

# Communication on Progress 2021



**BEIJING GROUPHORSE TRANSLATIONS CO., LTD.**

Facilitate Global Communication for Better International Relations

<http://www.grouphorse.com/en/>

Room 707-709, Tower A, 28 East Andingmen Street, Yonghe  
Plaza, Beijing, China

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## **STATEMENT OF CONTINUED SUPPORT**

Period covered by our Communication on Progress (COP)

From April 10, 2021 to April 9, 2022

April 2021

Beijing Grouphorse Translations Co., Ltd. is proud to have been a participant of the United Nations Global Compact since 2017, and is committed to upholding the Ten Principles of the United Nations Global Compact.

As we seek to facilitate global communication for better international relations, we have established a sound system to internalize these principles and expand the scope of human rights, labor rights, environmental protection and anti-corruption practices within our sphere of influence.

I am glad to confirm that Grouphorse reaffirms its support of the Ten Principles. This is our third annual Communication on Progress that presents our actions to integrate the Global Compact and its principles into our strategy, culture and daily operations.

We will make greater efforts to increase awareness about corporate social responsibility.

Yours sincerely,

TANG Xing

President/Chairman

Beijing Grouphorse Translations Co., Ltd.

## **CORPORATE PROFILE**

Grouphorse Group is a globally leading provider of foreign-related services. We are committed to offering a wide range of services, including translation, interpretation, training, human resources, international conferences, exhibitions and global communications. We also offer business consulting for internationalization and localization. Headquartered in Beijing, Grouphorse has branches in major cities including Shanghai, Guangzhou, Shenzhen, Nanjing, Chengdu, Changsha, and Hangzhou, and is a United Nations vendor for language services registered at the highest level (ID: 496547) and a participant of the United Nations Global Compact (ID: 109301).

As a leading language service provider, Grouphorse has been the official language service provider for APEC summits, the Boao Forum for Asia, and China International Import Expo. It is the translation Partner of the 2018 China Education Symposium at Harvard and the official sponsor for the XIX FIT World Congress as well as one of China's first service providers to offer internships and placement for Master of Translation and Interpreting (MTI) candidates. Grouphorse is also an organizational council member of the Translators Association of China (TAC), a corporate member of the American Translators Association (ATA), and co-organizer of the Eighth National Conference and International Forum on Interpreting.

Mr. Jiading Guo, former Director-General of the Department of Translation and Interpretation and the Advanced Professional

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Titles Appraisal Committee at the Ministry of Foreign Affairs (MFA) of China, served as the first director of translation and interpretation, overseeing language services and training programs at Grouphorse. Mr. Guo reviewed and finalized the English bid documents for the Beijing 2008 Summer Olympics, the World Expo 2010 Shanghai China, the 2010 Asian Games in Guangzhou, and the 2011 Summer Universiade in Shenzhen. Ms. Yanan Xu is the current chief advisor for translation and interpretation at Grouphorse, and served as Chief of the Chinese Translation Service of the Documentation Division of the Department for General Assembly and Conference Management (DGACM) at the UN and Director-General of the Department of Translation and Interpretation at the MFA.

More than 80 percent of Grouphorse's employees hold a master's degree or above. Management staff are all graduates of top-level universities, such as Columbia University, Renmin University of China, Fudan University, Beijing Foreign Studies University, Shanghai International Studies University, etc.

Grouphorse works with a pool of over 1,000 simultaneous interpreters who have served domestic and foreign political leaders and completed conference interpreting assignments totaling over 1,000 hours. Also included are over 6,000 senior translators who serve businesses, public institutions, and UN bodies, such as the UN Secretariat, United Nations Educational, Scientific and Cultural Organization (UNESCO), United Nations Development Programme (UNDP), Office of the United Nations High Commissioner for Refugees (UNHCR), Food and

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Agriculture Organization (FAO), World Health Organization (WHO), World Trade Organization (WTO), etc.

The Global Center for Translation and Interpreting (GCTI), Grouphorse' s high-end language service platform, offers clients around the globe the best language services provided by over 1,000 linguists at home and abroad with expertise in multiple fields. This is part of its contribution to the Belt and Road Initiative and fulfilment of Grouphorse' s commitment to facilitating global communication for better international relations.

Always putting clients and service quality first, the GCTI has been the language service provider of choice for world-renowned organizations and events, including UN bodies, the Boao Forum for Asia (BFA), BFA Paris Meetings, BFA Board of Directors Working Meetings, 2011 Summer Universiade in Shenzhen, APEC CEO Summits, APEC SME Summits, the APEC Fortune Forum-SMEs Dialogue with Global 500, the APEC Young Entrepreneurs' Summit, the G20 SMART Innovation Forum, the Global Innovator Conference, the 2017 Berkshire Hathaway Annual Shareholders Meeting, the Sino-European Entrepreneurs Summit, the Sino-Australasian Entrepreneurs Summit, the Sino-African Entrepreneurs Summit, the China Education Symposium at Harvard, etc.

As Grouphorse' s flagship brand, Cema Training School of Translation and Interpreting ([www.cemachina.com](http://www.cemachina.com)) is widely recognized as the champion in the industry in terms of teaching quality, number of trainees enrolled, range of training levels and

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geographical coverage. With its unique teaching method combining comprehensive training with interactive learning, Cema is dedicated to cultivating first-class translators and interpreters with global vision. It has been commended by senior Chinese officials such as Mr. Huaqiu Liu, former Division Director of the Office of Foreign Affairs Group of the Central Committee of Communist Party of China.

Cema has partnerships with several elite universities for mutual recognition of credits for translation/interpretation programs. It is the only institution in China to offer interpreting trainees internships, training sessions, and on-site simultaneous interpreting practice or observation opportunities during APEC summits and G20 summits.

Cema customizes translation training programs for companies directly under the central government, such as China National Offshore Oil Corporation, State Nuclear Power Technology Corporation, Commercial Aircraft Corporation of China, and China Southern Airlines. Other clients include foreign-invested companies in China such as Novo Nordisk, PricewaterhouseCoopers (PwC), Porsche, Mitsubishi, and Honda. Also serviced are embassies and consulates of countries such as Australia and Norway. Those who have been trained at Groupourse and have excellent language skills can take the exam for PwC jobs without prior resume screening.

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For years, Grouphorse has supported the disciplinary development of the Master of Translation and Interpreting (MTI) education program by assessing the MTI candidates of China's high-level "Project 211" universities. It is the MTI practice and incubator for top universities, including Beijing Foreign Studies University (BFSU), Zhejiang University, Shanghai Jiao Tong University, Sun Yat-sen University, Tongji University, Southeast University, Shanghai International Studies University and East China Normal University. Grouphorse has worked with New York University and University of Westminster, and is the only institution in China that runs initial testing admission procedures and screening for the University of Westminster's MTI program.

Grouphorse has a talent pool consisting of translation and interpreting trainees who are high-caliber multilingual professionals from world-renowned universities, enterprises and organizations. This gives Grouphorse an edge in providing headhunting services for clients looking for professionals with excellent language skills and expertise in finance, engineering, law and medicine, in a low-cost, low-risk and efficient way.

At Grouphorse, we are proud of our precise management, transparent work flow modeled on international standards, customized services and strategically-distributed branches. The proven quality of our language service solutions makes Grouphorse stand out from other players in the sector. We are the preferred language service partner for Chinese enterprises and organizations with overseas business, foreign-invested

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companies, embassies, consulates, and missions of international organizations in China. Grouphorse has received letters of appreciation from political leaders including former British Prime Minister Gordon Brown, former French Prime Minister Jean Pierre Raffarin, former Australian Prime Minister John Howard, and former British Chancellor of the Exchequer George Osborne.

Grouphorse Chairman Mr. Xing Tang is a council member of the Translators Association of China (TAC), a member of the Institute of Translation and Interpreting and the Chartered Institute of Linguists, and a visiting scholar at Columbia University. Mr. Tang was invited to deliver a well-received English keynote speech titled “Bridging Language Gaps” at the UN headquarters in May 2017.

As a company with a strong sense of social responsibility, Grouphorse assists the development of BFSU and its Graduate School of Translation and Interpretation through the establishment of the Grouphorse Education Fund and Grouphorse Scholarship to finance students with outstanding academic performance. After being rigorously screened and assessed, Grouphorse has become the only language service partner among the supporting partners (comprised of industry giants such as Bain & Company, Ogilvy China and Deloitte) of One Foundation, one of China’s most influential non-governmental charities.

Over the years, Grouphorse has actively promoted international exchanges. Our delegations have visited many organizations and

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enterprises in Europe and the US, including UN agencies, the China-Britain Business Council, the University of Oxford, the University of Cambridge, the Googleplex and headquarters of enterprises including Intel, Goldman Sachs, Morgan Stanley, etc.

As a key step towards corporate management improvement, Grouphorse has brought on Mr. Jian Xu, a renowned lawyer and Dean of the RUC Law School, as its legal advisor. Before joining Grouphorse, Mr. Xu was a long-time legal advisor to Hong Kong tycoon Sir. Ka-shing Li, one of the world's best-known business leaders.

### **Grouphorse and international organizations**

In March, Grouphorse was designated a translation and interpreting service provider for the China-ASEAN cooperation forum and started to offer services for the agency.



The China-ASEAN cooperation forum

On April 8, 2021, Chairman Tang Xing visited Siddharth

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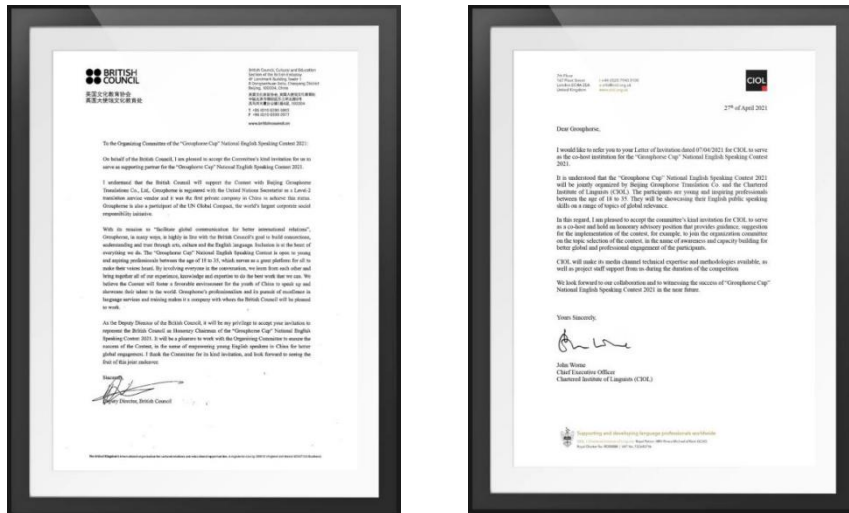
Chatterjee, UN Resident Coordinator in his office at UN Compound in Beijing, along with other Grouphorse heads. They discussed about how to accelerate Transforming our World: The 2030 Agenda for Sustainable Development by Grouphorse's role in promoting UN multilateral cooperation, sustainable development and advocacy in China.



Grouphorse heads visited and met with Siddharth Chatterjee at the UN Resident Coordinator's Office

On June 15, 2021, the Grouphorse Cup National English Speaking Contest was held with the support of the British Council, Cultural and Education Section of the British Embassy, the Chartered Institute of Linguists (CIOL), and Beijing Grouphorse Translations. This national contest aims to help young Chinese speakers improve their English skills, enrich knowledge, elevate cross-cultural understanding, and refine creative thinking skills.

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Official letter of support from the British Embassy (left) and Letter from the co-organizers, CIOL (right)

On October 22, Grouphorse issued its new international logo. Ms. Xu Yanan, who is one of Grouphorse's Senior Advisors, as well as a former Director-General of the Department of Translation and Interpretation at the MFA, and former Chief of the Chinese Translation Service of the Documentation Division of the Department for General Assembly and Conference Management (DGACM) at the UN, attended the ceremony and unveiled this new logo.



Ms. Xu was offering a speech at the launching ceremony

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Ms. Xu shares experience of translating IO documents with Grouphorse.

On September 9, Grouphorse participated in the China International Fair For Trade in Services 2021 and provided interpreting services.



Webpage of Grouphorse on the CIFTIS (online exhibition)

On October 21, Grouphorse provided multilingual simultaneous interpreting services online and offline for the South-South Cooperation on Leveraging Knowledge and

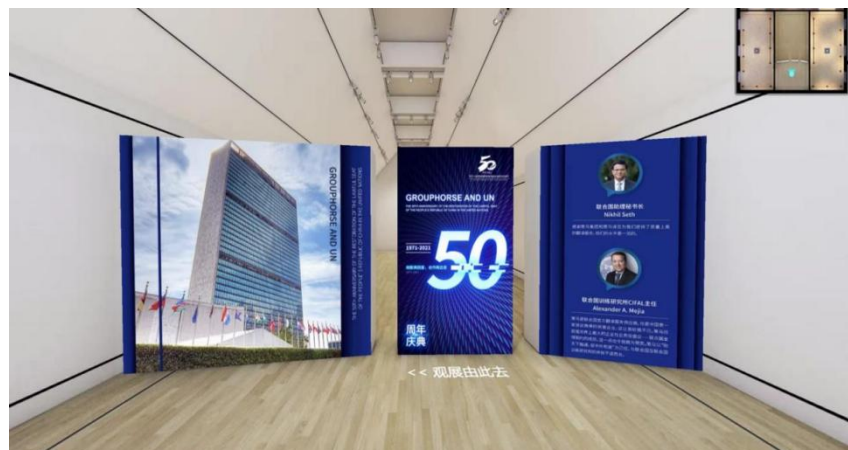
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Good Practice Sharing for Poverty Eradication and Sustainable Development, co-organized by CASS and UNOSSC.



South-South Cooperation on Leveraging Knowledge and Good Practice Sharing for Poverty Eradication and Sustainable Development

On October 25, 2021, the “Grouphorse And UN” 3D exhibition was held to celebrate the 50th anniversary of the restoration of the lawful seat of PRC in the United Nations. The exhibition displayed dozens of photos, letters and documents, vividly demonstrating the close cooperation and historic ties between Grouphorse and the United Nations.



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“Grouphorse and the UN” 3D exhibition

On November 30, The 2021 United Nations International Procurement Conference was held online. Grouphorse provided English-Chinese simultaneous interpretation, stenography (Chinese) and project management services. During the conference, Grouphorse interpreters performed simultaneous interpretation in the onsite simultaneous booth. This interpretation service was also available online.



Grouphorse provided clients with multiple quality-guaranteed services online and offline

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### **Translation and Interpretation Services**

Grouphorse is certified to the ISO 9001: 2015 standard and owns ten branches and subsidiaries offering services including translation, interpreting, translation and interpreting training, conference services, multilingual headhunting, and R&D for computer-aided translation tools.

Grouphorse works with a pool of over 1,000 simultaneous interpreters who have served domestic and foreign political leaders and completed conference interpreting assignments totaling over 1,000 hours. Also included are over 6,000 senior translators who serve businesses, public institutions, and UN bodies, such as the UN Secretariat, UNESCO, UNDP, UNHCR, FAO, WHO, WTO, etc.

In February, Grouphorse won the bidding of the long-term translation project affiliated to the World Intellectual Property Organization (WIPO).



The World Intellectual Property Organization

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On May 20, 2021, Grouphorse provided remote simultaneous translation service for the global internet seminar held by the United Nations Industrial Development Organization (UNIDO).



Grouphorse provided online simultaneous translation service for UNIDO

More than 80 percent of Grouphorse's employees hold a master's degree or above. Management staff are all graduates of top-level universities, such as Columbia University, Renmin University of China, Fudan University, Beijing Foreign Studies University, Shanghai International Studies University, etc.

Moreover, Grouphorse has a talent pool consisting of translation and interpreting trainees who are high-caliber multilingual professionals from world-renowned universities, enterprises and organizations.

These allow Grouphorse to provide headhunting services for clients looking for professionals with excellent language skills and expertise in finance, engineering, law and medicine, in a low-cost, low-risk and efficient way.

● **Business Performance**

The Global Center for Translation and Interpreting (GCTI), Grouphorse's high-end language service platform, offers clients around the globe the best language services provided by over 1,000 linguists at home and abroad with expertise in multiple fields. This is part of its contribution to the Belt and Road Initiative and fulfilment of Grouphorse's commitment to facilitating global communication for better international relations.

In 2021, Grouphorse becomes the highest-level translation and interpretation partner of National Association of Financial Market Institutional Investors (NAFMII). It also signs cooperation agreement with the Government of British Columbia, Canada.

Always putting clients and service quality first, the GCTI has been the language service provider of choice for world-renowned organizations and events, including but not limited to:

- ◇ UN bodies
- ◇ United Nations Industrial Development Organization (UNIDO)
- ◇ United Nations World Food Programme (WFP)
- ◇ World Intellectual Property Organization (WIPO)
- ◇ The UN Resident Coordinators Office (RCO)
- ◇ The United Nations Development Programme (UNDP)
- ◇ China International Import Expo

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- ◇ Bloomberg New Economy Forum
- ◇ Learning Conference on Road Safety and Digital Innovation
- ◇ UNIDO Global CEO Development Conference: “Science & Technology+” Empowering A Green Future
- ◇ World Robot Conference
- ◇ World Artificial Intelligence Conference
- ◇ World Forum on Rule of Law in Internet
- ◇ Shanghai High People's Court
- ◇ Shanghai Intermediate People's Court
- ◇ Boao Forum for Asia
- ◇ Cambridge English Assessment
- ◇ APEC China CEO Forum
- ◇ China Education Symposium at Harvard
- ◇ Sino-Australian Entrepreneurs Summit (SAES)
- ◇ China-U.S. CEO and Former Senior Official's Dialogue
- ◇ Entrepreneurs' Organization Global Leadership Conference
- ◇ United Nations Office for South-South Cooperation(UNOSSC)
- ◇ United Nations Resident Coordinator's Office(UNRCO)
- ◇ Sino-European Entrepreneurs Summit(SEES)

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- ◇ China-South Korea CEO and Former Senior Officials, Dialogue
- ◇ China-Japan CEO and Former Senior Officials' Dialogue
- ◇ Xiangya Hospital, Central South University
- ◇ APEC Summits
- ◇ G20 SMART Innovation Forum
- ◇ Global Innovator Conference
- ◇ 2017 Berkshire Hathaway Annual Shareholders Meeting
- ◇ Sino-European Entrepreneurs Summit
- ◇ Sino-African Entrepreneurs Summit
- ◇ Universiade Shenzhen 2010

序号	专业技术类职业资格培训机构名称
1	北京策马翻译有限公司
2	北京大立世纪技术培训有限公司
3	北京昭天下教育科技有限公司
4	北京点趣教育科技有限公司
5	北京洲大教育科技有限公司
6	北京嗨学网教育科技股份有限公司
7	北京一只船教育科技有限公司
8	北京深海云课堂教育科技有限公司
9	北京康视嘉言教育科技有限公司
10	北京铂瑞思教育科技有限公司
11	北京好好学教育科技有限公司

Grouphorse Translations ranks top of the list of vocational qualification training institutions in the professional and technical category (Source: Beijing Municipal Human Resources and Social Security Bureau)

In 2021, Grouphorse established strategic cooperation relationship with Foreign Language Teaching and Research Press (FLTRP). FLTRP was founded by Beijing Foreign Studies University (BFSU) in 1979. With its focus on foreign

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language and educational publishing, FLTRP has since developed into a leading comprehensive cultural and educational publishing organization in China and won worldwide reputation through extensive international cooperation.



Grouphorse and FLTRP



Grouphorse representatives at CIFTIS

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Zhou Jingqi, Vice President of Grouphorse and general manager of GCTI, was interviewed by BTV.



Grouphorse at 2021 China International Cross-broader E-commerce Conference

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### ● **Training Programs and Cooperation with Universities**

As Grouphorse flagship brand, Cema Training School of Translation and Interpreting ([www.cemachina.com](http://www.cemachina.com)) is widely recognized as the champion in the industry in terms of teaching quality, the number of trainees enrolled, range of training levels and geographical coverage. With its unique teaching method combining comprehensive training with interactive learning, Grouphorse is dedicated to cultivating first-class translators and interpreters with a global vision. It has been commended by senior Chinese officials such as Mr. Liu Huaqiu, former Division Director of the Office of Foreign Affairs Group of the Central Committee of Communist Party of China.

Grouphorse customizes translation training programs for companies directly under the central government, foreign-invested companies, and embassies and consulates, including but not limited to:

- ◇ China National Offshore Oil Corporation
- ◇ State Nuclear Power Technology Corporation
- ◇ Commercial Aircraft Corporation of China
- ◇ China Southern Airlines
- ◇ Novo Nordisk
- ◇ PricewaterhouseCoopers (PwC)
- ◇ Porsche
- ◇ Mitsubishi
- ◇ Honda
- ◇ Embassies and consulates of countries such as Australia and Norway

For years, Grouphorse has supported the disciplinary

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development of the Master of Translation and Interpreting (MTI) education program by assessing the MTI candidates of China's high-level “Project 211” universities. It is the MTI practice base and incubator for top universities, including but not limited to:

- ◇ Beijing Foreign Studies University (BFSU)
- ◇ Zhejiang University
- ◇ Shanghai Jiao Tong University
- ◇ Fudan University
- ◇ Sun Yat-sen University
- ◇ Tongji University
- ◇ Southeast University
- ◇ Shanghai International Studies University
- ◇ East China Normal University
- ◇ Xi'an International Studies University
- ◇ Huazhong University of Science and Technology
- ◇ Beijing Language and Culture University



Grouphorse becomes a practice base for candidates of the MTI program offered by Nankai University

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In 2021, these universities and institutions commenced cooperation with Grouphorse:

- ✧ Tianjin Normal University
- ✧ Tianjin University
- ✧ Nankai University
- ✧ Beijing Normal University
- ✧ University of International Business and Economics
- ✧ Beijing Institute of Technology
- ✧ Beijing Technology and Business University
- ✧ Renmin University of China
- ✧ Dalian Ocean University
- ✧ Beijing Jiaotong University
- ✧ Jinzhong University
- ✧ Hebei University of Technology
- ✧ China University of Petroleum, Beijing
- ✧ Zhengzhou University of Science and Technology
- ✧ Xi'an FanYi University
- ✧ Yunnan Agricultural University
- ✧ Shanghai Institute of Technology
- ✧ Harbin University of Commerce
- ✧ Hangzhou Normal University
- ✧ Shanghai Technical Institute of Electronics Information

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- ✧ Xianda College of Economics and Humanities, SHISU
- ✧ Heilongjiang International University
- ✧ Harbin Normal University
- ✧ Anhui Normal University
- ✧ Shanghai Business School
- ✧ Anhui University
- ✧ Zhejiang University City College
- ✧ Wenzhou Business College
- ✧ Zhengzhou Institute Of Science And Technology
- ✧ Hunan University Of Technology and Business



Grouphorse formed cooperation with Renmin University of China in 2021.



Grouphorse formed cooperation with Dalian University of Foreign Languages



Grouphorse becomes a practice base for candidates of the MTI program offered by University of International Business and Economics in 2021



Grouphorse held cooperation meeting with Nankai University.

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Grouphorse held cooperation meeting with China University of Petroleum, Beijing



Grouphorse was rewarded for outstanding partnership by Shanghai International Studies University

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In response to the COVID-19 pandemic, Grouphorse has launched a wide range of online programs for translation and interpreting students, including an internship program to help university students at home hone their translation and interpreting skills. Candidates can choose one of the fields they are interested in to participate, including translation instructions, expert seminars, interpreting-scene observations, as well as translation and interpretation tasks, etc.



College students online internship programme

✧ **International Exchanges**

Over the years, Grouphorse has actively promoted international exchanges. Our delegations have visited many organizations and enterprises in Europe and the US, including UN agencies, the China-Britain Business Council, the University of Oxford, the University of Cambridge, the Googleplex and headquarters of enterprises including Intel, Goldman Sachs, Morgan Stanley, etc.

As a language service provider, Grouphorse always seeks to promote Sino-foreign exchanges, cultivate language professionals, and contribute to China's role in global governance and its voice in the international community. With social responsibility at heart, we at Grouphorse have managed to achieve sustained, stable, fast and coordinated growth over the past decade.

On September 10 to 13, World Forum on Robot 2021 (WFR2021), which themed “Sharing New Fruits, Fueling New Drives”, was held in Beijing. Grouphorse was the translation, interpretation and bilingual subtitling service provider for the forum.

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Grouphorse is the bilingual subtitling service provider for the WFR2021

On August 16 the 2021 China-Brazil Forum was held to celebrate the 47th anniversary of China-Brazil diplomatic relations. Grouphorse was invited to provide conference support.



Grouphorse provides conference support for the 2021 China-Brazil Forum

Despite the epidemic which shut down international communication at a large scale, Grouphorse helps a lot of Chinese student pursuing their dreams of studying translation at

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famous international institutions/getting high-quality translation internships.



Grouphorse Talent, perfect career platform for foreign-language major students

On March 26, 2021, online interactive interpreting practice for students at home and abroad was organized by Grouphorse in an attempt to improve interpreting skills and build international interpreting circle of friends.

## **TEN PRINCIPLES OF UN GLOBAL COMPACT**

### Human Rights

#### **Policy**

At Grouphorse, we believe respecting human rights is an ongoing process that requires continuous effort and builds on our corporate values. We see to it that all personnel and our partners respect the Universal Declaration of Human Rights, and take respecting human rights as the basis of corporate sustainable development. The employees have never experienced discrimination on the grounds of their race, age, gender, marital status, religion, ethnicity or physical disability at Grouphorse.

#### **Implementation**

We have been strictly observing the Universal Declaration of Human Rights and other human rights protection rules. We have been constantly improving the Grouphorse Human Rights Protection System that incorporates rules in the *Labor Law of the People's Republic of China* and the *Social Insurance Law of the People's Republic of China* according to the realities of our business operations and needs of stakeholders.

#### ✧ Employees

In the previous year, we paid strenuous efforts to provide a humanitarian and democratic working environment where

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employees felt sincere care from their leaders and our employees' opinions can be taken seriously. For instance, employees can receive birthday gifts from their supervisors. Take Women's Day, for example, this year, women employees not only received the best wishes and flowers from the company but also enjoyed the benefits of getting off their work a few hours earlier than usual.

We are committed to provide a humanitarian and democratic workplace where the employees felt sincere care from their leaders and their opinions can be taken seriously in a timely manner.

Additionally, an effective system has been made to encourage our employees to share their thoughts on the development of the company and to substantially help enhance their sense of belonging and drive our business.

The Human Rights Education Program launched in 2018 at Grouphorse has continuously enabled employees to grasp the Universal Declaration of Human Rights and other human rights protection rules, which have also made the management accumulate abundant and precious experience and blaze new trails.

✧ Clients

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We give top priority to our clients' rights. Our Customer Service Department has been improving its services through making customer surveys of satisfaction and holding customer meetings every month. We are proud to say that we have always been fully capable of providing quality services and our client satisfaction reached all-time high last year.

### ✧ Supervision on Management

Strict governance is the cornerstone for us to have a good awareness of respecting human rights. In order to guarantee human rights protection throughout our business, the Human Rights Risk Management Task Force in each department has been dutifully carried out activities such as risk checks, regular risk control training sessions and the supervision of potential violations, especially those caused by decision-makers of the department.

### ✧ Supplier

We have been conducting due diligence to identify, address, and track potential and actual human rights impacts in our value chain, and only work with suppliers with good standing and lays out human rights protection provisions in the procurement contracts so that they would be legally bound to protect human

rights.

Grouphorse will push forward the UNGC human rights principles, launch more awareness campaigns within the company as well as in the industry.

## **Outcomes**

We are a staunch upholder of human rights and exercise zero tolerance for human rights infringement. The employees have never experienced discrimination on the grounds of their race, age, gender, marital status, religion, ethnicity or physical disability in the company. The past year saw no investigation, lawsuit, punishment or other incidents concerning human rights infringement at Grouphorse.

## **Labor**

### **Policy**

At Grouphorse, we have incorporated key requirements of relevant conventions of the International Labour Organization into our internal management and quality control system and developed practical rules to protect the rights and interests of the personnel.

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We value each of our employees. Last year, we continued to carry out the Grouphorse Regulations on Promotion and Incentive, Grouphorse Flexible Working Arrangements, Grouphorse Workplace Gender Policy, and a wide range of professional development programs to promote employee job satisfaction.

In addition, we have not employed and will not employ children or minors.

### **Implementation**

#### **✧ Desirable Employment Benefits**

The contracts we signed with our employees lay out terms that protect their interests in terms of salaries, working hours, insurances and social welfare benefits, and other employee treatment-related issues.

We have been implementing the Grouphorse Regulations on Overtime Working to curb overtime working so that our employees would not be physically and emotionally drained.

Despite the continuous influence brought by the COVID-19 pandemic, we still managed to create the best conditions for our employees without any excuse. We raised the minimum salary standard and increased the salaries for new employees. We also provided more benefits and additional subsidies for

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those who have accomplished external assignments which possess high risks and who have exhibited an excellent ability of carrying forward their duties during this trying time.

With the Grouphorse Flexible Working Arrangements and on the special time of the pandemic, our employees were offered flexible hours so they can fit the work around other commitments and keep social distance with others. That meant as long as they can finish the given tasks, they have been allowed to decide where, how and when to work. In addition to flexible working time and methods, telecommuting has also been in line with the new situation of the epidemic.

The Grouphorse Work-From-Home Policy has been introduced last February to protect our employees from COVID-19 and to help prevent its spread. In addition, we have offered free masks, hand sanitizers, relevant supplies and online courses about relevant protection measures to all of our employees.

To support gender equality, last year, we have:

- introduced more seminars, lectures, or workshops related to gender equality to raise awareness of the mass public;
- considered leadership roles for both sexes;
- prioritized work-life balance (with a focus on female employees).

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We do not force our employees to perform any task that is hazardous or detrimental to their health or well-being.

### ✧ Team-building Events

Due to the continuous impact of COVID-19, many of our activities were held online.

In the past years, we held major events such as the the annual meeting, the Universal Gravitation Project and the Grouphorse Cup National English Speaking Contest, to boost employee morale and to reinforce our brand image. Regular meetings and gatherings were held online to ensure greater bonds and better collaboration despite the current difficulties we all experienced.



The Grouphorse Cup National English Speaking Contest



The Award Ceremony of 2020 China Written Translation Contest (Online)

#### ✧ Discrimination Reporting System

We work against all forms of discrimination involving internal or external stakeholders, which may be based on factors such as race or gender, age, nationality, religion, sexual orientation, etc. To this end, we have established a web- and SMS-based discrimination reporting system to allow people to report cases of discrimination in employment and other relevant areas. And employees can take legal actions and have authorities concerned to initiate the investigation.

#### ✧ Professional Development Program

Grouphorse has launched a wider range of professional development programs in the past year.

In addition to running induction programs for new employees, we have invited more industry experts at home and abroad to

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give professional lectures and hold online seminars regularly, and sent our employees to attend work-related international meetings, seminars, and lectures that will enrich their experience and enhance their skills.

A mentorship program was also introduced at Grouphorse last year, allowing lower-level employees to connect with senior employees on a personal and professional level. The program creates good opportunities for employees to better understand their responsibilities while in the workplace and to better communicate with their colleagues and leaders in multiple tasks. Meanwhile, it also serves as an access to achieving higher career goals for a wide range of employees.

### **✧ Free will-based Employment**

We do not impose any restriction on employees' freedom or force them to stay employed by us through menace of any penalty including sanctions, threats, violence, loss of rights of privileges, etc. We make fair and respectful employee separation arrangements.

### **Outcomes**

The past year saw no complaint, petition or any incident involving acts of discrimination, forced labor or other violations of the labor principles at Grouphorse. All of our efforts have paid off—our survey showed that the employees have developed

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their professional skills, felt empowered at work and become more committed to the company.

### **Environment**

#### **Policy**

At Grouphorse, we always take reaching environmental excellence as one of our main objectives, and seek to make greater efforts to address key sustainability issues.

Last year, we carried out various activities in order to raise the environmental awareness among employees of all levels, and we kept up the good practice of strictly acting on our own environmental protection rules established in 2019. With these, we successfully achieve our primary goals of energy conservation and emission reduction, which are both beneficial to the environment.

#### **Implementation**

In the past year, more human and financial resources were made available to support environmental protection initiatives at Grouphorse.

- ✧ The Consideration of Carbon Peaking and Carbon Neutrality

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In 2021, the goal of “carbon peaking” and “carbon neutrality” became a significant concern for all walks of life. The two terms advocate a green and environmental-friendly way of life, promote the circulated use of resources and improve the efficiency of them. According to the very suggestions and policies given by the national administration, we have carried forward a huge number of important activities to take part in the grand process.

In order to cope with the heavy burden of energy consumption brought more time of online-working due to COVID-19, we paid more attention and established more thoughtful regulations on energy use in the office. We highly suggested every employee to turn off the electronic devices such as computers that they wouldn't need for a while, and we also care about the possible consumption brought by unnecessary use of lights and other minor aspects which might be easily overlooked.

In addition, since we adopted the policy of paperless office in 2020, we have always suggested our employees to keep up the good habit of using less paper and save as much as they can even if necessary.

### ✧ Further Promotion of Garbage Sorting Program

In 2021, since the call of environmental protection ever rose,

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we further promoted the degree of the implementation of our regulations that are made according to the 2019 policy introduced in Shanghai. Among employees, we carried out a variety of activities for learning in order to deepen the understanding of the importance of garbage sorting, as well as the familiarization of four kinds of waste: recyclable waste, hazardous waste, household food waste and residual waste. Better incentives were offered for the departments achieving a satisfying level of our regulations.

### **✧ Performance Evaluation System**

Our system of evaluating how relevant environmental protection and sustainability policies are carried out continued to make excellent progress in the past year. All of our employees met KPIs regarding environmental protection and sustainability set by heads of departments, and those high-achievers were recognized during our monthly and annual corporate meetings.

### **Outcomes**

In the past year, Grouphorse was not involved in any environmental pollution incidents.

We will continue to strictly abide by environmental protection principles, proactively echo relevant initiatives launched by the UN and the Chinese government, and further contribute to the sustainable development of the world.

## Anti-Corruption

### **Policy**

Ethics and integrity are among our core values which are essential and non-negotiable.

Grouphorse, which is why we always comply with anti corruption laws and policies, and have been running an honest business and allowing for no corruption at any level.

We give priority to the United Nations Convention against Corruption and other relevant international regulations. Our zero-tolerance approach towards bribery and corruption applies to all of our operations, regardless of local business practices.

We continue to abide by the Grouphorse Anti-Corruption Regulations and Grouphorse Staff Manual, including the No Gift Policy, which are constantly updated to reflect the latest corporate developments as well as relevant laws and regulations. We proactively promote the zero-tolerance approach to corruption, extortion and bribery and assist our staff in handling extortion and bribery issues.

### **Implementation**

#### ✧ Training Sessions on Business Integrity

We have held regular training sessions on anti-corruption and business integrity with the purpose of ensuring that our employees of all levels will have a clear

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understanding of relevant corporate, national and international practices and regulations.

We have also designed and strictly carried out the employee integrity test, during which our employees would be asked to rate statements related to business integrity to assess their honesty, dependability and work ethic.

### ✧ No Gift Policy

In the past year, we continued to implement our No Gift Policy stipulating that any employee, at any time, on or off the work premises shall not solicit or accept, directly or indirectly, gifts that are offered by vendors, suppliers, customers, government officials, potential employees, potential vendors, and suppliers, or any other individual or organization, no matter the value.

According to our No Gift Policy stipulating that any employee, at any time, on or off the work premises shall not solicit or accept, directly or indirectly, gifts that are offered by vendors, suppliers, customers, government officials, potential employees, potential vendors, and suppliers, or any other individual or organization, no matter the value.

### ✧ Anti-corruption Procurement

During the process of procurement, we spare no efforts to conduct serious and careful investigations to ensure that our business partners are legitimate and trustworthy enterprises that comply with the relevant anti-corruption policies, laws and regulations.

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We strive to ensure that our suppliers and their personnel do not engage in bribery and/or corruption while serving us in any region of the world in which we operate. In addition, in whatever contracts we signed with those suppliers, we clearly specify that all of them should follow the anti-corruption rules.

### ✧ Public Supervision Regime

Last year, we offered a range of online and offline reporting channels to guarantee public supervision including website, e-mail, Weibo, WeChat, and mobile application. Once confirmed, violators will be subject to full investigations and disciplinary actions.

### ✧ Multiple Reporting Channels

In order to facilitate the reporting of corrupt behavior, we offer a range of online and offline reporting channels, including website, e-mail, Weibo, WeChat, and mobile application. And anonymous reporting has been allowed and protected according to relevant corporate policies and national law.

## **Outcomes**

In 2020, there was no investigation, lawsuit, ruling, fine, and other incidents related to corruption in all its forms at Grouphorse. We will continue to comply with relevant laws and regulations and make greater anti-corruption efforts.

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As a UNGC participant, Grouphorse will step up its efforts to implement the ten principles concerning human rights, labor, environment and anti-corruption and work towards greater social responsibility.

We will actively participate in various UNGC campaigns across the world as we continue to run a modern and honest business, and strive to become a role model and get more businesses involved in giving back to society.

Should you have any questions, please feel free to contact us.

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