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Inspur Electronic Information Industry Co., Ltd. (hereinafter referred to as "Inspur Information", "the Company" or "we") is a leading provider of data center infrastructure, cloud computing, and AI solutions, ranking among the world’s top three server manufacturers. Through engineering and innovation, Inspur Information delivers cutting-edge computing hardware design and extensive product offerings to address important technology arenas like open computing, cloud data center, AI and deep learning. Performance-optimized and purpose-built, our world-class solutions empower customers to tackle specific workloads and real-world challenges.

Smart computing has now become a core productive force driving the development of the digital economy and social change. In the digital era, the number of smart scenarios in society and industries is increasing day by day and the computing infrastructure is becoming increasingly diversified and integrated. Inspur takes "smart computing" as its strategy to provide aggregated smart computing capabilities for industrial transformation, working with partners to foster vitality under the new development paradigm and support the rapid development of the digital economy.

Currently with a workforce of 7,131 employees, Inspur Information has multiple R&D and manufacturing bases worldwide, with business presence in more than 100 countries and regions.
Inspur Information is proactive in providing social responsibility practices and outcomes for various stakeholders based on the principles of standardization, transparency, objectivity and comprehensiveness. It has been publishing Social Responsibility Report annually since 2014.

This report covers the performance of Inspur Information and its subsidiaries in fields such as business, environment, society, and public welfare during the period from January 1, 2020 to December 31, 2020. The data used is from the Company’s official documents and statistical reports and, for detailed financial data, the 2020 Annual Report of Inspur Electronic Information Industry Co., Ltd.

This report, prepared in accordance with the Global Reporting Initiative (GRI) Standards at Core level issued by the Global Sustainability Standards Board (GSSB), the Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR4.0) issued by the Chinese Academy of Social Sciences, and the Shenzhen Stock Exchange Social Responsibility Instructions to Listed Companies and approved by the Board of Directors of the Company after due consideration, was published in print and electronic forms in June 2021. To view or download this report, please visit: https://en.inspur.com/en/csr2020/index.html

If you have any suggestions or comments, please contact us at:

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The year 2020 was an extraordinary year, with the Covid-19 outbreak presenting the world with the biggest challenge on the path to sustainable development in the 21st century. Through concerted efforts, the world has gradually contained Covid-19 and achieved economic recovery, but not after Covid-19 has had a profound and unprecedented impact on society. The rapid proliferation of contactless services and the shift of many businesses from offline to online brought about an explosion in the use of information and data. Space and social distance requirements eventually translated into a demand for efficiency. The underlying foundation that allowed society to function efficiently despite the disruptions caused by the epidemic was the steady upgrading of information processing capabilities and computing power, which posed a huge challenge to Inspur Information’s computing technology and products as well as the entire IT industry.

Against this backdrop, Inspur Information together with partners lent an able helping hand in the fight against the epidemic by means of information technologies such as cloud computing, big data and artificial intelligence, which helped the continued development of relevant sectors. We promptly set up our joint epidemic prevention and control team and consistently put employee health and safety as our top priority. At the same time, we, overcoming the huge pressure of epidemic prevention and control, resumed production of our intelligent high-end equipment factories to provide a steady stream of support for the anti-epidemic front line with related IT products. We, through the Inspur-Intel Parallel Computing Joint Lab, worked with the Institute of Biophysics of the Chinese Academy of Sciences to conduct genome analysis of Covid-19. We provided computing power for the Covid-19 prevention health code system in Yunnan Province, China, ensuring the healthy travel of more than 48 million people. And we worked with partners and hospitals to launch the "Fever Consultation Clinic" online service to improve the efficiency of medical services. In Europe, we provided continuous data support for healthcare institutions in Poland, helping the global fight against Covid-19. We procured urgently needed medical supplies for the areas seriously hit by the epidemic in proactive performance of corporate citizenship.

Covid-19 has brought a new appreciation of the value of next-generation information technologies as well as transformed the everyday life. In the era of intelligence, the demand for computing resources grows exponentially, and computing technologies and products and the computing industry at large also face massive and diversified new challenges as part of larger ecosystems. The computing industry has entered a new stage of development marked by the transition from computing to smart computing, the integration of diversified computing power, and infrastructure-based supply of computing power. Inspur Information put forward its smart computing strategy as early as 2016, on mission to leverage smart computing to drive the transition to a smart society, unlock the power of smart computing for the benefit of every individual, industry and organization, and ultimately empower the sustainable development of society and the environment and the

Message from the General Manager: Sustainable Development Powered by Technology
progress of human civilization. In biodiversity conservation, we in cooperation with the Xishuangbanna National Nature Reserve, have been monitoring the movement of Asian elephants in the rainforest in real time and have accumulated and processed years of their habit data, which has not only promoted human-elephant harmony, but also provided data support for the protection of Asian elephants. In healthcare, Inspur Information helped the Northwestern University in the U.S. achieve faster and more accurate assisted medical diagnosis by leveraging artificial intelligence technology. In the financial sector, we in 2020 also worked with the Industrial and Commercial Bank of China, the largest bank in the world, to develop a smart financial solution to help more people pursue their entrepreneurial dreams.

While leading at the forefront of technological and industrial advancement and pushing forward the transition to a smart society, Inspur Information has stayed true to its commitment to corporate social responsibility and global sustainable development by adhering to green low-carbon operations. Integrating the concept of green production into our product development and solutions and implementing the green production policy of "reducing pollution and consumption and conserving energy", we launched an all-new generation of containerized data center solutions based on AI clusters and advanced the R&D and enhancement of data center liquid cooling technology for improved power usage effectiveness and ecological conservation. Our rack-scale server won the “Best Energy Conservation Solution in the IDC Industry” award. In 2020, we had 14 products certified for the U.S. Energy Star Program and 124 for the China Energy Conservation Program (CECP). We have also been actively involved in supporting research and technology development at universities by, for example, building an integrated AI resource management platform for Shenzhen University and developing an AI innovation platform in collaboration with a research institute in Germany.

We will continue to uphold the concept of supporting sustainable development by means of technology, combine internal innovation and empowering social innovation to accelerate the transition to a smart society and lay a foundation for a trusted future, and practice responsible corporate citizenship for low-carbon sustainable development. Going forward, we stand strong and ready to work with stakeholders to contribute more to global sustainable development!

Peter Peng
General Manager of the Company
Social Responsibility Management

Inspur Information actively performs its social responsibilities while maintaining solid business growth. We are committed to communicating with stakeholders through diversified channels to be informed of their concerns, giving effective responses through timely targeted measures, and continuously improving the Company's performance in sustainable development.

<table>
<thead>
<tr>
<th>Stakeholders</th>
<th>Expectations and Concerns</th>
<th>Our Responses</th>
<th>Communication Activities</th>
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</table>
| Customers    | - Complete internal CSR management system  
- Energy-conservation and low-carbon green solutions  
- Reliable products and technologies that bring value to customers  
- Respect for business ethics  
- Respect for intellectual property | - Close communication with customers  
- Strict fulfillment of contracts  
- High-performance, high-quality products and services  
- Product R&D and innovation  
- Customer feedback channels | - Customer service system  
- Customer satisfaction survey  
- Following up with customers  
- Quarterly operation communication meeting  
- Regular visits to large corporate customers |
| Employees    | - Safeguarding the legal rights and interests of employees and providing opportunities of stable employment  
- Developing a reasonable compensation mechanism and broadening employees’ career prospects  
- Career growth channel; healthy working environment  
- Employee localization policy | - Establishing smooth internal communication channels  
- Developing a scientific, reasonable and clear compensation and benefits system  
- Conducting various employee training  
- Regularly organizing rich and diverse employee activities | - Employee satisfaction survey; organizational climate survey  
- Communication meeting with employee representatives  
- Ecological assessment of supervisors (360-degree evaluation) |
| Shareholders | - Compliant operations, continuous improvement of business performance, and sustainable development  
- Improving profitability and core competitiveness  
- Consistent and stable shareholder returns | - Building a sound corporate governance system and ensuring compliant operations based on rigorous compliance management  
- Maintaining stable, healthy and sustainable development in all business areas  
- Continuously creating value for shareholders | - Active participation in various compliance trainings  
- Communication and exchange through filling out questionnaires and other forms |
| Regulators   | - Compliance with all regulations and maintaining compliant operations and transparency  
- Maintaining stable stock prices and effective implementation of policies | - Complying with the regulations of regulators and exchanges  
- Making timely information disclosures and maintaining transparency of operations  
- Keeping good corporate governance, active market cap management, and stable and sound business operations | - Active participation in various compliance trainings  
- Communication and exchange through filling out questionnaires and other forms |
| Stock exchanges | - Complying with business ethics and relevant laws and regulations  
- Establishing long-term relationships  
- Protecting the interests of upstream partners  
- Achieving mutually beneficiary win-win cooperation | - Choosing responsible suppliers  
- Bids and tenders  
- Regular communication  
- Contracts are signed and managed in accordance with business ethics and applicable laws and regulations | - Supplier evaluation and supplier social responsibility performance survey and tracking  
- Supplier conference |
| Suppliers    | - Responding to national energy conservation and emission reduction policy  
- Accelerating green product innovation  
- Achieving green production and operations  
- Protecting the ecological environment | - Developing environmental protection measures at all levels of the Company  
- Adopting energy-efficient production processes to promote green production and sustainable development | - Active participation in green activities  
- Promotion of green office  
- Protecting biodiversity |
| Environment  | - Promoting sustainable community and economic development  
- Actively supporting social welfare and education  
- Encouraging employee volunteer actions and community civic activities | - Active cooperation with local governments and social organizations  
- Setting employee volunteer models  
- Promoting local hiring and sourcing | - Participation in community projects  
- Carrying out community charity activities |
| Community    | - Information transparency based on timely disclosure | - Press conference  
- Interaction through company website and social media | - Annual Inspur Partner Forum  
- Occasional launch events  
- Everyday communication |
| Media       | - Contribution to the UN SDGs  
- Contribution to economy, society and environment  
- Openness and transparency | - Attending relevant external meetings and inviting relevant organizations and institutions to meetings held by Inspur Information | - Participation in domestic and international industry associations  
- Playing a role in the formulation of international standards  
- Participation in academic research activities |
Determination of Significant Issues

Inspur Information conducts materiality analysis to determine significant issues and the boundaries of reporting, taking stakeholder needs as a starting point and incorporating the Company’s development direction. A total of 516 stakeholder questionnaire responses were received in 2020, and the opinions and suggestions offered by stakeholders on the Company’s sustainable development management were collected and used as an important basis and guideline for the Company’s future operational management. The significant issues in 2020 were determined based on stakeholders’ and the Company’s senior management’s assessment of all social responsibility issues.

Inspur Information’s significant issues of social responsibility in 2020 were determined using the following process:

- **Identify related issues**
  Through extensive benchmarking against ESG guidelines, GRI indicators, corporate policies and management strategies, and ESG rating systems, a total of 21 social responsibility issues on corporate governance, environment, labor, and community were assessed and collected.

- **Survey the extent of attention**
  A total of 506 valid questionnaire responses were received from stakeholders such as regulators, local governments, shareholders and investors, and customers, in which the respondents rated the importance of the issues from their own perspectives.

- **Analyze operational impact**
  A total of ten valid questionnaire responses were received from the Company’s senior management members, in which the respondents rated the importance of the issues for the Company’s operations in light of the priorities of the Company’s operational management.

- **Determine the order of issues**
  Based on the identification and analysis, the issues were ranked by importance and the Company’s CSR materiality matrix was created, which would serve as an important reference for strategy formulation, goal setting and continuous information disclosure of the Company.

In 2020, Inspur Information’s significant social responsibility issues were identified in the CSR materiality matrix below:

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**Inspur Information’s CSR Materiality Matrix in 2020**

- **Issues of moderate significance**
  - Occupational safety and health
  - Product safety and quality
  - Technological innovation
  - High-quality customer services
  - Support for industry development
  - Diversity and anti-discrimination
  - Responsible sourcing
  - Training and development
  - Charity and community development
  - Increasing energy efficiency
  - Sustainable resource use

- **Issues of major significance**
  - Smart computing
  - Business ethics
  - Operational compliance
  - Information security and customer privacy protection
  - Open computing
  - Addressing climate change

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**Importance for Stakeholders**

- **Importance to Inspur’s business development**
- **Product responsibility**
- **Environment**
- **Corporate governance**
- **Supply chain management**
- **Labor rights**
- **Service to society**
In 2020, with the spread of the epidemic and the extremely severe situation of prevention and control, we took actions quickly to resume work and production and worked with partners and medical institutions to help the fight against the epidemic using technology.

Upon the outbreak, Inspur Information's business lines acted quickly to resume production and work in support of epidemic prevention work. We leveraged means of information technology such as big data and artificial intelligence to provide 24*7 expert services as well as real-time technical support via remote video according to epidemic prevention requirements.

At the same time, Inspur Information worked with partners and hospitals across regions to respond quickly in the context of the fight against the epidemic by jointly launching the "Fever Consultation Clinic" online service, enabling the sharing of medical data, improving the efficiency of medical services, meeting the needs of industry customers, and helping to win the battle against the epidemic.

Leverage Technology in Epidemic Response

In March 2020, the medical and health big data platform constructed by Inspur Information for residents in Tianjin was launched. The platform, which covered 42 tertiary hospitals, offered convenient features such as "one-click sign-in and unified appointment" and "hospital information". Inspur Information provided a petabyte-level storage space for the health big data aggregation platform.

After the outbreak, Inspur Information promptly contacted the Information Center of Zhongnan Hospital of Wuhan University to offer equipment status consultation and monitoring support. The service staff were online 24 hours a day to ensure that the system stayed in good working conditions. Meanwhile, we set up an emergency team for spare parts to ensure that any equipment failures could be solved within 2 hours and established a dedicated distribution channel to cope with the transportation risks caused by logistics outages, ensuring timely delivery of spare parts to the epidemic response front line.

Working Together with 42 Tertiary Hospitals in Tianjin to Fight Covid-19

On March 10, 2020, the medical and health big data platform constructed by Inspur Information for residents in Tianjin was launched. The platform, which covered 42 tertiary hospitals, offered convenient features such as "one-click sign-in and unified appointment" and "hospital information". Inspur Information provided a petabyte-level storage space for the health big data aggregation platform.

To ensure that patients with fever would be treated quickly, Inspur Information also joined hands with the "Health Tianjin" APP to launch the "Fever Clinic" query tab, which allowed citizens to use the APP's "Find a Hospital" function to check the nearest fever clinic and the city's outpatient clinic information with one tap and get timely medical treatment.
Face the Challenge Together as a Company

Inspur Information promptly set up its joint epidemic prevention and control team and consistently put employee health and safety as a top priority. We developed several corporate epidemic prevention and control measures to protect the health and safety of our employees and provide them with anti-epidemic care.

- Inspur Information set up a Company-level joint epidemic prevention and control team to carry out comprehensive anti-epidemic work;
- The Company issued the Notice on the Relevant Work Arrangements for the Effective Implementation of Epidemic Prevention and Control and the Notice on the Strict Management of the Office Environment During the Epidemic, which set forth clear anti-epidemic measures to be observed in office and on business trips and set up a joint epidemic prevention and control mechanism;
- The Company provided epidemic prevention kits containing N95 masks, protective clothing, medical gloves, etc. for employees who went on business trips;
- The Company regularly disinfected each office area on a daily basis, recorded and monitored employees' body temperature, ensured the stocking and provision of food and common medicines, and distributed medical materials such as masks and collected them at fixed points for centralized disposal;
- All employees were required to fill in personal health and travel information through the online "epidemic prevention statistics" system, and the joint epidemic prevention and control team activated the emergency response mechanism for emergency situations and provided care for each employee;
- The Company upgraded commuting protection for employees by reducing the frequency of using public transportation and ensuring commuting safety;
- The Company organized training and examination for all employees on Inspur Information Staff Handbook on Coping with the Covid-19 to enhance the correct understanding of the epidemic among the employees;
- The Company provided anti-epidemic kits containing foods and daily necessities as well as epidemic-related supplies such as N95 masks and hand sanitizers for employees based in Hubei;
- The Company urgently procured anti-epidemic supplies in support of overseas employees and their families;
- The Company organized and paid visits expressing appreciation to the families of employees who had family members having gone to Hubei to help the fight against the epidemic.
Support the Community During Covid-19

With the development of the epidemic, facing the emergency situation of epidemic prevention materials in Hubei Province, Inspur Information acted quickly to procure urgently needed medical supplies and send them to Hubei. At the same time, we carried out various anti-epidemic charity activities, contributing to society.

- The Company urgently procured epidemic-related supplies in support of its partners;
- The Company organized live-streamed public lectures given by experts to share mental health knowledge and tips on resuming work during the epidemic.

On April 24, 2020, when epidemic prevention materials were in short supply, Inspur Information donated 1,000 pieces of medical supplies such as masks and alcohol hand sanitizer to the local hospital in Fremont, to ensure the safety of front-line medical personnel on duty. The hospital officials expressed their gratitude and appreciation for the valuable goods provided to them at a time when they were most needed, which played an important role in their medical activity during the epidemic.
With the development of the epidemic, facing the emergency situation of epidemic prevention materials in Hubei Province, Inspur Information acted quickly to procure urgently needed medical supplies and send them to Hubei. On January 26, 2020, Inspur Information’s first batch of nearly 100,000 sets of medical supplies were shipped from everywhere and arrived at the anti-epidemic front line in Huanggang. They included 9,000 protective surgical gowns, 18,000 masks, 16,000 medical caps, 35,000 pairs of medical gloves, 30 UV disinfection vehicles and medical laboratory materials such as medical refrigerators and biosafety cabinets.

On January 26, 2020
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100,000

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Inspur Information attaches importance to risk control. The Company strictly complies with the laws and regulations in countries and regions where it operates. In addition, the Company carries out comprehensive risk control work and continuously strengthens the internal control system to ensure that its production and operations are compliant and legal and to prevent business risks and legal risks.

The Company has formulated its Internal Control Management Manual and Internal Control Compliance Evaluation Process, which cover internal environment control, risk assessment, and risk control methods in such aspects as market management, R&D, procurement, production and assets, as well as information and communication and internal supervision, in order to strengthen operational risk prevention and control. In 2020, the Company launched various audit activities involving procurement, R&D project management, sales management and channel management as well as service fees, fixed assets, and import and export, covering systems such as R&D, supply chain, marketing, finance and information systems, which standardized and promoted the Company's management and enhanced employees' compliance awareness.

Corporate Governance

Governance Structure

Inspur Information is committed to continuously improving its corporate governance structure and internal management system, further standardizing the operation of the Company and enhancing corporate governance in strict accordance with the provisions and requirements of relevant laws, regulations and guidelines in the countries where it operates. The Company's corporate mechanisms including the General Meeting, Board of Directors, and Supervisory Committee have maintained compliant and effective operation and safeguarded the legitimate rights and interests of all shareholders and the Company. The Company will continue to strictly comply with the requirements of laws, administrative regulations and regulatory authorities, steadily improve compliant operation and scientific governance, and further enhance its internal control system, accountability mechanism and information disclosure system.

The Company also respects the suggestions and opinions made by the independent directors and submits such matters as information disclosure, financial audit, profit distribution, material investment and refinancing decisions to the independent directors for their consideration to ensure that they have a comprehensive and in-depth understanding of the specific contents. At the same time, the independent directors of the Company are informed of the daily production and operation of the Company by attending on-site meetings such as Board of Directors and shareholders’ meetings and maintaining frequent contact with the directors, secretary of the Board of Directors, financial officers and other relevant staff and play an important role in improving the corporate governance of the Company and ensuring that the Company’s information disclosures are made in a true, accurate, complete, timely and fair manner.

Internal Control Management

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In 2020, the Company provided a special course-based training on anti-fraud. The course introduced the latest requirements on integrity and self-discipline and the provisions of the Company's integrity policy. Through vivid explanation of real stories and cases around, employees were encouraged to fulfill the original aspiration and mission, enhance their awareness of integrity and self-discipline, and desist from any violation.

Inspur Information's anti-corruption training program

In 2020, the Company provided a special course-based training on anti-fraud. The course introduced the latest requirements on integrity and self-discipline and the provisions of the Company's integrity policy. Through vivid explanation of real stories and cases around, employees were encouraged to fulfill the original aspiration and mission, enhance their awareness of integrity and self-discipline, and desist from any violation.

Inspur Information adheres to the business ethics of honesty, good faith and integrity and complies with all applicable laws and regulations. The Company has issued internal anti-fraud rules and regulations, such as the Anti-Fraud Management Code, requiring all employees to study and comply with the rules and upholding a “zero tolerance” attitude towards unethical behavior such as corruption and fraud; and has formulated the Inspur Information Complaint Management Measures to ensure that all complaints and reports are processed in a standardized, efficient and transparent way. In processing complaints and reports, the Company has a centralized process that integrates acceptance, supervision, review, feedback as well as monitoring and control of complaint and report information, with an avoidance of related persons mechanism and measures in place to strictly protect the confidentiality of the whistle-blowing units and individuals and their reports.

The Company actively carries out anti-fraud training to enhance employees’ awareness of integrity and compliance. In 2020, we held on-site training activities for senior and middle management members and organized anti-fraud training and learning for all employees through the “Love Learning” online training platform. At the same time, the Company attaches importance to anti-fraud publicity through specific cases with a view to warning against violations, in addition to further improving anti-fraud reporting channels.
Business Ethics

Inspur Information has always emphasized compliance with business ethics. We formulated the **Inspur Information Code of Business Conduct** and set up our Ethics and Compliance Office chaired by a senior management member. The Ethics and Compliance Office under the committee accepts reports or whistle-blower complaints which can be submitted through various channels, and provides written closure reports to the Ethics and Compliance Committee based on the facts obtained in the course of investigation, striving to foster a good business environment. As a large listed high-tech company, Inspur Information has always strictly complied with all the regulations of China Customs and the customs authorities in overseas regions where it has business and established a corporate image of business integrity and compliance. In 2020, we built our global customs compliance system to ensure the Company's global trade security and compliance. The Global Customs Compliance Committee, as the highest decision-making body for the Company's customs compliance work, is responsible for formulating the Company's global customs compliance strategy, securing resources, considering customs compliance planning, making decisions on major issues related to customs compliance, and establishing the Company's integrity and compliance management culture.

Inspur Information requires all business partners to sign a trade security agreement, under which they commit to complying with relevant trade security requirements, to protect the rights and interests of both parties and improve supply chain security.
Protect Intellectual Property


Inspur Information implements lifecycle management of patents. We cover all the processes and links of patents from patent idea generation, planning, application and authorization to utilization and have passed the certification evaluation of the Enterprise Intellectual Property Management Code (National Standard GB/T29490-2013). At the stage of patent idea generation and planning, patent layout is determined on the basis of product and technology patent analysis; at the stage of patent application and authorization, patent resources are optimized through patent grading with the focus on cultivating high-quality patents; and at the stage of patent utilization, patent value assessment is carried out and patent interests are maximized through patent licensing and transfer.

The Company attaches importance to building a knowledge and innovation culture and encourages all employees to innovate. The Company has developed an implementation plan for the construction of intellectual property protection culture and formulated the Patent Reward Scheme, which provides multi-dimensional rewards to teams and individuals for patent applications, patent grants, and overseas patent applications and grants, with a view to guiding high-quality patent applications, stimulating employees to carry out innovation and R&D, and fostering a longstanding intellectual property innovation culture.

Continuous Improvement

Inspur Information promotes the application, promotion and replication of excellent continuous improvement cases and management practices by strengthening the systematic and process-oriented operation of continuous improvement activities. In 2020, Inspur Information collected more than 5,600 continuous improvement cases from employees by way of continuous improvement activities, which involved a broad range of aspects such as automation tool development and application, IT system development, process optimization, and management standardization, creating a corporate culture of pushing the boundaries of excellence, cost reduction and efficiency enhancement with a view to improving financial performance and business management.

We have developed an evaluation mechanism led by a continuous improvement judge panel with active involvement from the various departments, which consists of evaluation at four levels, namely department, system, expert panel, and company, evaluates the proposals from the aspects of innovation, improvement effect, reproducibility, etc., and realize layered selection based on value and proportion, so as to continuously improve the company’s competitive strength.
Smart Computing Drives Social Development
Inspur Information is the earliest proponent and industry leader of smart computing. Inspur Information is committed to leveraging smart computing to accelerate the transition to a smart society. It is committed to joining hands with industry partners to build a new paradigm of open computing that enables industries to share more efficient and innovative data center products and services. It has also put forward the MetaBrain ecosystem concept of building a new open, empowering, inclusive and win-win ecosystem geared to accelerating the AI-driven transformation of industries, enabling every individual, industry and organization to benefit from smart computing, and driving social digital transformation.
Accelerate the Transition to a Smart Society

Smart computing is a corporate strategy introduced by Inspur Information, which is an important technological means to achieve a smart society. Based on deep integration of various computing technologies and using cloud computing as the basic platform, big data as a cognitive method and deep learning as an optimization tool, it is expected to lead technological change and industrial transformation and continuously accelerate the transition to smart society.

Inspur Information is the first exponent and promoter of smart computing centers as a new infrastructure, seeing them a main public computing infrastructure in the era of intelligence and as computing power generation and supply centers. Based on a computing system with a hyperconverged infrastructure, having data as resources, and driven by great computing power, they enable sophisticated AI-powered processing of data and offer all kinds of smart computing services which are then provided to organizations and individuals via cloud.

Inspur Information Supports 2022 Winter Olympics

To enable Chongli Hospital, a medical support venue for the 2022 Winter Olympic Games, and to provide timely treatment for Olympic athletes and solve all kinds of emergencies at the first opportunity, Inspur Information constructed a strong information support platform based on its modular digital center solution that features intelligent monitoring, rapid response, system integration, and efficient presentation and operation and has strengthened the service and information support capabilities and comprehensively enhanced the medical IT applications of Chongli Hospital and especially its Trauma Center.

Inspur Information Provides One-stop Solution for Northwestern University Feinberg School of Medicine

The Northwestern University Feinberg School of Medicine is a leading medical institution dedicated to improving human health through education and discovery. Long committed to solving modern medical challenges through AI technology, the Feinberg School of Medicine has always been at the forefront of technology development. In its R&D process, the School encountered various technical challenges, such as the long distance between where data resides and where the AI system is deployed, especially with regard to the electronic medical records (EMR) system which is often the weakest link of AI development and deployment.

Inspur Information, as a service provider, offered the Feinberg School of Medicine an effective solution based on the NF5488M5-D AI server and the NVIDIA Delta A100 platform, which delivers an across-the-board enhancement in model training with training speed jumped 10 times and data preparation capability boosted by 100 times and enables the School to rapidly develop, prototype, iterate and deploy deep learning models in a healthcare environment, laying a scientific hardware foundation for the continued improvement in the School's R&D strengths.
Inspur Information Provides Comprehensive Support for Korean Internet Giant Kakao in Multi-Platform AI Deployment

Kakao Corp. is the second largest Internet company in Korea that penetrates into all aspects of everyday life in Korea through its diversified platforms ranging from entertainment to learning, and from home to travel. As Kakao advanced its AI applications with rapidly upgraded and expanded business contents which had increasingly demanding requirements for its underlying computing infrastructure in order to meet user needs for diversified application scenarios, it stood in urgent need of new technologies and platforms that would foster rapid innovation and R&D. Inspur Information tailored its solution based on a thorough analysis of the client’s business needs with a view to accelerating its AI deployment. In terms of AI services, to address the pain point in power redundancy, Inspur Information chose the NF5468M5-S model with stronger power support and better thermal design and scalability, which greatly improved system response and satisfied the customer’s requirements for diverse scenarios. In addition, to deliver the solution to the customer quickly to address its explosive business growth, Inspur Information not only made the most use of in-house developed parts and components and leveraged its comprehensive channel network for expedited procurement of externally sourced parts but also implemented efficient management of the production and launch process. Eventually, it took only 25 days after order placement by the customer to put together and deliver the solution to the firm. With the help of Inspur Information, Kakao’s AI products have improved remarkably in terms of Hadoop data computing, audio analysis and AI computing, unlocking a wider range of AI application scenarios.

Inspur Information Offers Computing Solution to Tokyo Institute of Technology’s Intelligent Car Park Management System

The management system applied in the parking industry in Japan is still based on traditional ground sensor coils for vehicle detection, and there is significant room for improvement using new technologies. Against this backdrop, the Tokyo Institute of Technology and a local parking management company jointly launched an intelligent car park management system project to upgrade parking management by building related solutions and updating legacy equipment, thus addressing a series of existing issues such as high cost, low efficiency, limited space for deployment, and demanding requirements for computing resources. To help the university tackle these challenges, Inspur Information offered a solution based on its Edge Intelligence Server EIS200 Series for the project, which enables effective vehicle management, vehicle identification and parking lot management. The solution not only ensures adequate computing resources for the project and saves more than 40% of project costs, but also greatly reduces the workload of parking lot operation and maintenance and allows for convenient management of multiple car parks.

Inspur Information Helps a Research Institute in Germany Overcome Research Bottlenecks

A German scientific research institute is well-known in Europe for its continuous research and high-quality outcomes in the field of modern life sciences and medicine. In its scientific research activities, the institute faced longstanding challenges in quickly acquiring the amount of annotated data and improving the efficiency of data pre-processing. In addition, image data such as medical images and genetic maps takes up a large proportion of raw data which is time-consuming and laborious to screen and analyze, and has been a pain point for the institute for a long time. Inspur Information offered a solution that boasts powerful computing, image data processing and deep learning capabilities and enables the optimization of its entire research process, helping the institute save more than 30% of time of data collation and image analysis in research fields such as protein structure analysis and gene mapping analysis.

- Inspur Information’s AI server sets 19 performance records in international MLPerf Benchmarks
- Inspur Information is recognized by The Forrester Wave™ as a leading solutions provider of predictive analytics and machine learning in China
- Inspur Information is rated “Very Strong” by global leading consulting firm GlobalData in its updated report on data center vendors
- Inspur Information storage broke 6-controller, 8-controller, and price-performance records in the SPC-1 benchmark test, becoming the new leader in the global storage market
Join Efforts to Build a New Paradigm of Open Computing

Open computing originated from hyperscale data centers, representing the most advanced technical concept in the data center industry. It aims to complete the standardization and industrialization of innovative data center technologies with open technology strategy and open source technology, solve a series of challenges such as energy efficiency, total ownership cost and flexibility, and promote the upgrade and transformation of data centers.

The three influential organizations in the field of open computing now include the OCP community initiated by Facebook in conjunction with Intel and other companies; the Open Data Center Committee (ODCC) launched by enterprises such as Baidu, Alibaba and Tencent and China Academy of Information and Communications Technology (CAICT); and Open19 by LinkedIn. And OCP has become one of the world's largest hardware open source communities, with over 200 core members, including big names such as Google, Microsoft, Inspur Information, Baidu, Alibaba, and Tencent; ODCC is supported by Internet powerhouses and telecom operators in China and is committed to leading and promoting the development of the data center industry; Open19 pushes for the design and optimization of data centers based on the existing 19-inch standard racks in traditional server rooms.

As a key member of the world's three largest open computing standards organizations, Inspur Information has been increasingly engaged in the open hardware community, from contributing IPs to developing and establishing standards. Inspur Information’s contributions include the first server based on Open19 standards, the first OCP standard motherboard based on the Intel Skylake platform, and the first four-socket server based on Project Olympus. We also joined the OCP OAM project, led the inception of the OpenRMC project, and developed the world's first rack-scale server management architecture based on OCP standards.

In the OCP community, Inspur Information initiated the OpenRMC project and announced the OpenRMC design specification version 1.0, which provides a reference architecture for the unified management of rack-scale servers and lays a foundation for achieving intelligent data center operations.

At Inspur Information Partner Forum 2020, Inspur Information released MX1, the world's first OAM AI system that supports a variety of OAM-compliant AI chips on a single AI server, thus solving the major challenges of hardware fragmentation and ecological fragmentation in AI computing infrastructure development and accelerating the implementation of AI applications.

Moreover, Inspur Information has co-sponsored OCP China Day for two years in a row, with participants including open community members such as Facebook, Intel, Microsoft, Tencent, Baidu, Alibaba, Seagate and Enflame Technology, which has become the most influential industry event in the field of open computing. Inspur Information also organized the first OCP China Community Technical Salon where Inspur Information and other titans such as Baidu, Intel, Microsoft, Cambricon and Enflame Technology discussed the current status of OAI project development and its future direction and promoted the design optimization of AI hardware acceleration modules and systems.
Inspur Information has taken the lead in setting up industry organizations such as the Storage Industry Technology Innovation Strategic Alliance to unite the advantageous resources of industry, academia, research and application to promote technological innovation, and joined industry associations such as NVM Express, PCI-SIG, SNIA and IEEE SA and got actively involved in the formulation of various industry standards. During the reporting period, Inspur Information has participated in the formation and revision of more than 100 standards in cloud data center fields such as server, storage, artificial intelligence, and cloud computing, including eight international standards and more than 90 Chinese standards. Inspur Information played an active role in the formulation of international standards by relevant sub-committees and working groups of ISO, IEC JTC1 and SC42, as well as the formulation and revision of a total of 34 international and domestic industry standards related to information technology, working with the relevant parties to jointly enhance technical standardization and product standardization.

In the ODCC community, Inspur Information joined hands with telecom operators, CAICT and Intel to launch the OTII (Open Telcom IT Infrastructure) project which is designed to formulate deeply customized server technology solutions and prototype products featuring open standards and unified specifications for telecom applications, extend traditional data centers to the edge, and meet the rapidly developing needs of edge computing.

The Fang Sheng project, an open source data center infrastructure hardware project initiated by Alibaba in the ODCC community, is oriented to forming a consensus and open standards for large-scale cloud data center infrastructure, creating common hardware products that can better meet the needs of future public cloud applications with high efficiency and low cost, and building a cloud data center hardware ecosystem in China.

As one of the key members of the Fang Sheng open source project, Inspur Information participated in the formulation of Fang Sheng technical specifications and prototype development and launched the first Fang Sheng product, the SA5456M5 storage server which not only addresses massive data storage, but also greatly reduces the cost of data storage and operations.

Inspur Information has been actively promoting the establishment of SPEC ML standards, especially the development of SPEC ML benchmark test models, architectures, use cases, methods and other specific modules, which has been highly praised by SPEC leadership and members, and Inspur Information was thus re-elected as a SPEC OSSC member and ML chair, continuing to lead heavyweight members in the development of ML performance test benchmarks.

Inspur Information is committed to providing an objective comparison standard for all kinds of AI/ML applications, providing a unified track for technology and solution competition among vendors, and promoting the sound development of the AI industry. Inspur Information will speed up progress with other SPEC ML working group members to provide the industry with unified and trusted test benchmarks as soon as possible.
In 2020, Inspur Information released a number of new AI products and continued to upgrade the three platforms of AI computing, AI resources and AI algorithms to empower the development of the MetaBrain ecosystem and provide intensive and efficient smart computing power support for AI-driven industrial transformation.

Inspur Information released multiple new AI servers, including the industry’s strongest AI server NF5488A5, the world’s first OAM AI system MX1, and new-generation onboard liquid cooling high-density server i24M5-LC, continuing to improve its strongest and most comprehensive AI computing product mix and build strong AI computing power for the MetaBrain ecosystem.

Inspur Information upgraded its AI resource management platform AIStation 3.0 to provide management support for AI model development and training and inference deployment that ranges all the way from underlying resources to overlying business processes. It achieves seamless integration with more than 100 AI development tools, models, algorithms and solutions of MetaBrain partners and promotes agile development, rapid deployment and continuous innovation of AI applications in the actual production environment.

Inspur Information upgraded AutoML Suite, an automatic machine learning AI algorithm platform which came with all-new automation engines — modeling AutoNAS, hyperparameter adjustment AutoTune, and model compression AutoPrune — leveraging intelligent tools to improve the efficiency of AI development, significantly reduce human resource cost, and achieve one-stop automatic model building, and helping the MetaBrain improve the efficiency of AI technology development and application.

As AI technology improves in leaps and bounds, it has been increasingly integrated with various industries and driving a new round of industrial transformation. However, AI-driven transformation of industries still faces challenges both technically and commercially. Inspur Information, as a leading global AI computing infrastructure provider, is committed to building an inclusive win-win ecosystem of AI and accelerating AI-driven industrial transformation.

In 2020, Inspur Information continued to develop its leading AI ecosystem — MetaBrain, aiming to unite left-handed partners with AI development capabilities and right-handed partners with capabilities of delivering total solutions to jointly provide end-to-end AI models and solutions for industry customers. Based on Inspur Information’s cutting-edge AI computing platform, AI resource platform and AI algorithm platform, MetaBrain helps left and right-handed partners efficiently complete the development and delivery of AI algorithms, models and applications to accelerate the AI-driven transformation of industries with the best algorithm model development capabilities and the best integration, deployment and service capabilities.

Driving upgrades under the dual challenges of technology and business is a common issue in the era of AI-driven transformation of industries. Inspur Information hopes to make this process faster by promoting the MetaBrain ecosystem that efficiently aggregates industrial forces by delivering smart computing as part of a comprehensive ecosystem.
Lay a Trusted Smart Computing Foundation
We regard product quality as the cornerstone of our business development and are committed to building a safe and trustworthy future for the industry. We adopt a “customer-centered” approach with the belief that service creates value and continuously refine service experience. We regard information security and privacy protection as our top priority and are committed to delivering secure and reliable products and solutions for our customers. Meanwhile, we work with our partners to explore better cooperation models, build a sustainable supply chain, and achieve efficient value creation together.
Solidify the Foundation of Quality

Inspur Information firmly believes that quality is the cornerstone of long-term stable business development and is committed to providing secure and trusted products in line with the strategy of “creating a winning future with quality”.

Quality Management System

Inspur Information has a comprehensive quality management system that covers all product lines and supply chains, using the quality operation model with the product line as the core, establishing quality standards for each product line, and implementing IT-based measurement to guarantee the quality of products in the whole industry chain. Inspur Information’s quality management system covers marketing quality, R&D quality, supplier quality, manufacturing quality, customer experience, testing quality, and service quality which are measured against well-defined quality standards and subject to accountability procedures. We have passed multiple quality system certifications for product quality, such as ISO9001 and Electrostatic Discharge (ESD) certifications.

In the continuous pursuit of excellence, we pay high attention to the prevention and control of quality risks. Inspur Information has established a hierarchical and matrixed quality prevention mechanism powered by new technologies to further improve the prevention, correction and interception capabilities of the quality system and systematically promote the Company’s quality improvement efforts. In the product design phase, we follow the DFx design baseline. Through peer review in the conceptual design phase and simulation analysis in the detailed design phase, we can identify design problems in advance, thus avoiding repeated verification in the real test phase. We continuously refine our design specifications and review design quality issues on a regular basis. In terms of the structural design of products, we have set up a standard structural parts library and employed auxiliary tools such as automatic BOM export and other automated design checking tools to reduce human design omissions or errors.

In refining quality management, Inspur Information focuses on two aspects: the first is to refine quality targets by systematically determining end-to-end quality KPIs for different product lines and to review and improve them on a regular basis; and the second is to refine management methods by building a quality big data platform capable of automatic warning on quality issues.
In 2020, we launched a Lean Six Sigma initiative to reduce memory contact failure rates through lean manufacturing.

The Lean Six Sigma project, by reducing the probability of artificial damage to parts, re-plugging and memory reversal and identifying common control methods, brought the memory defect rate to within 0.3% of the benchmark value, and its methods can be promoted and implemented for other parts and links as well. In addition, the project can improve employees' ability to apply IE knowledge, promote the team's ability to make improvements, and improve the overall operation level and proficiency of employees.

Inspur Information is committed to deepening the zero-defect quality culture and implementing a corporate cultural shift towards zero-defect quality management in line with the strategy of “creating a winning future with quality”. In 2020, Inspur Information organized two seminars as well as coaching activities for senior management members to build a zero-defect culture, and set up a company-level advancement team responsible for selecting departments for piloting and organizing staff training and cultural activities such as solicitation for zero-defect slogans.
In 2020, Inspur Information identified more than 100 hidden hazards during regular factory safety inspections, of which 99% were rectified, and ensured closed-loop management. We continued to carry out three-level safety training and various special training workshops, with nearly 100 training sessions held during the year, to steadily solidify essential safety management and improve equipment safety. We attach importance to safety culture with more than 100 relevant posters designed and released, 400 hours of safety videos, and 50 safety knowledge newsletters circulated.

In addition, we strengthened the management of special operations, issued internal procedures for handling factory fires and a manual on factory firefighting, and conducted emergency evacuation drills to improve employees’ emergency response skills.
Inspur Information, based in China with global reach and adherence to “customer-centricity”, provides all-round expert services available to customers worldwide all the year round for all related technical issues based on a global service network featuring modular intelligent services, sophisticated service quality management, and continuously improving product technical support and overall implementation capabilities as well as local service support capabilities. This globally agile service network ensures high-quality comprehensive services and satisfying experience for all customers around the world.

Inspur Information has set up four call centers with a service network covering more than 60 countries and regions, providing customers with 24/7 technical services in four languages, namely Chinese, English, German and Korean. The global call centers have hundreds of technical engineers who provide more than 300,000 remote technical consultation and troubleshooting services to customers each year. Customers can make service requests at any time through various channels such as 400 hotline, email and WeChat official account. Inspur Information attaches importance to communication with and feedback from customers and conducts satisfaction survey on every session of service provided to achieve continuous optimization and improvement of the service system. In 2020, Inspur Information responded to 100% of customer complaints received.

Inspur Information has passed the ISO 20000 IT Service Management System certification and ensures service quality and service standardization through regular annual internal and external audits. For our signed service partners, we will provide unified training and empowerment and implement daily service process supervision to ensure that the high-standard “original service” experience is delivered to all our customers.

In 2020, the turnover of the annual “Double Eleven” global shopping spree hit a new record high. Behind this global online shopping extravaganza was Inspur Information’s stable support of nearly 100 server rooms and hundreds of thousands of devices worldwide. To ensure the smooth operation of large-scale, centralized trading operations, Inspur Information mobilized hundreds of engineers and experts in on-site and back-end global command and monitoring centers to provide technical support, delivering its “360° expert services” philosophy with practical actions and demonstrating the important value of Inspur Information’s “critical moment assurance services”.

This support demonstrated the mature and stable support capability of Inspur Information’s intelligent service system: Inspur Information’s global service command system acts as the central system to operate and dispatch global service resources through big data and visualization, realizing minute-level monitoring of the service process; its automated service dispatch system revitalizes the pool of guaranteed spare parts resources to provide support with zero time difference to the frontline; and its cloud diagnostic platform is always on standby to remotely monitor the status of equipment and ensure that faults are quickly analyzed and located.

Leveraging its complete organizational support system for two-way operation and unified scheduling, Inspur Information successfully completed the service support work and brought the “Double 11 Global Shopping Festival” to a success, which earned us high recognition from customers.
As the transition to a smart society accelerates, computing power has become an important indicator of socio-economic development, and countries are also stepping up investment in IT infrastructure. This process, however, is also faced with increasing network and data security risks. As a global leader in smart computing, Inspur Information provides advanced computing platform support for cloud computing, big data, and artificial intelligence and is deeply aware of its weighty responsibility of information security and privacy protection. We have made information security and privacy protection one of our highest priorities for product development. Through years of efforts, we have established and implemented an advanced end-to-end product security assurance system and are committed to continuously enhancing information security awareness and skills of our entire staff, doing our best to ensure that we consistently deliver secure and trusted products and solutions to our customers.

**Information Security**

Inspur Information has an overall goal on information security. It has put forward the information security policy of “R&D security, proactive protection and continuous improvement to ensure information security” and established a comprehensive information security organization and management system and an information security committee to effectively promote the development of information security work.

We formulated the *Information Security Management Manual* to implement effective information security risk management to ensure that all employees understand and comply with the requirements of the information security management system while continuously improving the effectiveness of the information security management system and comprehensively enhancing information security management capabilities. At the same time, we formulated the *Information Security Guidance Policy* to set out clear management specifications for information security issues such as access control, information classification and handling, physical and environmental security, and technical vulnerability management to ensure the effective implementation of the Company’s information security policy. In addition, we formulated the *Information Security Communication Management Standard* to control related internal and external communication requirements in the information security management system and to collect the requirements of all parties in a timely and accurate manner for continuous improvement.

The Company's Information Security Committee is the highest decision-making and management body of the Company for information security matters, responsible for formulating the overall strategy of the Company's network information security, developing the Company’s information security management system, norms and implementation standards, and coordinating and supervising the information security work of all departments. Inspur Information has clear provisions for information security-related functions and related departments, setting out the responsibilities of each party to ensure the effective implementation of security work.

We continuously improve our information security management system and adopt the PDCA model to provide normative guidance on all information security management processes, including establishment, implementation, operation, monitoring, review, maintenance and improvement.
For internal information security management, Inspur Information adopts the principle of "no disclosure without explicit permission" and has a clear policy of information distribution and authorization. For information security management matters involving third parties, we have information security requirements and control measures for suppliers by recording, monitoring and controlling the access rights of each supplier and taking appropriate information security awareness training for supplier personnel on a regular basis to safeguard third party information security.

Privacy Protection

Inspur Information attaches importance to the protection of personal privacy. It has set up a data and privacy protection committee and formulated the personal information protection policy of "default privacy, active protection, and continuous compliance with privacy information protection rules" with well-established personal information protection objectives to continuously enhance the awareness of personal information protection among all employees and actively prevent personal information breaches.

Inspur Information follows the “consent and choice” principle of personal information protection and provides the necessary technical means and methods to enable subjects of personal information to exercise meaningful, informed, explicit and free consent and choice. We also limit the types and amount of personal information collected to the scope of applicable laws and regulations and follow the “data minimization” principle to reasonably control the amount of personal information collected and processed.

We regularly measure and evaluate the Company's personal information protection objectives and record them in the management system effectiveness measurement form, and at the same time, we conduct risk assessment and personal information impact analysis, implement relevant risk management plans based on the results of risk assessment and personal information impact analysis, and improve and strengthen personal information protection in a timely manner.

We have continued to improve our information security risk control capabilities. As of December 31, 2020, we had received certifications for both the ISO27001 information security management system and ISO27701 personal privacy management system, achieving trusted status based on organizational structures and processes.
Product Security

We have developed a product security strategy that makes security one of the Company's highest priorities for product development and delivery. We have established and implemented an advanced end-to-end product security assurance system in line with our strategic development plan, in compliance with applicable laws and regulations and with reference to international and relevant national and regional network security standards and industry best security practices, doing our utmost to ensure that we consistently provide secure and trusted products and solutions to our customers.

To ensure that our product security assurance system is integrated into the entire product lifecycle, including product planning and management, design and development, supply chain, manufacturing, product delivery and service, and that product security policies are effectively implemented, we have established a top-down multi-level product security organizational structure and assigned clear responsibilities to each security team.

Inspur Information is committed to building an end-to-end product security assurance system that has the security needs of customers and other stakeholders as input and secure and trusted products, solutions and services that meet their needs as output. The product security assurance system covers multiple fields and dimensions such as security strategy and process, engineering process security, security technology, organization and personnel safety, forming a total product life cycle security assurance system.
Inspur Information is committed to reducing the risks associated with security breaches by providing customers with timely information, guidance and mitigation options. We have established a dedicated Product Security Incident Response Team (PSIRT) to receive, process and publicly disclose security vulnerabilities related to Inspur Information products. Based on international standards ISO/IEC29147-Vulnerability Disclosure Principles and ISO/IEC30111-Vulnerability Handling Processes and Chinese national standard GB/T38645- Information Security Technology Network Security Incident Emergency Drill Guide, we developed and released our Emergency Response Standard to standardize the handling processes for major security issues of Inspur Information's products and deter security threats to the Company's products. At the same time, we have made active efforts to strengthen cooperation with third-party authoritative security vulnerability organizations and contribute our achievements in security vulnerability identification and alerting. In 2020, Inspur Information submitted a total of nearly 30 security vulnerabilities and more than 20 vulnerability alerts to the Chinese National Vulnerability Database (CNNVD).

In order to minimize security vulnerabilities of products before release, in addition to security testing at the product development stage, we have set up an independent security assessment team to conduct independent security testing of products from a third-party perspective with a view to building a second security assurance of product security verification. The security assessment team has a veto power on product releases, a mechanism to ensure that product security defects are effectively controlled.

Inspur Information has actively participated in the national information security standardization work and led or participated in the formulation of multiple national information security standards. On December 14, 2020, the national standard Information Security Technology – Technique Requirements and Evaluation Criteria for Server Security (GB/T39680-2020) formulated under the lead of Inspur Information was officially released, marking a key contribution of Inspur Information to the national information security assurance system.

We have actively conducted training on cyber security awareness, knowledge and skills for our entire staff to enable employees to fully and effectively perform their job responsibilities. We have developed targeted security capability improvement plans and courses for different positions to enhance employees’ cyber security skills through systematic learning programs. At the same time, we also encourage employees to actively participate in internal and external network security certifications, and guide employees to take the initiative to learn through efforts in such aspects as job qualification requirements and performance assessment. At present, we have multiple employees who have obtained third-party professional security certifications such as Certified Information Systems Security Professional (CISSP), Certified Information Security Professional (CISP) and Certified Information Security Professional – Penetration Test Engineer (CISP-PTE).
Sustainable Supply Chain

Inspur Information attaches great importance to supply chain security and responsible procurement. It pays great attention to the issue of conflict minerals and has a clear policy of not purchasing or supporting the use of conflict minerals. Inspur Information is committed to establishing equal, mutually beneficial, close and solid cooperative relationships with excellent suppliers to build a socially and environmentally responsible supply chain and contribute to sustainable development.

We have developed complete supplier management processes with clear requirements in terms of supplier introduction, tender and daily management.

**Introduction**

- Formulating regulations such as Supplier Introduction Management Processes, Operational Guidance on Introduction of Non-production Material Suppliers and Logistics Carrier Management. Establishing a risk assessment system to investigate and assess suppliers’ management system certifications (ISO9000, ISO14000, etc.), CSR, trade security, cyber security and information security, and financial status to ensure supply chain security;

- Requiring suppliers to sign relevant documents such as Business Agreement, Supplier Product Safety Agreement, Supplier Corporate Social Responsibility Agreement, Anti-Commercial Bribery Agreement and Confidentiality Agreement to ensure supply chain security and sustainable development.

**Invitation to tender**

- Using electronic tender system to guarantee fair and impartial procurement operations.

**Management**

- Establishing a supplier evaluation system and conducting regular supplier performance evaluations for continuous improvement of suppliers’ capabilities.

- Conducting regular supplier audits to identify supply chain risks.

**Incentives and improvements**

- We have established an incentives and improvements mechanism under which we select outstanding suppliers annually with an excellent rating and present awards to them.

**Penalty and Exit**

- Formulating the Supplier Penalty Management Code, which grades and imposes penalties for suppliers.

- Eliminating suppliers that do not meet requirements according to supplier evaluation and implementing a supplier blacklist mechanism.
We regularly evaluate our suppliers in terms of quality, technology and procurement, who are rated into four performance levels: excellent, good, average and poor. We select outstanding suppliers annually with an excellent rating and present awards to them. In 2020, a total of 25 suppliers received the “Outstanding Supplier” title. We develop long-term partnerships with excellent suppliers, establish strategic alliances, and sign LTPs and MOUs. For suppliers with poor performance evaluation results, we implement special analysis and require them to make rectifications within a time limit, and for those failing to make rectifications in time, we will reduce procurement from them or stop cooperation.

We investigate and track the social responsibility performance of our suppliers at all stages of our cooperation with them. At the supplier introduction and tender stage, we evaluate suppliers’ social responsibility performance in the Supplier Survey and Evaluation Form, which includes various aspects such as CSR management system, labor requirements, occupational health and safety requirements, environmental protection and sustainable procurement; and in everyday management, we conduct regular supplier audits to guide suppliers to incorporate CSR requirements into their business strategies, reduce business risks and improve operational efficiency. We have a high standard of control over hazardous substances and require suppliers of relevant materials to comply with RoHS requirements and provide a REACH statement.

We place a high priority on the issue of conflict minerals. Not only does Inspur Information not use or procure conflict minerals, but it also requires in the Procurement Agreement that downstream suppliers shall implement responsible operations. In labor protection, it prohibits suppliers from employing child labor, discrimination and labor abuse, and requires the signing of labor contracts with all employees. In occupational health and safety, it requires suppliers to minimize work-related accidents and diseases in addition to providing a safe and healthy working environment. Inspur Information explicitly prohibits the use of conflict minerals by requiring suppliers to sign a Statement of No Use of Conflict Minerals, stating that none of the metals used or included in any of the products or parts delivered by them come from conflict minerals in the DR Congo, its neighboring countries, or any armed forces-controlled areas within those countries.

We maintain close communication with our suppliers and actively empower them and strengthen their recognition of Inspur Information for win-win cooperation.

Leading global consulting firm GlobalData thus assessed Inspur Information’s supply chain resilience: During the COVID-19 pandemic, Inspur Information maintained resilient supply and agile delivery. It overcame the challenges of increasing customer needs and lack of manpower by leveraging its intelligent production and resilient supply capabilities. Despite the global economic downturn due to the pandemic, Inspur Information achieved a revenue growth of nearly 21% over 2020. Moreover, it recorded a global revenue CAGR of approximately 45% from 2015 to 2020.
Contribute to Low-Carbon Sustainable Development
This chapter corresponds to SDGs

Inspur Information integrates the concept of green development into product development and solutions, implements the green production policy of "reducing pollution and energy consumption", and works together with ecosystem partners to contribute to the sustainable development of the environment and resources by leveraging the power of smart computing.
Embrace Green Product Design

Total Life Cycle Management

We carry out green management of the total life cycle of our products, which covers product design and production, packaging, use, disposal and recycling, with a view to improving the efficiency of resource use, reducing energy consumption and carbon emissions during their use, and minimizing the environmental impact of our products.

At the product design and production stages, we actively promote energy conservation standards, comply with the requirements of Technical Requirement for Environmental Labeling Products – Network Servers (HJ 2507-2011) and General Technical Requirements and Test Methods for Server Energy Efficiency Certification (CQC3135-2011) for product design. As of December 31, 2020, Inspur Information had obtained 124 China Conservation Certificates and 38 China Environmental Labeling Certificates for its products.

Certification for China Energy Conservation Program (CECP)

Inspur Information’s AI server NF5280M5 is a 2U dual-socket rackmount server optimized for new AI applications, with excellent energy efficiency as well as high quality and reliable performance. In 2020, the product obtained the China Conservation Certificate.
In the product packaging stage, we actively promote green packaging and reduction and comply with the requirements of the EU Packaging and Packaging Waste Directive 2005/20/EC to control and reduce the pollution caused to the environment after product disposal to protect the environment and human health.

In 2020, upholding the principles of environmental protection, innovation and cost reduction, we used airbag packaging for our mainstream general-purpose server products NF5280M5 and NF5180M5, which achieved significant packaging reduction. Previously, EPE material which was commonly used in the industry was used for package cushioning. EPE is convenient to use, but less environmentally friendly. After several rounds of research and design and testing verification, we finally chose the upgraded airbag packaging solution. Buffer airbags, which are neatly folded when not in use, are 90% more space efficient for storage and logistics than EPE cushioning; and are inflated on the packaging site, which saves materials; and can be conveniently deflated and recycled after use. In 2020, we saved a total of about 230 tons of packaging material for NF5280M5 and NF5180M5 packaging.
In addition, Inspur Information provides recycling services to ensure the safe and environmentally friendly recycling of electronic products and their subsequent use. We have obtained a series of certifications and qualifications, including ISO14001 environmental management system certification, eligibility license for disposal of waste and discarded electrical and electronic products, permit for operation of dangerous wastes, and inclusion in the official list of third-party organizations of e-waste dismantling, utilization and disposal and is qualified to collect, transport and dispose of e-waste in a standardized and centralized manner to minimize the environmental impact. In 2020, Inspur Information's recycling program covered the U.S. and Canada as well as major cities across China, having cumulatively recycled more than 10,000 discarded servers, more than 6,000 network equipment and a large number of discarded accessories.

Data centers use huge amounts of energy and are an important source of CO₂ emissions. Building energy-efficient data centers is an important part of the efforts to address climate change. As a leading provider of integrated hardware and software cloud computing total solutions in China, Inspur Information has extensive experience in data center design, construction and operations as well as in energy efficiency improvement.
In 2020, Inspur Information introduced a new generation of containerized data center solutions based on AI clusters, upgrading the green prefabricated data centers. The containerized AI cluster-based data centers, designed with a thorough energy conservation consideration, features a solar power generation module to reduce the dependence on grid load, and adopts indirect evaporative cooling technology to strengthen the evaporative cooling effect, which achieves year-round natural cooling and 100% natural cooling for an extra-long period of time and reduces PUE by about 0.3, delivering energy conservation and emission reduction.

Inspur Information is committed to the R&D and upgrading of data center liquid cooling technology. Compared with the traditional air cooling technology with high energy consumption and low efficiency, the liquid cooling system has high heat dissipation efficiency and can save 30%-50% of electricity compared with the air cooling system, which effectively achieves the purpose of energy conservation and emission reduction. The Inspur Information cold plate liquid-cooled data center product line covers a series of liquid-cooled data center products of different scales, including liquid-cooled racks, compact micro-module liquid-cooled data centers, single-row micro-module liquid-cooled data centers, and double-row micro-module liquid-cooled data centers. The cold plate liquid cooling method, which features a cold plate in direct contact with the heat generating components of the server and does away with air cooling, increases the water supply pressure and eliminates the previously used energy-intensive compressor of the cooling system, thus reducing the PUE of the cooling system.

Inspur Information's data center solutions can not only speed up data center construction and delivery but also significantly enhance energy efficiency and smart management, and its smart capabilities will continue to empower different business scenarios and open up a brand new path for the exploration and practice of new smart infrastructure in the future through efficient integration and innovation.

As the scale of cloud computing continues to grow, the data centers behind it are also expanding, and their massive energy consumption and carbon emissions are becoming the core issues that data centers need to address.

Inspur Information’s rack-scale servers are based on open standards with an architecture that features centralized power supply, cooling and management, and offers higher electricity conversion and energy efficiency. At the same time, Inspur Information’s rack-scale server complies with the 21-inch standard, breaking the original space limitation and enabling flexible and elastic combination, thus significantly improving resource utilization. According to the actual test results of a large data center, Inspur Information’s rack-scale server brings a 5% improvement in power conversion efficiency, about 30% savings of electricity, and a 90% reduction in system failure rate; and it increases operations efficiency by more than three times and delivery speed by more than ten times.

In 2020, at the China IDC Industry Annual Ceremony, the largest and most influential IDC event in China, Inspur Information's rack scale server won the “Best Energy Conservation Solution in the IDC Industry” award in recognition of its outstanding energy efficiency.

With the increasing power consumption of server chips, the traditional air-cooling technology can no longer meet the cooling and energy efficiency requirements. Inspur Information’s liquid cooling solution successfully breaks through the heat dissipation bottleneck of high power consumption chips and achieves precise cooling at the chip level through cold plate liquid cooling, which ensures the deployment of high-density computing nodes and solves the nagging heat dissipation issue for a “Project 985” university.

As the first liquid-cooling product released by Inspur Information, the micro air-liquid cooling module excels in terms of rapid deployment, green energy efficiency, reliability and security. Its heat exchange unit drives coolant circulation through a water pump and cools the coolant on the heat exchanger surface through a silent fan, which significantly improves energy efficiency of cooling.
Contributing to Low-Carbon Sustainable Development

Green and Low-Carbon Operations

Inspur Information embraces green operations and takes a comprehensive approach to the environmental performance of office operations by promoting green office practices to reduce waste of resources and energy and improve efficiency. In addition, we regularly examine and optimize our emissions and waste management to minimize the impact on the environment.

Inspur Information focuses on carbon emission monitoring and management and carries out sophisticated planning and monitoring of production, building, and office energy consumption to reduce greenhouse gas emissions.

- Advocate green travelling for employees and cooperate with Jinan Bus Group to open customized bus lines to facilitate employees’ travel to and from work;
- Set up shuttle bus services to facilitate employees’ access to each campus and reduce the use of private cars.

- Lights are turned off in the office areas from 12:00 to 13:00 to reduce energy consumption while providing a quiet and comfortable resting environment for employees.

- Water conservation signs are posted in washrooms to promote awareness of conservation and environmental protection.

- Advocate double-sided printing to conserve paper.

- Purchase energy-efficient appliances
- Strictly enforce the set temperatures of air conditioners at no lower than 26 degrees in summer and no higher than 20 degrees in winter to conserve electricity

Actively introduce clean energy and set up a solar photovoltaic power generating facility in Jinan Industrial Park.
Promote Ecological Sustainability through Technology

Inspur Information actively utilizes its resources and technological advantages to help relevant parties achieve green ecological protection, reduce environmental impact and carry out smart environmental protection projects.


Inspur Information developed an integrated solution for Asian elephant ecological protection that integrates terminals, edge devices and cloud based on advanced technologies such as artificial intelligence, cloud computing and big data. The solution weaves infrared cameras, cameras, drones and other collection devices in the rainforest into a data network to achieve real-time image and video data collection around the clock. The edge devices are equipped with a high-precision Asian elephant AI recognition model, which can make real-time millisecond-level accurate identification of the returned images and video streams and second-level early warning to prevent human-elephant conflicts.

The cutting-edge computing-driven solution can not only alleviate human-elephant conflicts that need to be addressed urgently, but also make many new discoveries and generate new insights into the Xishuangbanna rainforest, unlocking more possibilities for ecological conservation.
Unleash the Vitality of Talent Development
This chapter corresponds to SDGs

Inspur Information firmly believes that talent is at the core of its competitiveness and is a key force driving its sustainable development as a high-tech enterprise, and also an important factor that underpins its leading position and enhances its core competitiveness. Upholding a human resource philosophy that emphasizes “openness, growth, and elite”, Inspur Information is committed to continuously enhancing its talent management system based on comprehensive staff training and career growth programs that is geared to ensuring employment compliance, providing a platform where employees can actualize their values and are cared for and have their rights and interests effectively protected, and achieving common growth of employees and the Company.
Unleash the Vitality of Talent Development

Employee Rights Protection

Inspur Information respects the human rights and labor rights of all employees and provides employees with special cafeterias that suit their preferences and dormitories and offers high incentives such as housing and other allowances for key talents. It provides employees with a healthy, safe and productive work environment. Inspur Information respects the right of employees to free choice of employment and is committed to establishing labor relations with all employees on a voluntary basis, treating all employees in the principles of justice, fairness and equality, and not discriminating against employees in employment practices such as hiring, compensation, promotion, rewards and training opportunities on the ground of race, color, age, gender, ethnicity, disability, pregnancy, religious belief or political affiliation.
Inspur Information has established a comprehensive recruitment management system based on clear definitions of the principles, division of responsibilities and criteria for recruitment and open and transparent recruitment processes in compliance with the policies, laws and regulations of the regions (countries) where it operates, which ensures equal opportunities for job seekers and prohibits any direct or indirect discrimination against gender, ethnicity, etc. In adherence to the principles of compliance, openness, equality, competition and merit, the Company strictly observe the separation of selection and hiring in the process of talent introduction and is committed to keeping abreast of the times and continuously improving its recruitment management system. Despite the tough market environment due to the Covid-19 pandemic in 2020, Inspur Information still maintained a strong growth, introduced a significant number of top talents, and created a lot of local jobs. Inspur Information emphasizes talent recruiting, training and development in all places where it operates and employs an average of 57% of its overseas staff locally.

As of the end of 2020, Inspur Information had a total of 7,131 employees and a 100% labor contract signing rate, without any employment discrimination, child labor or forced labor.
Training and Growth

Employee Training

Inspur Information pays attention to employee growth, advocates lifelong learning, provides employees with diversified training courses and training activities, and actively fosters a culture of continuous learning, providing a platform of career development and personal growth. In 2020, Inspur Information organized training activities covering all aspects of leadership management, R&D and technology, project management, workplace safety, and general and human resources, which were attended by over 120,000 person-times with average training time of 40 hours per person.

From October to December 2020, more than 100 new managers participated in the “90-Day Turnaround Program”, a special training program designed to help new managers grow quickly from “top performers” to “team managers”. This program focused on three main development stages and eight key competencies for new managers to enhance their key competencies in the context of Inspur Information’s rapid development, helping new managers to master the necessary key skills and effectively solve the core problems encountered in their role change.
In 2020, the Company organized an operational skills competition for frontline employees under the theme of “Carry Forward the Spirit of Craftsmanship: Look for Blue-Collar Heroes”, which combined theoretical examination and on-site operational practice with a view to encouraging learning through examinations and promoting training through competition and enhancing the operational skills and hands-on abilities of production line employees. The competition also featured assessment and selection of rationalization suggestions and excellent cases of continuous improvement to foster a corporate culture and atmosphere of innovation.
Unleash the Vitality of Talent Development

Career Development

Inspur Information attaches great importance to developing and guiding professional capability building of employees and providing differentiated career growth channels for them to suit and meet the diversified career development needs of employees. For frontline employees, the Company assesses their value for their positions based on factors such as personal abilities and contributions and fully stimulates their initiative and creativity through a full range of measures, including performance incentive, output incentive, quality rewards, and selection of outstanding employees, to promote their career growth and development.

Meanwhile, the Company has established the “Supernova Star Program” for high-potential young staff, which has comprehensive training and position rotation mechanisms, provides professional mentoring and youth incentive funds, and introduces young talents with PhD degrees and provides support for them about various workplace and everyday issues, helping them quickly grow into backbone employees of the Company. The Company attracts top talents from around the world by combining an open corporate culture, competitive salary and benefit mechanism with local characteristics, and encourages employees to rotate to other positions with a view to developing well-rounded talents with an international vision.

Staff Motivation

Inspur Information has established a concise and scientific compensation system that is fair, equitable, competitive and motivating. At the same time, the Company has put in place a comprehensive incentive system that tailors incentive methods to long-, medium- and short-term strategic goals. In addition to equity, bonuses and other material incentives, the Company attaches importance to developing a moral incentive system that encourages top performance of all employees and encourages that all employees are effectively incentivized in whatever work they do at any time. The Company continued to improve its internal management by offering special rewards for achievements in such aspects as continuous improvement and zero quality defects to engage and motivate employees. The Company continued to increase investment in key talents and set up various rewards for R&D personnel as well as other achievements, including patents, papers, standards and technical breakthroughs.
Health and Safety

Inspur Information has passed the ISO45001 international standard and formulated a series of internal policies such as the Occupational Health Management System and the Measures for the Management of Female Employee Protection in accordance with relevant laws and regulations of the countries and regions where it operates. The Company conducts strict health pre-evaluation of construction projects and requires the provision of dust and poison prevention facilities and strict implementation of the “three simultaneities” system, i.e., the safety devices of a construction project must be designed, built and put into production and use simultaneously with the main part of the project. Inspur Information strictly follows the principle of “prevention orientation, comprehensive planning, adaption to local conditions and integrated management” to ensure the health and safety of employees.

In addition to participation in the five mandatory insurance schemes and the housing fund scheme, the Company provides employees with commercial insurance plans such as accident insurance, critical illness insurance, life insurance and business travel insurance. Moreover, it has a medical assistance plan for special cases, and regularly conducts research and analysis on claims data and employees’ needs with a view to enhancing employees’ risk protection. For many years, the Company has persisted in organizing annual medical checkups for all employees.

In 2020, the Company provided employees with fitness areas and actively organizing basketball games, yoga and other sports courses for employees. During the epidemic, the Company organized K1 running activities and created an exclusive online fitness community for all employees, encouraging them to be fit and stay healthy.
In 2020, Inspur Information comprehensively upgraded its office environment to make the workplace more comfortable and productive for employees.

We introduced an AI Reception Desk that answers common questions and provides intelligent services to employees.

**Care and Communication**

Inspur Information is committed to building a corporate culture where the employees are cared for like in a family. The Company emphasizes team-building and organizational engagement and organizes various corporate culture activities for employees such as outward bound training, movie-going and fitness. The Company regularly organizes informal discussions attended by doctoral employees and senior management members, encouraging doctoral employees to share advice and suggestions for the Company's development. The Company also holds ceremonies for retiring employees in recognition of their contribution and sends greetings to retired employees on traditional holidays. The trade union of the Company shows care for frontline staff in various ways all the year round to improve their comfort during work in all seasons and increase their workplace safety awareness.

**Inspur Information Organizes Speech Activities**

In 2020, the Company launched the Inspur Information Speaker speech competition to provide a platform where employees can hone and show off their speech-making skills.

“Inspur Information Speaker” activity

**Inspur Information Organizes the Spring Festival Photography Contest**

For four consecutive years, Inspur Information has organized the Spring Festival Impression Photography Contest to collect outstanding photography works from employees and promote the exchanges in photography hobby and techniques among employees through selection and display.

Employee’s photography work
The Company focuses on communication with employees by organizing various activities such as staff satisfaction survey, grievance hearing and open day and holding regular seminars in each quarter to provide opportunities for employees to communicate with the company and management face to face. The Company collects employees’ opinions and suggestions through human resource business partners (HRBPs) and administrative assistants. In addition, there are other channels such as the WeChat official account platform “InspurVoice”, Speakup mailbox, and the internal publications LanQiaoSha and The Inspur Way of Management, through which employees can put forward suggestions and express themselves.

“Our Inspur Information Family” Corporate Culture Activities

- **Retirement Ceremony**

  In 2020, the Company organized a recognition ceremony for retiring employees, where employees who had worked together for many years joined together to reminisce about the past and share about the present and future, epitomizing the family-like bonds of all colleagues at Inspur Information.

- **Holiday Visits to Retired Employees**

  In the Spring Festival and Mid-Autumn Festival of 2020, the Company organized greeting visits to retired employees. The Company’s management members paid visits to retired employees, sharing with them about the Company’s rapid development and outstanding achievements and extending holiday greetings to them.

- **Year-Round Employee Care Activities**

  In 2020, the Company, with a view to better meeting the needs of production, provided comprehensive supplies in all seasons and increased frontline employees’ workplace safety awareness.

- **Striver Photography Studio employee care activity**

  In April 2020, the Company carried out a Striver Photography Studio employee care activity to provide employees with family photography services, in a thoughtful move to reinforce employees’ sense of happiness.
Demonstrate Corporate Social Responsibility
This chapter corresponds to SDGs

1. NO POVERTY
2. ZERO HUNGER
11. SUSTAINABLE CITIES AND COMMUNITIES

Inspur Information is committed to corporate citizenship and performs corporate social responsibility in all respects by proactively promoting the development of the education sector and implementing various CSR programs, doing its part to contribute to social development.
Support for Frontier Research at Universities

While pushing its own business growth, Inspur Information has been actively involved in advancing the development of the education sector. At present, the data centers of many domestic universities are outdated with high energy consumption, scattered computing resources, inefficient operations, and insufficient public computing resources. With these issues in mind, Inspur Information has, subject to compliance with applicable laws and regulations, actively entered into cooperation with multiple colleges and universities to develop public computing infrastructure with advanced hardware, comprehensive functions and rich resources in support of their discipline development, talent development, and frontier technology development.

Inspur Information Builds Integrated AI Resource Management Platform for Shenzhen University

Inspur Information built an integrated AI resource management platform for the public AI computing platform of Shenzhen University's College of Computer Science and Software Engineering. With the help of Inspur Information AI resource platform AI Station, Inspur Information ingeniously solved the existing AI computing resource provisioning and management challenges and increased GPGPU resource utilization to over 60% and overall development efficiency by 75%, putting the college's AI research and teaching into the fast lane.

Inspur Information Collaborates with Chongqing University of Posts and Telecommunications to Develop “AI Innovation Platform”

On October 15, 2020, the AI Innovation Platform jointly developed by the School of Computer Science/School of Artificial Intelligence of Chongqing University of Posts and Telecommunications and Inspur Information entered the pilot run phase and was opened to all students and faculty as a public computing infrastructure. It will provide infrastructural support for teaching and scientific research at the university and effectively promote the development of Chongqing’s new intelligent infrastructure and its construction of the National New-Generation Artificial Intelligence Innovation and Development Pilot Zone.

Community Involvement

Inspur Information has always been committed to charity, taking the initiative to assume social responsibility and dedicating and giving back to society. The Company has consistently carried out CSR activities in support of the elder, children in need, and charitable causes, and made active efforts to build an employee volunteer force and engage employees’ family members, customers, and other social actors in serving society and having a positive impact on more people.

Inspur Information has been proactive in carrying out a series of community development projects and organizing volunteer service activities to promote local development and perform social responsibility. In 2020, we made donations to Mafang Village in Dongming County in Shandong Province and provided employment opportunities for migrant workers returning to their hometowns; and bought poverty-alleviation agricultural products in Tangyuan County in Heilongjiang province and Luoning County in Henan province, thus contributing to community development in the places where we operate. We always pay attention to the development of the communities where we operate, and have carried out various volunteer activities to fulfill our corporate responsibility mission and convey the spirit of Inspur Information.
• **Inspur Information Provides Support for Low-Income Neighborhood**

Upon learning that three dilapidated houses in Caojiazhuang in Guizhou Province needed to be renovated before the upcoming rainy season, Inspur Information acted on the need quickly by raising RMB 20,000 for the project so that the villagers could reside in safe and comfortable homes.

![Silk banners presented to Inspur Information in appreciation](image)

• **Inspur Information Sends Care to Children in Community Welfare Center**

Inspur Information volunteers went to the local community welfare center and presented snacks and supplies to the children there, sending them the warmest greetings in the winter.

![Inspur Information's charity activity at a community welfare center](image)

• **Inspur Information Launches “A Brighter Future for You” Voluntary Charity Activities**

Inspur Information organized a charity activity under the theme of “Help You, Build the Future” at the Longgang Community Welfare Center in Shenzhen, where Inspur Information volunteers brought kits containing thoughtfully selected articles such as colorful paints and paper cutting and other DIY materials to the children there, making them feel cared for and have a great time during the holiday.

![“A Brighter Future for You” charity activity](image)

• **Inspur Information Offers Community Assistance During the Holidays**

On Christmas Eve in 2020, Inspur Information donated essential food supplies to the Human Services Department of the City of Fremont in the US, to provide care and comfort to vulnerable members in the community during the holiday season.

![Inspur Information offers assistance to the homeless](image)

• **Inspur Information Donates to Doctors Without Borders Organization**

In August 2020, Inspur Information, based on needs collected by its campaigns, made a dedicated donation to Doctors Without Borders through the Amazon Smile Program in support of the delivery of humanitarian relief.
## Appendix 1 GRI Content Index

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<td><strong>GRI 102</strong></td>
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<tr>
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<td>Name of the organization</td>
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<td>102-2</td>
<td>Brands, products, and services</td>
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<td>Location of headquarters</td>
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<td>Number of countries where the organization operates, and the names of countries where it has significant operations and/or that are relevant to the topics covered in the report</td>
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<td>Ownership and legal form</td>
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<td>102-6</td>
<td>Markets served (i. geographic locations where products and services are offered; ii. sectors served; iii. types of customers and beneficiaries)</td>
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<td>102-7</td>
<td>Scale of the organization</td>
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<td>Information on employees and other workers</td>
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<td>Supply chain</td>
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<tr>
<td>102-10</td>
<td>Significant changes to the organization’s size, structure, ownership, or supply chain</td>
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<td>102-11</td>
<td>Whether and how the organization applies the Precautionary Principle or approach</td>
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<tr>
<td>102-12</td>
<td>A list of externally-developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes, or which it endorses</td>
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<td>102-13</td>
<td>A list of the main memberships of industry or other associations, and national or international advocacy organizations</td>
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<td>102-14</td>
<td>A statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability</td>
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<td>102-16</td>
<td>A description of the organization’s values, principles, standards, and norms of behavior</td>
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<tr>
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<td>Defining report content and topic boundaries</td>
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|302-5| Reductions in energy requirements of products and services| 41 None |</p>
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<td>GRI 419 Socioeconomic Compliance</td>
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<td>Non-compliance with laws and regulations in the social and economic area</td>
<td>None</td>
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Appendix
## Appendix 2 Glossary

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<tr>
<th>Abbreviation</th>
<th>English Full Name</th>
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<tbody>
<tr>
<td>AEO</td>
<td>Authorized Economic Operator</td>
</tr>
<tr>
<td>AI</td>
<td>Artificial Intelligence</td>
</tr>
<tr>
<td>BERT</td>
<td>Bidirectional Encoder Representations from Transformers</td>
</tr>
<tr>
<td>BOM</td>
<td>Bill of Material</td>
</tr>
<tr>
<td>CISP</td>
<td>Certified Information Security Professional</td>
</tr>
<tr>
<td>CISP-PTE</td>
<td>Certified Information Security Professional – Penetration Test Engineer</td>
</tr>
<tr>
<td>CISSP</td>
<td>Certification for Information System Security Professional</td>
</tr>
<tr>
<td>CNNVD</td>
<td>China National Vulnerability Database</td>
</tr>
<tr>
<td>CPU</td>
<td>Central Processing Unit</td>
</tr>
<tr>
<td>CSR</td>
<td>Corporate Social Responsibility</td>
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<tr>
<td>DFx</td>
<td>Design for X</td>
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<tr>
<td>EPA</td>
<td>United States Environmental Protection Agency</td>
</tr>
<tr>
<td>ESG</td>
<td>Environment, Social Responsibility, Corporate Governance</td>
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<tr>
<td>ESD</td>
<td>Electro-Static Discharge</td>
</tr>
<tr>
<td>GPGPU</td>
<td>General-Purpose Computing on Graphics Processing Units</td>
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<tr>
<td>GPT-3</td>
<td>General Pre-trained Transformer-3</td>
</tr>
<tr>
<td>GPU</td>
<td>Graphics Processing Unit</td>
</tr>
<tr>
<td>HRBP</td>
<td>Human Resource Business Partner</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communications Technology</td>
</tr>
<tr>
<td>IDC</td>
<td>Internet Data Center</td>
</tr>
<tr>
<td>IEC JTC1</td>
<td>International Electro Technical Commission Joint Technical Committee 1</td>
</tr>
<tr>
<td>IEEE SA</td>
<td>Institute of Electrical and Electronics Engineers Standards Association</td>
</tr>
<tr>
<td>IPF</td>
<td>Inspur Partner Forum</td>
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<tr>
<td>ISO</td>
<td>International Organization for Standardization</td>
</tr>
<tr>
<td>LTP</td>
<td>Long-term Partnership</td>
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<td>Abbreviation</td>
<td>English Full Name</td>
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<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
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<tr>
<td>NVM Express</td>
<td>Non-Volatile Memory Express</td>
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<td>Peripheral Component Interconnect-Special Interest Group</td>
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<td>Registration, Evaluation and Authorization of Chemicals</td>
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<td>RoHS</td>
<td>Restriction of Hazardous Substances</td>
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<td>Standard Performance Evaluation Corporation</td>
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<td>Standard Performance Evaluation Corporation Machine Learning</td>
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Appendix 3 Feedback

Dear Reader,

Greetings for the day!

Thank you for reading this report. We sincerely invite you to rate this report by way of sharing your valuable feedback, which will help us improve our work and better fulfill our corporate social responsibility in the future.

Multiple-choice questions: (Please tick [✓] the appropriate box)

1. Which of the following describes your relationship with Inspur Electronic Information Industry Co., Ltd.?
   □ Government  □ Investor  □ Employee  □ Customer
   □ Supplier/contractor  □ Partner  □ Member of community and the public  □ Media
   □ NGOs  □ Other (please specify):

2. How do you rate Inspur Electronic Information Industry Co., Ltd.’s social responsibility/ESG performance?
   □ Very good  □ Rather good  □ Average  □ Rather poor

3. What is your overall impression of this report:
   □ Very good  □ Rather good  □ Average  □ Rather poor

4. How do you rate the quality of social responsibility/ESG information disclosed in this report?
   □ Very good  □ Rather good  □ Average  □ Rather poor

4. How do you rate the structure of this report?
   □ Very good  □ Rather good  □ Average  □ Rather poor

6. How do you rate the design and presentation of this report?
   □ Very good  □ Rather good  □ Average  □ Rather poor

What would you like Inspur Electronic Information Industry Co., Ltd. to do in social responsibility/ESG in the future?

You can provide your feedback through the following contact information:

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Postal code: 250101
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