

Sustainability Report

Where there is sunshine, there are SEI products.

2025



Shenzhen
SEI Robotics



This report follows the GRI Standards 2021 as its primary reporting framework.

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About the report

This ESG Report provides an overview of SEI Robotics' environmental, social, and governance (ESG) performance and progress during the reporting period from **January 1 to December 31, 2025**. Prepared with reference to the GRI Standards (2021), the report reflects our commitment to transparent sustainability reporting. This Sustainability Report also serves as a Communication on Progress (CoP) report for the UN Global Compact for 2025.

The report reflects our commitment to effective governance, stakeholder engagement, and long-term sustainability. While the primary focus is on **2025 data**, select information from outside this range is included to ensure completeness and comparability. SEI publishes ESG reports on an **annual basis**, providing stakeholders with consistent updates on our challenges, achievements, and strategic direction in sustainability.

This report also reflects sustainability efforts aligned with the expectations of **Joint Audit Cooperation (JAC) members**, with whom we maintain close supplier relationships. As part of this collaboration, our sites are periodically audited under the JAC framework.

SEI Robotics adopts a comprehensive and structured approach to ESG data collection, integrating information from multiple sources to ensure reliable and transparent reporting.

Data Sources: ESG-related data is collected through internal management systems, departmental reports, and stakeholder engagement activities. Environmental indicators, including energy consumption and waste management, are tracked through the Environmental Management System; employee-related metrics are obtained from the Human Resource Management System; and governance data is collected through relevant corporate systems. Additional qualitative insights are gathered through surveys and interviews with employees, suppliers, and customers to better understand stakeholder perspectives and expectations.

In addition to our annual ESG reporting, SEI Robotics continuously seeks external recognition and assessment to strengthen transparency and benchmark our sustainability performance against global standards. We have been awarded the **EcoVadis Gold Medal**, placing the company among the top 5% of companies assessed by EcoVadis within the 12 months prior to the medal issue date.

For more information about our EcoVadis sustainability assessment and recognition, please scan the **QR code**.

We are pleased to present the annual ESG report we have prepared for our stakeholders for the second consecutive year, reaffirming our commitment to sustainable development, responsible operations, and long-term value creation.



Our EcoVadis Gold Medal Recognition

Message from our CEO



At SEI Robotics, our journey is guided by a fundamental belief: technology's ultimate purpose is to serve humanity and safeguard our planet. This belief is encapsulated in our vision of **"Green Technology & People-Oriented Intelligence"** — a commitment to developing AI-driven solutions that not only enhance lives but do so with respect for the environment and a deep sense of social responsibility.

Over the past years, we have seen AI emerge as a transformative force, presenting unprecedented opportunities. However, this progress must be anchored in a people-centric ethos. For us, this means ensuring that AI is not just a tool for efficiency or innovation, but a catalyst for creating warm, inclusive, and sustainable smart lifestyles for global users.

We believe in leading by example and fostering transparency. Our ESG journey, as reflected in our EcoVadis ratings , has been one of rapid and consistent improvement. In just 24 months, we ascended from a Bronze Medal to a Silver Medal, and by the end of 2025, we achieved a Gold Medal, placing us among the top 5% of companies globally for ESG transparency and performance. This progress is a testament to our dedicated teams and our unwavering commitment to our ESG strategy.

As we look to the future, our mission remains clear: to create extreme international innovation and green intelligent products that provide global users with warm products and services, and a green and beautiful smart lifestyle.

We are committed to building a future where technology and sustainability go hand in hand, where every innovation is a step towards a healthier planet and a more connected humanity.

At SEI Robotics, we are not just building products; we are building a legacy of responsibility and care.

Jeff Yin

Chief Executive Officer



About SEI Robotics

our story

Founded in 2009, SEI Robotics is a global leader in the design, development, and manufacturing of Android TV and smart IoT devices. As one of Google's Tier 1 Android TV ODM partners, we deliver innovative connected solutions ranging from **Android TV HDMI dongles, OTT and Hybrid Set-Top Boxes (STBs), and Android TV Smart Speakers to 4G/5G CPE Gateways, Wi-Fi Mesh systems, and Home Security IoT devices.**

Through long-standing partnerships with leading global customers, we remain committed to our promise of delivering high-quality products on time while driving innovation in connected living.

Our identity is shaped not only by the technologies we create, but also by the values that guide every stage of our journey.

The **hummingbird**, our corporate symbol, represents determination, agility, and resilience. Despite being one of the smallest birds in nature, it demonstrates extraordinary energy, precision, and persistence. It adapts rapidly to changing environments and plays a vital role in sustaining ecosystems through pollination.

These characteristics mirror our approach to innovation—**creating meaningful impact through continuous improvement, technical excellence, and responsible business practices.**

our name, SEI, reflects the three principles that define our culture:

SEI = Smiling + Engineering + Intelligence



Smiling – We believe that a positive mindset, mutual respect, and strong relationships foster collaboration, inspire creativity, and contribute to long-term success.

Engineering – Engineering excellence is at the heart of everything we do. We combine technical expertise with rigorous quality standards to develop reliable, innovative, and sustainable products.

Intelligence – We embrace knowledge, data-driven decision-making, and continuous learning to transform emerging technologies into smart solutions that create lasting value for our customers and society.



About SEI Robotics

International diversification



SEI Robotics has a diverse global workforce with employees from different countries and regions, including China, India, USA, Turkey, Brazil, Mexico, Germany, and many more. This multicultural team structure brings together diverse perspectives, expertise, and cultural backgrounds.

We have a diverse team composed of professionals from different countries and cultural backgrounds, supported by multilingual communication capabilities. SEI Robotics promotes an inclusive and collaborative working environment by encouraging cross-cultural understanding through regular training programs and communication activities. These initiatives strengthen cooperation among employees, enhance cultural awareness, and reflect the company's commitment to **diversity and inclusion**.

SEI Robotics places strong emphasis on product quality, reliability, and international compliance. The company's products have obtained multiple internationally recognized certifications, including **ISO, CE, FCC**, and other relevant industry certifications, ensuring that products meet global quality, safety, and regulatory requirements.

The company maintains strong strategic relationships with key technology partners, including **Amlogic, Google, and Netflix**. These long-term collaborations provide access to the latest technological developments and enable SEI Robotics to remain at the forefront of Android TV innovation.

With a strong global presence, SEI Robotics has established long-term and stable partnerships with leading enterprises and customers across more than **50 countries and regions**, including markets in Europe, Asia, South America, and North America. This international network reflects the company's global reach, trusted industry relationships, and ability to support customers across diverse markets.

The company continuously strengthens its global supply chain capabilities by developing a robust **cross-border supply chain system** and maintaining a flexible and reliable supplier network. Through multiple service locations and international support channels, SEI Robotics enables efficient communication, seamless coordination, and high-quality service experiences for customers worldwide.

With **unparalleled sourcing capabilities**, SEI Robotics leverages its global supplier ecosystem and industry expertise to secure high-quality components, optimize supply chain resilience, improve operational efficiency, and support sustainable product development.



About SEI Robotics

The company that innovates and develops...

In the process of product design and development, SEI Robotics strictly follows the requirements of technical integration and professionalism, and its products have successfully obtained many authoritative certifications such as Android TV, Netflix, Amazon, etc., building a solid product certification barrier. The company has established a **R&D team of 192 professionals** who keep up with market and technology trends and provide a strong impetus for the company's continuous innovation.

In terms of product innovation, SEI concentrates R&D resources, focusing on creating core products such as **home theaters, network communication equipment, and intelligent security**, so as to drive the coordinated development of multi-category smart home products. At present, the number of products under development has covered four categories, and its functional integration and differentiation far exceed that of competitors in the same industry.

The company attaches great importance to R&D investment, and has applied for **more than 250 patents**, and participated in the formulation of national mandatory standards as the main drafting unit. In terms of core technology breakthroughs, SEI has successfully applied cutting-edge technologies such as AI, IoT, and cloud computing to its products, and has developed a number of representative intelligent terminal products.

The company adopts an **agile development model** and has the ability to quickly respond to market demand. Through MVP (minimum viable product) testing and other methods, SEI is able to collect user feedback in a timely manner and quickly iterate products to meet market changes.

The internal innovation mechanism is a major feature of SEI. The company has set up an **internal innovation lab and incubation program** to encourage employees to experiment with new ideas. In addition, the company has also promoted the innovation reward system, giving generous rewards to employees who put forward ideas and improvement plans, and fully stimulating employees' enthusiasm for innovation.

Our products or services have obvious differentiated positioning and competitiveness in the market. With new technology and unique design concepts, the company has created a series of smart home products with **superior performance, perfect functions, reliable quality and innovation**.





About SEI Robotics

Sustainable Office Practices

SEI Robotics promotes low-carbon and resource-efficient operations across all office environments, integrating sustainability into daily routines and internal policies.

Employee Engagement & Green Behavior

Through internal initiatives, employees are encouraged to conserve energy and reduce waste. Examples include:

- Prioritizing natural light over artificial lighting
- Turning off air conditioning 30 minutes before leaving
- Avoiding disposable products and separating office waste

Eco-Friendly Office Design

Our office spaces are designed around the principles of low-carbon, safety, and comfort:

- Use of eco-friendly building materials
- LED lighting with motion sensors
- High-efficiency air conditioning systems with smart temperature controls
- Sensor-based faucets and hand dryers to minimize water and paper usage



Paperless & Digital Efficiency

SEI has adopted a digital-first approach to minimize resource use and improve operational efficiency:

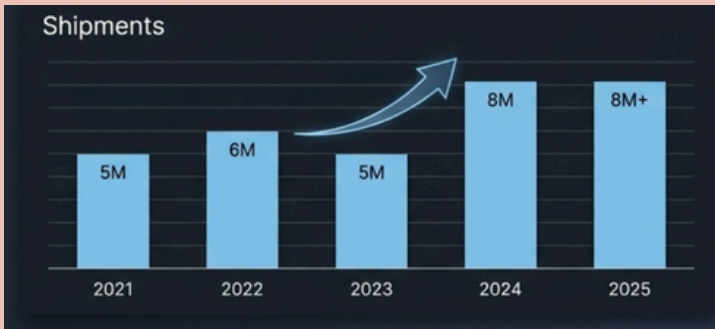
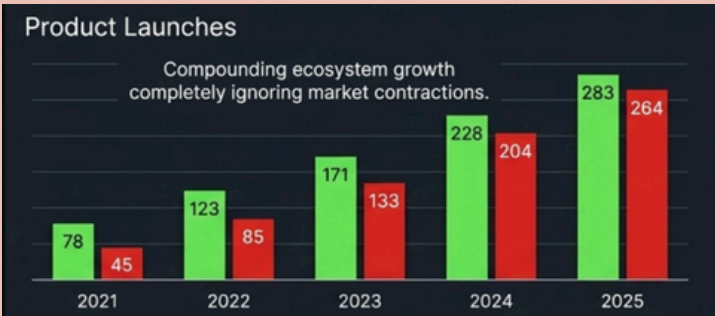
- Internal communications and document circulation are fully digital
- Reduced paper consumption lowers costs and environmental impact
- Waste separation is enforced to prevent pollution



Numbers at a glance

From 2021 to 2025, SEI Robotics has undergone a period of transformative growth, characterized by significant scaling in global operations and a steadfast commitment to technological innovation.

Our rapid expansion in Android TV and Netflix-integrated product launches further underscores our leadership in the digital ecosystem, reflecting our core mission to drive global connectivity through sustainable and innovative solutions.



Our headquarters are proudly based in **Shenzhen, China**, serving as the global hub of our operations. Supporting our international footprint, we have established a strong presence across key regions worldwide.

Our European office was founded in **Munich, Germany** in 2022, marking a strategic expansion into the heart of Europe. In the United States, our office has been operating since 2019, building long-standing partnerships and market presence. Our **Latin America** office in Mexico was established in 2024, strengthening our reach across emerging markets.

In Asia, our Singapore office has been operating since 2020, while our Hong Kong office, opened in 2021, further enhances our regional connectivity and operational capabilities.

As a **fabless company**, our environmental footprint is primarily influenced by the activities of our contract manufacturing partners. While our direct operational impacts are limited, we recognize our responsibility to address environmental impacts across our broader value chain. To support this commitment, we actively engage with our global manufacturing partners located in key production regions, including **China, Vietnam, Brazil, India, Thailand**, and other locations.

Through ongoing collaboration with our suppliers and manufacturing partners, we aim to enhance environmental performance, improve data transparency, and encourage the adoption of sustainable practices throughout our supply chain.

In this report, environmental performance data is presented under two operational categories: **SEI Operations** and **OEM Operations**. SEI Operations represent the environmental impacts associated with our direct activities, while OEM Operations refer to the impacts arising from the operations of our outsourced manufacturing partners.



Numbers at a glance

Introduction – Responsible Manufacturing Partnerships

As the majority of our products are manufactured in **China**, the ESG data presented in this report reflects the performance of our OEM manufacturing partners operating across our production network.

We view our manufacturing partners as long-term collaborators rather than conventional suppliers. Sustainability expectations are embedded into our **cooperation** through ESG assessments, supplier requirements, continuous performance monitoring, and regular engagement. This approach enables us to promote consistent environmental, social, and governance practices throughout our manufacturing operations while supporting continuous improvement across the value chain.



- >3 **JAC** audits completed
- 95%+ CAP** closure rate within target timeline
- 100%** Critical findings closed
- 0** Major non-conformities remaining open at year-end
- Average CAP closure time: **<60 days**
- 100%** of audited sites implemented corrective action plans
- Audit coverage: **66%** of production volume

Our commitment to responsible manufacturing is further reinforced through our participation in the **Joint Audit Cooperation (JAC)**, under which we are recognized as a qualified supplier to leading global telecommunications companies.

During the reporting period, **three JAC audits** were successfully completed across our manufacturing sites. Over **95%** of identified corrective actions were closed within the agreed timeframe, demonstrating strong responsiveness and effective follow-up.

In addition, **100%** of critical findings were addressed with immediate corrective measures, while recurring audit observations continued to decline through strengthened management systems and closer collaboration with our manufacturing partners.



The Evolution of SEI Robotics: A Journey to Global AIoT Leadership

Since 2009, SEI Robotics has evolved from a Shenzhen-based startup into a major global player in the Android TV (ATV) and AIoT sectors, through pivotal hardware releases and elite partnerships.



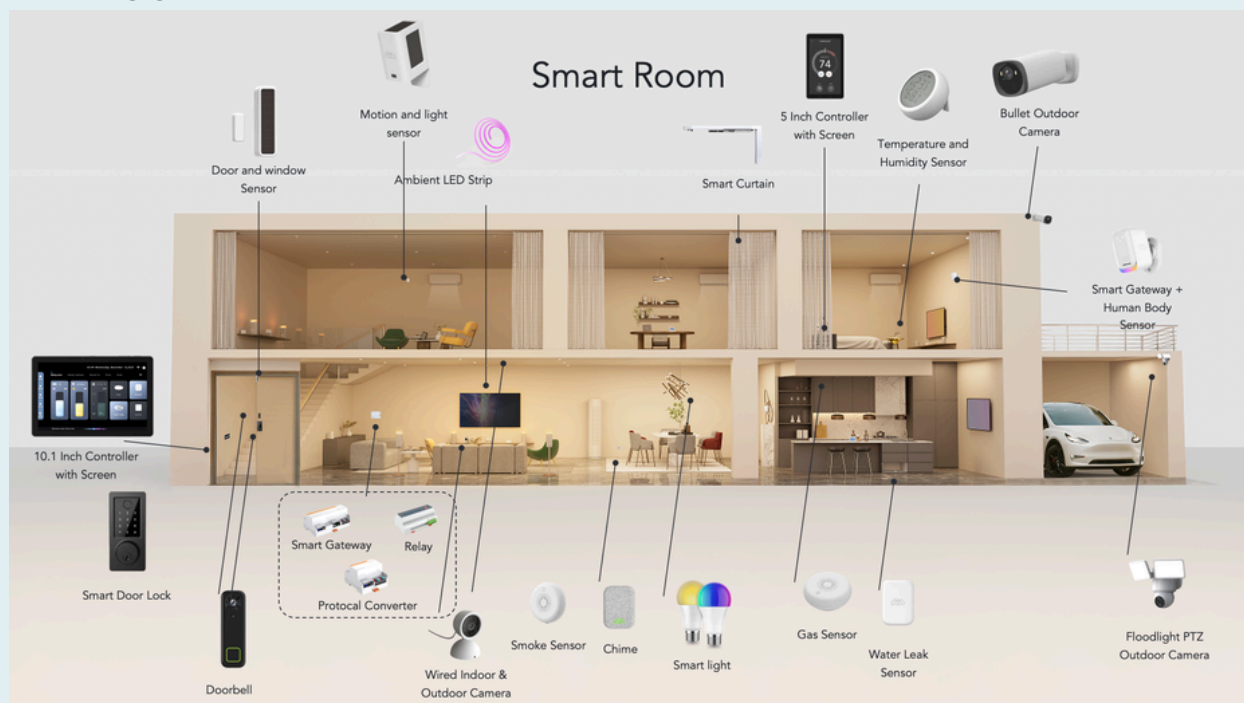


Our Vision for a Sustainable Future

Pioneering the Integrated Smart Home Ecosystem

At the core of our mission is the development of a comprehensive "Smart Room" ecosystem, designed to revolutionize modern living through seamless integration and intelligent automation.

Our ecosystem includes a sophisticated network of smoke, gas, and water leak sensors, as well as human body and motion sensors that enhance both security and energy efficiency. By utilizing smart curtains, ambient LED strips, and intelligent lighting control, our systems help users optimize energy consumption, contributing directly to environmental sustainability goals.



We provide a holistic suite of IoT solutions that transform residential spaces into responsive environments to a diverse array of safety and security devices.

By embracing **Matter, Zigbee, Thread, and Wi-Fi Mesh protocols**, we ensure that our devices remain interoperable, future-proof, and accessible, which significantly reduces electronic waste by extending the lifecycle of home hardware.

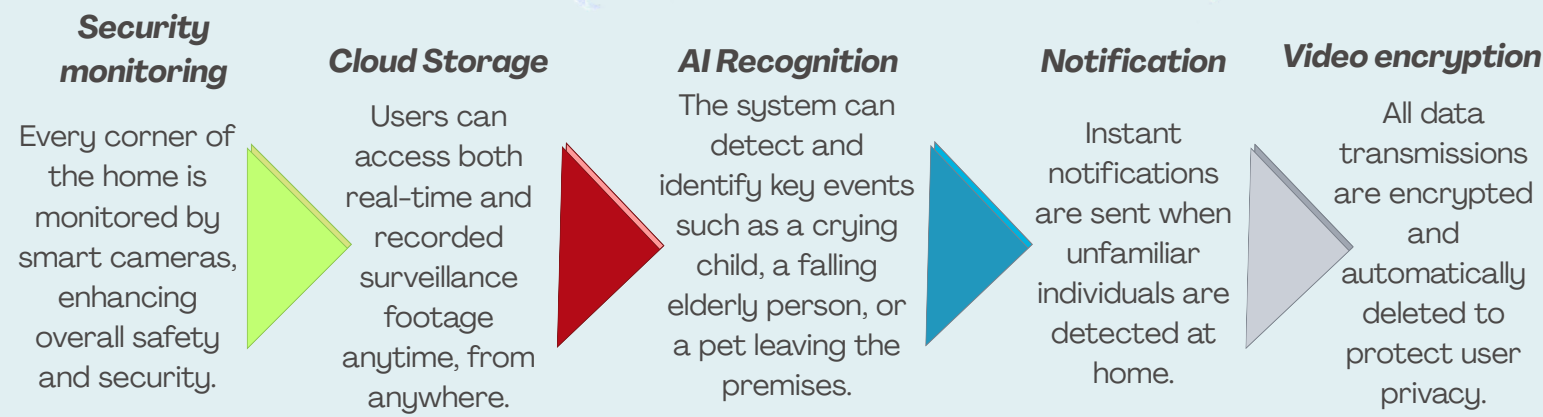
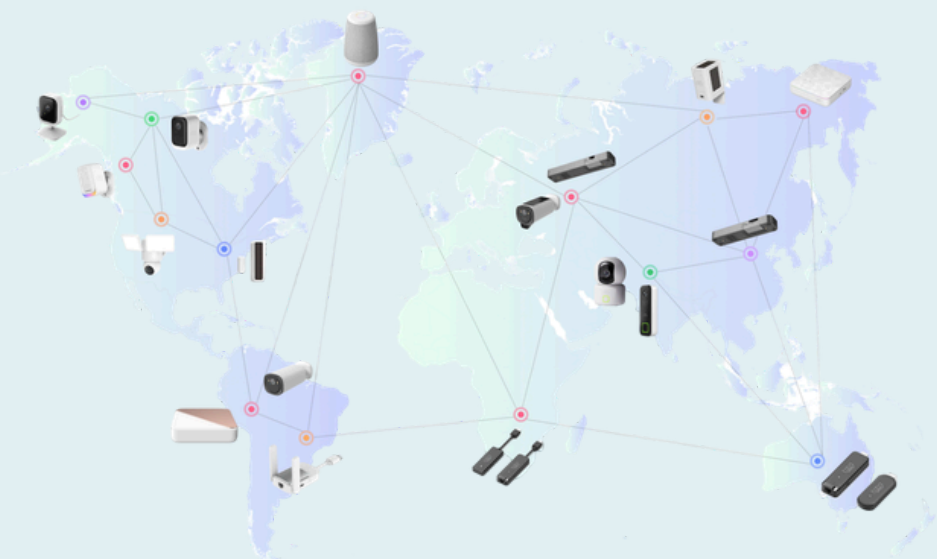
Our strength lies in our robust partnership network. We work alongside premier content providers like Netflix, YouTube, and Disney+, and maintain rigorous security standards through partnerships with DRM and CAS leaders. With an extensive list of System Integration (SI) partners we provide a versatile and scalable platform that meets the evolving needs of the global market.



Main Products

Audio and video interaction and edge computing capabilities are key elements of the current competition and the company's core strengths. According to different application scenarios, the company has successfully launched a variety of home multimedia intelligent terminal products, **including Android TV smart network set-top box, Android TV smart TV stick (Dongle), Android TV+DVB intelligent fusion terminal, Android TV smart audio, smart home theater, smart camera, conference machine, AR glasses and Android TV+DVB+4G router intelligent fusion terminal.** In addition, the company has also developed and sold 5G communication terminal products such as 5G routers based on the needs of operators in the field of home communication.

The company continues to increase R&D investment in innovative products such as smart audio-visual, smart security and 5G smart terminals, and accelerates the productization of R&D results to meet the changing needs of the market.





Main Products

The integration of cutting-edge technologies such as the IoT, cloud computing, artificial intelligence and machine learning has significantly improved the intelligence level of home systems. As a key partner of Google's Android TV, the company not only provides the hardware platform, but also verifies the functionality and stability of the new version of the system to ensure its leading position in the market.



SEI uses **generative AI systems** to bring a revolutionary upgrade to smart home interactions, which are widely used in smart home products. According to the application scenarios of different terminal products, the company has successfully launched and sold a variety of products, **including home multimedia intelligent terminals and 5G network communication terminals.**

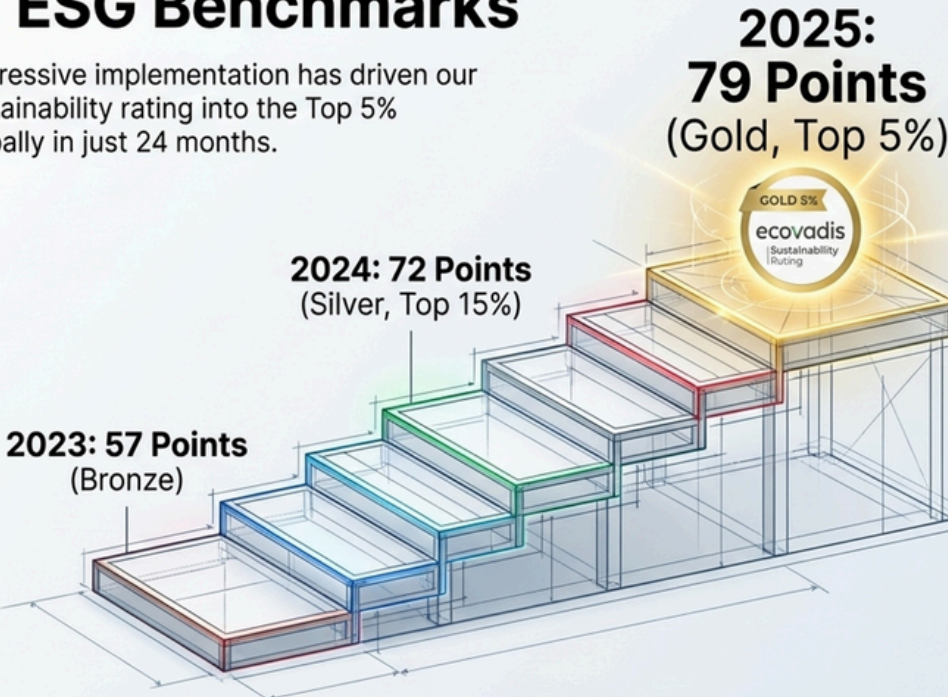


Commitments & Values

At SEI Robotics, we believe in technological innovation for the greater good. Guided by the principles of sustainability, we are committed to providing products and services that enhance people’s lives while promoting a greener, low-carbon, and circular economy. That is why we implementated an aggressive sustainability policy in global ESG benchmarks.

Ascending to Global Leadership in ESG Benchmarks

Aggressive implementation has driven our sustainability rating into the Top 5% globally in just 24 months.



1. AI -Driven

We continuously push the boundaries of technology to create meaningful advancements.

2. Product-Centered

Our focus is on delivering high-quality, user-friendly, and sustainable products.

3. Sustainable Development

We integrate environmental and social responsibility into our business model.

4. Passion-Oriented

We foster a culture of enthusiasm, dedication, and excellence.



2025 PARTICIPANT

Our company is committed to upholding the Ten Principles of the **United Nations Global Compact**. Please refer to our **Communication on Progress**.

SBTi target registered to reinforce our climate commitment.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

CDP 2024 Scores – Climate sector: C, Water Security: B





Awards, Honors & Commitments

The company operates **12** International Organization for Standardization (ISO) **management systems** for quality, environment, OHS, information security, and privacy, all audited by third parties and internal auditors annually.



Certificate of Membership
(Guangdong IoT Association), 2022



High Tech Enterprise, 2023



Certified Adopter Licence,
2024



Ministry of Industry &
Information Technology,
2027



Appraisal Certificate for Innovation &
Intellectual Property Management Capability,
2025-2028



We are a qualified supplier for telecom companies participating in the Joint Audit Cooperation (JAC). As part of this engagement, our facilities are regularly audited against JAC's stringent social, environmental, and ethical standards, supporting our commitment to responsible supply chain practices.



Exhibitions

Strengthening Industry Collaboration Through Global Engagement

In 2025, SEI Robotics actively participated in leading international technology and broadcasting exhibitions to strengthen partnerships, showcase innovation, and contribute to the evolving ecosystem of connected devices, smart entertainment, and sustainable product development.

These exhibitions provided valuable opportunities to engage directly with customers, suppliers, technology partners, and industry stakeholders while reinforcing our commitment to innovation, responsible manufacturing, and long-term collaboration.

CES – Consumer Electronics Show’25

Location: Las Vegas, USA
Industry Focus: Consumer Technology, AI, Smart Devices, Entertainment Platforms



MWC – Mobile World Congress’25

Location: Barcelona, Spain
Industry Focus: Telecommunications, Connectivity, Smart Devices, Digital Infrastructure



BCA – Broadcast Asia’25

Location: Singapore
Industry Focus: Broadcasting, Communications, Digital Media Ecosystem



IFA – Internationale Funkausstellung’25

Location: Berlin, Germany
Industry Focus: Consumer Electronics, Smart Home, Connected Devices



IBC – International Broadcasting Convention’25

Location: Amsterdam, Netherlands
Industry Focus: Broadcasting, Media, Content Delivery, Connected Entertainment



At IBC 2025 in Amsterdam, SEI Robotics received the **Future’s Best of Show Award** for the Homatics Minibar 600 + ATV Box, recognizing innovation, functionality, and industry value in connected entertainment solutions.





Exhibitions

SEI shines at 2025 Google Cloud Smart Manufacturing Overseas Summit



2025 Google Cloud Smart Manufacturing Overseas Summit
On June 26, 2025, we participated in the **"Unbounded Smart Manufacturing, AI Navigation"** summit as the only invited enterprise from mainland China. During the event, our CEO, Jeff, delivered an in-depth talk on "New Opportunities for Chinese Smart Home Devices Going Global," highlighting our commitment to AI-driven manufacturing practices.

<https://www.seirobotics.net/article/sei-robotics-shines-at-2025-google-cloud-smart-manufacturing-overseas-summit-leading-global-ecological-collaboration-1000351.html>

We leverage the fusion of Shenzhen’s manufacturing prowess with global ecological resources to drive sustainable growth:

- *Technical Agility:* Our team demonstrated exceptional efficiency by completing multiple Google Cloud technical adaptations in just 48 hours.
- *Supply Chain Speed:* By utilizing the Shenzhen electronics cluster, we meet critical component procurement needs within a 24-hour window.
- *Market Efficiency:* Participation in the Netflix Self-Serve program has successfully reduced our new product launch cycles by 30%.

SEI named Top 3 Finalist in the Supply Chain Visibility category at the JAC CSR Forum Awards 2025.

On June, SEI was honored as a Top 3 Finalist in the **Supply Chain Visibility** category at the **JAC CSR Forum Awards 2025**.

Our shortlisted project introduced a smart and scalable approach to ESG risk identification. Key highlights of the initiative include:

- *Integrated Risk Mapping:* We combined geographic CO2 data with active supplier engagement to gain a deeper understanding of upstream environmental and ethical risks.
- *Data-Driven Decision Making:* By mapping carbon intensity across different regions and analyzing specific supplier practices, we established a system that enables more informed responses to emerging risks.



<https://www.seirobotics.net/article/sei-robotics-finalist-jac-csr-awards-2025-1000351.html>



Our Policies

SEI Robotics maintains a comprehensive set of policies covering Environmental & Product Lifecycle, Corporate Ethics & Compliance, Sustainable & Responsible Business Practices, and Risk & Security Management. These policies apply to all employees, business partners, suppliers, and third parties, and reflect our commitment to environmentally and socially responsible behavior across our value chain, regardless of geography or role.

Environmental & Product Lifecycle Policies



Corporate Ethics & Compliance Policies



Sustainable & Responsible Business Practices



Risk & Security Management



To ensure effective implementation, these commitments are embedded into operational processes through mandatory onboarding trainings, supplier code of conduct clauses, internal audits, and risk assessments. Sustainability-related expectations are further integrated into project planning, procurement decisions, and performance evaluations, reinforcing responsible conduct at every level of the organization.

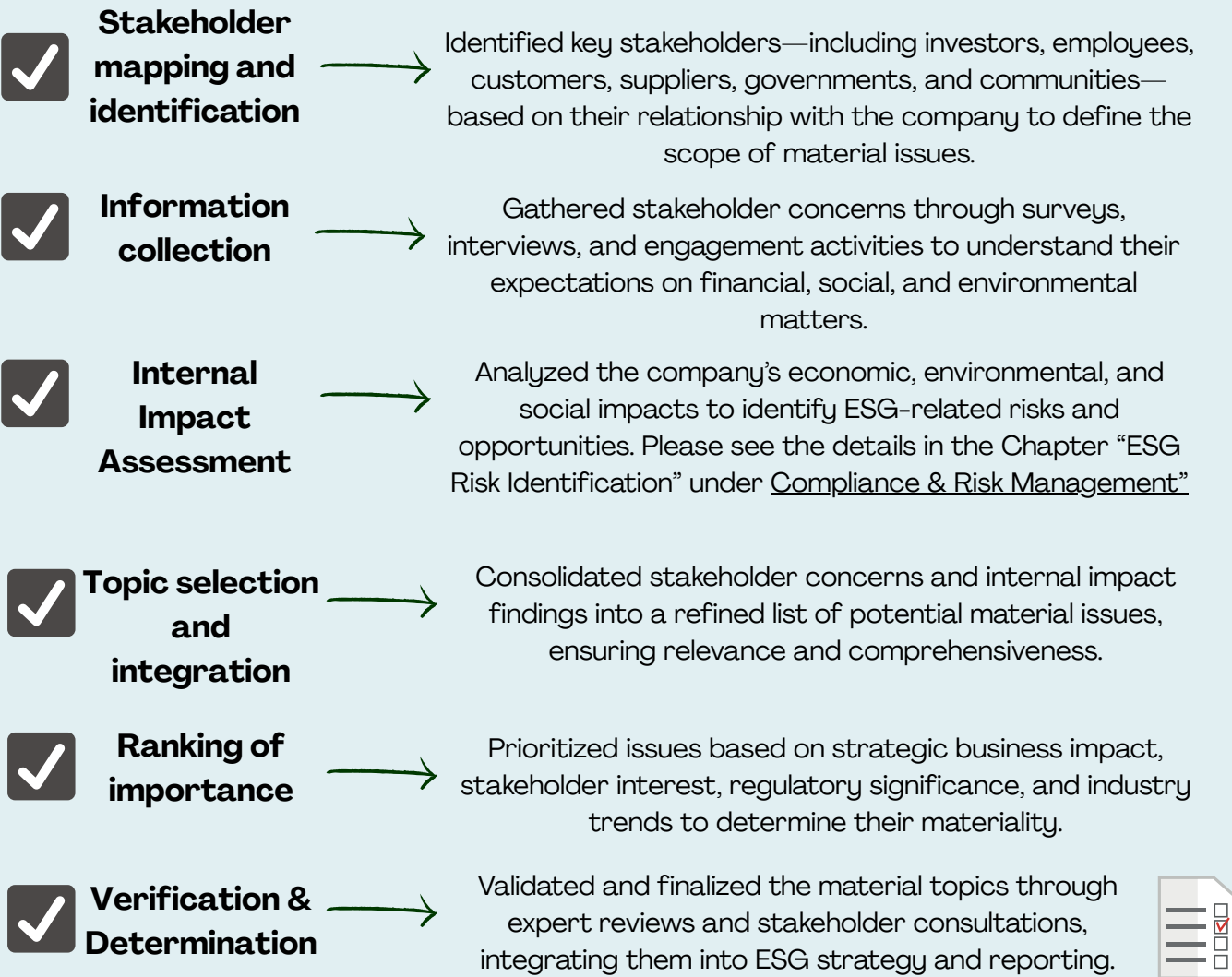


Double Materiality Assessment (DMA)

In 2025, SEI Robotics reached a pivotal milestone in its sustainability journey by conducting its first Double Materiality Assessment (DMA).

The DMA represents a shift from simply reporting "what we do" to a rigorous analysis of "how we survive and thrive." Our assessment evaluated topics through two distinct lenses:

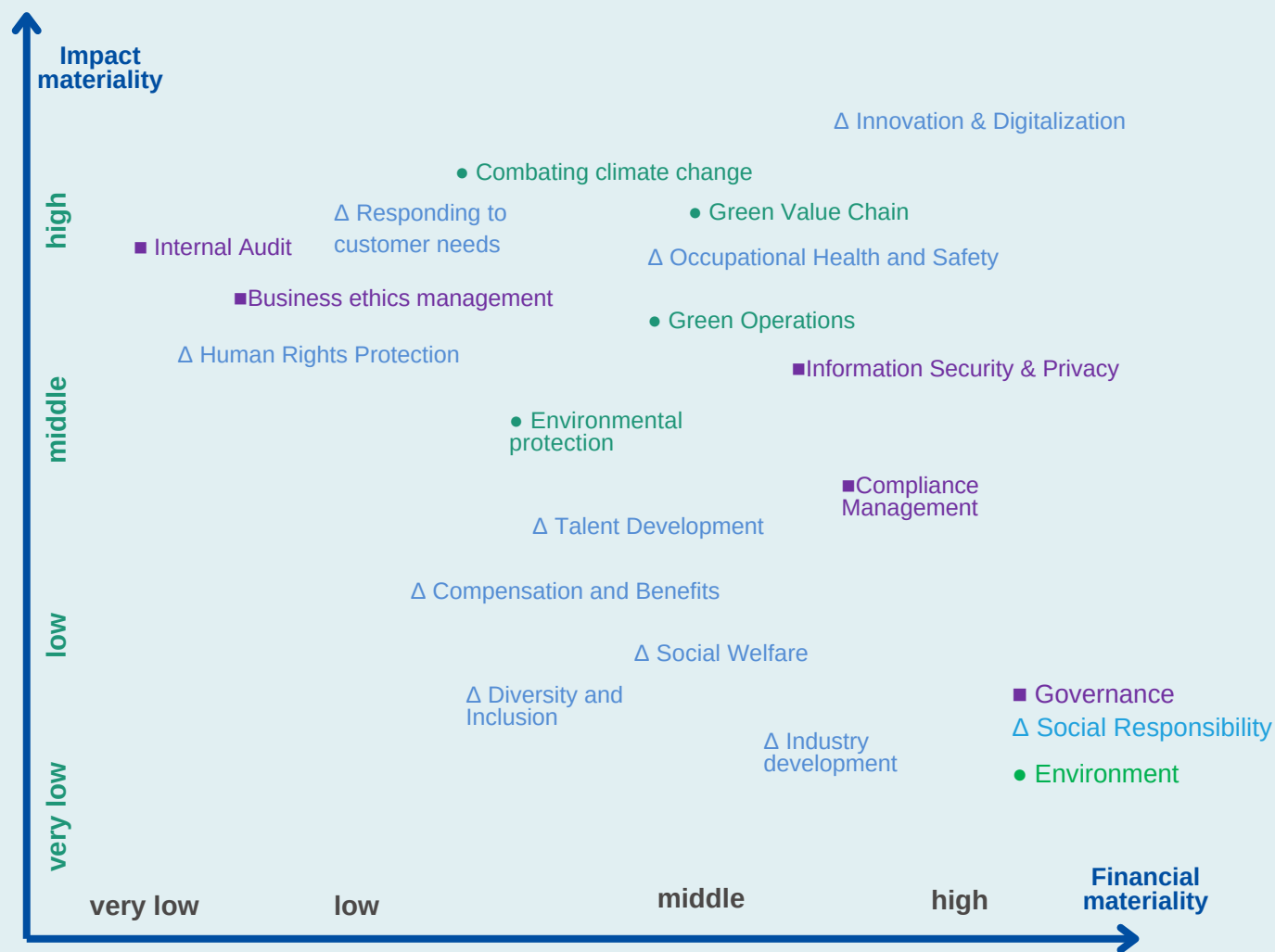
- Impact Materiality (Inside-Out): Identifying the actual or potential positive and negative impacts SEI Robotics has on people and the environment across our global value chain.
- Financial Materiality (Outside-In): Assessing how sustainability-related matters—such as climate regulations or supply chain volatility—influence our development, financial performance, and long-term business resilience





Double Materiality Assessment

During 2025, we further strengthened our sustainability governance by enhancing the way we identify, assess, and prioritize ESG topics. Through engagement with internal functions, manufacturing partners, customers, and industry expectations, we established a clearer understanding of the sustainability issues that have the greatest relevance to our business and the wider value chain. These insights guide our objectives, resource allocation, and continuous improvement initiatives.



This year, SEI Robotics conducted its first Double Materiality Assessment (DMA) in alignment with the Corporate Sustainability Reporting Directive (**CSRD**) and the European Sustainability Reporting Standards (**ESRS**). The assessment considered both financial materiality—how sustainability-related matters may affect our business performance—and impact materiality—how our activities, products, and value chain affect people and the environment.



Double Materiality Assessment

The assessment was carried out through a structured evaluation of ESG topics, taking into account **stakeholder expectations, business strategy, regulatory developments, sector-specific risks, and the characteristics of our global value chain**. The results provide the foundation for our sustainability reporting, helping us prioritize the topics that are most significant for SEI Robotics and supporting a focused, risk-informed approach to ESG management.

Stakeholder feedback is incorporated into our decision-making processes, with clear responsibilities assigned across relevant functions to ensure effective implementation and continuous follow-up. Through regular communication and transparent reporting, we share our progress while encouraging ongoing dialogue. Oversight of stakeholder engagement and ESG performance is supported by a dedicated governance structure, and our sustainability commitments, initiatives, and achievements are communicated through our official website and annual ESG Report.

Stakeholders	Key Concerns	Communication Channels/Methods
Customers	• Innovative Quality Management & Digitalization • Information security & privacy • Response to customer needs • Green value chain • Combating climate change • Compliance management • Internal audit	- Professional service teams - WeChat / Telephone - Market research - Customer satisfaction surveys - After-sales feedback - Business negotiations
Employees	• Human rights protection • Diversity and inclusion • Compensation and benefits • Talent development • Occupational health and safety • Privacy and data protection • Business ethics	- Staff communication meetings - Labor union activities - Training programs - Complaint and feedback mailbox
Suppliers	• Green value chain • Compliance management • Information Security & Privacy • Green operations	- On-site visits- Daily communication- Supplier meetings and audits- Contracts, questionnaires, training, and conferences
Governments & Regulators	• Environmental protection • Compliance management • Business ethics management	- Government policy briefings- Participation in public projects
Communities & NGOs	• Social welfare • Industry development • Environmental protection	- Community project engagement- Collaboration with NGOs- Participation in industry associations and public welfare activities



ESG Goal Tracker

Sustainability Goal	Target Year	KPI / Measurement	Current Status	Related SDGs
Reduce Scope 1 & 2 GHG Emissions	2030	42% reduction vs. baseline year	🟡 In Progress — Scope 3 data expansion triggered mandatory transition	Goal 7 & 13
Increase Renewable Energy Usage	2030	10 % renewable electricity in operations	🔴 Behind — Renewable electricity, only ~0.05%	Goal 7 & 13
Improve Energy Efficiency	Annual	10 % decrease on energy consumption per unit product produced	🟢 On Track / Ahead — Absolute reduction comfortably exceeds 10% annual target.	Goal 7 & 12
Increase Recycled and Sustainable Materials in Products	2030	50 % recycled / bio-based content	🟢 On Track — Flagged. Product based linear trend towards goal, however procurement data needs to be updated.	Goal 12 & 13
Enhance Product Circularity and Recyclability	2030	50% recyclable rate for operational waste streams.	🟢 On Track — On linear trajectory toward 50% by 2030.	Goal 12
Maintain High Standards of Occupational Health & Safety	Ongoing	Lost Time Injury Rate (LTIR)	🟢 On Track — Zero work-related accidents, zero occupational disease cases, zero work-related fatalities.	Goal 3 & 8
Strengthen Employee Training and Development	Annual	10% increase on average training hours per employee	🟢 On Track — Skills training coverage: 48%	Goal 4 & 8
Ensure Responsible Supply Chain Management	Ongoing	100% Supplier ESG/ CSR audits completed	🟢 On Track — On-site audit coverage: 95%	Goal 8 & 12
Maintain Compliance and Ethical Business Conduct	Ongoing	100% Compliance incidents / ethics training completion	🟢 On Track — Integrity agreement coverage: 100%	Goal 16



Environmental & Sustainability Practices





Environmental & Sustainability Practices

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Environmental & Sustainability Practices

Environmental Management Compliance

Environmental protection is at the core of our enterprise development. We strictly comply with relevant laws and continuously enhance our environmental policies and management structures to integrate sustainability into daily operations. Our carbon reduction strategy focuses on accurate measurement and continuous tracking of environmental performance to minimize impact and drive sustainable growth.

We adhere to green development principles and comply with regulations such as the **UNFCCC**, China's Environmental Protection Law, and the Law on Solid Waste Pollution Control. To strengthen environmental management, we have implemented key policies, including:

- **Environmental Management Policy**
- **Waste & Solid Waste Control Policies**
- **Safety & Chemical Protection Policy**
- **Product Lifecycle Management Policy**
- **Energy Saving & Emission Reduction Procedure**

An **Environmental Management System Committee**, composed of senior management, oversees policy formulation, performance monitoring, compliance reviews, and continuous improvement efforts.

The company has successfully passed the **ISO 14001:2015** environmental management system certification, marking a new step in our environmental management.

We assess environmental risks through an **Environmental Factors Risk Assessment Form** and implement strict controls on key issues like energy use, fire risk, and waste management.

No significant environmental incidents, violations, or complaints occurred during the reporting period.



Environmental & Sustainability Practices

Tackling climate change

SEI acknowledges the growing risks posed by extreme weather events and integrates climate challenges into its corporate strategy. To enhance resilience, the company conducts **climate risk assessments** and has established **Emergency Preparedness and Response Control Procedures** to standardize disaster response, minimize losses, and ensure swift recovery of operations.



SBTi Commitment

As part of our commitment to climate action, we actively participate in the Science Based Targets initiative (SBTi) to align our emissions reduction strategy with the goals of the **Paris Agreement**. Through this initiative, we set science-based targets using rigorous methodologies to reduce our carbon footprint across operations and the value chain.

Our approved near term SBTi target is to reduce **Scope 1 and 2** emissions by **42%** by **2030** (Base year: 2022). Additionally, we are committed to measuring, monitoring, and reducing **Scope 3 emissions** to minimize our overall carbon impact.

To achieve these goals, we implement **targeted strategies** such as supply chain optimization, energy efficiency improvements, and the development of low-carbon products and services. Beyond transforming our own operations, we actively collaborate with industry peers to share knowledge and drive broader sustainable change.

Our commitment is officially recognized by SBTi. For more details, please visit their website.



Environmental & Sustainability Practices

At SEI Robotics, we are committed to reducing our environmental impact and contributing to global climate goals. As part of our sustainability strategy, we have measured our **Scope 1, 2, and 3 emissions** starting from 2022 and set clear science-based targets.

Since 2022, SEI has engaged a third-party organization to conduct a quantitative verification of GHG emissions at Shenzhen site (also including the data from OEM factories). This verification follows the international standard **ISO 14064-1:2018**, which provides specifications and guidelines for quantifying and reporting GHG emissions and removals at the organizational level.

Activity based calculation is used which estimates Scope 3 emissions using actual operational data, such as material weight, transport distance, fuel consumption, or number of purchased products.

It is generally more accurate because it reflects real activities and physical flows within the value chain.

In 2025, we maintained the same **Scope 3** reporting boundaries established in 2024, ensuring consistency and comparability of our emissions inventory across reporting periods. No additional Scope 3 categories were added or removed.

In parallel, we further strengthened our Scope 1 inventory by expanding the coverage of refrigerant-related emissions. Specifically, we included air conditioning and refrigeration refrigerants, improving the accuracy and completeness of our direct emissions reporting in line with operational realities.

Scope 3 Emissions Categories Included in 2025 Inventory

Our Scope 3 emissions inventory for 2025 includes the following GHG Protocol categories:

- Category 1 – Purchased goods and services: 33,958.28
- Category 2 – Capital goods: 39.44
- Category 3 – Fuel- and energy-related activities (not included in Scope 1 and 2): 156.13
- Category 4 – Upstream transportation and distribution: 36.75
- Category 5 – Waste generated in operations: 0.02
- Category 6 – Business travel: 374.12
- Category 7 – Employee commuting: 29.24
- Category 11 – Use of sold products: 742,352.10
- Category 12 – End-of-life treatment of sold products: 114.49



GREENHOUSE GAS EMISSIONS OVERVIEW

Scope 1, 2 & 3 Emissions (t CO₂e)



Our 2025 inventory is independently verified by **SGS** to ensure accuracy and transparency.

TOTAL GHG EMISSIONS (t CO₂e)

2022	2023	2024	2025
224.20	733.23	34,847.79	34,639.14

↓ -0.6% vs 2024

SCOPE BREAKDOWN – 2025 (t CO₂e)

Scope 1	Scope 2	Scope 3
14.89	475.04	34,149.21
0.04%	1.37%	98.59%

KEY TAKEAWAYS



Scope 2 emissions decreased by **78%** from 2023 to 2024 due to improved energy management and procurement.

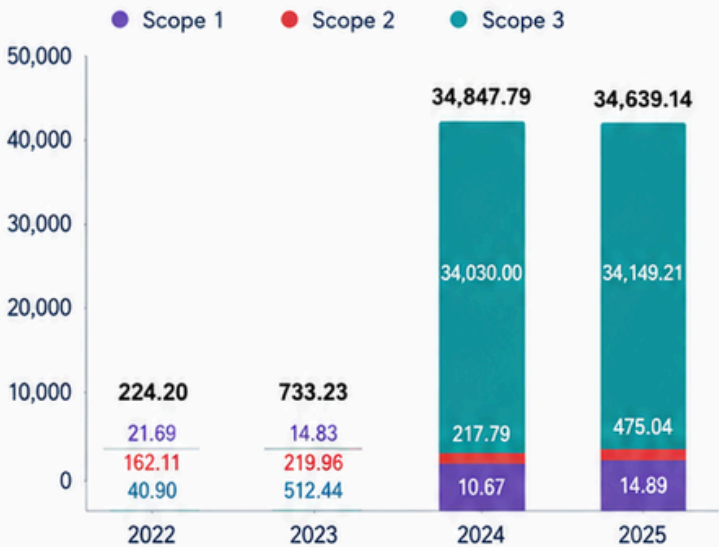


Scope 3 emissions reduced by **>156,000 t CO₂e** between 2024 and 2025, mainly in "Use of Sold Products".



We achieved a **47%** reduction in GHG intensity between 2023 and 2024.

TOTAL GHG EMISSIONS OVER TIME (t CO₂e)



EMISSIONS BY SCOPE OVER TIME (t CO₂e)



GHG INTENSITY (kg CO₂e per piece of product sold)



ABOUT OUR DATA

Since 2022, we have continuously expanded the scope, coverage, and granularity of our emissions data. This ensures a more complete and accurate representation of our operations and value chain impact.



Committed to the Science Based Targets initiative (SBTi)

OUR COMMITMENTS & DISCLOSURES



CDP Climate Change Questionnaire submitted Discloser 2024



CDP Climate Change Discloser 2024 Badge achieved



Environmental & Sustainability Practices

In 2025, our total Scope 3 emissions amounted to 742,466.59 tonnes CO₂e, representing a significant reduction compared to the previous reporting year.

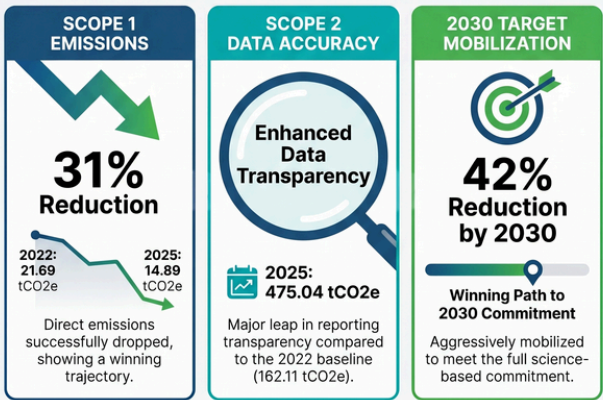
The largest contribution continues to stem from the **use of sold products** category, which remains the dominant driver of our value chain emissions. Despite being outside our direct operational control, this category highlights the critical importance of product efficiency and customer-use phase impacts in our overall carbon footprint.

Compared to 2024, when Scope 3 emissions were primarily driven by 898,922 tonnes CO₂e from the use of sold products alone, the 2025 results reflect improved data quality, boundary consistency, and ongoing efforts to better understand and manage value chain emissions.

Scope 1 emissions increased slightly in 2025 compared to 2024, primarily due to normal operational variations, while remaining below the 2022 baseline. Scope 2 emissions showed a more significant increase in 2025, mainly driven by improved data completeness and enhanced inventory coverage. This year's inventory includes refrigerant-related emissions from air conditioning systems for the first time, resulting in a more comprehensive representation of indirect emissions associated with purchased energy.

Science-Based Target Progress (Scope 1 & 2)

SEI Robotics' aggressive progress toward 2030 climate goals through reduction and transparency.



SEI Robotics: Accelerating Climate Action with Measurable Results and Reporting Excellence.

Shenzhen SEI Robotics sets an interim climate target for the year **2026**,

- Scope 1: At least –30% reduction compared to 2022
- Scope 2: At least –15% reduction compared to 2022
- **Total Scope 1 + 2:** At least –20% reduction compared to 2022

By 2025, Scope 1 emissions decreased by approximately 31% compared to the 2022 baseline, demonstrating continued operational improvements.



Environmental & Sustainability Practices

Energy & Water Management

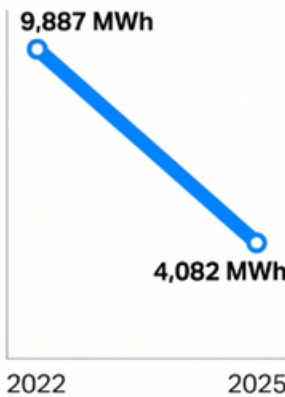
SEI is committed to fully integrating the concept of carbon neutrality into the company's management, manufacturing and operation. In order to achieve energy goals, SEI adheres to the concept of energy conservation and emission reduction, regularly carries out energy audits and monitoring, and effectively controls energy consumption.

SEI had already obtained **ISO 50001** energy management system certification prior to the reporting period, signifying that the company had already reached international standards in energy management.

Energy consumption across SEI and OEM manufacturing operations showed a consistent downward trend over the reporting period, decreasing from **9,887.04 MWh** in 2022 to **4,082.04 MWh** in 2025, representing an overall reduction of 59.7%. The most significant year-on-year improvement was achieved in 2025, with a 35.3% decrease compared to 2024.

This positive trend reflects ongoing efforts to improve operational efficiency, optimize manufacturing processes, and strengthen energy management practices throughout the value chain. While SEI's own operational energy consumption remained relatively stable, the overall reduction was primarily driven by improved energy performance across OEM manufacturing facilities.

Energy Consumption Down by 58%



Usage dropped significantly by 2025.

Building on this framework, SEI has implemented a range of energy efficiency initiatives across its manufacturing operations. These projects focus on optimizing HVAC systems, recovering waste heat from production processes, and upgrading lighting systems with high-efficiency LED technology and intelligent zone controls. Together, these initiatives have contributed to improved operational energy efficiency and support the positive performance trends presented in the **following indicators**.



SUPPLY CHAIN ENVIRONMENTAL PERFORMANCE

Key Metrics for Responsible Manufacturing

We closely monitor environmental performance indicators across our supplier network to drive continuous improvement in energy efficiency and greenhouse gas (GHG) management. The following metrics provide insights into the environmental impact of our manufacturing operations for Set-Top Boxes (STB) and the performance of our strategic suppliers.



STB (Set-Top Box)



ENVIRONMENTAL PERFORMANCE INDICATORS

METRIC	2023	2024	2025	UNIT	CALCULATION METHOD	DESCRIPTION
 Electricity Consumption per Product	1.661	0.736	0.563	kWh / product	Total Electricity Consumption ÷ Total Products Manufactured	Measures the average electricity consumed to manufacture one product. A declining value indicates improved energy efficiency in production.
 Supplier GHG Emission Intensity (Target: <0.2)	0.006	0.119	0.145	kg CO ₂ e / €	Total Upstream GHG Emissions ÷ Total Supplier Revenue	Measures greenhouse gas emissions generated per euro of supplier revenue, providing an indicator of carbon efficiency across the supply chain.
 Supplier Energy Carbon Intensity (Target: <0.3)	0.031	0.036	0.120	tCO ₂ e / MWh	(Scope 1 Emissions + Scope 2 Emissions) ÷ Total Energy Consumption	Measures the carbon intensity of energy consumption by suppliers, indicating the amount of GHG emissions generated for each MWh of energy consumed.



PERFORMANCE ANALYSIS

Electricity Consumption per Product

Continued to improve throughout the reporting period, decreasing by approximately **66%** from 2023 to 2025. This reflects the effectiveness of our energy efficiency initiatives and optimized manufacturing processes.

Supplier GHG Emission Intensity

Remained below the target threshold of **0.2** in 2025. The slight increase compared to 2024 is continuously monitored, and collaborative actions are in place to further reduce emissions across the supply chain.

Supplier Energy Carbon Intensity

Remained below the target threshold of **0.3** in 2025. We continue to engage with suppliers to enhance energy efficiency and transition to lower-carbon energy sources.

OUR COMMITMENT

We are committed to driving sustainable manufacturing by working closely with our suppliers to reduce environmental impacts, improve resource efficiency, and build a low-carbon value chain.



Drive Energy Efficiency



Reduce Emissions



Strengthen Supplier Collaboration



Advance Sustainable Value Chains

ENERGY & WATER CONSUMPTION OVERVIEW

Annual Consumption and Annual Decrease Compared to the Earlier Year



TOTAL ENERGY
(SEI + OEM FACTORIES)

4,082 MWh in 2025

↓ **59.7%** decrease since 2022



TOTAL WATER
(SEI + OEM FACTORIES)

29,955 tonnes in 2025

↑ **74.6%** increase since 2022



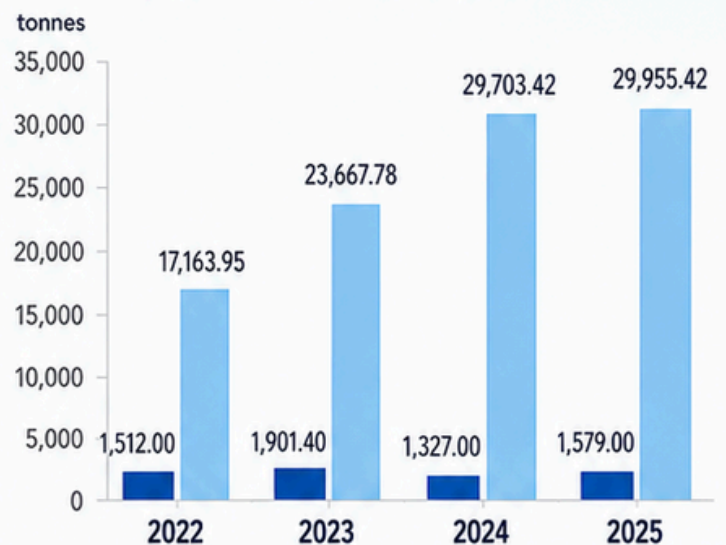
ENERGY CONSUMPTION
(MWh/year)

■ SEI ■ SEI + OEM Factories



WATER CONSUMPTION
(tonnes/year)

■ SEI ■ SEI + OEM Factories



Total energy consumption decreased by **59.7%** from 2022 to 2025, driven by reductions across OEM factories.



Total water consumption increased by **74.6%** from 2022 to 2025, driven by growth in OEM factories.

ANNUAL DECREASE COMPARED TO THE EARLIER YEAR (%)

ENERGY (SEI + OEM FACTORIES)



Strong improvement in energy reduction, with the **highest decrease** achieved in 2025.

WATER (SEI + OEM FACTORIES)



Water consumption continues to rise, with a slight **0.8% increase** in 2025.

KEY TAKEAWAYS



Significant reduction in total energy consumption, driven by OEM factory efficiency and/or production changes.



Water consumption shows an increasing trend, indicating a need for focused water efficiency initiatives.



We remain committed to resource efficiency and sustainable operations across all facilities.



Environmental & Sustainability Practices

Energy and Water Management Initiatives

As part of our **Energy Saving and Emission Reduction Control Procedure**, SEI defines clear targets and measures to enhance transparency and accountability in resource management to follow yearly targets.

While SEI's operations do not involve direct water consumption or withdrawal, we recognize water as a shared and critical global resource. As our production is outsourced to OEM partners, we engage with them to encourage responsible water practices and compliance with local environmental regulations. Currently, SEI does not identify water use as a material impact within its operational boundary, however actively taking measures to reduce the consumption.

Energy Efficiency

- Air conditioning systems are optimized through smart temperature control, scheduled operations, and preventive maintenance.
- Conventional lighting systems have been replaced with energy-efficient LED solutions integrated with smart sensors.
- Energy consumption in R&D laboratories is minimized through the use of low-energy equipment, process optimization, and regular performance reviews.

Water Conservation

- Smart fixtures such as water-saving toilets and faucets are installed across facilities.
- Monthly inspections are conducted to detect and prevent leaks.
- Greywater recycling systems are implemented for landscaping and cleaning purposes.



In order to further practice green mobility, the company continues to optimize the energy structure, procure and use new energy vehicles, and give priority to arranging these vehicles to transport employees on business trips, gradually reducing its dependence on traditional gasoline vehicles. In addition, the company also encourages employees to choose public transportation in their daily lives, and advocates that employees give priority to the purchase of new energy vehicles to reduce the environmental impact of personal transportation.

In terms of employee training, SEI carries out training activities with the theme of energy conservation and emission reduction, and regularly collects suggestions and opinions on energy conservation from employees.



Environmental & Sustainability Practices

Our Green & Circular Value Chain

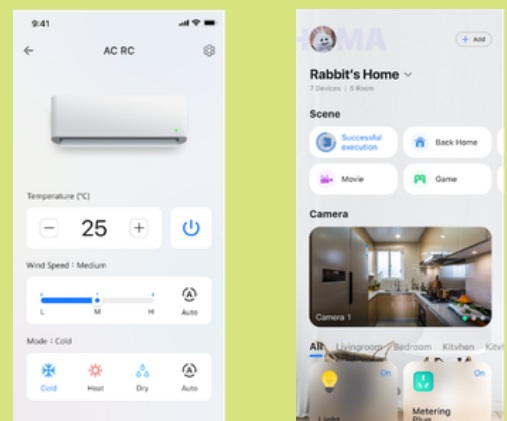
At SEI, we are dedicated to fostering a circular economy by integrating sustainability throughout every stage of our product lifecycle. From selecting raw materials to design, manufacturing, maintenance, recycling, and disposal, we have implemented comprehensive systems focused on **energy efficiency, consumption reduction, pollution minimization, and continuous improvement.**

Green Products and Design for Sustainability

Our R&D center is the cornerstone of green product innovation, pioneering sustainable processes and clean technologies to increase the use of recycled and recyclable materials. We ensure our products not only meet environmental standards but are also designed with future reuse and recycling in mind.

Smart Home Solutions for Energy Efficiency

Through our **HOMA platform** for TV and smart home devices, users can remotely control appliances such as air conditioners, lighting, and heating systems via a user-friendly mobile app. This enables real-time energy management and helps reduce unnecessary consumption.



Solar Series

As part of our green product portfolio, we offer solar-powered security solutions designed for outdoor use such as gardens, garages, and entryways. These devices reduce reliance on grid electricity by operating on solar energy and feature energy-efficient components, including **low-power processors and smart video analytics.** With weather-resistant design and optional cellular connectivity, they combine sustainability with practical functionality in off-grid settings.



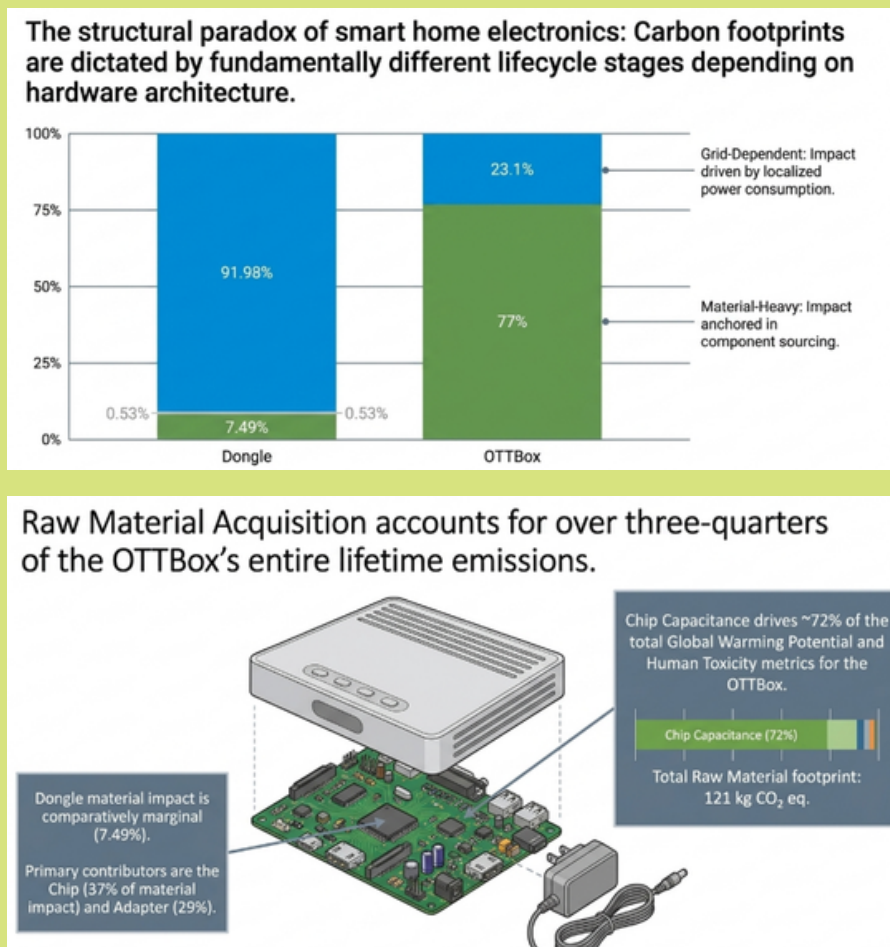


Environmental & Sustainability Practices

Our Green & Circular Value Chain

By leveraging **ISO 14067-certified Life Cycle Assessments (LCAs)**, we implement a data-driven "Cradle-to-Grave" strategy to identify and replace high-impact materials with sustainable alternatives without compromising quality. Our studies for the **Dongle** and **OTTBox**—with total carbon footprints of **103 kg CO₂ eq** and **158 kg CO₂ eq** respectively—allow us to pinpoint critical environmental "hotspots," such as the 91% impact from the Dongle's use phase and the 77% impact from the OTTBox's raw material acquisition. (Results should be interpreted within a $\pm 10\%$ range due to different chipset models across product groups.)

We specifically target major contributors like **chip capacitance**, which accounts for approximately **72%** of the OTTBox's global warming potential, and active chip components, which represent **37%** of the Dongle's material footprint. This rigorous optimization is paired with a commitment to the circular economy, evidenced by the Dongle's 80% metal recycling rate, and a highly efficient logistics network that keeps distribution emissions below 0.1% for both products.





Environmental & Sustainability Practices

Our Green & Circular Value Chain

✔ Power saving enabled products

To minimize our environmental footprint, the majority of our products feature an Integrated Power Saving Mode designed to optimize energy consumption across diverse usage scenarios. This feature actively reduces power intake during idle or low-activity periods, ensuring that device performance is balanced with environmental responsibility.

Our latest power management benchmarks demonstrate high-efficiency performance across various operational states:

✔ Upgrade and expansion capacity

Our hardware is intentionally designed with upgradeability in mind. For instance, our speakers include modular components that allow for future upgrades without replacing the entire unit. The image below illustrates how the speaker's core system can be enhanced through simple hardware modifications. This approach reduces electronic waste and extends product lifespan, aligning with our circular design strategy.

Active Mode: Operates at a maximum of 5 W, with typical usage falling below 2.85 W.

Optimized Energy Mode: Maintains core services and system processes within a 0.5 W – 2 W range while in hibernation.

Low Energy Mode: Further reduces consumption to between 0.3 W and 0.5 W, keeping only essential interfaces (RCU/Bluetooth/LED) active.

These metrics place our products well within the stringent thresholds of the EU Code of Conduct and ensure full compliance with the CE Standard (<0.5 W standby). Furthermore, our hardware is engineered to meet the Regulation (EU) 2023/826 (ESPR) framework, reflecting our proactive commitment to European energy efficiency standards and sustainable product design.





Environmental & Sustainability Practices

Our Green & Circular Value Chain

- **Design for Disassembly:** The STB features a modular design, facilitating the easy separation of components such as plastic housings, PCBAs, and metals. This design simplifies recycling and refurbishing at the end of the product's life.
- Easy dismantling: standard tools, <6 minutes disassembly time
- **End-of-Life Performance:** Third-party WEEE compliance confirms that our STBs have around 90% recovery potential, with 85% reuse and recycling and 4% energy recovery. This high recovery rate reinforces our commitment to reintegrating products into the circular economy.

Furthermore, components are identified through a modular photo referencing system, which aids manual disassembly. Materials with low recyclability (e.g., silica gel, internal wire) are minimized in weight and usage. The product avoids use of brominated flame retardants, and excludes materials that are traditionally difficult to separate, such as stickers or solder paints, highlighting a deliberate and conscious design strategy.

Notably, external electric cables (TPE + Copper) and metal components such as iron account for a substantial portion of recyclable weight (38.7% and 16.2%, respectively). Plastic components, including PC, PC+ABS, and PA, have also been considered in design choices to ensure ease of separation and recycling.



Disassembly Tree

Refurbishment & Extended Use

Design and component quality support refurbishment potential, offering refurbishment through established European partners, currently located in Hungary and Portugal.



Environmental & Sustainability Practices

Our Green & Circular Value Chain

- **Sustainable Materials:** Our STB and Power Supply Units (PSU) integrate recycled and bio-based plastics. For instance, the STB upper cover is made from 95% Post-Consumer Recycled (PCR) materials, while the PSU casing is sourced from recyclable plastics.

On average, approximately 20% of the material content in our CPE devices is sourced from recycled and bio-based materials.

We are also committed to minimizing hazardous substances in our components and materials. We have transitioned to halogen-free materials across multiple product elements — **including adapter wires (using TPE outer covers), PCBs (halogen-free glass fiber cloth), USB sockets, and even adhesives.**



% use of sustainable materials in STBs

Lead-free and copper-free adapter pins, along with the use of pure raw materials instead of recycled composites in key plastic components, further enhance our product safety and recyclability.

Our partnership with Deutsche Telekom AG serves as the gold standard for our sustainability efforts. Under the #GREENMAGENTA program, our products undergo rigorous evaluation to ensure they deliver above-average performance in key environmental areas.

Driving Circularity with Odido and Elisa

Building on this momentum, we are executing large-scale eco-friendly projects in collaboration with Odido and Elisa. These initiatives are focused on:

- **Material Innovation:** Integrating recycled plastics and eco-conscious components to reduce the reliance on virgin materials.
- **Sustainable Logistics:** Redesigning packaging to be plastic-free and optimized for space, significantly lowering the carbon footprint of global shipping.
- **Product Longevity:** Implementing hardware designs that support a longer lifecycle and easier recyclability.





Environmental & Sustainability Practices

Responsible Waste Management

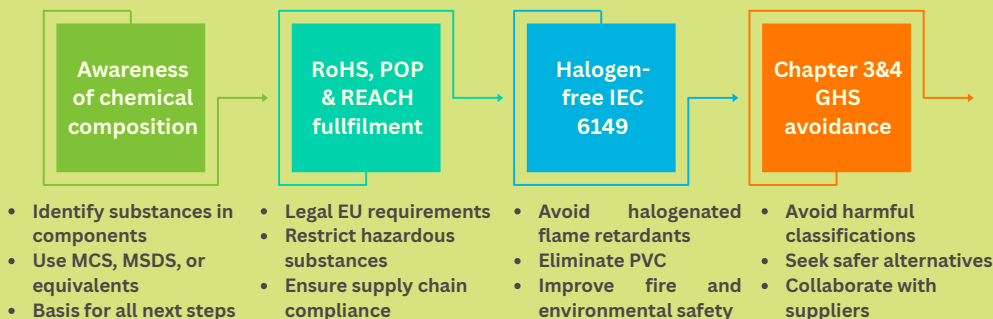
SEI Robotics adopts a structured and compliant waste management approach, focusing on waste minimization, proper classification, and safe disposal. Our practices align with national and local regulations while supporting resource efficiency across operations.

- **General Waste Handling:**

- Recyclable materials are collected by certified partners in our offices as well as in our partner manufacturing sites.
- Mixed office waste is sent to approved disposal facilities.
- Hazardous waste is managed by licensed third parties and documented throughout the process.

- **Chemical & Hazardous Waste Management:**

- Chemicals are used in limited quantities, primarily within R&D activities. We implement a “Chemical Control Procedure” that includes:
 - Comprehensive chemical inventories and registration of hazardous substances
 - Regular risk assessments and inspections
 - Emergency response protocols
 - All hazardous waste is safely transferred and disposed of through qualified service providers



- **Electronic Waste (E-Waste) Management:**

- Collection & Storage: Handled by the IT department, stored separately
- Traceability: Managed via a dedicated system from collection to final disposal
- Recycling & Reuse: Components are refurbished or recycled through certified vendors
- Disposal: Non-recyclables are disposed of by licensed waste management firms

- **Wastewater and Air Emissions Management:**

- SEI Robotics generates minimal process emissions, primarily domestic wastewater and small amounts of solder-related exhaust from R&D.
- Wastewater is pretreated and discharged into the municipal system in compliance with local standards.
- Air emissions are managed through dedicated exhaust systems.
- We regularly monitor and optimize both wastewater and waste gas to minimize environmental impact and ensure regulatory compliance.



Environmental & Sustainability Practices

Sustainable Packaging

In the selection, design, and procurement of packaging materials, we are committed to embedding the principles of environmental responsibility. We prioritize simplicity to avoid excessive and unnecessary packaging, thereby conserving resources and minimizing waste.

Wherever possible, we opt for **unprinted or minimally printed packaging to reduce ink usage** and prevent potential environmental pollution. Our packaging materials are chosen with sustainability in mind, favoring recyclable and biodegradable options. For instance, we actively promote the **use of PLA-based biodegradable packaging bags** and kraft paper sealing tape as alternatives to conventional materials.



We are proposing plastic-free and recyclable packaging in the range from 70-100%. Depending on the product and customer specifications, we work on maximizing the ratio.



- In 2025, **560 tonnes** of FSC-certified packaging materials were used in our products' packaging.
- **25%** packaging material optimization per product sold compared to 2023.
- Total amount of waste generated is **3,259 kg** whereas **13%** decrease observed compared to 2024.

In terms of packaging design, optimize the packaging design, select the appropriate packaging box according to the **maximum mass and size of the items** in the box, and strengthen the structural design to reduce the use of filling materials. In addition, we work with partners to use recycling containers to recycle waste packaging materials to further reduce resource waste. The company has also introduced **circular express boxes** and cooperated with **logistics companies** to reduce carbon emissions in the logistics process.



People & Society





People & Society

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People & Society

United Nations Guiding Principles on Business and Human Rights

ILO Core Labour Standards

Labour Law & Labour Contract Law of the People’s Republic of China

Local labor laws across operational regions

UN Global Compact – Ten Principles

Guiding Frameworks



SEI Robotics is committed to upholding and protecting fundamental human rights across all operations. Our **Human Rights Policy** applies company-wide and is supported by internal frameworks such as the Employee Handbook and Non-Coercive and Mandatory Work Procedure.

We have established procedures to prevent any form of forced, compulsory, or child labor, including:

- Prohibition and Remediation Procedures for Child and Juvenile Labor,
- and continuous monitoring to ensure fair and ethical working conditions.

Oversight of these policies is conducted by the Board of Directors, with an annual review mechanism in place to ensure alignment with:

- National laws and regulations
- International frameworks and industry standards (e.g. ILO Core Conventions)
- SEI's long-term strategic goals

To reinforce accountability, SEI conducts annual internal and external audits based on internationally recognized social responsibility standards such as Social Accountability Std. SA8000. We implement 100% corrective actions for any non-conformities identified through these audits.





Employee Well-being & Development

Protection of Human Rights

SEI is committed to upholding internationally recognized human rights standards and embedding them into all aspects of our operations through clear policies and actionable procedures.

Policy Area	Commitment	Key Measures
Child & Forced Labor	Zero tolerance for child labor and forced labor in accordance with national/local laws and international standards.	• Strict age verification procedures
		• Risk assessments on child/forced labor with mitigation measures
		• "Legal Employment Management Procedures" to ensure lawful employment and victim protection
Working Hours & Compensation	Fair working hours, avoidance of excessive overtime, and compliance with national labor laws regarding holidays and leave.	• 8-hour/day, 40-hour/week system
		• Overtime approval mechanism
		• Overtime wages: 1.5× on weekdays, 2× on weekends, 3× on statutory holidays
		• Paid leave (annual, marriage, maternity, etc.) in accordance with the law
Non-Discrimination	Equal opportunity for all employees regardless of gender, race, age, or other protected characteristics.	• Inclusive recruitment practices
		• Standardized interview and assessment tools
		• Recruiter training
		• Promotion based on performance
		• Review mechanism for promotion fairness
		• Remediation procedures in place for discrimination complaints
Anti-Harassment	Safe, respectful, and inclusive work environment with zero tolerance for harassment.	• Workplace environment optimization
		• Anti-harassment training
		• Supportive actions for vulnerable groups
		• Remediation protocols for reported harassment, as outlined in the Legal Employment Procedure



In the fiscal year 2025, SEI conducted a total of **160 hours of human rights protection training**, with a 100% participation rate.

No instances of **child labor, forced labor, discrimination, or harassment** were identified through internal monitoring, complaint mechanisms, external audits, or government inspections.

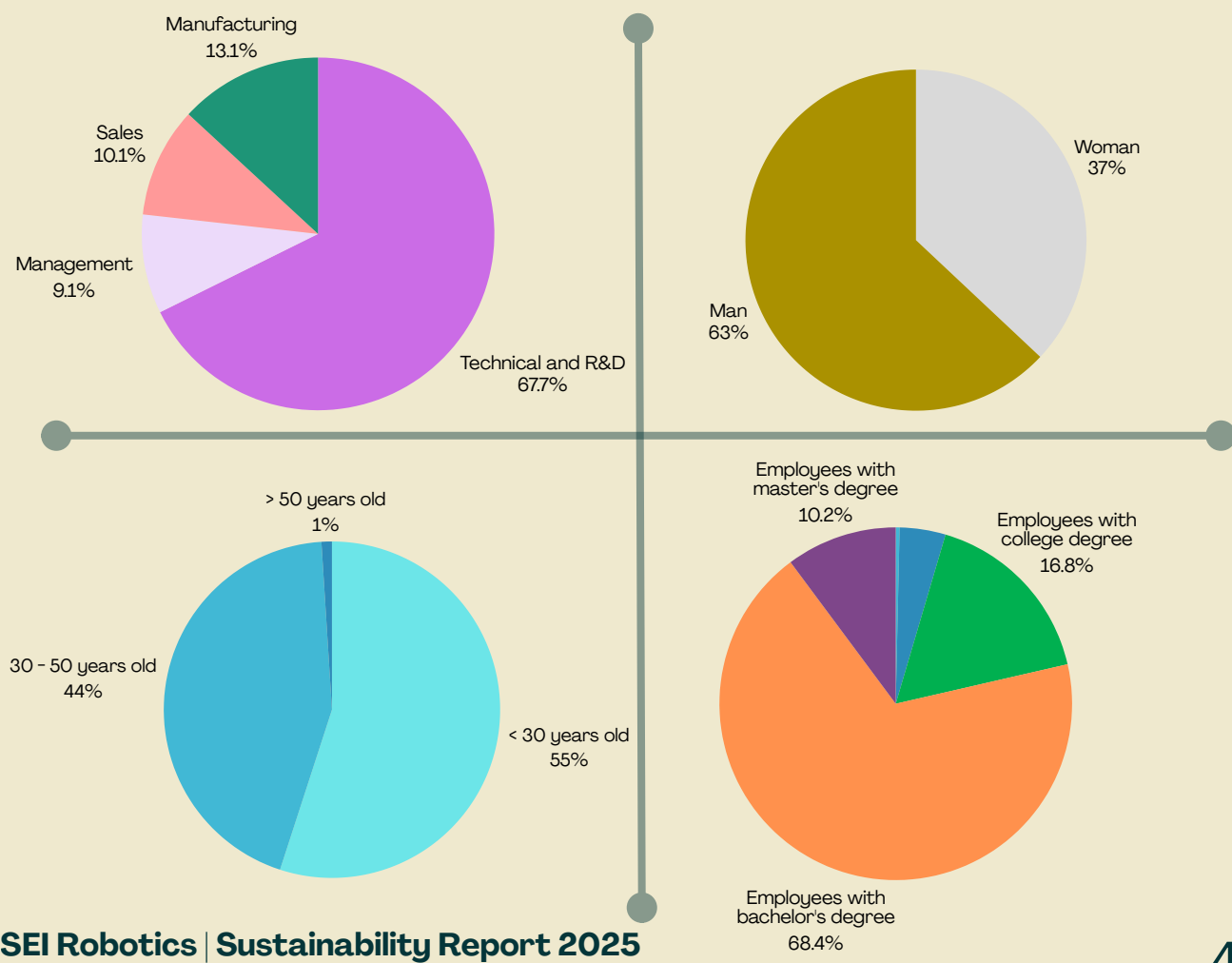


People & Society

Diversity, Equity & Inclusion (DEI)

We are committed to building a more open, inclusive and respectful corporate culture, where people with different backgrounds, experiences and perspectives come together, which helps to stimulate new ideas and creative sparks. By the end of 2025, **4%** of employees are based overseas from all over the world. Additionally, employees from ethnic minorities other than Han nationality constitute **5%** of the workforce.

As of the end of 2025, the company employs **285** individuals, with all employees engaged through direct employment contracts and **no dependence on indirect labor models** such as temporary employment arrangements or third-party workforce providers. The company maintains a workforce free from juvenile labor and does not employ individuals categorized as disabled employees. The current gender composition of the workforce is **63% male** and **37% female**. At the leadership level, **women** represent **37.5% of C-level management** positions, indicating progress toward gender-balanced representation in executive roles. However, there is currently no female representation at the director level. The company remains committed to promoting diversity, equity, and inclusion by continuously evaluating workforce composition and supporting equal opportunities across all levels of the organization.





People & Society

Diversity, Equity & Inclusion (DEI)

Protection of the rights and interests of female employees

SEI upholds the principles of equality, respect, and care by continuously enhancing its policies to support female employees. A dedicated care group oversees gender equity efforts, organizes inclusive activities, and fosters a supportive workplace culture. To promote equal opportunities at all stages—recruitment, training, and career advancement—the company has established a development program for female talent, including leadership training, mentorship, and tailored career guidance, encouraging long-term growth and active participation.



Women's Empowerment Day

On 14 March, we celebrated Women's Empowerment Day with our colleagues, recognizing the achievements, contributions, and leadership of women across our organization.



Cultural Diversity Day

On June, we celebrated Cultural Diversity Day by encouraging employees to share their cultural backgrounds, traditions, and experiences, reinforcing mutual understanding and respect.





People & Society

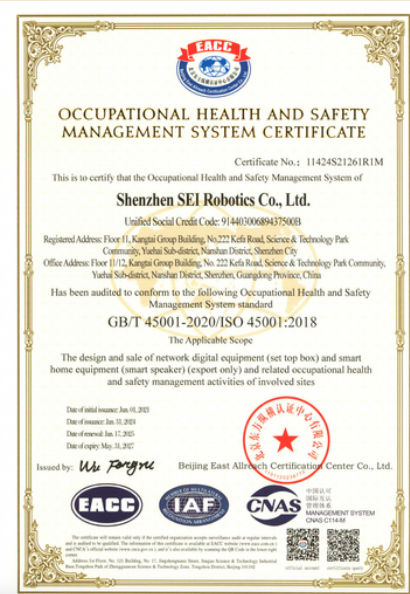
Occupational Health & Safety (OHS)

In order to effectively promote the company's safety development and protect the health and life safety of employees, SEI has always insisted on putting safety first, continuously improving the occupational health and safety management system, promoting and implementing the safety production responsibility system in accordance with statutory requirements, strengthening the implementation of safety risk identification and control, continuously improving employees' safety knowledge and skills and emergency response capabilities through continuous safety training and various emergency drills, and forming a strong atmosphere of safety together.

In line with the **ISO 45001:2018** standard, SEI has established structured occupational health and safety procedures, including operational controls, safety training, and emergency management. Since obtaining certification in 2021, the company has undergone annual third-party audits; in 2025, two minor issue were identified during audits in one of the OEM factories, and fully resolved with the joint collaboration.

A standardized safety management system guides employees toward safe work practices.

As SEI Robotics outsources manufacturing to OEM partners, we recognize our responsibility to promote **high OHS standards** across our value chain. All contracted manufacturers are required to comply with local labor and OHS regulations, and are encouraged to adopt internationally recognized standards such as ISO 45001.





People & Society

OHS

Hazard identification and risk assessment

In the process of safe production, SEI establishes a safety risk classification control system, identifies, analyzes and hierarchically controls the safety risks, hazard factors and hazards that may exist in each system and each link, promotes the scientific, informatization and standardization of accident prevention, and realizes the risk control before the formation of hidden dangers and the elimination of hidden dangers before accidents.

Every year, the main person in charge personally organizes the formulation of the annual hazard identification and risk assessment work plan, and dispatches the heads of various departments (if necessary, to hire experts), according to the **"Classification and Code of Hazards and Harmful Factors in the Production Process"** (GB/T13861-2009) and the **"Classification of Employee Casualty Accidents in Enterprises"** (GB6441-86), focusing on the unsafe behavior of people, the unsafe state of things, the adverse factors of the environment and management defects, etc., the production system, equipment and facilities, operating environment, conduct a comprehensive and systematic hazard identification for work activities.

After the hazard identification of each department, the main person in charge and the person in charge of each department shall classify the risk of the hazard source according to the safety risk rating standard (LEC evaluation method, risk matrix method, etc.) according to the safety risk rating standards of each system (LEC evaluation method, risk matrix method, etc.).

The safety risk level is divided into extremely dangerous, highly dangerous, significant danger, general danger and slight danger from high to low, a total of five levels, according to the different levels of safety risk assessment, clear control procedures and measures are formulated. If there is an uncontrollable risk after assessment, it is necessary to immediately stop the operation of the area or stop the operation of the equipment, withdraw the personnel in the dangerous area, formulate corrective measures for rectification, and then re-evaluate and conduct real-time monitoring after the rectification is completed.



People & Society

OHS

Health and safety training and emergency drills

In order to improve the safety quality of employees, strengthen their safety awareness, and improve their consciousness of complying with rules and regulations and labor discipline, SEI continues to enrich training resources, widely popularize health and safety education and training **for all employees**, cover health and safety theoretical knowledge about health and hygiene, fire protection, first aid, etc., and strive to improve employees' own business and technical quality and safety protection capabilities, and build a fortress of safety awareness.

In order to improve the company's emergency management level and enhance the emergency response ability of employees, SEI combines the actual situation with relevant community departments and property management to regularly carry out fire hazard inspection, emergency reserve and fire accident emergency response training and drills, and continue to cultivate and strengthen safety emergency response capabilities.



In 2025, the company carried out a total of **3** employee health and safety awareness trainings, and the employee safety production education and training rate was **100%**.

SEI prioritizes the prevention of occupational health and safety incidents. In the event of any injury, illness, or near-miss, on-site personnel must report immediately. Management promptly investigates, identifies root causes, and implements corrective actions. Responsible departments are required to learn from each case and apply preventive measures to avoid recurrence. 2025 Occupational Health and Safety Accident Statistics can be found in the KPIs section of this report.



People & Society

Employee Benefits

SEI has established a fair, competitive, and transparent salary and benefits system to attract and retain talent. In compliance with relevant labor laws, the company ensures timely and full payment of wages, including overtime, and offers employee benefits that exceed regulatory requirements.

The salary structure is based on role, performance, and market conditions, and is regularly reviewed to maintain internal equity and external competitiveness. Starting salaries are determined with consideration of employees' qualifications and local living standards, aiming to ensure a decent quality of life for all employees and their families.

The minimum starting salary at SEI is **2.12 times higher** than the local statutory minimum wage for Shenzhen. This ratio applies equally to both male and female employees, reflecting the company's commitment to gender pay equity and fair compensation.

During the reporting period, **100%** of employees were covered by social insurance, none received a basic salary below the local minimum wage, and all direct employees were included in the subsistence wage benchmarking analysis.

Category	Benefits
Statutory Benefits	Five insurances and one housing fund, Statutory holidays
Allowances	Meal allowance, Travel allowance, Accommodation subsidy, Communication subsidy
Incentives	Year-end bonus, Project bonuses, Equity incentives
Leisure & Well-being	Leisure facilities, Cultural and sports activities, Annual employee dinner, All-staff tour
Other Benefits	Paid training, Business insurance, Health check-ups, Holiday gifts and support



People & Society

Employee Benefits

Remuneration management

Considering the company's operating objectives, employees' professional skills and performance, and changes in the market environment, SEI is committed to building a salary management system with internal fairness and external competitiveness.

The overall salary structure includes **basic salary, overtime allowance, post salary, performance salary, project bonus and welfare subsidy**, and peer salary surveys are conducted every year, and salaries are adjusted according to changes in the external environment, company operations and individual performance to ensure that the salary meets the market level and fairness.



In line with this approach, employee compensation and benefits increased from RMB 67.56 million in 2023 to RMB **70.2 million in 2025**, reflecting the company's continued commitment to maintaining a market-aligned compensation system and supporting employee welfare.

The remuneration policies are determined through a collaborative process involving the Human Resources department and senior management. Annual peer salary surveys and market benchmarking data are reviewed to guide adjustments. Final decisions on salary structures and changes are approved by the executive leadership to ensure alignment with company objectives and external competitiveness.

Although SEI has not established a formal trade union, **15 employee representatives** have been democratically elected across departments since 2022, with a two-year term. These representatives act as a communication bridge between employees and management, and are protected from contract termination without serious disciplinary cause. During the reporting period, employee representation covered **100%** of staff through internal collective arrangements, accounting for 6% of total employees.



People & Society

Employee Engagement

At SEI, we believe that an open and inclusive communication culture not only facilitates the free flow of information but also fosters employee creativity, engagement, and a sense of belonging. We are committed to encouraging open dialogue—between employees and management, across teams, and between individuals and the company as a whole.

To support this, we have established a variety of communication channels that are accessible anytime and anywhere. These platforms allow employees to share their opinions, raise concerns, and make suggestions freely. By actively listening and responding to these inputs, we aim to address employees’ reasonable needs in a timely and effective manner.

In 2025, a total of **317 employee communications** were received across both online and offline channels, with a **100%** response rate, reflecting the company’s commitment to transparent and responsive internal communication.

Cate gory	Communication Channel	Frequency	# of Communic ations	# of Responses
Online	Feishu	Anytime	64	64
	Complaint and report mailbox	Anytime	4	4
	Hotline for complaints and whistleblowing	Anytime	2	2
	Annual and semi-annual summary meetings	2 times/year	5	5
Offline	Employee communication meetings	Quarterly	6	6
	Suggestion box	Anytime	22	22
	Employee representatives	Anytime	214	214



People & Society

Employee Engagement

Employee satisfaction surveys

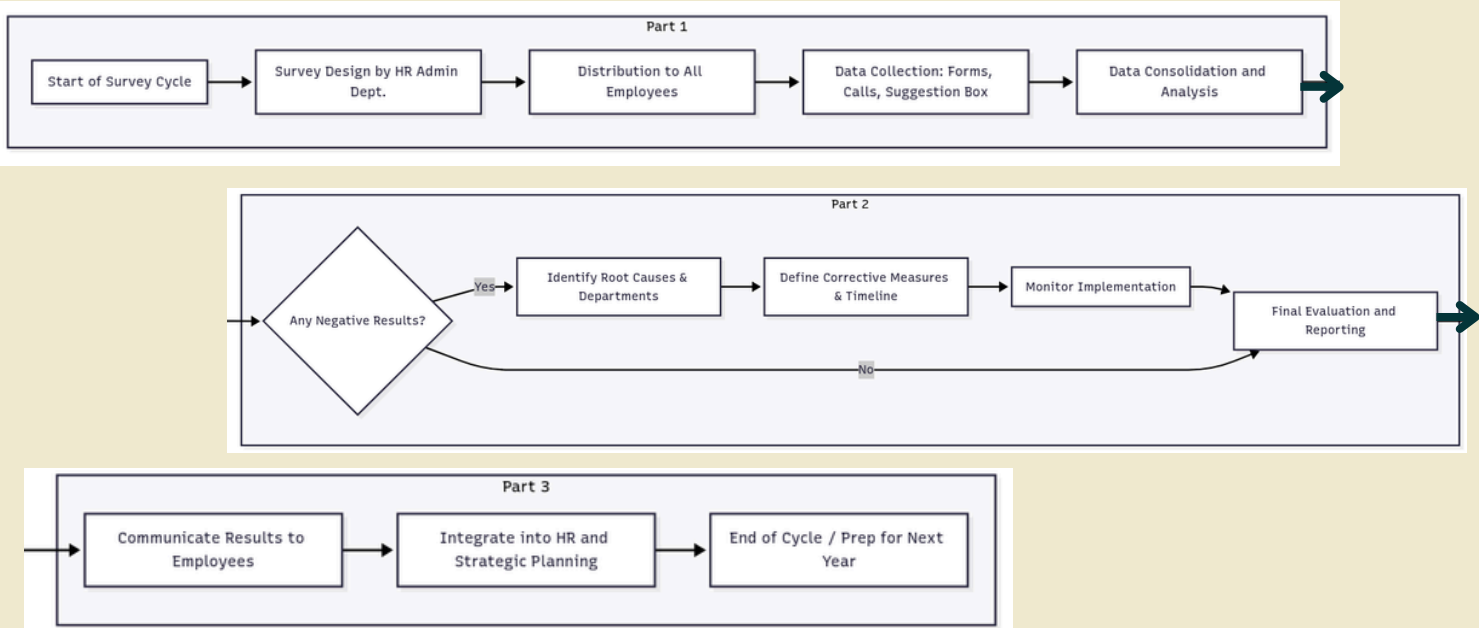
The company conducts annual employee satisfaction surveys to enhance engagement, loyalty, and productivity—core elements of long-term sustainable development. These surveys are implemented through questionnaires, telephone interviews, and suggestion box feedback, and the results are compiled in the “**Employee Satisfaction Survey**” report.

The Human Resources Administration Department leads the survey process, including data collection, analysis, and results management. Relevant departments are responsible for addressing identified improvement areas and implementing corrective actions within defined timelines. Negative findings are assigned to accountable teams, and progress is monitored to ensure timely resolution.



- Employee Satisfaction Score: **95%**
- Survey Frequency: **Once** per year
- Coverage: **100%** of employees targeted

This performance reflects a high level of employee engagement and affirms the effectiveness of our internal communication and feedback mechanisms. Continuous tracking and targeted follow-up actions ensure that employee feedback drives meaningful organizational improvement.





People & Society

Talent Cultivation

morality-oriented, talent-first, performance-oriented

At SEI, we view talent as the cornerstone of achieving our strategic objectives. Our people strategy is guided by the principles of integrity, meritocracy, and performance orientation. We implement a forward-looking **talent reserve model** based on the alignment of people, roles, capabilities, and value creation. With this in mind, we prioritize attracting, developing, and retaining high-caliber professionals.

Talent Acquisition

We have implemented a comprehensive and continuously evolving recruitment framework, defined by our "**Human Resource Management Control Procedures**." This framework standardizes all stages of talent acquisition—from job requirement analysis and resume screening to interviews and background checks.

Our multi-channel sourcing strategy includes digital platforms, recruitment fairs, headhunting agencies, campus programs, and employee referrals. Leveraging tools such as AI-based CV screening and virtual interview platforms ensures a streamlined, unbiased, and transparent hiring process.

To retain top talent, SEI offers a competitive and well-structured compensation system and fosters an inclusive and growth-oriented work environment. We encourage internal mobility through cross-functional projects and job rotation schemes.

Employee retention continued to improve during the reporting period. The employee turnover rate decreased from 37% in 2024 to 25% in 2025, while the employee flow rate declined from 30% to 20% over the same period. These improvements reflect the effectiveness of our initiatives to enhance employee engagement, strengthen workplace satisfaction, and retain talent across our operations.



KPI

- **Turnover rate** ((number of new employees/average number of payroll employees) * 100%): **25%**
- **The employee flow rate** ((number of employees leaving + number of new hires)/average number of employees * 100%): **20%**



People & Society

Talent Cultivation

onboarding, ongoing professional development, and external upskilling.

Talent Development

Aligned with our long-term vision, SEI invests in a structured and scalable talent development ecosystem. Our "Employee Training Procedure" outlines a three-tiered training model encompassing onboarding, ongoing professional development, and external upskilling.

New Employee Orientation

All new hires undergo comprehensive onboarding, covering company introduction, management systems, 6S practices, occupational health and safety, and corporate culture. Department-level onboarding further includes training on workflows, responsibilities, and essential tools, followed by formal assessments.



As part of our ongoing training efforts, we consistently integrate anti-corruption and integrity management content into daily learning activities. Through real-life case studies, in-depth analysis of relevant laws and regulations, and practical discussions, we aim to strengthen employees' awareness of ethical conduct and embed a strong culture of integrity across the organization.



People & Society

Talent Cultivation

Ongoing Learning & Development

1.Specialized Training:

- Systems & Compliance: Training on ISO9001, ISO14001, ISO45001, ISO27001, etc.
- Corporate Culture: Sessions on SEI's mission, vision, and strategic values.
- Technical Tools & Soft Skills: Training on CAD, PRO-E, business software, and more.

2. Skills Enhancement:

- Product Training: Tailored programs by the product team for technical and non-technical staff.
- Role-specific Training: Based on job profiles and departmental needs.
- Job Transfer Training: Mandatory cross-training within two weeks of departmental shifts.

3. Leadership Development:

For all senior roles (managers and above), we offer structured leadership programs combining internal mentorship and external learning. Topics include digital innovation, people management, strategic planning, and cross-cultural communication.



Total training hours: **1102**
Average training per employee: **3.6**
Human rights training hours: **160**
100% of employees receiving HR training
100% of employees had individual career development plans
100% of employees received regular performance evaluations

External Training Programs

- System Introduction: For new tech, systems, or equipment not covered internally.
- Certification-Based Learning: For legally mandated or safety-critical roles, conducted by third-party providers.
- Company-Sponsored Training: All related costs are covered, subject to agreed service terms.





People & Society

Talent Development

Diversified development paths

Since 2024, SEI introduced the **Employee Career Planning Management Procedure**, co-led by HR and department managers. It supports **all** employees in:

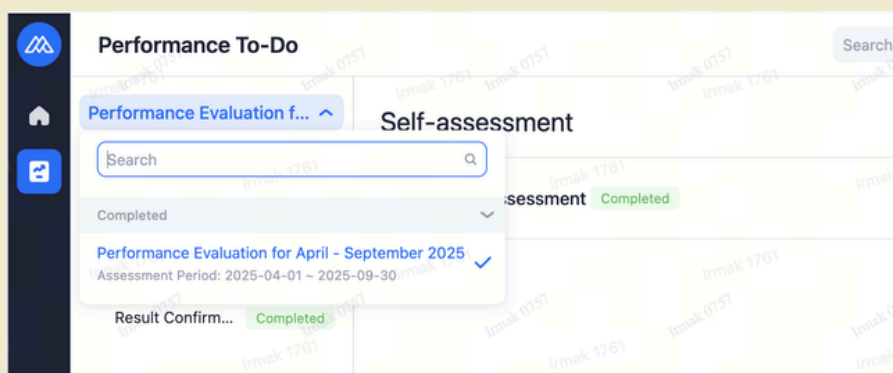
- Setting feasible career goals,
- Designing personal development paths,
- Adjusting action plans dynamically,
- And enhancing their professional competitiveness.



SEI Robotics has established a **result-oriented and process-supported** performance evaluation system to objectively assess employee work performance, align individual goals with organizational objectives, and drive continuous growth. The system covers multiple dimensions including work results, efficiency, teamwork, and innovation capabilities

1. **Goal Setting** – Employees and managers set annual performance goals.
2. **Mid-Year Review** – Progress review and adjustments if needed.
3. **Self-Evaluation** – Employees reflect on achievements and challenges.
4. **Manager Evaluation** – Supervisors assess performance and provide feedback.
5. **Rating Confirmation** – HR and management align on final evaluation results.
6. **Development Plan Update** – Insights are fed into the employee's career plan.

After evaluations, managers conduct **one-on-one feedback** sessions with employees to clarify strengths, areas for improvement, and growth directions. The performance appraisal system is accessible via Moka People on Feishu. Below is a screenshot of the "Performance To-Do" page showing completed evaluations.





Social Welfare & Community Engagement

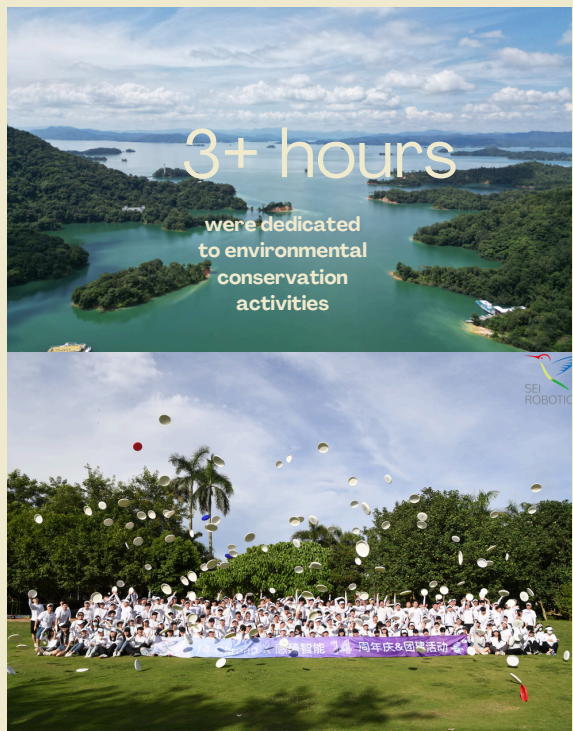
2nd Traditional Lake Cleanup Activity

As part of our commitment to environmental responsibility and community engagement, SEI organized a lake cleanup volunteer activity, encouraging employees to contribute to the protection of local ecosystems. During the event, employees worked together to collect waste and improve the surrounding environment.



Following the success of previous initiatives, this event has become a traditional annual activity, with this year marking the second consecutive year of the program. Beyond the environmental contribution, the activity provided an opportunity for employees to spend meaningful time together, strengthen teamwork, and build stronger connections outside the workplace.

Following the cleanup activity, employees participated in recreational activities and shared a pleasant time together. The event provided an opportunity to strengthen relationships among colleagues, enhance teamwork, and create a positive workplace culture beyond daily responsibilities.



Total investment in public welfare and charity



- 2023 | 15.0K
- 2024 | 27.4K
- 2025 | 24.2K



Social Welfare & Community Engagement

Employee Training & Social Capacity Building

At SEI, we believe that continuous learning is essential to ensuring compliance, promoting workplace safety, and cultivating a culture of responsibility. Our training framework spans across legal, social, environmental, and technical domains, with programs tailored for both frontline employees and corporate leadership. Our trainings in 2025 follow as:

Social Responsibility & Ethics

We provide regular training to enhance awareness around human rights, workplace ethics, and fair labor practices:

- Legal Training on Labor Rights
- Social Responsibility Standards Training
- Awareness on Child Labor, Forced Labor, and Workplace Harassment
- Integrity Peers: Anti-Corruption and Anti-Bribery Compliance Training



Health, Safety & Emergency Preparedness

Ensuring occupational safety is one of our top priorities. We conduct practical and scenario-based training, including:

- National Safety Production Training (2025)
- Emergency Response and Fire Safety
- Use of Firefighting Equipment
- Emergency Medical Assistance & First Aid
- Flammable and Explosive Materials Handling
- “Emergency First Responder” Practical Training
- Enterprise Safety Management Training (for leadership)



Social Welfare & Community Engagement

Sustainability & Environmental Management

We integrate sustainability across the supply chain through targeted programs:

- Chemical Use and Waste Management
- Supplier Sustainable Procurement Training
- Good Work Practices for Health and Environmental Risk Prevention

Technology, AI & Data Compliance

Our teams stay ahead of the curve by understanding emerging technologies and compliance expectations:

- Google AI Training
- Principles of AI Customer Service Technology
- Data Protection & Compliance Training
- Feishu Meeting Room Product Operation Guide
- Intellectual Property Protection Training



KPI

- **20+ unique** training modules delivered
- **100% employee** participation in mandatory compliance trainings
- **2** cross-functional sustainability sessions with supplier representatives
- More than **20 hours** of training per employee



Customer & Innovation Excellence

R&D & Innovation

As a leading enterprise in scientific and technological innovation within the smart home solutions sector, SEI maintained a strong commitment to continuous improvement and strategic growth. In **2025**, cumulative number of R&D staff is increased to **192** people, reflecting the company's scaling R&D ambition.

In 2023, SEI implemented a matrix R&D structure based on “**application products + core resources**” supported by a performance-based incentive model linking compensation with R&D contributions. In 2024, this structure was further refined through expanded interdisciplinary teams and the introduction of new internal knowledge-sharing platforms.



The company's intellectual property portfolio continues to demonstrate a strong upward trajectory, with total assets increasing from 252 to 260 and key patent categories expanding from 121 to 140 total holdings. In 2024, the organization successfully advanced 36 patent applications, comprising 23 inventions, 10 designs, and 3 utility models, which resulted in 15 granted patents for the year, including 10 designs, 3 utility models, and 2 inventions.

This development momentum was sustained into 2025, adding **8 new** applications to the pipeline (4 inventions, 2 designs, and 2 utility models) and securing **4 additional grants** consisting of 2 designs and 2 utility models. These figures highlight a consistent expansion of the company's intellectual property assets.



Customer & Innovation Excellence

R&D & Innovation

In **2024**, cumulatively **228** Android TV and **204** Netflix certifications were secured, further strengthening market credibility, whereas in **2025**, these numbers are increased to **283** and **264**, respectively.

androidtv

NETFLIX

AI integration remained a strategic focus. In 2023, AI was embedded not only in product lines but also across corporate strategy and training. Since 2024, SEI scaled its AI adoption by launching **company-wide AI productivity tools**, increasing employee access to generative AI technologies.



Cumulative number of granted patents: **260**

R&D expenses: **69,559,193.25 yuan**

Cumulative number of granted patents: **140**

R&D projects: **12**

In 2025, the company's R&D expenditure reached **69.6 million yuan**, marking a significant increase of **12%** compared to 61.95 million yuan in 2023. This steady growth in investment reflects our ongoing commitment to innovation, product development, and technological advancement. Also, a total of **12 R&D projects** were formally registered with tax authorities and government agencies. In addition to these officially reported projects, several smaller internal R&D initiatives were also carried out.

In 2025, SEI increased the number of new trademark applications from **83 to 161** compared the previous year. Number of trademarks approved during the reporting period was **85 with 2** new authorization in China and **83** new authorizations abroad.

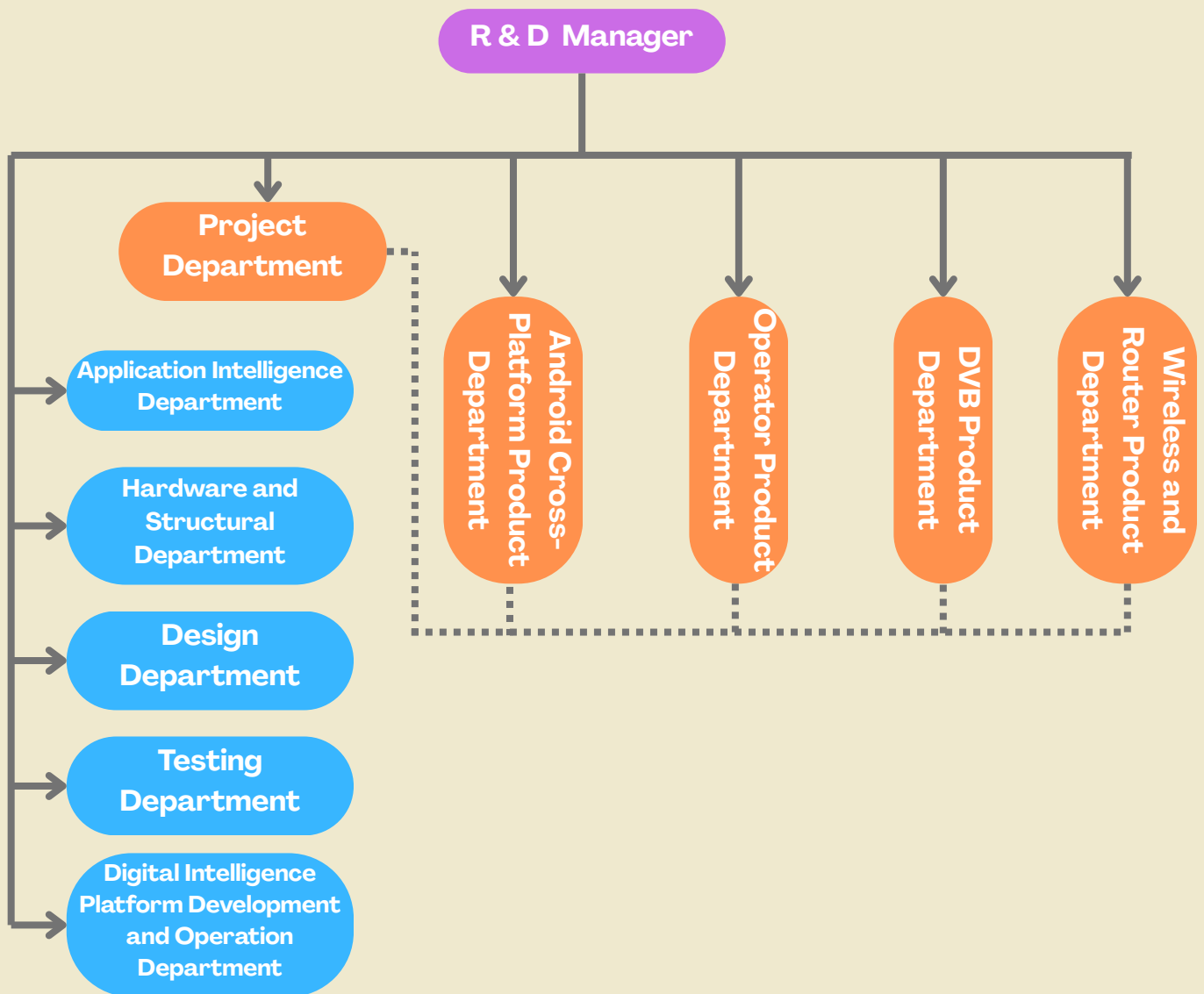
In 2025, two key systems were established to strengthen the company's intellectual property management framework: the **Intellectual Property Incentive and Accountability System and the Patent Writing Incentive Measures**. These systems aim to encourage innovation, clarify responsibilities, and ensure that intellectual property creation and protection are systematically supported across the organization.



Customer & Innovation Excellence

Organizational Structure of the R&D Team

The R&D Manager oversees a multifaceted organizational structure. At the core is the Project Department, which includes five sub-units: Application Intelligence, Hardware and Structural, Design, Testing, and Digital Intelligence Platform Development and Operation Departments. These units collaborate closely to drive innovation and project execution. Additionally, four specialized product departments—Android Cross-Platform, Operator Product, DVB Product, and Wireless and Router Product—operate as an interconnected group that aligns closely with the Project Department to ensure integrated development and streamlined delivery.



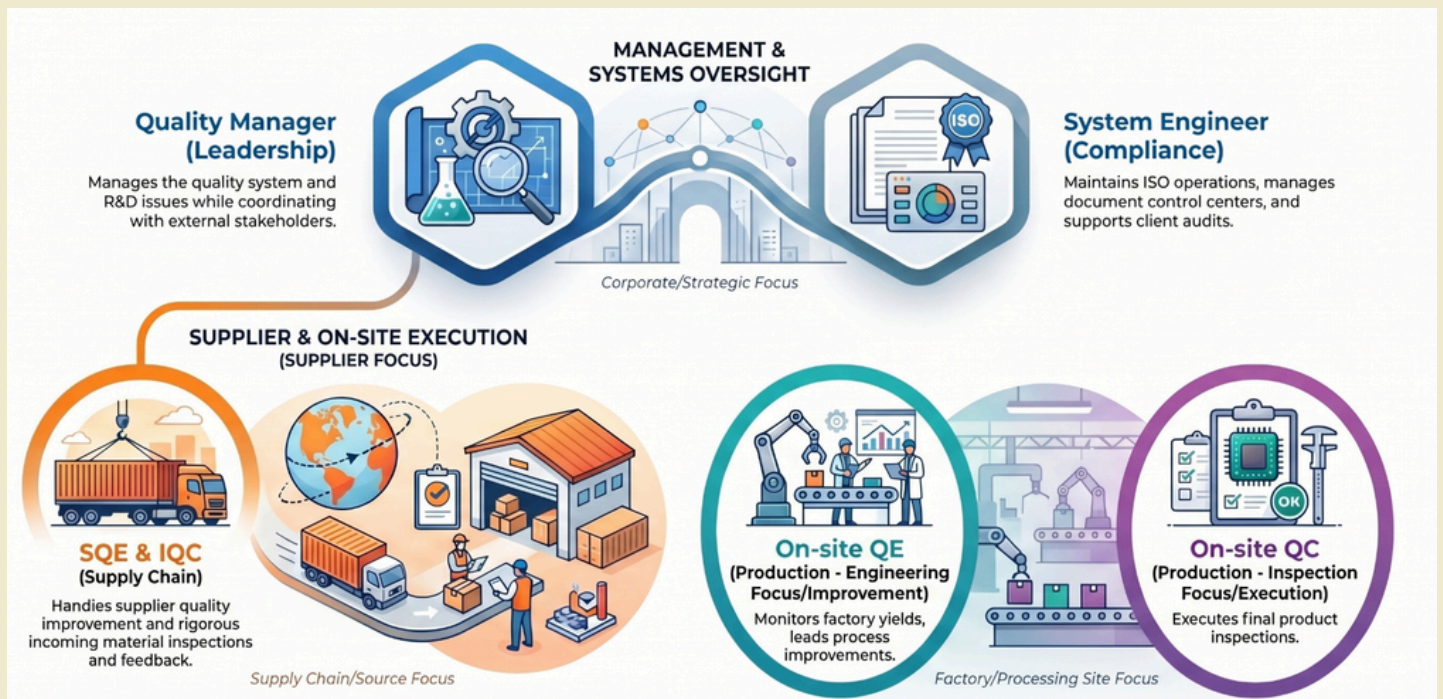


Customer & Innovation Excellence

Quality Control & Product Safety

SEI places product quality at the center of its operations, adhering strictly to laws, regulations, and industry standards. The company has established key systems such as Shipment Inspection Specifications, Nonconforming Product Control Procedures, and Corrective and Preventive Measures Procedures.

These are supported by rigorous material standards, tiered supplier management, and robust controls across the quality management process. New products undergo risk interception and advantage evaluation, while alternative materials are vetted for both quality and consistency. A dedicated **Product Quality and Safety Team** oversees the execution of quality strategies and monitors risks across the entire product lifecycle.



SEI integrates total quality management across all stages—from planning and design to production and delivery—guided by a market-oriented, quality-centered, and innovation-driven approach. Certified under **ISO 9001:2015** since 2019, the company applies the PDCA (**Plan-Do-Check-Act**) cycle to ensure continuous improvement.

Every employee is accountable for quality, with clear control standards in place to guarantee reliable product outcomes. Committed to high standards, SEI aims to set a benchmark in smart home quality and deliver consistently stable, high-performance products.



Customer & Innovation Excellence

Responding the Customer Needs

Customer-Centric Service and Intelligent Support System

SEI is committed to delivering an exceptional customer experience by prioritizing user needs and ensuring responsive support. A comprehensive after-sales management system operates **24/7** to address customer issues promptly. Additionally, SEI has developed the **Skyway Equipment Management System**, enabling precise tracking of complaints and real-time fault data collection, allowing for swift, effective resolutions at the first point of contact.



Responsive Support



- The company's after-sales service hotline is **5 x 8 hours** to respond, and the hotline technical engineers are in response to the corresponding problems.
- Summarize and classify, and the technical engineer will immediately give the corresponding solution, according to the actual situation.
- Dial-in users provide integrated remote troubleshooting services including hardware, software, network applications, and network interoperability issues.

- Overseas customers can report product problems through E-mail and telephone hotline, and the E-mail system will automatically record it.
- Record customer feedback problems, and each E-mail corresponding to the system will generate a CASE and lock it as a technical support engineer to track the service, and the system will accumulate time according to the initial construction of the CASE.
- Respond within 72 hours with a resolution in the email. Technical support engineers are here.
- After the customer confirms that the problem has been resolved, the CASE can be closed and the CASE can be saved in a categorical manner.





Customer & Innovation Excellence

Customer Satisfaction Management

Customer complaints are regarded as valuable opportunities to enhance service quality. To ensure timely, effective, and proper handling of complaints and returns, the company has established the **Customer Complaint Handling Procedure**, which clearly defines the processes and responsibilities involved.

A cross-departmental communication mechanism ensures that complaint information is quickly shared with relevant teams, stored, and regularly analyzed. Issues are resolved in a closed-loop manner through tracking and timely feedback, with findings disseminated company-wide to drive continuous improvement in product and service quality.

Upon receiving a complaint, the hardware department or relevant personnel must submit a problem report within three days of investigation and handling. For critical first and second level failures, this report is required within 24 hours. Returned products are analyzed following the **RMA (Replacement Merchandise Authorization)** process and repaired promptly. The software testing department addresses software issues based on bug priority levels and provides appropriate solutions. Known product issues are collaboratively reviewed by the overseas business, hardware, and quality departments to establish a timeline for resolution.

While significant progress has been made, the company recognizes the need for continuous improvement. Leveraging technological innovation, SEI aims to enhance logistics efficiency and accuracy, delivering an outstanding service experience and elevating customer satisfaction to new heights.

SEI maintains customer satisfaction as a core company value. A dedicated customer satisfaction measurement system is in place, conducting annual surveys tailored to different product lines, utilizing diverse tools and methodologies. Survey results are analyzed and compiled into a **Customer Satisfaction Report** that informs decision-making and improvement programs.

- Number of customer complaints: **5**
- Complaint handling rate: **100%**
- Overall customer satisfaction rate: **93%**



Corporate Governance & Compliance





Corporate Governance & Compliance

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Governance Structure

• General Meeting of Shareholders

The General Meeting is the highest authority, responsible for approving management policies, electing directors, and reviewing key matters. During the reporting period, 3 meetings were held with **15 agenda items**. Shareholder rights are fully protected according to relevant laws.

• Board of Directors

The Nomination Committee manages the selection of Board members based on strategic needs, diversity, independence, and competencies, sourcing candidates internally and externally. The Board held **4 meetings**, reviewed **27 items**, and achieved 100% training coverage on sustainability topics. Conflicts of interest are managed through clear policies, regular declarations, audits, and full disclosure.

• Supervisory Board

Composed of shareholder and employee representatives, the Board supervises financial and operational compliance. It held **3 meetings** with **15 agenda items** during the period.

The Company's senior executive team consisted of 8 executives, including 5 male and 3 female executives. This corresponds to a gender distribution of **62% male** and **38% female** among senior executives during the reporting period.





ESG Governance

Our ESG governance structure is composed of three interconnected levels to ensure both strategic oversight and operational execution of sustainability goals. At the top, the **Board of Directors** acts as the highest governance authority, setting the overall strategic direction and supervising the integration of ESG into corporate decision-making. Reporting to the Board, the **ESG Management Committee**—led by an executive-level Chair and coordinated by the **Environmental, Quality and CSR Engineer**—is responsible for developing ESG strategies, identifying risks and opportunities, and ensuring cross-departmental coordination.

Supporting this structure is the **Execution Committee**, which translates strategy into daily operations coordinated by the **Quality and System Engineer**. It includes key functional leads (e.g., procurement, R&D, HR, legal, IT, and finance) who are each responsible for embedding ESG principles within their respective domains. This multi-tiered structure ensures a coherent flow from strategic planning to hands-on implementation, aligning sustainability with the company’s operational and financial performance.

The members of Execution Committee also serve as industry associations and other positions to help industry exchanges. The gender distribution is relatively balanced, and every effort is made to cover a diverse social group.





ESG Governance

Role Overview and Responsibilities

1. Board of Directors

Function: Highest decision-making body.

Responsibilities:

- Sets overall strategic direction of the company.
- Approves major decisions including ESG-related ones.
- Appoints/dismisses senior executives.
- Ensures legal, compliant, and ethical operations.
- Reviews and supervises ESG performance and progress.
- Provides leadership for integrating ESG into corporate vision and strategy.



2. ESG Management Committee

Function: Strategic governance body for ESG issues.

Chair: General Manager or Executive-Level Leader

Secretary: Environmental, Quality and CSR Engineer

Responsibilities:

- Develops and updates ESG policies, strategy, and framework.
- Identifies ESG-related risks and opportunities.
- Ensures ESG integration across all departments and functions.
- Coordinates interdepartmental actions related to sustainability.
- Monitors and evaluates ESG Key Performance Indicators (KPIs).
- Reports ESG progress to the Board, makes recommendations.



3. Execution Committee

Function: Operational implementation of ESG strategy.

Secretary: Quality and System Engineer

Responsibilities:

- Translates ESG strategy into actionable plans.
- Implements ESG-related activities in daily operations.
- Tracks and reports on implementation progress.
- Provides feedback on practical challenges and improvements



ESG Governance

4. Committee Members and Defined Roles

Environmental, Quality and CSR Engineer

- Acts as the Secretary of the ESG Management Committee.
- Leads ESG reporting and disclosure processes (e.g., CSRD, GRI, CDP etc.).
- Coordinates internal compliance with environmental and labor laws.
- Oversees CSR programs and quality management systems.
- Acts as the main ESG contact person across departments.

Quality and System Engineer

- Acts as the Secretary of the Execution Committee and coordinates the implementation of ESG-related tasks delegated by the ESG Management Committee.
- Tracks and documents the progress of ESG initiatives across departments.
- Ensures the smooth communication flow between committees.
- Prepares periodic internal updates and summaries on operational KPIs.

Procurement Lead

- Ensures sustainable sourcing practices.
- Conducts supplier ESG assessments and human rights due diligence.
- Implements and monitors Supplier Code of Conduct.

Smart Product R&D Department Lead

- Integrates eco-design principles into product development.
- Evaluates environmental impact across the product life cycle.
- Drives innovation toward energy efficiency and material sustainability.

HR Manager

- Promotes Diversity, Equity, and Inclusion (DEI).
- Ensures employee well-being, safe working conditions.
- Oversees labor law compliance and grievance mechanisms.

Legal & Compliance Officer

- Monitors ESG regulatory developments (e.g., CSRD, SFDR).
- Ensures compliance with anti-corruption and transparency policies.
- Supports internal policy updates in line with governance best practices.

IT Lead

- Enables secure digital reporting and data transparency.
- Supports cybersecurity and digital ethics under the "G" pillar.

Finance Representative

- Aligns ESG goals with financial planning.
- Supports sustainability-linked budgeting and investment.
- Oversees financial disclosures aligned with ESG taxonomies.



Compliance & Risk Management

Compliance management policy

As the regulatory landscape continues to evolve, compliance has become an integral part of SEI Robotics' product development and business operations. We closely monitor emerging legislation and industry requirements to ensure our products and processes remain aligned with applicable regulations across the markets in which we operate. By integrating compliance considerations from the early stages of product design through manufacturing and market placement, we aim to reduce regulatory risks while delivering safe, reliable, and sustainable products.

During the reporting period, we continued to strengthen our regulatory compliance management by enhancing cross-functional collaboration between product development, engineering, quality, sustainability, and supply chain teams. This proactive approach enables us to respond efficiently to new legislative requirements, support customers in meeting their own compliance obligations, and prepare our products for future environmental and product stewardship expectations.

Our compliance framework covers key international and European regulations related to product safety, environmental protection, chemical management, energy efficiency, packaging, and responsible sourcing. Regular assessments, supplier engagement, technical documentation, and conformity verification help ensure that our products consistently meet applicable regulatory requirements throughout their lifecycle.

Regulation	Scope	SEI Status
RoHS	Hazardous substances	Compliant
REACH	SVHC & chemical compliance	Compliant
WEEE	End-of-life management	Compliant
Ecodesign (old ErP)	Energy efficiency	Compliant
ESPR	Digital Product Passport & future requirements	Monitoring / Preparation
PPWR	Sustainable packaging	Implementation in progress
Battery Regulation	Battery compliance	Applicable products
CE (RED, EMC, LVD)	Product conformity	Compliant



Compliance & Risk Management

Future-ready Regulatory Compliance

01	 ECODESIGN & ESPR	✓ Energy efficiency is considered throughout product design, including low standby power and optimized operating consumption. ✓ Products are designed with durability, repairability, and material efficiency principles in mind. ✓ Recycled materials are increasingly integrated into plastic components where technically feasible. ✓ Material declarations and technical documentation are maintained to support future ESPR requirements. ✓ Internal product development processes are continuously reviewed to align with upcoming Ecodesign implementing measures.	 Designing today for a more sustainable tomorrow.
02	 PPWR (Packaging and Packaging Waste Regulation)	✓ Up to 100% plastic-free packaging across product and accessory components. ✓ Devices, power supplies, cables, and batteries are protected without plastic bags or plastic foils. ✓ FSC-certified kraft paper, recycled paper, and bio-based protective materials are prioritized. ✓ Paper-based sealing solutions replace conventional plastic adhesive materials. ✓ Packaging weight and volume are optimized by eliminating unnecessary components and excess material. ✓ User manuals are printed on 100% recycled paper, supporting recyclability across the complete packaging system.	 Reducing waste. Designing with responsibility.
03	 DIGITAL PRODUCT PASSPORT (DPP) READINESS	✓ Product information is managed through structured digital product records. ✓ Material composition and compliance documentation are maintained throughout the product lifecycle. ✓ Supply chain traceability continues to improve through enhanced supplier data collection. ✓ Internal systems are being prepared to support future Digital Product Passport requirements. ✓ Product documentation is standardized to facilitate future digital information sharing.	 Transparent information. Trusted value chain.
04	 RED DELEGATED ACT (CYBERSECURITY)	✓ Cybersecurity requirements are integrated into product development from the design stage. ✓ Secure software update mechanisms are implemented to maintain device integrity. ✓ User authentication and access control are continuously strengthened. ✓ Security vulnerabilities are monitored and addressed through regular firmware updates. ✓ Development processes increasingly follow secure-by-design principles to support evolving EU cybersecurity requirements.	 Secure by design. Protecting users and data.
05	 EUROPEAN ACCESSIBILITY ACT (EAA)	✓ User interfaces are designed to be simple, intuitive, and easy to navigate. ✓ Accessibility considerations are incorporated into product and software development. ✓ Documentation and user guidance are continuously reviewed for improved readability. ✓ Compatibility with accessibility features available on connected platforms is considered during development. ✓ Products are continuously evaluated to support compliance with applicable accessibility requirements.	 Inclusive design. Better experience for everyone.
 Compliance is more than meeting requirements— it is part of our commitment to responsible innovation, environmental stewardship, and long-term value creation for our stakeholders.  COMPLIANCE  SUSTAINABILITY  RESPONSIBILITY  PERFORMANCE			



Compliance & Risk Management

ESG Risk Identification

SEI Robotics recognizes that a robust risk management framework is the foundation of long-term value creation. Moving beyond the **TCFD-aligned climate risk framework** utilized in our 2024 report, our 2025 assessment adopts the CSRD's Double Materiality logic. We achieved a significant milestone in our sustainability maturity by conducting our first **Double Materiality Assessment (DMA)**.

This section outlines our systematic approach to identifying, assessing, and mitigating sustainability-related risks. Moving beyond a simple impact-based view, our 2025 assessment evaluates both **impact materiality**—how our activities affect people and the planet—and **financial materiality**—how sustainability-related matters may influence our business performance and financial resilience.

A critical component of our climate transition risk is the "**growth paradox**" inherent in our Scope 3 emissions profile. While we have achieved significant reductions in Scope 1 and 2 intensity, our total value chain footprint is dominated by the "Use of Sold Products" category, which accounts for approximately 96% of our Scope 3 impact.

As SEI Robotics scales its global operations and increases production volume, absolute emissions face persistent upward pressure from the energy consumed by our devices in customers' homes—an area outside our direct operational control. To mitigate this risk, we utilize an "**Intervention by Design**" strategy, engineering high-efficiency hardware with standby power as low as 0.24W and applying Life Cycle Assessments (LCA) to decouple our business success from our absolute carbon output.

Our risk identification process is integrated into a **three-tiered ESG governance** structure. This ensures that critical risks—ranging from Climate Transition (specifically the "growth paradox" of Scope 3 emissions) to Regulatory Compliance and Information Security—are monitored from the Board level down to functional execution leads in R&D, supply chain, and IT.

Beyond climate transition, our risk framework encompasses broader strategic challenges, including **Regulatory Compliance and Operational Resilience**. As a global entity, we proactively monitor emerging standards such as the EU's ESPR and the PPWR to mitigate the risk of non-compliance and potential market exclusion. Operational risks, particularly those related to supply chain stability and potential environment, health, and safety (EHS) incidents at OEM facilities, are managed through a robust localization strategy and intensive audits—covering 66% of our production volume—to ensure value chain continuity.



Compliance & Risk Management

ESG Risk Identification

Risk Category	Specific Risk Description	Impact Level	Occurrence Probability	Management & Mitigation Measures
Compliance Risk	Failure to meet emerging EU regulations (ESPR, PPWR, European Accessibility Act) or listing requirements.	High	Medium	"Future-ready" compliance framework; monitoring Digital Product Passports; cross-functional regulatory task force.
Reputation Risk	Public opinion challenges or allegations of greenwashing regarding carbon neutrality claims.	Medium	Low	Third-party verification of GHG data; Gold EcoVadis rating; alignment with SBTi and UN Global Compact.
Operational Risk	Supply chain disruptions; potential EHS (Environment, Health, Safety) incidents at OEM facilities.	High	Medium	Localization strategy (85% local procurement); JAC audits (66% production volume covered); ISO 45001/14001 certifications.
Financial Exposure	Rising carbon costs; R&D transition investment.	Medium	Medium	Integrating ESG into financial planning; sustainability-linked budgeting; improving energy efficiency to lower operational costs.
Climate Transition Risk	Government policies introducing stricter emission standards; market shifts toward green tech.	High	High	"Intervention by Design" strategy: Developing low-carbon hardware with standby power; using LCA to optimize carbon hotspots; and focusing on GHG intensity reduction to decouple growth from absolute emissions.
Climate Physical Risk	Extreme weather (heavy rain/high heat) affecting Shenzhen HQ or manufacturing sites.	Medium	Medium	Emergency Preparedness and Response Control Procedures; upgrading drainage and cooling facilities.
Info Security & Privacy	Hacking, malware, or internal data leakage of sensitive customer/R&D data.	High	Medium	ISO 27001/27017/27701 systems; monthly risk reviews; Data Protection Officer (DPO) oversight.



Compliance & Risk Management

Tax management policy

The company attaches great importance to tax management and has formulated a clear tax strategy that is in line with the company's development, aiming to achieve tax compliance while helping the company's business expansion and achieve sustainable development goals. At present, the tax strategy has not been publicly disclosed.

Internally, the **Board of Directors** is responsible for the formal review and approval of the tax strategy. The Board of Directors, as the Company's highest governance body, conducts a comprehensive review of the tax strategy at least once a year to ensure that it is compatible with the company's changing internal and external environment, business development and overall strategic planning.

To ensure tax compliance, the company has adopted a multi-faceted and proven approach. First of all, a **professional tax management team** has been set up, and the team members have profound tax professional knowledge and rich practical experience, which are responsible for daily tax affairs processing, tax policy research and tax risk monitoring. Secondly, a **tax internal control system** has been established, and the responsibilities and processes of each department in tax management have been clarified, such as embedding a tax compliance review mechanism in the signing of contracts and business development, so as to control tax risks from the source. In addition, we actively organize internal tax training and learning activities, and regularly invite external tax experts to give lectures to help all employees improve their tax compliance awareness and ability to handle tax-related affairs.

The tax policy is closely linked to the company's business and sustainability strategy. In terms of business, the company formulates targeted tax planning plans according to the characteristics of different business segments and profit models, reasonably reduces tax costs, improves the efficiency of capital use, and enhances the market competitiveness of the business. From the perspective of sustainable development, we always uphold the principle of paying taxes in accordance with the law, actively fulfill our social responsibilities, create a good corporate image, win the recognition and trust of the government, customers, partners and the public, and lay a solid foundation for the company's long-term and stable development.



Compliance & Risk Management

Tax governance, and control

The Board of Directors oversees the implementation and alignment of the company's tax strategy with its overall operations, ensuring compliance through regular reviews and strategic adjustments.

Tax governance is embedded both systematically—via clear responsibilities, rules, and integration into daily processes—and culturally, through ongoing training that strengthens employees' awareness of tax compliance across all levels.

A dedicated tax team collaborates with business units to monitor policy changes, identify potential risks, and implement differentiated strategies based on risk level. High risks are addressed through specific mitigation plans, while medium and low risks are managed via internal controls and real-time monitoring.

Tax disclosures are prepared by the Finance Department, reviewed internally, and verified by an independent accounting firm through standardized audit procedures, ensuring transparency, accuracy, and credibility.



Communication with Tax Authorities

We maintain proactive, transparent, and professional communication with tax authorities. Dedicated tax personnel regularly engage with local offices to stay aligned on policy interpretations. For complex or high-impact matters, we initiate early consultations, present proposed tax treatments, and seek official guidance to prevent misinterpretation or risk. We also actively support inspections and research efforts.



Compliance & Risk Management

Tax governance, and control

SEI actively monitors tax policy trends and engages in public policy advocacy through legal and compliant channels—such as participating in industry association seminars and submitting policy recommendations. We support green taxation principles and advocate for a fair, sustainable tax environment.

To integrate stakeholder perspectives, we maintain open communication channels through customer surveys, supplier forums, and investor feedback. Insights are regularly reviewed and incorporated into tax decision-making to align with stakeholder expectations and enhance policy implementation.



Number of tax evasion incidents during the reporting period: 0

Anti-corruption management

SEI regards anti-corruption as a cornerstone of ethical and compliant business operations. Guided by our Business Ethics Policy, we maintain a zero-tolerance stance against all forms of bribery and unfair competition in both domestic and international dealings.

Employees are strictly prohibited from offering or accepting bribes, misusing authority, or engaging in practices such as false advertising or IP infringement. Compliance with laws such as the Anti-Unfair Competition Law and Anti-Bribery Regulations is mandatory across all operations.

To ensure effective implementation:

- **The Legal Department** defines anti-corruption procedures and enforces accountability.
- **The Administration Department** delivers regular ethics training and case-based learning.
- **A whistleblower system** is in place to encourage reporting and protect anonymity.

Violations result in disciplinary action, including dismissal if necessary, reinforcing our commitment to a transparent, fair, and legally compliant business environment.



Compliance & Risk Management

Conflict of interest management

SEI is committed to preventing conflicts between personal and corporate interests. Employees are required to prioritize the company's interests in all business activities and to proactively disclose any potential conflicts—such as close relations with suppliers, clients, or competitors. Strict procedures apply in procurement, sales, and bidding processes to ensure fairness and transparency. Employees are also prohibited from using their position for personal gain or engaging in external business activities that may interfere with company interests. A formal conflict of interest management framework is in place, supported by internal reporting, monitoring, and role adjustments where necessary. Regular training reinforces awareness and builds a culture of compliance.

Anti-fraud management

SEI maintains a zero-tolerance policy toward fraud and misrepresentation. We prohibit fictitious transactions, performance exaggeration, and information concealment in all operations. Internal controls and audit mechanisms ensure transparency in financial reporting, business decisions, and contractual execution. Fraud prevention is supported by strict internal oversight and accountability protocols, complemented by employee training and legal compliance reviews. Whistleblowing channels are also in place to detect and address misconduct, safeguarding corporate integrity and stakeholder trust.

Anti-Money Laundering (AML) management

SEI complies fully with domestic and international AML regulations. We implement robust internal controls focused on customer due diligence and transaction monitoring, supported by tools such as AI and data analytics. Employees are strictly forbidden from assisting or engaging in money laundering activities. Suspected cases are promptly reported and investigated in collaboration with relevant authorities. Ongoing AML training and awareness initiatives ensure that all staff understand their obligations and contribute to a secure financial environment.



Compliance & Risk Management

Anti-Unfair Competition

SEI strictly opposes unfair competitive practices such as defamation, trade secret theft, price dumping, and false advertising. These standards are embedded in our Business Ethics Policy and reinforced through internal controls and routine ethics training. All marketing, contracting, and pricing practices are subject to compliance review. In cases of external unfair competition, we respond through legal channels and collaboration with industry associations to uphold a fair market environment.

Business Ethics Management System

SEI has developed a comprehensive business ethics framework centered on our Business Ethics Policy and certified by the ISO 37001 Anti-Bribery Management System. This system outlines clear rules across the business lifecycle, from supplier selection to marketing and internal governance.

We conduct regular risk assessments in high-risk areas such as procurement and sales, supported by internal audits and anonymous reporting channels. Ethical conduct is promoted through training, partner due diligence, and strong disciplinary measures.

Our ethics management office continuously evaluates implementation effectiveness and updates the framework in line with global best practices. These efforts position SEI as a trustworthy and ethically driven enterprise.

Business Ethics Performance Highlights (2025)



Corruption incidents: 0
Conflict of interest incidents: 0
Fraud incidents: 0
Money laundering incidents: 0
Unfair competition incidents: 0

The company conducted comprehensive business ethics risk assessments, covering 100% of all business units and operations.



Whistleblowing and Complaint Management

SEI allows both internal and external stakeholders to report or file complaints at any time regarding violations in key areas such as environmental protection, labor and human rights, business ethics, and information security. This includes issues like environmental non-compliance, employee rights violations, corruption or fraud, and breaches of data or cybersecurity regulations. All reports are taken seriously and handled through established procedures to ensure accountability and continuous improvement.

The company has established a compliance reporting mechanism to encourage employees to report violations of laws and regulations. The company has set up a special reporting mailbox and telephone for all stakeholders, and has also formulated a series of processing procedures.

In 2025, a total of **5 complaints** were received through official reporting channels. Each case was promptly investigated in line with internal compliance procedures, and all were resolved with corrective actions implemented. These cases also led to minor process improvements, reflecting SEI's commitment to transparency and continuous improvement

Complaint and Reporting Hotline:
+86 755 266 13 121
e-mail: complain@seirobotics.net

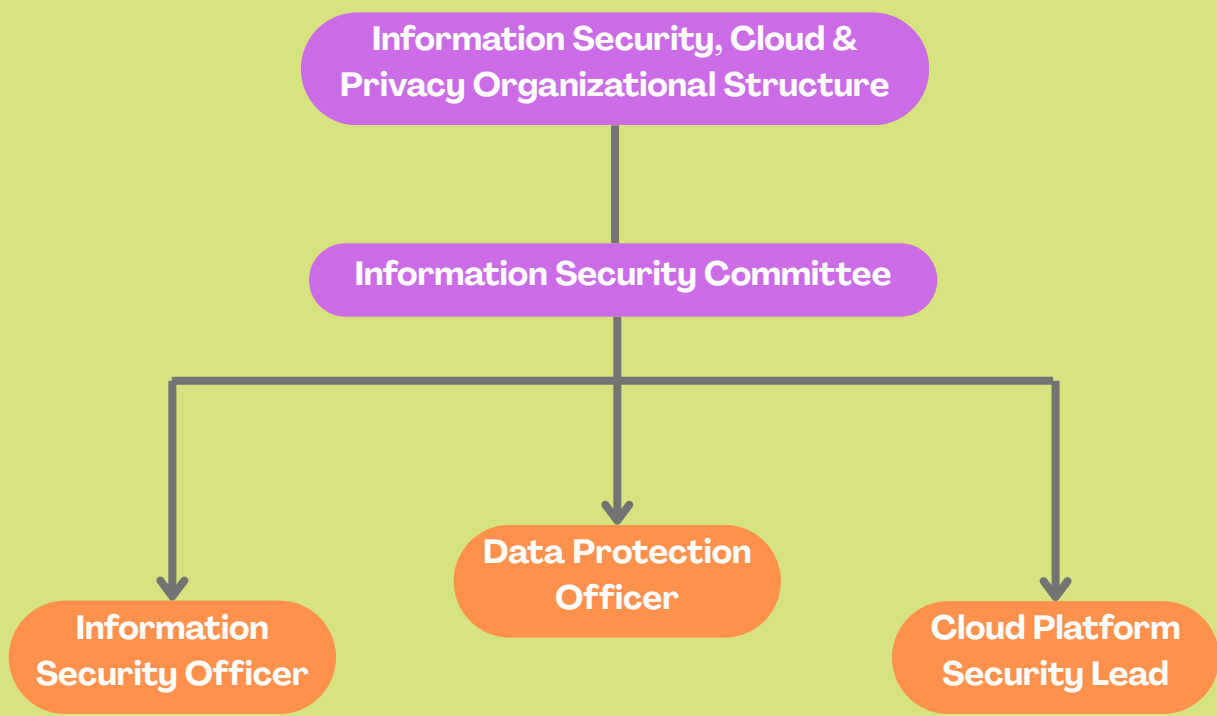
Step	Summary of the Processes
Receipt & Registration	Reports received via hotline, email, letter, or website; verified and logged by compliance officer.
Review & Classification	Assessed for eligibility, categorized by stakeholder type and urgency.
Investigation	Cross-functional team gathers evidence, interviews involved parties, and drafts report.
Decision & Notification	Actions and responsibilities defined; outcomes communicated to complainant and relevant staff.
Follow-up & Improvement	Cases tracked until resolved; lessons summarized; improvements and training proposed.



Information Security & Privacy

SEI has established a comprehensive information security management system under a **Information & Privacy & Cloud Security Management Manual** integrating it into its Business Ethics Policy to emphasize its strategic and ethical importance. A dedicated organizational structure ensures effective governance, with clearly defined roles and responsibilities.

The Information Security Committee leads overall strategy, coordination, and performance monitoring. Key roles include the **Information Security Officer** (system operations and technical security), the **Data Protection Officer** (data privacy and compliance), and the **Cloud Platform Security Lead** (cloud infrastructure protection). Together, these functions form a coordinated defense ensuring the confidentiality, integrity, and availability of information assets.



Through this structured and multi-tiered approach, SEI ensures that information security is not treated as a standalone function but as a core component of corporate governance and risk management.



Information Security & Privacy

Key Information Security Measures at SEI

1. Incident Response & Emergency Management

- Established Information Security Emergency Management Procedure.
- Implemented an Incident Response Process (IRP) to quickly address vulnerabilities and data leakage risks.
- IRP enables rapid detection, problem localization, and mitigation to protect core confidential data.

2. Third-Party Data Protection

- Introduced Data Security Management Procedure to control third-party data access.
- Enforces strict access rights, regular security audits, and alignment with SEI's internal security standards.

3. Consent-Based Data Handling

- Prioritizes stakeholder consent when processing, sharing, or retaining confidential information.
- Uses clear communication and standardized contracts to protect rights and prevent misuse or disputes.

4. Data Traceability & Record-Keeping

- Maintains a record-keeping schedule to track data operations (creation, modification, transmission).
- Ensures traceability for auditing and accountability.

5. Monthly Information Security Risk Reviews

- Security team conducts monthly reviews using professional tools and manual inspection.
- Scans cover network systems, data repositories, and communication channels.

6. Identified Risk Categories

- External threats: hacking, malware intrusion.
- Internal risks: data leakage due to negligence, accidental deletion of sensitive files.

7. Mitigation & Continuous Improvement Measures

- Regular firewall and antivirus updates.
- Encryption of critical data.
- Enhanced employee information security training.
- Strict control of data operation permissions.

8. Overall Impact

- These combined efforts have built a robust and reliable defense system, enabling secure and sustainable business operations.



Information Security & Privacy

Certified Information Security & Privacy Management Systems

SEI has established a comprehensive information and privacy security framework, underpinned by internationally recognized certifications: **ISO/IEC 27001** for information security, **ISO/IEC 27017** for cloud service security, and **ISO/IEC 27701** for privacy information management. These certifications reflect SEI's commitment to aligning with global best practices and maintaining high standards in the protection of digital assets, personal data, and cloud infrastructure.

Through ISO 27001, SEI ensures systematic protection of information assets across all operations. ISO 27017 further strengthens cloud service governance, addressing risks specific to virtualized environments. The ISO 27701 certification, a key milestone for the company, formalizes SEI's approach to privacy—covering data collection, storage, usage, and sharing—with strict consent, encryption, and approval procedures.

Together, these systems create a strong, integrated defense line that not only enhances customer and partner trust but also reinforces SEI's position as a secure and reliable industry leader in digital and cloud-based services. This foundation supports the company's pursuit of high-quality, sustainable growth in a data-driven world.

ISO27001

(Information Security Management System)

ISO27701

(Privacy Security Management System)



ISO27017

(Cloud Security Management System)



During the reporting period, SEI Robotics received no substantiated complaints concerning breaches of customer privacy or data loss.



Supply Chain





Supply Chain

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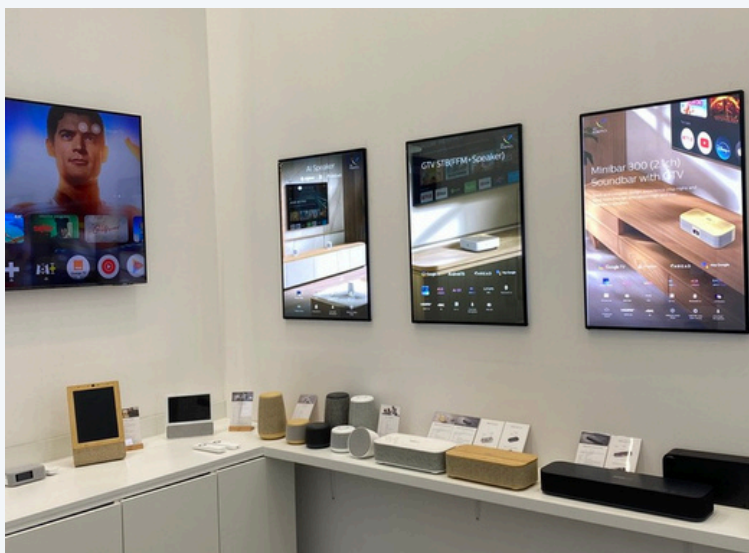
Economic value

During the reporting period, the company's operation maintained a positive development trend. In terms of business growth, SEI Robotics continued to expand into new markets, strengthened cooperation with existing and new customers, and achieved steady growth in product sales, further enhancing its market presence.

Despite challenges in the global semiconductor supply chain, including component availability constraints, the company maintained operational stability through proactive supply chain management and close collaboration with customers and partners. By providing alternative solutions, optimizing product planning, and improving coordination across the value chain, SEI Robotics supported customers in managing supply challenges and ensuring smooth project execution.

We continued to strengthen our investment in product research and development, focusing on delivering innovative and competitive solutions that respond to changing market demands. At the same time, internal management processes were continuously improved, with enhanced collaboration across departments to increase operational efficiency, strengthen organizational agility, and support the company's long-term sustainable growth.

Indicators	2023	2024	2025
Number of products produced	4,604,519	8,573,925	7,245,225
Production volumes (tonnes)	1381.36	5144.35	3622.61





Supplier Management System

Our supplier management system is designed to promote responsible sourcing and sustainable supply chains. Through clear standards, regular evaluation, and active engagement, we ensure our suppliers not only meet our operational requirements but also align with our ESG values.

Supplier Selection Principles: To ensure alignment with our values and operational excellence, we apply the following selection criteria:

- **Quality Assurance**

Preference is given to suppliers certified under the ISO 9001 Quality Management System with proven technical and operational capabilities.

- **Delivery Performance**

Suppliers with reliable logistics infrastructure and strong on-time delivery records are prioritized to maintain uninterrupted supply chains.

- **Environmental Compliance**

We require suppliers certified under ISO 14001, and also favor suppliers with no history of major environmental violations.

- **Green Procurement**

We encourage the use of renewable, recyclable, or low-impact materials to reduce our sourcing footprint.

- **Social Responsibility & Labor Rights**

We select suppliers who actively uphold labor laws, reject forced or child labor, ensure safe working conditions, and protect workers' rights. We require ISO 450001 certification.

As an integral part of our supplier contract model, our **Code of Conduct (CoC)** is communicated to and acknowledged by our suppliers as a fundamental requirement for doing business with us. The CoC sets clear expectations regarding ethical business conduct, human rights, labour standards, environmental responsibility, and responsible business practices.

As a key supplier to multiple JAC member companies, we are regularly subject to JAC-led audits and participate in JAC supplier events. During the reporting year, we have been subjected to 3 JAC audits and all the related Corrective Action Plans (CAPs) are closed.



Supplier Management System

Supplier CSR Risk Management

In addition to contractual commitments, we apply clear supplier standards and regular evaluation processes to monitor compliance and identify areas for improvement. We actively engage with suppliers where further development is required, and we assess and monitor **ESG risks** in key evaluation areas among new and existing suppliers **twice a year**.

Supplier Social Responsibility Review: Our review process consists of two steps:

1. Questionnaire & Self-Assessment

Suppliers complete a "Supplier Social Responsibility Assessment Form" covering ESG topics. The Procurement Department analyzes results to identify risk indicators and prioritize suppliers for further review.

2. On-site Audits

High-risk or high-priority suppliers undergo site visits that include document checks, employee interviews, and visual inspections. Findings are documented and improvement actions are proposed. The Procurement Department monitors follow-up activities to ensure corrective measures are implemented effectively.

Supplier Performance Evaluation

We take a structured and continuous approach to supplier performance management to ensure that our supplier base meets both our operational requirements and our expectations for responsible and sustainable business practices.

Supplier performance is assessed through a combination of quantitative performance indicators and qualitative engagement, covering key areas including:

- Quality and product/service conformity
- Delivery reliability and operational performance
- Cost competitiveness and commercial performance
- Responsiveness, communication and service quality
- ESG performance and responsible business practices
- Compliance with our Code of Conduct and contractual requirements

Supplier performance is evaluated through defined criteria and scoring mechanisms. Evaluation results are used not only to monitor suppliers, but also to guide supplier development and continuous improvement activities. Depending on the nature of the gap, we engage directly with suppliers to clarify expectations, where appropriate, suppliers may also be directed to relevant external standards, guidance, training resources, industry initiatives or recognized best-practice frameworks to support their development.



Supplier Management System

Supplier Education & Training

To enhance supplier capabilities and ensure alignment with our sustainability goals, we deliver targeted training and development programs, including:

- Workshops on social responsibility standards and codes of conduct
- Seminars on labor rights, workplace safety, and environmental protection
- Case studies and peer-sharing sessions on industry best practices
- Technical guidance for addressing operational and compliance challenges

For ESG-related topics in particular, we encourage suppliers to continuously improve their practices and align with recognized international principles and standards. This approach enables us to address identified risks collaboratively while promoting greater maturity across our supply chain.



As part of our ongoing commitment to responsible sourcing, we regularly host training sessions to equip our suppliers with the knowledge and tools needed to meet our environmental, social, and ethical expectations. This session focused on sustainable procurement practices, compliance with social responsibility standards, and real-world case studies that strengthen our collective impact across the value chain.





Local Procurement

Localization Strategy and Responsible Supply Chain Management

In response to rising global supply chain uncertainties, SEI has actively advanced its **localization strategy**, deepening partnerships with regional suppliers to build a more resilient, efficient, and sustainable supply chain. This approach not only reduces the carbon footprint associated with raw material transportation but also enhances supply stability and agility in the face of potential disruptions.

Between 2022 and 2025, the company significantly expanded its network of local suppliers—**most of whom are based in Guangdong Province, where SEI's key production activities are located**. Over this period, the proportion of locally sourced raw materials steadily increased:

Year	Number of Local Suppliers	Proportion of Local Procurement (%)
2022	123	75%
2023	202	78%
2024	224	80%
2025	272	85%

In parallel, SEI has taken proactive steps to ensure that its supply chain upholds strong environmental and social standards:



- In 2025,**
- 100%** of suppliers sign the Supplier Code of Conduct,
 - 95%** of suppliers were surveyed on their environmental and/or social responsibility practices,
 - 95%** of suppliers also underwent on-site audits to verify their compliance with applicable sustainability criteria,
 - 100%** of relevant suppliers participated in ESG and compliance training sessions organized or facilitated by SEI to strengthen shared values and responsible business conduct.



Conflict Minerals Management

Responsible Sourcing

With growing global awareness of environmental protection, human rights, and corporate responsibility, responsible sourcing has become an essential part of our sustainability strategy. In particular, the issue of conflict minerals—such as tin (Sn), tantalum (Ta), tungsten (W), gold (Au), cobalt, and mica—requires urgent and transparent action.

These minerals, often referred to as "**3TG**", may be associated with funding armed groups or contributing to human rights violations, especially in high-risk regions. As these metals are widely used in electronics, we recognize our responsibility to ensure the integrity of our supply chain.

We are fully aligned with international frameworks, including the **OECD Due Diligence Guidance for Responsible Supply Chains of Minerals**, and we strongly oppose the use of conflict minerals.

- We conduct **yearly due diligence** on our supply chain to assess and mitigate risks associated with conflict-affected and high-risk areas (CAHRAs).
- In 2023, we completed a full traceability audit of all our suppliers and excluded smelters not compliant with regulatory or customer standards.
- We require all suppliers to adhere to our **Conflict-Free Mineral Policy**, and to submit **Conflict Minerals Reporting Template (CMRT)** declarations according to the Responsible Minerals Initiative (RMI) standards.
- Suppliers are regularly assessed, and those failing to meet our expectations may face suspension or termination.



With more than 500 member companies, the Responsible Minerals Initiative is one of the most utilized and respected resources for companies from a range of industries addressing responsible mineral sourcing issues in their supply chains.



Source: S.Z. / Fotolia



Conflict Minerals Management

Conflict Minerals Management Principles

We have established a robust governance framework to ensure responsible sourcing and prevent the use of conflict minerals in our supply chain. Our approach is grounded in internationally recognized standards such as the OECD Due Diligence Guidance, and focuses on transparency, risk management, compliance, and supplier engagement.

Management Principle	Implementation
Transparency	- Suppliers must provide detailed information on mineral sources, including mining sites, smelters, and refiners.
	- A procurement record system is maintained to track mineral sourcing throughout the supply chain.
Due Diligence	- A conflict minerals control framework is established in line with the OECD's five-step approach.
	- Risks are identified and assessed, especially in conflict-affected and high-risk areas (CAHRAs).
	- Risk mitigation measures include supplier replacement and enhanced auditing.
Compliance	- Independent third-party audits are conducted regularly to evaluate the effectiveness of our policy.
	- Findings from reviews are used to update and improve both the policy and operational controls.
Supplier Management	- Entry criteria are defined for suppliers, who must sign a compliance agreement affirming non-use of conflict minerals.
	- Regular audits ensure ongoing adherence to legal and ethical standards.
	- Long-term partnerships with suppliers support sustainable mining and ethical trade practices.

ESG Key Performance Indicators (KPIs) for 2025

Economic KPIs

GRI 201-1 Direct economic value generated and distributed

(units in million yuan)

Economic indicators	2023	2024	2025
Sales/Turnover	Relevant economic indicators were assessed as part of the analysis; however, the underlying data are considered confidential and are therefore not disclosed in this report. Please contact us directly should further details or access to specific data be required.		
Wages and Benefits Paid to Employees			
Amount of Tax Paid to the State			

GRI 201-4 Financial assistance received from government

(units in million yuan)

Economic indicators	2023	2024	2025
Tax reductions	Relevant economic indicators were assessed as part of the analysis; however, the underlying data are considered confidential and are therefore not disclosed in this report. Please contact us directly should further details or access to specific data be required.		
Subsidies			
R&D grants			

Environmental KPIs

GRI 301-3: Reclaimed products and their packaging materials

Packaging KPIs (in tonnes)	2023	2024	2025
Total amount of packaging materials used for the products	2,165	4,526	5,100
Total amount of recyclable packaging materials used (FSC materials)	208	430	560

ESG Key Performance Indicators (KPIs) for 2025

Environmental KPIs

GRI 302-1: Energy consumption within the organization

GRI 302-2: Energy consumption outside of the organization

Unit (MWh/year)

Source	2022	2023	2024	2025
SEI	281.43	369.29	443.43	434.7
SEI + OEM factories*	9,887.04	7,650.40	6,313.60	4,082.04

*(multiplied with our production rate)

GRI 302-3: Energy intensity

*1 MWh equals to 3600 MJ.

Energy KPIs	2022	2023	2024	2025
Energy Density* (MJ/ piece of product)	5.96	5.98	2.65	2.03

GRI 303-5: Water consumption

Unit (tonnes/year)

Source	2022	2023	2024	2025
SEI	1,512.00	1,901.40	1,327.00	1,579.00
SEI + OEM factories*	17,163.95	23,667.78	29,703.42	29,955.42

*(multiplied with our production rate)

GRI 305-1: Direct (Scope 1) GHG Emissions

Scope 1 greenhouse gas emissions (tCO2e)			
2022	2023	2024	2025
21.69	14.83	10.67	14.89

GRI 305-2: Indirect (Scope 2) GHG Emissions

Scope 2 greenhouse gas emissions (tCO2e)			
2022	2023	2024	2025
162.11	219.96	217.79	475.04

ESG Key Performance Indicators (KPIs) for 2025

Environmental KPIs

GRI 305-3: Other Indirect (Scope 3) GHG Emissions

Scope 3 greenhouse gas emissions (tCO2e)			
2022	2023	2024	2025
106.32	1,508.02	932,952	742,466

GRI 305-4: GHG emissions intensity

Scope 1 + 2 GHG intensity (kg CO2e / piece of product)			
2022	2023	2024	2025
0.032	0.051	0.027	0.068

GRI 305-5: Reduction of GHG emissions

Scope 1 + 2 GHG reduction (tCO2e)			
2022	2023	2024	2025
-	6.9	4.16	-4.22

GRI 306-3 Waste generated

GRI 306-5 Waste directed to disposal

Waste Quantities (tons)	2022		2023		2024		2025	
	SEI	OEMs	SEI	OEMs	SEI	OEMs	SEI	OEMs
Hazardous waste	0	/	0	/	0	1	0	2
Non-hazardous waste	/	/	3,137	/	3,765	/	3,259	0
Total (Disposal)	/	/	3,137	/	3,765	1	3,259	2

ESG Key Performance Indicators (KPIs) for 2025

Social KPIs

GRI 401-1: Number of employees by seniority year

Seniority	2022	2023	2024	2025
0-5 years	220	215	234	222
5-10 years	30	42	42	46
10 years and over	12	19	22	17
Total Employee Number	262	276	298	285

GRI 405-1: Diversity of governance bodies and employees

Percentage of board and senior management by gender (%)	2022	2023	2024	2025
Woman	38%	38%	38%	38%
Man	62%	62%	62%	62%

Percentage of employees in the employee category by gender (%)	2022	2023	2024	2025
Woman	30%	30%	30%	31%
Man	70%	70%	70%	69%

Percentage of board of directors and senior management according to age	2022	2023	2024	2025
30 - 50 years old	0	0	0	0
> 50 years old	100%	100%	100%	100%

Percentage of employees in the employee category according to age distribution (%)	2022	2023	2024	2025
< 30 years old	61%	58%	55%	51%
30 - 50 years old	37%	41%	44%	48%
> 50 years old	2%	1%	1%	1%

ESG Key Performance Indicators (KPIs) for 2025

Social KPIs

GRI 308-1: New suppliers screened using environmental criteria

GRI 414-1: New suppliers screened using social criteria

Supplier Management	Units	2023	2024	2025
Proportion of spending on local suppliers (Guangdong Province)	Million Yuan	850.3	1,415.9	1,623.8
Proportion of local suppliers (Guangdong Province)	%	78%	80%	85%
Number of qualified suppliers	/	260	280	320
Proportion of suppliers surveyed for conflict-free minerals	%	60%	80%	80%
Proportion of suppliers who have signed the company's Supplier Code of Conduct	%	95%	95%	95%
Proportion of suppliers who sign procurement contracts that include clauses related to environmental, labor, human rights, and ethical requirements	%	100%	100%	100%
Proportion of suppliers surveyed on environmental and/or social practices	%	95%	95%	95%
Proportion of suppliers that have undergone on-site audits of environmental and/or social practices	%	95%	95%	95%
Proportion of suppliers receiving social responsibility governance training	%	95%	95%	95%
Proportion of company procurement personnel who have received sustainable procurement training	%	100%	100%	100%

ESG Key Performance Indicators (KPIs) for 2025

Social KPIs

GRI 403-8 Workers covered by an occupational health and safety management system

GRI 404-1 Average hours of training per year per employee

Training	2022	2023	2024	2025
Number of training sessions	25	33	25	25
Total training hours	655	884	1043	1102
Average training hours per employee	2.5	3.2	3.5	3.6
OHS-specific training hours	120	160	180	180
% of employees receiving OHS training	100%	100%	100%	100%
Human rights training hours	100	140	160	160
% of employees receiving HR training	100%	100%	100%	100%
% of workforce covered by training system	100%	100%	100%	100%

R & D	2023			2024			2025		
	Invent ion	Utility Model	Design	Inventi on	Utility Model	Design	Inventi on	Utility Model	Design
Number of patent applications during the reporting period.	25	20	20	23	10	3	4	2	2
Cumulative number of patents applied for.	216			252			260		
Number of patents granted during the reporting period.	43			15			4		
Cumulative number of granted patents.	121			136			140		

ESG Key Performance Indicators (KPIs) for 2025

Social KPIs

GRI 403-9 Work-related injuries

GRI 403-10 Work-related ill health

Occupational health and safety performance	2022	2023	2024	2025
	Own Employee	Own Employee	Own Employee	Own Employee
Total number of days worked	249	249	249	249
Total number of hours worked by employees	521,136	549,792	593,424	567,720
Number of accidents	0	0	0	0
Number of fatal cases	0	0	0	0
Absenteeism (number of days lost)	0	0	0	0
Number of lost time days due to work accidents (LTI)	0	0	0	0
Accident frequency rate (LTIF)	0	0	0	0
Accident Severity Rate (ASR)	0	0	0	0
Occupational disease rate (ODR)	0	0	0	0
Lost day rate (LDR)	0	0	0	0
Absence rate (AR)	0	0	0	0

GRI Indicator Index

Between January 1, 2025 and December 31, 202, SEI Robotics reported the information referenced in this GRI Metrics Index against the GRI Standards. Clickable pages provide direct access to the relevant section.

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Acknowledgements

We thank you for your continued support in our efforts to contribute to the sustainability.

We look forward to receiving comments and suggestions from readers after reading this report, please follow the contact details below to help us further improve our sustainability strategy and pursue better sustainability performance.

Contact

Market Operation & Quality Management Departments

Irmak Öztürk

✉ irmak@seirobotics.net

Jerrall Li

✉ lihaonan@seirobotics.net

Shenzhen SEI Robotics Co., Ltd.

Phone: 0755-26613121

Address: 11F & 12F, Kangtai Innovation Plaza Building A, No. 222, Yue-Hai Subdistrict, Nanshan District, Shenzhen, China, 518057

➔ www.seirobotics.net

✉ sales@seirobotics.net

in @SEIRobotics