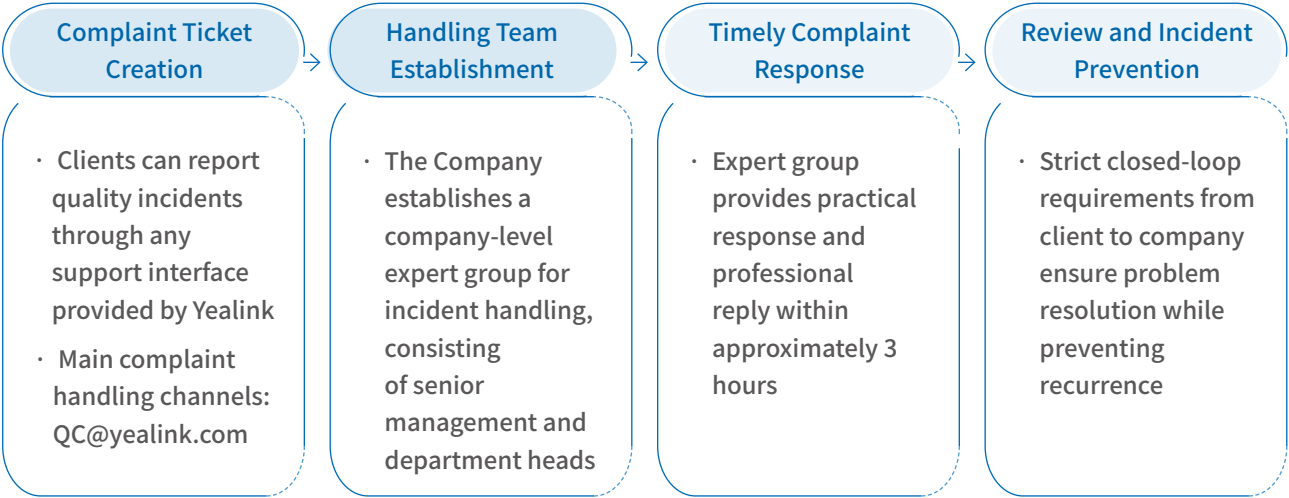
Yealink Ticket Feedback Platform



Customer Complaint Management

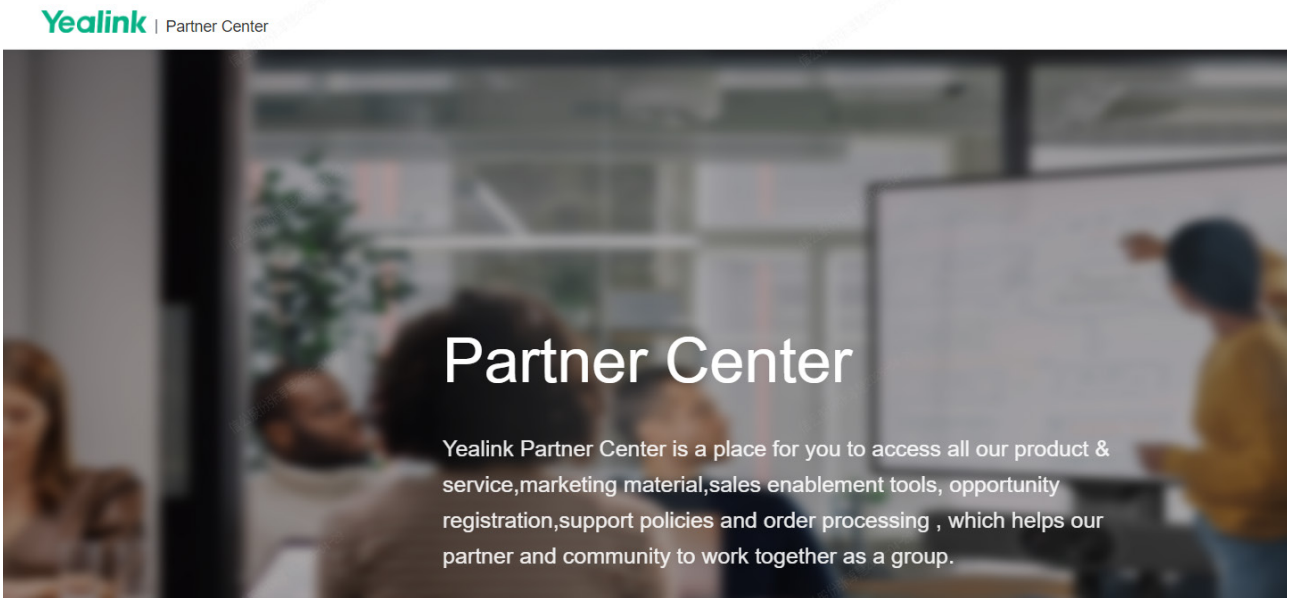
The Company has established institutional documents including *Customer Complaints and Return Management Procedures*, which clearly define problem response rates based on customers' countries and regions, clarify product issue handling methods and procedures, ensuring timely, effective and proper handling of customer complaints or returns. The Company communicates customer complaint information to relevant departments, stores and regularly analyzes complaint data, tracks and provides timely feedback on handling status until closure, and shares this information company-wide to promote continuous improvement of product service quality.

Complaint Handling Process



Customer Empowerment and Satisfaction Management

The Company values empowering customer service personnel, customers and ecosystem partners, having established management standards such as *Yealink Key Account System Training Process*, actively conducting training and activities for capability building. New Yealink Network Customer Experience Centers have been established overseas, while online platforms like Yealink Learning and Growth Center and Yealink Network Partner Center have been set up. With the vision of "Co-creation, Sharing, and Win-win", the Company opens its resource library and professional technical information to all partners, strengthening partnerships and achieving comprehensive one-stop empowerment.



Yealink Network Partner Center

Case

Yealink Network Customer Experience Center Opening, comprehensively displaying Yealink's products and solutions

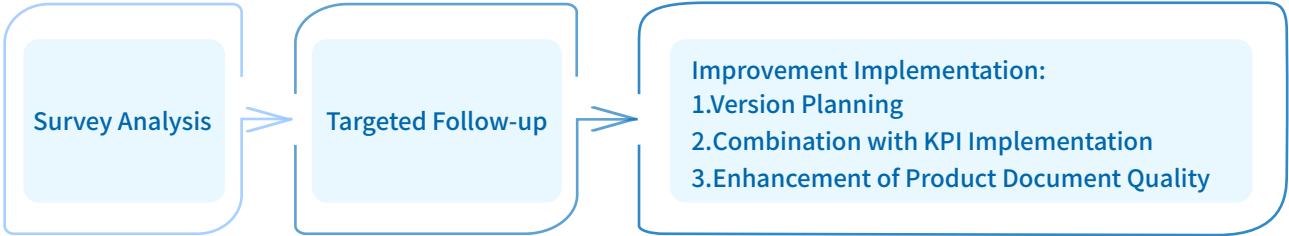
In June 2024, Yealink's Customer Experience Centers (CEC) in DACH region and France opened in Munich and Paris, with ecosystem partners like Microsoft and Hisense attending the opening ceremony. The experience centers comprehensively showcased Yealink's key products and solutions, featuring new product demonstrations, interactive experiences, solution showcases, and customer knowledge sharing sessions. The Company's team engaged in in-depth discussions with customers about industry insights, demonstrating the Company's understanding and attention to customer needs.



Customer Experience Center Opening

To further enhance communication with customers and deepen understanding of customer needs, the Company has established a customer satisfaction measurement system. It annually plans *Customer Satisfaction Survey Promotion Plans* and satisfaction surveys, setting different measurement indicators and using various measurement tools and methods for different product customers. Survey information is analyzed and evaluated to form *Customer Satisfaction Reports* used for decision-making improvement and solution enhancement.

Satisfaction Survey Process



Key Performance

In 2024, the customer satisfaction reached **88.3%**.

05 Empowering Employees & Growing Together

Philosophy

The Company focuses on building a comprehensive labor management system that places employee rights protection at its core, supported by talent development strategies. Meanwhile, the Company provides diversified training and learning platforms to encourage employees' continuous self-improvement and professional excellence. In occupational health and safety, the Company strictly adheres to relevant standards, implements proactive measures, and conducts regular risk assessments and emergency drills to ensure employees work in a safe and healthy environment. This demonstrates our profound commitment to employee welfare and sustainable development.

Our Actions

- Labor Management System
- Protection of Employees' Rights and Interests
- Talent Development Strategy
- Occupational health and safety

Highlights

🛡️ Employees' Rights and Interests

- The Company employs 62 ethnic minority workers
- 2 dedicated meetings were held on collective agreement terms and working conditions, resulting in 100% collective agreement signing rate with employees
- The Company has 741 female employees, including: 24% in senior management/key positions; 23% in R&D roles
- The Company invested 113,188 CNY in activities exclusive to female employees, with 711 females participating
- The Company (including the Headquarters) conducted 2-hour diversity, anti-discrimination, and anti-harassment training, with 2,169 employees participating (100% coverage)
- The internal overall employee satisfaction reached 83.4%, based on 34 surveys covering 9,012 responses

🌟 Development & Incentives

- 100% of employees underwent regular performance assessments
- 369 employee trainings were conducted totaling 91,680 hours, averaging 42.27 hours per capita, with 100% coverage across categories
- 264 professional skill enhancement trainings were delivered totaling 17,083 hours, averaging 29.61 hours per capita, with 26.6% coverage
- In 2024, 19.7% of employees were covered by restricted stock or stock option incentives

🎁 Employee Benefits

- The Association of the Employee Assistance Foundation has helped 143 employees, with a total assistance amount of 26.1755 million CNY.
- 100% of employees were covered by a living wage survey, with 100% meeting living wage standards

🛡️ Health and Safety

- 811,983 CNY was invested in employee health checkups. Health checkups (for employees with ≥ 1 year of service) achieved 100% coverage. 100% of employees underwent health and safety risk assessments
- The Company conducted 16 emergency drills
- There was 0 work-related fatality

Labor Management System

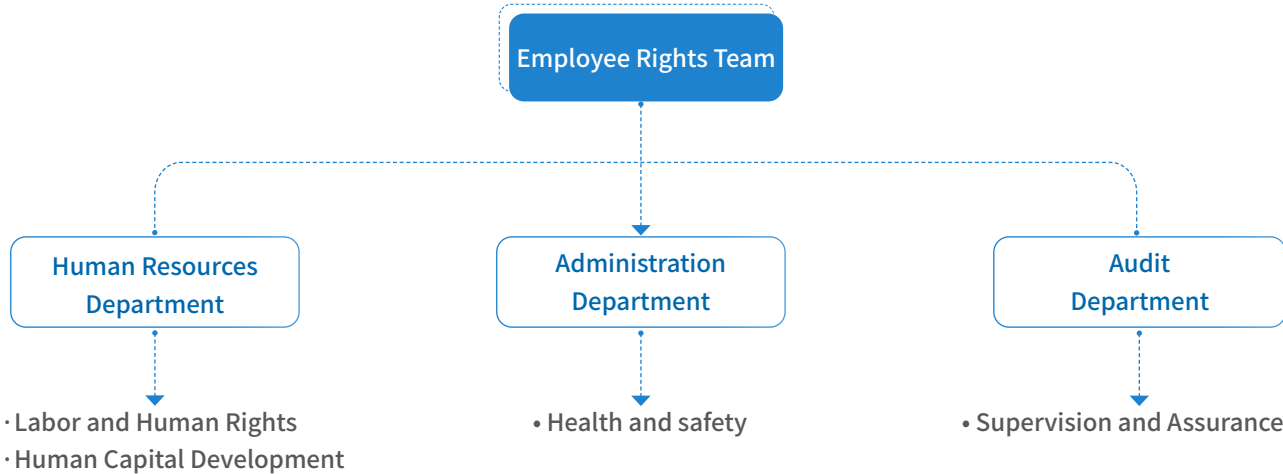
Yealink respects international human rights conventions including the *Ten Principles of the United Nations Global Compact*, the *Universal Declaration of Human Rights*, the *International Labor Organization Declaration on Fundamental Principles and Rights at Work*, the *International Labor Organization Conventions*, and the *United Nations Guiding Principles on Business and Human Rights*, strictly implements laws and regulations such as the *Labor Law of the People's Republic of China*, the *Contract Law of the People's Republic of China*, and the *Special Provisions on Labor Protection for Female Employees*, and continuously standardizes the labor management system. We have established a system covering all aspects of employee development to protect the rights and interests of employees, promote employee development, and cultivate practical, progressive and professional Yealink employees.

Current Labor Management System of Yealink	
Employees' rights and interests and the Red Line of Their Behaviors	<i>Labor and Human Rights Management Manual</i>
	<i>Employee Manual</i>
	<i>Professional Ethics and Code of Conduct of Employees</i>
	<i>Employee Red Line Behaviors</i>
	<i>Business Ethical Behavior Management Manual</i>
Attendance Management	<i>Attendance Management System</i>
	<i>System for Flexible Adjustment of Working Hours</i>
Performance Management	<i>Employee Performance Management Measures</i>
	<i>Measures for the Management of High-Value Projects</i>
Transfer Management	<i>Internal Transfer Management Regulations</i>
	<i>Promotion and Demotion Management System</i>
Recruitment Management	<i>Recruitment Management System</i>
	<i>Internal Referral Rules</i>
	<i>Measures for the Management of Reemployment of Resigned Employees</i>
Training Management	<i>Regulations on the Management of Tutorial System</i>
	<i>New Graduate Conversion to Full-Time Employee Management Measures</i>
	<i>Regulations on the Management of Dispatched Training</i>
Qualification Management	<i>Regulations on the Management of Professional Qualification Certification</i>
Compensation and Incentive Management	<i>Remuneration Management System</i>
	<i>Project Incentive System</i>
	<i>Articles of Association of the Employee Assistance Foundation (Third Edition)</i>
Occupational Health Management	<i>Occupational Health and Safety Management Manual</i>
	<i>System for the Management of Labor Protection Articles</i>

Protection of Employees' Rights and Interests

The Company adheres to fair and impartial employment principles, establishing an Employee Rights Group to comprehensively manage employee rights. It is committed to creating a safe, healthy, diverse, and equitable work environment, fostering employee development in a democratic and open atmosphere. Simultaneously, the Company has established diversified communication channels, including formal meetings, reports, emails, etc., to promote exchange and collaboration among employees. These initiatives not only effectively safeguard employees' legitimate rights and interests but also significantly enhance employee satisfaction and sense of belonging, strengthening their identification with the enterprise. This, in turn, lays a solid foundation for attracting and retaining key talent.

Employee Rights and Interests Group and Topics It Concerned



Diversity and Equality

The Company upholds compliant recruitment principles, treating all candidates and employees equally to ensure they enjoy equal rights and opportunities in recruitment, hiring, promotions, and other processes. During the recruitment process, the Company strictly adheres to the concepts of diversity and equality, proactively adopting measures such as secondary verification of candidates' identity information before hiring to prevent child labor, discrimination, and harassment. Meanwhile, the Company regularly conducts training on diversity, anti-discrimination, and anti-harassment to enhance employees' awareness of the importance of multiculturalism and equality, cultivate their sense of respect and inclusivity, thereby promoting a spirit of collaboration and team cohesion within the enterprise and driving the Company's sustainable development.

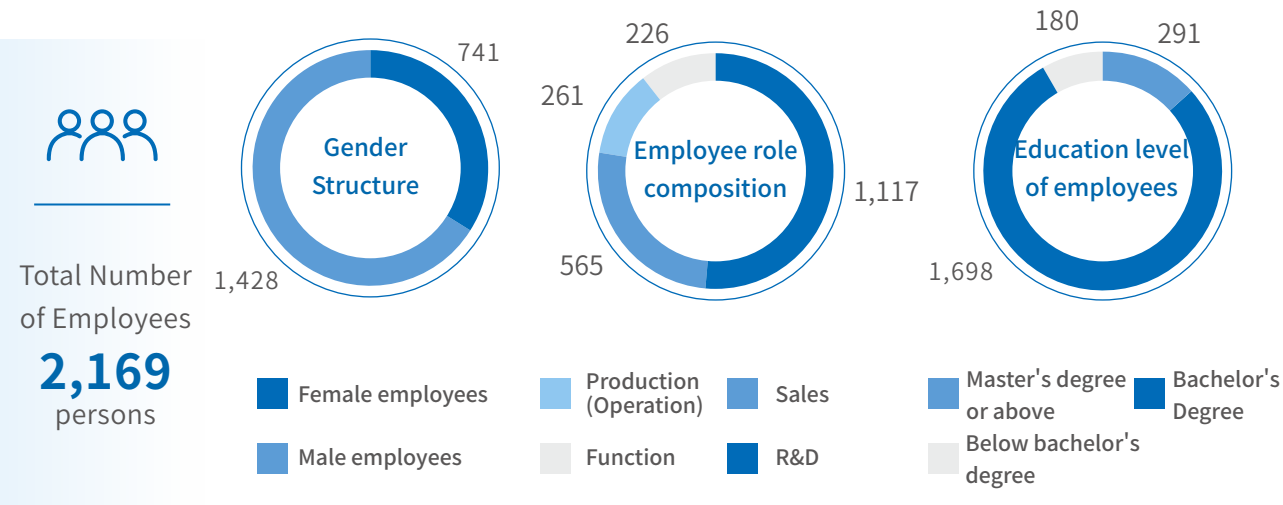
Diversity and Equality Principles

- 1

Prohibition of child labor
- 2

Prohibition of discrimination against female workers in any form, especially pregnant women
- 3

Prohibition of discrimination against employees based on race, nationality, religious belief, gender, sexual orientation, age, skin color, disability, geographic origin, social background, ethnicity, marital status, or reproductive status



Key Performance

In 2024, the Company employed **62** ethnic minority employees, accounting **1/25** of the Company's management and **1/9** of the Board of Directors. The Company **does not** employ any child labor or underage workers.

Anti-Forced Labor

The Company strictly complies with relevant laws, regulations, and international standards against forced labor, resolutely eliminating any form of forced labor practices, and actively conducting training to raise awareness of anti-forced labor and anti-child labor employment. The Company adheres to the principle of voluntarism in recruitment, ensuring all employees join based on personal will without coercion, deception, or exploitation. It respects employees' career development plans, assigns tasks rationally, and avoids excessive labor or unreasonable work demands.

Meanwhile, the Company has established a sound labor management system to safeguard employees' legitimate rights and interests, such as reasonable working hours, rest and vacation, labor remuneration, etc., allowing employees to develop in a free, equal, and dignified work environment and realize their personal value. If employees need to work overtime temporarily due to business needs, the Company requires that the overtime application process should be initiated by managers at the department head level or above and approved by managers at the deputy general manager level or above before implementation. The overtime hours can be used for compensatory time off subsequently.

Case Anti-Child Labor and Forced Labor Training to Foster an Equal and Friendly Work Environment

In July 2024, the Headquarters conducted a 2-hour training on anti-child labor and forced labor for **1,611** employees, covering five major aspects: the international background, domestic laws and policies, social impact, corporate responsibility and supply chain management, and public awareness and social action. The training incorporated diverse domestic and international cases to systematically enhance employees' awareness of protecting their own rights and interests, thereby creating an equal and friendly employment environment.



Anti-Child Labor and Forced Labor Training

Female Employees' Rights and Interests

The Company attaches great importance to safeguarding the rights and interests of female employees, upholding the principles of gender equality and equal opportunities, and creating a fair, inclusive, and respectful work environment for female employees. In recruitment, promotion, training, and other aspects, the Company provides equal opportunities to female employees, resolutely eliminates gender discrimination, and ensures that female employees can obtain development and promotion opportunities based on their abilities and performance.

Key Performance

In 2024, the Company had **741** female employees, among whom: **24%** in senior management/key positions; **23%** in R&D roles

The Company strictly combats gender discrimination and harassment, pays special attention to the health and welfare of female employees, strictly implements national regulations on labor protection for female employees, provides maternity leave, breastfeeding leave, and other benefits, actively listens to the opinions and suggestions of female employees, and has established a female employee committee within the Company's labor union, allowing them to fully express their views and participate in corporate decision-making, enabling female employees to realize their self-worth in the workplace and contribute their wisdom and strength to the Company's development.

Measures to Protect Female Rights and Interests

Combating gender discrimination and harassment

- The Company strictly combats gender discrimination and harassment, encourages female employees to report any inappropriate behavior, and provides support and protection.

1

Safeguarding female employees' legitimate rights and interests

- The Company strives to ensure that female employees are not forced to take pay cuts or be dismissed due to pregnancy, childbirth, and breastfeeding;
- The Company has formulated job retention policies, providing various job retention measures such as retaining original positions or promotion decisions for female employees returning to work after childbirth, and offering flexible positions.

2

Female welfare benefits

- The Company provides dedicated rest and breastfeeding areas for female employees;
- The Company provides maternity leave, short maternity leave, abortion leave, parental leave, daily 1-hour breastfeeding leave, and other leaves, as well as maternity fund subsidies.

3

Case

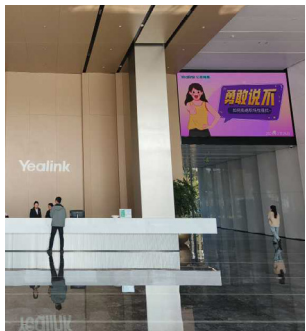
Zero Tolerance, Joint Protection, Say No to Workplace Sexual Harassment Campaign



To create a safe and respectful work environment, in September 2024, the Company (including its headquarters) conducted a 2-hour anti-discrimination and anti-harassment training for 2,169 employees with a coverage ratio of 100%. Among them, 1,666 staff members from the Company's HQ participated in it, representing 100% of HQ staff. The training content included key aspects such as the definition of sexual harassment, its manifestations, how victims should respond, and the Company's reporting channels. Additionally, the Company displayed posters rejecting workplace sexual harassment in prominent locations such as the lobby screens and elevator areas, conveying the Company's zero-tolerance attitude towards sexual harassment to all employees, reminding everyone to remain vigilant at all times, and jointly maintain workplace dignity and a harmonious atmosphere.



Anti-Discrimination and Anti-Harassment Training Materials



Promotional Poster

Case

Warm Gifts for Women's Day, Celebrating the Blooming of Female Power



In 2024, the Company dedicated itself to creating the "WOMAN Walk the Line" Women's Day theme event, meticulously planned and invested 113,188 CNY to express sincere festival greetings and respect to 711 female employees. On the day of the event, every female employee received exquisite flowers and thoughtful gifts, making them feel the warmth and support from the Company.



"WOMAN Walk the Line" Women's Day theme event

Employee Democratic Rights and Interests

The Company has always placed employee democratic rights and communication in an important position, actively establishing a diversified communication platform. Currently, 28 service accounts have been set up for employees to provide feedback on various issues, including environmental complaints, health and safety complaints, complaints about child labor recruitment, gender discrimination and harassment complaints, work condition feedback, etc., continuously improving corporate governance, stabilizing labor relations, opening up employee communication channels, and enhancing employee cohesion.

Service Accounts of the Company (Partial Display)



IT service account:
Assist in resolving daily office computer, software, printing, network, security, IT fixed assets, IT systems, OA processes, and other issues.



Administrative service account (canteen, dormitory, parking, office experience):
Assist in resolving property-related matters (canteen, dormitory), environment, parking, office experience (excluding attendance and annual leave matters), etc.



Audit service account:
Feedback on management issues, corruption reporting, including: Corruption, discrimination, and harassment issues.



Corporate ride-hailing service account:
Provide consultation on nighttime overtime, business trip transportation, and official outing transportation.

Key Performance

In 2024, the Company held **2** employee meetings on collective agreement content and work conditions.

Employee Satisfaction

The Company comprehensively conducts employee satisfaction surveys, accurately identifies the concerns of employees at all levels and positions, builds a comprehensive survey system, conducts in-depth investigations on key specific topics such as property, dormitory, canteen, and business travel on a quarterly basis, extensively collects employee suggestions, and meticulously compiles a list of issues. Based on the survey results, the Company formulates practical and targeted improvement plans to continuously enhance employee satisfaction and a sense of belonging, injecting strong momentum into the Company's steady development.

Key Performance

In 2024, the employee overall satisfaction rate reached **83.4%**, with a cumulative number of surveys of **34** and a cumulative number of surveyed individuals of **9,012**.

Employee Satisfaction Survey System

Specific Satisfaction Surveys

- Canteen
- Property
- Business travel
- Dormitory
- Shuttle bus

Festival Satisfaction Surveys

- Women's Day
- Christmas
- Anniversary Celebration
- Dragon Boat Festival
- Mid-Autumn Festival
- Year-End Party

Other Satisfaction Survey

- Administrative Service Quality Satisfaction Survey

Case

Listening to Employee Voices - Comprehensively Improving Water Quality and Ensuring Drinking Water Safety

The Company always places employees' opinions and suggestions in an important position. In response to employees' concerns about the quality and odor of drinking water and floor water purifiers, the Company has adopted various improvement measures. Currently, drinking water is strictly inspected by professional institutions every quarter to ensure its safety. Meanwhile, the Company's floor water purifiers utilize advanced 5-stage water purification processes, strictly controlling water quality in terms of color, odor, and safety. Regarding the possible odor issue of hot water, the property department arranges dedicated personnel to open the water purifiers every Monday morning to drain some cold and hot water that may have an odor. Meanwhile, the Company will simultaneously verify the water quality and odor issues in the future. Once any odor is detected, it will be reported and handled in accordance with emergency disposal procedures to ensure that employees can enjoy safe and high-quality drinking water.

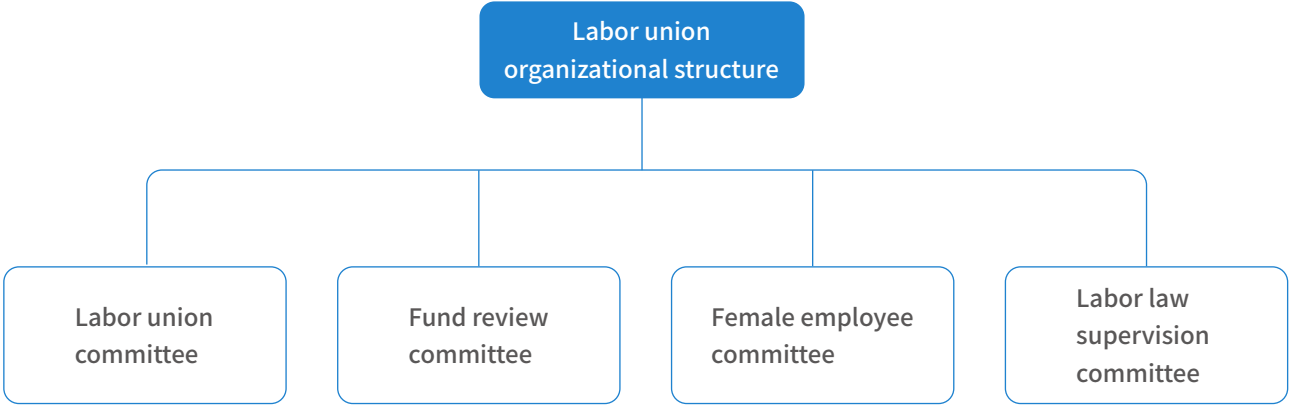
Labor Union Management

The Company has established a labor union in accordance with the law and continues to improve the *Labor Union System*, serving as a bridge between employees and management, representing employees in collective bargaining, focusing on major matters of vital interest, and safeguarding employee rights and interests. Meanwhile, the Company respects employees' rights to freedom of association and collective bargaining and organizes employees to join the labor union in accordance with the law. In addition, the Company signs the *Labor Union Collective Agreement* with employee representatives in accordance with laws and regulations, covering health, safety, working conditions, training and development, anti-discrimination, etc. It has conducted 2 exchanges with employees on the content of the collective agreement and working conditions, with an employee coverage rate of 74%, ensuring that employee rights and interests are protected.



Labor union honors

Organizational Structure of the Labor Union in the Headquarters and Yealink Tongxun



Labor Union Benefits

Safe return to Xiamen subsidy	Employee medical mutual aid	Educational enhancement	Labor Union card
New Year warmth	Lactation room	Employee social events	Two cancers screening
Application for affordable housing and talent apartments	Benefits for staying in Xiamen during New Year	Children's school enrollment	

Key Performance

In 2024, the Company achieved a 100% signing rate for collective agreements with employees.

Talent Development Strategy

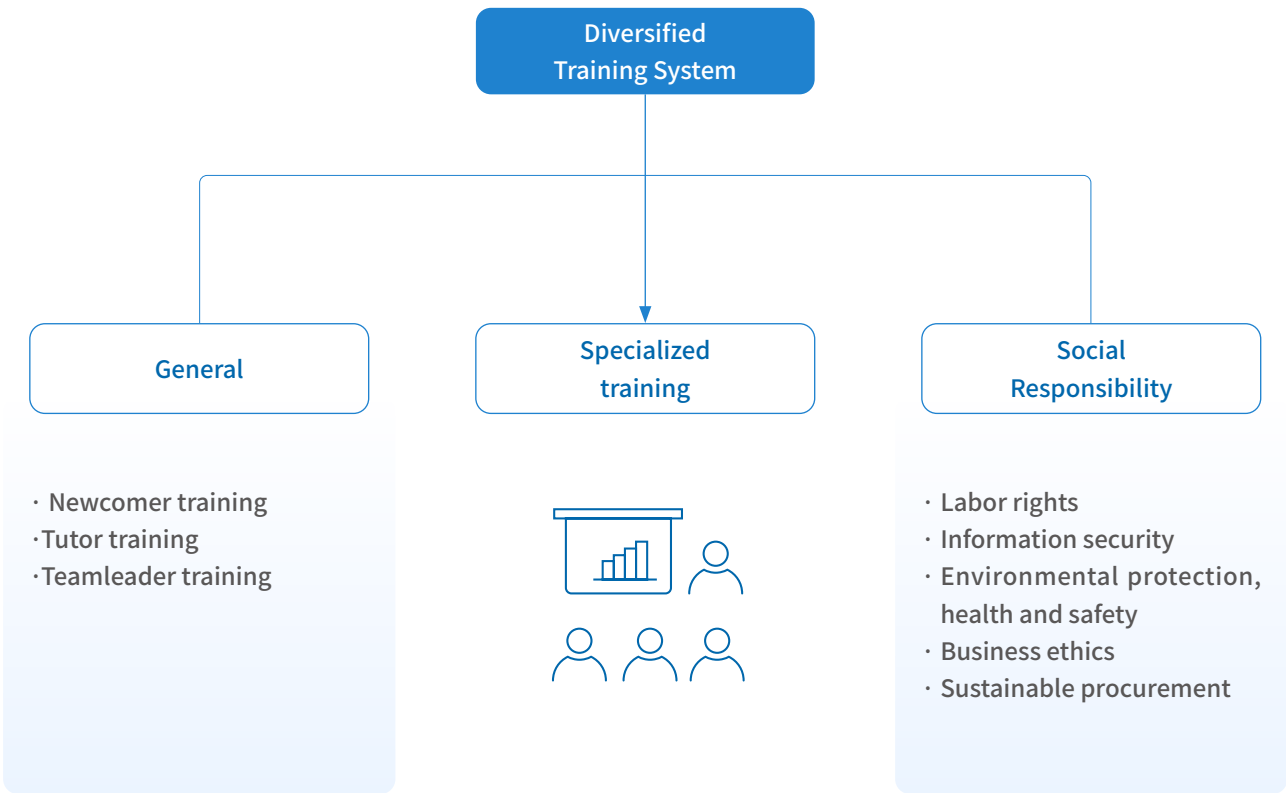
The Company is fully aware of the close connection between employee growth and corporate competitiveness and is committed to providing comprehensive training, including skill enhancement, management training, and career planning, and has established a comprehensive career development system to motivate employees to challenge themselves and achieve growth through internal promotions and transfers.

Talent Training

The Company attaches great importance to talent training and adopts diversified talent training methods to achieve an organic combination of "internal training + external training" and "online + offline".

Through this diversified training approach, the Company has comprehensively enhanced employees' professional skills and overall quality, laying a solid talent foundation for the Company's sustainable development.

Company Training System



The Company organizes experienced internal experts and business backbones to develop targeted internal training courses, share company business knowledge, process specifications, and successful cases, help employees deeply understand the corporate culture, and quickly integrate into the work environment. Meanwhile, the Company fully supports employee external training, has formulated the *External Training Management Regulations*, clarifying key aspects such as basic requirements and approval processes for external training, providing employees with a broad learning platform and growth opportunities, helping employees broaden their professional horizons and enhance their skill levels, thereby promoting the overall improvement of its talent quality and business development.



External training application

In terms of training formats, the Company makes full use of the "Yealink Learning and Growth Center" online training platform to break through time and space constraints, providing employees with abundant online course resources and facilitating employees' autonomous learning anytime, anywhere. Offline training is conducted through face-to-face courses, practical exercises, team building activities, etc., to enhance the interactivity and effectiveness of training and promote communication and cooperation among employees.

Company Training Content Setting

Newcomer training

- Orientation guidance, newcomer meeting, and collective newcomer training on culture, professional quality, products, systems, and integration activities
- Duration: for new graduates, once a year and one week each time; for new employees recruited through social channels: once a month and 2 days each time

Tutor training

- Develop a tutor management system to implement the selection, empowerment, inventory, evaluation and incentive of tutors, and launch new tutor training programs
- Duration: New tutor training will be conducted once or twice a quarter

Teamleader training

- Operated in the form of teamleader training classes, the contents include external classic management theories, internal management logic and practical experience, after-class practice, examinations, etc
- Duration: Each session spans half a year, with two sessions in one year

Professional training

- Organize training that support the Company's key business development, such as solution sales training and R&D project management training

Case Training Supports Strategy - Yealink Learning and Growth Center Establishment

The Company places high importance on talent training and establishes the Yilian Learning and Growth Center, embodying the concept of "Talent Growth Drives Organizational Development" and deepening the development of a ever-learning organization. The center shoulders the mission of "promoting the Company's strategy and inheriting its corporate culture", and conducts training in various aspects such as management cadres, key business operations, and on-the-job improvement, providing employees with comprehensive and multi-channel training resources. Such platform covers a wide range of courses including professional skills, management capabilities, and professional qualities, aiming to help employees grow rapidly and enhance their overall business capabilities and team collaboration skills.

Key Performance

In 2024, the learning duration on Yealink Learning and Growth Center's online platform totaled **64,690** hours, with **100%** employee coverage.

Cadres Training Class

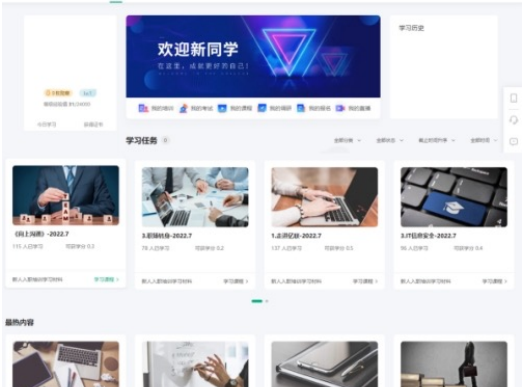
To cultivate excellent qualities among management cadres at all levels, such as being practical, facing difficulties head-on, and creating value, and to enhance their management awareness and capabilities, Yealink College organizes concentrated lectures and post-training practice for middle-level cadres, grassroots cadres, and reserve cadres.

Technique Class

To support the Company's future expansion in the fields of solutions and cloud services, Yealink College offers consultant-style sales, market area planning, and sales technique courses to all sales and pre-sales technical personnel.

On-the-Job Business Improvement

To accelerate the improvement of personnel capabilities in various business areas and break through common professional capability improvement bottlenecks, the Company arranges employee promotion IDP plans, assigns mentors, and provides corresponding business training.



Yealink Learning and Growth Center

Case

Onboarding Training for Graduates: Accelerating Workplace Integration for New Employees



In 2024, the Company carefully designed a 6-working-day offline training course for 164 new graduates, aiming to help them quickly understand the workplace environment and integrate into the Company's culture. The training content covers various aspects such as Company culture, job skills, and team collaboration. Through interactive teaching, group discussions, scenario simulations, and other diverse forms, not only do the new graduates systematically master necessary workplace knowledge, but they also promote communication and interaction among themselves. The assessment results showed that all participating new graduates passed smoothly, and the training satisfaction rate reached 98.3%.



2024 New Graduate Training

Case

Leadership Empowerment Program: Developing Versatile Management Elites



From May to June 2024, the Company organized a training program for newly promoted cadres, aiming to further improve the talent echelon and comprehensively enhance the comprehensive management capabilities of managers. The training content covered key areas such as leadership cultivation, team management, decision-making thinking, communication, and coordination. Through theoretical explanations, case analyses, role-playing, and other teaching methods, the newly promoted cadres gained an in-depth understanding of management essentials and mastered practical management skills. A total of 32 people participated in this training, with a duration of 28.5 hours.



2024 New Cadres Empowerment Training

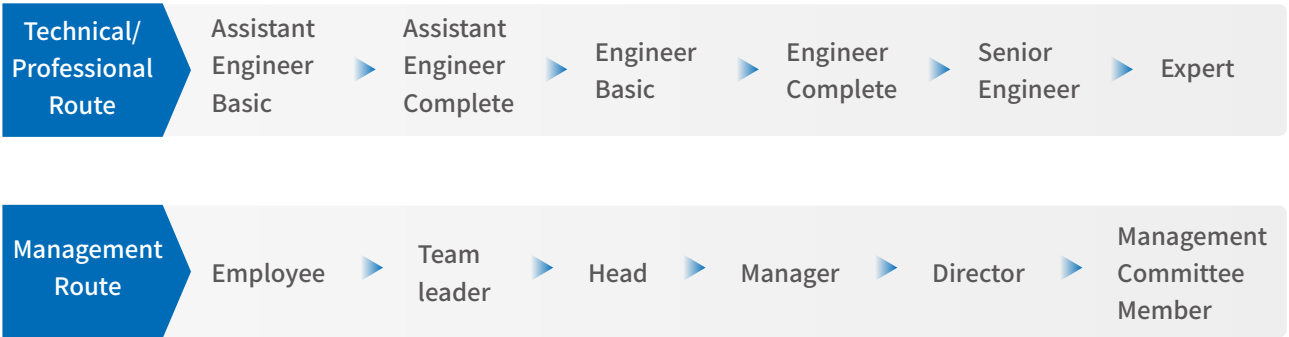
Key Performance

In 2024, the Company's training covered various topics under the environmental, social, and governance (ESG) dimensions, with a total investment of **58,000** CNY.
A total of **369** training sessions were held, with a total duration of **91,680** hours, averaging **42.27** hours per employee, and **100%** employee participation. Of these, training at Yealink HQ accounted for **77,594** hours, averaging **46.58** hours per employee.
Professional skills enhancement training for employees included **264** sessions, totaling **17,083** hours, with an average duration of **29.61** hours and a coverage rate of **26.60%**.

Talent Development

The Company has established a company-wide qualification system, clarified dual career development channels, set clear promotion standards, and motivated employees to improve their skills. The "dual-channel" model provides employees with technical and management career paths, ensuring personalized growth and promotion opportunities, and enhancing job satisfaction and loyalty. Meanwhile, the Company has opened up internal job application channels, allowing employees to apply for positions across departments or functions based on their career plans and interests, providing them with broader growth spaces and richer career development opportunities, and building a virtuous cycle of mutual growth between employees and the Company.

Career Development Dual Channel



Case

Opening Internal Promotion Channels to Provide Better Career Development Opportunities for Employees

In June 2024, to further expand overseas markets and provide internal employees with broader career development opportunities, the Company launched a recruitment campaign for overseas sales personnel within the sales department, further stimulating employees' potential and injecting new vitality into the Company's overseas sales team.

Performance Feedback

The Company continuously optimizes the performance appeal mechanism and process, making every effort to prevent and properly handle deviations in performance evaluation, and adhering to the principle of fairness in performance appraisal. The Company has formulated the Performance Management Measures and clarified the mandatory rules for performance interviews in the measures, requiring and supervising managers to promptly conduct in-depth communication with "employees needing attention", provide targeted guidance to employees, and help them improve their performance, ensuring the scientificity and effectiveness of performance management.

Performance Plan

The Company formulates performance goals and key action plans to support goal achievement

01

Performance appraisal

Event 1: Quarterly end self-evaluation of performance goals by employees
Event 2: Quarterly reporting by management and key employees
Event 3: Superior evaluation of performance goals and performance rating



Performance Implementation and Coaching

Event: Superiors understand the work of subordinate employees and provide guidance through weekly meetings, monthly summaries, or monthly performance evaluations; Employees promptly report difficulties to their supervisors and seek guidance.

02

Performance Management Procedure

Performance feedback and improvement

After the performance results are evaluated, the supervisor conducts a performance interview with the subordinate employee and determines an improvement plan

04

Assessment Process Control and Supervision

Assessment Cycle

- Employees submit their performance evaluation self-assessments and work plans for the next quarter to their direct supervisor through the reporting system in the first month of each quarter. The department's performance evaluation result summary table is compiled by the operations department on a quarterly basis.

Appeal Cycle

- If the evaluated individual has objections to the evaluation results, they can file an appeal with the department/team leader or the performance management specialist in the human resources department within 7 natural days after the performance announcement. If the deadline is exceeded, it will be deemed that there are no objections. The acceptor/department should make a ruling within 3 working days.

Interview Spot Check

- The HR department conducts spot checks on the implementation of performance interviews, provides written feedback to those who fail to conduct performance interviews as required, and copies their superiors.

Key Performance

In 2024, the percentage of employees who received regular performance evaluations was **100%**. The retention rate¹ of key employees was **92.34%**, while the turnover rate² of key employees was **7.57%**.

Note 1: The retention rate of key employees (middle management and above), excluding new hires, is calculated as follows: Annual employee retention rate = (number of employees at the end of the period - number of new hires) / number of employees at the beginning of the period × 100%.

Note 2: The turnover rate of key employees (middle management and above), calculated according to CASS ESG 5.0 guidelines: Annual employee turnover rate = number of departures / (number of employees at the beginning of the year + number of new hires during the year).

Case

Comprehensive Performance Interview Management to Create a Fast Track for Talent Development

Through comprehensive performance interview management, the Company sets up different forms of performance communication for new employees, probationary period transitions, and regular employees to ensure the alignment of personal growth with Company goals. To optimize the talent development strategy, the Company customizes probationary period training plans for new employees within two weeks of joining, clarifying their initial career paths, and strengthening their job awareness and personal development goals.

Employee Performance Communication Form

End of employee probationary period

The Company focuses on employee career development through comprehensive performance interview management and mentor teaching systems.

Regular employees

Quarterly performance and goal-setting communication to ensure that employee capabilities and corporate needs are synchronously improved, and to formulate clear plans for the next quarter's development.

Talent Incentives

The Company has established a multi-level compensation and incentive system, continuously improve the regular and effective incentive mechanisms for core employees and potential key talents met the needs of the Company's long-term sustainable development in the future, stimulated employee potential, enhanced loyalty, ensured talent stability, and promoted the Company's steady development.

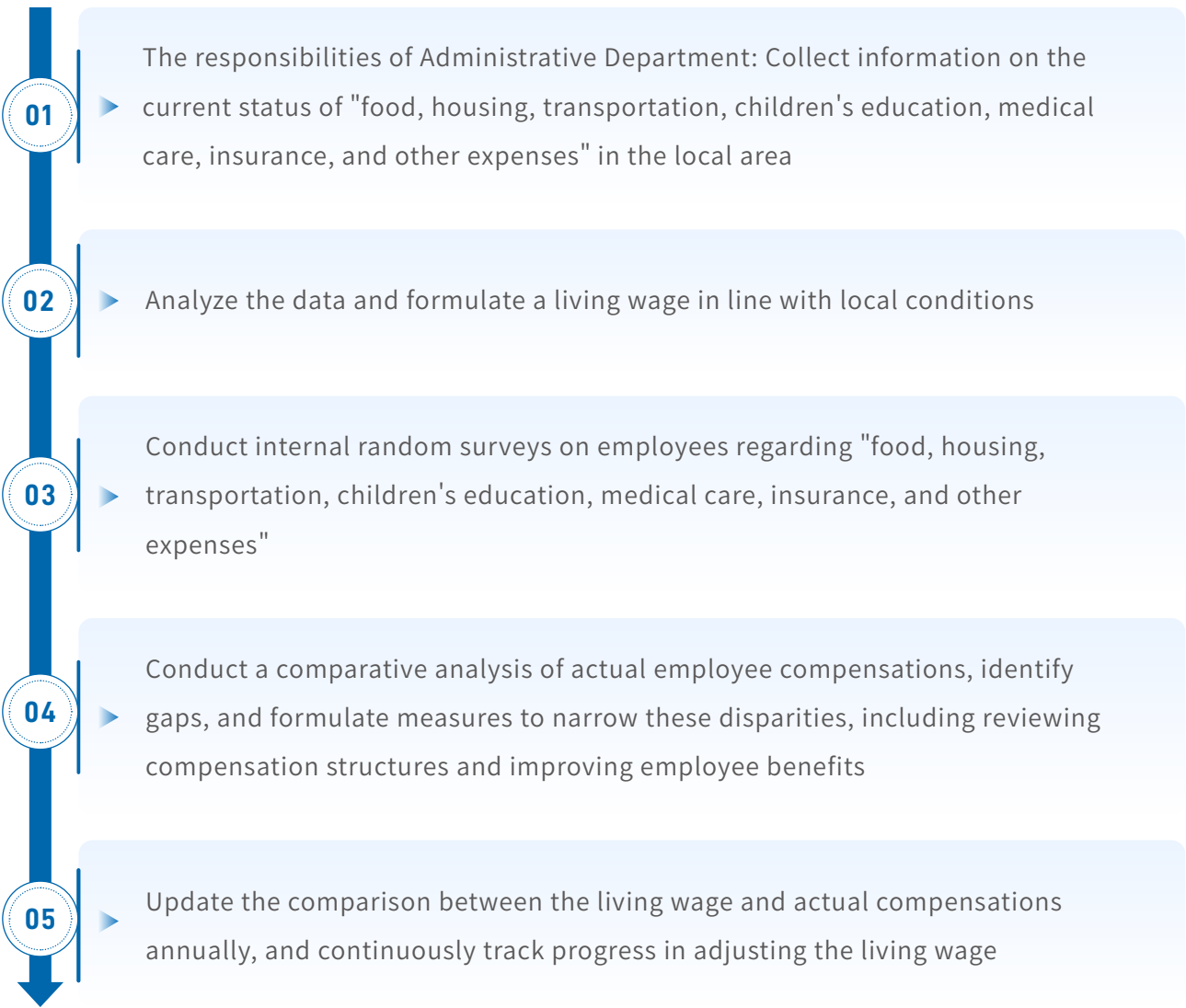
	Major Incentive System	Evaluation Basis
Senior management	Business partner incentives, restricted stock incentives	Contribution to the Company's current or medium- and long-term development
Middle management	Restricted stock incentives, stock option incentives	Achievement of current goals and their contribution to the Company's business areas
Grassroots	Compensation incentives	Employee performance evaluation results

94

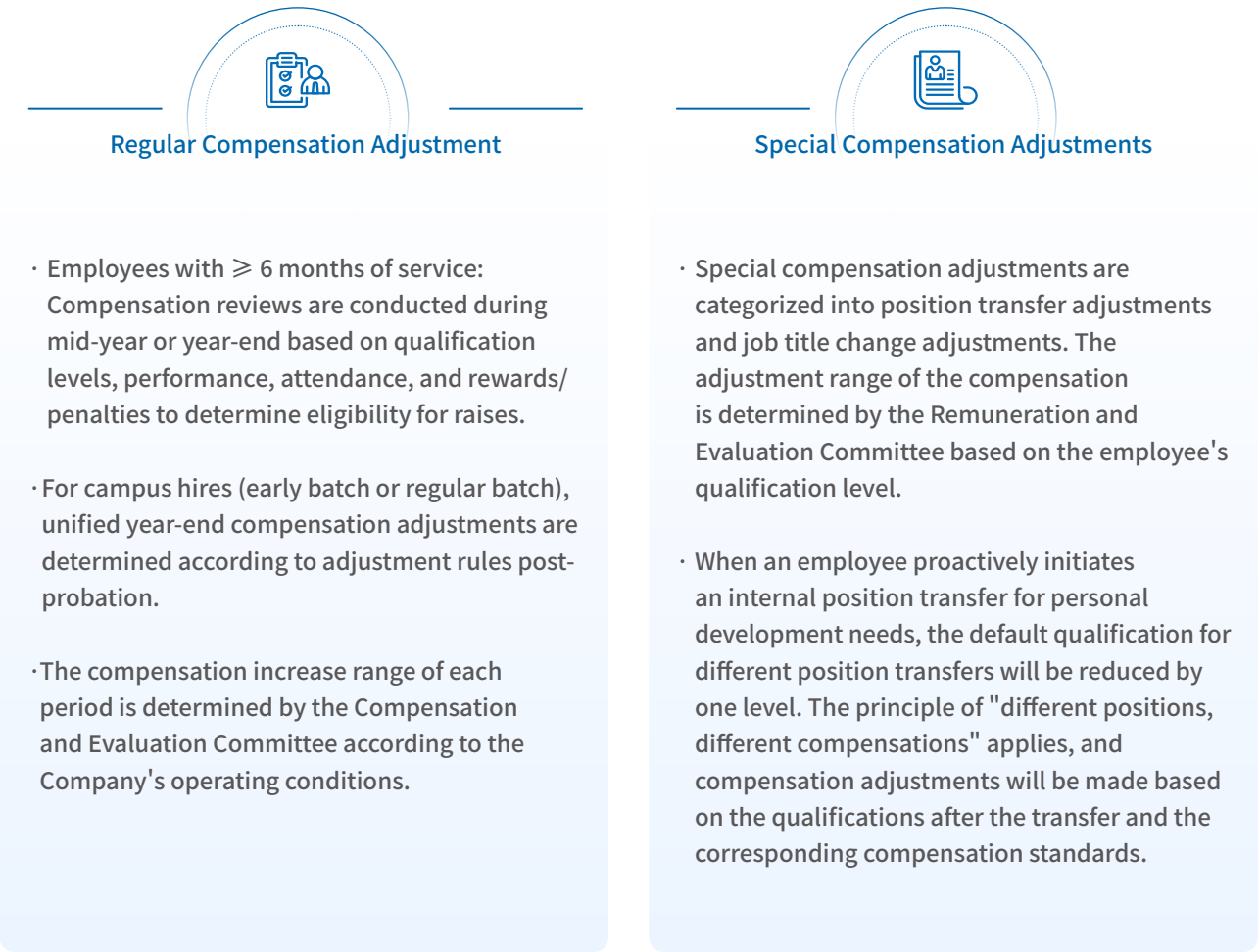
Compensation incentives

The Company adheres to the principle of matching value creation with returns, striving to ensure that high-value contributors receive generous returns. The Company follows the management principles of simplicity, transparency, and efficiency, formulates and implements the *Compensation Management System*, clearly defines the compensation structure and the calculation method of year-end bonuses. In June 2024, based on scientific and comprehensive compensation surveys, the Company formulated a compensation plan to ensure the competitiveness and fairness of the compensation system, further stimulate employees' work enthusiasm and loyalty, and promote mutual growth between the Company and employees.

Living-Wage Setting Process



Compensation Adjustment Rule



Key Performance

In 2024, it was confirmed that the Company's living wage in Xiamen is **3,450** yuan/month. The living wage survey covered **100%** of employees, with **100%** of employees earning above this amount.

Equity Incentive

To further establish and improve the Company's multi-level incentive mechanisms and fully mobilize employees' enthusiasm, the Company has implemented long-term incentive mechanisms, including the Business Partner Equity Plan, Restricted Stock Unit Incentive Plan, and Stock Option Incentive Plan. These mechanisms promote the Company's long-term development and value, ensuring the realization of the Company's development strategy and long-term business goals.

Key Performance

In 2024, the Company's Restricted Stock Unit Incentive Plan granted **159** individuals with **3,099,600** shares.
In 2024, the Company launched its first phase of the Stock Option Incentive Plan, with **268** grantees and **956,550** stock options granted;
In 2024, **19.7%** of employees were covered by restricted stock or stock option incentives

Welfare and Care

The Company is committed to building a comprehensive and in-depth welfare system that covers all aspects of employees' lives with multi-level care, promoting the harmonious development of corporate culture.

Welfare Program	Content	Welfare Program	Content
Marriage welfare	Cash red packets for weddings	Housing (including dormitories) support	Purchase of talent housing, accommodation in industrial park dormitories
Maternity Welfare	Maternity gift packs	Education support	Quota for district elementary schools and municipal talent schools
Condolences for relatives' funerals, hospital visits for employees, and critical illness visits for immediate family members	Condolence payments	Health support	Annual physical examination
Insurance	Employee insurance	Medical and welfare insurance	Five social insurances and one housing fund, medical insurance

Key Performance

The coverage rate of social security for the Company's employees is **100%**.

The Company attaches great importance to employees' physical and mental health and is committed to carrying out diversified care activities. By organizing sports competitions, team building, club activities, and festival events, and providing employee dormitories and canteens, the Company enhances team cohesion and ensures a safe and comfortable living and dining environment for employees.

case

Employee Assistance Foundation: Helping Employees Overcome Difficulties Together

The Company has established an Employee Assistance Foundation to provide substantial support to employees during critical moments such as home purchases and major illnesses. The Yealink Employee Assistance Foundation Regulation (*Third Edition*) has been formulated, which detail the scope and standards of assistance. In 2024, upon learning that an employee had unfortunately been diagnosed with leukemia, the Company immediately organized personnel to visit the hospital and allocated 50,000 yuan from the Employee Assistance Foundation to show care. A donation campaign was also initiated, which ultimately raised a total of 385,819.28 yuan from all employees.

公告 行政公告

发布于：2024/10/25 10:45

海外营销中心 募捐事项进展同步4

Hi, All:
给大家带来好消息，我们的同事 经过化疗及干细胞移植，身体好转，现已转入无菌病房。昨天带着大家的关心再次到病房探视他时，他表示，虽然治疗的过程面对很多艰难和痛苦，但持续感受到大家对他的关爱和帮助，他心里充满力量。他写了一些话来告诉大家目前的状态和对未来的期待。
“致亿联小伙伴们：感谢大家对我的关心与帮助，历经半年，目前已经顺利完成了化疗阶段和造血干细胞移植阶段，通过最近一次的骨髓基因检测和嵌合度检查，结果都是非常好的。只是血象还在慢慢恢复，有些发烧，还在医院接受抗感染治疗，我的状态非常好，预计很快就能顺利出院，再经过一段时间休养和定期检查，我想我很快就能重回亿联大家庭了！再次感谢大家对我的帮助！祝福大家开心快乐每一天！”
从今年5月29日爱心捐助倡议发出后，持续收到了741笔共计385,819.28元的爱心捐助和祝福留言，均已交给 。公司仍在持续关注 的治疗和恢复情况，我们期待他的回归。

厦门亿联网络技术股份有限公司
2024年10月25日

Employee assistance donation campaign

Key Performance

As of the end of 2024, the Association of the Employee Assistance Foundation has helped **143** employees, with a total assistance amount of **26.1755** million CNY. In 2024, the Foundation helped **10** more employees, with increasing amount of **3.77** million CNY.



New Year's gifts



Women's Day Activities



Dragon Boat Festival activities



Badminton Club



Football Club



Festive Christmas Gathering



Employee dormitory



Employee canteen



Table Tennis Club



Tug-of-war Competition



Employee snack corner



Female employees: Lactation room



Birthday gift



Swimming Club



Basketball Club



Mid-Autumn Festival activities

Occupational health and safety

The Company follows the ISO 45001 international standard and has established a comprehensive occupational health and safety management system. It is committed to improving the occupational health and safety risk management mechanism. The Company regularly reviews the quality, environmental, and occupational health and safety management systems to ensure their alignment with the organization's strategic direction, as well as their continued suitability, adequacy, and effectiveness.

Employee Health and Safety

The Company is committed to improving the emergency response and rescue capabilities for emergencies. It has formulated and implemented multiple emergency plans and procedures covering natural disasters, public health incidents, accidents, and social security incidents. By regularly conducting emergency drills and training in fire fighting, first aid, and flood prevention, the Company continuously enhances employees' risk prevention awareness and improves their emergency response skills. Furthermore, to further safeguard employees' health and safety, the Company has equipped prominent locations in its headquarters with automated external defibrillators (AEDs), comprehensively enhancing the Company's response and rescue capabilities in emergency situations.

Key Performance

In 2024, the Company's headquarters, Yealink Beijing, and Yealink Communications all obtained ISO 45001 certification.



Yealink ISO 45001 Occupational Health and Safety Management System Certification



Yealink Beijing ISO 45001 Occupational Health and Safety Management System Certification Certificate



Yealink Communications ISO 45001 Occupational Health and Safety Management System Certification

Emergencies

Natural disasters

Earthquake Emergency Response Plan, Typhoon/Flood Prevention & Management Plan, Thunderstorm & Humid Weather Response Plan.....

Public health incidents

Infectious Disease On-site Handling Plan.....

Accidents

Fire Emergency Plan, Elevator Entrapment Response Plan, Food Poisoning Response Plan.....

Social security incidents

Theft/Robbery On-site Handling Protocol.....

Case

Enhancing Emergency Response Capabilities to Build A Safety Work Environment

In August 2024, the Company collaborated with the Xiamen Huli District Red Cross Society to organize a "First Aid Certification Training at Yealink" program. This initiative aimed to improve employees' emergency response and rescue skills, with 32 participants completing the training. By the end of 2024, the Company added 3 certified first aiders to its team, significantly bolstering its ability to handle emergencies and ensure workplace safety.



Emergency Response Capability Training Site in the Headquarter of the Company

Hazard Identification

The Company strictly implements the *Environmental Aspect Identification, Evaluation, and Operational Control Procedures* and the *Hazard Identification, Risk Evaluation, Planning, and Operational Control Procedures*, which fully cover all activities within the scope of the management system. Using the *Hazard Identification and Evaluation Checklist* as a tool, the Company regularly identifies and investigates occupational health and safety risks in the workplace to accurately assess the risk level. Additionally, the Company regularly conducts safety inspections of office facilities and special equipment and provides employees with necessary personal protective equipment to prevent accidents and ensure a safe and healthy working environment.

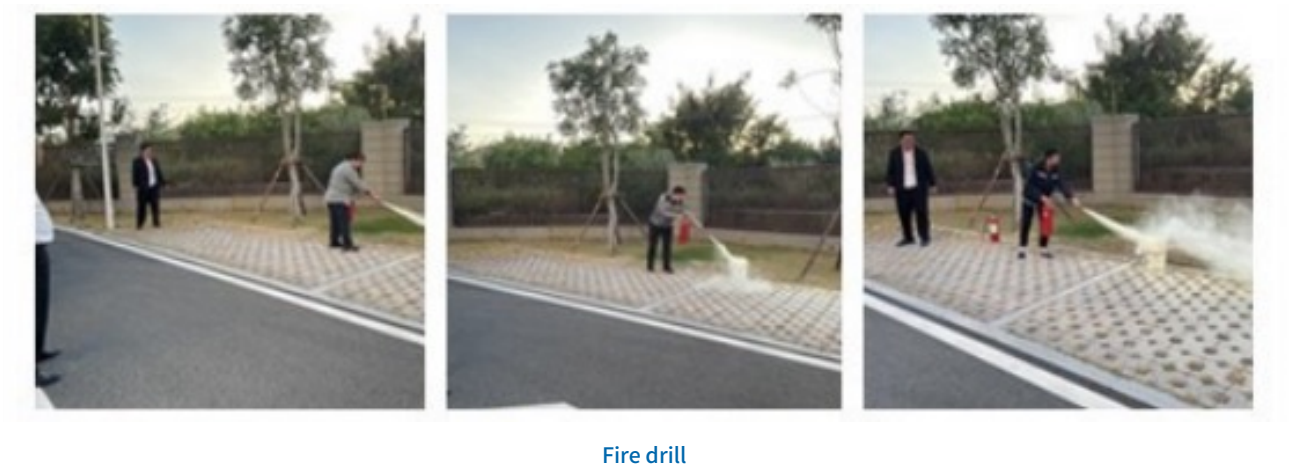


Personal protective equipment

Case

Fire Rescue Drill to Enhance Fire Response Capability

In November 2024, the Company conducted fire safety training covering procedures for fire emergencies, fire extinguisher operation, fire hydrant usage, manual alarm activation, and initial fire suppression techniques. The training reinforced fire safety awareness and evacuation/firefighting skills, ensuring rapid response and safe evacuation in case of fires.



Case

Conduct of Occupational Health and Safety Training to Enhance Employees' Self-Protection Awareness

In 2024, to better safeguard employees' safety and health, the Headquarters conducted occupational health and safety training covering key topics such as health and safety knowledge, CPR + AED first aid, and occupational disease prevention. The training equipped employees with essential knowledge to protect their health and safety, as well as critical emergency response skills. A total of 1,609 employees participated in the 2-hour session, achieving a coverage rate of 96.58%.



Case

Safety Knowledge Training: Strengthening the Safety Defense Line

In November 2024, Yealink conducted fire safety education by analyzing the "1.24" fire accident case to raise employee awareness. Training included familiarizing evacuation routes, mastering fire extinguisher operation, identifying electrical hazards, and inspecting fire doors/sprinkler systems to eliminate risks and ensure campus safety.



Guided by its "Employee Care" philosophy, the Company prioritizes the physical and mental well-being of its staff. Each year, employees with over one year of service receive comprehensive health check-ups, with equivalent discount benefits extended to their families. After the physical examination, experts provide personalized report interpretations to ensure employees fully understand their health status. To further enhance health and safety measures, the Company supplies ergonomic chairs and nap beds. Additionally, it has opened activity rooms within its industrial park, equipped with fitness facilities such as ping-pong tables, spin bikes, and treadmills. Initiatives like stress management training and Mental Health Awareness Week promote work-life harmony. These efforts - including ergonomic chairs, nap beds, and wellness programs - mitigate sedentary-related injuries and alleviate physical/mental stress.



Basketball court



Other fitness/recreation facilities



Ping-pong room



Employee physical examination notices



Mental health awareness week



Ergonomic chairs



Nap beds

Case

Stress Management Training for Mental Well-Being of Employees



In May 2024, the Headquarters conducted a 2-hour stress management training for 1,617 employees. The training covered essential aspects of stress management, including the significance of stress management (e.g., balancing stress levels with personal tolerance thresholds), methods for diagnosing stress, multiple stress-relief strategies, proactive stress-prevention techniques. This comprehensive approach enhanced employees' awareness of stress, equipped them with practical coping methods, and simultaneously improved both their physical/mental well-being and work performance, laying a solid foundation for the Company's sustainable development. In addition, the Company has opened a stress feedback channel to provide more help to employees in need.

Feedback email: xxl@yealink.com



Employee Stress Management Training Materials

Key Performance

In 2024, the Company conducted **16** emergency response drills.
There was **1** work-related injury, resulting in **3** lost workdays.
Total investment in employee health checkups reached **811,983** CNY. All employees completing one year of service received physical exams, achieving a **100%** coverage rate.

06 Contribution to Society Responsibility & Commitment

Philosophy

The Company aligns with national policies, integrating corporate growth with social responsibility to drive technological innovation and community engagement. The Company actively aligns with national policies, driving technological innovation alongside social responsibility. Through public welfare projects and industry support, it advances strategic national goals.

Our Actions

- Contribution to Society
- Rural Revitalization
- Industrial Collaboration

Highlights

- Social welfare expenditures totaled 1,026,800 CNY
- Rural revitalization investments reached 152,700 CNY
- In 2024, the Company participated in the compilation of 3 industry standards and 3 group standards. As of 2024, the Company has issued and implemented 2 national standards, 6 industry standards, 4 group standards, and 1 enterprise standard

Contribution to Society

In order to fulfill its social responsibility and promote industrial development, the Company has established Xiamen Yealink Public Welfare Foundation, which is composed of five Directors, the Board of Directors is responsible for decision-making, and the Board of Supervisors supervises operation. The foundation is committed to supporting industrial talent training through resource integration, focusing on the social responsibility extensions of the products and promoting sustainable industrial development. In 2024, the Xiamen Yealink Foundation allocated about 1.0268 million CNY to philanthropy.

Case

"Yealink Beacon" Initiative: Technology-Powered Disaster Relief & Emergency Response

In collaboration with the Shuguang Rescue Team, the Company launched the "Yealink Beacon" emergency response initiative. This program extends our product applications to social responsibility, providing comprehensive support for flood rescue and post-disaster reconstruction efforts. By enhancing rescue efficiency and smart capabilities through technology, we have established a technological "firewall" for emergency operations.



Online flood emergency meeting

When extreme rainfall hit Wuping Town, Longyan in June 2024, the Yealink Foundation immediately coordinated with Shuguang Rescue Team. Leveraging Yealink's video conferencing systems, we rapidly deployed cross-provincial rescue operations mobilizing teams from Jiangxi, Fujian and Guangdong. As of June 20, the Shuguang Rescue Team successfully assisted in evacuating over 230 residents in Xiaba Township, Wuping County, distributed 2,373 disaster relief packages, and cleared debris to reopen 2.3 kilometers of roads.



Longyan flood relief operations

In August 2024, marking the first anniversary of the establishment of the "Yidao Sunshine" initiative, the Company once again donated video conferencing products to the Xiamen Shuguang Rescue Team and contributed to the disaster relief pool, effectively supporting the construction of the national Shuguang Rescue Alliance Command Center, with the aim of helping Xiamen Shuguang Rescue Team build a digital rescue base.



Strategic cooperation and equipment donation signing ceremony

Case

"Sound of Care" Initiative: Free Hearing Clinics for Elderly with Hearing Impairments

Yealink Foundation has always placed high importance on the needs of the elderly with hearing impairments. The Yealink Public Welfare Foundation organized the "Free Hearing Clinics" at nursing homes ahead of the International Day of the Deaf on September 22, 2024. The initiative provided free one-on-one hearing tests, screenings, and customized hearing aids for elderly residents with hearing impairments, helping them regain auditory function. A total of 5 free medical consultations were completed, with on-site visits to 6 elderly care institutions and social welfare homes. A total of 328 elderly people with hearing impairments were screened, and 16 custom hearing aids were donated.



Nursing home clinic activities



First batch of hearing aid donation ceremony



Rural Revitalization

Adhering to the concept of "Business for Good", the company is committed to promoting the revitalization of rural education through science and technology, helping the intelligent construction of rural education, helping students to obtain more equal and high-quality education opportunities, solving problems and problems in education development, and contributing to the revitalization of rural areas.

Key Performance

In 2024, rural revitalization investments reached **152,700** CNY.

Case

Tech-Driven Rural Education: Smart Schools for Rural Revitalization



Yealink donated Bluetooth business headsets to Wuliang Middle School in Jingdong, Yunnan, and supported the infrastructure construction of the school library and voice classrooms. This initiative has improved the teaching environment while providing students with more efficient and intelligent learning experiences, contributing to educational digitalization.



Yealink's headset donation to Wuliang Middle School in Yunnan

Industrial Collaboration

As an industry leader, the Company closely aligns with national strategies, leveraging its advantages in the industrial chain to continuously drive technological breakthroughs and collaborative progress. We have promoted the deep integration of digital and real economies, advancing technological innovation and industrial collaborative development across the sector.

Participation in Industry Standard Development

The Company participates in formulating industry and association standards, actively collaborating with peer enterprises, research institutions, and relevant departments to jointly promote technological and industrial collaborative development. In 2024, the Company participated in developing 3 industry standards and 3 association standards.As of 2024, the Company has issued and implemented 2 national standards, 6 industry standards, 4 group standards, and 1 enterprise standard.

List of Participation in Industry and Team Standards

	Published on	Standard Name	Standard Number
Industrial Standard	July 2024	Technical Requirements and Test Methods for Smart Video Devices - Part 1: General Requirements	YD/T 4878.1-2024
	July 2024	Technical Requirements and Test Methods for Smart Video Devices - Part 3: General Information Security	YD/T 4878.3-2024
	July 2024	Technical Requirements and Test Methods for Smart Video Devices - Part 4: Remote Interactive Whiteboard	YD/T 4878.14-2024
Group Standards	April 2024	General Requirements for Innovative IT Office Software	T/COSOCC 015—2024
	May 2024	Security Requirements for Innovative IT Digital Government Platforms	T/COSOCC 020—2024
	May 2024	Technical Requirements for Innovative IT Digital Government Platforms	T/COSOCC 019—2024

Industry Collaboration & Mutualism

The Company demonstrates strong leadership in industry collaboration, actively participating in major domestic and international exhibitions to showcase innovative technologies and leading products. Through close cooperation with industry leaders, we continuously enhance product competitiveness and brand influence, driving progress in smart meetings, and intelligent office solutions while making significant contributions to industrial ecosystem development.

Case

Showcasing at Beijing InfoComm - New Intelligent Office Solutions Debut

In April 2024, Yealink Network showcased its new intelligent office solutions at Beijing InfoComm, covering video, voice, and office domains, highlighting its industry leadership position. By presenting products and solution like smart elevators, meeting platforms, and intelligent cameras, Yealink comprehensively demonstrated China-made intelligent office solutions that help enterprises achieve smart, efficient operations and enhance productivity, further strengthening the Company's industry influence.



Beijing InfoComm Exhibition

Case

Spotlight at Integrate 2024 - Expanding ANZ Market Presence

In August 2024, Yealink Network participated in Integrate 2024 at the Sydney Convention and Exhibition Centre, Australia, showcasing its MVC Gen3 and MB solutions. The exhibition garnered enthusiastic audience feedback, demonstrating Yealink's product competitiveness while enhancing brand recognition in Australia and New Zealand, underscoring the Company's determination to expand in the ANZ market.



Participation in Australian Audio-Visual Equipment and Technology Exhibition

Industry-University-Research Collaboration

The Company is committed to deep industry-academia integration, aiming to enhance innovation capabilities and social responsibility while reforming talent cultivation models. Through partnerships with universities and research institutions, we actively explore innovative talent development pathways that not only supply high-quality professionals to the industry but also inject continuous innovation momentum into enterprise development.

Case

Yealink Class - Industry-University-Research Integration for Talent Development

In collaboration with Fuzhou University's School of Physics and Information Engineering, the Company established the "Yealink Class" based on principles of complementary advantages, resource sharing, mutual benefit, and collaborative innovation. The program cultivates applied talents in AI, smart hardware, cloud technology, and communications to support related industries. Through equipment donations, technical exchanges, and campus recruitment, the Company strengthens university partnerships, promotes collaborative innovation, and aligns talent development with industry needs. In 2024, the Company launched the second "Yealink Class" cohort, selecting five outstanding students with excellent qualities and academic strengths. Through customized training programs, practical teaching, and scholarship incentives, we jointly conduct school-enterprise collaborative cultivation.



Yealink Class signing ceremony



Campus ambassadors sharing

Key Performance - Yealink Network

 Corporate Governance	Topics	Indicator	Unit	2022	2023	2024
	Board of Directors	Total Number of Board of Directors	Person	9	9	9
		Female Directors	Person	0	0	1
		Independent Directors	Person	4	4	4
	Governance through the General Meeting of Shareholders, Board of Directors, and Board of Supervisors	General Meeting of Shareholders convened	Times	2	3	2
		Meetings of the Board of Directors convened	Times	4	5	6
		Meetings of the Board of Supervisors convened	Times	4	4	5
	Information Disclosure	Number of Disclosed Reports	Copy	117	126	114

 Labor Human Rights	Topics	Indicator	Unit	2022	2023	2024
	Diversity and Equality	Total number of employees	Person	2,104	2,173	2,169
		Male	Person	1,411	1,439	1,428
		Female	Person	693	734	741
		Minority employees	Person	53	61	62
	Rights, Interests and Benefits	Employee labor contract signing rate	%	100%	100%	100%
		Collective agreement coverage rate	%	100%	100%	100%
		Employee social insurance coverage rate	%	100%	100%	100%
		Labor rights violations (child labor, forced labor, discrimination, etc.)	Case	0	0	0

Topics	Indicator	Unit	2022	2023	2024
Rights, Interests and Benefits	Cumulative number of employees assisted by the Employee Support Fund	Person	106	133	143
	Cumulative amount disbursed by the Employee Support Fund	CNY 10,000	1,477.00	2,240.55	2,617.55
Employee Development	Turnover rate of core employees (mid-level and above)	%	/	6.56%	7.57%
	Retention rate of core employees (mid-level and above)	%	/	94.42%	92.34%
	Total investment in training programs	CNY 10,000	45.13	46.18	5.80
	Total diversity, anti-discrimination and anti-harassment training hours	Hour	/	2	2
	Number of total diversity, anti-discrimination and anti-harassment participants	Person	/	1,554	2,169
	Total diversity, anti-discrimination and anti-harassment training coverage rate	%	/	71.55%	100%
	Investment in employee health & safety (medical checkups)	CNY	795,702.67	865,658.40	811,982.80
	Work-related injuries	Case	0	1	1
	Workdays lost due to work injuries	Days	0	6	3
Occupational Health and Safety	Lost-time injury frequency rate for direct workforce	Million Working Hours	0	0.00138058	0.00069029
	Health & safety training hours	Hour	/	2	2
	Health & safety training participants	Person	/	1,504	1,609
	Health & safety training coverage rate	%	/	70.13%	74.18%

 Environmental	Topics	Indicator	Unit	2022	2023	2024
	Water Resource	Water consumption	ton	36,219.00	73,807.00	89,370.43
		Gasoline	Liters	/	4,620.81	3,510.16
	Energy Consumption	Diesel	Liters	/	2,076.31	2,144.94
		PV	kWh	/	/	3,791,400
		Electric power	kWh	5,461,310.00	13,878,997.17	19,407,305.44
	Greenhouse Gas (GHG) Emissions ^{note}	Scope 1	tCO ₂ e	322.04	382.10	255.94
		Scope 2	tCO ₂ e	2,563.32	7,164.37	2,918.15
		Scope 3	tCO ₂ e	/	1,194,998.26	1,115,256.79
		Total GHG emissions	tCO ₂ e	2,885.36	1,202,544.73	1,118,430.88
	Environmental Incidents	Number of violations of environmental laws and regulations	ton	0	0	0
		Total Hours of Environmental protection training	Hour	/	5	4
	Environmental Protection Training	Environmental protection training participants	Person	/	1,524	1,604
		Environmental protection training coverage rate	%	/	70.13%	73.95%

Note: In 2022, greenhouse gas verification for Scope 1 and 2 was conducted only for the Headquarters. In 2023, the Company conducted Scope 1, 2, and 3 verifications for the Headquarters and Scope 1 and 2 verifications for Yilian Tongxun. Due to changes in the power emission factor, emissions during the product use phase, and other factors, there was a significant change in total emissions compared to the baseline year, exceeding the 5% materiality threshold. Therefore, the 2023 data was recalculated. In 2024, greenhouse gas verification for Scope 1, 2, and 3 will be conducted only for the Headquarters.

 Business Ethics & Sustainable Procurement	Topics	Indicator	Unit	2022	2023	2024
	Business Ethics	Bribery and corruption incidents	Case	0	0	0
		Anti-competitive practices incidents	Case	0	0	0
		Number of "Voice of Audit" columns	Times	11	14	12
		Number of business ethics training sessions conducted	Times	/	1	1
		Number of participants in business ethics training	Person	/	1,564	2,169
		Business ethics training coverage rate	%	/	71.97%	100%
	Information Security	Major information security incidents	Case	0	0	0
		Employee confidentiality agreement signing rate	%	100%	100%	100%
		Number of participants in information security training	Person	/	1,538	1,798
		Training Hours of information security	Hour	/	2	2
		Coverage rate of information security training	%	/	70.78%	82.90%
	Sustainable Procurement	Contracts including environmental requirements signed	Unit	/	/	101
		Signature of supplier code of conduct	Unit	/	58	108
		Number of target suppliers participating in conflict minerals surveys	Unit	/	21	104
		Number of on-site supplier audits	Unit	/	20	55
		Total duration of sustainable procurement training	Hour	/	2	2
		Number procurement staff trained in sustainable procurement	Person	/	270	312
		Sustainable procurement training coverage rate in procurement department	%	/	100%	100%

 Other Social Issues	Topics	Indicator	Unit	2022	2023	2024
	Intellectual Property Management	Cumulative number of publicly disclosed and valid patents	Item	547	629	744
		Including: Cumulative number of publicly disclosed and valid invention patents	Item	322	430	455
		Cumulative number of authorized software copyrights	Item	109	121	137
		Cumulative number of authorized trademarks	Item	134	154	257
	R&D Management	Investment in R&D	CNY 100 million	4.96	5.00	5.59
		Number of R&D personnel	Person	1,060	1,125	1,117
		Proportion	%	50.38%	51.77%	51.50%

Key Performance - Company Headquarter

 Labor Human Rights	Topics	Indicator	Unit	2024
	Total Number of Employees	Total number of employees	Person	1,666
		Number of employees of minority nationalities	Person	62
	Female Employee Development	Number of female employees	Person	602
		Ratio of female employees	%	36.13%
		Number of female managers	Person	28.57%
		Coverage of female employee-specific activities	Person	597
	Protection of Employees' Rights and Interests	Collective agreement coverage rate	%	100%
		Employee satisfaction surveys	%	84.80%
		Employee social insurance coverage rate	%	100%
		Proportion of employees covered by living wage survey	%	100%
		Proportion of employees meeting living wage standards	%	100%
		Labor human rights violations (child labor, forced labor, discrimination, etc.)	Cases	0
		Cumulative number of employees assisted by the Employee Support Fund	Person	8
		Cumulative amount disbursed by the Employee Support Fund	CNY 10,000	262
	Employee Health and Safety	Proportion of health and safety risk assessments conducted	%	100%
		Health and safety training and drills (e.g., fire, toxic gas leakage)	Times	12
		Total duration of occupational health and safety training	Hour	4
		Number of employee stress-relief activities conducted	Times	100%
		Coverage rate of physical examinations for employees	%	100%
		Employee work-related injury insurance coverage rate	%	0

 Labor Human Rights	Topics		Indicator	Unit	2024
	Employee Health and Safety	Work-related injuries		Case	0
		Number of employees with work-related injuries (minor or above)		Person	0
		Health & safety training hours		Hour	2
		Cumulative number of participants in information security training		Person	1,609
		Health & safety training coverage rate		%	96.58%
	Employee Training	Total training hours		Hour	77,594
		Percentage of employees who received performance assessment		%	100%
		Average training hours per employee		Hour	46.58
		Employee training coverage		%	100%
		Number of professional skill enhancement trainings		Cases	264
		Cumulative training hours of professional skill enhancement trainings		Hour	29.61
		Specialized training: Skill enhancement training coverage rate ¹		%	34.63%
		Total diversity, anti-discrimination and anti-harassment training hours		Hour	2
		Number of total diversity, anti-discrimination and anti-harassment participants		Person	1,666
		Total diversity, anti-discrimination and anti-harassment training coverage rate		%	100%
		Yealink Learning and Growth Center training Hours		Hour	53,260
		Yealink Learning and Growth Center training coverage rate		%	100%

Note ¹: The company's skill enhancement training for specific technical positions is not for all employees.

 Environmental	Topics		Indicator	Unit	2024
	Energy Consumption	Including: Gasoline		Liters	3,510.16
		Including: Diesel		Liters	1,844.94
		Including: Electric power		kWh	7,131,350.00

 Environmental	Topics		Indicator	Unit	2024
	Water Resource	Total water consumption		ton	42,515.00
		Water Resource Management		ton	1,364.00
	Waste Disposal	Number of chemical spill incidents		Times	0
		Waste Disposal		ton	0.00
		Total recycled/reused waste		ton	14.7
	Greenhouse Gas (GHG) Emissions	Scope 1		tCO ₂ e	255.94
		Scope 2		tCO ₂ e	2,918.15
		Scope 3		tCO ₂ e	1,115,256.79
		Total GHG emissions		tCO ₂ e	1,118,430.88
	Management of Environmental Risks	Number of violations of environmental laws and regulations		Case	0
		Administrative fines for major environmental violations		CNY 10,000	0.00
		Percentage of operational sites that have undergone environmental risk assessments (environmental factor identification)		%	100%
		Percentage of operational facilities holding environmental certifications		%	100%
		Total Hours of Environmental Training		Hour	4
		Number of participants in environmental protection training		Person	1,604
	Environmental Protection Training	Environmental protection training coverage rate		%	96.28%

 Business Ethics & Sustainable Procurement	Topics	Indicator	Unit	2024
	Sustainable Procurement	Number of target suppliers participating in conflict minerals surveys	Unit	104
		Percentage of target suppliers participating in REACH surveys	%	100%
		Proportion of company products compliant with RoHS standards	%	100%
		Cumulative number of procurement staff trained in sustainable procurement	Person	153
		Sustainable procurement training coverage rate in procurement department	%	100%
		Number of suppliers that have undergone social impact assessments	Unit	108
		Number of suppliers identified as having actual or potential significant negative social impacts	Unit	0
		Number of suppliers identified as having actual or potential significant negative environmental impacts	Unit	0
		Number of suppliers that have signed anti-bribery commitments (integrity)	Person	350
	Consumer health and safety	Times of products recalled due to health and safety issues	Times	0
		Number of products recalled due to health and safety issues	Case	0
		Number of customer feedback reports due to product health and safety issues	Times	0
		Number of customer complaints due to product health and safety issues	Times	0
	Business Ethics	Number of reports generated through various whistleblowing channels	Times	4
		Number of confirmed data security incidents	Cases	0
		Number of confirmed customer privacy breach incidents	Cases	0
		Percentage of Business Ethics Risk Assessment	%	100%
		Total number of corruption incidents under investigation	Cases	0
		Total Number of confirmed corruption incidents	Cases	0
		Number of participants in business ethics training	Person	1,666
		Business ethics training coverage rate	%	100%
		Number of participants in information security training	Person	1,604
		Coverage rate of information security training	%	96.28%

Benchmarking of Indicators

Global Reporting Initiative (GRI) Standard Index			
Instructions for Use		Yealink Network referenced GRI Standards for reporting information cited in this GRI Content Index from January 1 to December 31, 2024.	
GRI 1 used		GRI 1: foundation 2021	
GRI indicators		Related explanations	Relevant chapters
Organizational details and reporting practices	GRI 2-1	Organizational details	About This Report, About Yealink
	GRI 2-2	Entities included in the organization's sustainability reporting	About This Report
	GRI 2-3	Reporting period, frequency and contact point	About This Report, Key Performance
	GRI 2-4	Restatements of information	Climate Change Response, Key Performance
	GRI 2-5	External assurance	Independent Assurance
	GRI 2-6	Activities, value chain and other business relationships	Supply Chain Security, Innovation-Driven, Product and Service Safety & Quality
Activities and workers	GRI 2-7	Employee	Labor Management System, Employee Rights Protection, Talent Development Strategy, Occupational Health & Safety
	GRI 2-8	Workers who are not employees	Not Involved
	GRI 2-9	Governance structure and composition	Corporate governance, ESG governance system (see Annual Report)
Governance	GRI 2-10	Nomination and selection of the highest governance body	Corporate Governance (see Annual Report)
	GRI 2-11	Chair of the highest governance body	Corporate Governance (see Annual Report)
	GRI 2-12	Role of the highest governance body in overseeing the management of impacts	ESG Governance System, Corporate Governance, ESG Material Topic Management
	GRI 2-13	Delegation of responsibility for managing impacts	ESG Governance System, Corporate Governance
	GRI 2-14	Role of the highest governance body in sustainability reporting	ESG Governance System, ESG Material Topic Management
	GRI 2-15	Role of the highest governance body in sustainability reporting	Business Ethics
	GRI 2-16	Communication of critical concerns	ESG Governance System, ESG Material Topic Management

GRI indicators		Related explanations	Relevant chapters
Governance	GRI 2-18	Evaluation of the performance of the highest governance body	Corporate Governance (see Annual Report)
	GRI 2-19	Remuneration policies	Corporate Governance (see Annual Report)
	GRI 2-20	Process to determine remuneration	Corporate Governance (see Annual Report)
Strategy, policies and practices	GRI 2-22	Statement on sustainable development strategy	ESG Governance System
	GRI 2-23	Policy commitments	ESG Governance System, Supply Chain Security, Employee Rights Protection
	GRI 2-24	Integrated policy commitments	ESG Governance System, Supply Chain Security, Employee Rights Protection
	GRI 2-25	Processes to remediate negative impacts	Risk Control & Due Diligence, Supply Chain Security, Occupational Health & Safety
	GRI 2-27	Complying with laws and regulations	The Company strictly complies with laws and regulations in all countries and regions, with no legal violations
	GRI 2-28	Association memberships	Industrial Collaboration
	GRI 2-29	Approach to stakeholder engagement	ESG Material Topic Management
	GRI 2-30	Collective bargaining agreements	Protection of employees' rights and interests
Disclosures on material topics	GRI 3-1	Process to determine material topics	ESG Material Topic Management
	GRI 3-2	List of material topics	ESG Material Topic Management
	GRI 3-3	Management of Material Topics	ESG Material Topic Management
GRI 201: Economic Performance	G201-1	Direct economic value generated and distributed	See Annual Report
	G201-3	Defined benefit plan obligations and other retirement plans	Talent Development Strategy
	G201-4	Government financial subsidies	See Annual Report
GRI 203: Indirect Economic Impacts	G203-1	Infrastructure investments and services supported	Social Contribution, Rural Revitalization, Industrial Collaboration

GRI indicators		Related explanations	Relevant chapters
GRI 205: Anti-corruption	G205-1	Operations assessed for risks related to corruption	Business Ethics
	G205-2	Communication and training about anti-corruption policies and procedures	Business Ethics
	G205-3	Confirmed incidents of corruption and actions taken	Business Ethics, Supply Chain Security
GRI 206: Anti-competitive Behavior	G206-1	Legal actions regarding anti-competitive, antitrust practices	Business Ethics
GRI 207: Taxation	G207-1	Tax approaches	See Annual Report
	G207-2	Tax governance, control and risk management	See Annual Report
	G207-3	Stakeholder engagement and tax-related issues	See Annual Report
	G207-4	Country-by-country reporting	See Annual Report
GRI 301: Materials	G301-3	Recycled products and packaging materials	Circular economy
GRI 302: Energy	G302-1	Energy consumption within the organization	Realization of Efficient Resource Utilization
	G302-3	Energy intensity	Realization of Efficient Resource Utilization
	G302-4	Reduced energy consumption	Realization of Efficient Resource Utilization
	G302-5	Decreased energy demands of products/services	Circular economy
GRI 303: Water Resource	G303-2	Managing water discharge impacts	Realization of Efficient Resource Utilization
	G303-5	Water consumption	Realization of Efficient Resource Utilization
GRI 305: Emission	G305-1	Direct (Scope 1) GHG emission	Climate Change Response
	G305-2	Energy indirect (Scope 2) GHG emission	Climate Change Response
	G305-3	Other indirect (Scope 3) GHG emission	Climate Change Response
	G305-4	Greenhouse Gas Emission Intensity	Climate Change Response
	G305-5	Greenhouse Gas Emission Reduction	Climate Change Response

GRI indicators		Related explanations	Relevant chapters
GRI 306: Waste	G306-1	Waste generation and significant waste-related impacts	Realization of Efficient Resource Utilization
	G306-2	Management of significant waste-related impacts	Realization of Efficient Resource Utilization
GRI 308: Supplier Environmental Assessment	G308-1	New suppliers screened using environmental criteria	Supply Chain Security
	G308-2	Supply chain environmental impacts and actions taken	Supply Chain Security
GRI 401: Employment	G401-1	New hires and employee turnover	Protection of employees' rights and interests
	G401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Development Strategy
GRI 403: Occupational Health and Safety	G403-1	Occupational health and safety management system	Occupational health and safety
	G403-2	Hazard identification, risk assessment, and incident investigation	Occupational health and safety
	G403-3	Occupational health services	Occupational health and safety
	G403-4	Occupational health and safety affairs: Worker participation, consultation, and communication	Employee Rights Protection, Occupational Health & Safety
	G403-5	Occupational health and safety training for employees	Occupational health and safety
	G403-6	Promotion of worker health	Occupational health and safety
	G403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational health and safety
	G403-8	Workers covered by an occupational health and safety management system	Occupational health and safety
	G403-9	Work-related injuries	Occupational health and safety
	G403-10	Work-related ill health	Occupational health and safety
GRI 404: Training and Education	G404-1	Average hours of training per year per employee	Talent Development Strategy
	G404-2	Employee skills development and transition assistance programs	Talent Development Strategy
	G404-3	Percentage of employees receiving regular performance and career development reviews	Talent Development Strategy

GRI indicators		Related explanations	Relevant chapters
GRI 405: Diversity & Equal Opportunity	G405-1	Diversity of governance bodies and employees	Corporate Governance
GRI 406: Non-discrimination	G406-1	Incidents of discrimination and corrective actions taken	Protection of employees' rights and interests
GRI 407: Freedom of Association & Collective Bargaining	G407-1	Operations/suppliers at risk for freedom of association violations	Risk Control & Due Diligence, Employee Rights Protection
GRI 408: Child Labor	G408-1	Operations and suppliers at significant risk for incidents of child labor	Protection of employees' rights and interests
GRI 409: Forced or Compulsory Labor	G409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Supply Chain Security
GRI 413: Local Communities	G413-1	Sites with local community engagement, impact assessments, and development programs	Contribution to Society, Rural Revitalization
GRI 414: Supplier Social Assessment	G414-1	New suppliers that were screened using social criteria	Supply Chain Security
	G414-2	Negative social impacts in the supply chain and actions taken	Supply Chain Security
GRI 416: Customer Health and Safety	G416-1	Health/safety impact assessments for product/service categories	Safety and quality of products and services, Key Performance
	G416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Safety and quality of products and services, Key Performance
GRI 417: Marketing and Labeling	G417-1	Requirements on product/service information and labeling	Product and Service Safety & Quality
	G417-2	Non-compliance incidents regarding product/service labeling	Business Ethics
	G417-3	Violations in marketing communications	Business Ethics
GRI 418: Customer Privacy	G418-1	Substantiated complaints regarding customer privacy breaches or data loss	Data Security & Customer Privacy Protection, Business Ethics

Independent Assurance Statement



Independent Assurance Statement

To the management team and stakeholders of Yealink Network Technology Co., Ltd:

Fuzhou Helmsman Quality & Technology Services Co., Ltd. (also known as “HQTS” or “We”) has been entrusted by the management of Yealink Network Technology Co., Ltd. (also known as “Yealink” or the “Company”) to perform an external verification for its 2024 Environmental, Social and Governance (ESG) Report (also known as the “Report”).

Responsibilities

The scope and content of this verification are defined by the terms of the agreement between Yealink and HQTS. Both parties have mutually accepted these terms and the verification has been conducted strictly within the authority outlined in the agreement.

Yealink is responsible for accurately disclosing the company's sustainable development management practices in the Report and providing HQTS's auditors with access to relevant documents, data, operational sites, and other necessary information as requested, while ensuring the authenticity and completeness of the information provided.

HQTS is responsible for conducting independent verification in accordance with the AA1000 Assurance Standard and formulating independent, impartial conclusion. The responsibility of HQTS is to inform all stakeholders of Yealink that they may express their opinions on the text, data, and charts within this report, within the scope stipulated below.

Standard and Type

HQTS conducts assurance on the sustainability performance information and data disclosed in Yealink Network's report, in accordance with the AccountAbility Assurance Standard AA1000AS V3 .The following assurance criteria are also applied in conducting this assurance engagement:

- Global Sustainability Standards Board (GSSB) Global Reporting Initiative Standards (GRI Standards).
- Shenzhen Stock Exchange Self-regulatory Guidelines for Listed Companies No. 2-Standardized Operation of Listed Companies on ChiNext Board.
- HQTS Sustainable Report Verification Management Procedure.

Scope

- The Report discloses environmental, social, and corporate governance-related information and data provided by Yealink for the Reporting period (January 1, 2024, to December 31, 2024). This includes management approaches, action measures for materiality issues, and the Company's sustainable development performance.
- The physical site for on-site verification sampling was No.666 Hu'an Road, High-tech Park, Huli District, Xiamen, Fujian, China.
- The verification scope is confined to the data and information of the Yealink and the enterprises under its operational control as covered in the "Report". The verification does not include the following information and data:
 - Any information and content outside the reporting period;
 - Data and information from Yealink's suppliers, partners and other third parties;
 - The data and information disclosed in the Report have been audited by independent third-party organizations and have not been re-verified.

Methodology



Our verification process encompasses the following activities:

- We review company management policies, processes, practices, and performance to evaluate the company's comprehensive sustainability management system. This includes the overarching sustainability policy, policies in various areas, corporate governance, stakeholder communication, management of materiality issues, risk management, key actions and key performance.
- We conduct interview with the company's management and the personnel responsible for the gathering and analysing sustainable development performance information.
- We review and assess the information and data related to sustainable development management practices and performance. This is based on sampling principles and procedures to verify the truthfulness and accuracy of such information and data.
- We collect and evaluate supporting documentary evidence and management representations to assess the extent to which the company adheres to the assurance principles.

Limitation

This assurance engagement has been conducted solely within the scope outlined above, based on AA1000AS V3 (Type 1 and Moderate Level). All assurance-related information and performance data are confined to the content disclosed in this report.

This verification process involved interviews with the heads of relevant departments and some employees, and a review of pertinent documents. However, it did not include interviews with external stakeholders. The data and information in the report have undergone sampling-based verification.

The Company's positions, views, forward-looking statements, predictive information and historical data prior to January 1, 2024 are not included in the scope of this verification process.

Conclusion

Based on the verification methods and activities within the assessment scope, we can conclude the followings:

- The Report and its contents adhere to the AA1000AS V3 Assurance Standard, and comply with Shenzhen Stock Exchange Self-regulatory Guidelines for Listed Companies No. 2-Standardized Operation of Listed Companies on ChiNext Board.
- The Report references the GRI Standards 2021.
- The sustainability-related information and performance disclosed in the Report have been evaluated and supported by documentary evidence.

HQTS shall not be held liable for any comments or decisions made by third parties based on this verification statement regarding Yealink.

Adherence to AA1000 AS V3

Inclusive

Yealink has identified key stakeholders that include governments and regulators, investors, suppliers and partners, customers, employees, communities and the public. In 2024, the Strategy and ESG Committee, various working groups, and functional departments engaged in extensive dialogue with internal and external stakeholders on sustainability-related matters. This was done to gain a deeper understanding of stakeholders’ concerns and to provide comprehensive explanations of the company’s policies and initiatives.



Materiality

Yealink has established a materiality identification mechanism that integrates international and domestic standards and policies, industry analysis, and peer benchmarking to create an internal repository for sustainability topics. Through ongoing communication with internal and external stakeholders, combined with expert analysis, adjustments are made to the material topics. The Board of Directors reviews the completeness and accuracy of these material topics, prioritizes their significance, and develops a materiality matrix, ultimately finalizing the 2024 material topics.

Responsiveness

Yealink has focused on stakeholder concerns and disclosed information on a variety of topics. These include ESG management system construction, product quality and safety, technology R&D and innovation, service quality and customer satisfaction, reduce greenhouse gas emissions, seize opportunities in clean tech, seize renewable energy opportunities, green operations, environmental management system, health and safety, human capital professional training, risk management and internal control, compliance operation and business ethics, privacy data security, intellectual property protection, supply chain and conflict mineral management, etc., including management policies, key actions and key performance on these issues. The disclosures in the Report largely address stakeholder concerns.

Impact

Yealink has established a three-tiered ESG management structure, through which the Strategy and ESG Committee drives the further integration of ESG principles into daily operations and business decision-making. The Committee and management teams identify and assess corporate risks, ESG risks, and climate change risks, and develop corresponding response strategies. The report discloses key performance metrics across multiple sustainability domains for 2024, presenting the company’s management progress and challenges in both qualitative and quantitative terms.

Declaration of independence and verification capability

Since 1995, HOTS has been providing professional inspection, testing, audit, certification and knowledge services to customers worldwide. HOTS is committed to offering sustainable development solutions for customers in various industries with concept of fairness, professionalism, efficiency and sustainability.

HOTS and Yealink are entirely independent organizations, and there are no conflicts of interest between HOTS and Yealink or its branches. During this verification process, our verification team maintains complete impartiality and independence and does not participate in the preparation of the Report content.

The verification team for this process is composed of individuals with relevant knowledge, experience and qualifications. This includes GRI certified professionals, CCAA auditors and verifiers familiar with AA1000AS V3 assurance principles.



On Behalf of
Fuzhou Helmsman Quality and Technology Services Co.,Ltd

Sustainability Authorized Signatory Officer
April 15, 2025 Fuzhou,China

Readers' Feedback

Dear readers,
Hello!
We appreciate your time in reading the 2024 Environmental, Social, and Governance (ESG) Report of Xiamen Yealink (XIAMEN) Network Technology Co.Ltd. To provide more valuable information to stakeholders and enhance our corporate social responsibility (CSR) performance, we sincerely welcome your feedback.

Multiple Choice (Please check ☒ in the appropriate box)

1.Your overall assessment of the report:
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

2.Does this report address and disclose the issues that are of concern to stakeholders?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

3.How would you rate Yealink's performance in economic responsibility?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

4.How would you rate Yealink's performance in environmental responsibility?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

5.How would you rate Yealink's performance in safety management?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

6.How would you rate Yealink's performance in employee responsibility?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

7.How would you rate Yealink's performance in community responsibility?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

8.Do you think the information, indicators and data disclosed in this report is clear, accurate and complete?
☐ Excellent ☐ Good ☐ Average ☐ Below Average ☐ Poor

9.Do you think the organization and layout design of this report are easy to read?
☐ Yes ☐ No

Open-ended Question
Do you have any comments and suggestions on the fulfillment of social responsibility and this report?

Yealink