



FY 2020

New Oriental Education & Technology Group Inc.
Environmental, Social and Governance Report



Contents

About this Report	01
Chairman's Statement	03
About Us	05
Responsibility Management	08

Special Topic: Help One Another Through the Hard times

Quality Online Teaching	15
The Power of Public Welfare in Education	17
Recruit and Cultivate Excellent Teachers	21

01 Quality Education Assurance

Comprehensive Education	24
Innovative Education Modes	25
Domestic and Overseas Resources	29
Students' Rights and Interests Protection	30

02 Talent Development

Employees' Rights and Interests Protection	33
Employees' Health and Safety	37
Career Development for Employees	40



03

Giving Back to Society

Education Equity	44
Strategic Cooperation	49

04

Environmental Protection and Green Development Promotion

Low-carbon Environment Development	53
Environmental Protection Advocacy	56

Outlook	58
GRI content index	59
ESG content index	61
Feedback	65



About this Report

Publishing Cycle

This is the first independent annual Environmental, Social and Governance Report (ESG Report) released by New Oriental Education & Technology Group, covering the period from 1 June 2019 to 31 May 2020 (FY2020), certain content may exceed this range.

Content

The content of this Report covers the relevant data of New Oriental Education & Technology Group and its subsidiaries. To facilitate the presentation, "New Oriental Group", "New Oriental", "the Group", "the Company", and "we" are also used in this Report to represent New Oriental Education & Technology Group.

Compilation Guidelines

This Report refers to the GRI Sustainability Reporting Guide issued by the Global Sustainability Standards Board (GSSB) and the Environment, Social and Governance Reporting Guide of the Stock Exchange of Hong Kong Limited (the "HKEX"), and it uses the United Nations Sustainable Development Goals (SDGs) to present the Company's contribution to society.

ESG Reporting Principles

Materiality: This Report complies with the importance principle of international standards. The process of identifying, prioritizing and disclosing substantive ESG issues, follows review by the Board of Directors and the ESG working group and communication with stakeholders. Please read the corresponding part in the following text for the details of compliance.

Quantification: The statistical standards, methods, assumptions and/or methods for the calculation of key quantitative performance indicators used in this Report, as well as the source of conversion factors, are described in the annotations to the Report.

Balance: This Report provides an impartial presentation of the Group's performance during the reporting period, and tries to avoid choices, omissions or presentation formats that may inappropriately affect the decision or judgment of the readers with regards to the Report.

Consistency: The statistical methods used in data disclosure are consistent throughout this Report.

Data in the Report

Part of the financial data in the Report originates from the financial statement for FY2020. In the case of any inconsistency, the financial statement shall prevail. Other data is mainly FY2020 data, and some cases is outside this range and taken from the Company's internal system and statistics of its subsidiaries.

Form of Publication

This Report is published in both Chinese and English. In the event of any contradiction between the two versions, the Chinese version, shall prevail.

The electronic version of this Report is available at <https://investor.neworiental.org/>.

Contact Information

Add: Floor 9, New Oriental Tower, 6, Haidian Zhongjie, Haidian District, Beijing
Post code: 100080
Investor line: (86) 10 6260 5568
E-mail: zhaosisi@xdf.cn

Chairman's Statement



Chairman Michael Minhong Yu

Dear stakeholders,

2020 was an extraordinary year due to the global COVID-19 pandemic. Since the outbreak early last year, New Oriental has joined hands with people around the world to fight against the pandemic and push forward the transformation of the education industry. We improved the Group's ESG governance system and placed great emphasis on low-carbon and environmental performance. We cherish and care for the employees of New Oriental, and tirelessly meet the needs of students. We have also made effort to make our society better by helping those in need.

We made joint efforts to fight against the COVID-19 pandemic. Faced with the pandemic, we responded quickly to innovate our education and teaching model, promote and improve the OMO (online-merge-offline) system and educational resources, and swiftly digitalize New Oriental classrooms at the beginning of the pandemic. Our prompt efforts not only avoided the suspension of classes but also ensured the quality of education. Meanwhile, we also launched public welfare classes and provided free courses to the children of medical workers, and provided logistical support to fight against the pandemic.

We continuously improve our responsibility system. We have been improving the ESG management system consistently, optimizing the infrastructure of corporate governance, establishing diversified channels of communication, and actively seeking feedback from all stakeholders.

We increased investment in science and technology-empowered education. In this new era of education, we enriched our education models, enhanced the intelligence and diversity of teaching methods, and improved teaching efficiency by developing "Roombox", "OKAY Smart Education" and intelligent supervision engines. In addition, we've adjusted the Group's offline and online "dual platform" strategy, and increased the proportion of online classes both during lockdown and after the resumption of in-person classes, to ensure the health and safety of our students and teachers.



We cherish and care about talent. We adhere to the policy of equal employment opportunities, respect all people, and try our best to help everyone to use and contribute their skills and expertise. We care about the growth of every employee and teacher, hence we continue to offer training and cultivation programs and provide them with platforms and opportunities, with the aim of making everyone a unique talent.

We promote the sharing of resources. We continued to explore new paths for the sustainable development of educational public welfare and rural education through "Self-improvement Star", "Candlelight Action" and "Dual-Teacher Model" and other public welfare programs, which integrate science and technology with public welfare to provide more children with the opportunity to access diverse and high-quality online courses. We also encouraged employees to participate in voluntary activities to help people and give back to society.

We uphold green and low-carbon concepts. We strictly abide by relevant laws and regulations in our teaching and work, uphold green and low-carbon principles to control energy consumption, and integrate the concept of environmental protection into our governance and teaching work. We aim to build ourselves into a responsible enterprise and cultivate our students to become a group of environmentally responsible individuals.

In the future, we will never forget that New Oriental is a conscientious educational institute. Our priority will always be ensuring the health, happiness and growth of children. We always believe that China and the world will become better, and we'll work together with the society, families and individuals to create value and a brighter future!



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

About Us

Company Profile

Brief Introduction



New Oriental Education & Technology Group is a leading provider of private education services in China. It emphasizes on education products and teaching quality, empowered by science and technology. It commits itself to the all-round growth of students and the progress and educational development in China.

The Group integrates online and offline resources and offers a range of education and teaching ecosystems which focus on students, their parents and teachers, including short-term training system, basic education system, cultural communication system, consulting service system, technology industry system, and technological innovation ecosystem. The Group has also developed courses cover all academic subjects for kindergarten, primary, middle and high schools; international education programme for primary and middle school students and overseas exams preparation courses. In addition, New Oriental operates in multiple brands, including New Oriental College University Student Learning Development Center; Koolearn; Vision Overseas; Global Study Tour; New Oriental Stars; New Oriental Dogwood; New Oriental Academy and others which provide comprehensive, meticulous and quality one-stop education services for students of different ages and with different objectives of learning. New Oriental was listed at the New York Stock Exchange in September 2006 and completed its IPO (stock code: EDU), and went public in Hong Kong in November 2020 (stock code: 9901).

Since the establishment of its first Beijing-based school in 1993, the Group has been upholding the concept of "lifelong learning, global vision, independent personality, and social responsibility" to enrich and develop itself constantly. As of FY2020, the Group had accumulated over 55.4 million student enrollments since inception, and established 104 schools, 12 bookstores and 1,361 learning centers in 91 cities across China. The Group has become a leader in China's education industry, had more than 81,100 employees including 41,400 teachers. In FY2020, New Oriental created an annual net profit of US\$413 million.



Net revenue
US\$ **3,579** million



Net profits attributable
to New Oriental
US\$ **413** million



Total market value
US\$ **19,018** million

Milestones

New Oriental established its College Division, and launched its education brand: New Oriental College University Student Learning Development Center.

Koolearn was listed on the Hong Kong Stock Exchange and became the first online education stock in Hong Kong. Since then, New Oriental officially launched its dual capital platform strategy.

Established the brands of "POP Kids " and "U-CAN " and formally entered the field of general training for primary and secondary school students.

2020

2019

2014

The open online education live website koolearn.com was officially launched.

2008

2006

New Oriental was listed at the New York Stock Exchange, becoming the first educational institution in Mainland China to go public in the United States.

2005

Koolearn was established.

2003

New Oriental Dogwood was established, and New Oriental started its book, periodical and magazine publishing business.

2001

New Oriental Education & Technology Group was established, and New Oriental staged its diversified international education.

1996

New Oriental Overseas Study Consulting (the predecessor of Vision Overseas) was established.

1993

Beijing New Oriental School was incorporated.





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Awards and Honors

The Group is committed to improving students' lifelong competitiveness, fostering positive values, and giving students a global vision. We emphasize on improving education products and teaching quality, driven by science and technology. The Group is engaged in promoting students' all-round growth and facilitating the development of education in China. We uphold the values of "Integrity and Responsibility, True Love and Care, Learning with Diligence, and Forging Ahead with Aspirations", and strive to build ourselves into an excellent and respectable education institution of great cultural value in China. In recent years, the Company has outstanding performance in education and public welfare, which has been widely recognized by society.

Awards	Issuing Institution
Award of Outstanding Achievement in the Education and Training Industry of China	The Training Center of the Central Institute of Educational Sciences of the Ministry of Education, the Educational Talent Professional Committee of the Chinese Talent Research
China Charity Award	Ministry of Civil Affairs
National Poverty Alleviation Award • Dedication Award: Yu Minhong	State Council Leading Group for Poverty Alleviation and Development
China Red Cross Humanitarian Service Medal	Chinese Red Cross
Project Hope 20 Years - Outstanding Charity Partner	China Youth Development Foundation
The First Development and Innovation Contribution Award of Private Education	Chen Xiangmei Office of Educational Scientific and Cultural Award, China Adult Education Association
Demonstration Private College for Educational Poverty Alleviation in China	China Association of Poverty Alleviation and Development, Beijing Association of Non-Government Education
Beijing Advanced Non-Government Organization	Beijing Municipal Party Committee, Beijing Municipal Personnel Bureau
Advanced Private Education Group in Beijing	Beijing Municipal Education Commission
Demonstration School of Education and Training in Haidian District, Beijing	Haidian District Education Commission
Top 100 Outstanding Private Entrepreneurs in the 40 Years of Reform and Opening-up: Yu Minhong	All-China Federation of Industry and Commerce
The Most Influential Education Group, the Most Comprehensive Education Group	NetEase Education, Sina Education, Tencent Education, China Net, cnr.cn, etc.
Top 70 Brands for the 70th Anniversary of China	CCTV The Growing of the Great Brand
Education Group of Social Responsibility 2020	XINHUANET
Public Welfare Enterprise of Social Responsibility and 2020	CCTV.com
Social Responsibility Award for "Pandemic Fighting" Education Enterprises of China 2020	China.com.cn



Responsibility Management

Management of Sustainable Development

New Oriental upholds its mission "To provide students with empowerment, inspiration and horizon for a lifetime", and is committed to educating and enlightening students of all ages, tapping their potentials and capabilities, and helping them achieve a global vision. The Group focuses on four major aspects: quality education, talent training, education equity and environmental protection. We integrate the concept of sustainable development with the Group's strategy and operations, and contribute efforts to realize the UN Sustainable Development Goals^{Note 1}.



New Oriental's Concept of Sustainable Development^{Note 2}

Note 1: Sustainable Development Goals: Set up by the United Nations in 2015, aim to jointly solve such global issues as extreme poverty, inequality and climate change by 2030. New Oriental actively contributes to realize these goals via our business operations and fulfillment of our social responsibilities.

Note 2: New Oriental's concept of sustainable development: Goal 3 - Good health and well-being: Ensure a healthy lifestyle and promote the well-being of people of all ages; Goal 4 - Quality education: Ensure inclusive and fair quality education, and create opportunities of life-long learning for all people; Goal 5 - Gender equality: Realize gender equality and empower all women and girls; Goal 8 - Decent work and economic growth: Promote lasting, inclusive and sustainable economic growth, promote sufficient productive employment and decent work for all; Goal 9 - Industry, innovation and infrastructures: Build disaster-resistant infrastructures, promote inclusive and sustainable industrialization, and facilitate innovation; Goal 10 - Reduce inequality: Reduce inequality within and among countries; Goal 12 - Responsible consumption and production: Employ sustainable consumption and production patterns; Goal 13 - Climate action: Take immediate steps to address the issue of climate change and its impacts.



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development

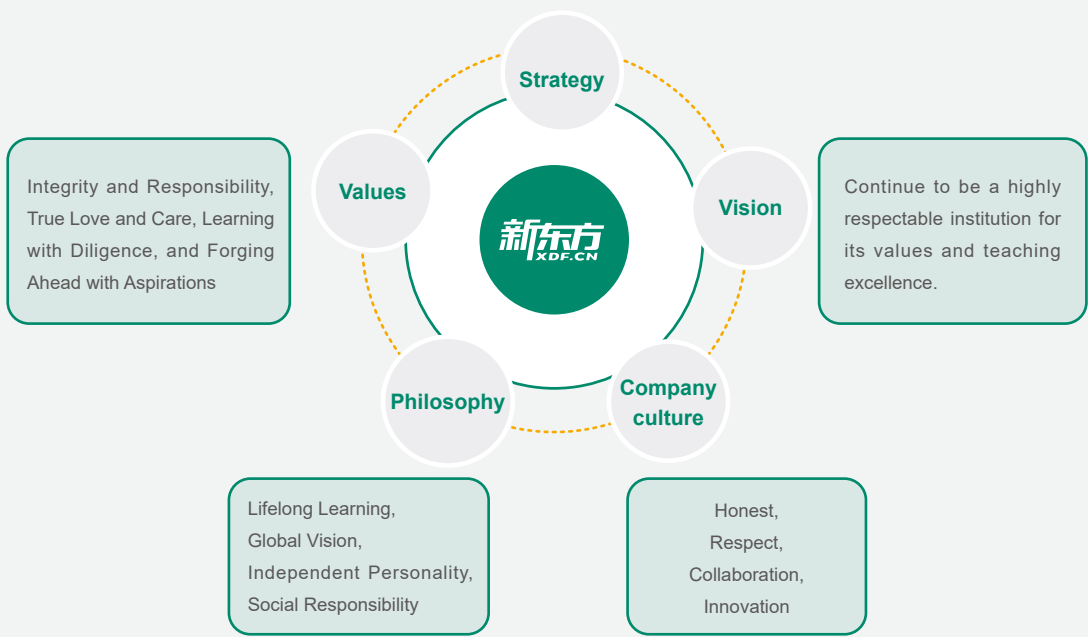


Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Focus on education products and teaching quality with the support of science and technology, promote the all-round growth of students and facilitate the development of education in China.



Corporate Governance

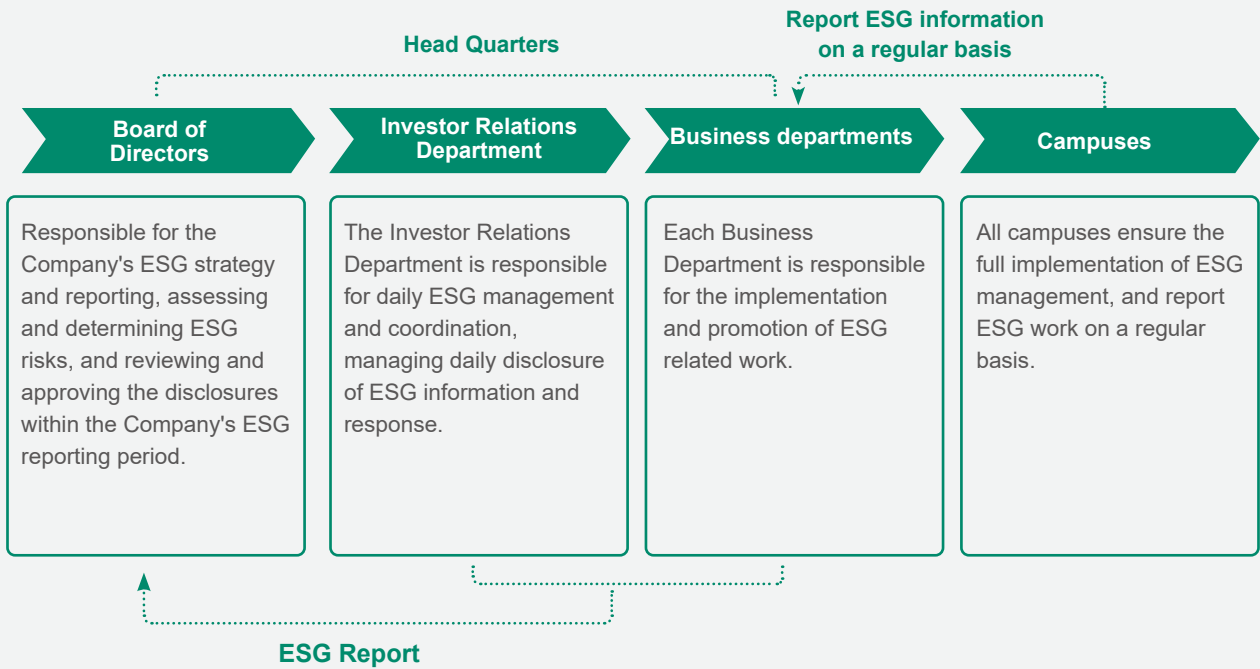
Framework of Corporate Governance

The Group strictly abides by the Company Law of the People's Republic of China, the securities market rules and supervision requirements of both the U.S. and Hong Kong, and it has built up a scientific and efficient corporate governance mechanism featuring well-defined power and responsibility and coordinated operations. We have also established a corporate governance structure comprised of General Meeting of Shareholders, Board of Directors, Audit Committee, Compensation Committee, and Nomination and Corporate Governance Committee, which ensures the effective enforcement of decision-making power, supervision power and management rights.

Our board is composed of 6 directors, which include 3 independent non-executive directors and 3 directors who are our executive officers or employed by us. The Board of Directors is responsible for guiding the company's development, supervising the management's performance during the company's business and sustainable development, and safeguarding the long-term interests of the Company and its shareholders. (For more information, please refer to the Group's *FY2020 Annual Report*).

ESG Management System

Centering on ESG Management Work, the Group has established an ESG working group composed of the Board of Directors, Investor Relations Department, Business Departments and Campuses. They perform their respective duties and interact with the upper and lower levels to jointly promote ESG management. The Board of Directors and relevant committees are responsible for reviewing ESG reports. The Investor Relations Department is responsible for overall coordination and communication. Each business department is responsible for its own ESG progress. Each campus performs particular routine ESG work and reports basic data on a regular basis. During the preparation of the report for FY2020, the Board of Directors reviewed the substantive issues disclosed in the report and the reporting strategy. This report was also reviewed by the Board of Directors before publication.



New Oriental's ESG Management Mechanism

📄 Anti-corruption

The Group upholds the core values of "Integrity and Responsibility", operates legally, and conducts the business consistent with the highest standards of business ethics. The Group does not tolerate any corruption within the organization. In FY2020, the case of corruption lawsuit against the employees which was filed and concluded was zero. Meanwhile, the Group has established and has been continuously improving the business ethics standards and anti-fraud system, including





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



Code of Business Conduct and Ethics

- The Group formulated and issued the *Code of New Oriental Education & Technology Group Inc. on Business Conduct and Ethics* ("The Code") approved by the Board of Directors. The Code applies to all of the directors, officers, employees, consultants and advisors of the Group, whether they work for the Group on a full-time, part-time, consultative or temporary basis.

The Code set out express provisions regarding competition and fair dealing, identification and disclosure of conflicts of interest, family members and work, gifts and entertainment, compliance with the *U.S. Foreign Corrupt Practices Act*, protection and use of company assets, protection and confidentiality of intellectual property, accuracy of financial reports and other public communications, company records, compliance with laws and regulations, discrimination and harassment, health and safety, etc., and it also prescribed the possible consequences of behaviors in violation of the Code.

The Board of Directors has appointed the Director of the Group's Audit and Supervision Department as the compliance officer. If employees have any questions about the Code or want to report any violation of the Code, they can contact the compliance officer.



Compliance with Laws and Regulations

- The Code provides that every employee must abide by local laws and regulations. In respect of anti-corruption, it includes the relevant provisions of *The Criminal Law of the People's Republic of China* and *The Law of the People's Republic of China Against Unfair Competition*. In addition, as the Group is listed in the United States and Hong Kong, it is also subject to the *Hong Kong Prevention of Bribery Ordinance* and the *United States Foreign Corrupt Practices Act*.



Risk Assessment, Audit and Supervision

- The Group established an Audit and Supervision Department under the leadership of the Audit Committee of the Board of Directors. It is responsible for the supervision and assessment of the Group's business activities and internal control, as well as fraud prevention and investigation, including regular identification and evaluation of fraud risks, audit and supervision of high-risk areas, evaluation of the efficiency of process and control in related business areas; evaluation and investigation of various whistleblowing received, and report the investigation results to the Group's management and the Audit Committee. Any type of violation identified during an audit or investigation will be dealt with according to its nature and severity in accordance with the Group's *Reward and Punishment System*. Legal violations will be subject to the judgment of the judicial authorities.



Whistleblowing Mechanism

- The Group has established a whistleblowing mechanism and formulated the Implementation Rules, which clarified the content, the channel, the process and treatment methods of whistleblowing. A whistleblower can file a report by telephone (+86-10-62605388), fax, letter, email (wubijubao@xdf.cn), in person, etc., or entrust others to file their report.

The Group encourages employees and external organizations and personnel to report any employees' violations of law, discipline and regulation, and fraud in all forms, e.g., anonymously. Whistleblowing methods are published on the Group's website and Employee Handbook. In addition, contracts signed by the Group also provide the whistleblowing methods. The Group encourages outsiders to report its employees' corruption and fraud conducts as known to them.



Publicity and Training

- In order to promote the core values of "Integrity and Responsibility", improve the business ethics of all staff, and prevent fraud, the Group has employed a variety of publicity and training methods:



Each employee has signed a *Letter of Commitment with the Code* while signing their Labor Contract. The signing rate in FY2020 was **100%**.



The Group has provides training and examination on *the Code* for All Employees of the Group each year. The coverage of training and examination was **100%** in FY2020.



The Group has carried out special training in relation to certain risks of corruption and fraud, and to certain business areas. In FY2020, the Group launched two special training programs for the *Prevention of Duty Related Crimes of Employees and Prevention of Criminal Risks during Business Operations*. More than 50,000 employees participated in person or via online live broadcast covering over **70%** of employees.



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Stakeholders Communications

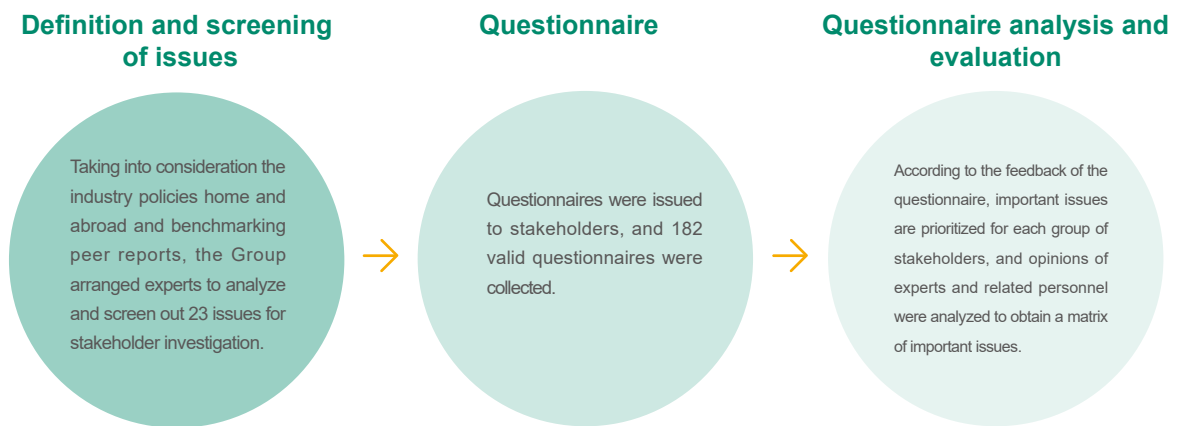
The Group has established diversified communication channels to continuously communicate with stakeholders and listen to their expectations and demands, and has always responded all requests in timely manner. The Group has identified the major stakeholders and formed the following list to provide a basis for the identification of material ESG issues.

Stakeholders	Expectations and Demands	Communication Approaches
Shareholders/ Investors	<ul style="list-style-type: none"> Protection of shareholders' rights and interests Return on investment Information disclosure Compliance operation and management Development strategy of the Company 	<ul style="list-style-type: none"> General Meeting of Shareholders Press release and bulletins Financial report of the Company Expectations and HKEX/Website of the Company Teleconference for performance announcement Investors' meeting and performance roadshow School visits
Government/ Regulatory Agency	<ul style="list-style-type: none"> Operation in accordance with laws and regulations Business and economic development Social Contributions Poverty alleviation Pandemic prevention and control 	<ul style="list-style-type: none"> Compliance report Participate in conferences/seminars Submit documents
Students and their parents	<ul style="list-style-type: none"> Protection of students' rights and interests Quality teaching Innovative education system 	<ul style="list-style-type: none"> Daily interaction Questionnaire Regular visit The Company's website and the Company's official account on social platform
Teachers/ employees	<ul style="list-style-type: none"> Protect employees' rights and interests Occupational health and safety Improvement of employee welfare Equal employment opportunities and diversified development 	<ul style="list-style-type: none"> Labor contract Employees' Symposium Daily communication Employee training
Suppliers/ Partners	<ul style="list-style-type: none"> Mutual benefit and win-win cooperation Long-term business relationship Fair and open procurement Product quality assurance 	<ul style="list-style-type: none"> Supplier access Routine purchase Supplier evaluation Daily communication
Environment	<ul style="list-style-type: none"> Strengthen environmental and ecological protection Save energy and resources Promote green office 	<ul style="list-style-type: none"> Environmental inspection Disclosure of environmental information Electronic teaching and office
Media/ community	<ul style="list-style-type: none"> Online education Promote equity in education Promote the education popularization Cultivate educational talents Carry out public welfare programs 	<ul style="list-style-type: none"> Volunteer activities Press releases Regular communication Charity activities

Assessment of Material Issues

The Group actively undertakes social responsibilities, continuously strengthens communication with stakeholders, responds to stakeholders and continues to enhance its sustainable development capabilities. On the basis of the Environmental, Social and Governance Reporting Guide, we took into consideration the situation of leading international and domestic companies, we sorted, classified, screened and ranked the issues that reflect both the Group's major economic, environmental and social impacts that have a material impact on the evaluation and of the decision made by different stakeholders. With this, we have also prepared a matrix of material issues, which was used as the basis for management and disclosure of ESG information.

Material Issue Identification Process



Result of Material Issue Identification





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Special Topic

Help One Another Through Hard times

Quality Online Teaching

At the beginning of 2020, the Group made a timely prediction on the challenges that education and teaching work would face during the COVID-19 pandemic, and actively conceived solutions, and swiftly transferred our courses online to uphold quality of our teaching. At the same time, we actively fulfilled our social responsibilities by providing free courses and public welfare activities to society and giving special care to children of medical workers in China.

Multi-pronged Efforts to Ensure Normal Teaching Work

In the early stage of the COVID-19 pandemic, the Group acted quickly to maintain normal teaching work. In terms of our teaching system, the technical team fully expanded and upgraded our self-developed live system "Roombox" and successfully moved millions of students of winter courses online. In terms of course preparation, we started to transform our teaching mode. According to the characteristics of online teaching, we made comprehensive adjustments to teaching materials, content arrangement, teaching skills and other matters, and constantly refined the content to provide students with quality interactive live classes.

Open and Shared Resources

With our experienced teaching team and OMO technology, we provided a range of quality courses and online learning resources to the public, including full-grade and full-subject in-step online courses, literacy courses, Master's classes, foreign teacher's AI-aided classes and over 2,000 pieces of graded English reading materials for primary and secondary students, as well as, more than 10 categories of courses for college students, including postgraduate entrance examination class, CET4 and CET 6 classes, entrance examination classes for studying abroad, teacher qualification certificate, etc., totaling more than 200 hours. Moreover, we also provide vocational courses for in-service personnel.

Serve the Society, Focus on Healthy Development of Families

In order to meet the actual needs of students, parents and teachers during the pandemic, New Oriental launched free psychology courses for primary and secondary students, free family education courses for parents, and free online psychological counseling for teachers and parents who needed psychological counselling.





Help Families to Spend Instructive Holidays

Due to COVID-19 pandemic, both school study and work were delayed across China. As a result, parents have more time with their children. On 9 February 2020, New Oriental Family Education Research and Guidance Center launched the "21-Day Parent-Child Healthy Life Camp" to help families improve parent-child relationships and develop a more active and healthy mode of life and learning. Families who registered online for the activity received well-designed parent-child interactive games, handbook drawing interactions and healthy recipes every day. Parents was able to finish tasks by clocking in and record the interactions with their children each day. At the end of the activity, we made the photos shared by the parents during the period into an electronic album, which were given to the family as a souvenir.



21-Day Parent-Child Healthy Life Camp



Mental Health Guidance during the Pandemic

Since the outbreak of the pandemic, New Oriental has placed great emphasis to the health and safety of students and their parents, adjusted its teaching methods and curriculum arrangements, and provided psychological guidance to spread health and safety knowledge among students and their parents. In January 2020, New Oriental Academy promptly set up an emergency team to provide students of different ages and grades with targeted advice on studying and staying at home, including self-discipline and reading guidance for primary and secondary students. We also provided an independent learning framework for secondary students, and distributed health guidelines and psychological counseling services to all students. In the meantime, the school called on students to raise their awareness of self-protection, and through online guidance helped them ease anxieties, emotions, and keep physical and mental health in a scientific way.



New Oriental Academy's Protection and Health Tips



New Oriental Academy Put its Psychological Counseling Room Online to Provide Psychological Guidance



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

The Power of Public Welfare in Education

Since the beginning of the COVID-19 pandemic, the Group has been fully supporting the front-line campaign to battle the pandemic. Through donations and the provision of various free educational resources, the Group has devoted itself in the fight against COVID-19, standing firm with the Chinese people and helping each other to overcome difficulties.



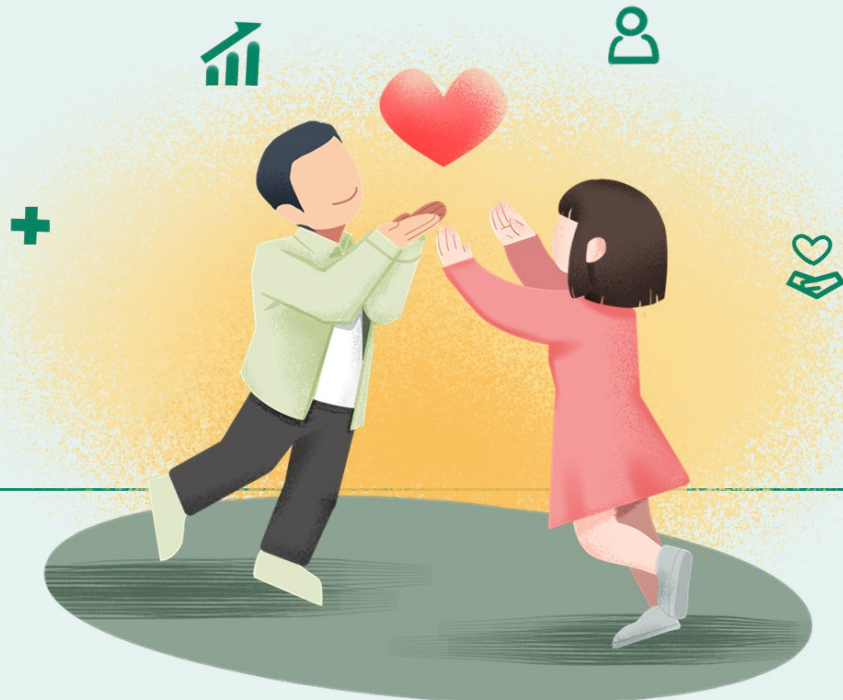
Combined Efforts against the Pandemic

CNY 20 Million Donation to Red Cross Society of China Hubei Branch

During the Spring Festival, the pandemic in Wuhan and Hubei Province was a great concern to everyone. In order to support the medical workers and other people who stayed on the front line, on 26 January 2020, New Oriental Education & Technology Group announced a donation of CNY 20 Million to Red Cross Society of China Hubei Branch for pandemic prevention and control in Wuhan and other regions in Hubei Province. With these funds, face masks, goggles, ventilators and other emergency supplies were purchased to support frontline medical workers.

电子回单号: 202001268xmftym9e0mn		回单校验码: 3535690866	
付款人	户名: 新东方教育科技集团有限公司 账号: 8550880043526700127 开户银行: 广发银行北京分行大望路支行	收款人	户名: 湖北省红十字会 账号: 567757550053 开户银行: 中国银行股份有限公司武汉刘家湾支行
交易币种	人民币	钞汇标识	钞
交易金额	20,000,000.00	手续费	0.00
合计	人民币(大写): 贰仟万圆整 ¥20,000,000.00		
网银流水号	RT2000623465611	交易类型	单笔转账
交易时间	2020-01-26 12:36:27	交易状态	成功
用途	转账		
附言	联系人: 通讯地址北京市海淀区海淀中街6号新东方北京总部9层电话: 4006666666 防疫		
* 银行温馨提示: 电子回单可重复打印, 请注意核对, 请勿重复记账使用。			

CNY 20 Million Donation to Red Cross Society of China Hubei Branch





Donate Money and Materials to Support Frontline Workers

After the outbreak of COVID-19, New Oriental paid close attention to government, institutions, medical workers and volunteers who were working on the front line to prevent and bring the pandemic under control. And within its capabilities, New Oriental provided support to Hubei Province and foreign countries during their pandemic prevention and control work, fighting together to win the battle against the pandemic. In addition, the Group donated CNY 22 million for pandemic prevention and control.

Donation of 100,000 Surgical Masks to Haidian District Government

On 24 February 2020, the Party Committee of New Oriental and New Oriental Foundation donated 100,000 surgical masks worth CNY 550,000 to Haidian District Government of Beijing, which were distributed to frontline medical workers, teachers and students of primary and secondary schools in Haidian District.



Donation of 100,000 Face Masks to Haidian District Government

Donation of CNY 1 Million to Shanghai FOSUN Foundation

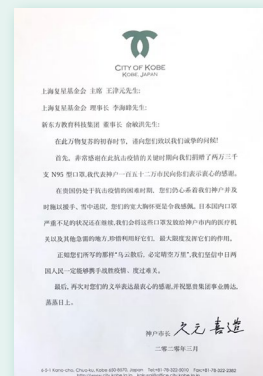
In March 2020, Beijing New Oriental Foundation donated CNY 1 million to Shanghai FOSUN Foundation, which was used to purchase 5,500 protective suits, 3,000 N95 masks, 60,000 3M masks and other pandemic-prevention items for the French and Japanese governments to fight the COVID-19 pandemic.



Donation to Japan



Donation to the Auroa region of France



Letter of thanks from Kobe City, Japan



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



New Oriental Joined Hands with Xiaomi to Initiate "Online Classes for Care" to Donate Electronic Devices to Students in Remote Mountainous Regions

In order to help students in remote mountainous regions finish the "last step" towards their online classes, New Oriental Foundation and Xiaomi Foundation launched the "Online Classes for Care" in March 2020, calling on New Oriental employees, Xiaomi employees and Xiaomi users to donate their idle mobile phones or other smart devices that can be used to access online classes to those students in Guizhou, Sichuan, Gansu, Qinghai and other regions. In this activity, New Oriental received a total of more than 300 smart devices, and together with Xiaomi, contributed to the "Suspend Classes Without Suspend Learning" campaign that supported students in remote regions.



Idle smart phones and earphones and speakers donated by Xiaomi users



"Gift packs" donated by New Oriental employees



Full-heartedly Support to Medical Workers

In 2020, the Group leveraged its expertise to provide free online winter vacation courses and spring courses for the children of frontline medical workers fighting against the pandemic in order to relieve their worries. The courses were well received by medical workers as soon as they were available online. After piloting at New Oriental Wuhan School, it was quickly promoted to more than 70 cities across China. As of 1 February 2020, New Oriental schools across China have provided free courses to 15,592 children of medical workers.



New Oriental schools across
China have provided free
courses to

15,592 children of
medical workers



With Help from New Oriental, Parents' Concerns Relieved

The Spring Festival is a time for family reunion, but many medical workers gave up their vacations and chose to work at the frontline of life and death, guarding the lives and health of the public. Xuanxuan's mother works in a hospital designated for COVID-19 pandemic diagnosis and treatment in Hangzhou. Since Chinese New Year's Eve, she had been on the front line for nine consecutive days, responsible for the reception, diagnosis and treatment of suspected patients. As Xuanxuan's father also works in the hospital, he had to stay with his grandparents. After learning about the classes presented by New Oriental, Xuanxuan's mother submitted a few "all armed" work photos during a break. The teachers of New Oriental contacted her immediately and helped her complete the application. Due to the need of self-quarantine, she expressed her thanks and exhorts on the phone, "The child is naughty and I'm worrying that he won't be patient in the class. My husband and I cannot stay with him, so I hope you do me a favor!" In order to ensure the normal study and life of medical workers' children during the winter vacation, we provided more than 15,000 free copies of the "New Oriental Winter Courses for Primary and Secondary Students".



Xuanxuan's Mother Staying at the Frontline





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



"Scholarship for Medical Workers' Children" for Rural Medical Workers

As the "safe keepers" against the COVID-19 pandemic in rural areas, rural medical workers have done a lot in personnel investigation and patient screening, and they have become the key force in the fight in rural areas. However, due to lack of resources, they have many difficulties in work, life, and children's education, and urgently need attention, understanding and support from society. In order to help the children of rural medical workers better receive education and create more favorable conditions for rural medical workers to work peacefully, New Oriental Foundation set up the "Scholarship for Medical Workers' Children" for rural medical workers in cooperation with YLYK. Children of medical workers who have made outstanding contributions during the campaign against the pandemic. This activity resulted in a donation of CNY 88,950.



Scholarship granting ceremony in Pu'an County, Guizhou Province

Recruit and Cultivate Excellent Teachers

With improving the quality of education and teaching as its mission, the Group is committed to cultivating and building a first-class team of teachers. Although faced with the employment and recruitment pressure caused by the pandemic, New Oriental responded to the government's call to increase recruitment based on its own development needs. In FY2020, the Group recruited nearly 20,000 graduates from colleges.

In the spring of 2020, we launched the social recruitment plan and the online spring campus recruitment "I Want You to be Extraordinary - 2020 New Oriental Global Spring Campus Recruitment", providing 3,000 jobs for teachers, trainees, consultants, technicians, trainers/instructors and researchers, and management trainees. Through these efforts, we provided employment and development opportunities for fresh graduates and social talents, and provided guidance on career planning for students.



2020 Spring Campus Recruitment Career Talk on Air

On 28 February 2020, New Oriental successfully held the online "New Oriental 2020 Spring Campus Recruitment Career Talk", at which the leaders and employees of each department of the Group, through vlogs and interviews, showed the graduates the working environment of New Oriental's headquarters in Beijing, the development history and corporate culture of New Oriental, shared their personal feelings, and revealed New Oriental's development strategy. In addition, they also presented the talent training plan, welfare benefits and other questions they cared about. The on-air career talk attracted 700,000 students.



Mr Li Meiyue, CCO of Blingabc, Showing Students the Working Place of the New Oriental's Headquarters Online

In order to ensure teacher training during the pandemic, the Group has been making innovations and launching a range of online training courses (106 hours in total) for 98,000 students, introducing the code of online teaching conduct and teaching assessment indicators to guide the normal operation of online courses. A total of 16 online training sessions were presented through Roombox for 330,000 students, and for the first time, the "live + education + public welfare" model was employed live for the "Seminar on Education under the Global Impact of the Pandemic".



launching a range of online training courses

106 hours in total



training courses or

98,000 students



total of 16 online training sessions



through Roombox for

330,000 students

Quality Education Assurance

- Comprehensive Education
- Innovative Education Modes
- Domestic and Overseas Resources
- Students' Rights and Interests Protection





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Comprehensive Education

Centering on the overall growth of students, the Group is committed to providing comprehensive quality education services and products to meet the changing needs of students at all stages of life in accordance with *the Education Law of the Peoples Republic of China, the Compulsory Education Law of the People's Republic of China, the Law of the People's Republic of China on the Promotion of Privately-run Schools* and other laws and regulations.

All-round Education Layout

We provide diversified education product and service portfolios, and provide students with comprehensive education services and products based on lifelong learning needs to meet students' knowledge needs at all stages.



Our after-school tutoring courses cover all subjects of kindergarten, elementary school, junior high school and senior high school, providing students with supplementary tutoring beside the regular school curriculum to help them improve their exam scores.



Our exam preparation courses mainly include those for preparing for tests before overseas study, such as IELTS, TOEFL and SAT, and other domestic exam preparation courses such as the National College English Test Band 4 (CET4), the National College English Test Band 6 (CET6) and the post-graduate entrance examination, which are designed to help students acquire test skills to get a high score in admission exams and assessments.



We provide English training courses for adults. In addition, we also provide training courses for other languages, including German, Japanese, French, Korean, etc. These courses are designed to help adults improve their writing, reading, listening and speaking skills.



We provide bilingual pre-school education services to children aged 2-6 and full-time courses for Grade 1-12 students, placing particularly emphasis on English training, which will help students lay a foundation for higher education abroad.



We compile and edit language training materials and test preparation materials, which are distributed to students through various channels.



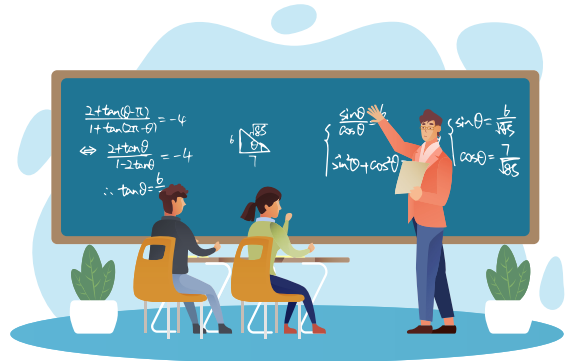
We provide higher education, K12 education and preschool education online to meet the knowledge needs of different student groups through diverse courses and plans.



We provide students with professional advice on overseas study, help students handle overseas study application and admission procedures, and organize study tours for them.

Diversified Course Formats

We provide students with various forms of courses such as big classes, small classes, one-on-one classes and online tutoring, and tailored education solutions to meet the diverse needs of students, and provide students with more flexible and extensive curriculum options.

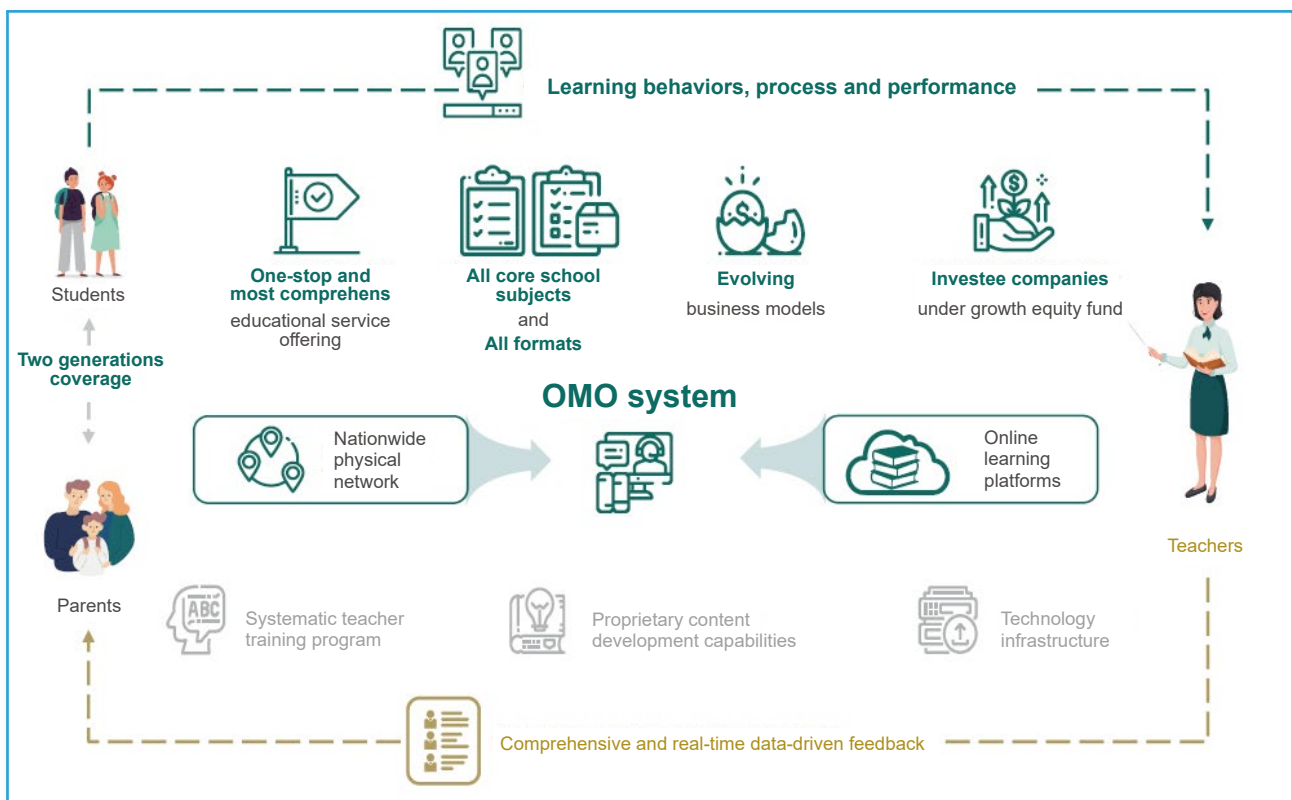


Innovative Education Modes

New Oriental earnestly implements *the Regulations on Administration of Internet-Based Audio-Video Program Services*, *the Measures for Managing Internet Information Services*, *the Opinions on Guiding and Regulating the Orderly and Healthy Development of Mobile Internet Applications in Education* and other laws and regulations, and provide students with an innovative and efficient learning experience through in-depth integration of education and technology. Based on AI and big data, New Oriental optimized its teaching models, developed new teaching services and combined online and offline courses to create personalized and diversified teaching services and build up intelligent teaching scenarios.

Promote the Integration of Online and Offline Platforms

New Oriental has been constantly optimizing and upgrading its OMO system. Through the in-depth integration of technology empowered online platforms and offline services, we organized and integrated the learning data collected during each learning stage before, during and after class to provide efficient and effective targeted services based on the characteristics of students. Thus, we have realized barrier-free connection between online and offline platforms. By collecting and analyzing students' behaviors, process and performance, we tailored teaching content and services for each student, and timely deliver teachers' comments to their parents, thus set up close connections among teachers, students and their parents.





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society

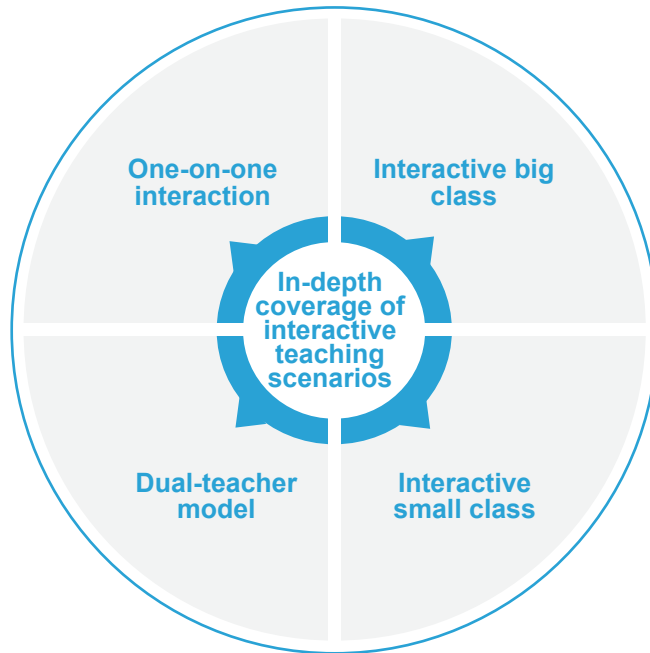


Environmental
Protection
and Green
Development
Promotion



Independent R&D of "Roombox" Live System

At the beginning of 2020, the pandemic caused full suspension of our in-person classes. In order to provide lessons for students, New Oriental quickly upgraded its self-developed "Roombox" live broadcast system and smoothly transferred more than 1 million students to online classes. "Roombox" transferred excellent offline courses and teacher resources to online with the same quality, and integrated a variety of teaching scenarios to achieve super-interaction with students online. During the study, students had the opportunity to speak individually and enjoy interactive activities, such as group cooperation. Thus, students experienced the convenience, fun and efficiency of online learning.



Build up "AI + Education" Ecology

Relying on the massive data accumulated over the past years, New Oriental is committed to promoting the implementation and large-scale application of AI technology, products and innovative solutions in all educational scenarios, including various education scenarios for students aged 3-25. New Oriental joined hands with schools, ecology enterprises and partners to promote the AI applications in education. In the view of New Oriental, science and technology is a driving force, so we continue to increase attention and investment in "education + technology". So far, we have successfully established three educational technology systems, namely, technical innovation system, operation management system, and teaching and research service system. Moreover, we have also established research institutes and laboratories for research of the latest technologies such as AI, big data and virtual reality, and developed a range of smart education systems and products. As of the end of FY2020, the Group has developed more than 40 technical products.



As of the end of
FY2020, the Group
has developed more
than **40** technical
products

Smart Education System and Products

OKAY Smart Education

The OKAY smart learning terminal (OK learning machine) and the OKAY smart teaching terminal can help students and teachers access the open OKAY smart education platform. School and regional administrators can conduct teaching management and make decisions more effective based on big data.

"Little N" Smart Class Supervision Engine

New Oriental's AI class analysis engine that uses advanced AI technologies such as face recognition, speech recognition, text recognition, and natural language processing can conduct in-depth teaching data analysis, open the "black box" of classroom, and make the classroom more transparent, and improve the efficiency of teaching and research management.

Donut Smart Education

The ASUS Zenbo Qrobot "Xiaobo" robot and ROOBO's "Pudding Doudou" robot are pre-installed with the "Exploratory Game-Based Learning" application developed exclusively by Koolearn Donut, which can help children restore real life scenes and immerse themselves in creative and interactive games, thus cultivate their interest in English and improve their creativity and ability to use English.

Bilingabc Online Course System

The system is comprised of 1V3 main course, intelligent foreign teacher recruitment platform, AI class teacher and AI classroom. You can in AI foreign teacher's classes experience the immersive learning scenarios and personalized learning programs created by advanced technologies such as adaptive learning, intelligent speech recognition, attention model, emotion judgment, and NPL, and experience the brand-new English class supported by artificial intelligence and other technologies.

Phoneme-Level Intelligent Speech Evaluation System

The system is capable of splitting words at the phoneme level to accurately locate wrong pronunciations and provide specific feedback, thus it can help users quickly improve the accuracy of pronunciation.





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Improving intellectual property rights management

New Oriental has been making continuous efforts to standardize and improve the management of intellectual property rights (IPRs) of the Group, strictly abiding by the *Trademark Law of the People's Republic of China*, *Patent Law of the People's Republic of China*, *Law of the People's Republic of China Against Unfair Competition*, *Regulations for the Implementation of the Trademark Law of the People's Republic of China*, *Rules for the Implementation of the Patent Law of the People's Republic of China* and other laws and regulations, optimizing the arrangement of trademarks and patents, and enhancing copyright protection. We ensure that all subsidiaries of the Group use the Group's IPRs in teaching, training, marketing and other business operations in a legal and compliant manner, while avoiding infringement of the IPRs of others. We systematically and automatically monitor 708 official WeChat accounts, effectively reducing the risk of copyright infringement. At the same time, New Oriental actively carries out brand protection litigation, and explores and tries new models of technology-based evidence preservation and rights protection. Economic damages awarded to and received by New Oriental total more than CNY 1.54 million. As of fiscal year 2020, New Oriental has submitted 19 patent applications, 2 overseas patent applications, 28 trademark registration applications involving 128 categories, and 61 copyright applications, including 37 software copyright registrations.



New Oriental has
submitted **19** patent
applications



2 overseas patent
applications



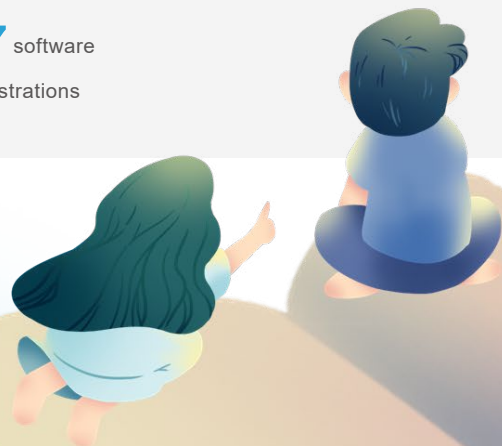
28 trademark
registration applications



61 copyright
applications



including **37** software
copyright registrations





Domestic and overseas resources

New Oriental actively promotes the international development of the Group, continues to expand resources home and abroad, and cooperates with well-known institutions such as Oxford University Press, Cambridge University Press, Macmillan Publishers, ETS, etc., to distribute localized teaching materials in China, and develop localized products that meet the needs of domestic students with high-quality educational content.



New Oriental compiled TOEFL textbook for Chinese candidates

In order to effectively help Chinese candidates improve their TOEFL scores, ETS's TOEFL R&D team and New Oriental's TOEFL R&D team have jointly compiled the PrepEdge textbook series. Based on the Chinese candidate data model, we tailor-made special teaching materials for New Oriental's TOEFL courses for Chinese candidates. ETS's TOEFL 2K corpus, TOEFL Practice Online, etc. have been adopted as the source for corpus compilation, comprehensive training of language knowledge and skills designed, and a variety of test strategies combined to ultimately achieve the goal of effectively improving TOEFL test scores. In addition, in order to allow candidates to quickly find the suitable textbooks, we and ETS have developed the TOEFL® ProPlacer™ adaptive TOEFL placement test, which can efficiently push the question modules with the difficulty level matching their abilities based on the characteristics of their abilities. Through the two-stage test, the students' overall response performance is used to evaluate their potential English skills to help them plan their learning paths reasonably and obtain high scores. As the first TOEFL textbook series for Chinese candidates that ETS officially recognized and participated in the compilation, PrepEdge marked a new era of TOEFL study for Chinese students.



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



New Oriental upgraded elementary school English curriculum

New Oriental introduced Living Oxford English, Oxford University Press's flagship children's English textbook, thereby becoming the first educational institution in the world authorized by Oxford University Press to localize the content of the textbook, and obtaining the exclusive right to use the adapted textbook in Mainland China. Different from simply adopting the original textbook, New Oriental Living Oxford English is a new, fully immersive global English course suitable for elementary school students aged 6-12 developed by taking into account the learning habits and growth rules of Mainland Chinese students and adapting the original content to the local context. It is not only aligned with the Common European Framework of Reference for Languages (CEFR), but also meets the requirements of the China's Standards of English Language Ability (CSE) for elementary school students of different levels. In addition, all English teaching guarantees seamlessly connection from offline interactive classrooms to online live broadcasts by foreign teachers, creating an English learning atmosphere for students. The launch of this course is not only an important action of New Oriental's elementary school English team, but also another milestone of New Oriental to explore high-quality teaching content and innovative service experience.

Students' rights and interests protection

New Oriental attaches great importance to the protection of students' rights and interests, strictly protects students' privacy and personal information, strengthens the cultivation of teachers' professional ethics, keeps improving teachers' comprehensive quality and teaching ability, regulates teachers' professional behavior, and enhances the social responsibility of all teachers. We continue to open channels of communication and conduct ongoing NPS research and parent council work to enhance the student experience.

Moderate publicity

The Group strictly abides by the *Advertising Law of the People's Republic of China*, *Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers*, *Law on the Promotion of Non-public Schools of the People's Republic of China* and other laws and regulations, and has established a strict review process to ensure the authenticity and effectiveness of the information released and conform to the scope and content of New Oriental's services, creating a healthy, orderly and safe cyberspace and learning environment for students and parents.

When recruiting students, we are responsible for the truthfulness of the content of advertisements published on websites, posters, internal journals and magazines, brochures, flyers, enrollment brochures and other promotional materials of each institution, especially for the accuracy of the content of courses, teachers' backgrounds, services provided, classroom environment and accommodation conditions, preferential measures and other promotional wording, so as not to present vague concepts, vulgar language and misleading content, and to present true, clear, effective and accurate information for students.

Security and privacy protection

The Group complies with the *Law of the People's Republic of China on the Protection of Minors*, *Tort Liability Law of the People's Republic of China*, *Cybersecurity Law of the People's Republic of China* and other related regulations, and has also formulated and issued the *Employee Information Security Management Regulations*, *System Data Security Regulations* and *New Oriental Information Hierarchical Management Regulations*, attaching great importance to the data security of the system and users, and establishing a comprehensive security management system. We apply desensitization restriction on the sensitive information of users in the business system to ensure the security, track the event where inquiries and operations on sensitive information are initiated, and arrange specialized personnel to monitor the information. If any illegal operation is found, it will be tracked and verified. At the same time, permissions are assigned and set in strict consistency with employee responsibilities, and employees can only access data within their own permissions.

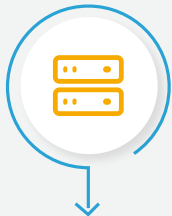
Business protection system



Network level

A firewall is deployed at the network exit to strictly control the ports that provide services to the outside; A full-traffic monitoring system is deployed in the network and linked with the SOC system to detect possible external intrusions and illegal outreach activities in a timely manner through the monitoring system, and issue an alarm;

The network is divided into three security control domains: "Untrust", "Trust" and "Core", and different control strategies are set. Mutual access between the domains is not allowed without permission and approval.



Host level

HIDS and anti-virus software must be installed on the hosts of the Group, and updated regularly;

The host scanning system regularly performs security scans on the hosts used for operations, and reinforces and updates risky hosts.



Application level

An "application firewall" is deployed to protect related business systems;

The Group's network and business systems will be periodically checked by application scanners and host scanners.



Data level

A database audit system is deployed in the network to monitor the risk operations of relevant personnel and applications. Once any abnormality is found, it can quickly alarm and notify relevant personnel;

It is strictly prohibited export online data for offline use without approval and desensitization.

Construction of teachers' professional ethics

New Oriental has been making continuous efforts to strengthen and promote the construction of teachers' professional ethics, and standardize the professional behavior of teachers. In accordance with the *Education Law of the People's Republic of China*, *Teachers' Law of the People's Republic of China*, *Opinions on Comprehensively Deepening the Reform of the Teaching Staff Construction in the New Era* and other laws and regulations, New Oriental formulated the *Teachers' Code of Conduct of New Oriental Education & Technology Group (FY2020 Revised Edition)*, *Notice on Further Strengthening the Professional Ethics and Code of Conduct for Faculty and Staff* and other internal related systems, and released the "Requirements for the Work Bottom Line of All Faculty and Staff of New Oriental". In addition, we have further strengthened teachers' behavior and conduct by carrying out special education and publicity, online and offline training, and special assessments.

Talent Development



- Employees' Rights and Interests Protection
- Employees' Health and Safety
- Career Development for Employees



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Employees' rights and interests protection

The Group strictly abides by the *Labor Law of the People's Republic of China*, *Labor Contract Law of the People's Republic of China*, *Regulations on the Implementation of the Labor Contract Law of the People's Republic of China* and other laws and regulations, as well as various internal rules and regulations on employment and employee rights protection, comprehensively protects the health and safety of employees, and creates a good cultural environment for employees. During the reporting period, the Group has not committed any illegal activities referring to the use of child labor or forced labor.

Promoting employment equality

The Group complies with the *Law of the People's Republic of China on the Protection of Women's Rights and Interests*, *Law of the People's Republic of China on the Protection of Minors*, *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, *Provisions on Prohibition of Child Labor*, *Special Provisions on Labor Protection for Female Employees* and other laws and regulations, and has formulated internal regulations, such as the *Employee Handbook* to further clarify employee rights and related safeguards regarding employee recruitment, employment, salary, promotion, working hours, holidays, dismissal, occupational health, labor safety, and welfare benefits. When recruiting, we do not make any requirements on race, color, gender, or religious beliefs, resolutely eliminate the employment of forced labor and child labor, and attach importance to internal anti-discrimination management to prevent discrimination and harassment.

For employees who violate national laws and regulations, internal rules and regulations, or cannot continue to work in New Oriental for some reason, the Group has formulated detailed rules on dismissal. For those who seriously violate the Group's labor discipline and rules and regulations, New Oriental will hold them accountable. For those who are unable to continue their current work due to accident or illness, New Oriental will transfer them to other positions or provide reasonable financial compensation as appropriate.

FY2020



Number of employees (person)

81,127

26



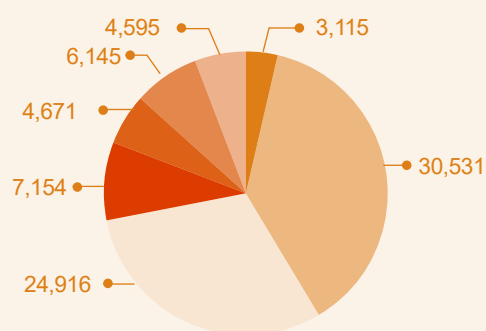
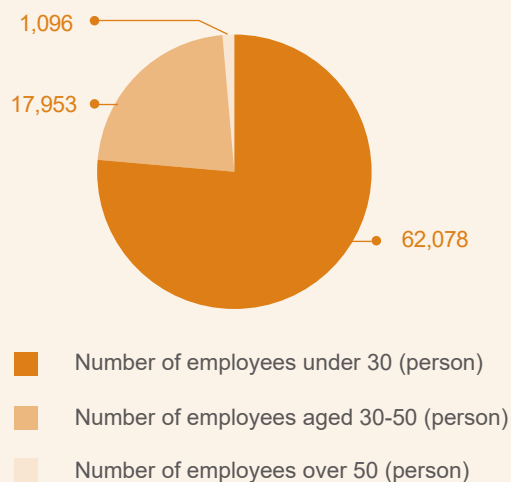
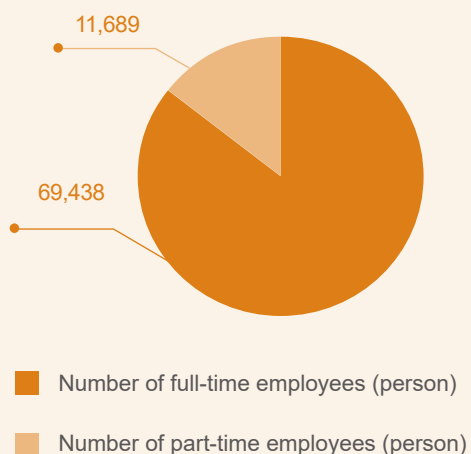
Proportion of
women in senior
management (%)

72



Proportion of female
employees in full-
time employees (%)

Employment diversity



Listening to employees' feedback

The Group encourages open, honest and equal dialogue among employees and between superiors and subordinates, and strives to establish smooth communication channels. Employees can provide feedback via the Group's complaint and feedback center's phone number (010-62605500) or mailbox (answers@xdf.cn), the Group's opinion and suggestion message board, and the Group's customer service WeChat account (xdfjtydzfwfw). In addition, the Group organizes all employees to participate in organizational climate surveys every year. In FY2020, the employee satisfaction score is 4.21 points (out of a maximum of 5 points).



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



Improving the rights and interests of employees

Rest and vacation

- New Oriental strictly guarantees the rights of employees to work and rest in accordance with the requirements of the *Labor Law of the People's Republic of China*, *The Company Law of the People's Republic of China* and Interim Regulations on Wage Payment. Based on the nature and requirements of the positions, the Group has formulated three methods for working hours calculation: standard, irregular and comprehensive to ensure that the average daily working hour of employees does not exceed eight hours.
- In the Employee Handbook, New Oriental stipulates the approval methods for employees' annual leave, personal leave, sick leave, marriage leave, maternity leave, and bereavement leave, and considers the actual needs of employees during the implementation process to perform rest and leave management in a flexible manner.

Remuneration assessment

- Adopting the internationally recognized concept of comprehensive remuneration, New Oriental's remuneration is provided in two ways: financial remuneration paid to employees in monetary form and non-financial remuneration in the form of comfortable working environment and various cultural and sports activities and other spiritual incentives. The principle of fairness, competition, strategy and legality is implemented in the process of remuneration distribution.
- In terms of performance appraisal, the Group has formulated fair and just appraisal regulations. An employee's appraisal is assessed by his/her supervisor approved by the leader at next upper level, and supervised by the HR Department. For teams, teachers, employees and managers who present outstanding work performance and outstanding contributions to our corporate culture, we have established a fair salary and grade adjustment system to ensure that employees receive appropriate remuneration and rewards that match their work results.

Employee benefits

- We fulfill employer obligations, including providing employees with five social insurances, plus housing fund and lunch subsidies, as well as distributing cash gifts on festivals, birthdays, weddings and other occasions.
- Employees' study and their children's education are a major concern of the Group, and we provide employees and their children with discounts for study at New Oriental.

Attending to the needs of employees

New Oriental pays much attention to the planning and construction of offices and campuses. The Group carries out careful surveys and considerations with regard to site selection, design and decoration of office buildings and schools, and invested a large amount of human and material resources for maintenance, as it is committed to providing employees with a comfortable and safe learning environment and a good working atmosphere.



New Oriental Headquarters Building



Qingdao school office area



Foreign Language School at Yangzhou

We also pay special attention to the rights and interests of female employees. We organize celebrations for female employees on occasions such as Women's Day, and care for the needs of female employees in their daily lives.



Caring activity for female teachers



Baby care room

In addition, New Oriental raised more than CNY6.3 million to establish an employee mutual assistance fund to help employees and their family members when they face difficulties, such as major diseases and poverty. In FY2020, the fund donated over CNY935,000 to help 36 employees and their families during hard times.



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Employees' health and safety

New Oriental pays attention to the health and safety of employees and provides comprehensive protection for employees. Advocating a positive and healthy work concept, New Oriental carries out diverse employee care actions and cultural and sports activities beside work to enrich employees' spare time.

Caring for employee health

The Group complies with *the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases, Regulation on Work-Related Injury Insurances, Law of the People's Republic of China on Work Safety and Law of the People's Republic of China on the Promotion of Basic Medical and Health Care*, and has established systematic internal management regulations to protect employees' health and safety. The Group provides gyms for employees and organizes regular physical examinations every year. For those injured at work, the Group provides work injury leave, work injury subsidies, and pensions. For those who are sick or injured outside work, the Group has established medical leave arrangements and will provide care to employees in a timely manner.

During the COVID-19 pandemic, New Oriental paid close attention to the physical and mental health of employees, provided online psychological counseling for employees, and updated epidemic prevention and control reminders in a timely manner. After resumption of work, the Group implemented strict epidemic prevention measures in each campus, distributed epidemic prevention materials to employees, and organized employees to conduct nucleic acid tests to ensure the health of all the faculty and staff. During the reporting period, no deaths of employees occurred due to work.

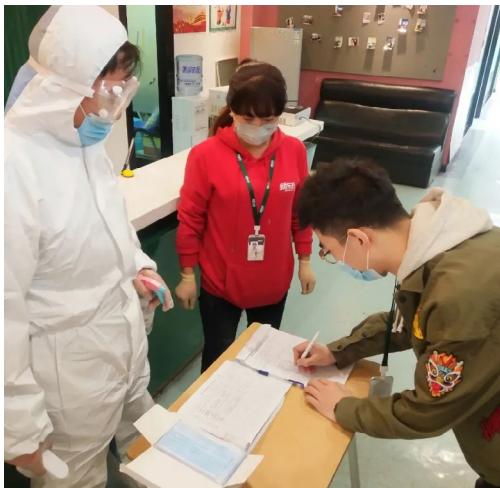


Lecture on Employee Mental Health



Protecting the health of teachers and students during the pandemic

The schools of the Group attach great importance to the prevention and control of the COVID-19 pandemic. Measures were taken in terms of campus environment protection and teaching arrangements to protect the health of teachers and students. In the early stage of the COVID-19 pandemic, we promptly established a leading group for epidemic prevention and control, and successively purchased epidemic prevention supplies such as temperature guns, alcohol wipes, 84 disinfectant, disposable hand sanitizers, masks, protective clothing, etc., to ensure that each school has enough materials to protect teachers and students. Before the resumption of classes, the Group set up a disinfection team to clean and disinfect our campuses. After the resumption, each school also actively carried out daily disinfection work.





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Promoting work-life balance

New Oriental organizes a variety of leisure-time activities for employees to help them adapt to the corporate culture and maintain physical and mental pleasure. During key festivals and holidays, such as the Spring Festival and Mid-Autumn Festival, the Group will organize gatherings for employees. Each year, the Group also organizes activities such as walking, sports meeting, and mountaineering to convey to employees the concept of physical exercise and health. In addition, we also hold family and parent days to provide employees with opportunities to exchange feelings with their parents and family members, leaving common memories.



Voice of New Oriental competition



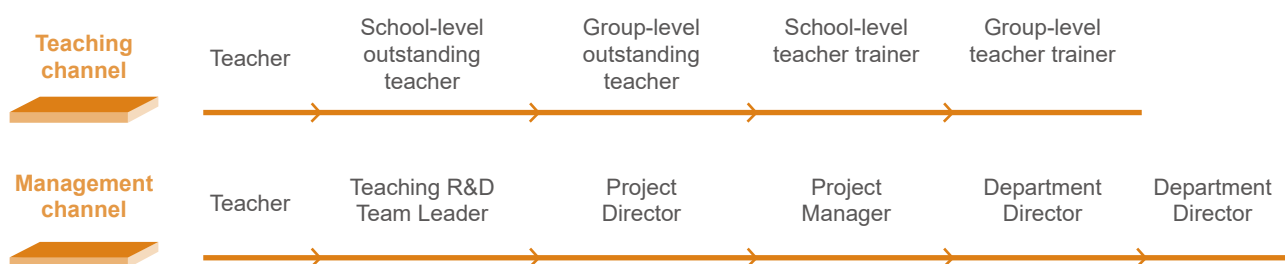
New Year's Eve dinner for non-local employees



Annual travel for staff

Career development for teachers

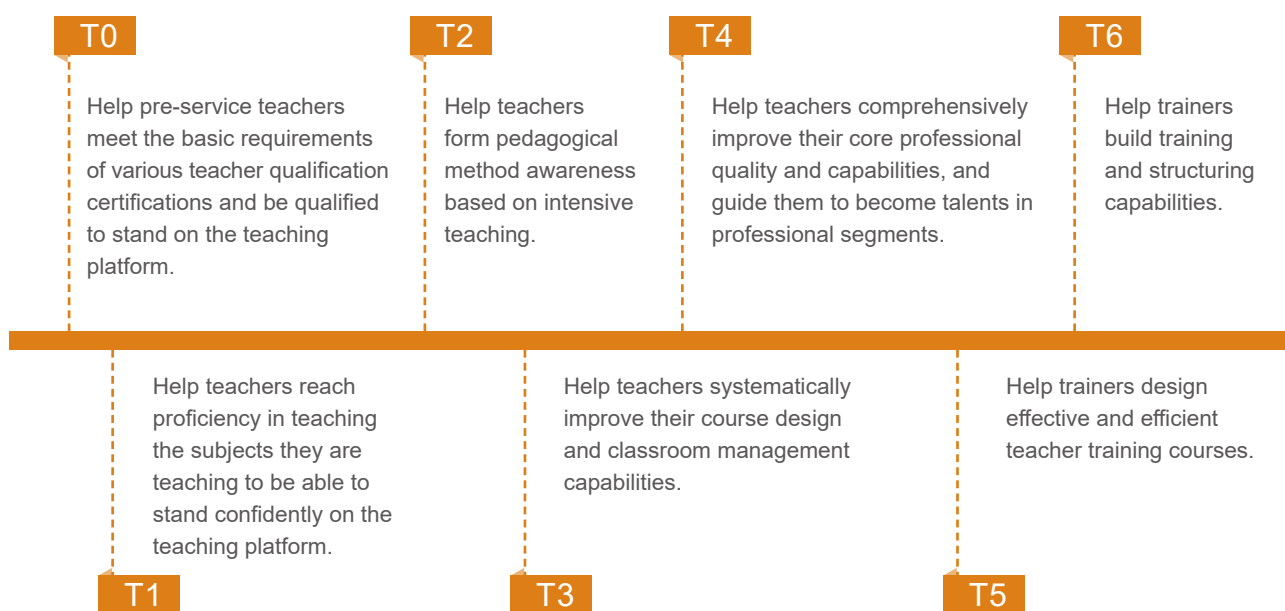
New Oriental attaches great importance to the study and development of employees. We have established a study and development center and a talent evaluation center, and formulated a complete training, tracking and management system. For new recruits, we provide orientation training on the promotion of personal professionalism, teamwork ability and corporate culture awareness, carry out continuous comprehensive ability and performance appraisal of employees, and create multiple career development channels such as administrative management, teaching, teaching R&D, and IT for employees.



Employee career development channels

Focusing on talent training

New Oriental has established a complete set of teacher ability assessment standards and professional development channels, and is committed to providing teachers with broad opportunities for further education. New Oriental has designed a pre-service teacher training camp for newly recruited teachers, a pre-job teacher training camp for teachers who have been employed for one year, and backbone teachers and overseas training model for teachers who have been employed for more than two years. In addition, the Group also provides teachers with training courses and certain subsidies for professional examinations.



Teacher training system



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



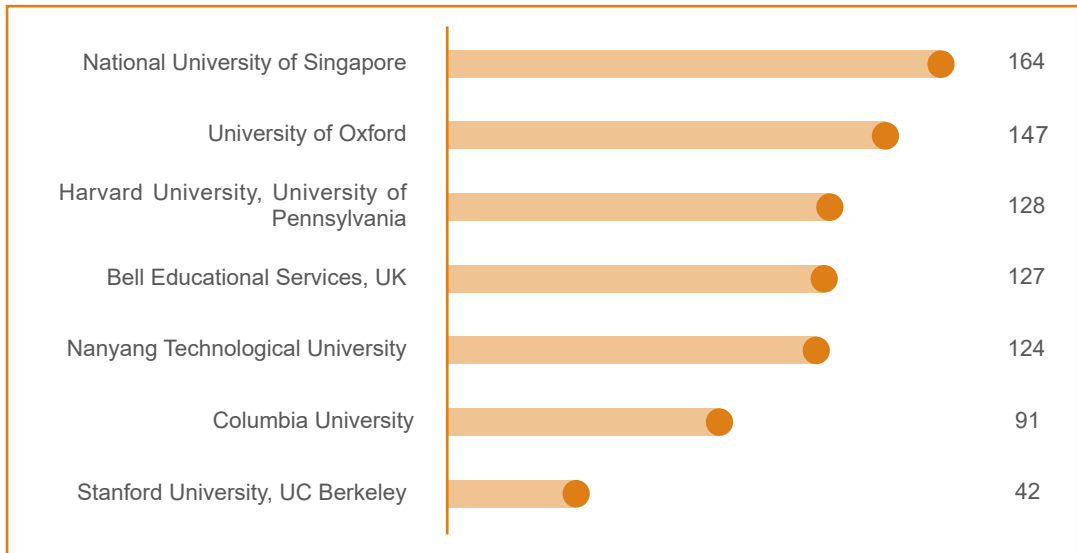
Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

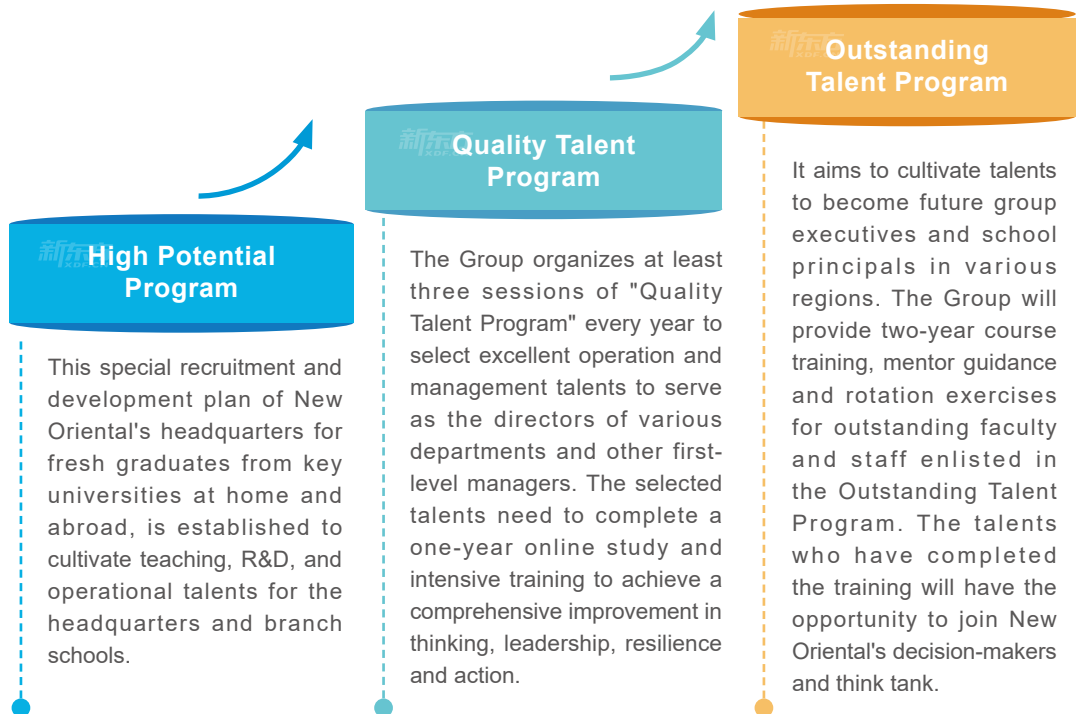
New Oriental is committed to expanding the horizons of in-service teachers, continuously improving teachers' professional quality, encouraging teachers to pursue in-depth learning, and supporting teacher exchange for further studies. In FY2020, New Oriental has opened 7 overseas training routes, and the total number of teachers involved in overseas exchange training programs has exceeded 2,100.

Number of teachers involved in each overseas training route in FY20



Enhancing growth of talents

New Oriental attaches great importance to expanding employee development channels, launches various talent training programs and management training programs at all levels, and selects outstanding talents in the Group for training to transfer to the front-line and senior management team and improve the Group's overall management ability and management level.





新东方教育科技集团2019年人大商学院管理研修班



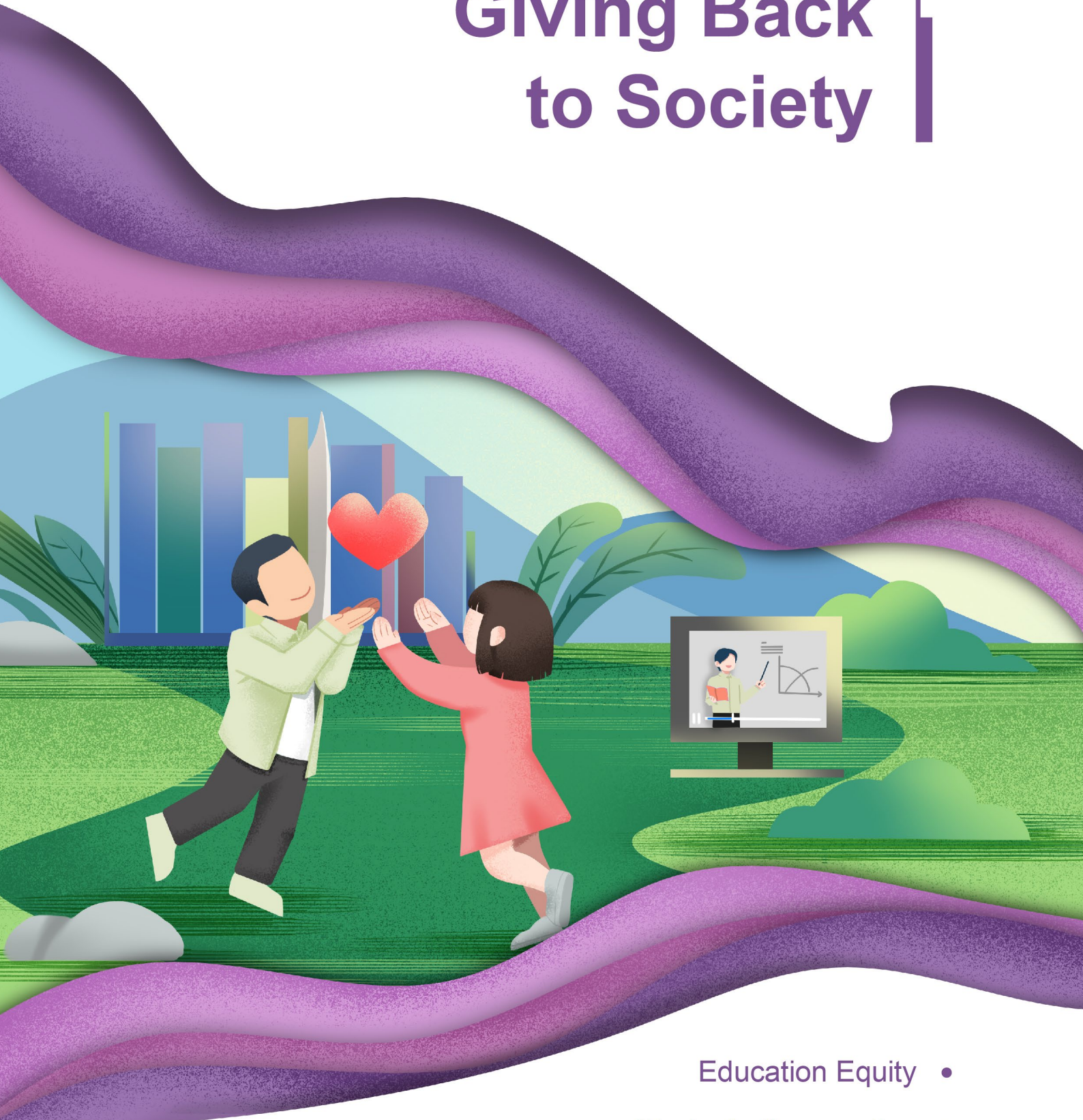
2019.09.26 北京·中国人民大学

New Oriental Education & Technology Group's 2019 Renmin Business School Management Class

Indicator	FY2020
Employee training	
Average training hours of employees (hour)	157
Average training hours of male employees (hour)	157
Average training hours of female employees (hour)	157
Average training hours of ordinary employees (hour)	125
Average training hours of supervisors and managers (hour)	133
Average training hours of directors and above (hour)	168



Giving Back to Society



Education Equity •

Strategic Cooperation •



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



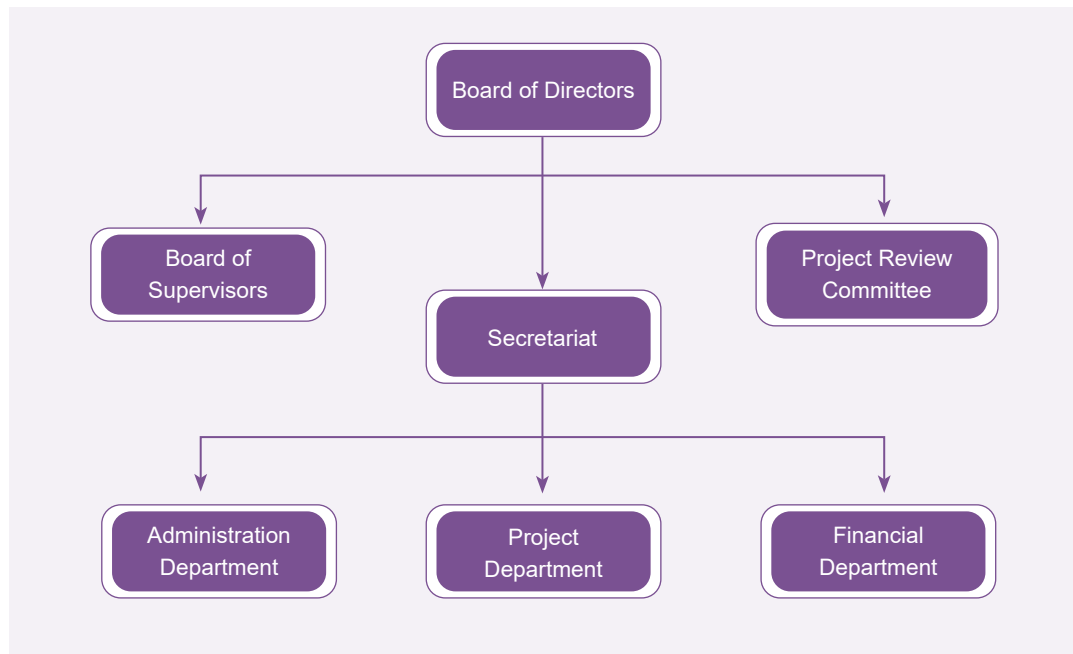
Environmental
Protection
and Green
Development
Promotion

Education equity

New Oriental has been sticking to its own "road for public welfare" for more than 20 years, providing not only material assistance but also spiritual motivation and hope to poor students and poor areas. We always perform our social responsibility and strive to do our best to offer every child have a fair and equal chance in education and make the world a better place with our efforts. In FY2020, the Group's total charitable donations amounted to CNY 21.93 million, and the Group's investment in charity activities was approximately CNY 0.84 million.

Establishing public welfare mechanism

In order to better fulfill our social responsibility and establish a long-term and stable public welfare fund investment mechanism, the Group formally established New Oriental Foundation on November 3, 2015, and promised to donate a certain percentage of its income to the foundation each year. The purpose of the New Oriental Foundation is to "promote the reform and innovation of education through public welfare, and use innovative technologies to promote education fairness", and it is making continuous efforts in funding the development of education in poverty-stricken areas, promoting the sharing of educational resources, and providing disaster relief assistance. In April 2019, New Oriental Foundation was rated as a 4A-level charity foundation.



Organizational Structure of New Oriental Charity Foundation

Supporting the sharing of educational resources

Having been deeply involved in the education sector for many years, New Oriental understands that education is very important to the long-term development of society. In FY2020, New Oriental Foundation provided multi-dimensional and precise assistance to help balance education through science and technology, and made efforts to allow more high-quality educational resources to benefit students in remote areas and to promote the solution of the imbalance in the geographical distribution of China's high-quality educational resources.

Candlelight Action-New Oriental Teachers' Social Responsibility Action

New Oriental and the Central Committee of the China Democratic League jointly initiated this program in 2008. Over the past 12 years, more than 30,000 rural teachers in more than 30 provinces and cities and more than 90 regions have been provided with free training to help them update their teaching concepts, master teaching methods, and broaden their horizons and ideas. This effort has contributed to the alleviation of problems of educational development and resource imbalance and helped promote the sharing of high-quality educational resources.



Launching Ceremony of "Candlelight Action-New Oriental Teachers' Social Responsibility Action"

My Big Friend-New Oriental One-to-One Education Aid Program for Village Children

The program was officially launched on October 16, 2019. We selected 500 volunteers from New Oriental's outstanding teachers across the country to pair up with 500 children from western areas to provide long-term assistance. During the period of the program, New Oriental's teachers helped the children improve their study and develop core quality through remote communication and face-to-face supportive education exchanges, with the hope to help them establish their ideals in life, develop good study habits, grow healthily, and live a happy life. As of the end of FY2020, a total of 10 online activities and 1 offline visit had been carried out.



Launching Ceremony of "My Big Friend—New Oriental One-to-One Education Aid Program for Village Children"



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

New Oriental Spring Bud Project

In February 2019, the New Oriental Charity Foundation invested CNY 5 million to jointly launch the "New Oriental Spring Bud Project" with the China Children and Teenagers' Fund, focusing on funding the study and life of children in poverty-stricken areas. In that summer, New Oriental organized the representatives of aided girls to go to Beijing to participate in an in-depth study tour with the theme of Chinese history and excellent traditional culture, as an effort to gradually narrow the gap in knowledge and vision between rural and urban students, and to promote the educational development and poverty alleviation in the central and western regions and remote ethnic minority areas.



New Oriental Spring Bud Summer Camp

Self-improvement Star of Chinese University Students

In 2007, New Oriental invested CNY 50 million to establish a "May 4th Award for Chinese University Students - New Oriental Self-improvement Fund" together with the Central Committee of the Communist Youth League and the All-China Students' Federation, and initiated a program to seek "Self-improvement Star of Chinese University Students". In 2017, New Oriental added another CNY 50 million to continue to support the search for "Self-improvement Star of Chinese University Students" throughout the country. Over the past 13 years, a total of 130 "Models of Self-improvement Star of Chinese University Students", more than 15,000 "Self-improvement Stars of Chinese University Students" and nomination award winners have stand out. In September 2019, the Search for "Self-improvement Star of Chinese University Students" was held at China University of Petroleum.



Award Ceremony of Search for "Self-improvement Star of Chinese University Students"

Dual-teacher Model

New Oriental joined hands with Qingxi Yuanshan Public Welfare Foundation to introduce the Dual-teacher Model to Pu'an No. 1 Middle School for free. Using the technology, teaching, research, and faculty advantages of New Oriental and Qingxi Yuanshan to provide students with high-quality teaching content and rural teachers with professional teaching training according to the actual needs of the teachers and students of the school. During the school suspension for COVID-19 pandemic in 2020, the Dual-teacher Class Project continued to provide online academic guidance to Pu'an No. 1 Middle School's students through methods such as "Daily Exercise for College Entrance Examinations" warm-up live lessons, in an effort to minimize the impact of the epidemic on their study.



Yu Minhong brings rural students "the first 5G lesson in rural education"

New Oriental Public Welfare Book Corners

In 2016, the New Oriental Foundation began to support the establishment of public welfare book corners in primary and middle schools in the central and western regions, and successively donated tens of thousands of sets of high-quality children's extracurricular reading materials to nearly 100 rural primary and middle schools in Gansu, Sichuan, Tibet, Yunnan and other places in an effort to help children in rural areas increase knowledge and make books their best spiritual food in their spare time.

During the Reading Day on April 23, 2020, the New Oriental Foundation launched a book donation action within the Group, calling on employees to donate their spare books to children in remote mountainous areas. In addition, Mr. Yu Minhong also "endorsed goods" through livestreaming, using the income to buy books for rural schools.



The public welfare book corner in Chengduo County, Yushu Tibetan Autonomous Prefecture, Qinghai Province



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Contributing to disaster relief and aid

2020 is the final year of China to gain decisive victory in building a moderately prosperous society in all respects and win the decisive fight against poverty. New Oriental actively responded to the call of the Ministry of Education to participate in actions under the Network Intelligence Support Project by donating live English and dual-teacher teaching lessons for primary student and for college entrance examination in 52 impoverished counties.

May 2020	joined hands with ZTE and China Mobile to open a 5G dual-teacher classroom for rural schools in western China for the first time.
September 2020	donated online education courses for primary and middle schools to Yushu Tibetan Autonomous Prefecture in Qinghai Province.
October 2020	donated "Red Candle 'E' Classroom" courses worth about CNY 10 million to counterpart assistance areas in Inner Mongolia, and signed a charity support education agreement with the Education Department of Gansu Province.

Organizing volunteer activities

The Group proposes to employees to participate in public welfare practices in the form of voluntary service, continuously improves its voluntary service management system, and gradually develops a regulation manual for voluntary service projects, and encourages and supports employees to actively participate in volunteer activities, contribute their personal time, skills and expertise, and serve the society. To promote employees' participation in public welfare projects in a more standardized manner and ensure the effectiveness of project implementation, the Group has formulated a corresponding volunteer management mechanism based on the "My Big Friend—New Oriental One-on-One Education Aid Program for Village Children" program.

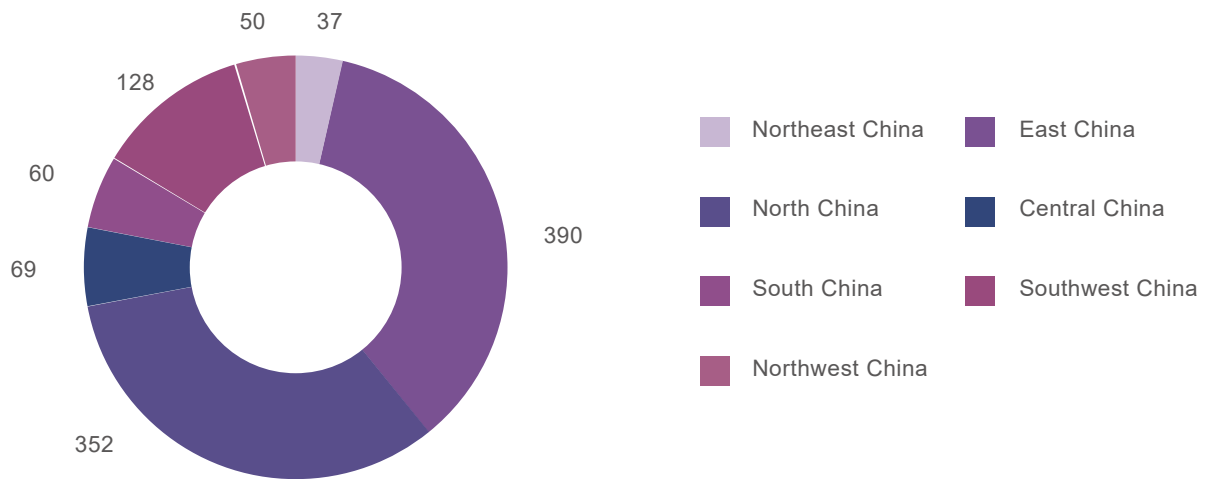
Volunteer service scope	Volunteers choose different themes to communicate with children. The forms of communication include but are not limited to: theme exchanges, homework guidance, accompanying reading, and open communication.
Volunteer service assessment and management	Volunteers need to submit feedback on time. Those who have not submitted it in 2 months will receive a "yellow card" notice, and those fail to submit feedback in 3 months will be deemed to have quit the project.
Volunteer incentive system	Volunteers may exchange the length of volunteer service for rewards such as days off, charity foundation peripheral gifts, charity organization and individual awards, charity publicity, and certificates.
Exit mechanism	In-service employees need to notify the Foundation by email 10 working days in advance, and the counting of length of volunteer service will be stopped. If volunteers withdraw from this program due to resignation, they need to inform the Foundation when submitting the resignation report.

Volunteer management mechanism of "My Big Friend—New Oriental One-to-One Education Aid Program for Village Children"

Strategic cooperation

The Group applies the concept of sustainable development to all key links in the supply chain, has formulated the *New Oriental Education and Technology Group Supplier Management Implementation Rules*, follows the work process of "approval-storage-use", adopts the management mechanism of "recommendation and use of best suppliers, access review, hierarchical management, and dynamic maintenance" to ensure the openness, transparency, fairness and reasonableness of procurement, and strictly controls all links of suppliers to achieve win-win cooperation. As of the end of FY2020, the Group has cooperated with a total of 1,086 suppliers, and the supplier review coverage has reached 100%.

Number of suppliers by region (No.)



Supplier management

- Supplier introduction**

Strict procurement policies are followed when selecting suppliers. The suppliers selected by the procurement manager to make the inquiry must be legally-operated legal entities or other legal organizations. It is not allowed to purchase materials and equipment from any individual or illegal organizations. Suppliers that have passed QS9000/ISO9000 and other third-party quality management system certification will be given priority.
- Supplier process management**

Supplier review and evaluation are carried out regularly. Two evaluation methods are used: daily performance monitoring evaluation or regular evaluation. The frequency of supplier audit is once a year, and all qualified suppliers for various institutions/schools across the country are covered. If a supplier fails the audit, it will no longer be included in the list of qualified suppliers and will be degraded to a proposed-to-be-qualified supplier or a blacklisted supplier.
- Supplier training**

Management and technical exchanges and other activities are organized for outstanding suppliers. At the same time, the Group will communicate and talk with suppliers that have problems in a timely manner, and require rectification within a specified time.
- Supervision and reporting**

The Group strictly requires suppliers to accept audits and evaluations. Employees who have direct or indirect contact with suppliers are strictly required to perform their duties, act honestly, abide by national laws and corporate disciplines, and must not solicit or accept any benefits from suppliers. Any institution or individual who discover violations of laws and disciplines may report to the Group through the reporting channels (phone number: 010-62605388, or email: wubijubao@xdf.cn)



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Supplier environmental and social risk identification

The Group attaches great importance to the identification of supplier environmental and social risks, and has formulated a risk crisis response mechanism. We sign a social responsibility commitment letter with suppliers, covering labor rights, health and safety, environmental protection and other modules to further restrict supplier behavior and avoid risks such as suppliers' lack of credit. At the same time, the Group conducts screening, review, audit and evaluation of suppliers to avoid risks caused by organizational decision-making errors.



Green procurement

The Group always attaches great importance to environmental protection, upholds the development concept of being a resource-conserving, environment-friendly enterprise, actively implements the relevant regulations in the *Environmental Protection Law*, *Planning Outline for the Construction of a Social Credit System (2014-2020)* and *Plan for Energy Conservation and Emission Reduction during the Twelfth Five-Year Plan Period*, actively builds a green supply chain, executes a green procurement plan, and integrates the concepts of environmental protection and resource conservation into the entire process of enterprise development. When selecting suppliers, the procumbent personnel should:

- Give full consideration to environmental benefits and priority to environmentally friendly, energy-saving, and low energy-consumption raw materials, products and services that are conducive to comprehensive utilization of resources, taking into account both economic and environmental benefits;
- Keep improving procurement standards and systems, comprehensively consider energy conservation and environmental protection factors in product design, procurement, production, packaging, logistics, sales, service, recycling and reuse, and work with upstream and downstream companies to fulfill social responsibilities in environmental protection, energy conservation and emission reduction to build a green supply chain;
- Encourage suppliers to apply more ecological design technologies in the product design process to reduce environmental pollution and energy resource consumption, so that products and parts can be recycled and reused;
- Give priority to products and services provided by those that have been assessed by relevant environmental protection department as environmentally honest enterprises or environmentally sound enterprises, or those that have passed environmental management system, quality management system and energy management system certifications.

At the same time, the *New Oriental Education and Technology Group Supplier Management Implementation Rules* formulated by the Group lists the "measures and improvements taken by the supplier with respect to product/service safety, product environmental protection, and energy conservation" as an important indicator in supplier regular evaluations, and the compliance of supplier's waste water, waste gas, and waste treatment measures with environmental protection requirements" as a key content of the evaluation.

Environmental Protection and Green Development Promotion

- Low-carbon Environment Development
- Environmental Protection Advocacy





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Low-carbon environment development

The Group strictly abides by *the Environmental Protection Law of the People's Republic of China, Outline of Social Credit System Construction Plan (2014-2020) and Energy conservation and emission reduction "12th Five-Year Plan."* and other laws and regulations, and has formulated the *Resources Conservation and Energy Management System* for the Group's management to strengthen energy management, reduce consumption, losses and pollutant emissions in all links from energy extraction to consumption, stop waste, and use energy effectively and rationally. During the reporting period, no related lawsuits and disputes involving environmental protection were filed.

Performing energy saving and emission reduction

The Group implements strict emission management regulations, classifies emissions in accordance with relevant standards, and formulates corresponding treatment plans.



- The Group has formulated strict regulations for the use of official vehicles, conducts annual inspections on vehicles regularly and scraps them on time. Strict management and route recording are carried out during the use of the vehicles to avoid idling.



- **Liquid hazardous wastes:** The Group sets up special containers for hazardous wastes, such as gasoline, diesel, engine oil, and paints, and clearly labels hazardous waste. We designate special storage places for hazardous materials, and provide adequate natural ventilation. We also formulate emergency response measures for spill and leakage incidents, which we timely report to relevant departments and assist in disposal.
- **Waste lamp tubes, batteries, toner cartridges:** The Group stores them in designated places with clear signs.
- **Expired reagents and medicines:** Temporary storage points are set in places that are cool, ventilated, dry, frost-proof, moisture-proof, and away from ignition sources.



- **Domestic and construction wastes:** Domestic waste is regularly collected and disposed of safely. Construction waste is collected on-site by the construction party and disposed of in a unified manner.
- **Packaging materials, waste cartons, and waste paper:** Waste materials are collected by designated cleaners and stored in a designated area. The storage point is equipped with sufficient fire control equipment.
- **Scrap metal:** All scrap metal is stored in a designated area for unified storage and custody to prevent loss.

Promoting green office

The Group has formulated and issued regulations for the use of water, electricity, office equipment and paper, and encourages teachers and employees to set an example to implement the spirit of diligence and thrift in their daily work to jointly contribute to the green development of the Group.

Saving water

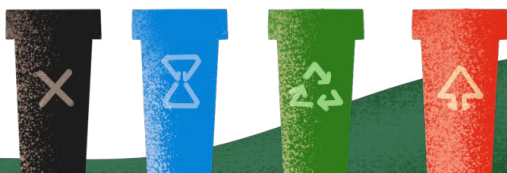
- Employees are required to consciously develop the good habit of saving water and turning off water after use.
- The Group has strengthened the daily inspection, maintenance and management of water consuming equipment, and deal with the problems of leaking and dripping in a timely manner.
- The total water consumption of each site is regularly checked, counted and assessed by the relevant project manager.

Saving electricity

- Employees are required to use light sources reasonably, use natural light rather than lamps as much as possible; replace and use high-efficiency energy-saving lamps and eliminate ordinary incandescent bulbs; and reasonably adjust and control the lighting time in public areas to reduce ineffective power consumption.
- Employees are required to reduce the power consumption and standby energy consumption of electronic office equipment; rationally turn on and use electrical devices such as computers, printers, copiers, scanners, and fax machines; and turn off the power after work to prevent standby consumption.
- Employees are required to use air conditioners reasonably and not turn on air conditioners at comfortable temperature in spring and autumn; formulate air-conditioning use standards and temperature limits for cooling/heating in summer and winter; and are strictly forbidden to turn on the AC when there is no one indoors.

Saving paper

- The Group actively promotes office automation and networking, encourages the use of electronic files and e-mails for contact, and advocates the revision of files on electronic media to reduce paper consumption.
- The Groups tries to deploy work through meetings and emails where possible.
- Paper should be used on both sides except for confidential materials and materials involving customer information.





About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Indicator	FY2020
Greenhouse gas emissions	
Total greenhouse gas emissions (Scope 1 + Scope 2) (tons of CO ₂ e)	111,280.62
Greenhouse gas emissions per unit net revenue (tons of CO ₂ e/USD 1 million)	31.09
Scope 1: Direct greenhouse gas emissions (tons of CO ₂ e)	2,923.76
Scope 2: Indirect greenhouse gas emissions (tons of CO ₂ e)	108,356.86
Waste discharge	
Total hazardous waste discharge (ton)	5.60
in which: waste fluorescent tubes produced (ton)	0.50
electronic waste produced (ton)	5.10
Hazardous waste discharge per unit net revenue (ton/ USD 1 million)	0.002
Total non-hazardous waste discharge (ton)	6,640.85
Non-hazardous waste discharge per unit net revenue(ton/ USD 1 million)	1.86
Consumption of resources	
Total purchased power (MWh)	128,176.33
Purchased power per unit net revenue (MWh/ USD 1 million)	35.81
Total water consumption (ton)	1,504,543.53
Water consumption per unit net revenue (ton/ USD 1 million)	420.38
Total natural gas consumption (m ³)	977,009.90
Natural gas consumption per unit net revenue(m ³ / USD 1 million)	272.98
Total diesel consumption (L)	13,364.53
Diesel consumption per unit net revenue(L/ USD 1 million)	3.73
Total gasoline consumption (L)	342,687.75
Gasoline consumption per unit net revenue(L/ USD 1 million)	95.75
Total purchased heat (million kilojoules)	250,632.96
Purchased heat per unit net revenue (million kilojoules/ USD 1 million)	70.03
Total comprehensive energy consumption (tons of coal equivalent)	25,988.73
Comprehensive energy consumption per unit net revenue(tons of coal equivalent/ USD 1 million)	7.26

Note:

1. Unless otherwise specified, the environmental data in the above table covers the data of the office premises of New Oriental's headquarters and campuses in mainland China;
2. Non-hazardous waste are mainly office generated waste and domestic waste, estimated by per capita emissions; Electronic waste include but are not limited to projectors, computers, mainframes, pos machines, etc.
3. Calculations of emissions and energy consumption per unit net revenue are based on emissions, total energy consumption/net revenue (USD 1 million); New Oriental net revenue for FY2020 is USD 3,579 million.
4. The calculation of greenhouse gas emissions is based on the *GHG Protocol Corporate Standard 2012 (Revised Edition)*; the grid emission factor used for the calculation of Scope 2 was derived from the latest Baseline Emission Factors for Regional Power Grids in China issued by the Climate Department of the Ministry of Ecology and Environment of China (2019);
5. The data of comprehensive energy consumption were converted into coal equivalent according to the *General principles for calculation of the comprehensive energy consumption (GB/T 2589-2008)*

Environmental protection advocacy

New Oriental integrates the concept of environmental protection into teaching, and actively conveys such concept to students, their families and society through special courses and social practices.



New Oriental's Global Study Tour - Australia Public Welfare Tour

In the summer of 2019, New Oriental's Global Study Tour - Global Community Service Project "Wonderful Australia Surfing Course and Public Welfare Tour" was officially launched. During this tour, New Oriental led participants to an Australian environmental protection base to learn about the ecosystem and the living environment of local animals. Under the leadership of the teacher, the young tourists planted green saplings on the barren hills, like burying small seeds for environmental protection in their mind.



The Australian environmental protection teacher praises the public welfare action of New Oriental tourists



New Oriental tourists clean up rubbish on the beach, contributing to the marine ecological environment



New Oriental tourists plant small saplings under the guidance of the teacher



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion



"Disappearing Whales" children's marine environmental protection public welfare activity

"Disappearing Whales", a marine environmental protection public welfare activity for children launched by Suzhou New Oriental, is committed to disseminating environmental protection knowledge to children and providing garbage classification tutorials so that children may understand the importance of environmental protection. On December 15, 2019, Suzhou New Oriental School joined hands with "Yushan" New Oriental Children Public Welfare, Changshu New Era Civilization Practice Center, Changshu's volunteers and 150 families of Changshu Southeast Kindergarten, to carry out a two-hour "Disappearing Whales" public welfare activity using the collected waste newspapers, beverage bottles, plastic bags, dolls and other waste items. Through this activity, we helped the children understand that protecting the ocean is protecting our home, and each of us should do our best to shoulder the responsibility of protecting the marine environment.



Poster of "Disappearing Whales" children's marine environmental protection public welfare activity



The children stick dolls, beverages and other waste items on the body of the giant whale

Outlook

New Oriental will continue to uphold the values of "integrity and responsibility, true love and care, curiousness and diligence, aspiration and ambition"; explore and innovate bravely; adjust its direction and keep leading the education industry in China.

At the same time, we will look into ways to optimize and improve the Group's ESG governance structure, pay attention to impact related to the natural and social environment, promote environmental protection in both working and teaching process, listen to the needs of stakeholders, closely communicate and connect with stakeholders, create common value for investors, employees, teachers, students and all walks of society and implement the mission of "improving students' lifelong competitiveness by shaping their values, showing them a global perspective" and foster them to be a student who is responsible for the society and the environment.

With the huge challenges and tremendous changes in the education industry today, New Oriental is committed to work together with all sectors of society, go hand in hand, and make joint efforts for the development of society and the happiness of the next generation!



GRI content index



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Disclosure No.	Disclosure Title	Page
102-1	Name of the organization	01
102-2	Activities, brands, products, and services	05
102-3	Location of headquarters	02
102-4	Location of operations	05
102-5	Ownership and legal form	05
102-6	Markets served	05-06
102-7	Scale of the organization	05
102-8	Information on employees and other workers	33-34
102-9	Supply chain	49-51
102-10	Significant changes to the organization and its supply chain	49-51
102-14	Statement from senior decision-maker	09
102-15	Key impacts, risks, and opportunities	03-04
102-16	Values, principles, standards, and norms of behavior	09
102-17	Mechanisms for advice and concerns about ethics	11-12
102-18	Governance structure	09-10
102-20	Executive-level responsibility for economic, environmental, and social topics	09-10
102-29	Identifying and managing economic, environmental, and social impacts	14
102-31	Review of economic, environmental, and social topics	14
102-32	Highest governance body's role in sustainability reporting	09
102-35	Remuneration policies	35
102-40	List of stakeholder groups	13
102-42	Identifying and selecting stakeholders	13
102-43	Approach to stakeholder engagement	13
102-44	Key topics and concerns raised	13
102-45	Entities included in the consolidated financial statements	02
102-46	Defining report content and topic Boundaries	01
102-47	List of material topics	14
102-50	Reporting period	01
102-52	Reporting cycle	01

Disclosure No.	Disclosure Title	Page
102-53	Contact point for questions regarding the report	02
102-55	GRI content index	59
103-1	Explanation of the material topic and its Boundary	14
103-2	The management approach and its components	09-10
103-3	Evaluation of the management approach	09-10
201-1	Direct economic value generated and distributed	05
205-2	Communication and training about anti-corruption policies and procedures	12
205-3	Confirmed incidents of corruption and actions taken	12
302-1	Energy consumption within the organization	55
302-3	Energy intensity	55
302-4	Reduction of energy consumption	54
305-1	Direct (Scope 1) GHG emissions	55
305-2	Energy indirect (Scope 2) GHG emissions	55
305-4	GHG emissions intensity	55
305-5	Reduction of GHG emissions	55
306-4	Transport of hazardous water	53
307-1	Non-compliance with environmental laws and regulations	53
308-1	New suppliers that were screened using environmental criteria	51
401-1	New employee hires and employee turnover	Planned future disclosures
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	35
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Planned future disclosures
404-1	Average hours of training per year per employee	42
404-2	Programs for upgrading employee skills and transition assistance programs	40-42
405-1	Diversity of governance bodies and employees	34
414-1	New suppliers that were screened using social criteria	50
417-1	Requirements for product and service information and labeling	30-31
417-2	Incidents of non-compliance concerning product and service information and labeling	Planned future disclosures
417-3	Incidents of non-compliance concerning	Planned future disclosures
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Planned future disclosures



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

ESG content index

Disclosure level	Content	Report location
A1 Emissions	<p>General disclosure</p> <p>Regarding waste gas and greenhouse gas emissions, waste discharge to water and land, production of hazardous and non-hazardous wastes, etc.:</p> <p>(a) Policy; and</p> <p>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.</p> <p>Note: ① Air emissions include NO_x, SO_x, and other pollutants regulated under national laws and regulations.</p> <p>② Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulfur hexafluoride.</p> <p>③ Hazardous waste refers to those defined by national regulations.</p>	53
	A1.1 Types of emissions and related data.	53,55
	A1.2 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	55
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	55
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	55
	A1.5 Description of measures to mitigate emissions and results achieved.	53
	A1.6 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	53
A2 Use of resources	<p>General disclosure</p> <p>Policies on the efficient use of resources, including energy, water and other raw materials.</p> <p>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</p>	54
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	55

Disclosure level	Content	Report location
A2 Use of resources	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	55
	A2.3 Description of energy use efficiency initiatives and results achieved.	54
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	54
	A2.5 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	N/A
A3 Environment and natural resources	General disclosure Policies on minimising the issuer's significant impact on the environment and natural resources.	53-57
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	56-57
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	33-35
	B1.1 Total workforce by gender, employment type, age group and geographical region.	33-34
	B1.2 Employee turnover rate by gender, age group and geographical region.	Planned future disclosures
B2 Health and safety	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	37-38
	B2.1 Number and rate of work-related fatalities.	37



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Disclosure level	Content	Report location
B2 Health and safety	B2.2 Lost days due to work injury.	Planned future disclosures
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	37-38
B3 Development and training	General disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	40-42
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Planned future disclosures
	B3.2 The average training hours completed per employee by gender and employee category.	42
B4 Labor rules	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	33
	B4.1 Description of measures to review employment practices to avoid child and forced labour.	33
	B4.2 Description of steps taken to eliminate such practices when discovered.	33
B5 Supply chain management	General disclosure Policies on managing environmental and social risks of the supply chain.	50
	B5.1 Number of suppliers by geographical region.	49
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	49-51

Disclosure level	Content	Report location
B6 Product liability	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	30-31
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	N/A
	B6.2 Number of products and service related complaints received and how they are dealt with.	Planned future disclosures
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	28
	B6.4 Description of quality assurance process and recall procedures.	N/A
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	30-31
B7 Anti-corruption	General disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	10-12
	B7.1 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	10
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	11-12
B8 Investing in communities	General disclosure Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	44
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	44-48
	B8.2 Resources contributed (e.g. money or time) to the focus area.	44



About Us



Responsibility
Management



Special Topic:
Help One Another
Through the Hard
times



Quality
Education
Assurance



Talent
Development



Giving Back
to Society



Environmental
Protection
and Green
Development
Promotion

Feedback

Thank you for reading the Group's "Environmental, Social and Governance Report" for FY2020. In order to provide you and other stakeholders with more valuable information and promote the capabilities and standards of the Group to improve our environmental, social and governance work, you are invited to send us your insight or feedback via:

Address: 9th Floor, New Oriental Building, No. 6, Haidian Middle Street, Haidian District, Beijing, Postal Code: 100080

Email: zhaosisi@xdf.cn

1. Which of the following stakeholder groups do you belong? _____

A. Government/Investors B. Government/Regulatory Agency C. Students/Parents

D. Teachers/Staff E. Suppliers

F. Partners G. Community H. Public and media

2. Do you think this report fully covers your expectations for the Group? _____

A. Yes B. No, which of your expectations are not reflected in this report?

3. Do you think the Group has responded to your expectations well? _____

A Yes. B No, which of your expectations have not been well responded to?

4. What is your rating on the convenience for reading provided by the content arrangement and layout design of this report? _____

A. Very good B. Good C. Fair D. Poor

5. What other comments and suggestions do you have on the Group's ESG work and this report?

Thanks again for your participation!

