

2019 BOE CORPORATE SOCIAL RESPONSIBILITY REPORT



BOE TECHNOLOGY GROUP CO., LTD.



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About This Report

Reporting Period

This report covers the period from January 1 to December 31, 2019. Part of the content is beyond the above time range.

Reporting Cycle

BOE has published the annual CSR Report since 2010. The last report was published in March 2019.

Report Scope

This report, covering regions where BOE operates, presents the CSR philosophy, strategy and practices of BOE and its subsidiaries as well as their business operations during the reporting period.

Report Data

This report provides data gathered as of December 31, 2019.

Reporting References

This report is based on the core program of GRI Sustainability Reporting Standards (GRI Standards) developed by the Global Sustainability Standards

Board (GSSB), the Shenzhen Stock Exchange Guidelines on Standard Operation of Main Board Listed Companies, the Code of Corporate Governance for Listed Companies, the Guidance on Social Responsibility of Information and Communication Technology Industry (SJ/T 16000-2016), and the Evaluation Index System of Social Responsibility Governance in Information and Communication Technology Industry (T/CESA 16003-2017).

Designations

BOE Technology Group Co., Ltd. is also referred to as “BOE” “the Company” or “we” in this report.

Report Availability

This report is available in digital edition. The digital edition can be read online or downloaded from the official website of BOE www.boe.com. You are welcome to call or email us if you have any questions or advice about the report.

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To Create a Harmonious and Symbiotic IoT Ecosystem

Chen Yanshun
Chairman of BOE Technology Group



Twenty years ago, from a standpoint of fulfilling the industrials' duty, we conceived a vision: Our products and services are available all over the world, at home, in companies, in communities, and every places that human beings experience. We are so closely connected with people's lives that we cannot stop... This initial intention defined a mission and responsibility that all BOE's technological innovations are focused on human beings. We need to make our industry big and strong and it will not only relate to the survival of enterprises, the livelihood of employees, industrial partners' businesses, but also ties in the lives of people.

In 2003, we put our foot into the semiconductor display field to solve the problem of lacking chips and screens in China's electronic information industry. After decades of unremitting efforts, we have 14 semiconductor display production lines, becoming a global leader in the industry. We have not only solved the needs from China's market, but also created an ecological environment for the global industry. We call it mini ecology when our products and services are closely related to the livelihood of tens of thousands of employees and families. We call it medium-sized ecology when the business of thousands of industrial partners and the survival of millions of employees are closely linked with us. And finally when display is ubiquitous, one out of every four screens in the world comes from us nowadays, the large-sized ecology starts to affect the lives of billions of people.

From the new entrant in the industry to the global leader now, BOE has been persisting in building a harmonious and symbiotic ecology at three levels. We developed industry technical standards and innovatively put forward the concept of ICPST (Integration of Chips, Panels, Software and Things), which is the harmonization and symbiosis of science and technology at an industrial ecology level. To promote art, culture and masterpieces of human civilization with high-definition display and BOE iGallery; to help fight against the global epidemic with scientific and technological products and services, are harmonization and symbiosis of science and technology at a higher social ecology level. Implementing the strategic transformation to the Internet of things (IoT), and committing to connection of science and technology with life to create a better future for all mankind, are the harmonization and symbiosis of science and technology at the human civilization level, which is the

largest ecological level since the ultimate goal of the development of science and technology is for the highest well-being of mankind.

While display is one of the industrial fields, IoT is a whole field, covering all aspects. Twenty years ago, we saw display is everywhere and today we see IoT is everywhere. Everything is connected means linking the production and business of every enterprise, connecting the livelihood and life of every person. Thus, we are moving forward from the field of display into the whole field of IoT, and have always been committed to our original goal: let us connect more closely with people's lives to work for a better tomorrow of mankind!

Since 2013, when the display industry was in the ascendant, we began to transform into IoT while it was just a concept at that time. We could hear the "staircase" squeaking while no one is coming down. Over the past six years, IoT has been segmented into different application scenarios, such as smart IoV, smart retail, smart healthcare... It's not just close at hand, it's right at fingertips. After several years of exploration, we transformed from a semiconductor display enterprise to an IoT company that provides intelligent interface products and professional services for information interaction and human health, which is not only an explicit strategic positioning, but also a clear and systematic strategy execution. What we anticipated is that the transition to IoT is both inevitable and necessary.

A few years ago, when IoT was revealed as the tip of the iceberg, we noticed that cutting-edge technologies such as cloud computing, gene technology, artificial intelligence were gaining momentum. IoT was expected to be the booster of the industrial revolution and the digital economy. Moreover, our goal is to achieve 100 billion Yuan to 100 billion US dollars. If this magnitude of qualitative change is based on our original main product-- display and sensor, the global market capacity values only a few hundred billion Yuan. Therefore, we must expand into IoT, which has a greater development space, using our main products and core technologies as strong foundation.

In the next decade, we shall not be limited to the world's leading semiconductor display company, but become a global innovative company in the era of IoT. Now that we have seen the mountains ahead, the key is to find the right path to go. We are deeply aware that application scenarios are the key to open the door of value creation of IoT. The strategy is to continuously innovate using the carrier of application scenarios, and apply core technologies, such as display and sensor, to thousands of scenarios of IoT. However, seeing and climbing the mountain is just a strategic turning point while working from strategic perception to strategy implementation is a difficult and systematic program.

Years of dedicated development, we have occupied the world's market with top share in display and five major products--LCD panels for smart phones, tablets, notebooks, monitors, and TVs. Over the six years of our transformation to IoT, we have also made encouraging progress: in 2019, we achieved 100% year-on-year growth in 12 IoT innovative application markets, including medical and vehicle. We focus on smart retail, smart transportation, smart finance and other industrial solutions, making in-depth combination of scenarios and product types to meet the needs of customization. It has become the first choice among the majority of users. A convincing example would be BOE smart transportation solution, which serves subway lines in 22 cities around China, covering more than 80% of the country's high-speed rail lines and providing professional services to cities overseas. In the field of intelligent IoT, digital art display represented by our product BOE iGallery, is not only becoming a new tool to promote, preserve and foster art, culture, intangible cultural heritage and history, but also has become a new international standard. This highlights the harmonization and symbiosis of BOE achieved at the social ecology level.

These achievements we made, originating from our drive for independent innovation and our ability to continuous innovation. In 2019, the number of BOE independent patent applications was 9,657, ranking the 6th in the number of international patent applications, the 13th in the number of US patents provided by IFI-TOP50. We also achieved top 3 in the number of global semiconductor technology invention patents and were ranked 6th in the list of China's artificial intelligence patents. In addition, we have been named as one of the Forbes global digital 100 and FORTUNE Future 50.

From display to IoT, we have committed to respecting technology and persisting in innovation. However, we do change the way and content of innovation. In the field of display, we achieved independent innovation under open collaboration. While in the field of IoT, we addressed collaborative innovations in the cross-border integrated ecology. At our global innovation partners conference (IPC) held annually of the past four years, we have explained the IoT value creation ecosystem-- ICPST (Integration of Chips, Panels, Software and Things), and creatively proposed the transformation strategy: open up technologies and application platforms to create value through ICPST. Our core capabilities are display, sensor and system device, which can be extended to a new capability--solution of application scenario system combining software and hardware. In the practice of enabling IoT application scenarios, we will continue to open technology and application ends, and to promote the harmonization and symbiosis development of ecological partners. The ICPST is the exact model of BOE's achievement in the harmonization and symbiosis among the industrial field. We have evolved from developing industrial technical standards and summarizing major laws of industrial development to developing the industrial norms from the perspective of industrial ecology, promoting a cross-border integration and collaborative innovation.

With the rapid development of IoT, application scenarios are constantly subdivided, and standardized products with universal platforms cannot meet the personalized needs of users.

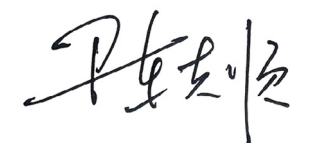
The cross-boundary multi-dimensional collaborations have become an effective way to create value which centered on application scenarios and customized solutions with fusion innovation. In thousands of subdivided application scenarios, it is necessary to combine the algorithms, formed by the professional knowledge and excellent experience from all walks of life, with the computing power represented by AI, sensor, computing, storage, transmission and display, the functional hardware and software, as well as the massive and effective data. In the process of integration, product and service providers from every industry need to be highly collaborated, make full use of advantages from each other and merge into the whole system to provide a complete customized solution accurately and achieving the best user experience. We define this kind of collaborative innovation in cross-border integrated ecology as the ICPST + (Integration of Chips, Panels, Software and Things +).

Recently we have started a brand-new industrial collaboration platform -- BOE intelligent system innovation center, which specifically covers five platforms: the software and hardware technology development platform, the new materials and equipment industry transformation platform, the product and service marketing and promotion platform, the international talent exchange and training platform, as well as the open technology and market cooperation platform. With these five platforms enabling application scenarios, we can create a win-win situation with partners by sharing resources, information, opportunities and values to build the whole new ecology. We could altogether dig into subdivided scenarios and create capability modules to match regional needs and offer diversified, distinctive and high-value-added innovative products and professional services.

Since we firmly implement the IoT transformation strategy--open up technologies and application platforms to create value through ICPST, we have been widely recognized and positively responded by global partners. Committing to the practice of ICPST +, we have gained a lot of win-win achievements. Besides of that, we set a significant strategy goal for the next stage: to win the decisive battle in the global semiconductor display industry, and to start the tough battle of the IoT transformation.

Currently, the COVID-19 outbreak is bringing great challenges to China and the world economy. It not only impacts the world economy from both sides of demand and supply, but may also bring the big shutdown of global production system, the blocking of factors flow, and the negative feedback loop of disruption in industrial chain and supply chain. At the same time, the world is facing environmental threats and climate change. Enterprise is an important carrier to undertake the task of promoting the sustainable development of itself and the industrial chain. We as the leading corporate in the global semiconductor display industry and an advanced manufacturer of core device in the global supply chain, will collaborate with our upstream and downstream partners, continue to shoulder the responsibility of building industrial ecology and create values in sustainable development.

Decades ago, we suffered so much in the roller-coaster cycle of the global display industry but we stood up, turned several crises into opportunities and grew stronger. Now, in the storm of the world economy, we will ride the wind and waves sailing to the sea with no fear in our hearts. This is what we called our industrial passion and global responsibility.



Special Project: BOE's Story of Fighting Against COVID-19

Wuhan, We are together!

At the beginning of 2020, the COVID -19 outbreak causes concerns of people all over the country. On January 27, BOE donated 10 million yuan to Wuhan Red Cross Society supporting the fight against epidemic in Wuhan and surrounding areas, and then medical teams from BOE Hospitals were sent to Hubei province participating in rescue of COVID-19 patients.

The Rescue

- On February 9, 2020, the first batch of BOE medical teams arrived in Wuhan.



The first batch medical teams were medics from the BOE Hefei Hospital. At the night of the Chinese Lantern Festival in 2020, BOE Hefei Hospital sent the *Rescue Wuhan Notice* to the hospital staff, and received a rapid response of 66 signups in less than 30 minutes. Eight were finally chosen and they made up the team of senior medical experts and medics from emergency treatment, intensive care and internal medicine. On February 9, they arrived at the Cabin Hospital at Wuhan Sports Center and provided treatment immediately.

- On February 13 in 2020, the second batch of medical team from the BOE Chengdu Hospital set off for Wuhan.



When noticed at 2 o'clock in the morning on February 13, BOE Chengdu Hospital spent only 6 hours to finish the mobilization, training, team set-up and the preparation of the medical assistance team. Departing on the same day to Wuhan, the team came to the Xiehe Hospital affiliated to Huazhong University of Science and Technology helping intensive care units and to Hanyang Square Cabin Hospital assisting in treatment and infection control.

The Fight

- The #1 Cabin Hospital at Wuhan Sports Center, where the medical team of BOE Hefei Hospital went to, has treated 491 patients. 439 were cured, 52 were transferred. It has taken in and treated patients as much as it could, achieving zero accident, zero death, zero return of cured patients and zero infection of medical staff. On March 8, the Cabin Hospital at Wuhan Sports Center officially closed. After a few days of rest, the BOE medical team once again started against severe cases of COVID-19 in the west hospital of Wuhan Tongji Xiehe hospital on March 14.



- On March 9, Hanyang Square Cabin Hospital, where part of the medics from the BOE Chengdu Hospital joined in, has officially closed after finishing the treatment of 1,028 mild COVID-19 patients.

- Two areas (with a total of 128 beds) in Wuhan Xiehe Hospital, where another part of the medics from the BOE Chengdu Hospital were sent to, has successfully completed the treatment mission on March 15, with 195 severe cases of COVID-19 were treated.



Communication

- When WHO experts visited the Cabin Hospital of Wuhan Sports Center, the medical team from BOE Hefei Hospital introduced epidemic treatments and work plan.



- CGTN live streaming for the first time showed what's inside the cabin hospital to the world. The medical team from BOE Hefei Hospital presented treatment in the hospital and methods to treat emotional and psychological trauma of patients.



Triumphant Return

- On March 20, the medical team of Chengdu BOE Hospital successfully completed their task and returned with medical team from Sichuan province.
- On March 27, the medical team from BOE Heifei Hospital returned home.



To Fight the Epidemic with Technology

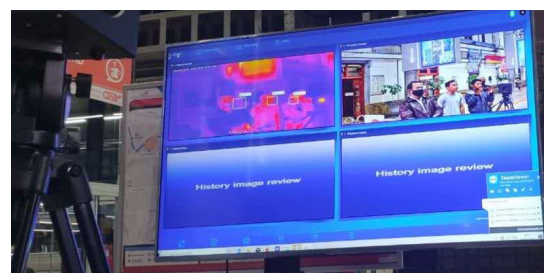
In the Cabin Hospitals, each medical staff has 6-8 hours shift schedule each day. The disposable protective clothing add much inconvenience in communication between inside and outside the cabin, especially when medics have to wear and remove protective clothing back and forth under strict disease-control requirements. Therefore, BOE donated a group of All-in-one Interactive Display for Video Conference to the Cabin Hospital at Wuhan Sports Center. The machine supports whiteboard, wireless transmission and video conference combined with high definition display, which offers the medics from inside or outside talk "face to face" to patients through video at any time. BOE uses technology to help improving efficiency of fighting the disease, creating a safer working environment for the "angels in white".

In addition, BOE's 10.4-inch, 12.1-inch and other professional medical display products have been used in medical monitors, ventilators and other vital signs monitors at Huoshenshan Hospital and Leishenshan Hospital in Wuhan.

In the meantime, BOE puts the technology power into work resumption by introducing innovative products and solutions like low- temperature warning system, intelligent office solutions, blue-ray-blocking & vision-protective display solutions and teleconsultation platform, etc. BOE is offering strong technology support for disease control and work resumption, as well as helping local communities in which BOE branches located all over the world.



All-in-one Interactive Display for Video Conference is assisting in the Cabin Hospital at Wuhan Sports Center



The low-temperature warning system has been applied to light rail stations in Jakarta, bogor and debo, Indonesia.

Support in Community

In addition to assisting the frontline, BOE has been keeping an eye on the local communities and supporting them to fight against the epidemic.

BOE responded very quickly in the early stage of the COVID-19. On January 22, the BOE Hefei Hospital opened its fever clinic. On January 24, the hospital opened an "online fever clinic", providing remote diagnosis and treatment services to more than 1,000 patients who can get professional consultation without leaving home, which helped reducing the risk of infection. Besides, the hospital has set up an emergency team to conduct nucleic acid tests and samplings for isolated residents in their home.

On February 3, Beijing Oasis Hospital opened its clinic and emergency rooms, providing safe and qualified medical services for nearby residents and foreigners. Because of its resources of medical experts, the hospital deployed 13 staff to assist government and enterprises in



local area for disease control. They helped UCP and UBP to develop a scientific process for disease surveillance, ensuring a successfully work and operation resumption of dozens of enterprises in the park. In addition, the hospital provided free consultation and protective equipment for pregnant women. Experts from all departments were invited to shoot videos and write articles on epidemic prevention, which attracted more than 100,000 views.

While ensuring the safety of its own construction, BOE Chengdu Hospital has initiated a "mini clinic" online since February 5. Also establishing a joint disease control clinic offline with Chengdu Hi-Tech West District, it built up a good mechanism with local government. The hospital published *The Code of COVID-19 Prevention*, checked more than 50 suspected patients during the disease control and provided disease prevention guidance to 265 enterprises for their work resumption, being the most professional support for the local community in fighting the epidemic.



BOE concerns on the trend of the epidemic development at local communities across the world where its branches located. On March 24, learning about the shortage of masks, BOE Russia Co., Ltd. donated 10,000 medical masks to local Chinese students through the general student union of China-Russia.

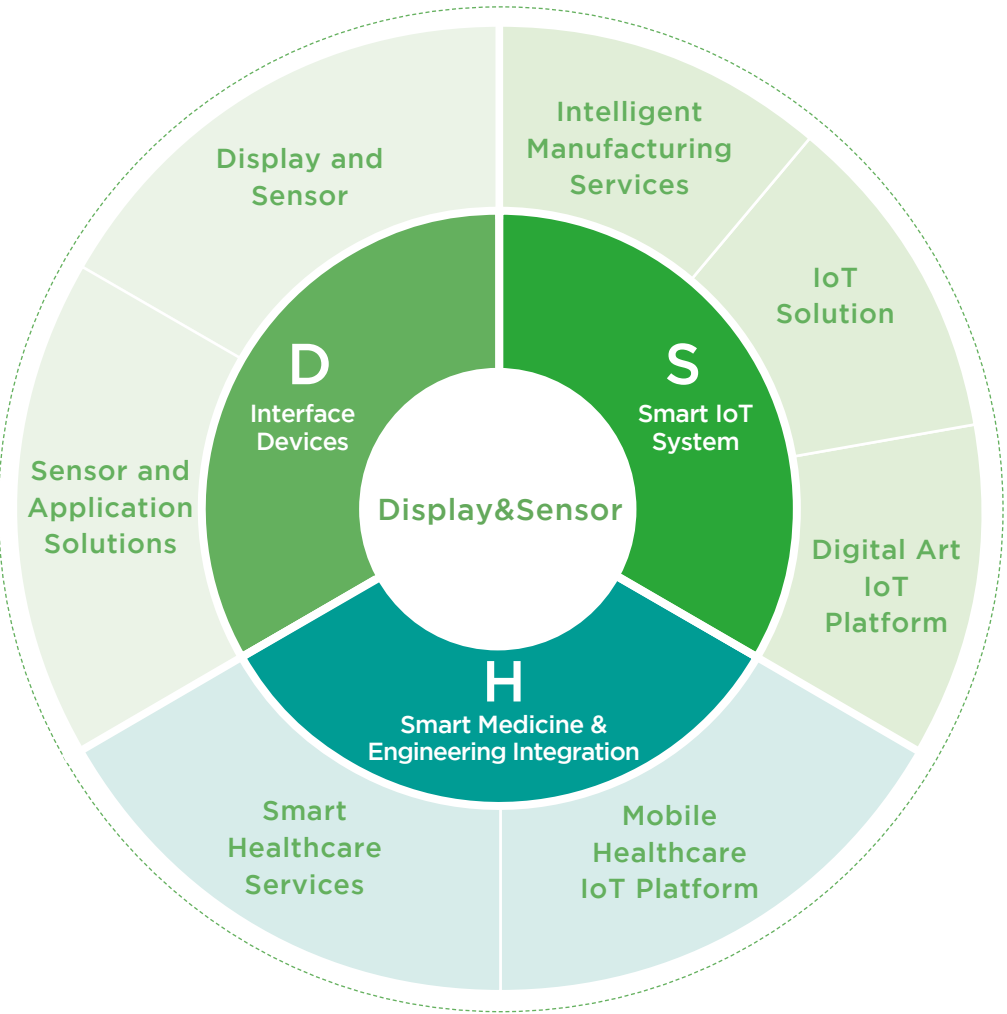
* The events in this Special Project are not limited to the reporting period of 2019.

Company Profile

I. About Us

Founded in April 1993, BOE Technology Group Co., Ltd. (BOE) is an IoT company that provides intelligent interface products and professional services for information interaction and human health, focusing on three core areas of business – Interface Devices, Smart IoT System, and Smart Medicine and Engineering Integration.

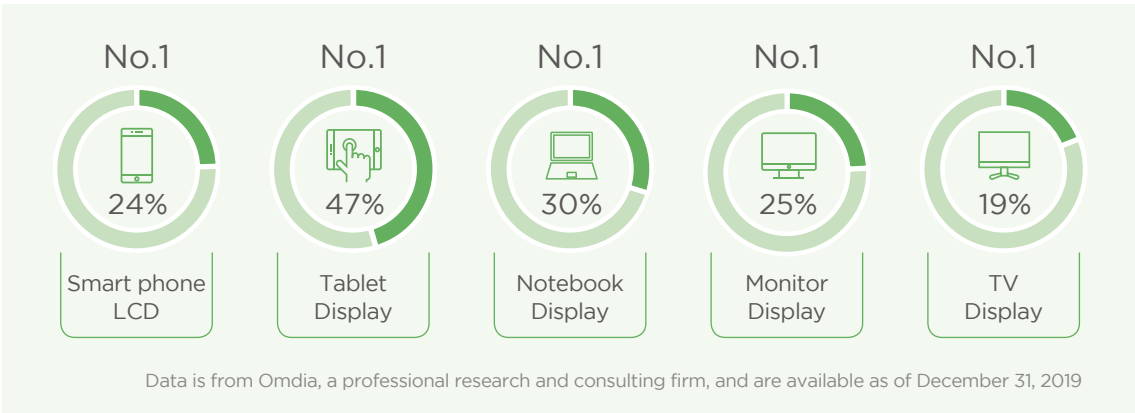
Our vision: Best on Earth



Core Areas of Business

Interface Devices:

This area includes display and sensor business group (DAS), sensor and application solutions business group (SAS). As a global leader in the semiconductor display industry, BOE has led China's display industry started from scratch to big and then to strong. Currently more than a quarter of the world's displays come from BOE. The overall display device and the market share of the five mainstream products maintained the world's leading. The ultra-HD, flexible, micro display and other solutions have been widely used in well-known brands domestically and internationally.



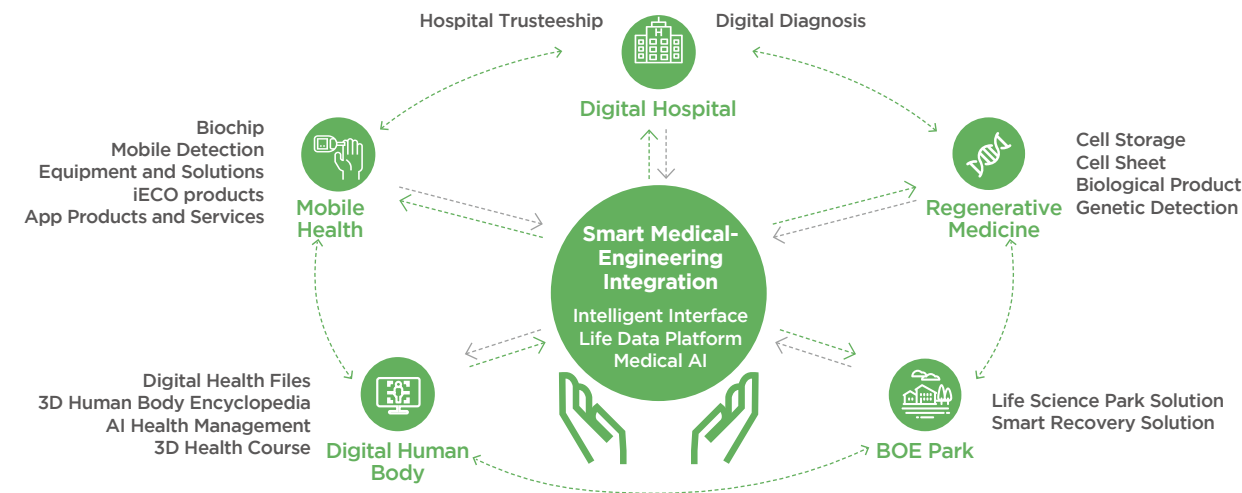
Smart IoT System:

It includes intelligent manufacturing services business group (IMS), IoT solution business group (ITS) and digital art IoT platform business group (AIP), providing integrated IoT solutions for smart retail, smart finance, digital art, business office, smart park, digital hospital, smart transportation, smart education, smart energy and other segments. In the field of digital art, it has creatively constructed a set of digital art ecological system of "terminal +APP+ content + service" which integrates hardware and software. It has been widely used in public areas and families such as cultural institutions, schools, shopping malls, hospitals, hotels, enterprises and communities, providing diversified digital art solutions. In the field of business and supermarket retail, we provide new retail solutions of the IoT, such as price management, shelf management and customer behavior analysis, so as to achieve seamless connection between online and offline retail.

Smart Medicine and Engineering Integration:

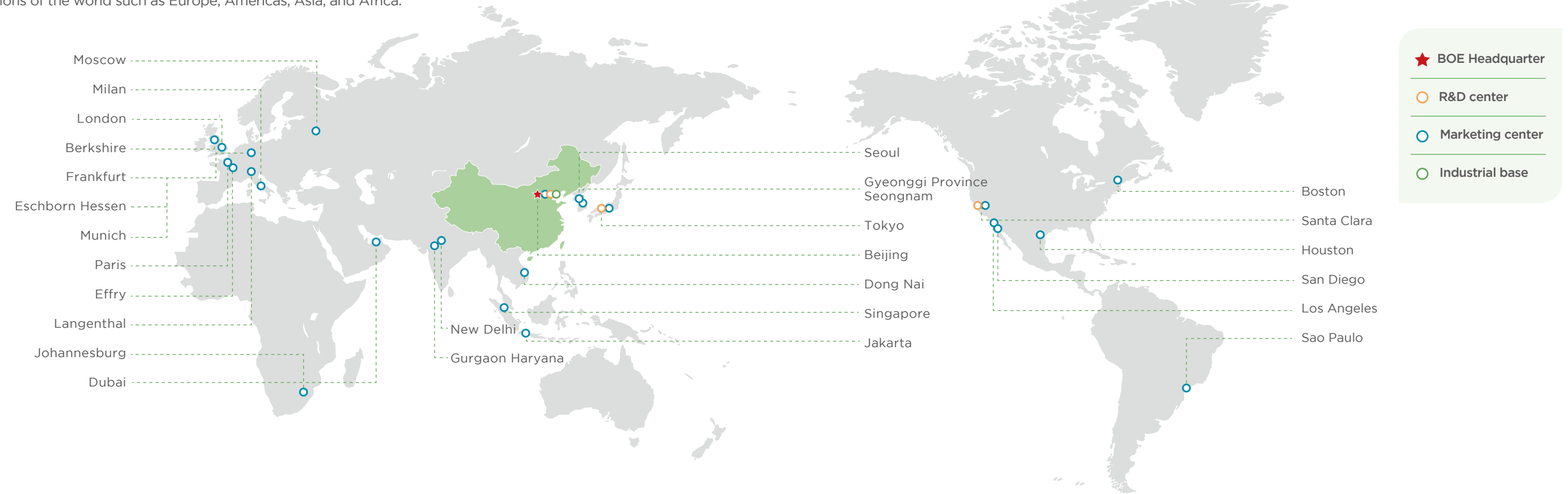
Including mobile healthcare IoT platform business group (MHP) and smart healthcare services business group (SHS), it merges innovation technology with life science. With the attitude of people-centered, these businesses focus on two scenarios of family and hospital, using artificial intelligence and big data platform to integrate testing equipment, sensors and medical imaging technology for the creation of intelligent health management ecosystem. Mobile healthcare IoT platform business group is a people-centered enterprise, focusing on family, community and hospital scenarios, providing mobile health terminal products and professional medical and health services, and building a "three-terminal collaborative linkage" medical and health IoT platform. The core business includes biochip, mobile detection equipment and solutions, ecological chain products, App products and services. It is mainly engaged in the research and application of medical integration technology, mobile healthcare intelligent detection terminal of the IoT, hardware and software integration solutions and medical and healthcare management services. Smart healthcare services, will display, sensing the core technology, and the combination of life science and technology, around the "people-centered, cure not ill, life data" three key points, innovative medical professionals fusion,

structures, artificial intelligence, the eight key discipline of diagnosis and treatment, gene and cell engineering technology innovation and transformation platform, development of digital hospital and digital human body, regenerative medicine, health park four big business, to build the whole life cycle of a service system, to provide customers with high quality health services.



Global Business Network

As of December 31, 2019, BOE had registered capital of RMB 34.798 billion and 65,017 employees in total. With its revenue reaching around RMB 116.6 billion in 2019, the Company has manufacturing bases in many parts of China including Beijing, Hefei, Chengdu, Chongqing, Fuzhou, Mianyang, Wuhan, Kunming, Suzhou, Ordos, and Gu'an, as well as subsidiaries in 19 countries and regions such as the United States, Germany, the United Kingdom, France, Switzerland, Japan, South Korea, Singapore, India, Russia, Brazil, and the United Arab Emirates. Its service network covers major regions of the world such as Europe, Americas, Asia, and Africa.

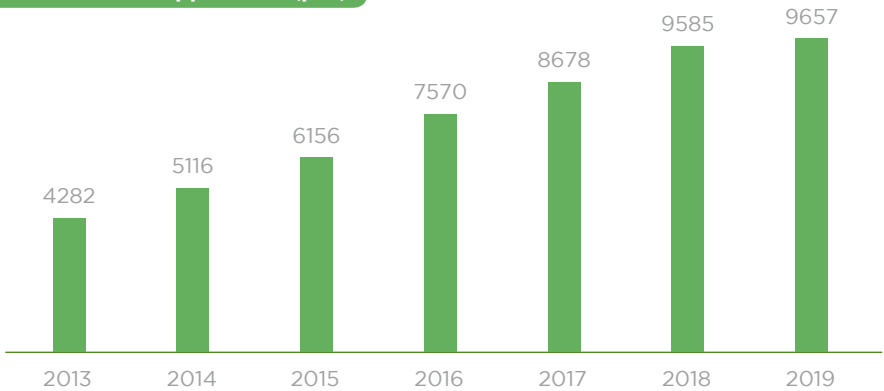


II. BOE 2019

Leading Innovation

Technological innovation is the basis for participating in global competition. Since the day of its foundation, BOE has been adhering to the principle of "respect for technology and persist in innovation". BOE has attached great importance to technological innovation, and has accumulated solid technological innovation capacity. Over the years, the company's annual new patent applications continue to grow rapidly and maintain the leading position in the industry. In 2019, the company issued 9,657 new patent applications, with a total number of more than 70,000 available patents, covering the United States, Europe, Japan, South Korea and other countries and regions.

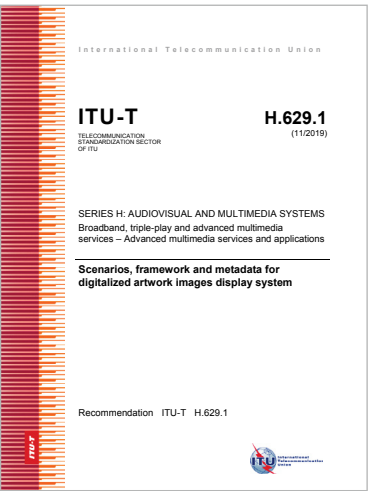
Independent Patent Application (pcs)



According to the US business patent data, BOE's US patent authorization number rose from the 17th in the world in 2018 to the 13th in the world in 2019, and the number of US patent authorization reached 2,177, an increase of 33% over the previous year. BOE has achieved a double growth in its ranking and US patent authorization number in the IFI TOP50 list for 4 consecutive years. The world intellectual property organization (WIPO) released its 2019 global international patent application (PCT) ranking and BOE ranked 6th in the world with 1,864 applications. It was also in the MIT technology review's ranking of the world's 50 smartest companies in 2019.

Based on its innovative achievements in the field of artificial intelligence, BOE ranked 6th among the Top10 AI companies in China in the *Global Artificial Intelligence Development Report* released by Wuzhen think tank, and won the top international competitions for Super-Resolution, gesture recognition and target detection algorithm.

At present, BOE has led and promoted a total of 62 international and domestic standards project, including IEC, ITU, China National Standard, and standard of the electronics industry and community. BOE has accumulated around 159 pieces of technical standards, such as LCD, OLED, flexible, touchable, transparent display, eye-care display, electronic picture frame, system, interface application, IoT, mobile healthcare services, and other technical areas. Among them,



BOE has officially released the "transparent display", "touch display" IEC international standards and "digital art" ITU international standards. BOE also guided and researched the ITU international standard of Scenarios, framework and metadata for digitalized artwork images display system fills the gap in international standards in the field of digital art display.

Through continuous technological and product innovation, BOE leads the industry in product competitiveness and market position. According to market data from industry consultancy Omdia, BOE continued to be the world's largest in terms of total shipments in 2019, as well as display shipments in five major application areas, including LCD smartphone, tablet, laptop, monitor and TV.

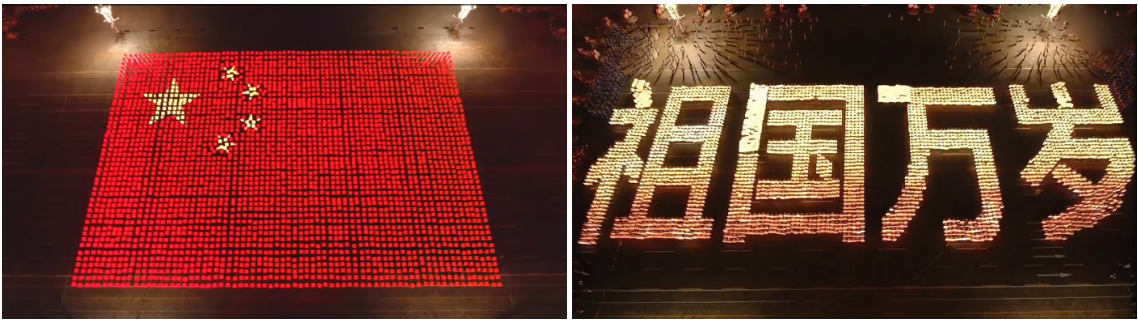
Application Scenarios

Focusing on the application scene of IoT subdivisions, BOE relies on the core technology advantages in the field of display and sensor to provide the application-scene systematic solution combining software and hardware. In 2019, BOE achieved 100% year-on-year growth in 12 IoT innovation application markets, including medical care and vehicle-mounted applications. The company focuses on creating smart retail, smart transportation, smart finance and other industrial solutions, which are deeply combined with scenarios and have various products to meet the needs of customization, and have been recognized by users.

BOE Smart Systematic Solution Perfectly Assisted in the Celebration of the 70th Founding Anniversary of the People's Republic of China

At the celebration of the 70th founding anniversary of the People's Republic of China on October 1 in 2019, BOE brought the sight scene of grand parade and the National Day celebration activities in Tiananmen Square to the Xinhua News Agency, Media Center Hotel and Shanghai World Plaza. Working together with Xinhua News Agency, China Unicom and other partners, BOE has accomplished from filming, transmission, production to broadcasting 8K + 5G live streaming in several places.

In addition, at the evening gala of the celebration, BOE presented a visual spectacle to the world through 3,290 pieces of foldable and handheld panels. BOE invented the world-first foldable LED (light-emitting diode) splice array system integrating the functions of the hardware and software, used the world's leading asynchronous messaging system, and for the first time achieved sending large-scale video content to 3,290 screens in a very short period of time, in the meanwhile using LoRa (remote radio) with low delay control system combined with synchronized playback time correction technology, to accomplish the fast switches and synchronization of video content .



BOE smart systematic solution performed at the celebration of the 70th founding anniversary of the People's Republic of China

Intelligent traffic solutions in Beijing Daxing International Airport

On September 25, 2019, Beijing Daxing International Airport was put into service, becoming the world's largest airport. BOE intelligent air display, transparent display and other IoT solutions are applied to Daxing international airport, bringing more efficient and convenient travel experience. On the side of hardware, BOE provided intelligent navigation system, which has a perfect and exquisite display with high brightness, high stability and all-weather availability, and update passenger service information in real-time. With no need of walking up to boarding monitor, passengers could see information clearly, including flight order, time, destination, flight number etc. At the same time, BOE solutions assist airport staff to improve transporting services and complete production scheduling according to the flight information. On the other side of software, intelligent air display system does not only supports BOE cloud screen messaging system, but it is also compatible with other information publishing systems. Its high adaptability, strong portability and fast response speed, offers an efficient, intelligent and convenient travel experience for global travelers.

Cross-campus Interactive Teaching in Beijing University of Posts and Telecommunications (BUPT)

BOE realizes the cloud sharing of educational resources by providing ultra-high definition display and other devices, so as to improve visual experience and more diversified classroom interaction experience. In terms of software system, BOE has developed and launched its smart campus centralized control center, which includes five integrated solutions of smart education system, such as multimedia educator system, school publicity system, digital library system, security monitoring system and campus clinic system. On September 16, 2019, through the "holographic projection + 5G" technology jointly provided by BOE and its partners, the Xitucheng campus and the Shahe campus of BUPT for the first time shared the high-quality educational resources in a remote way and succeeded in cross-campus interactive teaching.

BOE iGallery S3: One Screen for Multiple Functions with Lower Blue Light for Vision Protection

With both functions in family gallery and living room smart screen, BOE iGallery S3 has multiple "identities" like a changing decoration, art enlightenment educator, family album, AI intelligent speakers and 65 - inch smart TV. Its lower blue ray & vision protective screen integrated a number of core display technologies, with the overall design showing extreme expression of art spirit, the function of connecting to the global massive art resources and intelligent ecology of content. The product could offer consumers two wonderful experiences from only one screen and bring more artsy household atmosphere and immersive art experience. At the same time, it could also provide rich digital art exhibition solutions for various cultural institutions, enterprises and industry partners.

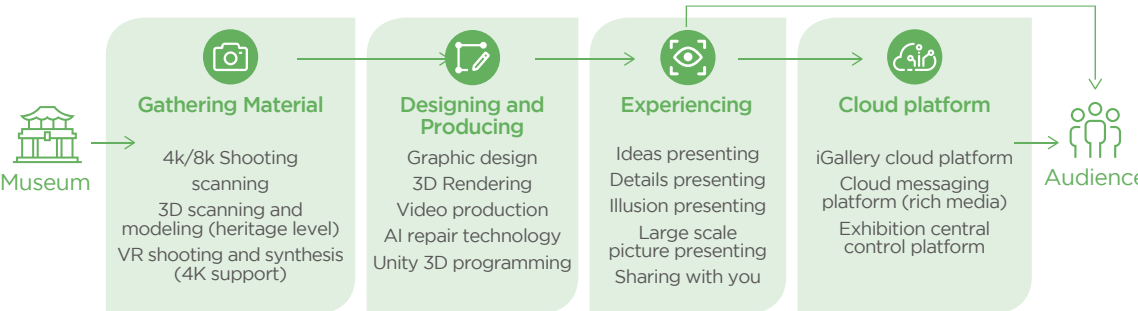
BOE Smart Retail has Entered More Than 20,000 Stores in 60 Countries

BOE smart retail solutions, including electronic shelf label system, self-service terminals, digital signage, etc., could provide price management, shelf management, customer behavior analysis and other new IoT retail solutions, improving operational efficiency and user experience. Currently, BOE has established a global network in 60 countries, cooperating with more than 100 online and offline retail brands such as Jingdong, Yonghui, CR Vanguard, Watsons, Wal-Mart, and Carrefour, and providing solutions to more than 20,000 stores. Nowadays, over 200 million pieces of BOE ESL (electronic price tag) has been used in the retail industry, accounting for the world's largest market share.

The Smart Museum Solution Revitalized the Artifacts

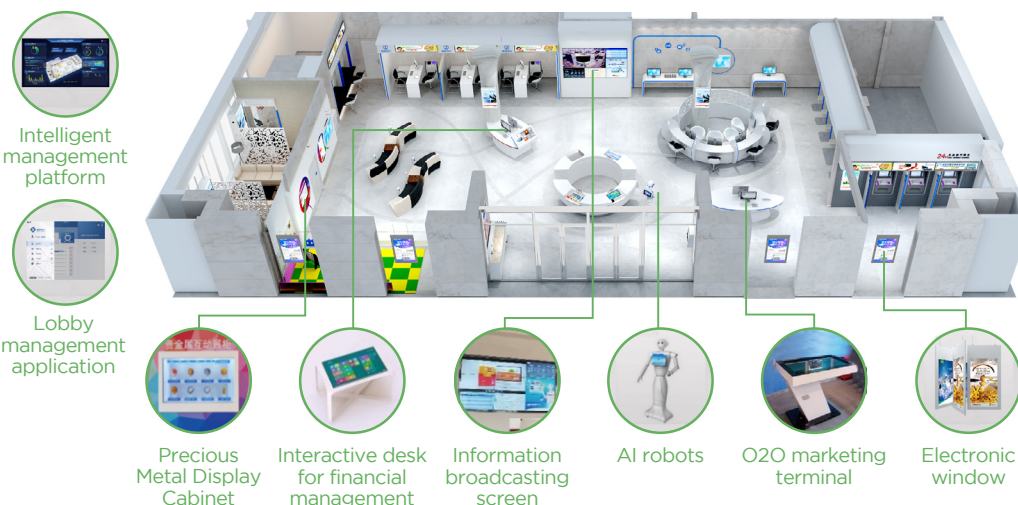
BOE smart museum solution improves the interactive experience of collections and exhibitions through multimedia interaction. It is a digital display solution that integrates all kinds of hardware with more attractiveness and popularity. This solution has been recognized by the National Museum,

Central Academy of Fine Arts, Tsinghua Academy of Fine Arts and other institutions. In the process of digital presentation of artworks, Ultra-HD display presents more details of artworks. The docent could switch the theme of the exhibition with one finger touch, presenting more exhibition contents to visitors within the same system. BOE smart museum solution has opened a brand new window for museum digitization.



To Consider of What Customers Wants and Create Accurate Characterized Financial Services

Relying on many cutting-edge technologies such as artificial intelligence, big data and cloud computing and starting from visual, audial, and touching interaction perspectives, BOE smart financial solution aims to optimize customer service experience and simplify banking business process, turning bank into an online and offline service platform integrating business, experience and marketing. When customers enter the bank, the smart device starts its tracking process, gathering statistics and analyzing them and pushing accurate services to different customers. Through the artificial intelligent technology, bank users are able to provide personalized and intelligent financial service experience for long-term customers.

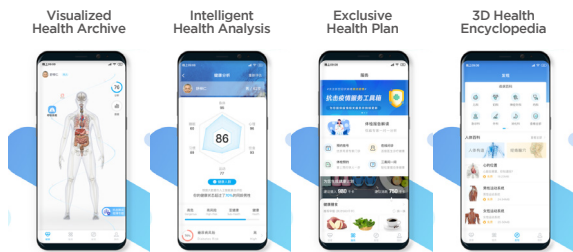


Smart Health Management Platform to facilitate Handheld Health Management

BOE mobile health App 4.0 changes its focus from its function and users to scenario-based experience, and creates multi-dimensional scenarios of chronic disease management, maternal and child care, sleep, and beauty care for users. In each of these scenarios, hardwares are interconnected, and health data, health management services, health knowledge and health online stores are all available within BOE mobile health APP 4.0. BOE focuses on providing users with accurate monitoring of vital signs and full-cycle health management services, so as to meet users' personalized and integrated health needs in IoT.



In 2019, BOE launched a 3D visualized health and medical service platform -- Digital Human Body APP. In a more vivid and straightforward way this application meets demands of health management of users in family and medical institutions by integrating medical knowledge including physiology, pathology and medical imaging with information technology of artificial intelligence, computer vision and 3D image processing.



III. Going Forth Hand in Hand and for a Smart Winning in IoT Era

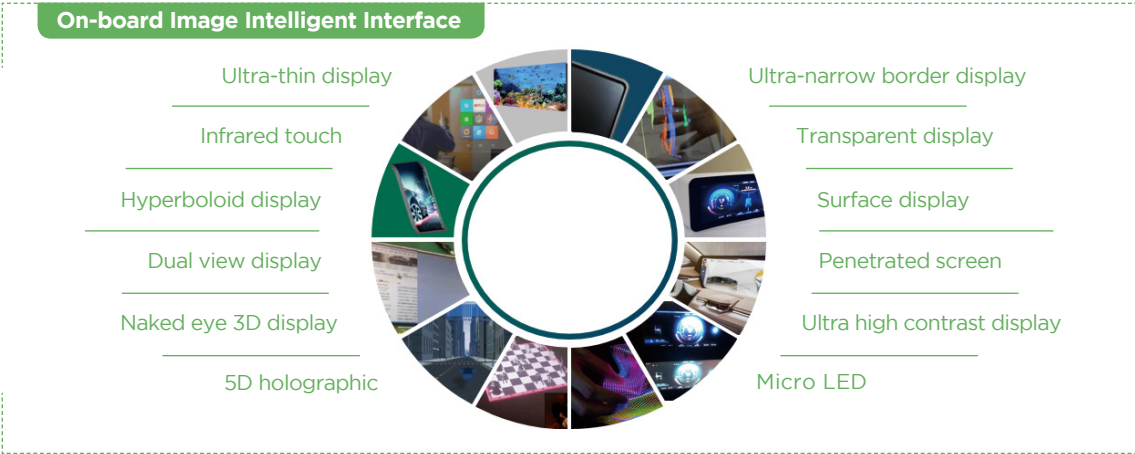
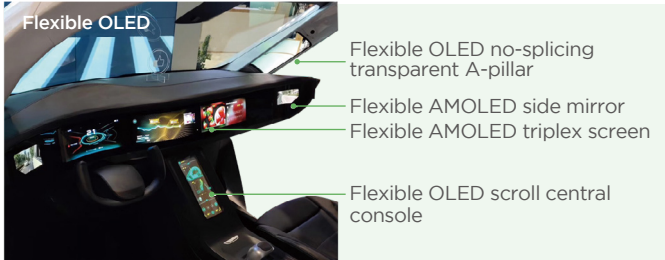
Every change of society form is accompanied by technological leap and industrial upgrading. Currently, human beings are undergoing a great transformation from an information society to an intelligent society. BOE, devoted to seize this unprecedented historical opportunity, creatively proposed the strategic theory of IoT-- *open up technologies and application platforms to create value through ICPST (Integration of Chips, Panels, Software and Things)*, and promoted industrial development and society progress by combining with the growing trend of AI, which is the core driving technology of IoT, and focusing on application scenarios.



In recent years, with the development and promotion of 5G, AI, cloud computing, big data and other technologies, IoT has entered a new stage of cross-border integration, integrated innovation and large-scale development. A series of application scenarios such as smart retail, smart home, smart security, and Internet of vehicles have emerged. Starting from display and sensing technology, BOE has made joint innovation with global partners to promote the integration of IoT elements, continuously enrich and expand technical capabilities and business areas, and provide diversified, differentiated and high-value-added innovative products and professional services, which becomes BOE's unique business extension. In addition to providing 8K display, folding screen, microfluidic chip and other port devices, BOE also offers intelligent interface products such as sleep monitor, smart window and Funbook by combining with cutting-edge medical technology, computer vision, image processing and other technologies. At the same time, BOE industrial experiences will be deeply integrated with AI and big data. Cross-border innovation will be made to provide hardware and software integrated solutions such as smart finance, industrial interconnection and smart city, enabling application scenarios in multiple fields and at multiple levels. These fusion innovations with partners are now reaping the fruits:

Intelligent Vehicle

Focusing on the direction of human & vehicle collaboration, BOE cooperates with FAW and other automobile enterprises and partners in the field of automotive electronic systems such as Yanfeng to develop various intelligent interface products including augmented reality HUD, transparent A-pillar and intelligent window, providing one-stop solutions for on-board entertainment system, intelligent interior decoration & lighting system, and flexible central console system.



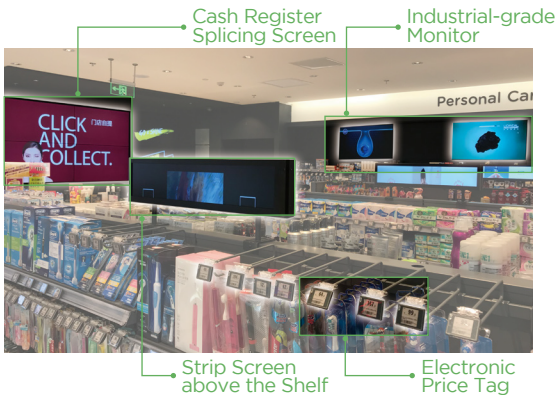
Smart Retail

In the age of IoT, retail is no longer a simple in-store transaction. Instead, it rebuilds market place through the intelligent connection of software, hardware & platform and the interaction with data, so that retail can realize accurate insight, efficient touch and instant service. Currently, BOE has established global network in 60 countries, with Jingdong, Yonghui, CR vanguard, Watson, Wal-Mart, Carrefour and other online & offline more than 100 retail brands in exceeding 20,000 stores, providing intelligent interface products as electronic labels, smart Windows, advertising machine.

They develop management system, automatic system, marketing management system and decision-making system based on marketing data and other solutions cooperatively. Through online stores, BOE provides the all-dimensional services for the customers. More than 200 million pieces of BOE ESL (electronic price tag) has been used in the retail industry, occupying the world's largest market share.

Industrial Interconnection

BOE creates industrial Internet solutions for the whole value chain to facilitate industrial transformation and upgrading, and it cooperates with Huasan, Neusoft, Tencent and other enterprises to provide all-dimensional, whole-process industrial interconnection solutions. Industrial Internet solutions include smart factory solutions, industrial park IoT solutions, and enterprise operation solutions, providing customers with platforms and systems that support multiple scenarios. BOE industrial Internet solutions is committed to providing customers with digitalization consulting in enterprise, industrial Internet solutions and platform services. Relying on artificial intelligence and big data, BOE helps enterprises to develop towards digital, networked and intelligent transformation.



Smart Medicine and Engineering Integration

Smart Medicine and Engineering Integration means to incorporate technology and life science innovation, focusing on family, community and hospital three scenarios. By artificial intelligence and big data platform, it integrates test equipment, sensors, medical imaging techniques, creating a smart health management ecosystem, building mobile health, digital hospitals, regenerative medicine, digital human, health park five business platform. BOE has collaborated with Pingan group, China Unicom, Alibaba, Beijing Xiehe hospital, Ali cloud, Nissan chemical to explore new scenarios built by 5G, Internet technology, Internet medical treatment, and the development of personalized cell factory for creating residents health management plan which connecting communities and families, and building the future community intelligence service platform etc.

In the future, in the practice of enabling scenarios, BOE will continue to increase the openness of both the technology end and the application end, constantly promote the symbiotic development of ecological partners, and create shared value through in-depth cooperation and collaborative development so as to build an infinite possibility of IoT ecology!

Collaborative Innovation Platform: BOE Intelligent System Innovation Center was Officially Launched

In 2019, BOE launched a brand new industrial cooperation platform -- BOE intelligent system innovation center, based on years of practical experience and innovative business model. The innovation center covers five platforms, including the development platform of hardware and software integration technology, the platform of new materials and equipment industrial transformation, the platform of product and service marketing and promotion, the platform of international talent exchange and training, and the open platform of technology and market cooperation. Through these five platforms enabling scenarios, BOE will not only attain insight from needs with partners, attract talents, develop technologies, transform industries and promote marketing, but also realize gathered resources, exchangeable information, creative opportunities, shared values ,and ecology. In the future, BOE will work with its partners to further deep into scenarios, create capability modules, match regional needs, and provide the best combination of hardware and software products and services to create win-win market opportunities.

Global IoT Innovation Feast: BOE IPC 2019 Succeeded

On November 26, 2019, BOE innovation partners conference • 2019 (BOE IPC • 2019) with the theme of *ICPST+ Empowering Application Scenarios* opened in Beijing. More than 1,000 enterprises and industry experts from all over the world gathered at the conference to discuss the application and future trend of the IoT. At the meeting, BOE, together with its major global partners, released innovative achievements in the IoT, and comprehensively demonstrated innovative applications and solutions in interface devices, smart IoT, and Smart Medicine and Engineering Integration industry. In the past year, BOE innovated with 5,000 partners around the world, providing more than 800 million intelligent interface and more than 800 IoT solutions, driving a direct value of more than 200 billion RMB. Chen Yanshun, chairman of BOE, pointed out: " In thousands of personalized application scenarios of the IoT ear, it is necessary to combine the algorithms, formed by the professional knowledge and excellent experience from all walks of life, with the computing power represented by AI, sensor, computing, storage, transmission and display, the functional hardware and software, as well as the massive and effective data, to form a complete solution that really meet the demand of consumers. BOE put forward the concept of "ICPST+", which is to integrate the hardware and software elements of the Internet of things organically, develop symbiosis with global ecological partners, and make collaborative innovation, so as to form an ecosystem of the IoT, enable scenarios and create value. During the conference, BOE, together with China FAW and vehicle information service industry application alliance (TIAA), set up a joint laboratory of intelligent cockpit and advanced display for building an industrial ecology of intelligent vehicle alliance. In the field of illumination art, BOE has established light and shadow art alliance with partners such as People's Daily, Tsinghua university's Institute of Energy Internet Innovation and Neusoft group to create an international first-class illumination art innovation platform. In addition, BOE has also initiated the intelligent IoT innovation cooperation alliance, which unites various social powers to contribute to the construction of IoT ecology in the fields of finance, hospital, office, household, transportation, government affairs, entertainment and energy.

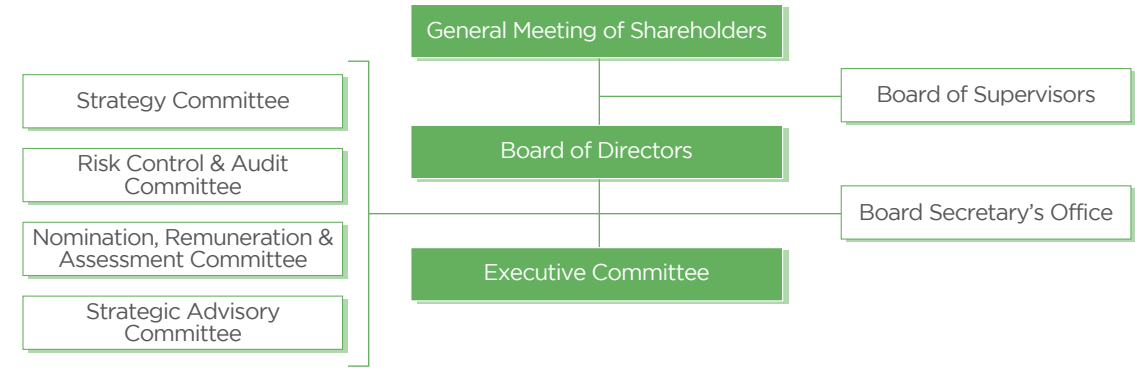


1. Joint laboratory of smart vehicle cabin and advanced display was launched
2. Alliance of illumination arts was launched
3. Smart IoT alliance of innovation association was launched

Corporate Governance

BOE abides by the management philosophy of *Pursuing innovation and operating in good faith*. Over the years, regarding Honesty, Standard, Transparency and Responsibility as the company's basic management principles, BOE continues to promote the construction of compliance system, and actively advocate the culture of compliance. It uses the most rigorous standards management to restrain behaviors of the enterprise and employees, and collaborates with partners to build and actively maintain fair competition market environment. BOE raises awareness to the protection of intellectual property rights and the promotion of business ethics, making a good foundation for the steady development. At the same time, through the establishment of a diversified and efficient communication and interaction mechanism with all sectors of society, BOE listens to the opinions and suggestions of stakeholders, and constantly improve the company's decision-making and governance with an open and enterprising mind.

I. Governance Structure



BOE has a well-regulated governance structure. The General Meeting of Shareholders is the highest authority. The responsibilities of organizations under the General Meeting of Shareholders are shown below:

Board of Directors	Committees under the Board of Directors	Executive Committee	Board of Supervisors
The board of directors has the role of decision-making in the company's operation and management. It is composed of three special committees (strategy committee, risk control and audit committee, nomination and remuneration assessment committee) and an advisory committee (strategy and advisory committee). The Board of Directors, its special committees, and the Company's functional departments collaborate with each other to establish and improve the mechanism for the participation of stakeholders and oversee, implement and review strategic plans concerning the economy, environment and society.	The Strategy Committee, as a permanent body in between the meetings of the Board of Directors, is responsible for examining strategies and the implementation concerning the Company's marketing, brand, technology, products, organizational structure, and human resources. The Risk Control & Audit Committee is mainly responsible for conducting risk control and audit over matters that need to be submitted to the Board of Directors or the Chairman for decision-making, and providing professional advice. The Nomination, Remuneration & Assessment Committee is mainly responsible for reviewing and approving matters regarding the nomination, remuneration, performance assessment on directors and senior executives. The Strategic Advisory Committee studies the long-term development strategy and major investment decisions of the company and provides professional advice for the Board of Directors.	The Executive Committee's main responsibility is to formulate the company's business strategies and plans, and to implement them after they are approved.	In accordance with laws and relevant regulations of BOE, the Board of Supervisors shall earnestly supervise the performance of directors and senior executives in order to safeguard the legitimate rights and interests of the Company and shareholders.

On June 28 in 2019, the company held the first interim general meeting of shareholders. It discussed and approved the relevant proposal for the election of the eighth board of directors and board of supervisors. On the same day, the company held the first meeting of the ninth board of directors and elected Mr. Chen Yanshun as the chairman of the ninth board of directors and Mr. Pan Jinfeng and Mr. Liu Xiaodong as the vice chairmen.

* note: 1. For details of the election of the board of directors, please refer to the relevant announcement disclosed by the company on www.cninfo.com.cn;
2. There will be no significant change in the ownership nature and legal form of the company in 2019. For other specific work contents of the board of directors, board of supervisors and shareholders' meeting of the company in 2019, please refer to BOE's 2019 annual report.

II. Internal Control

BOE has established an internal control system based on four control levers, i.e. belief system, boundary system, diagnostic control system, and interactive control system. The coordination, dynamic balance, and effective operation of the four levers ensures the implementation of the Company's strategies.

Belief system

That is, the company's core values that enhance employees' sense of identity and compliance to realize the company's vision

- Vision and mission
- Culture of responsibility
- Code of business conduct
-

Boundary system

That is, the bottom line system, like the "brake" of an organization; the faster an organization develops, the better "brake" it will need

- Bottom line of business management
- Code of conduct for employees
-

Interactive control system

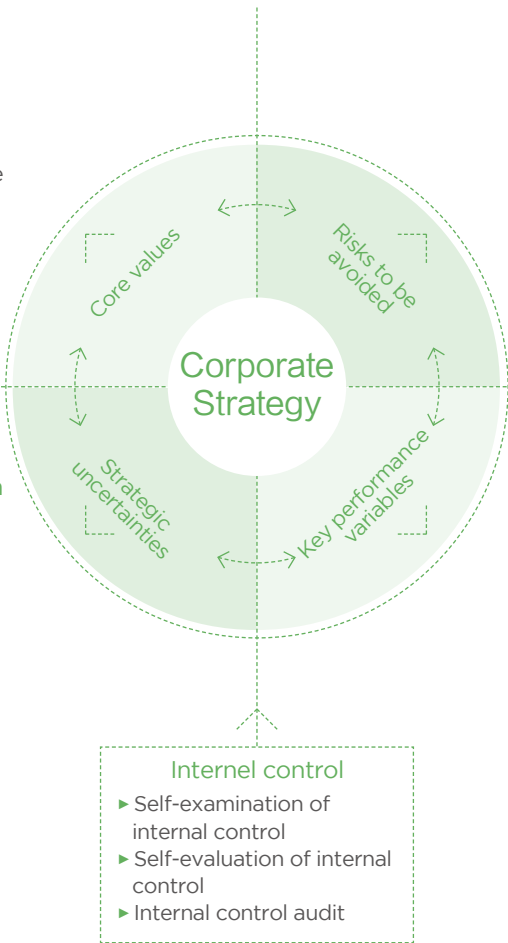
That is, interaction and communication between the managers and employees to share new information and inspire creativity, to focus and make response to strategic uncertainties

- Strategic management process (planning)
- Management of major strategic projects
-

Diagnostic control system

That is, KPI incentive system, by which effective measures are taken according to the results of objective assessment and the difference between planned and actual performance to ensure the fulfillment of key performance targets

- Comprehensive budget management
- Performance management
- Management of major projects
-

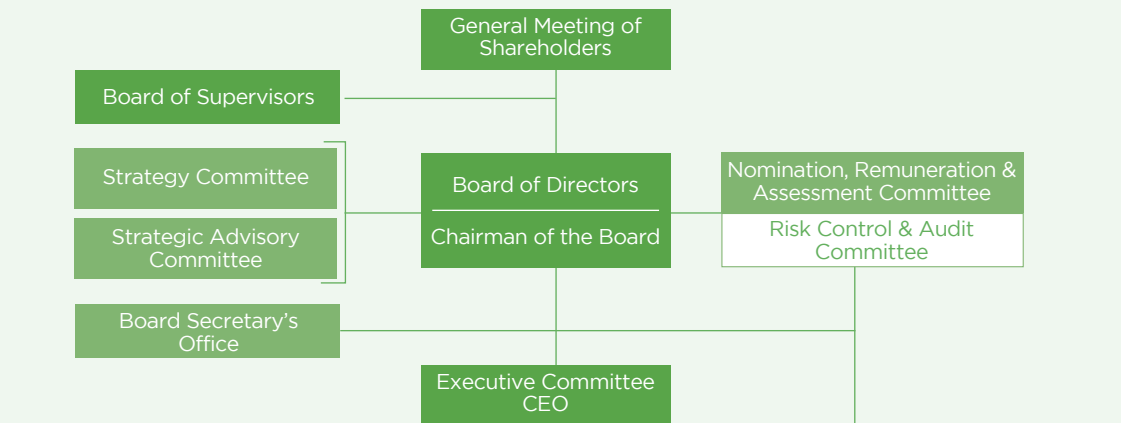


The company's internal control follows the values and management methodology of *leading innovation, winning with strategy, creating values and operating systematically*. It is customer oriented and it could realize rapid response. The process is concise and efficient. The business grow rapidly. It makes risk moderate and controllable and it also follows a management system which has a rigorous "backbone" while branches have more flexibility. The company prevents systemic risk by establishing different system of internal control according to the business or assets.

The Board of Directors and the Strategy Committee are responsible for risk management at Company level; the Board of Supervisors oversees risk management conducted by the Board of Directors; the permanent bodies of the Risk Control & Audit Committee under the Board of Directors are the internal control departments, responsible for overseeing and evaluating risk management.

Governance layer

Leading innovation, winning with strategy



Operation layer

Creating values and operating systematically



The operation and supervision of BOE's internal control system include self-examination of internal control, self-evaluation of internal control and internal control audit. BOE formulates and implements the annual internal control development plan according to the regulatory requirements on listed companies and the realities of the Company. The self-examination of internal control is carried out by the process and system owner and the business executor. Through self-examination, internal control defects are found and corrected in time. The self-evaluation of internal control is implemented by the audit organization. On the basis of self-examination results, the design and operation of major risk areas and key control points are evaluated according to the conclusions of daily evaluation and special evaluation, and defect report and evaluation report are issued. The rectification efforts are supervised, and attention is paid to the influence of the matters before and after the base date of the report. The Company hires independent external accountants to conduct independent and impartial evaluation of the Company's internal control operations, and issue annual internal control audit reports.

In 2019, BOE continues to improve internal control system, optimize process system, and publish process performance analysis module, which effectively promote the process efficiency management. The Company complies the annual internal control rules plan and organize internal control self-evaluation/audit work. It hired outside accounting firms to carry out the evaluation of internal control audit, ensuring there is no major defects of internal control.

III. Business Ethics

Code of Professional Conduct

The Basic Ethics

- Be proud of BOE and be honest and fair
- Be strict with yourself, adhere to good professional ethics and constantly strive for maintaining BOE and personal reputation

Duty Performance

- Act in accordance with the policies and guidelines of BOE, and faithfully perform your duties
- Abide by the rules and regulations and fulfill the duties assigned by the company in the best way
- Take good care of company property and never leak company secrets
- Maintain good communication and cooperation between colleagues and departments, and strive to improve work efficiency

Self-Improvement

- Keep continuous learning and progressing, improve yourself and pursue perfection

External Communication

- Perform duties with integrity and fairness and establish a good corporate image
- Do not accept any form of inducement which may cause to make an impartial judgment
- In daily life and work, do not engage in any activities contrary to social ethics and morality

Avoid conflicts with the company's interests

- Avoid personal behaviors and relationships that would conflict with the interests of the company
- Use the company's assets correctly according to the company's regulations, and do not use the company's assets for improper personal benefit

Code of Professional Conduct is the criterion for everyone in BOE to work honestly with high efficiency, implement the company's strategy firmly, and strictly implement the company's regulations. It is also the iron law for staff's professional ethics. All employees shall sign and abide by the *BOE Declaration of Professional Ethics*, follow the employee basic morals, and accept broad supervision.

-  **BOE Declaration of Professional Ethics**
- Comply with the confidentiality rules and regulations, and do not seek any personal interest by divulging or using the Company's confidential information
 - Hold in high esteem the honor of their occupation, create value, and do not abuse power for personal benefit or damage the Company's interests
 - Abide by the Company's rules and regulations to work in a fair and efficient manner. Do not take or offer bribes. Do not ask for bribes or commit corruption
 - Efficiently collaborate with each other to create shared value. Never prevaricate and set obstacles
 - Report malpractices or the Company's management loopholes in a timely manner

Anti-corruption Efforts

Pursuing innovation and operating in good faith is BOE's management philosophy and as the basic principle of managing, BOE believes in *integrity, compliance, transparency and responsibility*. BOE has established an effectively-running integrity and dedication system that prevents corruption or malpractices from happening. The integrity and dedication system includes a regulation system, an education system, an implementation system, an examination and supervision system, and a punishment system.

BOE's Integrity and Dedication System	
Regulation System	- System scope: it covers the whole working cycle of employees from recruitment, employee practice, talent management, performance evaluation, manager's performance to resignation. - Regulations: <i>BOE Declaration of Professional Ethics, BOE supervision outline, economic responsibility audit management measures, fraud investigation management measures, blacklist management system, etc.</i>
Education System	- The training course for honesty and dedication has carried out for honesty according to different levels such as position, title and key business field: - New employees: mold training; - New managers: daily honesty and dedication education and training; - Managers at all levels, key business areas & major project personnel: honesty education training lectures, etc.
Implementation System	- Strengthening the ability of the responsible persons and departments to perform their duties; - Establishing a standardized and effective performance management, and set up incentive and commendation mechanisms to motivate every employee to be dedicated, diligent and of good performance.
Examination and Supervision System	- Establish multiple channels for anti-corruption—through mailbox, email, telephone and on-the-spot reporting, accepting broad public supervision. - After receiving the tip-off clues, the audit supervision organization or the business inspection department shall dispose of the clues according to the established working procedures, and establish a special investigation team to carry out the supervision and investigation.
Punishment System	Under the strategic committee of the board of directors, there is a professional ethics disciplinary committee to deal with violations of relevant regulations and systems.

100%
Signing rate of
BOE Declaration of Professional Ethics

7 sessions, 772 employees
The number of sessions and participants of integrity training

0
Cases of corruption that seriously violate the system

In addition to strict self-discipline, BOE also hopes to work with all partners to abide by the law and commercial norms, maintaining a fair and non-corrupt corporate culture, and to create a clean and efficient business environment. BOE adheres to the principle of "good faith" in corporate cooperation and with the standard of efficiency and cooperation, it has established a set of rules and regulations shared with its partners: No procurement action shall violate the Procurement Red Line; to assess the partner's integrity record before starts business; to sign the Integrity Agreement before the implementation. In addition, the Official Letter to Honesty Management is issued to partners before major holidays every year.

During the Contract process, if any partner is found to be dishonest, BOE will implement the company's *Blacklist Management System* and *Fraud Investigation Management Measures*.

Results of BOE Anti-corruption Reports in 2019				
The number of reports	The number of responded reports	The proportion of reports received in response	The Number of reports solved	The Proportion of reports solved
16	16	100%	12	75%
Audit reporting channels of BOE Mailbox: jubao@boe.com.cn				

Fair Competition

BOE believes in winning with leading technologies, innovative business model, and quality products and services. The Company strictly complies with relevant provisions of the *Anti-monopoly Law of the People's Republic of China*, the *Anti-unfair Competition Law of the People's Republic of China* and the *Law of the People's Republic of China on the Protection of Consumer Rights and Interests*. BOE formulated the *China's Antitrust Compliance Practice Guidelines*, the *European Union Antitrust Compliance Guidelines*, *Journal of the American Academy of Business Secret* and the *Overseas Commercial Bribery Compliance Guidelines*, *Ten Things Forbidden towards Overseas Sales Personnel* and other detailed guidelines, and regularly publish *International Compliance of Express Delivery*, resisting unfair methods to restrict or exclude market competition behavior. In 2019, BOE did not have any legal litigation concerning unfair competition and anti-monopoly, but one lawsuit was filed as a plaintiff against the other party for unfair competition, which has not yet been concluded.

IPR Protection

Continuous innovation is the core competitiveness of BOE, which is not only the creator of a large number of cutting-edge technologies, invention patents and intellectual property rights, but also the advocate and promoter of property rights protection. In recent years, BOE's patent holdings have been steadily increasing, ranking among the top in the global industry. In 2019, there were 9,657 new patent applications, of which more than 90% were for invention and more than 70,000 were available for use, covering the United States, Europe, Japan, the republic of Korea and other countries and regions. By the end of 2019, BOE had won two China Patent Gold Awards, one China Patent Silver Award, 23 China Patent Excellence Awards and one China Design Excellence Award. Intellectual property protection is in the public interest as well as BOE's own.

Year	2014	2015	2016	2017	2018	2019
The Number of New Patent Applications	5,116	6,156	7,570	8,678	9,585	9,657

For many years, BOE has attached great importance to IPR protection by strictly abiding by IPR-related laws and regulations, respecting the IPRs of all parties, and strengthening its IPR management. It has also raised the IPR awareness of employees and managers to ensure that they do not infringe upon the trademark, patent, copyright or other IPRs of other companies or individuals. When new employees are recruited, the Company trains and educates them on the IPR protection and conduct irregular inspection and re-education, so as to heighten the awareness of IPR protection and risk control of employees. The Company requires employees to obtain the necessary license before using products and services with copyright or IPRs. In the external procurement, joint development, and technical cooperation, BOE and its partners, under terms of IPR cooperation, have defined rights and responsibilities of patents to avoid related risk and to achieve win-win cooperation.

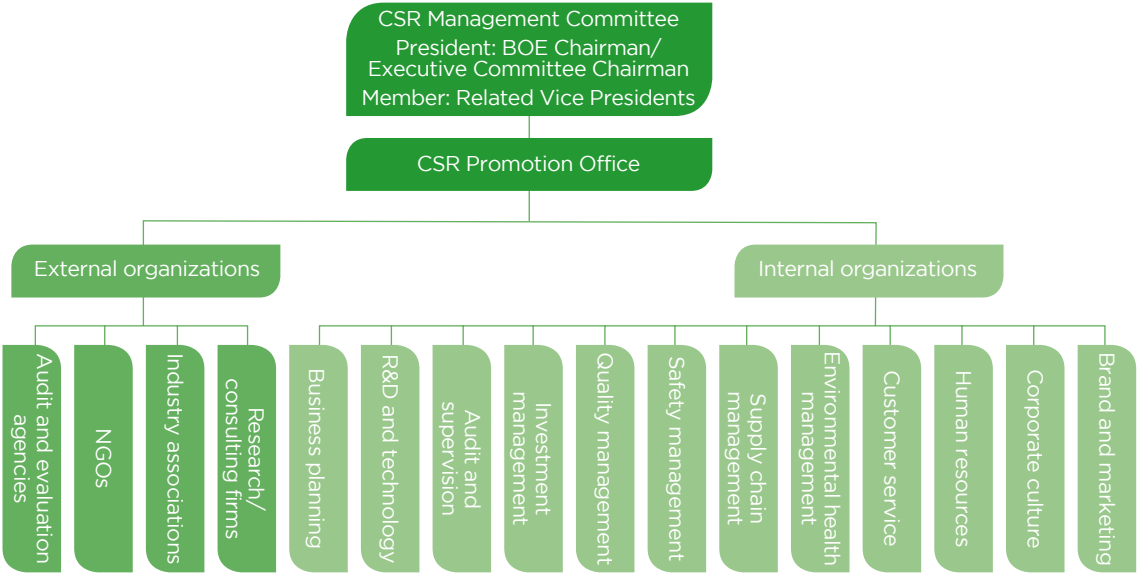
9,657	>90%	>70,000
New patent applications filed in 2019	Invention patens	Total number of patents available

IV. CSR Management

CSR Philosophy

Advocate	Foster	Motivate	Promote
Perform CSR actively and attract corporate and employees' attention and reflections on CSR issues	Build the ability to perform CSR and improve the CSR system and environment	Create a culture of responsibility together with employees and executives, Establish performance management in connection with responsibility performance	Develop CSR management sustainably and explore new CSR concepts

CSR Management System

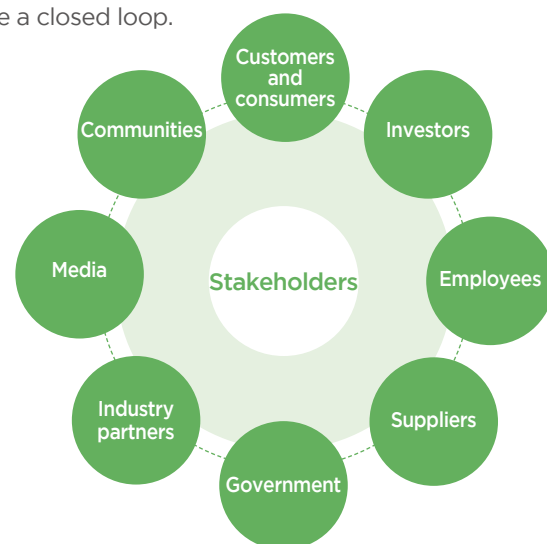


In the past ten years, corporate social responsibility has been deeply integrated into BOE's corporate strategy, management and long-term development goals, throughout the whole process of enterprise operation. In order to effectively implement the concept of responsibility into each position, the company has set up an independent CSR management committee, which is responsible for studying and establishing CSR strategies, visions, principles and policies, handling CSR related issues and participating in the decision-making of CSR reports. The BOE chairman (and the chairman of the executive committee) shall be the chairman of the committee, and all relevant vice presidents shall be members. As an independent organization for corporate social responsibility, the CSR management committee has a CSR promotion department, which is responsible for promoting the specific practice of CSR and communicating with the CSR duty officers from relevant organizations of the company. The annual CSR report of the company is released after the final approval of the board of directors.

In 2019, under the guidance of CSR management committee, different divisions of the company worked together to improve management rules and processes, including the *CSR Propulsion and Management Regulations*, *CSR Information Disclosure Management Rules*, *CSR Information Approval Process*, the *Public Project Management Regulations*, *Public Welfare Expenditure Process*, which optimize the company's CSR management system and CSR information disclosure; helping process of screening, spending and executing the public welfare project; also implementing and promoting the specific work that BOE does in terms of CSR management and welfare, making the CSR management more well regulated and become a closed loop.

Analysis of Substantive Issues

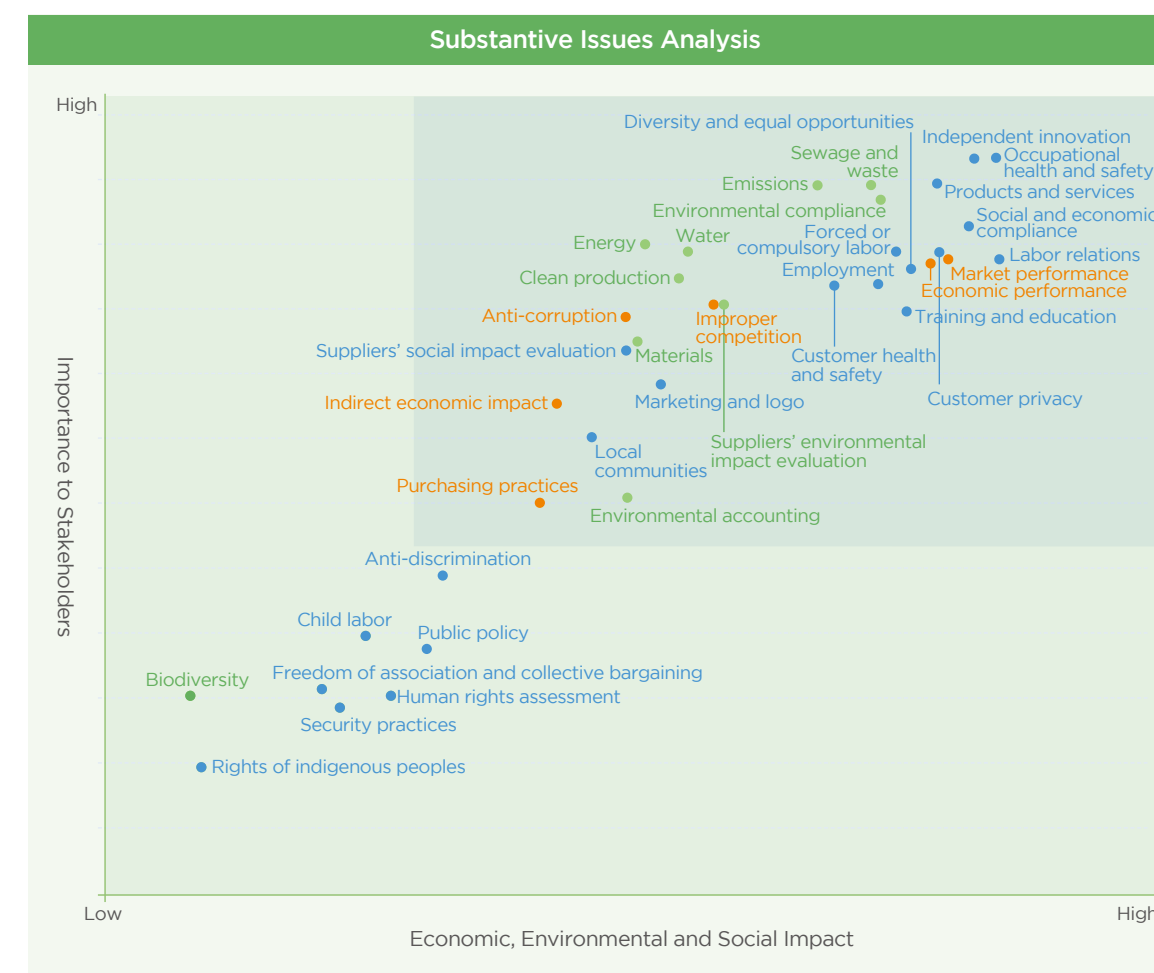
In accordance with the GRI Standards published by the Global Sustainability Standards Board (GSSB), the CSR Report Formulation Team identified and ranked BOE's stakeholders and substantive issues of social responsibility this year through internal and external questionnaires. Based on questionnaire survey and overall analysis, BOE identified eight categories of stakeholders.



Process for Identifying Substantive Issues

Screening	▶ Reference to the <i>GRI Standards</i> published by GSSB, <i>RBA Code of Conduct</i>, <i>Guidance on Social Responsibility of Information and Communication Technology Industry</i>, etc. ▶ Consideration of the Company's development strategy ▶ Consideration of stakeholders' daily feedback ▶ CSR Report Formulation Team's discussion
Identification & prioritization	▶ Questionnaire among stakeholders ▶ CSR Report Formulation Team's evaluation
Discussion & verification	▶ CSR Report Formulation Team's discussion and verification ▶ Solicitation of opinions from internal and external experts ▶ Review by management of the Company

The CSR Report Formulation Team identified 33 specialized topics as specified in the *GRI Standards* (including: Economic performance, market performance, indirect economic effect, purchasing practices, anti-corruption, improper competition, materials, energy, water, biodiversity, emissions, waste water and other waste, environmental compliance, environmental impact assessment of suppliers, employment, labor relations, training and education, occupational health and safety, diversity and equal opportunity, anti-discrimination, freedom of association and collective bargaining, child labor, forced or compulsory labor, security practice, aboriginal rights, human rights assessment, local communities, suppliers, social impact assessment, public policy, health and safety, marketing and logo, customer privacy, in violation of laws and regulations in the field of social and economic). Based on the *Responsible Business Alliance (RBA) Code of Conduct* and the *Social Responsibility of Electronic Information Industry Guide* and Other Industry Standards, BOE added four specific issues related to the industry from internal and external feedback (include clean production, environmental accounting, products and services, and independent innovation). With a total of 37 optional issues forming the questionnaire, the stakeholders and internal and external experts work together to determine the importance of these issues. The participants rated the importance of the issues according to the two dimensions of "economic, environmental and social impact" and "importance to stakeholders", forming the following substantive topic matrix:



Ultimately, 29 issues of high or pretty high importance to stakeholders or impact on the economy, environment and society were selected as major substantive issues in this year's CSR report (the blue area at the top right of the figure above). Including: 6 economic issues, 9 environmental issues and 14 social issues, as follows:

Economic	Environmental	Social
▶ Economic performance ▶ Market performance ▶ Anti-corruption ▶ Improper competition ▶ Purchasing practices ▶ Indirect economic impact	▶ Environmental compliance ▶ Sewage and waste ▶ Emissions ▶ Suppliers' environmental impact evaluation ▶ Clean production ▶ Environmental accounting ▶ Water ▶ Materials ▶ Energy	▶ Social and economic compliance ▶ Products and services ▶ Independent innovation ▶ Customer health and safety ▶ Customer privacy ▶ Occupational health and safety ▶ Marketing and logo ▶ Employment ▶ Labor relations ▶ Suppliers' social impact evaluation ▶ Training and education ▶ Diversity and equal opportunities ▶ Local communities ▶ Forced or compulsory labor

Stakeholder Communication

In 2019, BOE had broad and in-depth communication with stakeholders such as customers, investors, suppliers, employees, governments, and communities through diverse interactions, sought to learn about their expectations and demands, and accepted their constructive suggestions, improving operation and management of the Company together with them.

Stakeholders	Content of Communication	Main Methods of Communication
Customers and Consumers	Compliant operations Product and service quality Customer needs Consumer rights and interests Customer health and safety	Daily communication and visits 24-Hour online customer service Customer satisfaction survey Customer service hotline Customer quality meetings Industry meetings and forums Innovation Partner Conference
Investors	Status of corporate operation Industry and market status and trends	Investor service hotline On-site investigations On-site visit General Meeting of Shareholders Investor interaction platform provided by Shenzhen Stock Exchange Online business performance meeting Investor service section on BOE's official website Investor mailbox Innovation Partner Conference

Stakeholders	Content of Communication	Main Methods of Communication
Suppliers	Compliance management and business ethics Attainment of quality targets Sustainability issues In-depth technical exchange Joint innovation Information sharing, business support, etc.	Supplier training and seminars Supplier evaluation and review Industry meetings and forums Supply Partner Conference Innovation Partner Conference Annual/semi-annual strategic review, quarterly business review, quarterly quality review and quarterly technical review
Employees	Employee engagement Career development and training Occupational health and safety Employees' rights and interests Compensation and benefits	BOE Chairman's mailbox, Labour Union Chairman's mailbox, General Manager's mailbox, and employee assistance mailbox Meetings and interviews with employees Employee satisfaction survey Employee activities BOE periodicals
Communities	Pollution prevention and control Resource recycling Support for education and environmental protection Volunteer services Integration into community	Information disclosure Field trip Questionnaire survey Public interest projects Community volunteer activities
Industry partners	Technical exchanges Collaborative innovation Industry development	Industry conferences, seminars and other activities
Government	Policy implementation Industry development Corporate governance Regional economic development Employment Environmental protection Public interest	Seminars Correspondence Examination and self-examination Public interest projects
Media	Corporate operations Corporate development CSR Information disclosure	Periodic reports and CSR reports Interviews and meetings Innovation Partner Conference Other public activities

Demonstration of Sustainable Development Goals (SDGs)

On September 25 in 2015, the United Nations officially adopted 17 Sustainable Development Goals (SDGs), which aim to completely solve the social, economic and environmental development problems by 2030 and promote the global shift to a sustainable development path.

As strong advocates and practitioners of sustainable development, BOE responds actively to the United Nations sustainable development goals and *China to implement the sustainable development agenda 2030 national plan* by the Chinese government. Under the guidance of "target" and "national plan", BOE is to apply the concept of innovative, coordinative, green, open and sharing, accelerate the sustainable development agenda, and contribute to the sustainable development for the enterprise, industry, society and world. In October 2019, BOE, cooperated with Alibaba group and other 16 Chinese and foreign enterprises, launched the *Initiative for Sustainable Development Actions from Businesses* to promote the realization of the 2030 agenda for sustainable development.

This year, the company combines sustainable development action to corresponding SDGs target and put the target into daily management and operation, fulfilling our commitment to sustainable development with practical actions.



BOE joins Sustainable Development Forum's Initiative for Sustainable Development Actions from Businesses in 2019

Actions and Results of BOE's Sustainable Development in 2019

Corresponding chapters: BOE and Society, BOE and Employees



- *Illuminating the Growth Path of Students* is a large-scale public welfare project, including Sharing Dreams Summer Camp, Dream Space, Rain and Dew Plan and other education & poverty reduction projects.



- College students' internship and experience plan, BOE Cup Intelligent Manufacturing Competition, BOE Innovation Challenge and other innovative competitions, school-enterprise partner conference and other talent training cooperation projects.



- Free medical consultation, Community Health Open Day, Children's Safety and Health Training Camp, the "life care" Fund, families with severe disease supporting and other public health initiatives.



- Since 2011, BOE have carried out the activity of "donating goods and showing love" to impoverished areas for 9 consecutive years. This year, BOE has carried out more than 180 donation activities, and donated a total of 6,007KG of used clothes and books. *

- In 2002, the company set up a special fund to help employees with difficulties -- "sunshine fund". In 2019, 287,740 yuan of assistance was distributed to employees in need and their families, benefiting 387 employees.

*Due to the limitation of the report length, the project was not showed with details.

Corresponding chapters: BOE and Employees



- The Company forbids any discrimination concerning race, color, nationality, language, wealth, social origin, social status, age, gender, sexual orientation, race, disability, pregnancy, religion, political parties, association or marital status in the process of hiring, promotion, development and disposition, welfare, and labor contract termination.



- BOE's basic salaries ratio for managers and employees is 1.18: 1.14 and remunerations ratio is 1.14: 1.17 for male and female.

- The retention rate of male and female employees taking parental leave in 2019 were 91.71% and 85.26%, respectively.

Corresponding chapter: BOE and Environment



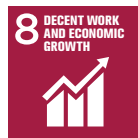
- Follow the 4R principles of Recycle, Reduce, Renew and Responsibly, water resources recycling utilization rate is 66.29% in 2019 through the use of advanced recycling technologies to improve the recycling rate of water resources.



- The company adopts advanced clean technology to upgrade the system, and carries out 288 projects of energy conservation and emission reduction throughout the year.

- Based on the trend of developing new energy + Internet industry, with the aid of artificial intelligence and big data technology, BOE's core platform of IoT for energy carries out the supply of multi-energy, energy construction, energy efficiency management, energy trading, low carbon service and the various energy intelligence businesses, which covers electricity, construction, energy saving, electricity selling and plant factories, etc.

Corresponding chapters: Company Profile, BOE and Investors, BOE and Employees



- By December 31 in 2019, the company registered capital is 34.798 billion yuan with a total of 65,017 employees and the revenue in 2019 is 116.06 billion yuan. The company has multiple manufacturing bases in Beijing, Hefei, Chengdu, Mianyang, Wuhan, Chongqing, Fuzhou, Kunming, Suzhou and Ordos. Its subsidiaries locate in 19 countries and regions throughout the United States, Germany, Britain, France, Switzerland, Japan, Korea, Singapore, India, Russia, Brazil, and the United Arab Emirates. Its service system covering Europe, America, Asia, Africa and other major global regions.
- BOE ranked world's top one in five semiconductor display application markets in terms of shipments.
- BOE has actively contributed to the social and economic development of the operation area, attracted a number of supporting enterprises to build factories in the operation area and formed the industrial cluster effect, which not only saves social resources and drives the industrial chain, but also drives the tax revenue and social economic construction, promoting the local employment and talent cultivation.

Corresponding chapters: Company Profile, BOE and Investors



- In 2019, 9,657 new patent applications were issued by the company, and the total number of available patents exceeded 70,000.
- BOE has promoted the formulation and revision of 62 international and domestic standards, including IEC, ITU international standards, Chinese national standards, electronic industry standards and group standards, accumulating a total of 159 domestic and foreign technical standards.

Corresponding chapter: Company Profile



- BOE creatively proposed the IoT strategic theory of *open up technologies and application platforms to create value through ICPST (Integration of Chips, Panels, Software and Things)* combined with the development trend of core driving technology in IoT-- AI, and focused on application scenarios, promoting industrial development and social progress.
- BOE's smart retail, smart medicine and engineering integration, smart finance, smart automobile association and industrial interconnection have penetrated into all aspects of the society.

Corresponding chapters: BOE and Customer, BOE and Environment



- BOE's products comply with requirements in *BOE standards for the control of hazardous substances in the environment, regulations for the control of hazardous substances in electrical and electronic products*, in which restrict the amount of use in hazardous substances, controls the hazardous substances for customers, and obeys the international and domestic environmental laws and regulations.
- BOE insists on responsible mineral procurement. In 2019, all the raw materials and minerals provided by the company's 110 raw material suppliers came from RMI qualified smelters.
- The pass rate of supplier environmental impact assessment is 100%.

Corresponding chapter: BOE and Environment



- In 2019, BOE effectively promote the certification of "PAS 2050:2008 goods and services in life cycle assessment of greenhouse gas emissions", gradually assists in a series of international standard authentication of GB/T23331-2012 energy management system, carbon management system. Currently there are five companies have been authorized the energy management system certification, and three have passed attestation of carbon emissions system.

Corresponding chapters: Corporate Governance, BOE and Employees



- The company has substantially reduced all forms of corruption and bribery. The signing rate of the *BOE Declaration of Staff Professional Ethics* and the signing rate of the supplier *Integrity Agreement* are 100%. No major corruption incidents that seriously violate the system provisions have occurred in 2019.
- The company strictly prohibits the use of child labor, eliminates forced labor, and does not allow the use of violence, threats or illegal restriction of personal freedom to force employees to work or restrict their freedom (work or resignation). Corporal punishment, intimidation, harassment, abuse and any discrimination against employees are strictly prohibited.
- The staff can report and complain through the staff representative or in written form to the "suggestion box", which will be investigated and dealt with by the professional department. In 2019, there were no human rights complaints or cases of using child labor or forced labor in the company.

Corresponding chapters: Company Profile, Corporate Governance, BOE and Suppliers



- In 2019, BOE, Alibaba group and other 16 Chinese and foreign enterprises jointly launched the sustainable development enterprise action initiative, making a joint commitment to sustainable development.
- Starting from display and sensing technology, BOE and its global partners jointly innovate to promote the integration of elements in field of IoT, enrich and expand technical capabilities and business areas, and provide diversified, differentiated and high-value-added innovative products and professional services. In addition to providing 8K display, folding screen, microfluidic chip and other interface devices, it also provides smart interface products such as sleep meter, smart window and Funbook by combining with cutting-edge medical technology, computer vision, image processing and other technologies. At the same time, BOE's industry experience will be deeply integrated with AI and big data, and cross-border innovation will be made to provide hardware and software integration solutions such as smart finance, industrial interconnection and smart city, enabling application scenarios in multiple fields and at multiple levels.
- In 2019, BOE launched joint laboratory of Smart vehicle cabin and advanced display, Alliance of illumination arts, Smart IoT innovation alliance, united powers from all walks of life, making contributions to the construction of IoT ecology in financial, hospital, office, home, transportation, government affairs, entertainment, energy and other fields.
- More than 400 leading enterprises in the field of IoT participated in BOE SPC night of BOE Innovation Partner Conference to discuss how to strengthen collaborative innovation in product, technology, management and other aspects, so as to build an industrial ecological chain for creation, win-win and development.

BOE & Customers

With the continuous development of the IoT, the relationship between enterprises and customers/consumers has gradually changed. As a high-tech enterprise based on IoT, BOE persists to be customer-oriented, focuses on customer value creation under IoT segmented scenarios, and keeps on creating shared value through in-depth cooperation and collaborative development with customers, creating best experience that exceeds customer and consumers' expectations using innovation technology, excellent products and accurate service.

I. Customer-oriented Concept

Creating shared value through in-depth cooperation and collaborative development is the core of customer relationship management:

In-depth cooperation	Get a more comprehensive and profound understanding of customer needs through in-depth interactions, stimulate innovative ideas, and make them recognized by customers for win-win cooperation;
Collaborative development	In the initial stage of product conceptual design and development, deep collaborative work should be carried out to achieve seamless docking on the one hand, and on the other hand to speed up the process of market launch and seize the market opportunities of new technologies and new products;
Value Co-creation	Achieve customer value and our own value through in-depth cooperation and collaborative development.

II. Responsible Products

Quality Management

BOE has always followed the quality policy of *Customer orientation and pursuit of excellence*, and guided the subsidiaries to establish management systems geared to the development needs of various businesses according to the ISO9001, TS16949, JCI and ISO13485 standards, and have these management systems certified. In quality management practices, it has formed the distinctive BOE Quality Management Model (BQMM) aimed at prompting business lines to focus on corporate vision and strategy to create value and achieve excellent performance. It has ensured that the input and output of each process meets customer needs and expectations through the attractive quality identification system; adopted positive and negative approaches to management to prevent quality problems; deepened excellent performance management on the basis of the strategy-driven quality improvement system and BOE Quality Award to maximize the value of quality; and improved management quality, product quality and service quality in an all-round manner to push forward strategy implementation and ensure the success of all stakeholders.



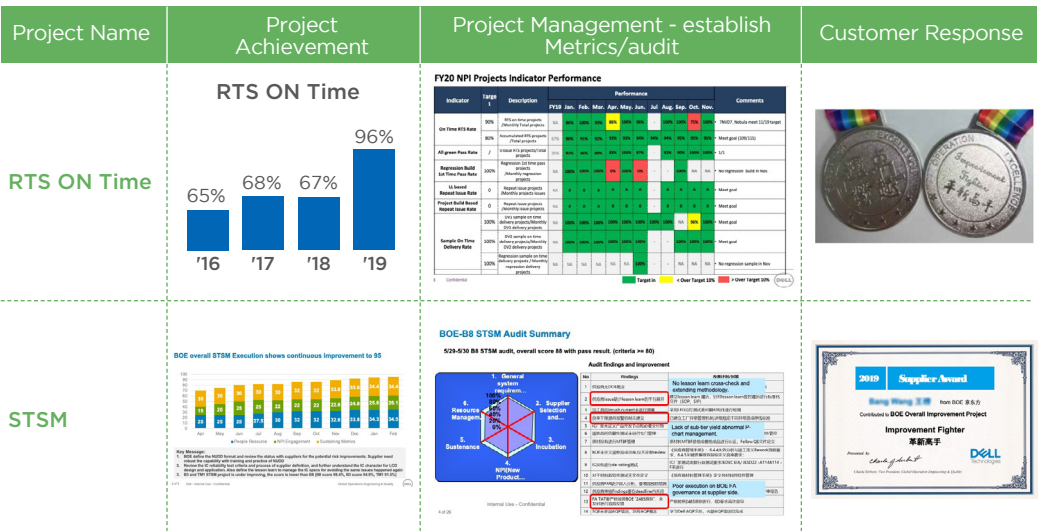
Collaborative Innovation For Intelligent Quality Management

BOE actively explores the construction of customer service digitalization and platform management to effectively improve the level of intelligent management. The Company introduces CRM (customer relationship management systems), which could handle customer consultation, complaints and technical service request, which in the meantime cooperates with partner services' system. After customer service staff creates work order, it automatically passed to the service provider's system. Then the messaging personnel passes it to service engineers, who offer timely feedbacks of on-site situation through hand-held terminal system. Through the system docking port, feedbacks arrive in BOE CRM system and the progress of the whole process of service are responded in real-time through the docking system, so as to realize the systematic management of the whole process.

This year, BOE and Huawei carried out technical cooperation on fully connecting the data of suppliers, ODM and market end, realizing IT automation, full process monitoring and two-way data tracking. After the implementation of the project, Huawei could analyze AI data from BOE's production through the system. By analyzing the quality problems through the data, the project would offer early warning against poor quality, so as to improve the LCM process control ability.

Passive VS Active Quality Improvement

BOE takes customer orientation as the goal, identifies customer improvement needs in advance, and turns passivity into initiative. In this year, the company cooperated with DELL in STSM (sub-supplier management, sub-supplier management) and RTS on time (Ready to ship on time) projects, and set up a joint laboratory with Huawei in GU' an factory. By actively reviewing and improving the projects with customers, the company achieved significant improvement results and was widely recognized by customers.



Product Quality can be Traced by a Code

BOE pursues high-efficient, intelligent and high-quality product delivery, and its intelligent manufacturing services business group implements the customer service team management mechanism, which connects with the business, so that the customer VOC (voice of customer) information can be fully communicated, so as to provide better customer service. In the production process of complete machine, the whole process of code scanning management is introduced to ensure that each machine has its own one code, and the weight of the package is imported into the code scanning system management, which realizes all accessories have codes to be found. 360 degrees of non-blind Angle monitors accessories to be put into the process (saved for 6 months for reference), so that each product can be checkable and traceable.

BOE follows the principle of customer-oriented and prevention-oriented quality risk management. Product quality control starts from customer demand and continuously improves customer satisfaction through quality risk management in the whole process of R&D, procurement, production, sales and after-sales service. At the same time, according to the requirements of various countries and regions, the products have been certified accordingly, including CCC, BSMI, BIS, FCC, CE, RoHS, energy efficiency, SRRC and other compulsory certifications, as well as UL, CB, VCCI, CQC energy conservation and other autonomous certifications. With the pursuit of quality, BOE has been widely recognized by many customers:

Huawei Quality Performance Improvement Award	Chengdu Foxconn Quality Improvement Award
DELL Innovator, Overall Improvement and Promotion Award (Group Award)	TPV Annual Best Quality Award, Annual Best Quality Factory Award
Acer 1H QBR Best Supplier	Xinpu (OEM for LG) Best Supplier Award
Lenovo Diamond Award, Outstanding Quality Award	Oculus customer service quality award letter
Xiaomi Outstanding Team Quality Award	Kunshan Compal Best Supplier, LCD Quality Ranked First
OPPO Quality Progress Award	Jiexiang Electronic Best Service Award
Vivo Excellent Quality Award	Kangguan Technology Quality Service Award

Publicity Training

Guided by the principle of 'customer-oriented value creation', BOE comprehensively promotes quality education by means of training, publicity and quality activities, so as to popularize quality concept from diversified and multi-perspectives. The company carries out the quality month activity in every September, educates the quality knowledge, spread the quality culture and enhances the quality awareness of all staff through the quality lecture, quality knowledge contest, quality paper solicitation and other activities.

BOE Quality Month Activity

In 2019, the fifth BOE Quality Month organized and implemented a series of activities of 'learning, contesting, talking, creating and sharing' with the guiding ideology of 'customer-oriented value creation':



Learning: Learning BOE Best Management Practice Case Collection, participating in quality Open Day activities in various provinces and cities, benchmarking their own businesses, clarifying their competitive advantages and improvement directions, and outputting improvement plans and learning inspirations;

Contesting: Using two platforms of BOE mobile portal 'Knowledge Contest' and 'Questionnaire Star' to carry out online contest of quality knowledge;

Talking: Organizing 'If I was the operator' symposium and essay soliciting activities, outputting a total of 412 Suggestions, 693 proposals;

Creating: Carrying out 'find the role model around me' evaluation, establishing various role models;

Sharing: Carrying out training and competition activities of six Sigma, QCC and other quality tools to promote the application of quality tools to all staff; At the same time, 'BOE Quality Month Open Day' was held to invite famous enterprises and school personnel to exchange experience in quality management.

BOE entities regularly carry out various forms of education and training activities, continuously deepen the excellent performance management model, improve the quality of all staff, and help the company's operation.

2019 BOE quality training (part) :

Display and Sensor BG

For employees with different qualifications and customer service target groups, identify their business ability direction which could be improved, and build resource platform. This year, BOE has provided 8D, SPC, MSA, DOE, FMEA, six Sigma and other quality tools as well as LCD process and equipment initial/intermediate series of courses etc., effectively improving the technical and quality management level of staff.

Intelligent Manufacturing Services BG

It has established an internal training system called Q-School, which divided the training courses into THREE parts: OJT, basic and technical. It also established a specialized customer service manual to ensure the standardized management of customer service.

Beijing OASIS International Hospital

According to the characteristics of the customer service in medical place and the problems and challenges, the hospital implemented the Six Security Plan training, fire safety and emergency evacuation training, emergency drill, baby theft emergency drill training, 'large number of injured people flooded into hospital' emergency drill training, patient relationship - based on the customer experience training, and communication skills - 'how to use the service to build trust with patients and staff' training, effectively improved customer service ability.



III. High Quality Service

Service Innovation

Green Service Channel

With the development of the company's innovative business, new customers keep emerging. Different customers have different requirements on service, which requires our customer service to derive more targeted and personalized solutions based on the original basis. Therefore, BOE has classified and established customer files at all levels, made customer visiting plans regularly, communicated with customers in a timely manner to understand their needs, to provide accurate services according to their characteristics, and to promote quality improvement through quality performance evaluation.

In 2019, BOE increased the completion ratio of RTS on time (Ready to ship on time) project from 65% to 94% in the process of serving Dell NB customers, achieving a significant result. Besides, BOE performed well in its market and none case of HSR (Hold Scrap Rework) was happened, which won the Overall Improvement and Promotion Award from Dell.

In addition, in order to improve the response speed of overseas customers, the company specially established the overseas Support department in April 2019, and gradually established the overseas OSS (On Site Support) Site, where the Site Support staff can communicate with foreign customers face to face, so as to achieve the "zero-time-difference" response. At present, BOE has established OSS sites in the United States, Japan, Singapore and India, which have been widely recognized by many overseas users.

"4 Zero 4D" Digital Medical Services

Medical service innovation is a major livelihood issue that has been widely concerned by the society in recent years. BOE digital hospital is committed to providing users with "4 Zero 4D" digital medical services through a digitalized Internet medical platform, a digitalized medical service center and a flagship group hospital. The so-called "four zeros" are zero distance, zero inventory, zero accidents and zero leaks. "4D" means digital diagnosis and treatment, digital management, digital services and digital promotion.

Zero Distance	The zero distance between doctors and patients is realized by using online health management system and telemedicine system.
Zero Inventory	Implement zero inventory management of medicines using HIS system and information management tools assisting with corresponding management measures.
Zero Accidents	Use digital information system to promote medical quality and safety, achieving zero accidents.
Zero Disclosure	Ensure the hospital information system confidentiality by technical methods including patient information, medicine procurement and other data, to achieve zero disclosure.

For digital diagnosis and treatment, BOE offers one-stop outpatient service, integrated operating room, mobile inspection, electronic medical records, cloud imaging and cloud electrocardiograph. For digital management, BOE builds multiple systems to penetrate into all levels of human and financial management. For digital services, BOE adopts wearable devices. Mobile terminals run through all stages of patients' pre-hospital, in-hospital and post-hospital to provide full-cycle medical and health services. For digital promotion, BOE applies behavior analysis and data collection to provide customized services and marketing programs for customers with precision and efficiency.

Digital Platforms Connect Customers with Service Teams

BOE smart park solution builds two digital management platforms: property management platform and Shared office management platform. The platform links customers with the service team. Through the mobile online platform, customers can realize the convenient functions of repair application, visitor application, access control, parking space managing, online payment, Wi-Fi, intelligent parking, park navigation, park trip, online booking of conference rooms and so on. Through the platform, all kinds of service application scenarios are integrated online and offline to enhance customer experience.

Efficient Communication

BOE has a well-regulated customer communication mechanism and provides targeted service approaches according to the characteristics and needs of corporate customers and ordinary consumers. For corporate customers, BOE gets to know their expectations and needs through regular customer satisfaction surveys, participation in customer quality meetings, mail, telephone and visits, and promptly improves the management process to increase customer satisfaction. For ordinary consumers, BOE has set up a customer service hotline 400 to answer customers' questions in a timely manner and provide online and on-site technical support and after-sale service.

In 2019, on the basis of the traditional way of customer communication, various entities of BOE have actively promoted and improved their services according to their own characteristics to provide more targeted and precise services to various customers and consumers.

Customer Service Improvements in 2019

	Traditional Methods	Improved Methods
Customer Communication	400 hotline	400 hotline + online customer service + WeChat service account + APP customer service
	Mail, phone calls, on-site visits	Traditional way + WeChat group on customer communication + BOE fusion meeting system's real-time meeting channel
Customer Service Satisfaction Evaluation	Unified customer service satisfaction evaluation	Customer service satisfaction evaluation + service provider satisfaction evaluation
Customer Questionnaire	A unified form	Select corresponding questionnaire according to the customer groups and understand all aspects of customer attributes, product-related recommendations, and service experience

BOE conducts satisfaction surveys on strategic customers every six months, and select corresponding questionnaire according to customer groups to comprehensively understand customer characteristics, their suggestions on products, and service experience. The survey results are shown below.

Aspect	2019 Customer Satisfaction	Customers' Feedback	BOE's Actions
Product Quality	92%	Unexpected quality problems of products	BOE set up a special improvement team to quickly respond to the problems, and took measures to ensure that problems at the stage of certification could be solved timely prior to mass production.
Technology and Innovation	91%	The initial quality of some new mass-produced products is unstable	Developing technology improvement schemes to improve the stability of new mass-produced products. Customer satisfaction in terms of technology and innovation remained stable compared to 2018.
Service Concept	95%	NA	—
Price and Product Supply	90%	Due to the timeliness and quality stability of individual products, customer delivery is affected	Continuously improve the pass rate in the factory, ensure the delivery quality, offer timely feedback of the abnormal delivery situation to the customer and communicate with the solution
Hazardous Substance	97%	NA	—
Average of overall satisfaction			93%

Note: BOE major business groups all have customer satisfaction surveys. Customer satisfaction surveys vary among business groups. The data in this table comes from Display and Sensor Devices business group.

Protection of the Rights and Interests

BOE attaches great importance to the protection of consumers' rights and interests, strictly conforms to the national policy on refund, exchange and maintenance of commodities, and protects consumer rights and interests in all aspects. It takes part in consumer protection activities, and provides product and service policy counselling to protect consumers' right to know.

In terms of product labeling, for products produced by BOE, the source of ingredients and the name of the supplier shall be indicated on the product and service information; In accordance with *RoHS*, *Administrative measures for the restricted use of hazardous substances in electrical and electronic products* and other laws and regulations, indicate the product whether it contains hazardous substances according to SJ/ t26572-2011 standard, and make a detailed explanation of the safe use principle of the product in product safety precautions. BOE's products comply with requirements

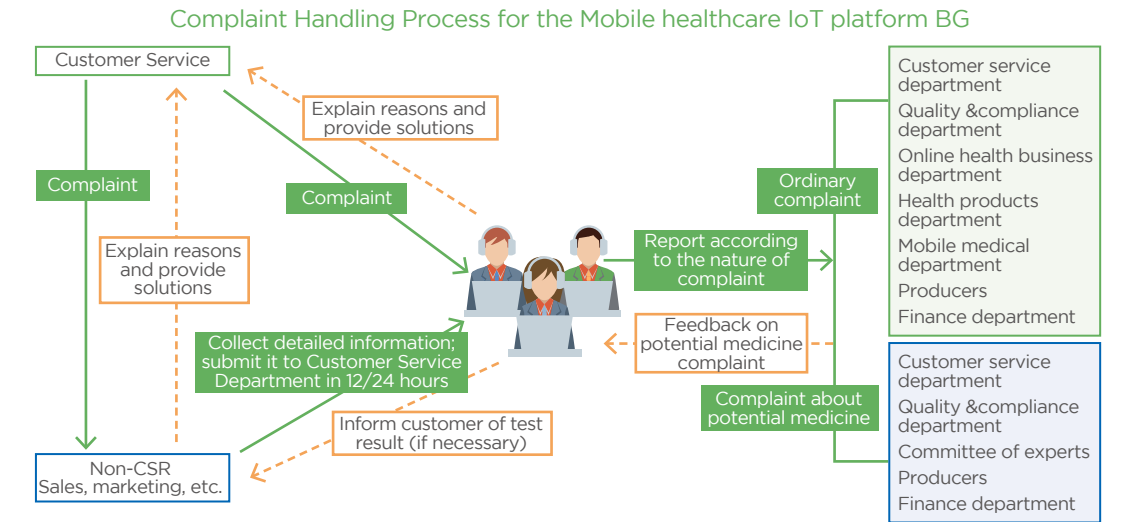
in *BOE standards for the control of hazardous substances in the environment*, in which restrict the amount of use in hazardous substances, controls the hazardous substances for customers, and obeys the international and domestic environmental laws and regulations. According to the *Management regulations on the recycling and disposal of waste electrical and electronic products*, the company makes a suggestive explanation on the social impact of discarded products.

To protect customer/consumer privacy, BOE has put in place the work processes and safety management systems with respect to user information collection, use and other activities, exercised access control among the staff and agents, reviewed bulk copy, import and export of information, and taken measures to prevent information leakage. It has properly kept all kinds of media containing user information such as paper documents, optical discs and magnetic storage devices, and taken effective safe storage measures; conducted access reviews of systems storing user information to protect them from attacks and viruses; documented information about the staff using user information including the time, locations and matters; clarified the responsibility of the departments and positions for user information safety, strengthened management in information collection, retrieval, use and other aspects, and increased efforts in the protection of customers' personal information.

For network platform information, the company protects users' rights to know and rights to choose in the process of installation or use according to the law. Without users' consent, the company will not enable functions such as collecting geographical location, reading address book, using camera and enabling recording, etc. And make sure that service-independent functions are not turned on and unrelated applications are not bundled. For user registration, the company shall verify the real identity information of the registered user according to the principle of real-name in the background and voluntariness in the foreground. In addition, the company has established a well-regulated content information auditing management mechanism--without real-name authentications, publishing and speaking is not allowed. For the release of illegal or information involving copyright/content infringement, take warning, limit the function, stop the account and other disposal methods according to the situation.

Standard Procedures for Handling Consumer Complaints

BOE has standard procedures for dealing with consumer complaints. Take the Mobile Healthcare IoT Platform BG for example. The customer service center first sets out rules concerning consumer complaints, including the definition of complaint, feedback, responsible post, handling process and validity period, and then goes through standard procedures including investigation and analysis, consumer notification, reporting to responsible departments, in-depth assessment, and product recall to ensure that consumer complaints are handled in a closed-loop system.



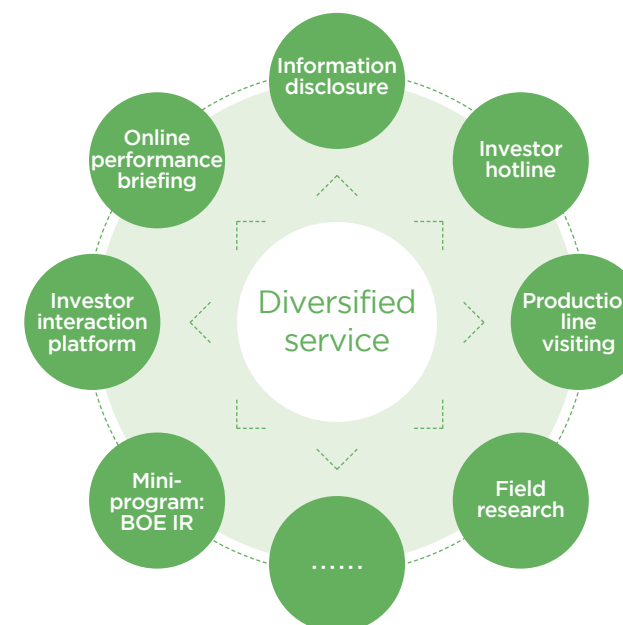
* BOE products, services and customer types are quite different from each other, so the complaint handling process is not the same. This report only takes the handling process of mobile healthcare IoT platform BG as an example.

BOE & Investors

Over the years, BOE, with its keen market insight and forward-looking development strategy, has seized the market opportunities, actively explored new businesses and new fields, and promoted the continuous innovation, development and steady growth of the enterprise, in order to repay the vast number of investors for the long-term trust and support to BOE. The company is committed to building an open, transparent and win-win investor relations. Through diversified, equal and efficient information communication, the company maximizes the value of stakeholders and continues to be widely recognized by investors. In the meantime, the company also, leading by example, standardizes the operation of the capital market to realize the effective external supervision and constraint on the company's operation. BOE tries its efforts to maximize the value of shareholder, and protects the interests of investors, as well as shares the enterprise long-term returns of the sustainable development with the large number of investors.

Investors Service

BOE has a professional investor relation management team, committed to delivering corporate value to investors efficiently and promoting the long-term coordinated development of the company and the capital market. At the same time, BOE has continuously improved the communication system and established diversified, information-based, multi-tiered communication channels with the purposes of fairness, openness, transparency and efficiency.

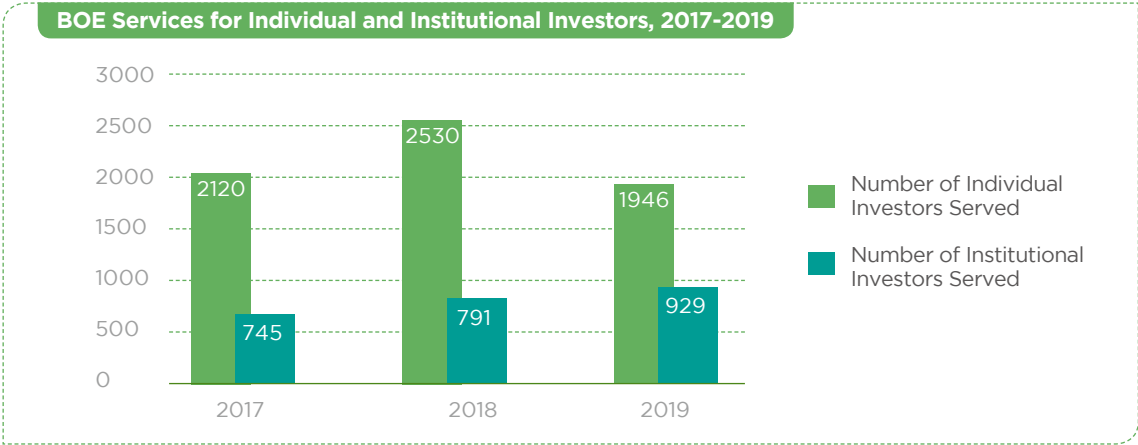


BOE helps investors to understand related dynamics and information through multiple channels, including: Shenzhen Stock Exchange online interactive trading platform, regular online performance briefing, investor hotline, investor mailbox, field research, production line visiting and telephone conference as well as the BOE Innovation Partner Conference held by BOE, in order to convey company information to capital market and investors in a timely, actively and detailed manner. Meanwhile, BOE actively participates in the online and offline roadshows and promotion activities organized by the China Securities Regulatory Commission, Shenzhen Stock Exchange, Industry Associations, Research Institutions and various intermediaries. BOE innovatively developed and applied the investor relation mini-program (BOE IR) this year to enhance the communication between investors and the company through the digital platform, so that the compliance and fairness of investor relations would be ensured.



Company executives communicate with investors through an online presentation

While adhering to the investor services principles of fairness, justification and openness, BOE provides targeted services according to the features and demands of different investors. Small and medium-sized investors can truly approach and understand BOE by means of investor hotline, the online interaction platform of Shenzhen Stock Exchange as well as online performance briefings. For institutional investors, BOE has strengthened the professionalism and initiative of its services this year. In addition to the professional team of investor relations, BOE invited technical experts to participate in communication and interactions activities, so that institutional investors can acquire a better understanding of BOE's technical strength and industrial value. In 2019, BOE provided services for more than 1,946 small and medium-sized investors, among whom 1,312 received services via the investor hotline and 634 via the interaction platform of Shenzhen Stock Exchange. BOE also provided services to 929 institutional investors, including serving 552 institutional investors through researches. The company attended 51 broker strategy seminars, held 4 performance interpretation meetings for investors, acquired 55 securities recommendation /buy rating research reports and added 9 domestic and foreign brokerages.



BOE Investor Mailbox: web.master@boe.com.cn
BOE Investor Hotline: Dial 86-10-64318888 and transfer to Investor hotline
BOE Investor Relations Section of Official Website: <http://www.boe.com/tzzgx/>

Investors Protection

BOE attaches great importance to the rights and interests of every investor. According to the regulations of BOE, shareholders shall enjoy the rights and assume corresponding obligations in accordance with the shares they hold. On the premise of ensuring the legality and effectiveness of the general meeting of stockholders, BOE actively provides convenient conditions for small and medium shareholders to participate in the general meeting of stockholders, including online voting. Meanwhile, the company initiatively implements the cumulative voting system in the election of directors and supervisors to protect the rights of small and medium investors. Besides, the "Investors Protection" section is set up on the company's official website to publicize the relevant content of investor protection so that investors can clearly understand the risks and make prudent investment.

Information Disclosure

As a responsible listed company, BOE shall disclose information in a true, accurate, complete and timely manner adhering to the relevant regulations of the listed company, and guarantee that there are no false records, misleading statements, or major omissions. In addition, BOE insists on treating investors equally, disclosing information to all investors at the same time, and making sure that investors and the public hold broad oversight on all statements and actions.

Overview of BOE's Main Information Disclosure Channels/Methods

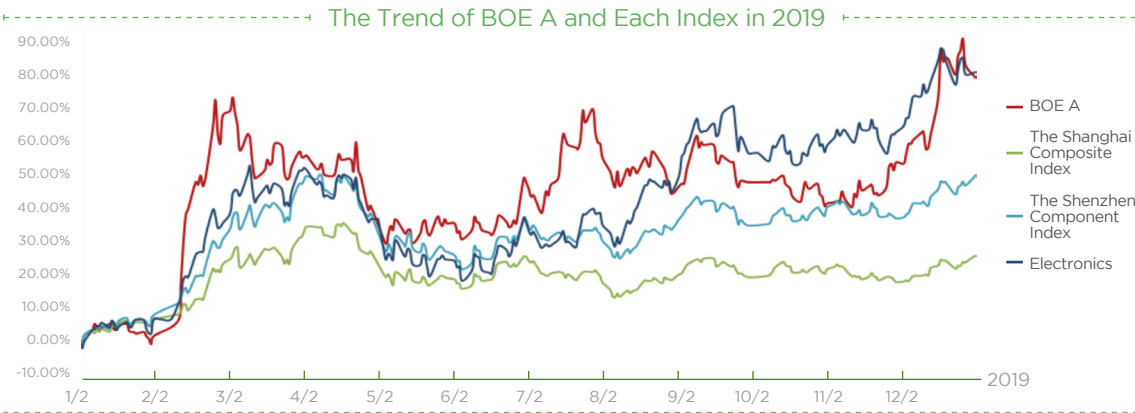
Disclosure Channel/Method	Ways of Accessing Information	Frequency	Information Involved
Regular reports of listed companies (annual, semi-annual and quarterly reports)	Go to BOE's official website and cninfo.com to inquire and download, or check <i>China Securities News</i> , <i>Securities Times</i> , <i>Shanghai Securities news</i> , <i>Ta Kung Pao</i> , etc.	Every year in March, April, August and October	Basic information of the company; analysis and discussion of the management; brief explanation of important issues; corporate governance; internal control; financial reports, etc.
Interim announcement of listed companies	Go to BOE's official website and cninfo.com to inquire and download, or check <i>China Securities News</i> , <i>Securities Times</i> , <i>Shanghai Securities news</i> , <i>Ta Kung Pao</i> , etc.	Irregular	The resolution of the Board of Directors; the resolution of the Board of Supervisors; major transactions, etc.
Corporate Social Responsibility Report	Go to BOE's official website and cninfo.com to inquire and download CSR reports	Annual	Corporate Social Responsibility issues and practices
BOE's official website	Visit the following website: www.boe.com	Updated in real time	Enterprise basic information, enterprise dynamics, industry dynamics
Official WeChat Account	Scan the QR code below and subscribe the BOE official WeChat account 	Updated in real time	Enterprise newsfeeds
Official Facebook/ Twitter Account	Official account: BOE Technology	Updated in real time	Enterprise newsfeeds

Market Performance

In 2019, the semiconductor industry has experienced its longest "cold winter" in the history. Moreover, the uncertainty brought by trade frictions among major economies in the world resulted in the extremely severe market environment. BOE has withstood tremendous industry pressure, making its business scale and market share to improve continuously; the company's market value to increase significantly compared to the beginning of the year.

Market Value Performance

As of December 31, 2019, BOE A: 4.54 yuan, BOE B: 3.05 Hong Kong dollars, rose 73% and 34% respectively compared to the beginning of 2019. BOE's market value exceeded 150 billion yuan, increasing 65.3 billion yuan in market value for the whole year. The market capitalization per share is 4.49 yuan, growing 72% in comparison with the start of 2019.



Investment Return

In this year, BOE adheres to the market value management concept of enhancing intrinsic value as the core, promotes the transformation and development of the IoT business, and improves the value creation ability. In order to return the investors more profoundly, BOE conducted the 2018 annual equity allocation in May 2019. Based on 34,798,398,763 shares of the company's total share capital at that time, the company paid 0.3 yuan in cash (tax included) to all shareholders for every 10 shares, with a total payout of more than 1 billion yuan and a dividend payment rate of more than 30%. At the same time, BOE enhances the market's valuation of the company by strengthening information disclosure, standardizing operation and enhancing communication with investors.

* More data can be found in the company's annual report

In 2019, BOE firmly promoted the accelerated transformation of the three business fields of Interface Devices, Smart IoT System and Smart Medicine and Engineering Integration, which has achieved remarkable business achievements. In the future, the company will continue to deepen the transformation strategy of the IoT; achieve a sustained breakthrough in technology R&D and market expansion; and live up to the long-term support and trust from investors.

Major Achievements in Every Business Areas of BOE in 2019

Display Area	
Production lines Constructions	• In July 2019, the BOE Mianyang Gen 6 Flexible AMOLED production line achieved mass production; • In August 2019, the BOE Kunming Micro OLED production line achieved mass production; • In September 2019, the BOE Wuhan Gen 10.5 TFT-LCD production line was put into operation, and achieved mass production on December 8th.
Market share	• The shipments are ranked the 1st in the world in five application fields of semiconductor display -- smart phone liquid crystal display, tablet computer display, laptop computer display, monitor display and TV display.
Products Debut	• 88 products were launched in 2019 with a year-on-year increase of 33%.
Sensor Solutions	
Medical imaging, smart windows, biological detection and other businesses have achieved outstanding results. Medical imaging business shipments doubled compared to the shipments in 2018, and the technology upgraded products were successfully mass produced; The liquid crystal intelligent dimming window products of smart window business made its world debut and successfully introduced to customers; The annual shipments of biometric testing business exceeded the sales volume of 2018 by 50 times.	

Smart Retail Solutions

BOE smart retail has achieved global layout in 60 countries, which cooperated with more than 100 online and offline retail brands such as JD, YONGHUI, Vanguard, Watsons, Walmart, and Carrefour, providing solutions for more than 20,000 stores. Currently, more than 200 million BOE ESL has been used in the retail industry, making it the largest market share in the world.

Smart Government and Education Solutions

The commercial innovation display product line has gradually improved and the solutions of smart government and education has been provided. The completed projects throughout the year include: the 70th anniversary of the National Day project, the intelligent terminal display system of Beijing Daxing International Airport, passenger information system on Hefei subway Line 3, the CITIC Tower smart display system and the scientist wall of the China Science and Technology Museum. The key demonstration projects have set benchmarks for BOE's construction in the new ecological field of 8K+5G and the development of the broadcasting and television industry.

Smart Energy Solutions

Smart Electricity realizes stable and efficient operation of photovoltaic power stations, generating 380 million kWh of electricity, achieving an annual generating rate of 101.5%; Cooperated with Baidu AI, artificial intelligence in the agricultural field has been implemented by BOE, which has been initially equipped with data collection and analysis functions; Power distribution business has been completed 4.46 billion kWh power transactions, and obtained power-distribution qualification of 16 provinces including Anhui, Sichuan, Jiangsu, Fujian, etc.; The construction of BEOS, an energy IoT platform, has been completed—Demo has been uploaded and subsystems have been connected.

Digital Art Solutions

Through the construction of the digital art ecological model of "terminal +APP+ content + service", BOE works together with its partners to build a digital art platform that integrates hardware and software. At present, BOE iGallery has collaborated with more than 200 domestic and overseas top art institutions and 5,000 artists. Exceeding 30,000 art works have been displayed on the platform, and more than 1.5 million works have been uploaded by users independently.

Digital Hospitals

In March of 2019, BOE invested, built and opened the first large-scale Level III general hospital-- BOE Hefei hospital. This project introduced the world-class technology, artificial intelligence, IoT and other technological methods and innovated operation mode, becoming the first group of Internet hospitals in Anhui province since December, 2019. At the end of the same year, another large-scale Level III general hospital invested by BOE, BOE Chengdu hospital, has finished the roof-ceiling construction. The project covers an area of 354 mu and is equipped with 2,000 beds, which will be put into operation in 2020. In addition, BOE will also invest and operate Suzhou and Beijing life science and technology industry base.

Mobile Healthcare IoT Platform

It has completed the research, development and production platform of biochip, complete machine and biological reagent, developed the biochemical immune all-in-one machine demo; it strengthened the ability of market insight and integrating hardware and software to launch self-developed core products on the market, such as breast milk analyzer and sleep monitor 2.0; it built platform solutions, for example, management solution of chronic respiratory diseases, management solution of cardiovascular diseases, management solution of diabetes, smart first aid, smart public health physical examination, and smart health care community. The year 2019 witnessed more than 10 BOE products going to the market, over 50 eco-chain or other brand iECO products being introduced and exceeding 300 newly developed industrial.

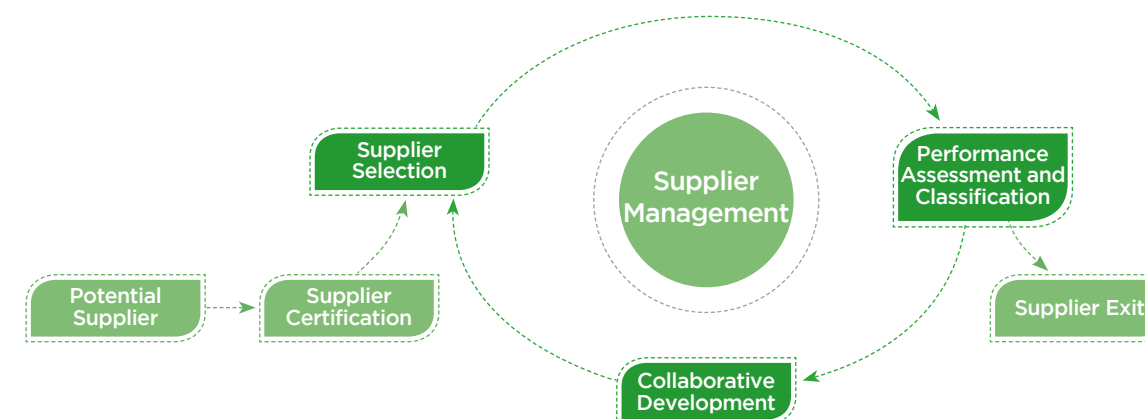
BOE & Suppliers

It is the common goal and responsibility of BOE and its industrial partners to construct the responsible supply chain for sustainable development. Over the years, BOE has integrated corporate social responsibility into every link of supply chain management with the concept of *deep cooperation, collaborative development and value co-creation*, and has continuously passed advanced responsibility concepts to suppliers for guiding them to fulfill the social responsibilities. Through systematic management, professional training and experience sharing, BOE helps supply chain partners to improve the CSR management level and sustainable development capability, so as to lay a solid foundation for building an industrial ecological chain for co-creation, win-win and co- development.

I. Certification Audit

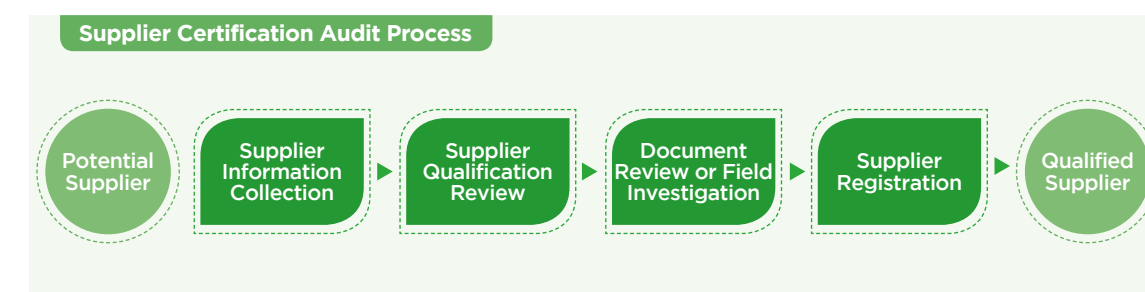
BOE has nearly 4,000 suppliers in the world, mainly in mainland China, South Korea, Japan, Taiwan and other regions. The company continuously improves the supply chain management process, implements strict differentiation management on the suppliers, generates the cooperation strategy pertinently in order to guarantee the success, stability and high efficiency of the supply chain and enhance its competitiveness.

BOE Supplier Management Process

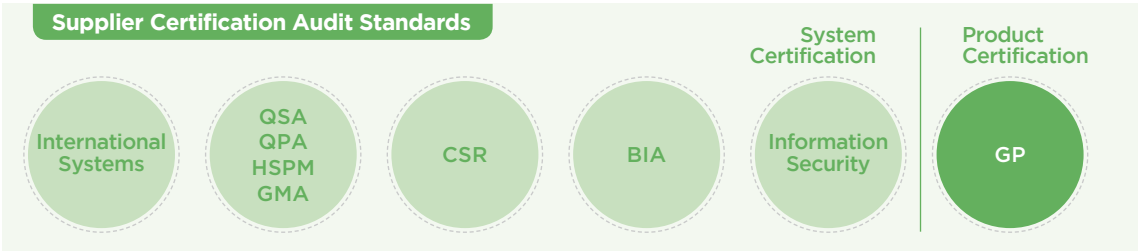


Access Mechanism

In line with the concept of fair procurement and equal opportunities, BOE selects suppliers based on integrated optimal principle of technology, quality, service, supply, cost, environment, social responsibility and information security, ensuring that all transactions are conducted in an honest, standard, transparent and responsible premise according to a strict management.



BOE's certification and audit of suppliers can be divided into two parts--the system certification and the product certification. System certification includes international system certification (such as ISO90001, ISO14001, ISO45001, etc.) and BOE system certification, such as QSA (Quality System Assessment), QPA (Quality Process Audit), HSPM (Hazardous Substance Process Management), GMA (General Management Audit), CSR, BIA (Business Integrity Analysis), information security, etc. In terms of product certification, BOE requires suppliers to sign GP (Green Product) letter of guarantee with whole-process detection and monitoring of the harmful substances to the supplier.



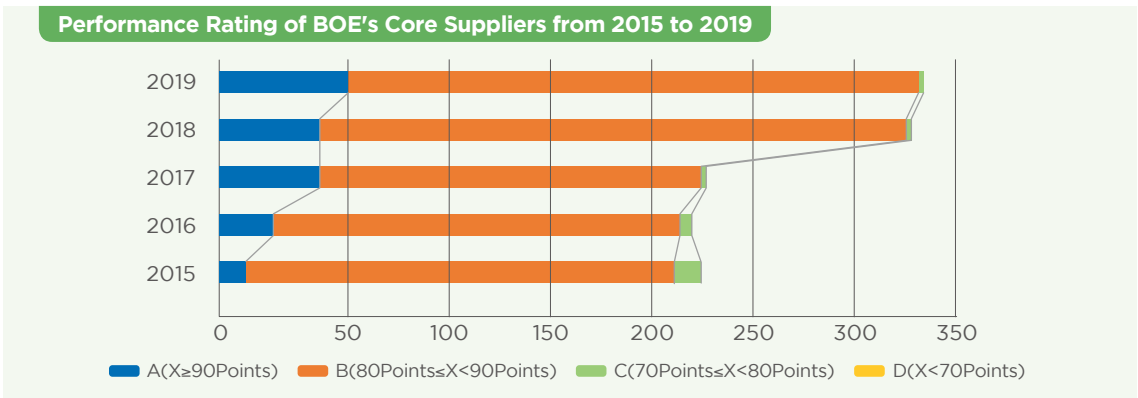
In order to ensure that the supplier evaluation system is reasonable and effective, BOE's supply chain management department collaborates with the development, quality, legal, finance and other departments to formulate and update the supplier evaluation standards. During a new supplier certification process, supply chain management department invites related departments to set up a special certification assessment team to evaluate suppliers in their general management, technology research and development, production, quality control, environmental safety, hazardous substances control, CSR management system, business integrity system, information security. The team formulates detailed audit criteria and checklist. Supplier become qualified only after passing the audit.

In 2019, BOE introduced 240 new suppliers, which were 100% selected based on environmental and social standards, and the passing rate of new suppliers' environmental assessment was 100%.

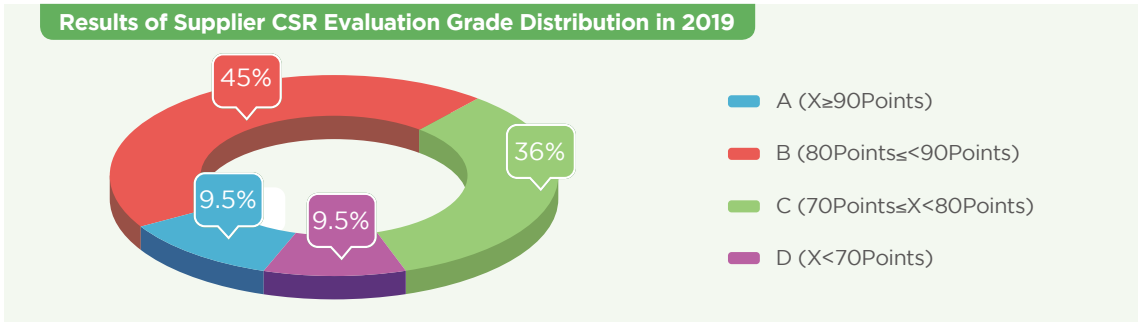
Supplier Performance Assessment

Continuous optimization of the supply chain management system needs to have a strict daily audit and evaluation as the basis. BOE supply chain management department accesses supplier performance quarterly and annually, mainly focusing on four aspects--supplier's cost, supply, technology, and quality. The performance evaluation results are divided into four grades-- A, B, C and D. Based on the regular evaluation results, BOE takes methods of motivation, guidance improvement or supply qualification cancelation towards the suppliers. As for the suppliers with annual performance rating of C, BOE conducts annual factory audit (audit standards are the same as supplier certification standards). Problems found during the audit process, BOE requires the suppliers to improve, optimize its supply system.

When annual performance rating is D or C for two consecutive years, the supplier would be eliminated from the qualified supplier resource pool.



In 2019, BOE conducted on-site reviews on CSR management system of key suppliers. The three suppliers were found to have different degrees of environmental, safety and occupational health risks. BOE quickly asked suppliers to make corrective plans for the problems and supervised the suppliers to complete the improvement. BOE plans to increase the proportion of on-site review on suppliers and to cooperate with suppliers to carry out sustainable development projects. BOE will provide CSR training for suppliers who have poor performance, so as to help suppliers to continuously solve environmental and social problems.



Risk Management

In order to ensure the stable, sound and efficient operation of the supply chain, BOE requires at least two suppliers for each material. The certification and materials from suppliers should be completed before the formal supply. Additionally, according to impact severity, failure probability and import substitution difficulty--the three dimensions of risk coefficient determination, BOE sets the risk rating benchmark. Based on the benchmark, the risk list of high, medium and low materials is determined, and plans of domestication, localization, inventory preparation and strategic investment are implemented for high-risk materials.

To deal with risks in the bidding process, BOE reduces the cross-bidding behavior of suppliers by means of electronic bidding, so as to ensure the fair, transparent and traceable bidding price comparison process. BOE seeks to establish strategic cooperative relations with reliable core material suppliers by giving priority to collaboration in new projects under the same conditions; by jointly developing new technologies; by sharing development planning information in priority, and by undertaking responsibilities and risks together. At the same time, the company also fully considers the supplier's development, procurement, and production and delivery cycle by setting a reasonable procurement lead time, so as to fully support supplier and to ensure the quality and quantity of supply on time.

In 2019, BOE further strengthened risk control and formulated the *Supply Risk Prevention and Control Management Benchmark*, which requires the company to pay attention to the environment protection policy of purchasing goods and to strengthen the compliance management of suppliers. BOE selects suppliers with excellent CSR performance, and seeks alternative solutions for materials in the polluting industry.

The Following is BOE's Response to Common Supply Chain Risks:

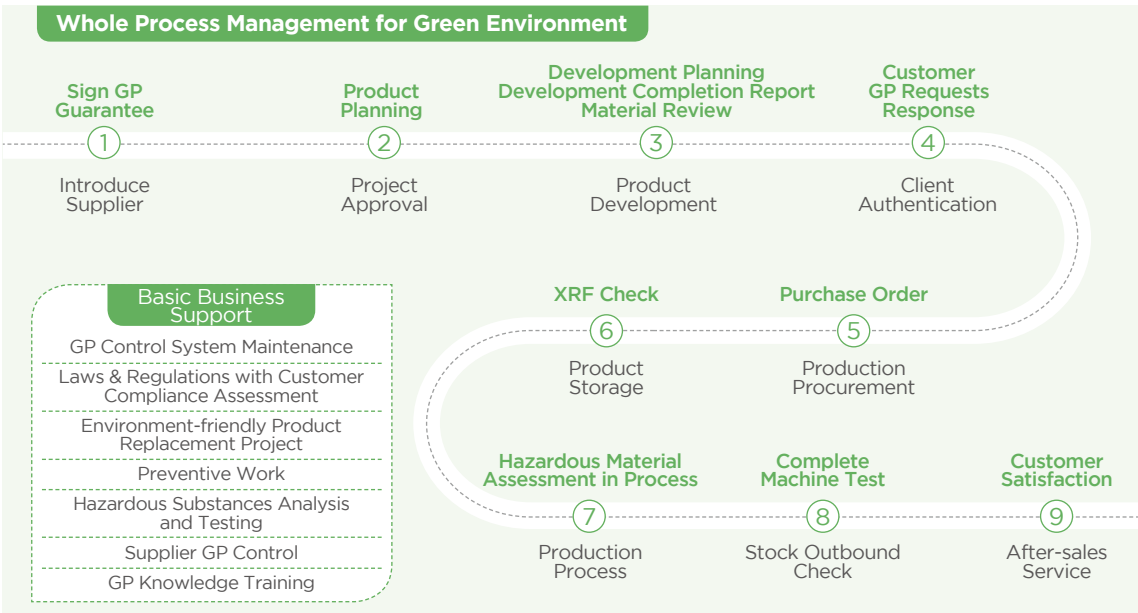
Supply Chain Risk Identification	Response
Macro Environmental Risk	Conduct research and analysis on laws, regulations and environmental protection policies in key regions in advance, and communicate the analysis results to suppliers, so as to prevent suppliers from stopping production or limiting production due to changes in laws, regulations and policies, thus affecting the supply.
Management Risk	- Carry out annual evaluation on the general operating conditions of suppliers, covering legal, financial and other aspects; - Review suppliers' CSR management, including CSR management system, labor, safety and occupational health, environment and business ethics, to ensure the sustainability of suppliers' production and operation.
Transport Risk	- Select well-known logistics suppliers and conduct KPI assessment to ensure the transportation safety of logistics suppliers; - Require suppliers to use a combination of multiple modes of transportation to respond to emergency supply and ensure stable supply.
Moral Hazard	- Establish a sound bidding process. When there are major engineering projects and procurements of important materials and equipment, BOE organizes audit supervision and legal affairs to carry out whole-process follow-up supervision, and separate bidding from bid evaluation and separated evaluation from bid selection, so as to ensure compliance and legality of the bidding process; - Conduct integrity system certification and review on new suppliers. When signing purchase contracts, all suppliers are required to sign integrity agreements and are told procurement red lines to avoid actions that violate business ethics and damage the company's honest image.

II. Responsibility of Supply Chain

Environmental Management

Management of Green Environment Feature in Whole Process

During the critical period when the supplier enters the supply chain and the product enters the development stage, BOE sets up key control nodes to ensure products are environment-friendly. The company has established positions for green environmental features management and green quality business throughout the product development and manufacturing process, to ensure that BOE products meet high standards of environmental protection requirements.



Supplier Environmental Impact Assessment

In order to reduce the environmental load from product life cycle, BOE, strictly adopts products, parts and materials with low environmental load and asks partners to follow the Responsible Business Alliance (RBA) criterion, the ISO14001 environmental management system, ISO50001 energy management system, ISO45001 occupational safety & health management system as well as other international standards. Suppliers are required to sign the *Guarantee of Green Products*, to provide third party RoHS and halogen free test on a regular basis, and to meet the BOE hazardous substances control standard. For incoming raw materials, the quality department of the company will conduct X-ray fluorescence spectral analysis and inspection regularly according to the high/medium/low risk level; the supply chain and quality department will also conduct environmental and hazardous material reviews on the material suppliers based on the *Quality Management Standards for the Material Suppliers*. By the end of 2019, the company had zero accidents of hazardous substances that exceeding the standard, and the control of hazardous substances was in effective operation.

Supplier Environmental Impact Assessment Indicators	Assessment of Pass Rate in 2019
Environmental Hazardous Substances Control Baseline	100%
European RoHS Directive and REACH Regulation	
Measures for the Administration in Limiting the Use of Harmful Substances in Electrical and Electronic Products	
Whether to Sign the Supplier's Green Product Guarantee Letter	
European Union WEEE Regulation	

Supplier Environmental Protection Training

BOE has developed a professional supplier training plan, which is jointly promoted from the technical end and the management end. BOE holds supplier GP training conference every year, including trains of the national environmental laws and regulations, BOE's hazardous substances requirements, as well as XRF equipment operating key points and GPM system operating procedures, etc. In 2019, the supplier GP training adopted the network training method, which saved the cost of time, travel and venue, and enabled more supply partners to participate in the training, improving the training effect.

Responsibility Management

Combining the Responsible Business Alliance (RBA) criterion, SA8000, ISO14001 and ISO45001 and other international standards with supplier feedbacks, BOE formulated the *CSR Management Regulations for Suppliers* and signed the rule with supplier, putting forward five aspects of specific management standards including CSR management system, labor, occupational safety and health, environment, business ethics. In order to guarantee the labor rights of suppliers being respected and treated with dignity, *CSR Management Regulations for Suppliers* put forward eight aspects of specific management requirements in human rights, child/underage/female labor, forced or compulsory labor, working hours and holidays, basic salary and social insurance, non-discrimination, freedom of association and communication, and the establishment of employee rights and benefits protection system.

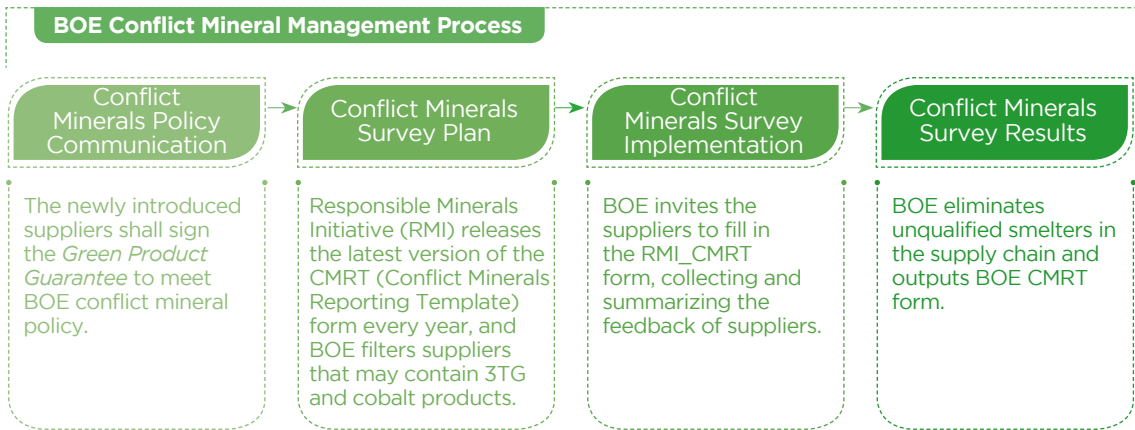


Besides, the *Regulations* also makes clear requirements on the health and safety of supplier's workplace, including:

- The supplier shall identify, evaluate, and control the effects of chemical, biological, and physical factors on employees, and shall adopt engineering or management measures to control the excessive exposure of hazards. When it is not possible to effectively control hazards in these ways, appropriate and well-maintained personal protective equipment should be provided to protect the health of employees.

- The supplier shall identify and evaluate possible emergencies and contingencies, minimizing the impact by implementing emergency preparedness and response procedures, including: emergency reporting, employee notification & evacuation procedures, emergency training & drills, fire alarms and extinguishers, exit and recovery plans, etc.
- The supplier shall carry out safety assessment on production equipment and other machinery, shall provide physical protective devices, interlocking devices and barriers for machinery that may cause employee injury, and shall properly maintain equipment.

Responsible Minerals



BOE insists on responsible mineral procurement. In the implementation of the raw materials procurement policy, BOE complies with the RMI, UN and *OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas*. The company and all suppliers and outsourcers shall purchase only from smelters, refineries approved or certified by RMI, LBMA or the responsible jewelry industry commission, and shall not purchase and support the use of any conflict minerals, directly or indirectly, in areas affected by armed conflict. BOE will ensure that all suppliers procure minerals in a responsible manner and respect human rights and environment in areas affected by conflict.

BOE uses the RMI-CMRT form to conduct conflict mineral survey in the supply chain every year. In 2019, BOE investigated 110 suppliers of resistors, inductors, capacitors, IC, LED, connectors and other products that may contain gold, tantalum, tungsten, tin and cobalt. According to the research results, the minerals mentioned above in BOE's raw materials come from 276 RMI qualified smelters, which meet BOE's supply standards.

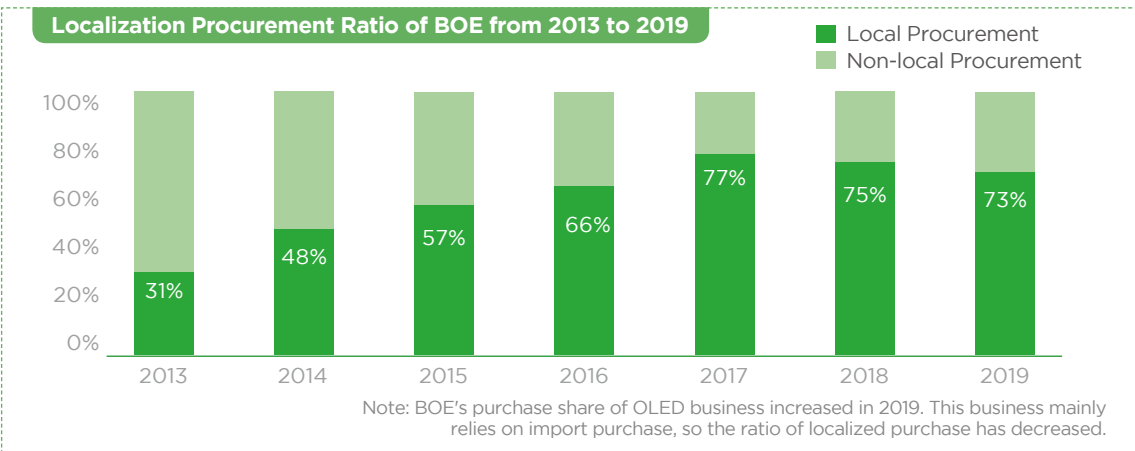
BOE Conflict Management Policy

- Suppliers shall ensure that the gold, tantalum, tungsten, tin, and cobalt used or contained in the products and packages delivered to BOE are not "conflict minerals" from the areas controlled by any armed forces in the Democratic Republic of the Congo or its neighboring countries.
- Suppliers shall appoint the policies on conflict minerals in accordance with OECD Due Diligence Guidance, and convey the policies to next-level suppliers.
- Suppliers shall investigate the supply chain in detail, identify and trace the sources of gold, tantalum, tungsten, tin, and cobalt, ensuring the legitimacy of the raw materials source. Suppliers shall truthfully fill in and submit the CMRT forms or other documents.

Regional Contribution

For a long time, BOE has actively contributed to the social and economic development of the operation cities and has attracted a number of supporting enterprises to build factories in the same area during construction and operation, forming an industrial cluster effect, which not only saves social resources, drives tax revenue and social economic construction, but also promotes local employment and talent cultivation.

In addition, BOE has insisted on strengthening local procurement on the basis of ensuring production efficiency, reducing the environmental impact of transportation and other links, and decreasing carbon emissions. BOE gives full supports to local suppliers in terms of technology, quality, production and participation in government-funded projects, helping local suppliers improve the technical capabilities, supply quality and efficiency; meanwhile, BOE supports competitive foreign manufacturers to set up factories in China, for jointly building a competitive industrial ecology and creating greater value space.



Win-Win Cooperation

In order to deliver the future development plans, technical product innovation direction and supply chain policy information in time, BOE sets up the communication mechanism of each level, realizing efficient communication with supply partners, including: annual/semi-annual top interaction at the strategic cooperation level, quarterly/monthly technology research and innovation day in technology innovation aspects, quarterly/monthly business review, as well as the training of quality, etc. Besides, BOE holds Innovation Partner Conference every year to discuss the application, technology and future trends of IoT segments with its supply partners. The annual Supply Partner Conference is held to publicize BOE's vision and strategy, sharing future plans, and defining supply chain policies of openness, fairness and justice.



On November 26 in 2019, BOE global Innovation Partner Conference *BOE SPC night* was held in Beijing, with the theme of *innovate together, win the future*. The conference invited more than 400 leading companies in the field of IoT from the United States, Germany, Japan, South Korea and other countries, explored new technology and trends of industry, shared the achievements of cooperative innovation, and called for strengthening collaborative innovation of supply chain partners in product, technology, management and other aspects, to build a co-created, win-win and co-developed industry ecosystem.

BOE & Environment

As an advocate and practitioner of environmental sustainable development concept, BOE is committed to continuously carrying out effective environmental protection actions in all aspects of production and operation, minimizing enterprise operations impact on the environment. The company adopts advanced technology to continuously improve the efficiency of energy and resources, and is devoted to the development and utilization of clean energy, so that the waste emissions and greenhouse gas emissions will be reduced. In the meantime, BOE takes advantage of its influence to drive all stakeholders to jointly cope with environmental issues, such as climate change and resource shortage, and to build an efficient, clean and sustainable ecological environment through continuous green innovation.

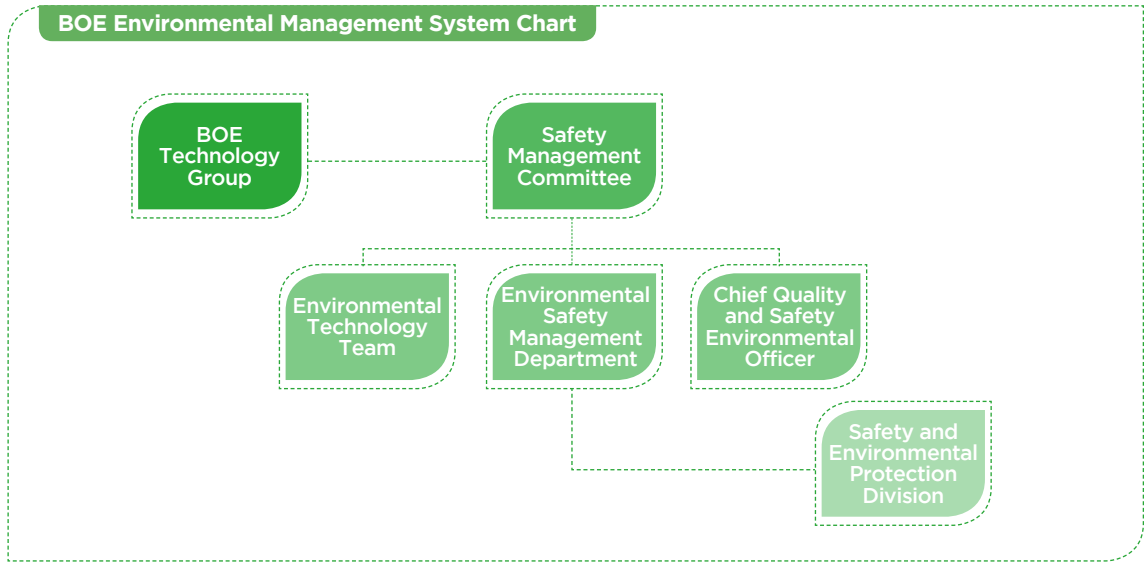
I. Environmental Management

Environmental Management System

BOE's Green Development Vision Lead green development and create a better life together	
Green Development Principles	Green Development Goals
▶ Take responsibility for improving the environment; ▶ Minimize environmental impacts of products and services throughout the life cycle; ▶ Raise partners' environmental awareness and urge our partners to reduce the environmental impacts of products and operations; ▶ Establish an environmental risk prevention and emergency management system to avoid and promptly deal with environmental pollution incidents; ▶ Disclose environmental impact information related to business activities in an objective and faithful way; ▶ Top management teams shall formulate and implement action plans based on the principles above.	▶ To become a model of green development in the industry by 2022; ▶ To lead the energy consumption/water consumption per unit product or per unit industrial added value, direct/indirect greenhouse gas emission intensity in the industry; ▶ To significantly reduce the emission intensity of nitrogen oxides, volatile organic compounds, chemical oxygen demand, ammonia nitrogen and other major pollutants; ▶ To build green demonstration plants for further increasing the proportion of green and low-carbon energy as well as renewable water; To rise the comprehensive utilization rate of industrial solid waste; grow the quantity of major renewable resources; and to boost the recycling rate of waste liquid; ▶ To optimize the green design and development of products and services; ▶ To establish a green supply chain oriented to resource conservation and environmental friendliness; ▶ To improve the green environmental protection management system and database continuously, and to control the green environmental protection performance indicators; ▶ To develop renewable and clean energy vigorously.

Adhering to the green business philosophy, BOE takes sustainable development as its orientation; to implement corporate social responsibility. BOE tries its best to protect and improve the environment; integrating high performance in products and low environmental load, and provides customers and consumers with environmentally intelligent products and services.

In order to realize the goal and vision of green development, BOE has established a sound environmental management system: the headquarter of BOE Group has set up a safety management committee, which is responsible for establishing the environmental management standards of the group and supervising the standards implementation by the subordinate enterprises; an environmental technology team is set up under the group, which is responsible for studying and putting forward suggestions and opinions on the group's development of environmental technology , formulating environmental technology standards, reviewing environmental technology plans of key projects, and guiding various business groups to continuously improve environmental technology level. The Chief Quality and Safety Environmental Officer is responsible for the research and development of the group's environmental management related norms, supervising and guiding various business groups to improve the environmental risk prevention & control management system, and organizing various business groups to carry out plans on sustainable and green development; The environmental safety management department is set up for each business group, which is responsible for the planning and implementation of the environmental management work in business group, supervising and guiding the subsidiaries to implement the environmental management requirements of the group. The overall environmental performance is promoted from top to bottom.



BOE strictly complies with various environmental laws and regulations and has formulated strict environmental management standards calling on all staff to participate in environmental management and construction, and constantly improving its own environmental behaviors. 30 subsidiaries have passed the ISO14001 environmental management system certification, and 14 subsidiaries involved in hazardous substance control have all passed the QC080000 Hazardous Substance Process Management System Requirement and other international certifications in order to realize the green management of internationalized, standardized and entire supply chain.

BOE continuously strengthens the environmental protection training and management for the staff and the important environment personnel, also enhances environmental protection awareness and the business capabilities of employees; the company actively participates in various environmental training and exchange activities held by local governments, industry associations and environmental protection organizations at the mean time. In 2019, the training hours related to environmental protection accumulated to 110,331 class hours. BOE met its annual environmental targets and corresponding quantitative indicators 100%, and achieved remarkable results in environmental management.

Environmental Goal (2019)	2019 Environmental Target	Quantitative Indicator	Performance
Hazard Identification and Improvement	Environmental incidents	0	0
Environmental Target control and emissions reduction	Discharge of waste water, waste gas and noise to the standard	100%	100%
	Compliance rate of collection and disposal of hazardous waste	100%	100%
EHS (Environment, Health and Safety) Promotion and Training	Percentage of new employees receiving level-3 EHS training	100%	100%
	Percentage of on-site partner operators receiving EHS training	100%	100%
Promoting and Implementing Energy Conservation Targets	Achievement of divided annual targets of energy saving	100%	100%

Environmental Costs and Information Disclosure

BOE further optimizes its environmental strategy and management process by promoting environmental cost management, accurately grasping environmental expenditure and understanding the benefits of environmental improvement measures.

Environmental Expenditure of BOE in 2019:

Unit: 10 Thousands yuan

Category	Description	Amount (2018)	Amount (2019)
Operating Cost	Pollution prevention cost: expenditure on air, water, and other pollution prevention	44,770.95	39,376.68
	Recycling cost: expenditure on recycling, reduction, service outsourcing, energy saving associated with general and hazardous waste	10,888.03	12,846.40
	Global environmental protection cost: expenditure on reduction of emissions that cause global warming	6,658.51	6,535.21
Environmental Management Cost	Expenditure associated with environmental education, licensing, monitoring, activities and the environmental management system	585.77	496.19
Social Activity Cost	Expenditure on environmental campaigns and other relevant activities	24.43	8.56
Fines and Compensation	Fines for violating environmental laws & regulations, environmental litigation cost	0.00	0.00
Total	The aggregation of the above items	62,897.69	59,263.04

BOE releases environmental data to relevant departments and the public in a timely manner through a variety of channels, and accepts supervision and suggestions from all walks of life.

BOE Environmental Information Publicity:

- The *BOE Environmental Protection Case* column on BOE's official website discloses daily/monthly/quarterly environmental monitoring data of BOE's key pollutant discharging subsidiaries in Beijing;
- According to the requirements of the local environmental protection department, each subsidiary shall report the environmental monitoring data of waste water and exhaust gas from online monitoring system to the environmental protection department every 5 minutes, every 2 hours and every day; the environmental monitoring data of the BOE subsidiaries are disclosed daily on the "Self-monitoring Information Release Platform for Key Monitoring Enterprises" in relevant provinces and cities;
- In accordance with the requirements of the local environmental protection bureau, each subsidiary shall report and register hazardous waste, declare hazardous waste management plan and report environmental pollutant monitoring plan every year.

Environmental Risk Identification

In order to enhance the level of environmental risk prevention management, BOE passed the ISO14001 system certification; established the environmental risk prevention and control management system; made the environmental factors list and formulated environmental risk prevention and control measures for important environmental factors. Through the regular inspection and external inspection improve the risk prevention and control measures, BOES continually increase environmental prevention and control capabilities in order to minimize the potential impact of production activities to the ecological environment and surrounding communities.

Environmental Risk Prevention and Control Measures of BOE:

- Establish a series of environmental management standards and evaluation criteria for effective pollution prevention and management, such as *BOE Environment Management Evaluation Guide*, *Energy Management Review Benchmark*, *Environmental Emergency Accidents Contingency Plan Compiling Guide*, *Hazardous Waste Management Benchmark and Monitoring and Measuring Management Benchmark*, *Water Pollution Management Benchmark*, *Air Pollution Management Benchmark*, *Environmental Hazardous Substances Control Benchmark*, etc.;
- Assess the capacity of the environmental pollutant treatment system regularly, evaluate introduction of new technologies, processes, equipment and materials for the treatment of pollutants, and improve capability of dealing with and responding to environmental pollution risks;
- According to the group's three coverage (covering all plans, teams and personals) and three verification principles (verifying the effectiveness of plan, personnel allocation & response capacity, and adequacy of emergency supplies), environmental emergency drills shall be carried out regularly;
- Establish a management system for key positions of environmental risk and control waste water, gas, hazardous, chemical storage and environmental protection according to Three Simultaneities. List these as key control points of the environment department and make positions for them. Conduct regular training and assessment for key position staff ensuring that 100% of staff on key positions are familiar with the knowledge they should know;
- Each business group centers and the environmental protection organizations of the headquarter supervise and check the environmental management of the each subsidiary regularly, and the subsidiaries carry out self-inspection periodically to constantly improve the weak links of environmental risks and enhance the ability of risk prevention and control;
- Through strict self-inspection, BOE ensures that the raw materials used by BOE comply with the relevant national environmental regulations and the registration, evaluation, licensing and restriction system of chemicals.

Environmental Training for Employees

Through systematic and scientific environmental protection training, BOE helps employees understand the issues and goals of sustainable development of the enterprise, enhances employees' awareness of environmental protection, and establishes a right concept of sustainable development. BOE requires all employees to receive training on environmental protection from the beginning of the employment. The training includes basic knowledge of environmental protection, sustainable development & clean production, and environmental management requirements of the company. According to different job responsibilities, the company has formulated special environmental training plans and actively participated in various external training and exchange activities. In 2019, the company's internal environmental protection related training totaled 110,331 class hours, and the company participated in external training of 26,024.5 class hours.

Participants	Training Content
All Staff	The policy, management system, goals and measures of the environmental management system; Identification of main environmental factors, environmental hazard incident warnings, and basic environmental protection knowledge, etc.;
Management Personnel	Environmental laws and regulations; Environmental management system and the responsibilities of each position; Environmental factors and control measures of departments; Emergency plans for environmental incidents; Environmental protection facilities management requirements;
Professional and Technical Personnel	Environmental emergency response plan and emergency drill report; Environmental regulations and work instructions; Environmental factors and control measures of the position; Pollution treatment system operation and maintenance, abnormal situation disposal plan;
Operator	Position safety operation process; Environmental emergency response plan and emergency drill report; Environmental regulations and work instructions; Environmental factors and control measures of the position; Pollution treatment system operation and maintenance, abnormal situation plan.

Environmental Protection Training Statistics in 2019

Internal Training		External Training	
Number of people	Class hours	Number of people	Class hours
56,588	110,331	2,892	26,024.5



II. Environmental Relief

Saving Resources

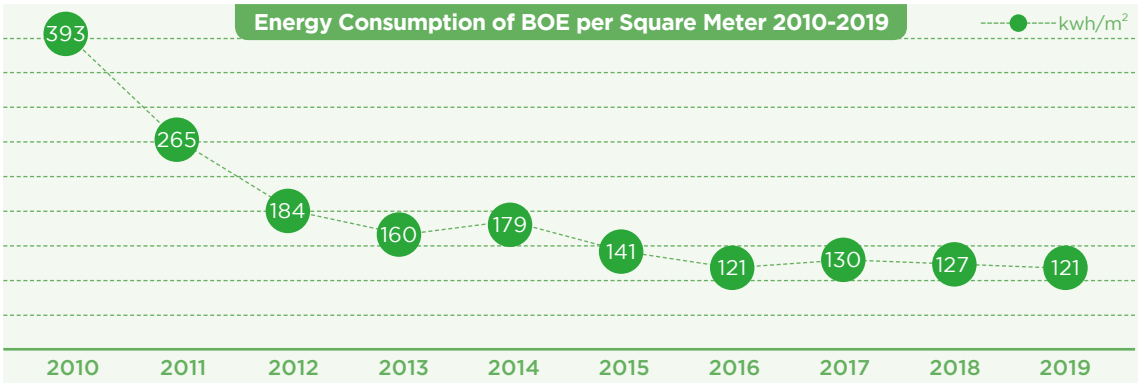
To raise energy efficiency and minimize environmental impacts, BOE has formulated a series of internal environmental management policies, including *Energy Management Policy*, *Energy Conservation Policy*, *Energy Management System Internal Review Policy*, *Energy Consumption Reduction Rules*, etc., so as to strengthen resource management, and comprehensively promote energy conservation and reduce consumption. In terms of products, BOE adopts energy-saving measures to improve the utilization rate of energy. At the operational level, BOE proactively uses advanced clean technology to upgrade equipment and facilities to improve system energy efficiency; In terms of resource use, BOE effectively reduces resource consumption through scientific planning and strict management of energy, water resources, gas emissions and solid waste.

In 2019, BOE group's total electricity consumption was about 7.1 billion kilowatt hours and water consumption was 55.8899 million cubic meters, with 66.29 % water recovery rate. Energy consumption per unit glass substrate area and water consumption decreased by 4.72 % and 8.8 % respectively compared to 2018. The company adopted advanced clean technology to upgrade the system, and carried out 288 energy conservation and emission reduction projects throughout the year, achieving remarkable results.

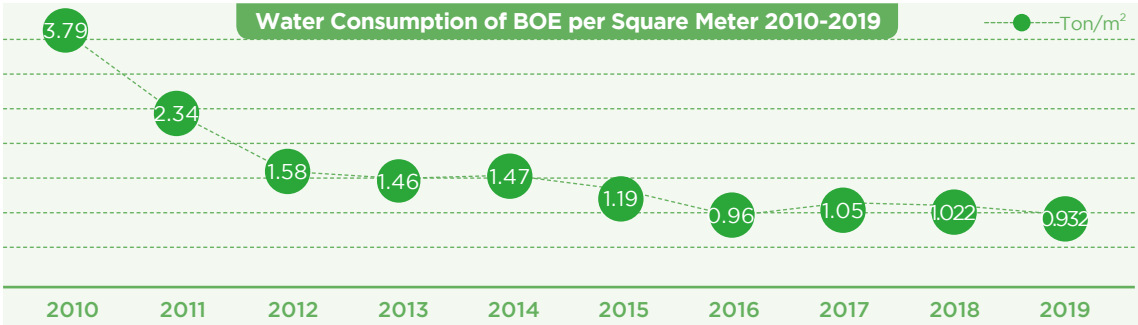
Achievements of Key Energy Conservation and Emission Reduction Projects of BOE in 2019

Category	Number of Projects	Achievements
Electricity Reduction	168	156.6154 million kilowatt hours
Water Reduction	45	3.134 million cubic meters
Natural Gas Reduction	3	0.9 million cubic meters
Steam Reduction	1	8,100 tons
CDA/N ₂ Reduction	60	133.1 million cubic meters
Chemicals Reduction	4	Hydrochloric Acid: 30 tons Sodium Hydroxide: 30 tons Polyaluminum Chloride: 6 tons Sodium Hypochlorite: 2.4 tons Nitrogen Trifluoride: 2 tons Alcohol: 1,200 liters
Emissions Reduction	7	ITO Waste Liquid: 1,159 tons Waste Stripping Liquid: 59.6 cubic Meters Ammonia Nitrogen: 3.3 tons Dust-free Cloth: 801.16 kilogram Sludge: 10,000 tons

Note: * Total water consumption is the aggregation of tap water consumption and reclaimed water consumption.
* Water recycling rate here refers to the recycling rate of water used in production activity, excluding water reused by power systems and air conditioning systems.



Note: Based on the energy consumption of main products; Energy consumption includes electricity, natural gas and steam. All energy consumption is converted into electricity consumption.



Note: Calculation is based on water consumption of main products.

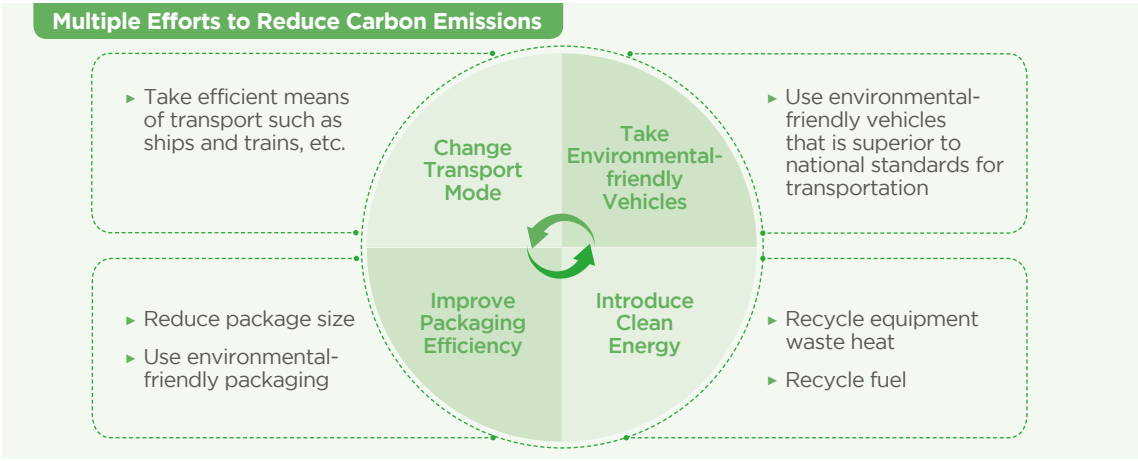
• Energy Management of OASIS International Hospital •

BOE's OASIS International hospital strives to ensure both customer experience and cost control in energy management. In the operation of 2019, OASIS International hospital conducts energy data analysis on a monthly basis, focusing on departments and divisions with large consumption of energy, compared to the previous year and the previous month, finding out the differences and the reasons. At the beginning of 2019, due to the improvement of the air conditioning system in the hospital, the air conditioning flow increased, so that the hospital conducted the measures of strengthening the usage control, inspection and adjusting the valve to the unified standard. The hospital achieved saving 7.95% air conditioning electricity throughout the year, minimized the energy consumption while ensuring the quality of customer experience. In terms of the water resource management, the hospital avoided waste of water by ways of analyzing and comparing data, as well as installing sub meter for controlling the water usage in different areas.

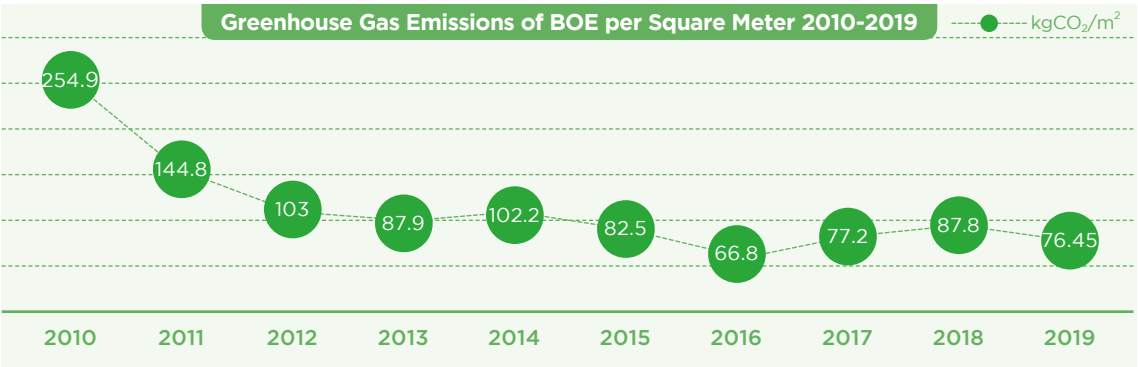


Greenhouse Gas Management

As one of the sustainable development goals of the United Nations, Climate Action has become a global consensus. Reducing carbon emissions is one of the main issues of environmental protection at the present stage. BOE actively pays attention to climate change and reduces the emission index of fluorine in exhaust gas through POU equipment and toxic exhaust gas treatment system. It improves the efficiency of equipment through technological transformation, reducing the consumption of natural gas and the direct and indirect emissions of CO₂ continuously, decreasing the enterprise environmental load in production and operation, and contributing to the construction of a sustainable natural ecology. In addition, the company actively adopts clean energy, and introduces the concept of green and environmental protection in the product design stage, so as to improve the energy efficiency of products with continually innovative environmental protection technology and to reduce the greenhouse gas emissions of the products when used by customers. At the same time, through the development of green and safe procurement strategy, the company reduces the greenhouse gas impact in the supply chain.



In 2019, BOE effectively promoted the certification work of “PAS 2050:2008 greenhouse gas emission evaluation of goods and services within the life cycle”, and gradually implemented a series of international standard certifications such as GB/t23331-2012 energy management system and carbon emission management system. Through the establishment of the new system, BOE identified greenhouse gas emissions and took effective energy conservation and emission reduction actions to continuously monitor and improve the performance of greenhouse gas management. At present, BOE has 5 companies passing the energy management system certification, and 3 of the companies passed the carbon emission system certification.



Note: 1. Greenhouse gas emissions (Scope 1 + Scope 2) are calculated according to the emission factors of different power grids in different regions published by the National Development and Reform Commission in 2012. Scope 1 includes: The greenhouse gas of the natural gas combustion in organic waste gas treatment systems and the diesel adoption by diesel generators. Scope 2 includes: The indirect greenhouse gas emissions generated by enterprise electricity consumption.
2. Calculation based on BOE's main products.

Hazardous Materials Management

BOE adopts product life-cycle management practices, actively participates in the formulation of national codes and testing standards for green products, and seeks for safer alternatives to harmful materials. It has set up a green product analysis center, which helps BOE improve the ability of testing harmful materials to ensure that products meet hazardous material control standards, and provide products with better environmental performance than required by international environmental regulations.

All the raw materials used by BOE meet the requirements of relevant national environmental laws & regulations and the policies of chemical registration, evaluation, licensing and restriction. In its production process, BOE strictly abides by the provision in the *Measures for the Control of Pollution from Electronic Products*, which requires that manufacturers shall take measures to reduce and eliminate the content of lead, mercury, cadmium, hexavalent chromium, polymeric brominated biphenyls (PBB), poly brominated diphenyl ethers (PBDE) and other toxic or hazardous substances contained in electronic products.

• BOE Green Product Analysis Center •

BOE has a professional green product analysis center, which consists of 13 laboratories, including inorganic pretreatment lab, organic pretreatment lab, ion chromatography lab, organic instrument lab, inorganic instrument lab, sample preparation lab, and reagent storage room, etc. The center is equipped with soxhlet extraction equipment, solid phase purification equipment, rotary evaporator and other sample pretreatment equipment, as well as X-ray fluorescence spectrometers, ion chromatographs, gas chromatography-mass spectrometers, online combustion ion chromatographs, high-performance liquid chromatographs and other test instruments, which are able to test RoHS 2.0, halogen and PAHs. The analysis center has greatly improved BOE's ability to analyze hazardous substances in products, and was named "Green Manufacturing Outstanding Electrical and Electronic Product Testing Center" by the Chinese Electrical and Electronic Products Green Manufacturing Committee.

Recycling

BOE is fully aware of its social responsibility in recycling and utilization, and entrusts a professional organization to actively recycle the e-waste generated in the production process. E-waste is treated and recycled in an eco-friendly manner so that nothing goes to waste.

BOE follows the 4R principle (recycle, reduce, renew and responsibly) when processing raw materials, and strives to raise the recycling rate of raw materials and other resources through advanced recycling technologies.

• Water Recycling •

- Change the drainage of stripping liquid in the process section from waste water to the recovery system 3 to improve the utilization efficiency of pure water recovery, which saves the annual water consumption of 180,000 m³;
- Carry out the recycling project of backwash wastewater to improve the recovery rate of the plant, reduce the use of raw water, and save 157,000 m³ of water annually;
- Production equipment adopts counter-current rinse and other advanced cleaning methods to recycle high-purity water and chemicals, reducing consumption of high-purity water and chemicals, and cut the discharge of wastewater and pollutants;
- According to the principle of reusing water based on its quality, part of the RO system's wastewater with a high salinity concentration produced in the preparation process of initial pure water is treated through certain equipment and reused in the pure water preparation system, while the rest is discharged into the factory's intermediate water utilization system and used for waste-gas washing, circulating cooling water, wastewater treatment system's water replenishment, factory's toilet flushing, water sprinkling on roads, greening, and other purposes;
- Water discharged from the preparation process of ultra-pure water is collected and used for humidifying the whole factory's air conditioning system.

• Recycling and Utilization of Raw Chemical Materials •

- Alcohol and n-heptane waste barrels were recycled to reduce the annual discharge of hazardous waste by 131.75KG;
- The CF factory used the diluent condensate contained in the organic exhaust fan for recycling and machine cleaning;
- The stripping liquid waste was recovered by qualified third party, purified and then recycled in the production line;
- The liquid of etching and diluting processes shall be recovered and purified by qualified manufacturers and then degraded for application in other industrial applications;
- After zeolite adsorption, the aging VOCs were sent back to the original plant for reusing after regeneration.

Raw Material Recycling in BOE from 2016 to 2019*

Item	2016	2017	2018	2019
Al-etchant Recycling Rate	44.00%	37.91%	48.87%	54.10%
Stripper Recycling Rate	63.90%	58.46%	63.94%	56.97%
ITO-etchant Recycling Rate	41.92%	49.17%	58.80%	51.03%
Water Recycling Rate	61.71%	62.97%	70.08%	66.29%

Note: * Water recycling rate here refers to the recycling rate of water used in production activity, excluding water reused by power systems and air conditioning systems.

• Solid Waste Recycling •

BOE has achieved 100% recycling of hazardous waste through qualified and professional third-party institutions. BOE disposed the hazardous waste, clinical waste and general waste in accordance with prescribed procedures, and supervised third-party institutions. In 2019, the comprehensive utilization rate of hazardous waste of BOE reached 91.11 %.

Generation and Disposal of Hazardous Waste in 2019 (Measured in tons)

Type	Generated Hazardous Waste	Recycled Hazardous Waste	Comprehensive Utilization Rate	Disposed Hazardous Waste	Stored Hazardous Waste
Hazardous Waste	56,289.66	51,303.32	91.11%	4,911.14	3,523.72
Medical Waste	29.33	0.00	0.00	29.33	0.00
General Waste	822,566	692,052	84.13%	130,296.04	66.89

III. Green Product

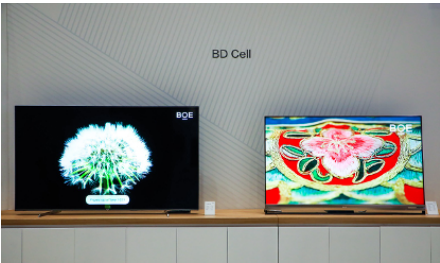
Environmental Design

During the product design, considering recyclability, universality, and minimization principles when designing products, BOE pays attention to life-cycle environmental performance, and provides the whole process environmental management of products from the aspects of manufacturing, use, recycling and transportation. BOE strictly monitors environmental indicators such as raw materials, energy and water consumption, greenhouse gas emissions and harmful substances generation to reduce environment impacts and to provide customers with higher energy efficiency, lower power consumption and eco-friendly products.

BOE Green Innovation Technology and Products

• BD Cell Display Technology •

BD Cell is a display technology launched by BOE, which greatly improves the contrast ratio of display and marks a new breakthrough in the TFT-LCD technology. BOE innovatively designs two layers of black-and-white and color cells for the display, and uses pixel division technology and micron-level dimming technology to control the images more finely so that the display has an ultra-high contrast ratio of up to million-level and it shows the most natural colors. However, the power consumption of BD Cell is far lower than that of OLED products of the same size, which has both advantages in picture quality and cost.



• Flexible Panels •

BOE launched the foldable WQHD AMOLED full-view display, whose dynamic bending radius is only 1mm and gamut NTSC is up to 118%. The ultra-thin, ultra-light, flexible features significantly improve the user experience of mobile terminal products.



• Under-display Fingerprint Recognition •

BOE has developed its under-display fingerprint identification technology based on the pinhole imaging model, which enables better screen proportion for smartphones. Compared with other optical under-display fingerprint technologies, BOE's fingerprint image resolution is up to 800PPI, which can achieve the accuracy of pore identification. The effective detection rate of false fingerprint is up to 99.3%. Due to the in-screen optical modulator reducing the thickness of the display by more than 50%, the smartphones are lighter in weight.



• Foldable and Handheld Panels •

The foldable and handheld panels of BOE made its debut at the 70th anniversary of the founding of the People's Republic of China celebration. BOE's world's first foldable LED (Light-Emitting Diode) splicing array system integrates software and hardware. Through the state-of-the-art asynchronous information release system, BOE was the first company in the world to distribute large scale of video content to 3,290 panels in a short of time, deployed LoRa, low delay control systems and synchronous broadcast time correction technology, achieving perfect synchronization of video frames.



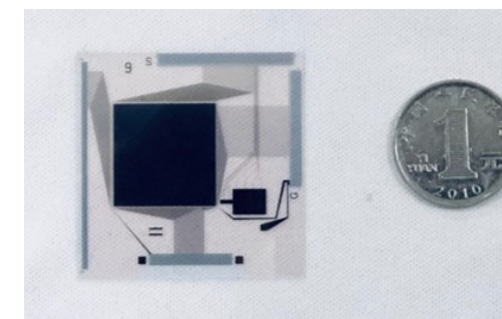
• Electronic Paper in Smart Office •

Electronic table labels can be used in office, business meetings and other industries, replacing the traditional conference table labels to achieve intelligent one-button remote multi-objective update, which could be reused, reducing paper and energy consumption. For example, if a business meeting room holds two meetings a day, using e-paper can save 16,000 pieces of A4 paper a year without cutting down five trees.



• Biological Testing Products •

With the characteristics of miniaturization, integration and automation, the biological testing products can be applied on disease detection, environmental monitoring, judicial identification and other fields. The products take the advantage of dielectric wetting principle to realize droplet automatic, path programmable control without micro pump and micro valve. The products can precisely control the size of pL-nL droplet, which can greatly save biochemical reagent and sample size, significantly reduce liquid transfer work and manual operation time, realizing unwatched automatic experiment process.



Clean Energy

BOE is one of the earliest domestic enterprises to develop and utilize clean energy and clean technology. In recent years, based on the industry development trend of 'new energy + Internet', with the help of artificial intelligence and big data, BOE regards energy IoT platform as the core, developing the pluripotent supply, energy construction, energy trusteeship, energy efficiency management, energy trading, low carbon energy service and other smart energy business. The business fields include electricity, construction, energy conservation, electricity selling and plants factories, etc.

In the field of electricity, BOE began to increase investment in photovoltaic power projects in 2016 in parallel with the deployment of the energy IoT. By 2019, the smart energy business has 35 photovoltaic power generation companies, with a total installed power station capacity of 368 MW, generating 380 million kWh electricity per year.

In the field of energy construction, BOE has 10 years of experience in photovoltaic EPC engineering construction. Adhering to the concept of photovoltaic power station full life-cycle management and advanced organizational process system, BOE developed and constructed photovoltaic projects all over the country. By 2019, more than 300MW of photovoltaic projects have been successfully built.

In the field of industrial energy conservation, smart energy offers chilled water systems, compressed dry air (CDA) systems, central air conditioning systems, as well as other energy saving and renovation services for the subsidiaries of BOE. It saved 33.69 million kWh of electricity and 22.63 million yuan of cost for BOE group every year.

In the field of industrial lighting, BOE provides a full range of professional lighting solution for clean factories and large-space manufacturing factories, and overall energy-saving solutions for chain stores and convenience stores.

In the field of power trading, BOE has a professional electricity team, which offers customers with high-quality, convenient, safe and one-stop integrated energy solutions, such as power trading and carbon asset management by using the self-developed electricity selling platform.

In the future, relying on artificial intelligence and big data, BOE will continuously strengthens the strategy of 'technology + application', builds an energy IoT platform, and provides more clean, efficient and convenient smart energy and applications for people's intelligent lives.

BOE & Employees

Staff is the foundation of enterprise development. In the development of BOE, the company continues to build a talent development system that is suitable for the growth of both enterprises and employees and is global competitive, so as to provide employees with a sustainable career and a scientific and professional career path. In an equal, respectful, friendly and safe workplace environment, BOE provides employees with perfect protection of rights, benefits, and competitive remuneration, helping them to continuously improve the comprehensive strength and realize unlimited possibilities through a scientific and systematic training system.

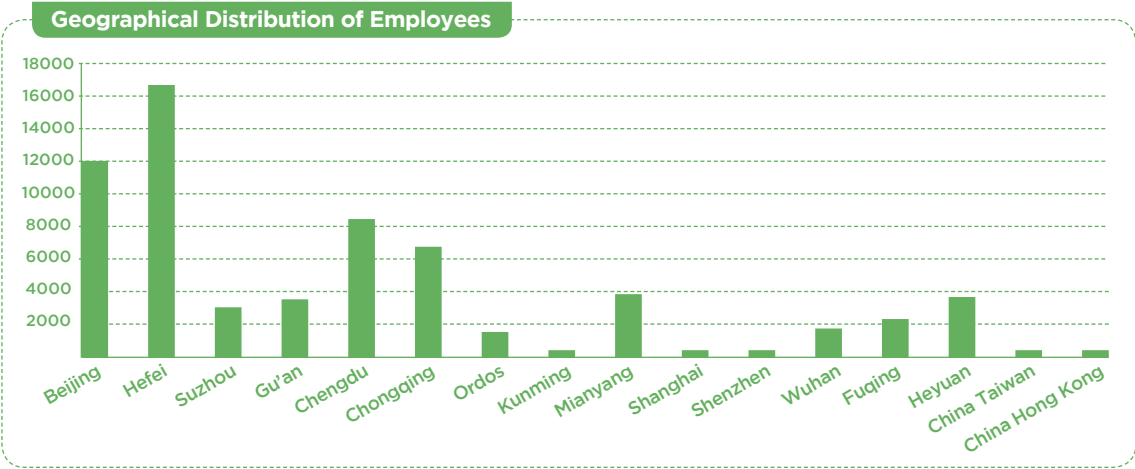
I. Recruitment of Employees

In line with the recruitment concept of 'respecting people, treating people as equals and stimulating creativity', BOE has been continuously recruiting global talents with integrity, honesty, professional capability and creative spirit to join the company and consistently bring vigorous impetus into the company. By the end of 2019, BOE had 65,017 employees, with ethnic minority employees accounted for 4.9% and foreign employees accounted for 0.35%.

Five Criteria for Recruitment	Five Criteria for Management Selection
• To have solid foundation and professional knowledge • To be intelligent, creative and to have good relearning ability • To be enthusiastic, passionate, and dedicated to work • To have good communication skill and team work spirit • To have Integrity, honesty, good professional ethics	• To be integrity, honest and consistent • To keep learning, and always keep entrepreneurial passion and innovative spirit • To be able to motivate subordinates to fully reach the potential • To always have the edge of competition, and have the courage to make a decisive decision when facing the challenge • To understand the responsibility, firmly implement the company strategies and make achievements

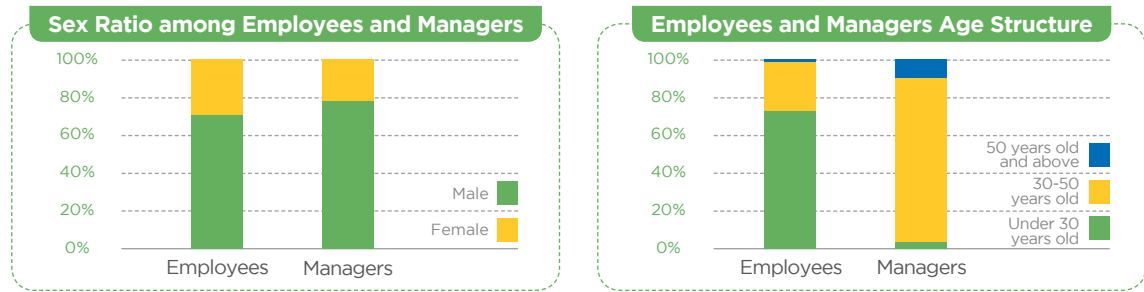
To meet the growing demand for high-caliber talent in the process of strategic transformation, BOE's staff structure has featured high academic qualifications and professionalism. In 2019, 39.6% of employees had a college degree or above, and 93.4% of managers at director level or higher had a college degree or above. Technical and R&D personnel accounted for 35.4% of all staff members.

BOE has a wide geographical distribution of employees. The company fully respects the cultural diversity of different countries and regions, and advocates the mutual communication among employees from different cultural backgrounds, so that employees from different cultures and backgrounds can get fair opportunities for learning and promotion. The company actively assists the local development and strongly supports the construction of local economy, culture and talents. The localization rate of senior executives (director level or above) in major operation locations is 86.3% on average.



Notes: 1. Data on employees here covers regular employees or full-time employees (the same below).
2. The localization rate of senior executives is the data of China mainland, China Hong Kong and China Taiwan.

In order to meet the growing demand for talents, BOE recruits staffs from the society through various channels. The staff structure shows a trend of being younger and more specialized. The company pays attention to the equal rights between men and women, and resolutely puts an end to discrimination against women in employment. The proportion of female managers has been rising steadily.



Attract Overseas Talents

Along with the internationalization process of the enterprise, more and more overseas returnees and foreign employees join BOE. Currently, hundreds of foreign employees from more than 10 countries (working in mainland China) and employees from Hong Kong, Macao and Taiwan are working full time at BOE. In order to attract overseas and foreign talents, the company has formulated a series of compensation and welfare policies and set up a special team to provide relevant services.

For foreign researchers and development experts and their families, BOE provides services includes covering travel expenses, handling of personal belongings, applying for residence qualification when joining BOE. And then, BOE provides welfare programs, such as enterprise medical support, commercial insurance, residence, aviation support and Chinese language training. In terms of overseas students, according to global business development demands, BOE sets up product development, marketing, and procurement related positions for overseas clients. It also attracts high potential overseas talent relying on the advantage of the large platform, working content and career development opportunities, and designs a six-month “Grow 180” training program to help the new staffs integrate into the company cultures. Aiming at the local professionals (non-Chinese) employed by overseas subsidiaries, BOE provides them with the opportunity of traveling to the headquarter and training to cultivate cross-cultural international talents.

II. Rights and Interests of Employees

Labor Rights

With the global development of BOE, it has been continuously improving the human rights awareness of managers and employees, and carrying out business operations that respect human rights. BOE adopts a talent strategy featuring diversity, openness and equal opportunities, strictly abides by the *Labor Contract Law* and other applicable laws & regulations, and enforces them in collective contracts, labor contracts and all kinds of management rules and regulations. It practices fair and legitimate employment, provides a healthy and safe work environment for employees and protects their rights and interests.

BOE prohibits discrimination behaviors based on race, color, nationality, language, wealth, social origin, social status, age, gender, sexual orientation, ethnic group, disability, pregnancy, belief, political faction, association participation, or marital status in the process of recruitment, promotion, development, punishment, benefits distribution and termination of labor contracts. It also prohibits the use of child labor and forced or compulsory labor during the operation process. It forbids the use of violence, threats or unlawful restrictions on personal freedom to force employees to work, and to restrict the liberty of employees to work or resign. BOE is strictly prohibits corporal punishment, intimidation, harassment, abuse, and any act that discriminates against employees.

In addition to institutional guarantees, BOE has established effective complaint channels to prevent the incidents that would hurt employee rights and interests or discriminate against employees. Employees can report and complain through the employee representatives or the ‘suggestion box’ in written forms, which will be investigated and handled by professional departments. In 2019, there

were no complaints associated with human rights, or cases of using child labor or forced labor happened in the company.

Employee Benefits

The compensation system in BOE adheres to the result-oriented and capability-oriented principles, and takes ‘Pay for position, Pay for person, Pay for performance’ as the concept of payment. The company also takes external competition and internal fairness into account.

BOE adheres to the principle of men and women getting equal pay for equal work and will not discriminate in payment based on gender. In 2019, the male-to-female base pay ratio for managers and employees was 1.18 and 1.14 respectively, and the male-to-female remuneration ratio was 1.17 and 1.18.

BOE has established a sound employee benefits system including social security, commercial insurance and other benefits. The company strictly follows the relevant national pension insurance system, and the proportion of employees eligible to participate in the pension insurance is 100%. In addition to mandatory insurance in different regions, BOE also provides employees with commercial insurance including personal accident, severe disease, medical, business traveling and other insurances. In order to further improve the benefits after retirement, the company has implemented the enterprise annuity plan since 2014 as the long-term incentive policy for employees. By the end of 2019, 164 retired employees had received retirement benefits offered under the enterprise annuity plan.

BOE strictly follows laws and regulations on employee leave, including paid annual leave, as well as maternity leave, paternity leave, and breastfeeding leave for the employees of child-bearing age. In addition to statutory annual leave, BOE also grants employees up to five days of annual leave each year for those who have been working with BOE for two consecutive years, and provides comprehensive guarantee when the employees return to work.

Parental Leave During the Reporting Period	Male	Female
Number of Employees Taking Parental Leave	2,086	1,282
Number of Employees Returning to Work After Parental Leave	1,913	1,093
Retention rate	91.71%	85.26%

Performance Management

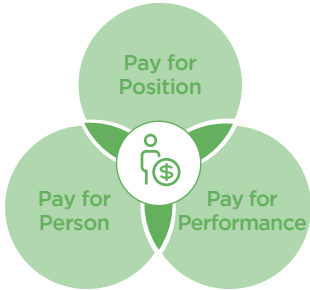
Performance management is set for deepening the construction of organization management mechanism with the ‘marketization and internationalization, specialization’ purpose, building the performance management culture with ‘Efficiency as the core, performance as the orientation, increment as the goal’, ensuring the realization of the group’s strategic target and business objectives. In 2019, with the fully implementation of the principle, which organizational performance was connected with the individual performance results, all the staffs need to be reviewed on semi-annual and annual basis. The excess profit sharing mechanism combines the performance of employees with the performance of the company, so as to stimulate innovation and enthusiasm.

BOE’s employee performance management mainly evaluates the three aspects--performance, ability and attitude. It rates employee performance on a five-level scale (S, A, B, C and D), and links the assessment results with employee motivation, promotion, salary adjustment, training and welfare distribution, etc.:

- The selection of outstanding employees and outstanding party members shall give priority to employees with excellent performance.
- To encourage high performance employees to get higher pay and incentives.
- Employees with excellent performance and outstanding professional/management ability will be selected on an exceptional basis.
- Timely guidance shall be provided to employees with poor performance, and corresponding training or post transfer shall be provided. Employees with incompetency and disability to produce value shall be demoted or eliminated.

100%
Percentage of Employees Having Signed Labor Contracts

100%
Percentage of Employees Having Signed Collective Contracts



Occupational Safety

Healthy and safe working environment is the foundation of normal production and operation of enterprises. BOE has a sound safety management system, and has set up a safety management committee. The person in charge of each organization and the general managers of subsidiaries are served as the committee members, who make decisions, deploy and inspect the safety issues. BOE guides its subsidiaries to establish and improve the EHS management system through *BOE Safety Management Measures*, *Implementation Rules of BOE on Production Safety Deposit* etc., and evaluates the annual safety performance from both process assessment and result assessment.

The health and safety issues have been covered in the collective contract of company and its Labor Union, which includes “The Labor Union protects the legitimate rights and interests of employees during safe production” and other 10 items. According to the *Safety Production Law*, *Occupational Diseases Prevention and Control Law*, and other related laws and regulations, BOE built and implemented occupational safety and health management system, and constantly strengthened and improved labor protection, production safety conditions. It established and improved the occupational safety and health system as well as actively carried out activities such as occupational-disease-prevention publicity week, production safety month, fire protection publicity week and the annual An Kang cup competition to enhance employees’ safety awareness. By the end of 2019, the company had not suffered serious injury or above production safety liability accidents in the whole year.

Daily Safety Protection

BOE is equipped with domestic and foreign first-class safety/firefighting equipment and facilities in the workplace, such as Interlock, EMO, CO₂ automatic fire extinguishing system, VESDA system, etc., and provides employees with personal safety protective equipment in line with national standards. The company has a regular hidden trouble detection and management system. The safety management personnel at all levels carry out safety inspection, as well as spot check of safety equipment and facilities in each region every day, week, month, quarter and during holiday. In 2019, a total of 9,606 on-site safety inspections were conducted, and all the hidden dangers found have been rectified. In order to improve the safety operation ability of employees, BOE has carried out three levels safety training for new employees, safety training for onboard employees, and safety training for transferred or returned employees. The total number of safety training in 2019 is 770,863.



Occupational Disease Protection

BOE has established the occupational-disease-prevention facility management system in all factories, and made detailed regulations on the installation and transformation of occupational-disease-prevention facilities, inspection and evaluation, normal operation, maintenance, spot inspection and scrapping, etc., as well as regular supervision and inspection. According to the employees’ working methods and working conditions, and considering the personal characteristics and working intensity, the company provides employees with labor protection equipment of applicable protective functions and effects, including the protection equipment related to head, respiratory, eye and face, hearing, body, hand and foot, etc.. Besides, warning labels, monitoring and alarm devices and accident exhaust devices are set up in toxic and harmful workplaces, where acute occupational injuries may occur, and the standardized management shall be implemented.

BOE has attached the ‘occupational-disease-inductive notification and occupational-disease-inductive risk explanation’ in the labor contract of the employees, and truthfully informed the employees of the occupational-disease-inductive factors and occupational-disease-prevention measures that may appear in the operation. In pre-service three-level safety training and on-the-job training, the occupational disease prevention knowledge, the post occupational hazard factors and protection measures, and the method of using the individual labor protection articles are all clearly regarded as the essential content, which should be known and understood. Meanwhile, the assessments will be taken to ensure that the employees have the understanding and knowledge of occupational corresponding to the positions. In 2019, BOE employees did not participate in occupational activities with high risk of occupational disease*, and the incidence of occupational disease was 0.

* Except for specific industries (such as OASIS International hospital and Hefei BOE hospital)

Equal Communication

In order to effectively protect the rights and interests of employees and listen to the opinions, BOE maintains open, candid and effective communication with employees through various channels. BOE has set up a sound communication mechanism, Labor Unions and the system of workers’ congress for all employees. All entities under BOE have set up Labor Unions, the participation rate of employees is 100%, and the coverage rate of collective bargaining agreement is 100%.



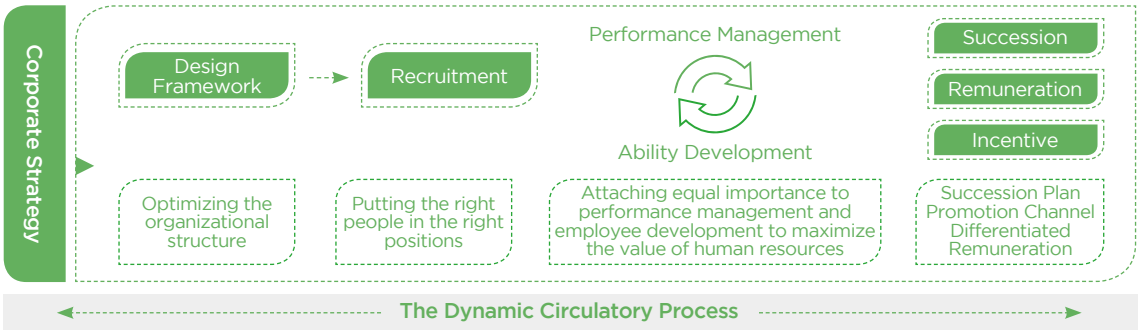
For a comprehensive and systematic staff assessment feedback, BOE employee satisfaction survey is carried out in every 1-2 years, which covers sustainable engagement and 18 related satisfaction factors, such as employee loyalty, working status, training, employee development, compensation and benefits, teamwork, direct supervisor, performance management, leadership, working conditions, operating efficiency, communication, corporate image, values, corporate culture, customer orientation, and innovation. The company's employee satisfaction has been at a high level in the market since 2013.

In 2019, nearly 80 percent of employees participated in the employee satisfaction survey, and the sustainable engagement score reached 85 %, in line with the level of Chinese high-tech industry. According to the survey results of this year, each organizations of the company will conduct focus group interviews, digging into the roots of the problems reported by employees, making and implementing specialized improvement plans, so as to form a management loop and to improve employee satisfaction.

III. Development of Employees

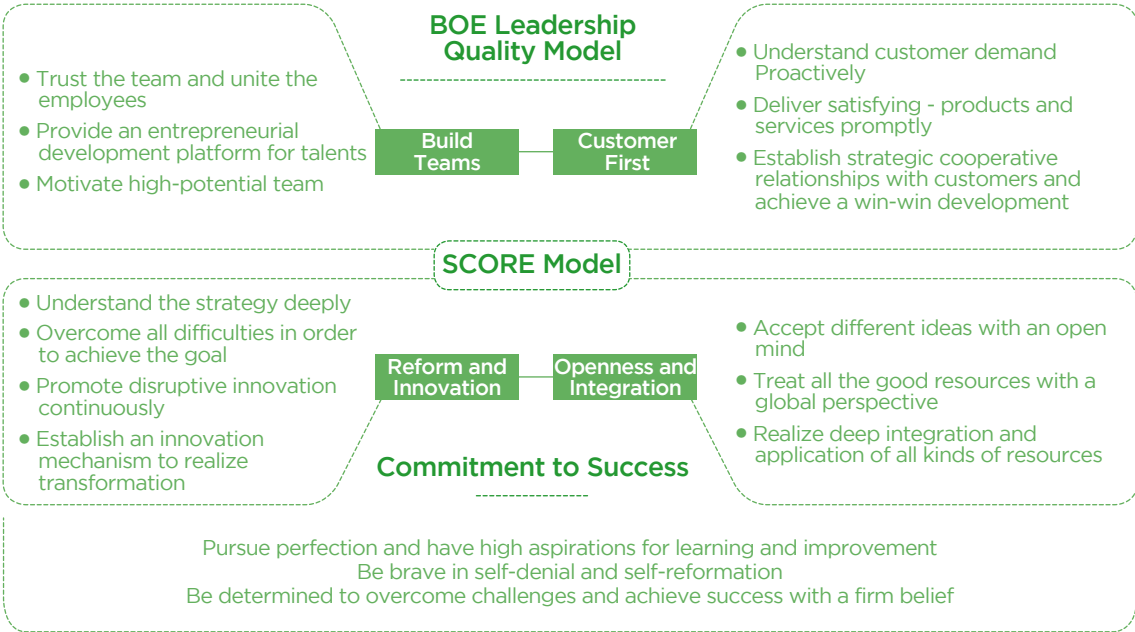
Scientific Management

Adhering to the philosophy of ‘the talent cultivation and development have priority over the profit growth of an enterprise’, BOE is committed to establishing a ‘talent development’ mechanism that facilitates continuous optimization of the organization, improves alignment of employee skills with job needs, and helps employees grow fast. Through the continuous promotion of Organization & Human Development Plan (OHDP), the organizational effectiveness and leadership effectiveness could be constantly improved. Talent pools at all levels need to be dynamically excavated and reserved with the combination of leading team building and back-up talent cultivation, which could accelerate the growth of managers at all levels, promote the improvement of organization professional capacities and build a market-oriented, international and professional talent team that meets BOE’s strategic requirement.



The OHDP is a strategy-driven human resource management system. It analyzes and optimizes BOE's organizational structure and talent status on a regular basis. The project conducts performance, ability, and potential assessments of existing talents in time, formulates and improves the annual action plan and the individual development plan (IDP) in accordance with business development goals. It has been continuously improved in the process and has been accelerating the growth of talent as well as corporate value.

Moreover, through the advanced human resources information management system, BOE has established a scientific evaluation mechanism to summarize and evaluate the advantages and disadvantages of employees; to select high-potential and and back-up talents for personnel appointment.

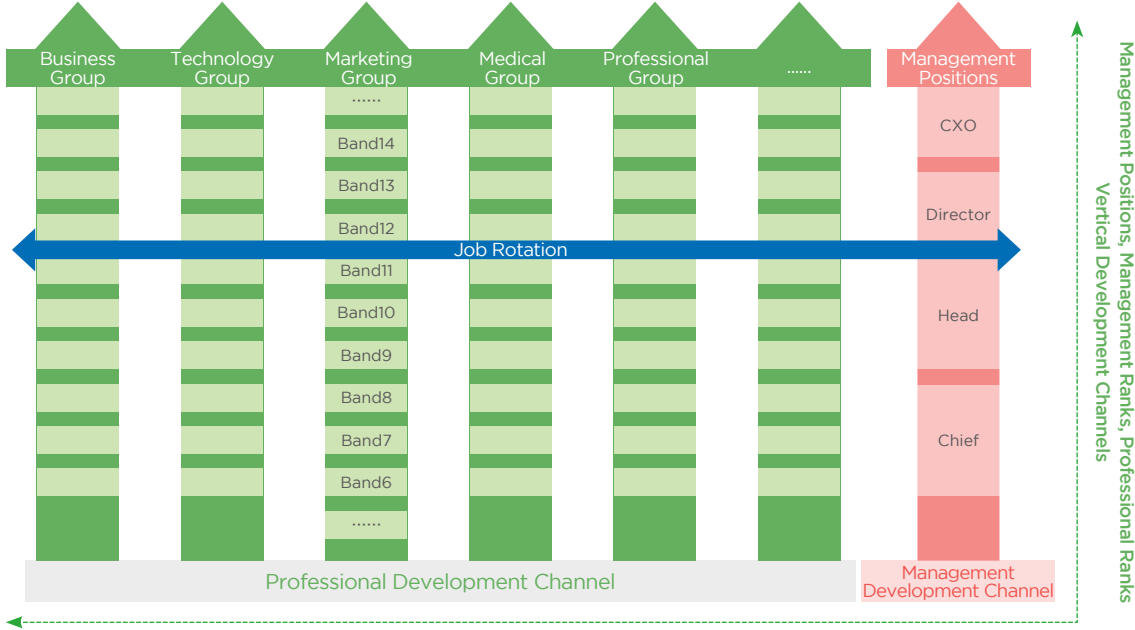


Based on the company's strategic transformation and innovation needs, BOE refined the leadership SCORE model and applied it to the manager selection& appointment, performance evaluation, key position assessment and 360-degree evaluation, etc., so as to improve the competitiveness of the management team and constantly cope with the challenges of innovation.

Career Planning

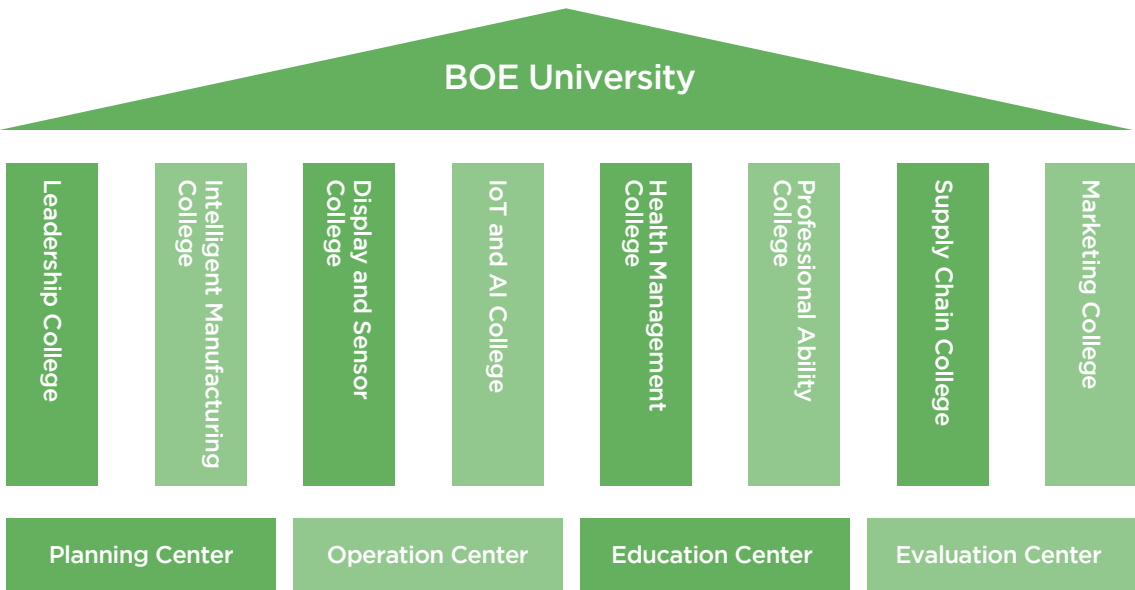
On the premise of respecting employees' career development and also considering the company's business needs, BOE provides diversified development paths for employees. In order to help employees speed up the improvement in the depth and breadth of their profession and management skills, the company has built a two-way development platform of profession and management for increasing success rate in employees. In the professional promotion direction, regarding position depth as the value orientation, the promotion of professional rank, the development and training of the professional talents in various subdivided fields could be achieved through the position evaluation centered in specified position and staffing, position value and abilities. . In the direction of managing promotion, cultivating compound management talents with both professional and management abilities could be achieved by the promotion of management positions and management ranks. The design of the dual-channel promotion platform in career development enables employees to better choose career paths based on the personalities and majors, and ensures that all employees are entitled to the rights of promotion and career growth, so that employees can find themselves and personal values in different positions and development stages help.

In order to promote the flow of talents, BOE also provides more opportunities for employees to develop through the job rotation mechanism. It focuses on the planned position exchange of high-potential/risky talents in or between the organizations, the business groups and the regions (including overseas regional platforms), so as to form a talent management mechanism for making full use of talents and sustainable development.



Employee Training

In order to meet the rapid demand of talents and to make a solid talent foundation for the century-old and evergreen enterprise, BOE established a professional talent training platform--BOE University in 2015. With the aim of 'academic drive and professional guidance', BOE University has set up eight colleges and four centers, starting from the four directions of practitioners, professionals, managers and leaders to provide specialized training programs for talents at different stages.



BOE University Training System		
Product Line	Training Program	Program Description and Goals
Leadership Training	Entrepreneurship Development Program	The program is designed for senior executives of the Group for the cultivation of future leaders who would drive the development of the Group.
	Entrepreneurship and Innovation Program	The program is designed for senior executives of business group by providing personalized training courses that meet strategic needs of the Group. It aims to improve the innovation ability of executives and to promote the incubation of new businesses.
Management Training	Training for New Managers	The program is designed for new managers (including chief directors, department heads, and section chiefs). For helping managers to adjust to their new roles and responsibilities.
	Advanced Training for Managers	The program is designed for managers with certain management experience and to help them further improve leadership competency and skills, and train them to become the backbone of the company in achieving corporate goals.
Specialists Training	Certification Training for New Professionals	The program is designed for the staff in professional ranks. It provides them with systematic professional ability trainings and helps them obtain skills and certificates required by their jobs.
	Advanced Training for Professionals	The program is designed for the staff in professional ranks and with certain work experience. It provides advanced training to help them improve work competency based on their job requirements and career development plans.
Practitioner Training	Orientation Program for New Employees	The intensive orientation program for new employees is aimed to let them get familiar with the company, rules, corporate culture, products, market, safety and other aspects of the Group and its subsidiaries, which helps them to fit into the team and also adapt to the new roles in a limited time.
	Practitioner Training Bootcamp	The bootcamp is aimed to toughen fresh graduates up .It helps them fit in the team, develop a strong will of hard working and understand the core elements of the corporate culture – teamwork, speed and quality, which makes them quickly become qualified practitioners of the industry.
	General Professional Training	It helps to improve the staff's professional quality, develop general skills, increase work efficiency and enhance the professional level.

The total cost of training is achieved
66.23 million yuan

Organized and implemented more than
63,000 training sessions

Nearly
340,000 participants joined in the training

In 2019, BOE organized and implemented more than 63,000 training sessions covering various types of management, professional technology and general occupational ability, with a total investment of 66.23 million yuan. Nearly 340,000 participants joined in the training throughout the year. BOE University has designed and implemented 126 offline training programs with more than 7,200 attending during the whole year and the total training time is more than 283,000 hours/39.3 hours per person. The trainees rated the training well with a satisfaction of 9.57 (10-point scale).

Training Cases of BOE University in 2019

• Operation and Management: the Value of CXO Training Courses •

In order to meet the strategic training needs of BOE, BOE University has successively opened four training courses of 'Operation and Management: the Value of CXO' in 2019, involving 175 trainees from the Group's CXO organization and 7 business groups, including 45 senior executives with VP level or above. In the training, cutting-edge management tools and methodologies were introduced to help the CXO organization understand the significance of strategic transformation, which helps promoting the change of concepts, enhancing the business awareness, and assisting in the practical implementation of the company's action plan.



• Wolf Warrior Training Camp •

In order to ensure the continuous, efficient and high-quality talent input during the strategic transformation period, BOE has carefully designed the "Wolf Warrior Training Camp" program, which systematically trains young staff in multiple modules including strategy, culture, operation and reformation. In 2019, the training camp focused on the three areas-- strategy, operation, and innovation in entrepreneurship, using a learning method that combining online with offline, practical simulation with theoretical input, and evaluation + observation with training process. It carried out three training sessions in two classes, with 67 students trained in total, achieved an average satisfaction of 9.6 points. According to the group's integration action plan, the Wolf Warrior Training camp created 8 innovative research solutions and 10 continuous marketing research solutions.



• BOE Top Coder Programming Competition •

Centered on the company's IoT transformation strategy and aimed to promote talents' ability to integrate hardware and software technologies, BOE-Top Coder programming competition was held for three consecutive years. There were 85 teams with 256 participants forming the largest scale in history. A number of outstanding software technical talents and productions had been excavated. For the first time, the competition was aimed at people outside the company, and it combined the competition topic with the real business. It strived to promote the development of the IoT transformation business in the process of creativity collision and technics competition. The project "KTrecg Kidney Tumor AI-Assisted Diagnosis and Treatment Platform" won the gold prize in creative practice competition, which were selected to be exhibited at BOE IPC in 2019.



• The Grow180 Training Plan for School Recruits •

To spread the core culture of BOE, assist in cultural integration of new employees and help fresh graduates adjust to the workplace, BOE University produced the 180-day Grow180 Training Plan for new employees, which combines online and offline training. The 'Bootcamp Training for Practitioners', an important stage of the Grow180 Training Plan, is covering courses, class meetings, experiential learning and physical training , which cultivates new employees and project team members simultaneously. In 2019, the bootcamp was carried out in Beijing and Chengdu at the same time, with more than 1,900 new employees were trained.



IV. Employee Care

Convenient Service

In order to provide professional human resource services for employees scientifically, quickly and accurately, BOE established BOE Human Resource Sharing Service Center (HRSSC) in 2018. In 2019, BOE HRSSC provided unified and standardized services for 124 business segments in five categories, including employee relations, salary and benefits, attendance and leave, contract files, and employee care. The Center provides self-services for certificate printing, information inquiry, and mobile punch card attendance system, etc. Besides, one-stop sharing service halls are set up in various regions and cities. The Group also provides unified 24-hour intelligent customer service and 8-hour 400 manual customer service hotline, making employee consultation more convenient and simple. The operation of HRSSC has greatly improved the experience of employees, while increasing the operation efficiency and enlarging service scope of HR. In 2019, BOE HRSSC's operating accuracy was higher than 99.5%, which was widely recognized by employees.

Mental Care

In order to provide employees with a secure and healthy working environment and help them cope with psychological pressure from work and life, BOE has been providing EAP (Employee Assistance Program), which a professional service of mental health for all employees since 2013. The project has established EAP service consultation hotline, offered telephone& email consultation and staff mental health assessment through WeChat platform, EAP section on staff portal, on-site consultation, psychological training, online mini-class and other service channels. Among them, the EAP hotline covers all employees and their immediate family. In 2019, it served a total of 1,080 employees, helping them to solve problems on emotional stress, interpersonal relationship, career development, and love & marriage etc. the company has set up 'Heart Oxygen Bar' in Beijing, Hefei, Gu'an, Chengdu, Chongqing, Mianyang, Fuzhou and other factories, providing one-to-one and face-to-face psychological expert consulting services, which served 166 staffs in the whole year.

In 2019, the company has held more than 400 themed activities on Women's Day, Children's day and World Sleep day, covering communication management, self-value improvement in the changing environment, team leader assistance plan, and EAP promotion meeting, etc. In terms of the situation of scattered employees and inconsistent leisure time, EAP project launched 24 online mini-classes in 2019, which effectively helped employees to improve their physical and mental health, and balance their work and family.

Mutual Assistance

Employee Assistance has been a traditional project of BOE for many years, as well as an important part of the company's employee culture. As early as in 2002, the company set up a special fund – Sunshine Fund, which aims to help employees in need. It encourages the company to lend a helping hand to the employees who are in difficulties, which is a corporate tradition that needs to be passed down. Over the past 17 years, the Sunshine Fund has offered assistance to many retired employees, senior laid-off employees, employees in need and their families. In 2019, the Sunshine Fund received 217,436.5 yuan in donations from 4,456 employees, 287,740 yuan of which was distributed to employees in needs and their families, benefiting 387 people.

Wonderful Life

BOE advocates a balanced work and a vigorous life. The company has established more than 120 clubs to enrich employees' spare time, including various ball games, music, dance, yoga, photography, cycling and other activities. The company holds all kinds of sports events and celebrations from time to time, as well as team building activities in the forms of extended training, family open day, parent-child carnival, and employee group wedding, etc., to build a close connection between employees' small families and the big family of the company, which significantly enhance the cohesion and sense of belongings in employees.



BOE & Society

Enterprises and societies could be a development community, and the development of BOE cannot be separated from the support of many social forces. It is the responsibility and obligation of BOE to think about the “source of drinking water”, give back to the society and devotes to social sustainable development. Over the years, BOE has actively participated in community construction and social innovation, appealed for equal education, assisted in talent cultivation, helped vulnerable groups, constantly expanded the volunteer team, and promoted social public welfare practice. In recent years, the company has extended its public welfare to the fields of medical care, health care and cultural innovation, contributing to changing the world with science and technology!

I. Contribution to the Education

Education is the future of a society. Over the years, BOE has been making contributions to the public welfare of education, promoting educational equity with practical actions, and reducing the education gap between remote areas and developed areas. BOE continues to promote educational innovation, and work closely with universities, government departments and social institutions to help students adapt to the transition from campus to the workplace, as well as helping training comprehensive innovative talents for the sustainable development of enterprises and societies.

Bridge the Education Gap

Illuminating the Growth Path of Students

In order to deliver love and care to remote areas, where infrastructures are less and teaching and living conditions are poor, BOE launched a large-scale public welfare program in 2014. ‘Illuminating the Growth Path’ held a series of employee volunteer activities, providing education support for students in remote areas through the establishment of BOE volunteer base, the construction of ‘Dream Space’, and the organization of ‘Sharing Dreams Summer Camp’, etc. For years, BOE volunteers have set up personal interest courses in the aided schools, provided assistance to the aided students and their families every year, and set up BOE Gardener Award and BOE Star Award to encourage excellent teachers and students. By the end of 2019, the project has been extended to Hefei, Chongqing, Chengdu and other regions. In the future, the project will continue to be implemented in Beijing, Hefei, Chengdu, Mianyang, Chongqing, Fuqing, Suzhou, Ordos, GU’ an and other provinces and cities, where BOE has its subsidiaries operating, so as to benefit more teachers and students in remote areas.

Project Content	Effects
Support the aided schools and poverty- stricken students’ families.	More than 1.44 million yuan has been donated.
- Volunteers go to campus to hold themed activities and set up interest courses. - Let students living in poverty visit, experience and learn in the cities.	More than 1,100 staff volunteers have participated in 27 themed activities, contributing more than 6,500 hours of volunteer services.
- Set up BOE gardener award to reward outstanding teachers in aided schools once a year. - Set up BOE Star award to reward the outstanding students of the aided schools once a semester.	- Currently, 31 outstanding teachers have won the BOE Gardener Award with a total bonus of 55,000 yuan. 215 outstanding students have won the BOE Star Award with a total bonus of 40,957 yuan.

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The volunteer said:

“This is my third time to come to aided primary schools, I hope to pass on positive energy to the children in their way of growing up! During the three years when I participated in the activity with my volunteer partners, I was deeply impressed by the enthusiasm and vigor of the children. We will keep on doing this, make friends with every child and share with them the world we perceived with infinite beauty and possibility.”



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As the deepening and continuation of the project ‘Illuminating the Growth Path’, BOE has been building multi-functional classrooms, equipped with advanced teaching equipment -- Dream Space for the project school since 2015. Designed by the professional company, Dream Space was equipped with BOE 65-inch electronic whiteboard, BOE iGallery and other advanced facilities as well as diverse curriculum system. BOE hopes the Dream Space could be a bridge connecting remote rural schools with urban city schools, and transfer the high-quality curriculum resources to remote rural schools synchronously, in order to narrow the education gap between urban and rural areas.

In 2019, BOE further brought Smart Education into the dream space. On December 26, 2019, BOE gave children in Dream Space class of Hefei Tianbu primary school a unique Beijing Opera class. This class was equipped with BOE interactive electronic whiteboard and real-time video streaming, and taught by a well-known teacher from the Experimental High School Attached to Beijing Normal University. In class, teachers and students located in two places interacted with each other and shared their experiences, creating an active atmosphere.

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The volunteer said:

“We hope to implement BOE’s vision of ‘Bridge the education gap with technology’ through innovative technologies and voluntary actions.”



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Children with Dreams

In the public service exploration of ‘Illuminating the Growth Path’ project, BOE volunteers have been feeling the desire to knowledge, technology and curiosity of the world from those children, who lives in remote areas. The volunteers decided to not only bring a plenty of classes to the countryside, but also give the village children the opportunity to “Going Out”. Therefore, BOE has set up the Sharing Dreams Summer Camp, inviting children from remote areas to visit Beijing and other cities to experience ,to learn and to feel the charm of traditional culture and modern technology, helping broaden children’ horizons, cultivate their interests and inspire dreams.

During the summer vacation of 2019, 17 campers from Hefei Yeshan Tianbu School, Chongqing Chashan Primary School, Chongqing Taiji Primary School and Xichang Mu'er Primary School came to Beijing and started a five-day “Dream Trip” together with BOE staff volunteers and young volunteers from employees’ families. The children visited the exhibition area of BOE headquarters in Beijing and experienced the latest flexible display, BOE iGallery, AI products and applications. The children also went to the coveted Tiananmen square to watch the flag-raising ceremony, visited the Palace Museum, the Great Wall, the Bird’s Nest, the Water Cube, the China Song Ching Ling Science & Culture Center for Young People, and the National Library of China, where has made them immersed in the ocean of science and culture.

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The volunteer said:

“Through this experiential educational activity, children are inspired by scientific and technological innovation, which is conducive to cultivating children’s innovative thinking and ability, so that children can acquire knowledge and skills in the process of innovation.”



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Moisturizing of Rain and Dew

In 2014, BOE set up the ‘Rain and Dew Plan’ (a sub-project of ‘Illuminating the Growth Path’) to support the impoverished students from Mu’er Primary School in Xiangshui town, Xichang city. Through the ‘Scholarship Plan’, ‘Realization Action’ and ‘Heart-Warming Action’, BOE has sent the care from the society to the children in the rural mountains. By the end of 2019, BOE employees had provided more than 500,000 yuan in supplies and scholarships for schools and impoverished families. More than 130 employees had participated in the ‘Rain and Dew Plan’. In 2019, BOE employees paired up with 109 children from Liangshanzhou for one-to-one subsidies. The volunteers lit the lights with love to illuminate the road of hope for the children in Daliang Mountain.

Action Plan	Funding
Scholarship Plan	BOE scholarship is to reward the students with excellent academic performance every semester.
Realization Action	BOE staffs voluntarily pair up with impoverished students from Mu’er Primary School, and provide one-to-one subsidy of 600 yuan per year until the students graduated from high school, making regular return visits
Heart-Warming Action	At the beginning of the school year and the beginning of winter, BOE purchase cold weather supplies and deliver them to the students in need.

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The volunteer said:

“The Rain and Dew Plan is not about holding the children’s hands and letting the photographer take a few pictures and get published deliberately. This activity is not a pose or a prop for us, and we know very well that the participants of the activity is a group of children. We dare not say that the activity will affect their life because of us, but at least in their way of growing up and when they need accompanies, we would love to show even a little kindness and warmth to them because of our persistence. It’s more of a responsibility for us.”



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Cultivate Innovative Talents

Collaborative Education

In recent years, BOE has set up corporate internships and experience plans in a collaboration with well-known universities, aiming to helping graduates adapt to the change from students to employees, eliminating the gap between schools and enterprises, which includes the short to medium term enterprise practice, experiential training and employment guidance lecture and other activities. It enables college students to get in touch with the workplace in advance, to get trained on professional thinking, to master the necessary abilities and job-hunting skills in the workplace, and to realize the transformation from a student to a professional person smoothly. In addition, BOE also set up a School-enterprise Collaboration Partner Conference, a platform to promote exchanges and cooperation between enterprises and universities in innovative talent training.

Project Name	Description	Coverage	Annual Achievements	Cumulative Achievements
BOE club	Fifty presidium members from 26 campus clubs were invited to Hefei for a 3-day intensive training, during which the students gained knowledge, experienced the corporate culture, tempered their character in the competition and built a awareness of teamwork	26 colleges and universities in China	In 2019, the club launched 232 activities, covering 152,000 people	Since 2014, BOE had set up campus clubs in 26 colleges and universities, including Xidian University, University of Science and Technology Beijing, University of Electronic Science and Technology of China, Tianjin University, Nanjing University, Dalian University of Technology, Harbin Institute of Technology and others. BOE has held influential projects and activities, such as innovation competition, marketing competition and so on
BOE Summer Camp /Open Day	A two-month internship opportunity was offered; Open day: A one-day trip that let students visit and get to know the company, while on-site interview is conducted to keep outstanding talents	More than 100 of Project 211/985 colleges and universities in China. Note: Project 211/985 is a project of National Key Universities and colleges initiated in 1995 by the Ministry of Education of the People's Republic of China.	A total of 56 students from 32 universities went to BOE for internship, including product research and development, engineering manufacturing, human resources, etc. During the summer vacation, 12 summer camps were held in Beijing, Chengdu, Mianyang, Kunming, Hefei, Wuhan and Ordos, with over 100 schools and 313 students participating	Since its launch in 2011, the program has covered nearly 40,000 students from more than 100 universities in more than 40 cities
'Golden Phoenix Returning to the Nest' - Excellent Alumni Return to Schools Sharing Experiences	Through the 'employment guidance seminar', BOE increases its brand influences, guide students to make appropriate career plan and establishes a right value of choosing jobs	A total of 3,140 students participated in the activity, covering 12 colleges and universities across the country	Page views: 32,447 Landing activities: 4,980 people Number of participants: 3,140	2019 is the first year of the project, with 3,140 participants
The 8th School-enterprise Partnership Conference	BOE invites teachers from top universities to visit, share, and discuss the school-enterprise cooperation models	72 employment-related staff and teachers from 61 Project 211/985 universities and colleges in China	The 61 universities that participated in the activity have been strengthened the understanding of BOE's talent strategy, which made a solid foundation for both corporate brand communications and school-enterprise cooperation of cultivating talents	Since the program launched in 2011, the project has been held for eight consecutive sessions, covering more than 80 universities and colleges, with more than 300 university teachers participating in the activities



Innovation Competition

In order to encourage innovation, explore and cultivate innovation talents, support innovation projects, BOE cooperated with well-known colleges and universities to hold various of innovation competitions, including Innovation Competition, Marketing Competition, BOE Cup Intelligent Manufacturing Competition, etc., which not only provide a show space for the students, but also build the bridge for the company acquiring the high quality students in advance for key training programs.



Project Name	Description	Coverage	Annual Achievements	Cumulative Achievements
BOE Cup Intelligent Manufacturing Competition	Intelligent Manufacturing Competition has been held in colleges and technical secondary schools across the country, through the form of "promoting learning through competition and training through competition", which consolidate the basic professional knowledge from skilled talents in colleges and technical secondary schools	More than 16,000 fresh graduates from 78 colleges and technical secondary schools across the country, affecting about 230,000 people	The program was launched in 38 schools, covering a total of 78 colleges and universities. The competition helped more than 16,000 students improve their mastery of professional knowledge in the industry and laid a solid foundation for their professional English and LCD skills	Since its launch three years ago, the program has benefited more than 20,000 students from 107 colleges and universities in 35 cities
2019 BOE Innovation Competition	Outstanding creative technological projects are collected from colleges and universities all over the country	56 well-known domestic and overseas colleges and universities; more than 730 applicants, affecting about 240,000 people	A total of 15 made it to the finals, six of which were highlighted by the company's business department. Six contestants were given special offers by the company	Since it was held in 2015, the total number of people affected has exceeded 750,000, covering more than 70 colleges and universities. Nearly 2,800 students have directly participated in the competition, and more than 850 pieces of competition projects have been received
The Second Marketing Competition	Preliminary competition was held in 20 colleges and universities, where BOE campus clubs are located. The publicity, public competition were conducted in 70 colleges and universities	20 universities in China where BOE campus club located	The publicity of the competition covered 54,306 people, more than 430 people signed up, exceeding 80 competition projects were collected, and 19 outstanding contestants were awarded the final pass card by the company	The contest was held in 2017, with a total number of more than 100,000, covering more than 70 colleges and universities. Nearly 800 contestants participated in the contest and more than 200 competition projects were received

II. Health Assistance

During the IoT transformation, BOE has successfully set out in the field of health care, which has brought us closer to the communities. The company is fully aware that the medical field is related to the health and well-being of the people and bears a very important social responsibility. BOE will rely on the strength of advanced medical resources and talents in Beijing, Hefei, Suzhou, Wuhan, Chengdu and other places to expand the width and breadth of the road in medical health public welfare and to benefit more communities and the societies. In recent years, BOE has organized various public welfare activities in the community to popularize health knowledge, spread love, and help establish a safe and healthy concept on life. The beneficiaries are the elderly, women, children, factory workers and vulnerable groups with serious diseases in communities, and the activities have made huge social impacts.

Project Name and Type	Description
Green Medical Channel	● The BOE Hefei hospital has opened exclusive access to medical treatment for 70 enterprises to reduce work-related injuries
Free Clinical Treatment	● The BOE Hefei hospital went to the district and county health center to provide free inspection services for two types of cancers on more than 1,000 age-appropriate women. Children's growth and development evaluation, free physical examination, free diagnosis of pediatrics and congenital heart disease were conducted in district and county kindergartens
Community Health Open Day	● Offering free health consultation; Giving outfits aid manual, first aid kit; Having first aid literature
Lecture of Health Knowledge	● Offering cardiopulmonary resuscitation, trauma bleeding, bone fracture, eye trauma and other first aid knowledge lectures; ● Organizing seminar on reproductive health; ● Offering public lecture on physique identification and Traditional Chinese Medicine health maintenance and treatment of senile diseases; ● Offering maternal and infant classes teaching perinatal knowledge, maternal health, breastfeeding and newborn care
Medical Support for Community and School Activities	● The BOE Hefei hospital provides on-site medical services for communities and schools; ● The OASIS International Hospital provides on-site medical services for international school sports events such as Harrow Beijing and Beijing World Youth Academy
Summer Safety Training Camp for Children	● The BOE Hefei hospital promotes campus safety and food safety in the community through teaching and entertainment. ● The OASIS International Hospital provides free oral examinations, first aid training for adults and children for international bilingual school students
Public Welfare Donation	● The BOE Hefei hospital has set up the special fund of the Anhui Province Red Cross BOE health fund to help patients in need. Since 2019, BOE has donated 1 million yuan to the Fund every year. So far, 99 patients have been saved and 140,327.02 yuan has been spent. ● Supporting the Life Care fund launching donation activities to help patients in diseases from low-income families with difficulties, and focusing on cancer patients; ● Participated in the second national Red Cross system crowd funding poverty alleviation competition, donated 109,200 yuan physical examination card; ● The OASIS International Hospital gives free safety seats and baby beds to pregnant women, and organizes young members of the hospital to donate toys to Migrant Children's Foundation on Christmas
Charity Trip to Tibet	● BOE brought professional medical services to the Tibetan people on the 4,000-meter plateau with our home remote Dynamic Electrocardiography Recorder
Helping Families with Serious Illnesses	● Visiting and helping families with serious diseases, chronic diseases and no normal source of income
Unpaid Blood Donation	● Organizing employees to participate in voluntary blood donation activities



III. Culture Publicity

As a high-tech enterprise in the field of IoT, BOE hopes to apply its technological advantages to the field of social responsibility and contribute innovative force to the inheritance of culture.

In 2018, BOE started the innovations of digital art on public welfare promotion. The company, collaborated with National Library of China, Ancient Books Preservation and Conservation Association of China, hosted the 'Ancient Bridge Impression' children art exhibition. BOE iGallery presented the art works in a perfect digital format, through AI and new technologies of displaying, making the traditional culture more charming with the support of modern technology.

In 2019, the standard of 'application scenario, framework and metadata of digital artwork display system', led and developed by BOE, officially became an international standard. Meanwhile, BOE established 'H. 629.1 digital art display system international standard industry alliance' together with Chinese National Academy of Arts, NAMOC, CAFA Art Museum, MIGU culture, Beijing University of Posts and Telecommunications, Digital Arts in China, Art NOVA 100, Microsoft Xiaoice, Jingdezhen Ceramic Institute. BOE also promoted a 'Millions of Digital Museums Plan', which intends to build one million digital art galleries together with our partners in three years, bringing together 10 million pieces of art, reaching 300 million people, and bringing the beauty of art into thousands of homes.

• "Discovery • Hall of Mental Cultivation - Digital Palace Museum Experience Exhibition" •

Starting from Shanghai in April 2019, the exhibition tour of 'Discovery • Hall of Mental Cultivation - Digital Palace Museum Experience Exhibition' was launched. BOE has provided a series of innovative products such as 65-inch touch display, 110-inch 4K Ultra HD display, BOE iGallery, etc., realizing the perfect integration of ancient architecture, traditional culture and modern science and technology, so that the audience can enjoy the cultural charm of the Palace Museum without leaving Shanghai. BOE will continue to support the digital tour to be launched in more cities for the next three years, so that more visitors can experience the unique charm of 'science and technology + the Palace Museum culture' at home.

In the future, BOE will remain committed to the technology innovation exchanges and cooperation of digital art industry at home and abroad, to support the protection and inheritance of traditional culture, promote the development of digital culture industry, increase the confidence of national culture, and make more treasure collections and a number of artistic content alive through BOE iGallery and smart culture & museum solutions. BOE is dedicated to light up the public's life with beauty and to inherit the magnificent culture with science and technology.



The digital Treasure Hall and VR interactive experience allow visitors to experience the history and culture vividly.

Appendix 1: Honors and Awards in 2019

Honors & Awards	Awarded by
China's Listed Companies Brand Value List • Top 100	China Business Research Center Tsinghua University, National Business Daily
2019 Chinese Listed Companies By Brand Value • Overseas Top 50	China Business Research Center Tsinghua University, National Business Daily
2019 China's Leading Enterprise in Electronic Information Industry	China Information Technology Industry Federation (CITIF)
15th China Listed Companies Gold Roundtable Award – Best Board of Directors Award	<i>Directors & Boards Magazine</i>
2018-2019 Top Brands of China Consumer Electronics	International Data Group (IDG)
2019 China's Great Nation of Brand Festival • Model 100	CCTV
50 Smartest Companies in China 2019	<i>MIT Technology Review</i>
Outstanding Innovation Efficiency Award of China's Listed Companies in 2019	JRJ.com
2019 Asian Electronic Information Technology Industry Products Innovation Award	China Electronics Chamber of Commerce
2019 Special Contribution Award for New Display Industry Chain	China Electronics Materials Industry Association China Optics and Optoelectronics Manufactures Association LCB
Technical Innovation Award “2019 Display Technology Innovation Gold Award” ——BOE BD Cell	International Funkausstellung Berlin (IFA) Committee
2019 People's Ingenuity Product Award ——BOE iGallery S3	People.cn
2019 China's Most Innovative Industrial Park ——BOE Universal Creative Park (UCP)	Epaper.zqcn.com.cn
China ESG Golden Award 2019 “Sustainability Award of the Year”	Finance.sina.com.cn
2019 Evergreen Award “Green Award for Sustainable Development”	Caijing.com.cn
China CSR 500 (2019) Evaluation “Top 10”	China Enterprises Evaluation Association
Top 30 China Best Employer Award 2019	Zhaopin.com
2019 Excellence in Talent Attraction & Retention	51job.com
2019 The Most Popular Employer	American University's China Association (AUCA)

Appendix 2: Expert Review

The Research Institute of Resources and Environment Policies of the Development Research Center of the State Council (DRC), Bureau Chief, Shiji Gao

BOE 2019 CSR Report reflects BOE's duty, mission and responsibility in the transformation of the IoT. In combination with the United Nations sustainable development goals (SDGs), the report systematically demonstrates the practice and effectiveness of the corporate. From the aspects of innovation and development, responsibility management, compliance management, products and services, environmental protection, investor relations, supply chain management, staff development and social contribution, BOE's concept, practice and achievements in corporate social responsibility are comprehensively elaborated. The Report combines both inheritance and innovation, and BOE presents the creation and rapid progress of the IoT development history, as well as the leading position of industry in sustainable development. It not only takes an active part in the initiatives and actions related to sustainable development and social responsibility, but also drives the industry partners to take accountabilities, make efforts to build industrial value-sharing and duty-sharing ecology, in order to realize the sustainable development goal of the United Nations and make contributions to build a better world.

School of Government Peking University, Professor, Feng Lu

Corporate social responsibility report is the window of demonstrating the process of enterprise. *BOE 2019 CSR Report* shows that BOE has reached a new peak in 2019. It is not only showed in the field of semiconductor display, more extensions have been made to the IoT and other emerging areas such as health care, becoming an innovation model among Chinese high-tech enterprises. BOE's exemplary role is not only reflected in the independent innovation, but also in the collaborative innovation and social innovation of the upstream and downstream of the industrial chain. A single flower does not make a spring. In the state of open cooperation, gathering the common wisdom and strength of the industry for coordinated development will play an immeasurable role in promoting the development of China's IoT industry, and even the world's IoT industry. This is the ultimate responsibility of a good corporate with an industry mission.

Shandong University, School of Management, Dean, Changqi Wu

BOE is not only a leading enterprise in the field of semiconductor display, but also an indispensable part of the manufacturing chain and supply chain of the global electronic information industry. In *BOE 2019 CSR Report*, we can see that BOE, as a crucial enterprise in the industrial chain, is playing the role of uniting global industrial partners, opening up, achieving win-win cooperation and building a global industrial ecology.

If more responsible companies like BOE emerge from China's industrial system with a view of the industry and the world, China's manufacturing will be higher, stronger and tenacious, and be better able to protect itself from external shocks caused by the tightening of global supply chains.

Appendix 3: GRI Index

GRI Standard	Disclosure	Location	Page	Notes
GRI 102: General Disclosures				
1. Organizational profile	102-1 Name of the organization	About This Report	Inside front cover	
	102-2 Activities, brands, products, and services	Company Profile	9	
	102-3 Location of headquarters	About This Report	Inside front cover	
	102-4 Location of operations	Company Profile	9	
	102-5 Ownership and legal form	---	---	Nature of ownership: State-owned listed company; legal form: limited liability company
	102-6 Markets served	Company Profile	9	
	102-7 Scale of the organization	Company Profile	9	
	102-8 Information on employees and other workers	BOE and Employees	71	
	102-9 Supply chain	BOE and Suppliers	51	
	102-10 Significant changes to the organization and its supply chain	Corporate Governance	22	BOE conducted general elections of the board of directors and the board of supervisors during the reporting period, but there was no significant change in the supply chain
	102-11 Precautionary Principle or approach	---	---	In accordance with Rio Declaration Principle 15
	102-12 External initiatives	---	---	In accordance with RBA Code of Conduct
	102-13 Membership of associations	---	---	China Information Technology Industry Federation, China Electronics Chamber of Commerce, China Video Industry Association, China Electronics Enterprise Association, Beijing Electronic Chamber of Commerce, etc.
2. Strategy	102-14 Statement from senior decision-maker	Letter from Chairman	1	
	102-15 Key impacts, risks, and opportunities	Letter from Chairman, Company Profile	1, 17-20	
3. Ethics and integrity	102-16 Values, principles, standards, and norms of behavior	Company Profile, Corporate Governance	9, 25	

GRI Standard	Disclosure	Location	Page	Notes
4. Governance	102-18 Governance structure	Corporate Governance	22	
5. Stakeholder engagement	102-40 List of stakeholder groups	Corporate Governance	31	
	102-41 Collective bargaining agreements	BOE and Employees	74	
	102-42 Identifying and selecting stakeholders	Corporate Governance	29	
	102-43 Approach to stakeholder engagement	Corporate Governance	31	
	102-44 Key topics and concerns raised	Corporate Governance	31	
	102-45 Entities included in the consolidated financial statements	---	---	See BOE Annual Report 2019
6. Reporting practice	102-46 Defining report content and topic Boundaries	Corporate Governance	30	
	102-47 List of material topics	Corporate Governance	30	
	102-48 Restatements of information	---	---	No restatement
	102-49 Changes in reporting	---	---	No significant changes
	102-50 Reporting period	About This Report	Inside front cover	
	102-51 Date of most recent report	About This Report	Inside front cover	
	102-52 Reporting cycle	About This Report	Inside front cover	
	102-53 Contact point for questions regarding the report	About This Report	Inside front cover	
	102-54 Claims of reporting in accordance with the GRI Standards	About This Report	Inside front cover	
	102-55 GRI content index	Appendix	93	
	102-56 External assurance	Appendix	92	
GRI 103: Management Approach				
Management Approach	103-1 Explanation of the material topic and its Boundaries	Corporate Governance	29-31	
	103-2 The management approach and its components	See specific sections	22-29, 38-44, 46-48, 52-57, 60-68, 72-79	
	103-3 Evaluation of the management approach	See specific sections	22-29, 38-44, 46-48, 52-57, 60-68, 72-79	

GRI Standard	Disclosure	Location	Page	Notes
Material Topics				
GRI 201: Economic Performance*	201-1 Direct economic value generated and distributed	Company Profile, BOE and Investors	9, 48	
	201-3 Defined benefit plan obligations and other retirement plans	BOE and Employees	74	
GRI 202: Market Presence*	202-2 Proportion of senior management hired from the local community	BOE and Employees	72	
GRI 203: Indirect Economic Impacts*	203-2 Significant indirect economic impacts	Letter from Chairman, Company Profile	1, 9	
GRI 204: Procurement Practices*	204-1 Proportion of spending on local suppliers	BOE and Suppliers	58	
GRI 205: Anti-corruption*	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance	26-27	
	205-3 Confirmed incidents of corruption and actions taken	Corporate Governance	26-27	
GRI 206: Anti-competitive Behavior*	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Corporate Governance	27	
GRI 301: Materials*	301-2 Recycled input materials used	BOE and Environment	64	
GRI 302: Energy*	302-3 Energy intensity	BOE and Environment	65	
	302-4 Reduction of energy consumption	BOE and Environment	65	
GRI 303: Water *	303-1 Water withdrawal by source	BOE and Environment	64	
	303-3 Water recycled and reused	BOE and Environment	67	
GRI 305: Emissions*	305-4 Reduction of GHG emissions	BOE and Environment	66	
GRI 306: Effluents and Waste*	306-2 Waste by type and disposal method	BOE and Environment	68	
	306-3 Significant spills	---	---	None
GRI 307: Environmental Compliance*	307-1 Non-compliance with environmental laws and regulations	---	---	No major penalties for non-compliance environmental laws and regulations during the reporting period
GRI 308: Supplier Environmental Assessment*	308-1 New suppliers that were screened using environmental criteria	BOE and Suppliers	53	

GRI Standard	Disclosure	Location	Page	Notes
GRI 401: Employment*	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	BOE and Employees	74	
	401-3 Parental leave	BOE and Employees	74	
GRI 402: Labor/ Management Relations*	402-1 Minimum notice periods regarding operational changes	---	---	In case of significant operational changes, BOE will notify employees 30 days in advance to confirm renewal or termination of contracts
GRI 403: Occupational Health and Safety *	403-1 Occupational health and safety management system	BOE and Employees	75	
	403-3 Occupational health services	BOE and Employees	75	
	403-4 Worker participation, consultation, and communication on	BOE and Employees	75	
	occupational health and safety			
GRI 404: Training and Education *	404-1 Average hours of training per year per employee	BOE and Employees	79	
	404-2 Programs for upgrading employee skills and transition assistance programs	BOE and Employees	78-80	
	404-3 Percentage of employees receiving regular performance and career development reviews	BOE and Employees	74	100%
GRI 405: Diversity and Equal Opportunity*	405-1 Diversity of governance bodies and employees	BOE and Employees	72-73	
	405-2 Ratio of basic salary and remuneration of women to men	BOE and Employees	74	
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	BOE and Employees	73	
GRI 408: Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	BOE and Suppliers, BOE and Employees	56, 73	BOE conducted internal audit in accordance with RBA Code of Conduct during the reporting period, and no significant risks were found
GRI 409: Forced or Compulsory Labor *	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	BOE and Suppliers	56	BOE conducted internal audit in accordance with RBA Code of Conduct during the reporting period, and no significant risks were found

GRI Standard	Disclosure	Location	Page	Notes
GRI 413: Local communities *	413-1 Operations with local community engagement, impact assessments, and development programs	BOE and Community	83	
	413-2 Operations with significant actual and potential negative impacts on local communities	---	---	No significant negative impacts
GRI 414: Supplier Social Assessment *	414-1 New suppliers that were screened using social criteria	BOE and Suppliers	53	
	414-2 Negative social impacts in the supply chain and actions taken	---	---	BOE conducted internal audit in accordance with RBA Code of Conduct during the reporting period, with no significant negative social impacts in supply chain
GRI 416: Customer Health and Safety *	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	---	---	All products and services of BOE are in compliance with laws and regulations; there were no penalties for non-compliance during the reporting period
GRI 417: Marketing and Labeling *	417-1 Requirements for product and service information and labeling	BOE and Customers	43-44	
	417-2 Incidents of non-compliance concerning product and service information and labeling	---	---	No incident of non-compliance concerning product and service information and labeling during the reporting period
	417-3 Incidents of non-compliance concerning marketing communications	---	---	No incident of non-compliance concerning marketing communications during the reporting period
GRI 418: Customer Privacy *	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	BOE and Customers	44	No substantiated complaint concerning breaches of customer privacy and losses of customer data during the reporting period
GRI 419: Socioeconomic Compliance *	419-1 Non-compliance with laws and regulations in the social	---	---	No incident of non-compliance with laws and regulations in the social
	and economic area			and economic area during the reporting period

* Substantive Issues

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