

CHOOSE UXIN, CHOOSE A SUSTAINABLE FUTURE

2021 Environmental, Social, and Governance (ESG) Report



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ABOUT THIS REPORT

This report is the first annual environmental, social and governance (ESG) report released by Uxin Limited. This report discloses Uxin Limited's practices and performance in areas of corporate responsibility such as environment, social responsibility, and corporate governance, and aims to effectively communicate with various stakeholders and systematically respond to their expectations and demands.

Reporting Period

This report is an annual report.

Reporting Scope

The information in this report covers the fiscal year of Uxin Limited ending March 31, 2022. To enhance the comparability and perceptiveness of the Report, scope for select content have been moderately extended to cover the previous year and the next. The main subject of the Report is Uxin Limited and any other content that may differ from this scope will be explained.

Preparation References

- *Sustainable Development Goals (SDGs)* released by the United Nations
- *Recommendations of Task Force on Climate-related Financial Disclosures (TCFD)* released by the Financial Stability Board (FSB)
- *The Global Reporting Initiative Standards (GRI Standards)* released by the Global Sustainability Standards Board (GSSB)
- *ESG Reporting Guide 2.0* released by Nasdaq

Explanation of Reference

Uxin, the Group, the Company, and we all refer to Uxin Limited

Sources of Data

The data used herein are derived from Uxin's internal statistical statements, administrative documents and reports, evaluation interviews and third-party research reports. Part of the content and data are properly traced back to previous years. The currency unit in the Report is Renminbi (RMB) unless otherwise stated.

Assurance

Uxin has approved that the contents of the Report are true, accurate and complete, without any false records, misleading statements, or major omissions. Uxin is responsible for the authenticity, accuracy, and completeness of the content presented.

Report Access

The Report is released in an electronic version, which is available on the Company's investor relations website (<https://ir.xin.com/esg>).

MESSAGE FROM OUR CEO

The COVID-19 pandemic and climate change in recent years have brought unprecedented challenges to economic development and people's well-being. How an enterprise can effectively address such complex environmental and societal problems and climate-related risk management directly affects its financial and long-term development. In the last year, with a focus on customer satisfaction, we set up Inspections and Reconditioning Centers (IRCs) in both Xi'an, Shaanxi Province and Hefei, Anhui Province and operated under 100% inventory-owning model with omni-channel sales approach, which merged our online platform and offline IRCs. In the meantime, we have taken the lead on sustainability by focusing on environmental, social, and governance elements to continuously create long-term value for the Company and our stakeholders.

Putting customers first - our omni-channel sales solutions lead to outstanding customer satisfaction. We have also pioneered the "Nationwide Online Purchase" business model in 2018, breaking the barriers in used vehicles cross-regional transactions and effectively enhancing the accessibility of services. As the first company in the industry to include NPS (Net Promoter Score) as one of its assessment indicators, we hold NPS promotion meetings biweekly to listen to customers' feedback and actively improve our services. Through our efforts, we have seen a significant growing trend of NPS scores for consecutive quarters and we are committed to providing professional and considerate services to customers.

Leading in the industry - we aim to be a disruptor through innovation and technology. To get out of the chaos in the traditional used vehicle market, our business operates as a 100% self-owning model, thus taking the initiative to control product quality and services in our own hands. We also encourage innovation, and many of our patents give a strong enhancement to the Company's development. Based on our intelligence technology upgrades in supply management, our business operations have been more efficient, consistently providing best-in-class used vehicles and superior service for customers. Our innovation and technology have also further standardized circulation and transactions in the used vehicle industry.



Kun Dai
Chairman & CEO of Uxin

Embracing sustainable empowerment- we are stepping towards a low-carbon future. In 2021, we set off on a new journey in the new energy used vehicle market, advocating for a greener mode of travel. Uxin smart logistics and delivery network reduced empty-run and redundancy, carbon emissions, and costs. We also plan to launch a photovoltaic roof project in our new Inspection and Reconditioning Plant in Hefei, Anhui Province, to help lead a cleaner and zero-carbon future. In addition, we actively participate in industry conferences and forums to pool efforts for green development.

Caring for our staff - we have built a dream team of dynamic talents. We value our talents and are committed to providing our people with a diverse and inclusive environment in the workplace where their rights and interests are looked after. Our training and sharing program help our staff build solid professional skills and empower them in pursuing their career goals. In addition, to show our care for each employee, we established a welfare system and a wide variety of leisure activities. We strive to build a team where we can pursue our common aspirations and dreams together.

It is essential for a company to embrace social and environmental responsibilities, as it expands and strengthens core competency. This report, the first ESG report released by the Company, aims to show Uxin's dedication to developing and implementing innovative business strategies aligned with sustainable development goals. Uxin will continue improving the Company's ESG governance structure and embed sustainability into the Company's business operations over the years and into the future. We will remain committed to promoting circular economy development and build a sustainable, value-based ecology in the used vehicle industry, and thus continuously create long-term value for our stakeholders and contribute to a greener and cleaner future.

About Uxin

- Company Profile
- Vision and Mission
- ESG Strategy
- Awards and Recognition
- Key Performances

01



COMPANY PROFILE

Introduction

Founded in 2011 and headquartered in Beijing, Uxin (NASDAQ: UXIN) is a leading e-commerce platform for buying and selling used vehicles in China. With our inventory-owning model, we provide our customers a comprehensive transaction solution that encompasses the entire value chain, ranging from used-vehicle acquisition, inspection, reconditioning, warehousing, as well as pre-sales and after-sales services. Empowered by our omni-channel sales approach, we are able to establish market leadership by serving customers nationwide through our online platform and in selected regions through our offline Inspections and Reconditioning Centers (IRCs). The Company's services are based on its advanced patented technology, strong data analysis capabilities, professional technical teams, and complete service guarantee. In 2021, we updated our brand slogan to "Choose Uxin, Choose a Smart Lifestyle", advocating for a smarter lifestyle by buying high-quality used vehicles at a more reasonable price. The Company continuously improves its technology and service capabilities, enabling more people to buy their used vehicle in a reliable, one-stop, and hassle-free way.

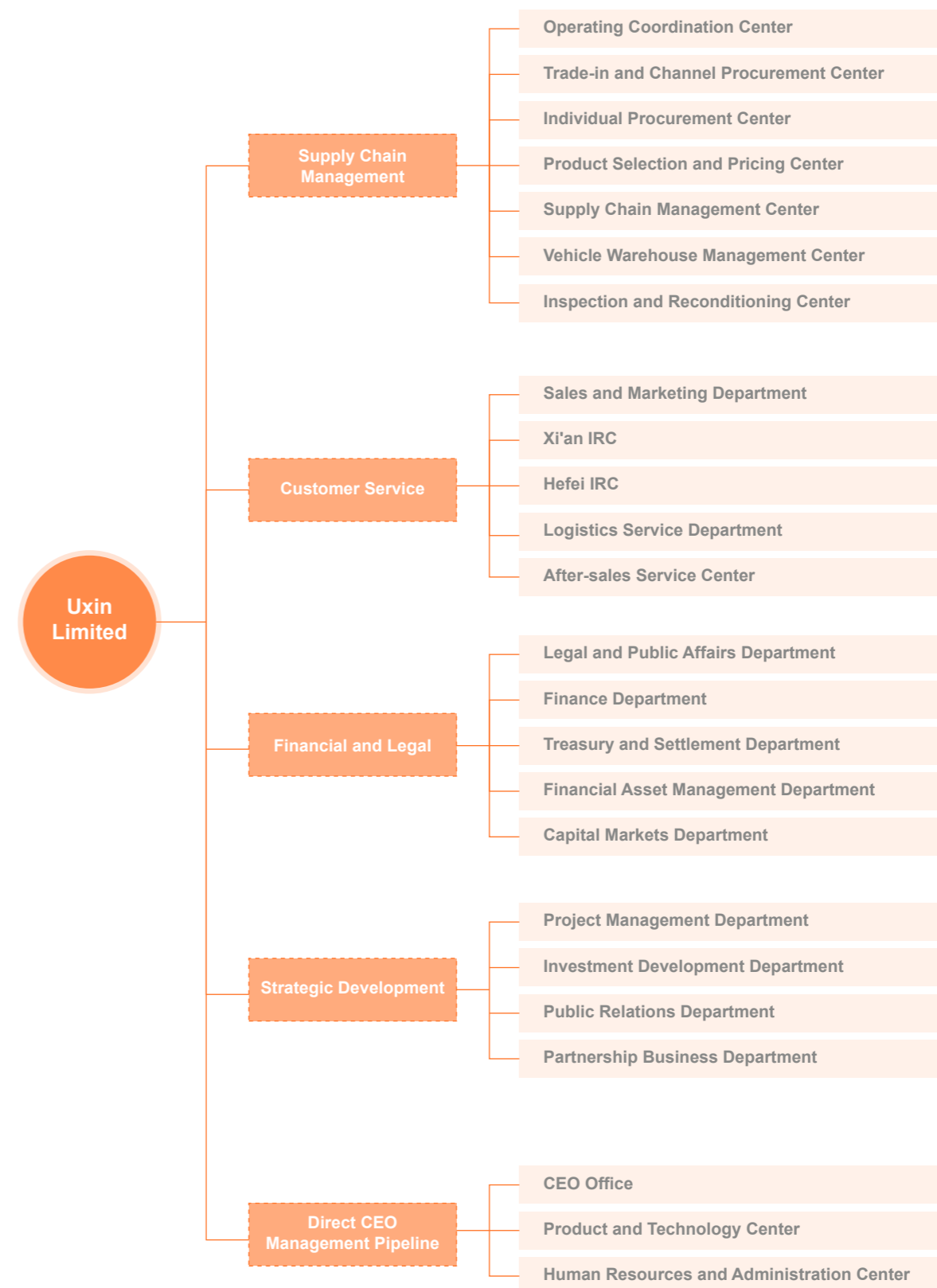


Uxin listed on NASDAQ in 2018

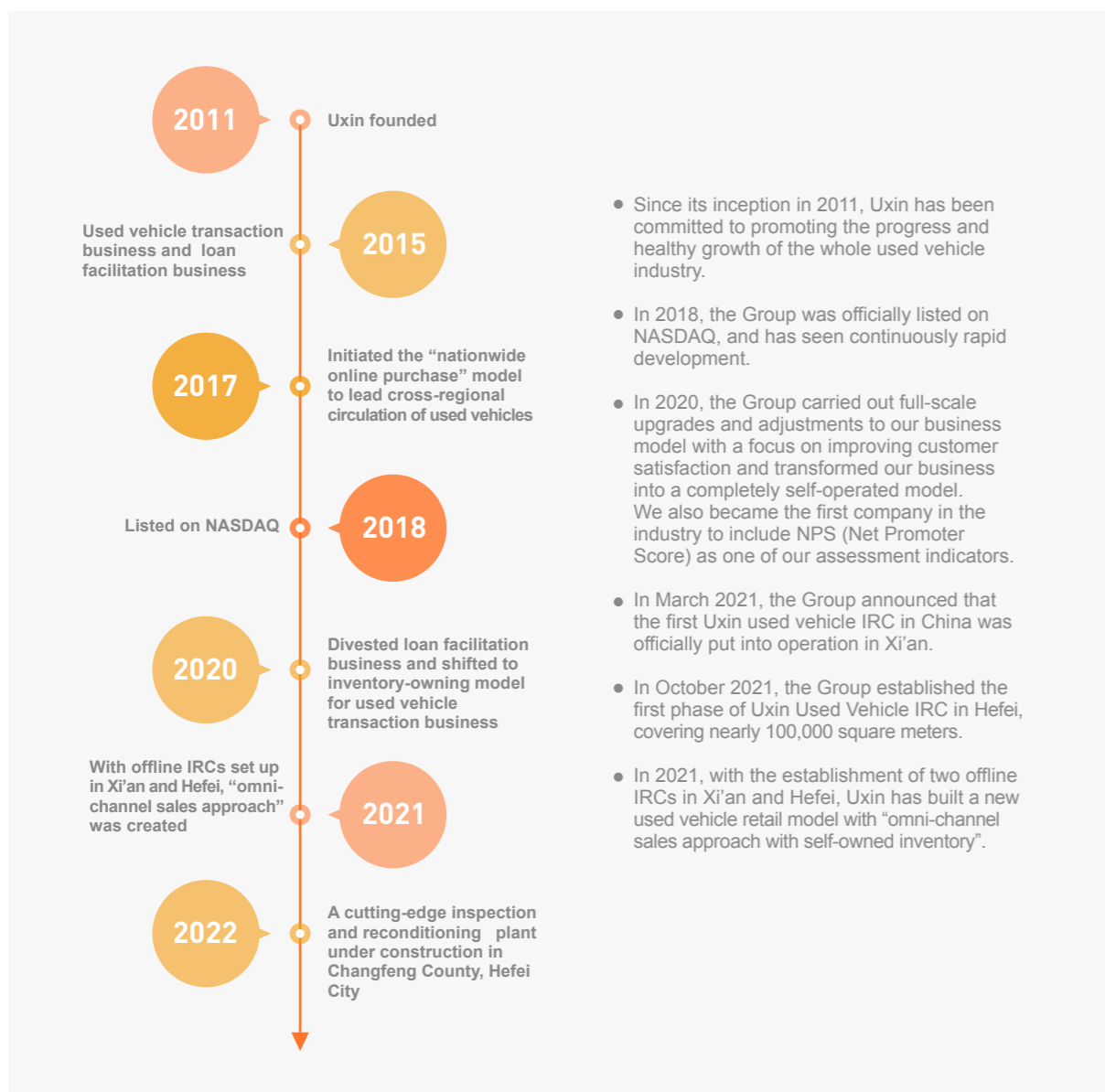
We are:

- China's first company to develop a patented and industry-leading inspection system for used vehicles
- China's first company to introduce an AI pricing system into the used vehicle industry
- China's first company to use the "Nationwide Online Purchase" business model
- China's first publicly listed company in the used vehicle industry
- The first used vehicle platform to establish its own logistics system and network

Organizational Structure



Key Milestones

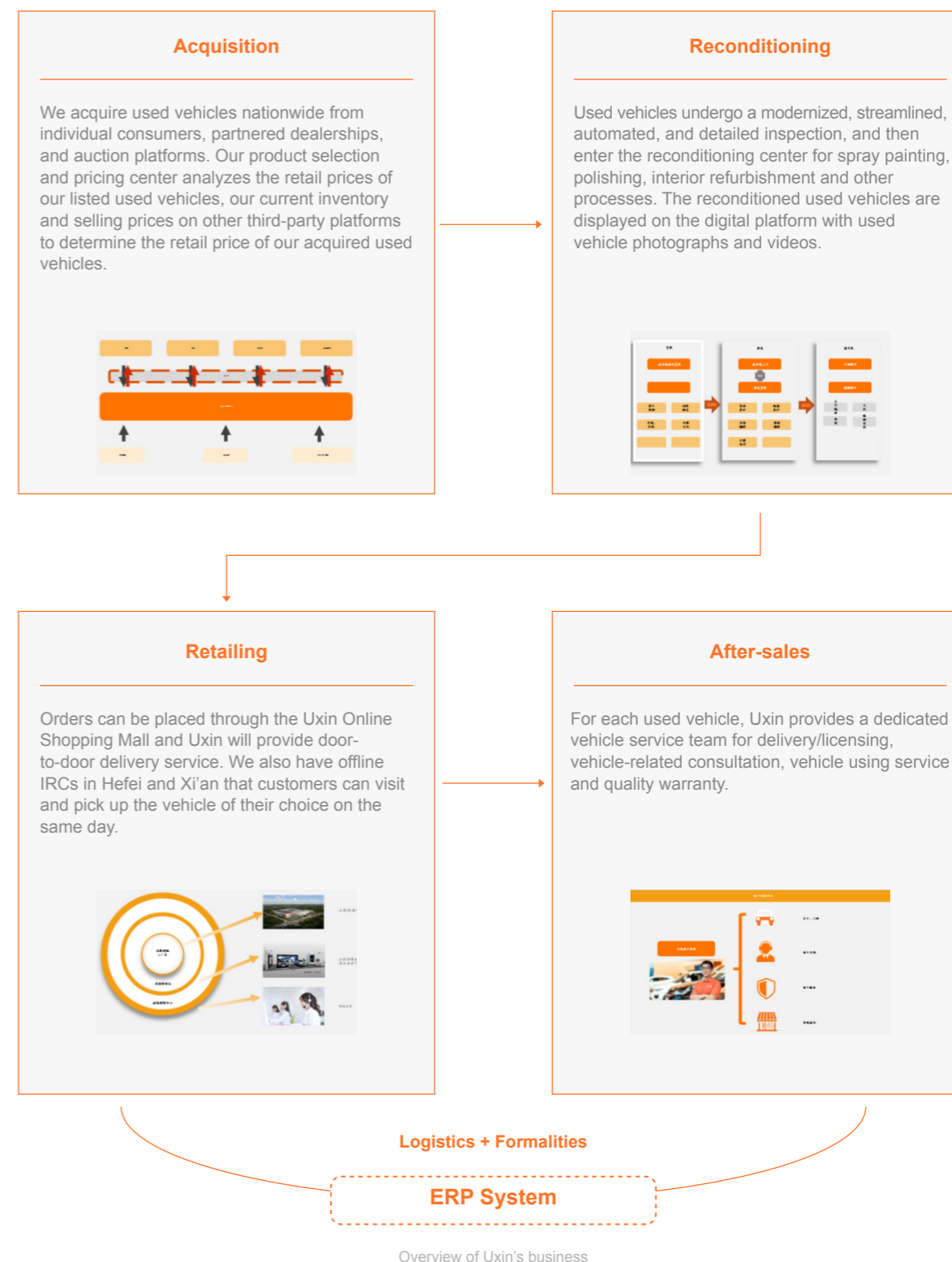


Business Overview

We have been exploring the field of used vehicle transactions for more than ten years. In September 2020, we began to transform our used vehicle business model from a third-party inventory, commission-based model into inventory-owning model. With the establishment of offline IRCs in Xi'an and Hefei in 2021, a new used vehicle retail model of "omni-channel sales approach + self-owned inventory" was formed. Our business chain covers the entire process of used vehicle selection and procurement, inspection, reconditioning, online display and sales nationwide, in-store buying at IRCs, and after-sales.

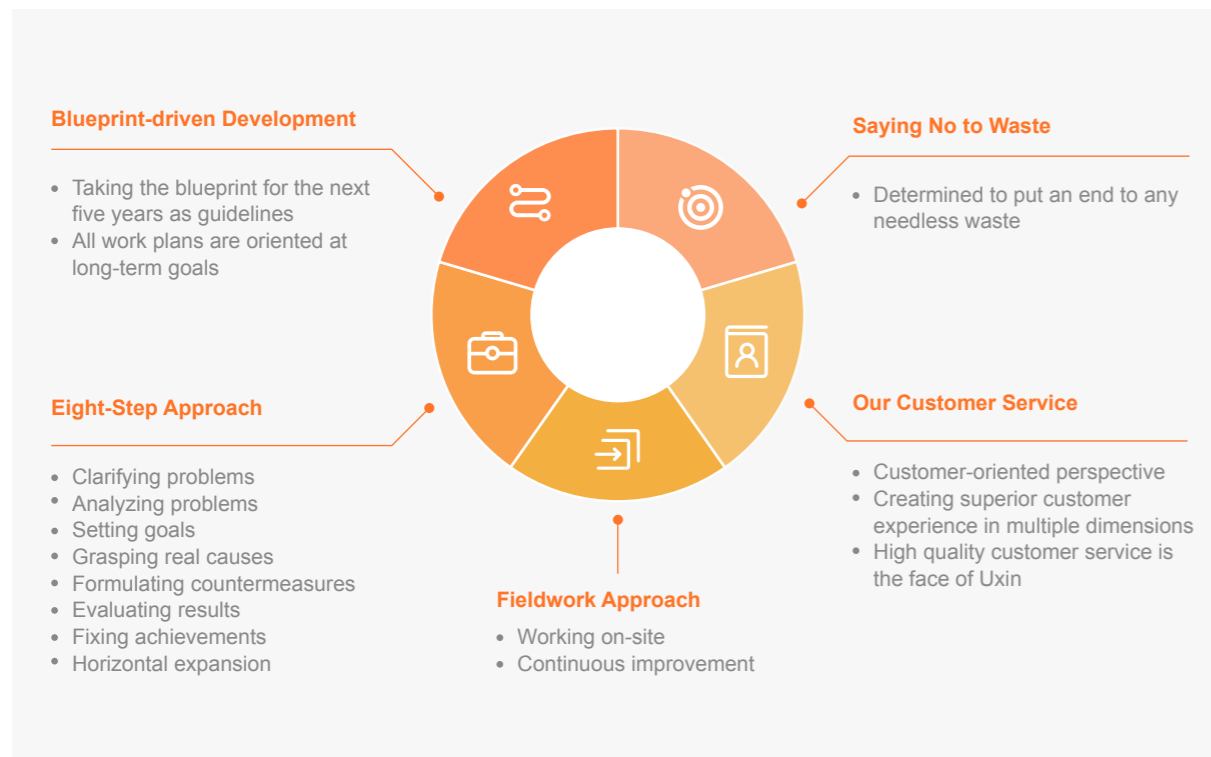
Business Profile

Uxin provides full-chain processes from acquisition to inspection, reconditioning, retailing, and after-sales.



Service and Management Modes

Following blueprint-driven and anti-waste principles, Uxin has formulated Eight-Step Approach, Fieldwork Approach and Our Customer Service to standardize servicing and management. Through the active management within the Company, we controlled and continuously improved our product and service quality to enhance the Company's brand image and long-term value.



VISION AND MISSION

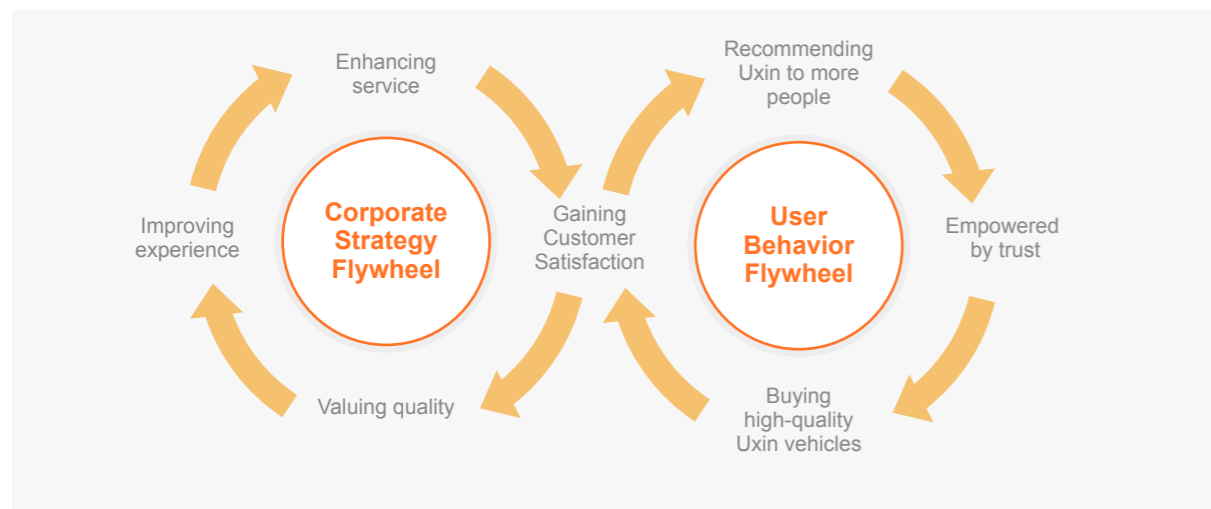
Since its inception, Uxin has been committed to the progress and healthy growth of the entire used vehicle industry. We established a fair e-commerce platform for used vehicles, taking "Choose Uxin, Choose a Smart Lifestyle" as the foundation of our corporate values and "Sincerity and integrity in operations, products, and services" for our corporate culture to promote a new lifestyle in China with used vehicle e-commerce.

Our Values

- 01 Only selling used vehicles we are willing to recommend to our own families and friends
- 02 Be considerate towards the customers
- 03 Sincerity and integrity in operations, products, and services
- 04 Choosing honesty and transparency, no matter the difficulties

Flywheel Strategy

As we believe credibility drives quality and sustainable growth, customer satisfaction is the key element to the Group's closed-loop operations and flywheel strategy. By improving the used vehicle quality and customer experience, we aim to build an excellent service system and win a good reputation, so as to gain momentum and spin the flywheel of user behavior. Through continuous empowerment by customer trust, we in turn helped more customers to purchase high-quality used vehicles from Uxin. With all components of the product and customer experience flywheels connected and operated, we are able to accomplish an ethical, mutually rewarding circular system between company development and customer satisfaction.



Uxin strategic flywheels

In the future, we will continue our relentless efforts in making more breakthroughs in customer satisfaction, business processes, and sales performance as our path to profitability.

ESG STRATEGY

ESG Governance

We believe that a well-organized ESG governance structure can help us minimize risks, achieve our sustainability goals, and create long-term value. Our Company's Board of Directors regards ESG governance as a highly valuable priority. An ESG Governance Committee is in the process of establishment, and its subordinate ESG working group will coordinate various functional departments for the Company's ESG work. The ESG Governance Committee, under the direct management of the Company's Board of Directors and on behalf of the interests of the Group, will give suggestions to senior management on how to effectively avoid ESG risks and manage ESG-related projects. This will create a closed-loop ESG management system that includes decision-making, communication, implementation, reporting and assessment.



The main responsibilities of the ESG Governance Committee will include:

- Paying attention to ESG development trends, impact, and opportunities
- Recommending ESG projects, investment opportunities and disclosure information to management and board of directors
- Confirming that the Company's ESG strategy can properly cope with risks and fulfill its obligations
- Evaluating the effectiveness of ESG projects and investments
- Supporting ESG information disclosure and related work
- Establish continuous initiatives for improving ESG culture and value system

ESG governance framework

In the future, the Company will also establish key ESG targets covering greenhouse gas emissions, pollutant emissions, resource recovery, etc., discuss and review the target setting and implementation by the Board of Directors, and regularly review the progress towards sustainable targets. By integrating ESG concerns into the Company's strategy, we stay alert to ESG risks and sustain competitive advantage over the long term.

ESG Value Model

To practice our brand slogan “Choose Uxin, Choose a Smart Lifestyle”, we have established an ESG value model themed “Choose Uxin, Choose a Sustainable Future”, incorporating “Green Uxin, Reputable Uxin, Considerate Uxin, Innovative Uxin and Responsible Uxin, showing our efforts in accelerating green reformation, pursuing a customer-centric culture, building a dream team, leading industry innovation and strengthening corporate governance. Through upholding the concept of sustainable development in all aspects of our business, we strive to promote the Company’s high-quality development, create value for our stakeholders, and contribute to the United Nations Sustainable Development Goals.



Uxin ESG Value Model (2021)

Material Issues

We conducted materiality assessment through our engagement with stakeholders as well as global market trends to identify and prioritize the Company’s material issues and improve our management and performance for sustainable development.

Uxin comprehensively identifies material issues related to the Group’s sustainable development by extensively referring to ESG-related industry standards, and benchmarking domestic and foreign peers, capital market concerns and regulatory requirements of relevant institutions, in combination with the Company’s development in 2021 and the expectations of stakeholders.

Here is the list of material sustainable issues we identified:



Materiality Management

MATERIAL ISSUES	WHAT IT MEANS TO US	OUR PRACTICE	CORRESPONDING CHAPTER
PRODUCT QUALITY MANAGEMENT	High-quality products and services are closely related to an enterprise’s development and competitiveness, which also directly influences brand reputation.	<ul style="list-style-type: none"> Operating as a 100% self-operated model with strict and complete quality control. Provide best-in-class used vehicles through like-new reconditioning and careful inspection. 	3.2 Intelligence Technology Upgrades

PRODUCT INFORMATION DISCLOSURE	Product information disclosure can help consumers better understand product information, while also an important aspect of a company's compliant management.	<ul style="list-style-type: none"> Provide users with "used vehicle resume" with complete used vehicle information in detail and transparent quotation on our online one-stop used vehicle purchase platform. Upgraded the convenience and service experience of customers in viewing details through dynamic display such as inspection videos. 	3.1 Innovation-driven Development 3.2 Intelligence Technology Upgrades
PRIVACY PROTECTION AND DATA SECURITY	It is important to effectively protect users' privacy and comply with the applicable laws when acquiring data from our customers and prevent data security risks in our company across all business operations.	<ul style="list-style-type: none"> Formulated the <i>Uxin Limited Data Security Management Rules and Punishment Standards</i> and embedded the data security management into the training for every new employee. Formulated privacy protection policies and provided email for users to give relevant feedback or opinions. 	2.4 Privacy Protection 3.3 Information Security
ACCESS TO SERVICE	Improvement in service accessibility helps promote consumption equality, so that more people can own used vehicles of both fair price and high quality.	<ul style="list-style-type: none"> Transparent price and fair pricing "Nationwide Online Purchase" business empowered by smart logistics system and extensive network Set up offline IRCs in Xi'an and Hefei enable more people to experience our product and service 	2.3 Consumption Equality
CUSTOMER SATISFACTION MANAGEMENT	Credibility among customers is Uxin's core element in enhancing brand value and market competitiveness while also the key driving force for long-term development.	<ul style="list-style-type: none"> Included NPS (Net Promoter Score) as one of the Company's assessment indicators. Hold biweekly NPS meetings to gather customers' suggestions and opinions, to proactively identify and solve their concerns and enhance customer satisfaction. Growth of NPS for consecutive quarters. 	2.1 Service Commitment 2.2 NPS-Focused Growth
CORPORATE GOVERNANCE INFORMATION	Standardized operation and improved corporate governance are the cornerstones of a listed company's development, and a guarantee for its investors' legitimate rights and interests.	<ul style="list-style-type: none"> In accordance with the regulatory requirements of the area where the Company was listed and the laws and regulations of the place where our operations were based, we established a corporate governance structure with three committees to perform their functions. We continuously improve and adjust our organizational structure, clarified the rights and responsibilities of the management and executive, and improved various rules and regulations, to optimize our management. 	6.1 Corporate Governance

BUSINESS ETHICS	Business ethics can help regulate employee behavior, guarantee honest management, and enhance Company credibility in the global market.	<ul style="list-style-type: none"> Formulated the <i>Code of Business Conduct and Ethics</i>, <i>Uxin Limited Red Line Management System</i>, <i>Uxin Limited Red and Yellow Card Management System</i>, and <i>Uxin Limited Management System for Employees Violations</i>, to standardize employees' professional ethics. In 2021, there were 0 cases of corruption litigation. 	6.2 Compliance Management
RISK MANAGEMENT	Timely and effective identification and management of risks can help reduce the Company's operating costs and create value.	<ul style="list-style-type: none"> Identified and disclosed the risks of the Company's business and operations in the annual report. 	6.2 Compliance Management
COMPLIANT OPERATION	As a Nasdaq-listed company, we must abide by the laws and regulations of the countries where we operate and the regulatory requirements of the areas where we are listed to avoid any business risks.	<ul style="list-style-type: none"> Adhered to the principle of good faith management, abided by various laws and regulations, and conducted regular internal audit 	6.2 Compliance Management 6.3 Business Ethics
HEALTH AND SAFETY	For an enterprise, protection of employee health and safety is a major basic right for all staff.	<ul style="list-style-type: none"> Safety training is conducted at employee induction. Provided commercial insurance for employees 	5.2 Health and Safety
LABOR MANAGEMENT	Safeguarding employees' basic rights, unblocking employees' communication channels and effective management can help ensure high efficiency and stability in operations.	<ul style="list-style-type: none"> Strictly implemented "equal pay for equal position" and uphold the principle of equality and non-discrimination. Forced and child labor are prohibited in the Company 	5.1 Diversity and Inclusion
TALENT TRAINING AND DEVELOPMENT	Talent is the key element of enterprise development, and for controlling and improving service quality.	<ul style="list-style-type: none"> Provided employees with new-comer training, professional training, and technology sharing, etc. Set up an open and transparent staff promotion and appraisal system 	5.3 Talent Growth
EMPLOYEE CARE	Care for employees, increase their sense of belonging and happiness, and enhance team synergies.	<ul style="list-style-type: none"> Provided employees with welfare and gifts 	5.4 Employee Care

PROMOTING THE DEVELOPMENT OF CIRCULAR ECONOMY	Actively respond to relevant policies, promote the circulation rate of used vehicles, and create value for the Company.	<ul style="list-style-type: none"> Broke the traditional format of the used vehicle industry, and improved the transaction quantity, circulation quantity, and standardization level in the used vehicle market 	4.1 Green "DNA" 4.4 Green Leadership
GREENHOUSE GAS EMISSIONS	Manage the carbon emissions generated by the Company's operations, improve the Company's ability to cope with climate change, and respond to national policies.	<ul style="list-style-type: none"> Disclosed greenhouse gas emission data of 2021 Identified climate-related risks and opportunities 	4.5 Combating Climate Change
OPPORTUNITIES IN CLEAN TECHNOLOGY	By using cleaner energy, the Company can effectively reduce the environmental pollution caused by energy consumption, reduce energy consumption expenditure, and turn to a lower carbon development model.	<ul style="list-style-type: none"> Plan to conduct the photovoltaic roof project in Uxin Used Vehicle Inspection and Reconditioning Plant in Hefei 	4.5 Combating Climate Change
GREEN RECONDITIONING	Advocating green maintenance and green reconditioning can help reduce environmental pollution.	<ul style="list-style-type: none"> Implement 5S management to eliminate waste in reconditioning Use environmentally friendly water-based paint and adopt fine repair through smart refurbishment process during reconditioning and repair process Advocate the concept of "5R" environmental protection and "paperless office" 	4.2 Green Operations
ENERGY CONSERVATION AND EMISSION REDUCTION	Help reduce costs and increase efficiency and improve the level environmental friendliness in the Company's operations and reduce environmental pollution.	<ul style="list-style-type: none"> Our logistics and delivery network have effectively reduced the empty-runs rate as well as energy consumption and air pollution 	4.3 Green Logistics

Based on the above results of identifying material issues, we intend to continuously review and update the list and strengthen the management and disclosure of material issues to lay a solid foundation for the Company's sustainable development.

AWARDS AND RECOGNITION

Award	Issuing Authority
2021 Outstanding Member of China Automobile Dealers Association: Comprehensive Business Award	China Automobile Dealers Association
2021 China New Business Service Excellence Award	JRJ.com
2021 Leaping Star Annual Award	Huawei Application Market
2020 Best China Concept Stock Selection: Best China Concept Consumption and Service Stock	zhitongcaijing.com
2019 Top Ten Used Vehicle Brands	China Automotive News
2019 Business Innovation Brand of the Year	China Business Herald
2019 King of New Economy - Travel - King of Auto E-commerce	36Kr.com
2019 Business Innovation Award of the Year	China Business Herald
2019 Network Marketing Award	Baidu Knowledge Summit

KEY PERFORMANCE

Environmental Performance ¹	Unit	2021
Water consumption	Tons	6,087.03
Wastewater discharge	Tons	4,869.62
Electricity consumption	Tons	2,572,551.16
Total greenhouse gas emissions	Tons of CO ₂ e	1,494.65
Greenhouse gas emissions (Scope 1) ²	Tons of CO ₂ e	0
Greenhouse gas emissions (Scope 2) ³	Tons of CO ₂ e	1,494.65
Total greenhouse gas emission intensity ⁴	Tons of CO ₂ e / person	1.84

Social Performance	Unit	2021
Level: Employment		
Total employees	Person(s)	814
Number of Employees by Gender		
Male	Person(s)	579
Female	Person(s)	235

1: The time range for the collected environmental data is from March 31, 2021 to March 31, 2022, and the data are collected from Uxin Beijing Workplace, IRCs in Xi'an and Hefei;

2: There was no fuel consumption in the Company's operation, so the greenhouse gas emission (Scope 1) is 0;

3: The Company's greenhouse gas emissions (Scope 2) come from purchased electricity, and for the greenhouse gas emission factors we refer to the *Notice of the Ministry of Ecology and Environment on the Management of Greenhouse Gas Emission Reports of Enterprises* released by Ministry of Ecology and Environment, PRC in 2022;

4: Greenhouse gas intensity is calculated by dividing the total amount of greenhouse gas emissions by the total number of employees in of the year.

Number of Employees by Rank

Senior management	Person(s)	8
Intermediate management	Person(s)	11
General employees	Person(s)	795

Number of Employees by Age

< 23 years old	Person(s)	32
23-26 years old	Person(s)	151
27-30 years old	Person(s)	261
31-33 years old	Person(s)	179
> 33 years old	Person(s)	191

Number of Employees by Educational Background

Master's degree and above	Person(s)	28
Bachelor's degree and three-year college degree	Person(s)	669
Below three-year college degree	Person(s)	117

Level: Development and Training

Total number of trainees	Person(s)	400
Total hours of training	Hours	10,200
Per capita training hours	Hours/Person	25.5

Number of Employees Trained by Gender

Male	Person(s)	280
Female	Person(s)	120

Total Training Hours Completed by Each Employee by Gender

Male	Hours	9,000
Female	Hours	1,200

Level: Health and Safety

Work-related accidents	/	3
Death toll from work-related injuries	Person(s)	0
Work-related injuries lost days	Days	30
Work-related injuries lost hours	Hours	240

Level: Intellectual Property

Number of patents applied	/	0
Number of patents granted	/	23
Number of trademarks applied	/	1,504
Number of trademarks granted	/	1,187
Number of copyrights applied	/	8
Number of copyrights granted	/	8

Governance Performance	Unit	2021
------------------------	------	------

Level: Diversity of Directors, Supervisors and Executives

Average age in board of directors	Years old	47
Female directors	%	16.7
Female executives	%	12.5
Independent directors	%	50.0



Reputable Uxin, Provider of Customer-Centric Service

- Service Commitment
- NPS-Focused Growth
- Consumption Equality
- Privacy Protection

02



SERVICE COMMITMENT

The traditional used vehicle market in China has four main characteristics, which are namely a chaotic environment, uncertain used vehicle conditions, and nontransparent pricing with frequent fraudulence risks. We have taken the lead in formulating industry standards, aiming to be a disrupter in the massive and inefficient used-vehicle market. In 2021, the Company took public praise as the key to driving its development, wholeheartedly providing superior services to customers.

Service Features

To meet the needs of different customers, Uxin has established an exclusive SOP¹ for customers. Through focusing on the entire cycle of customer service, we reach customers in time and effectively through refined operations in six areas, enhance customers' trust in us, and increase the conversion rate, to acquire new customers, retain old customers, and activate potential customers.



1: SOP is the abbreviation of Standard Operation Procedure.

Deeply rooted in the used vehicle industry, we have accumulated massive industry data over the past 10 years. In 2021, Uxin has operated as an inventory-owning model with the omni-channel sales approach with commitments in improving customer experience and leading the development of new business formats in the industry.

Hassle-Free Purchase with Various Choices

- Our self-owned used vehicles cover more than 50 brands, including domestic used vehicles, joint venture used vehicles, used imported vehicles, and used new energy vehicles.
- Customers can enjoy one-stop used vehicle purchase or trade-in with corresponding trade-in subsidies. They can pick up their newly purchased used vehicles on the same day.
- Customers can take a test drive of retailing used vehicles at IRCs.

Attractive Prices

- We acquire used vehicles at prices above the market prices to benefit customers.
- Uxin has won the favor of many customers who need to sell used vehicles at an attractive price. The proportion of used vehicles acquired from individual customers is gradually increasing.

Simple and Sincere

- The real transaction price can be quoted with only "one-time inspection".
- We don't bargain repeatedly with customers, nor do we trick any customer who chooses Uxin.

Safety Warranty

- We implement strict management system standards to ensure the safety of every customer's used vehicle before title transfer.
- Being given the internal information of the used vehicle industry, customers can better avoid fraud.

Professional Advice on Repair and Maintenance

- Uxin provides free service of fault diagnosis and used vehicle condition inspection for customers.
- We provide relevant maintenance and repair services and suggestions, which greatly improves the service life and safety of customers' used vehicles.

High-Quality Customer Service Standards

- We have a complete high-quality customer service process from invitation, making a deal, to transferring ownership.
- We persist in improving our service quality and providing consumers with an efficient, humane, and comfortable environment for buying experience.

Service Features of Uxin

Uxin has become a leader in the industry through a 100% self-owning model and superior service for customers.

Rights Protection

The Company has established a comprehensive customer rights and interests protection system, including return and refund policy and warranty programs, to protect the legitimate rights and interests of users and consumers. In addition, we have kept upgrading our service standards and requirements. By establishing a responsible and responsive service system, we have upgraded user experience, thus achieving our goal of “being considerate toward the customers”.

► Service Guarantee

Choosing honesty and transparency, no matter the difficulties. We have broken the traditional model of the used vehicle industry, and made the promise of “transparent price, guaranteed used vehicle condition, and used vehicle return with no strings”. We try our best to make buying non-standard used vehicles as reassuring and worry-free as buying new vehicles by promoting trust and sustainable growth performance.



7 Days Free Trial

Customers can enjoy 7 days of test drive to ensure that the used vehicle meets their driving habits and needs. If they do not like the used vehicle during the period, they can return it at any time, and we will refund all the purchase fees.



1 Year or 20,000 km Warranty

Uxin provides customers with free warranty services within 1 year from the date of purchase or within 20,000 kilometers (whichever comes first), Uxin provides warranty services covering 15 major systems of the whole used vehicle.



Lifetime Refund

If customers buy a used vehicle that has defects including fire damage, flood damage, odometer tampering, and major vehicle accident before being purchased, they can return the used vehicle for a full refund.

► Value-Added Services

During the whole life cycle of the customer using the used vehicle, we provide one-stop services related to used vehicle use, such as consultation, maintenance, annual inspection, insurance purchase, repair, and trade-in of used vehicles. For any questions during and after the purchase of the used vehicle, we are guaranteed to respond within 30 minutes and provide consultation service within 24 hours to ensure the high efficiency and quality in service.

Personalized Service Team



Vehicle delivery/licensing



Vehicle using service



Vehicle-related consultation



Quality warranty



Financing and insurance solution

At Uxin, completing a used vehicle delivery does not mean the end of our service. To improve customer communication efficiency and streamline the service process, we have formulated a service responsibility system. For each customer, the Company has set up a dedicated “5V service group”. Consists of professionals from the Company’s sales, after-sales department and management, our personalized service team is responsible for handling customer complaints with whole-process supervision.

From Our Customer

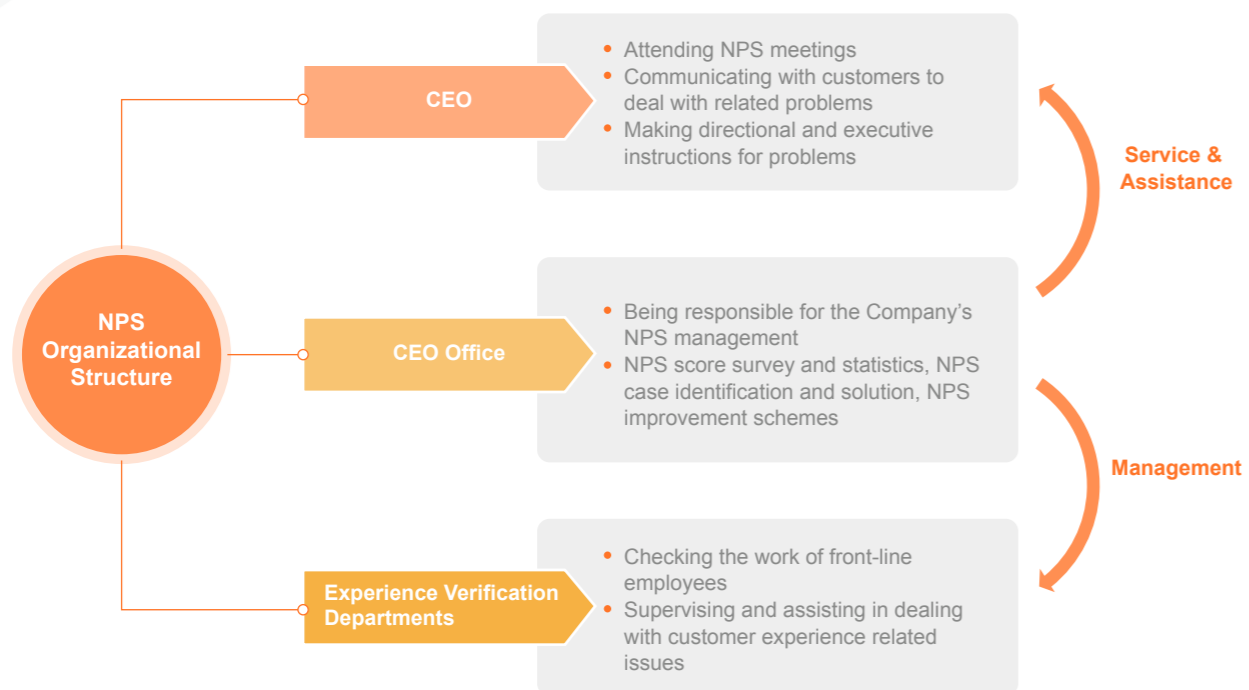
“This is my second time buying a used vehicle at Uxin. I am very grateful to Wang Gang, a Uxin salesman, for picking me up at the railway station. The information on used vehicle condition is very transparent. I’m again very satisfied with the used vehicle purchase process and the superbly professional services”

— Mr. Chu

Mr. Chu, from Zaozhuang, Shandong Province, bought a Volkswagen Teramont through our salesman Wang Gang in January 2021. After the used vehicle delivery, Wang Gang kept track of the customer’s used vehicle use. In September 2021, this customer wanted to buy another used vehicle, so he directly contacted Wang Gang and placed an order online. He also offered to go to the Uxin Xi’an IRC to check the actual used vehicle condition in person. Wang Gang went to the railway station to meet and pick up Mr. Chu. After the in-store visit, Wang Gang helped him with his accommodation and the subsequent used vehicle delivery, providing highly attentive service to the customer.

NPS-FOCUSED GROWTH

To better practice our core value of “actively finding problems and continuously making improvements”, Uxin has included NPS¹ as one of its assessment indicators. With the direct participation of the Company’s CEO, the CEO Office is independently responsible for the Company’s overall NPS management. Therefore, the Company has realized the closed-loop management of user satisfaction to drive long-term value.



NPS management structure

1: NPS (Net Promoter Score) is an index that measures the willingness of customers recommending products and/or services to others. Customers are rated on a 1-10 scale for their willingness to recommend: 9-10 is a promoter, 1-6 is a non-promoter, and 7-8 is neutral.

Focus on NPS

What is NPS?

NPS, short for Net Promoter Score, covers customer loyalty and satisfaction. High NPS indicates customers' high loyalty, high repurchase intention and high satisfaction. As the most direct measure of customer relations, NPS is called the “ultimate question”. This score has a strong positive correlation with the Company’s business development.



Relationship between NPS and customer satisfaction

Since 2021, we have focused more on NPS promotion at our biweekly NPS meeting. The CEO, together with the staff of various departments, communicates with customers face to face or through online videos about their used vehicle purchasing experience to gain insight into customers' concerns. Then we provide them with the current completion progress and the expected plan and conduct an in-depth review after the meeting to resolve any issues. In doing so, Uxin manages to meet every customer's need and offer an reliable, comfortable purchase experience.

- ◆ By dividing the cases into used vehicle condition cases and service cases, we analyze the specific problems, record basic transaction information, detailed problem list and processing progress of the cases, analyze and extract the core problems and solutions.

Core Problems

Insufficient capacity of cooperative repair shops	Low one-time repair completion rate, which brings potential safety hazards and customer dissatisfaction
Lack of mechanisms for review, solution and improvement	Failing to prevent similar cases from happening in the future

Solutions

Refining the mechanism of cooperation with repair shops	Establishing and improving the reward and retribution mechanism with active initiatives
Developing self-supporting ability of repair and maintenance	Solving after-sales used vehicle condition problems through self-supporting maintenance to avoid over-maintenance while ensuring quality
Establishing and improving the solution and improvement mechanism	Used vehicles not through self-supporting maintenance can also help accumulate experience for the inspection and servicing team

Example of used vehicle condition case analysis

In addition, we periodically collect customer reviews to evaluate the quality of our service and the quality of the used vehicles we sold. We investigate their satisfaction level in sales service, logistics efficiency and used vehicle delivery service. Through closed-loop management of customer satisfaction, we grow closer to our customers and upgrade our business and service processes to empower solid growth for the Company.



Closed-loop management of customer satisfaction

Resolving issues from any customers who are dissatisfied or have low satisfaction levels with the Company's products and services through the biweekly NPS meeting with engagement from the CEO have led to these customers to becoming willing to recommend Uxin to their family and friends. With the joint efforts of all our staff, our customer satisfaction kept rising with the increasing NPS, with decrease in neutral and non-promoters and increase in promoters.

By the end of March, 2022, we had held

32 meetings

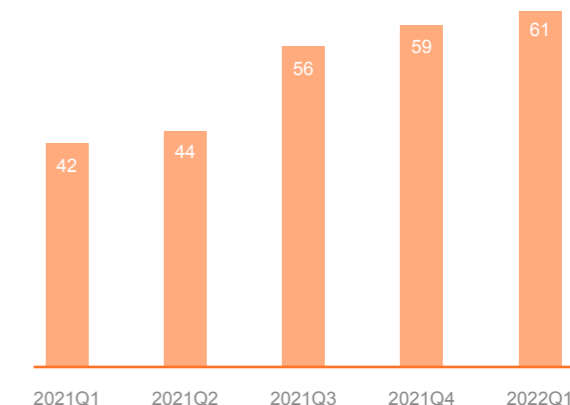
invited

25 clients to attend NPS meetings

continually improved NPS to

61 😊

QUARTERLY NPS SCORE OF UXIN



Case: Simplifying Tedious Processes to Improve Customer Satisfaction

To provide better service for customers and meet their needs in purchasing used vehicles at Uxin, the Company reimburses the toll for customers who come to buy used vehicles from far away. In September 2021, we received a customer's feedback: in the process of buying a used vehicle, the staff promised to reimburse the fare, but the reimbursement was suspended for a long time. Investigation revealed that the sales department didn't really carry out related training and that the reimbursement time limit "T+7" was too long. After discussion at the biweekly NPS meeting, the Company decided to shorten the approval process and time limit of reimbursement.

The reimbursement process now is audited and initiated by the business manager and examined and approved by the head of the sales department via email directly. After the approval, reimbursement can be received. By shortening the reimbursement time, the Company has improved service efficiency and after-sales customer satisfaction.

Handling Customer Complaints

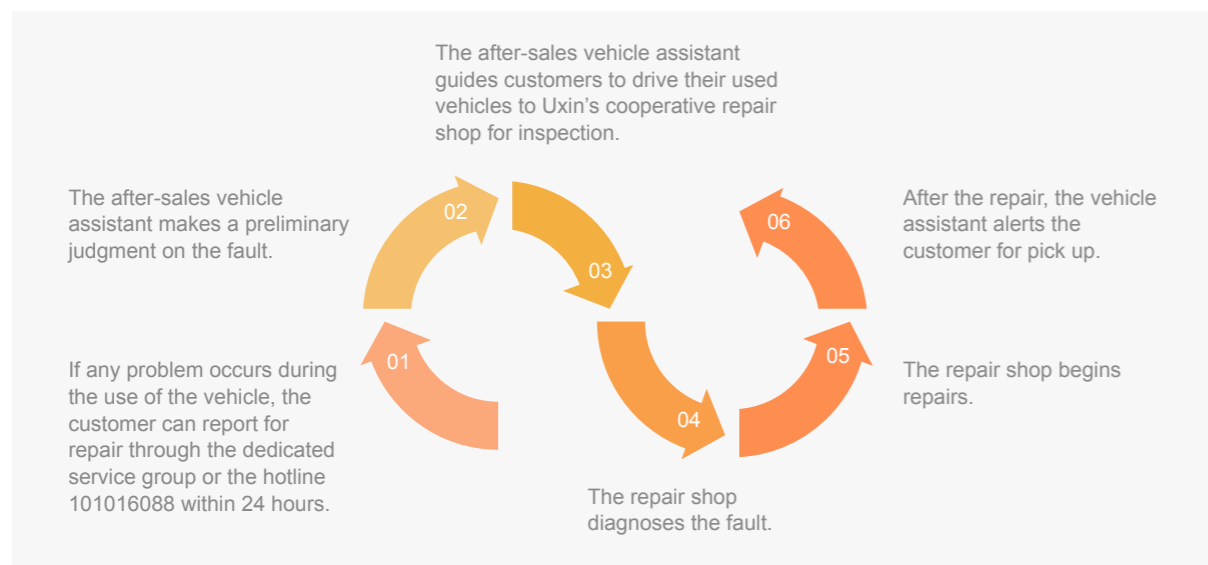
From the perspective of consumers, Uxin keeps building high-quality and efficient communication channels and formulates reasonable and effective customer complaint handling policies. We implement the principle of "responding to customer problems within 30 minutes and giving solutions within 24 hours", to deal with various customer complaints in a timely and effective manner.

Lifetime Return for Major Problems

For disputes such as accidents and damage identification, we will send the used vehicle to a third-party appraisal and evaluation agency with professional appraisal qualifications or 4S shops for inspection, and the inspection report issued by the third-party agency will be used as the final judgment basis. If it is determined that the used vehicles before being purchased have major defects including fire damage, flood damage, odometer tampering, or major vehicle accidents, customers can return the used vehicle for a full refund.

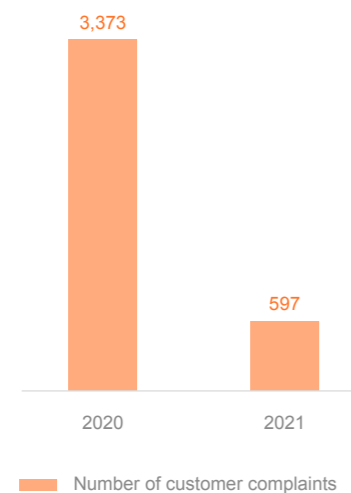
Whole-vehicle Quality Warranty

For one year or 20,000 kilometers from the date when the consumer buys a used vehicle, the Company provides warranty services for 15 systems of the whole used vehicle.



Uxin's Complaint Handling Process

CUSTOMER COMPLAINTS



In 2021, there were

597

complaints from Uxin used vehicle buyers

a drop by

82.30%

compared with 2020

CONSUMPTION EQUALITY

The transparent pricing policy, seamless online order process and nationwide door-to-door delivery service make buying a used vehicle easier and more cost-effective at Uxin. The Company is committed to improving service accessibility, promoting consumption equality, and therefore enabling more people to buy used vehicles in a reliable, one-stop and hassle-free way.

Fair Price

Used vehicles are generally more budget-friendly and cost-effective. Uxin follows the "one price without hidden costs" policy and provides customers with online price comparisons and clear quotations. Such quotations include the used vehicle price, logistics costs and handling fees on our online platform. While ensuring the quality of products and services, we also implement a fair, reasonable and competitive pricing strategy based on our massive data accumulated in the industry and AI-driven pricing system.

Access to Service

To break the geographical restrictions of used vehicle transaction, Uxin has established a unique business model empowered by the nationwide logistics network, nationwide title transfer and used vehicle registration service and industry-leading warranty programs. On our "Uxin online shopping mall", our sales consultants provide professional and responsive consulting services online. Our nationwide logistics network have significantly improved our capabilities in operating used vehicle logistics and delivery across China, ensuring fast door-to-door used vehicle delivery. In terms of offline service, we also have local professional assistance for title transfer and registration services. Therefore, we can provide more consumers with a convenient cross-regional and local used vehicle purchase experience, which further enhances our service accessibility.



Self-operated network + Partnered capacity

Multi-Point intermodal & Multimodal delivery

+

Supplier cooperation

Last-Mile service



42
Logistics convergence points



300+
Cities covered



26,000
Kilometers of mainlines



132,852
Logistics lines



Hassle-Free Logistics Service

- Nationwide accessibility**
(covering 300+ cities across China)
- 100% Door-to-door services**
(Door-to-door acquisition and home delivery service)
- No minimum purchase for vehicle delivery**
(no minimum limit on the number of cars)

Reliable Logistics Service

- Around the clock**
(24 hours x 365 days)
- Stable transport efficiency**
(logistics punctuality: 95%+)
- Transparent transport price**
(online price check with no need for inquiry)

Uxin's "Smart Logistics"

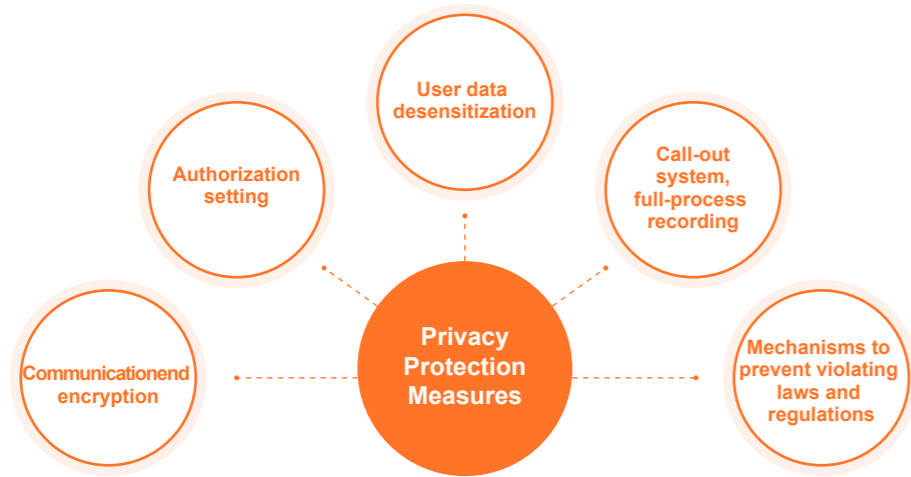
PRIVACY PROTECTION

Uxin attaches great importance to protecting consumers' personal information and private data. We strictly abide by national laws and regulations such as the *Law of the PRC on the Protection of the Rights and Interests of Consumers*, *Data Security Law*, and *Measures for Determining the Illegal Collection and Use of Personal Information by Apps*. We have formulated and further updated relevant service regulations, including the *Privacy Policy of Uxin*. Strictly adhering to the principle of ensuring security, openness and transparency, Uxin has launched policies and measures in nine aspects, such as the acquisition, transfer and management of users' personal information to effectively protect users' right to know and privacy.

- 01 Customers' personal information collection and usage
- 02 The use of cookies and similar technologies
- 03 Sharing, transfer and disclosure of customers' personal information
- 04 Customers' personal information protection
- 05 Management of customers' personal information
- 06 Processing minor's personal information
- 07 Global transfer of customers' personal information
- 08 Privacy policy updates
- 09 Contact us


List of terms and conditions of privacy policy of Uxin

The *Guide on Privacy Protection in Uxin Used Vehicle Purchase* explains the storage, use, processing and sharing of user information. We also take various safety measures to protect the user's personal information in the APP and WeChat Mini Programs & Alipay Mini Programs to prevent unauthorized access, public disclosure, use, modification or damage to personal information.



Uxin's privacy protection measures

For the privacy protection policy of users, Uxin has set up a publicly available channel through email communication, to receive users' feedback on personal privacy.

<p>Customers' Rights and Interests</p> <hr/> <p>Regarding personal information, customers can contact the developer to exercise their legal rights to check, copy, correct and delete.</p>	<p>If the customer deems that the developer failed to comply with the above agreement, or have other complaints and suggestions, or issues related to the protection of minors' personal information, the customer can make a complaint through WeChat, or contact the developer directly.</p> <p>Email: huangpan@xin.com</p> 
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Feedback channel

Uxin Has Adopted a Professional System to Protect Users' Privacy in its Service Process

The Company has equipped all customer-facing employees in Uxin's Xi'an and Hefei IRCs with dedicated mobile phones. The dedicated mobile phones are equipped with a professional recording and monitoring system, which can guarantee the security of customers' mobile phone information through system authority. Our employees can only make outgoing calls to customers through the system, and the middle digits of the customers' mobile phone numbers are encrypted, so employees will not have access to the complete contact information of customers. Additionally, the outgoing calls would be fully recorded to protect the rights and interests of our customers. We are committed to respecting due process and to protecting customer privacy under applicable law.



Innovative Uxin, Leader in the Industry's Development

Innovation-Driven Development
Intelligence Technology Upgrades
Information Security

03



INNOVATION-DRIVEN DEVELOPMENT

Innovation is the source of the sustainable development of an enterprise. Aiming to promote the sustainable development of the used vehicle industry and focus on data and technological innovation, Uxin introduces digital technology into the quality inspection system, independently develops software and hardware, and contributes to creating a new format of digitized and standardized used vehicle industry.

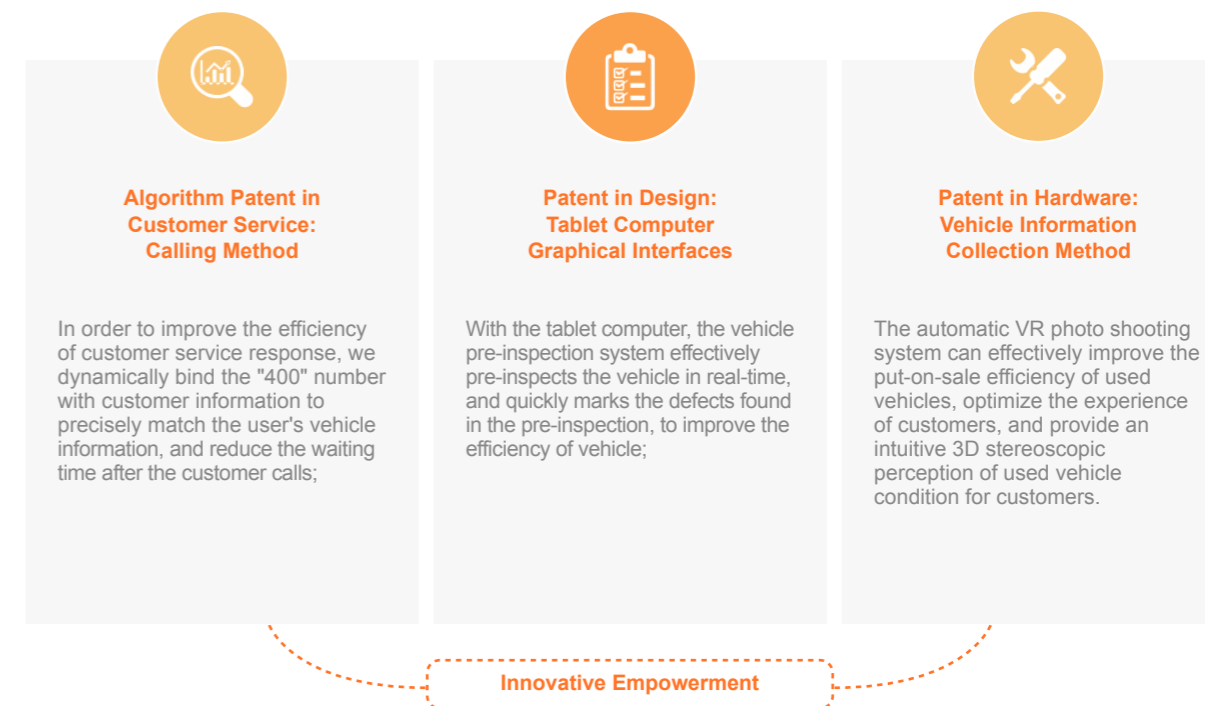
Five-Year Development Strategy of the Company's Product and Technology Center



Intellectual Property

The Company's patent-related work is rooted deeply in the R&D department, serving the early, middle and later stages of R&D in a cohesive manner. The Company strives to improve the quantity and quality of patents, driving continuous improvement in product quality through innovation. We highly respect intellectual property and have established normative documents such as the *Uxin Limited Patent Award System*, *Uxin Limited Trademark Management Measures*, *Uxin Limited Management Measures for the Use of Software, Fonts and Pictures*. We continuously improve our intellectual property protection management system on our business development route. Additionally, active efforts have been made to apply and maintain patents and trademarks.

Our Patents



National patent - Check Auto inspection system

Our Check Auto system can implement a set of standard procedures covering more than 300 itemized steps. Following the used vehicle inspection, a used vehicle condition report can be automatically generated in the Check Auto system.

Combining hardware and software inspection, through high-end equipments like German ruby probe paint film thickness gauge, smart Check Auto AR glasses, and customized Check Auto HONOR mobile phone, the system provides our sales consultant and customers with an accurate condition report to meet different business needs.



红宝石探头漆膜仪
测量接口



定制查手机
测量定制



定制查摄像头
测量定制



汽车故障诊断仪
测量定制



检车专用手电
测量定制

When users browse the used vehicles online, they only need to click on the part of the vehicle body that they want to view, and the corresponding inspection video clips will be automatically located. In addition to detailed condition reports, we also provide customers with a “vehicle defect map” marked with all the problematic points of the used vehicle, and a used vehicle condition inspection video, so that customers can know the real used vehicle condition.



In-situ used vehicle inspection video

Uxin Smart Call System includes the “400” innovative dynamic distribution technology and upgrades barrier-free communication service

In the traditional call center, customer service staff can't directly obtain the used vehicle information browsed by users, resulting in low communication efficiency and users' poor service experience.

The “400” dynamic allocation technology we pioneered in the industry enabled us to establish the correlation between vehicle sources and virtual numbers. The current users' concerns about used vehicle brand, used vehicle type and used vehicle condition will be collated through analysis, so that customer service staff can accurately know what used vehicle the user wants to consult, thus effectively improving our overall service quality. Statistics show that the new technology saves about 40 seconds per phone call between our staff and customers, thus improving communication efficiency.

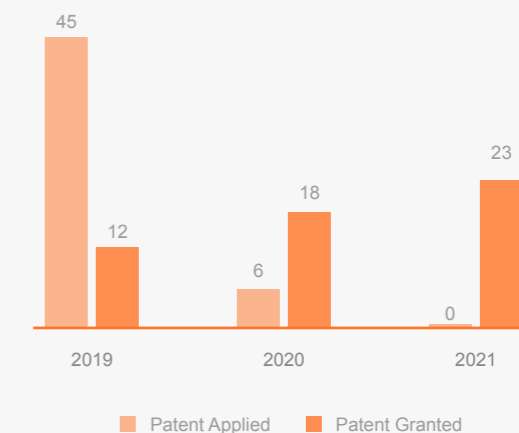
In addition, we make a forward-looking analysis of users' behavior to discover their deep-seated needs, so that we can help customers pick the ideal used vehicle. Besides, calls with hidden numbers are set up to protect users' privacy, thus avoiding users being harassed as a result of disclosing their phone numbers.

In the past three years, the cumulative number of patents obtained by Uxin has been increasing. The number of patents granted in 2021 has increased by

27.8%

from the previous year.

NUMBER OF UXIN'S PATENTS



Key Performance in 2021

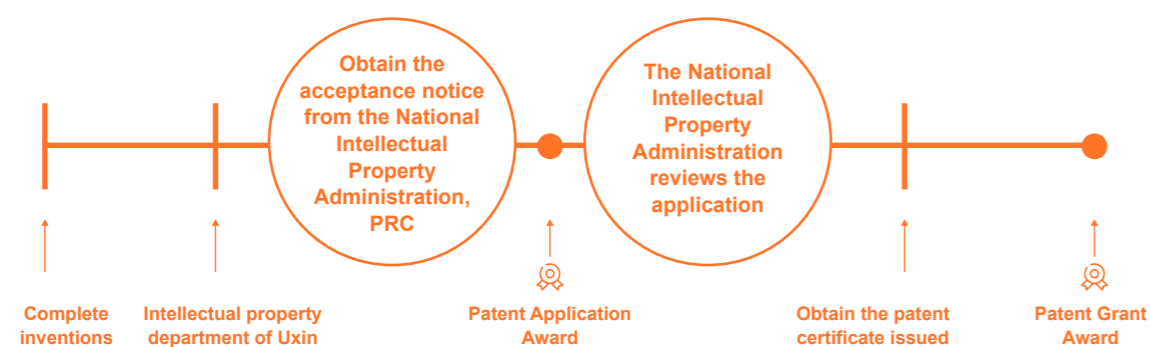
Number of patents applied	0
Number of patents granted	23
Number of trademarks applied	1,504
Number of trademarks granted	1,187
Number of copyrights applied	8
Number of copyrights granted	8

Patent Incentives

The Company has established the *Patent Award System of Uxin Limited* to give special awards to patent applications, to enhance the employees' engagement and enthusiasm for innovation. We also hold patent workshops with our staff to promote the patent application and protection of intellectual property, thus enhancing the Company's competitiveness through innovation.

Award Application

The employee inventor submits the patent application through the Company's intellectual property department. After receiving the acceptance by the China National Intellectual Property Administration, the inventor can get the Patent Application Award granted by the Company. Once the applied patent has obtained the patent certificate, the inventor will be further granted the Patent Grant Award.



After being approved by the Company's intellectual property department, the cash compensation will be awarded to employee inventors. The patent reward for the month will be counted and filed, then reported and given in the next month.

In addition, the Company regularly holds patent application training, so as to popularize patent-related knowledge among employees and encourage the R&D department to work on in-depth and multi-dimensional technological innovation. In doing this, we hope to build better patent portfolios with higher value and thus drive the innovation of the Company to the next level.

Technology Workshops

Upholding the spirit of innovation, the R&D department holds technology workshops, to enhance employees' innovation awareness and ability, promote technical transformation, and drive the innovation-powered development of the Company.



Internal workshops on technology innovation

XinResearch Institute

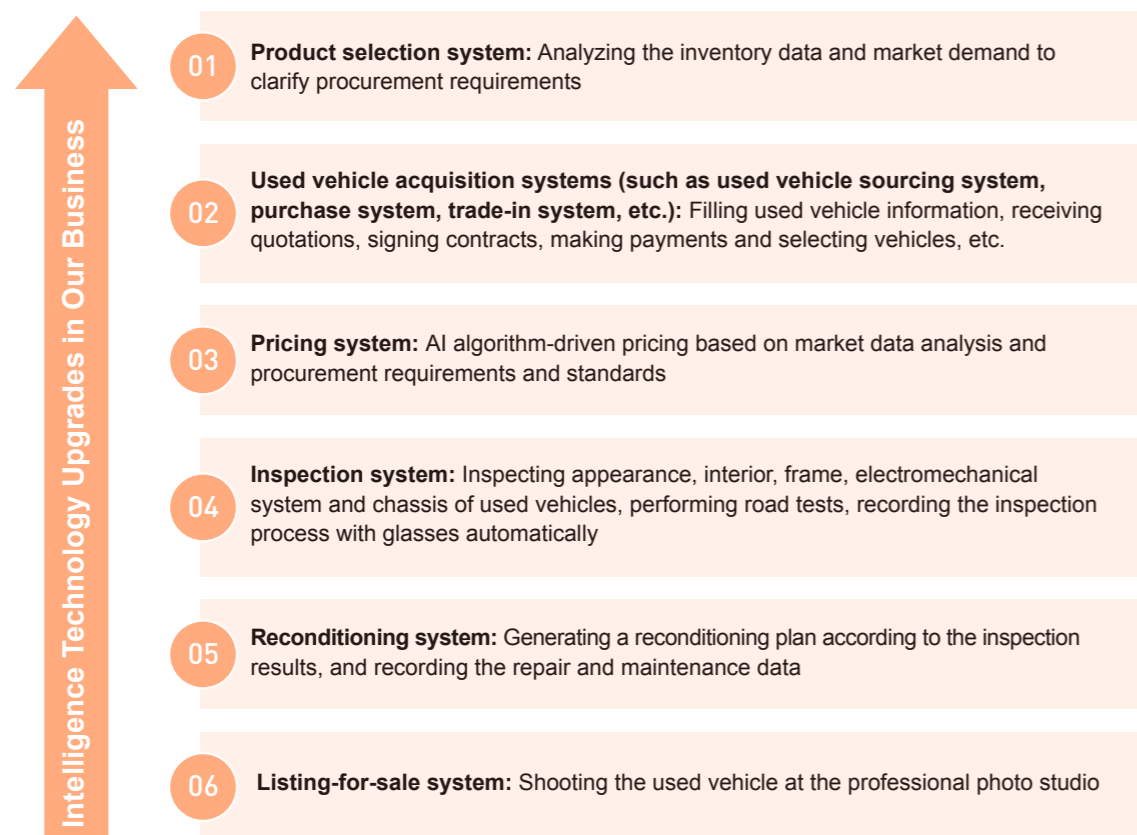
Uxin established XinResearch as a research institute focused on automobile life and insights into used vehicle consumption. Our research results have been cited by authoritative media such as CCTV and People's Daily Online many times. By mining and analyzing the massive automobile real transaction data in the platform, XinResearch regularly releases reports, lists and other data products for the automobile industry, to provide scientific support for automobile consumption, industrial research, industry development and policy formulation.

INTELLIGENCE TECHNOLOGY UPGRADES

As the general trend of all industries, the combination of digital and intelligent solutions can effectively improve efficiency in application use cases such as the Company's daily operations and business development. Through the intelligence technology upgrades of the supply management process, we have improved the efficiency and accuracy of quality control and thus upgrade from customer service to customer success.

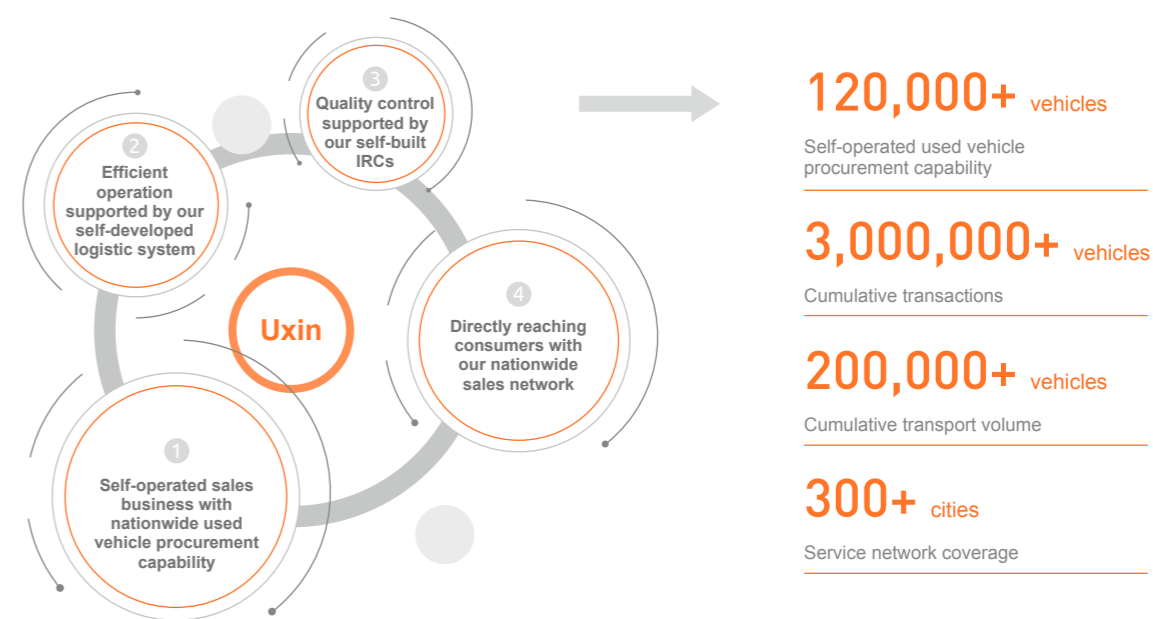
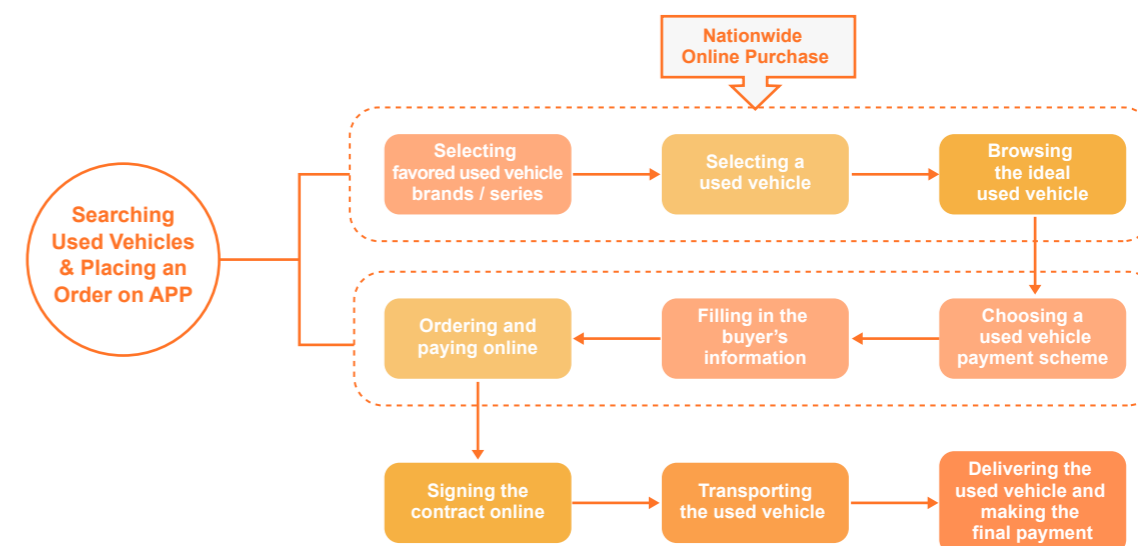
Efficiency Enhancement

From used vehicle sourcing to putting used vehicles on sale, digitization and intelligentization empower the procedures in our business to be conducted in a refined and streamlined way, improve the working efficiency of our staff, and optimize the customer experience.



Nationwide Online Purchase: Providing Door-to-Door Delivery Service

We are the first in the industry to carry out online used vehicle purchases and provide door-to-door delivery service, making buying used vehicles online a reliable and convenient choice. Uxin's offline logistics system and delivery network is the foundation for the cross regional transaction business. To solve the pain points of cross-regional delivery of used vehicles on both supply and demand sides, Uxin has built a smart logistics network, thus starting the "express delivery era" of scattered used vehicle transportation. By implementing AI technologies in smart logistics, we can organize the delivery of used vehicles within 5 days according to customer demand, offering customers stable and fast logistics and delivery services.



Facilitating Trade-in Transaction

After the detailed inspection of the uploaded information of used vehicle conditions by the Check Auto inspection system and the rapid nationwide price comparison by the Manhattan digital pricing system, we can offer a quotation for the used vehicle and generate an evaluation report within 30 minutes when customers want to sell their used vehicles. Customers can check the details of the report in the WeChat Mini Programs & Alipay Mini Programs and consult online if they have any questions. The online consultant will explain in detail the principles of used vehicle evaluation and pricing, the factors influencing the price (used vehicle condition, market demand, price of the new vehicle, etc.), and the validity period of quotation.

30-minute used vehicle inspection and quotation

The consultant inspects the used vehicle in detail, compares prices nationwide, gives the quotation and provides the evaluation report within 30 minutes.

Viewing reports on WeChat Mini Programs & Alipay Mini Programs

The evaluation report, which is synchronized to WeChat Mini Programs & Alipay Mini Programs in real-time, contains information such as the quotation valid for the transaction within 14 days, used vehicle condition, used vehicle usage suggestions, etc. After viewing, customers can query online if there are any questions about the evaluation.

Promoting transactions

The consultant explains in detail the principles of used vehicle evaluation and pricing, the factors influencing the price (used vehicle condition, market conditions, price of the new vehicle, etc.), the validity period of quotation, transaction notes etc. to promote transaction.

Check Auto Inspection System & Manhattan Pricing Engine

HTML5 Trade-In Evaluation Report on WeChat Mini Programs & Alipay Mini Programs

Customer Analysis System

Pricing System

We have developed an AI algorithm-driven pricing system based on real transaction data. This system uses AI technology to capture the data from the market, rival products, and third-party platforms in real time every day, then synchronizes the data to the pricing system and updates it once a week. The system can reasonably and accurately price the used vehicle according to massive transaction price data with pricing error $\leq 5\%$, a breakthrough in the sector.

参考数据

定价ID: 1281
新车指导价: 39.64万元
车型参数配置: 奥迪 奥迪Q5 2018款 2.0T 自动 40TFSI 典雅版进取型
平台价格参考: 奥迪 奥迪Q5 2018款 2.0T 自动 40TFSI 典雅版进取型
发布参考: 奥迪 奥迪Q5 2018款 2.0T 自动 40TFSI 典雅版进取型

车辆ID	车型名称	外观颜色	里程	注册日期	过户次数	车辆城市	指导价	销售日期
70998642	奥迪 奥迪Q5 2018款 2.0T 自动 40TFSI 典雅版进取型	灰色	123000公里	2018-01-01	1	西安	47万元	--
28982515	奥迪 奥迪Q5 2017款 2.0T 自动 40TFSI 典雅版进取型	黑色	0公里	2022-01-28	3	西安	35.00万元	--
54701902	奥迪 奥迪Q5 2012款 2.0T 自动 TFSI 进取型	黑色	200000公里	2021-03-25	2	西安	38.00万元	2022-03-25
41418414	奥迪 Q5 2018款 2.0T 自动 40TFSI 典雅版进取型	黑色	100000公里	2020-08-12	1	西安	17.00万元	2021-08-18
35612124	奥迪 Q5 2018款 2.0T 自动 40TFSI 典雅版进取型	黑色	100公里	2020-08-12	1	西安	17.00万元	2021-11-24
28076092	奥迪 奥迪Q5 2018款 2.0T 自动 40TFSI 典雅版进取型	白色	700000公里	2018-01-01	0	西安	12.30万元	--

AI-driven pricing system

Digital Studio

Uxin is the first company in China to apply VR technology to the used vehicle industry. It has upgraded the old two-dimensional vehicle viewing model to a three-dimensional vehicle viewing experience. With the used vehicle condition report, consumers' concerns about buying used vehicles have been substantially decreased, and more customers are attracted to view used vehicles online.

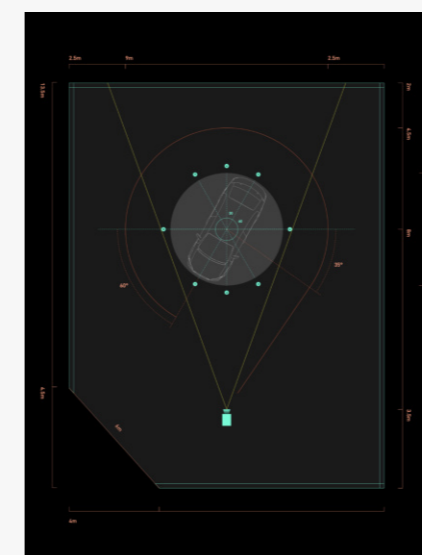
By using the "N+VR" smart solution from our partner Baidu AI Cloud, Uxin has built a smart shooting studio integrating software and hardware. Utilizing photos of the appearance and details of the used vehicle taken in the studio, an excellent visual used vehicle display is made available for customers.



Professional studio



In-situ photo shot from the studio



By rotating the vehicle bottom with a single-chip micro-computer, the whole picture of the inside and outside of the used vehicle can be recorded completely. Automatically spliced in milliseconds by AI, the photos from all angles form a 360-degree panoramic image. And used vehicle defects can be identified. The whole process automated, thus enhancing the efficiency of used vehicle inspection.

Photos being taken, spliced, and uploaded within only 7 minutes

7 minutes

Quality Assurance

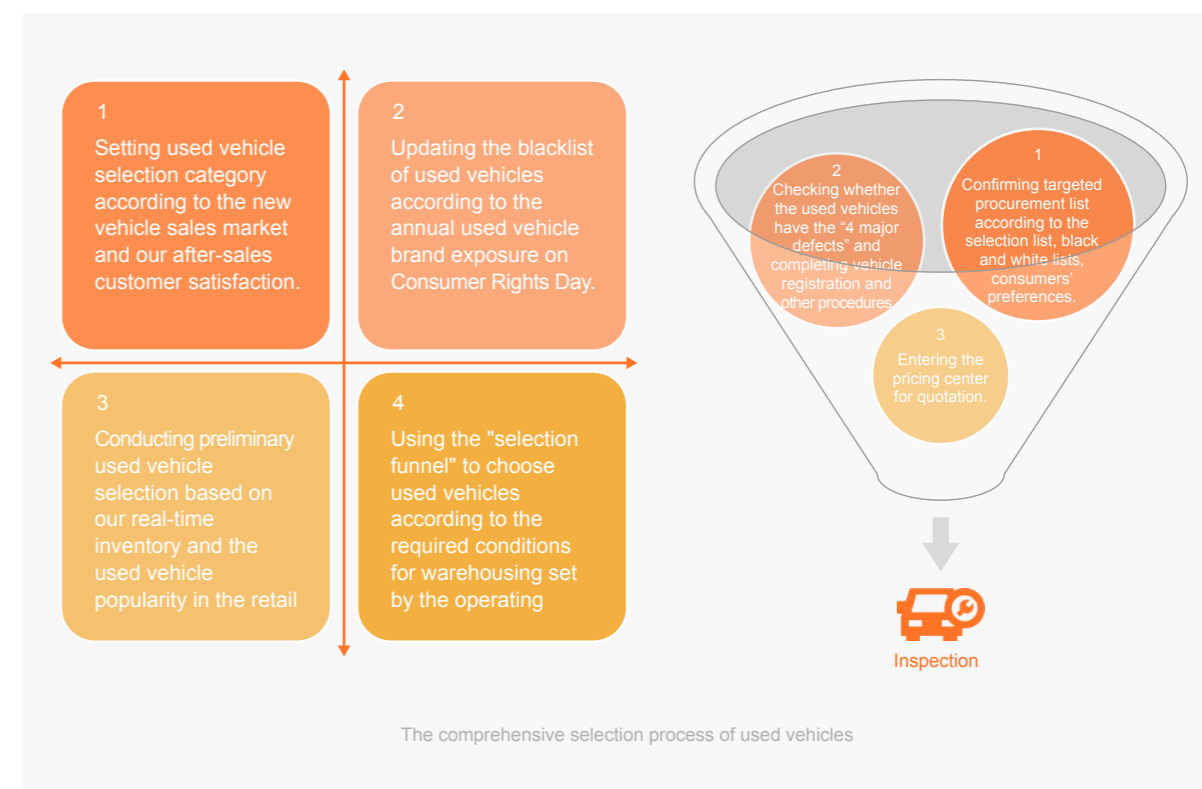
Quality control is the key factor influencing the sale of used vehicles. We broaden and optimize our used vehicle procurement channels to improve procurement efficiency; we have built our own IRCs, established quality management systems, introduced advanced software and hardware equipments for fine reconditioning. We ensure all the used vehicles listed for sale have passed ISO9001 quality management system certification, thus providing customers with high-quality used vehicles.

Quality Management System

Identification of Each Function's Responsibilities in IRCs	Inspection Quality Standards	Job Responsibilities of Inspectors	Reconditioning Quality Standards
It clarifies the main job responsibilities, performance management criteria and work requirements of each functional position.	It standardizes procedures, standards and precautions for each module in the whole process from the vehicle reception area to inspection completion.	It clarifies responsibilities for each position of dynamic inspector, static inspector and merchant inspector.	There are repair and maintenance quality standards concerning 10 aspects: panel, power assembly engine room, gearbox/equational box/clutch, braking system, front and rear-wheel drive/steering system, fuel system, cooling system, air conditioning system, electrical system and road tests.

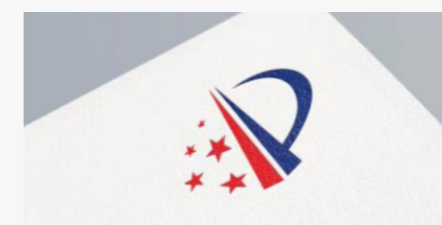
Careful Selection of Used Vehicles

We operated a 100% self-owned inventory of used vehicles business model. All our used vehicles must undergo a strict selection process before being sold. The selection team will update the blacklist of used vehicles based on the public criticisms of the used vehicle brands at the annual "315 Evening Gala". Each used vehicle must pass integrated professional inspection, maintenance and re-inspection to meet the required quality standards before listing for sale.



Professional Inspection

Every used vehicle for retail must be inspected in Uxin's IRC. We have a professional team and advanced equipment to provide inspection and reconditioning services for used vehicles. We use advanced technologies that have won 12 national patents to diagnose used vehicles including their engine systems, chassis, electrical systems, vehicle bodies, etc. We have established a standardized reconditioning and maintenance process and streamlined the assembly line operations to ensure product quality.



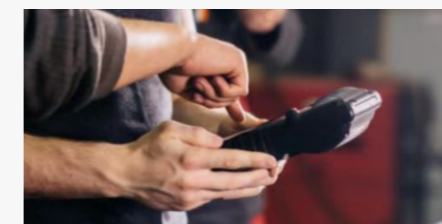
12 Inspection Patents

We have obtained 12 national patent authorizations of inspection



International Certification Standard

ISO9001 quality certification system



Extensive Inspection Experience

We have inspected more than 5 million used vehicles

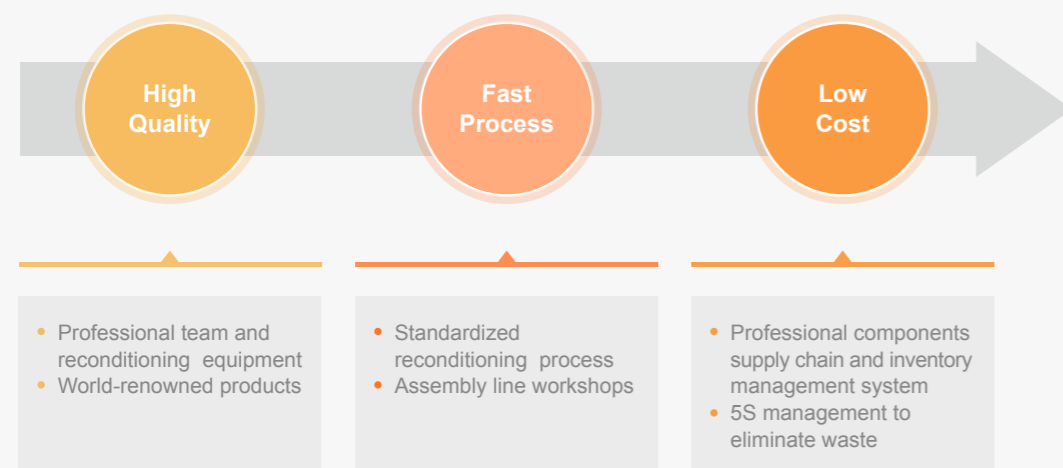


Self-owned Retail Vehicles

All of our used vehicles are self-owned and have undergone strict quality control

Standardized Reconditioning

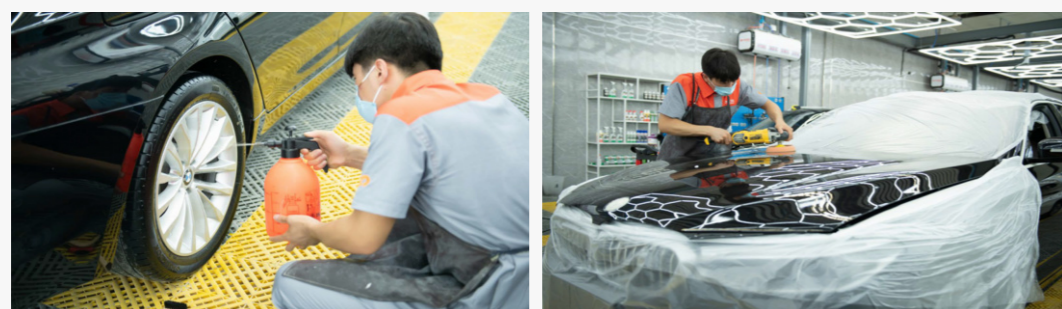
Through reconditioning, we turn the used vehicles from non-standard products into quasi-standard products, so as to control product quality and increase their added value. At the same time, we conduct overall re-inspections and re-evaluations during this procedure to increase the transparency of the used vehicle condition and reduce the after-sales complaints and customers claims.



Uxin Reconditioning Operation and Management Principles

Professional Equipment

- 1. Professional inspection glasses:** Used in the inspection of all used vehicles, they can completely record all the inspection processes and provide users with clear and transparent inspection results.
- 2. Lifting machines:** Used in the inspection process, it facilitates maintenance personnel's chassis detection, and is also convenient for customers to check the chassis.
- 3. Industrial endoscopes:** Used for used vehicle chassis inspection, it can check whether there are faults, repair traces, oil leakage, etc. in the frame and other parts, to provide the customer with an all-round inspection report.
- 4. Test tracks:** Every used vehicle at Uxin must undergo a dynamic road test in a professional field. Before the used vehicle is listed for sale, it will be tested from the user's point of view to provide users with a satisfying used vehicle experience when driving.
- 5. Anti-theft stickers:** They are attached to screws or detachable parts that must be torn off before the screws and components are taken down, so as to prevent someone from disassembling the used vehicle without authorization.
- 6. Key cabinet:** It is used to intelligently manage all the used vehicle keys. With its door being scanned to open, it records the information of used vehicle users, to support the digitized management.



Fine washing and maintenance



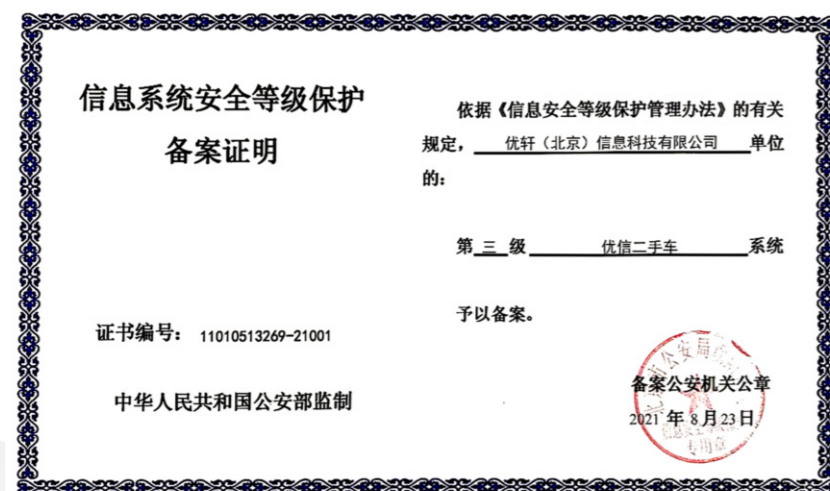
Re-inspection before being listed for sale

INFORMATION SECURITY

The global trend of digitization, networking and intelligence brings innovation opportunities to the industry, and new challenges to network security management. Strictly abiding by the *Personal Information Protection Law of the People's Republic of China*, *Cyber Security Law*, *Several Provisions of Automobile Data Security Management (for Trial Implementation)* and other relevant laws and regulations, Uxin has established rules and regulations such as *Uxin Limited Data Security Management Rules and Punishment Standards* and *Uxin Limited Engineering Management Implementation Rules*. Such rules cover the security redlines, basic security, data security, product security, third-party cooperation security, etc., so as to strengthen security defense capabilities and promote the co-construction of the digital age.

Cybersecurity Protection

Uxin has actively responded to information security and personal information protection supervision. In 2021, the Uxin Used Vehicle System passed the Level Three filing of the national information security level protection and obtained the filing certificate.



Information system security certificate

Data Security Management

Data Security Management Rules and Punishment Standards of Uxin Limited has established the data security management rules, instituting secure management of confidential information such as data related to the Company's business processes. Also, data security training sessions are conducted for new employees to strengthen their awareness of data security and reduce the Company's data security risks.

Green Uxin, Runner Towards a Zero-Carbon Future

- Green "DNA"
- Green Operations
- Green Logistics
- Green Leadership
- Combating Climate Change

04



GREEN “DNA”

China's 14th Five-Year Plan for the Development of the Circular Economy encourages the “Internet + Second-hand Product” model to promote the transaction and circulation of used vehicles on the market. This has brought about new opportunities for the Company's development. We guarantee the environmental compliance of used vehicle products, strive to improve the standardization and efficiency of used vehicle transactions, and extend the life cycle of automobiles, promote the recycling of resources, so as to effectively drive the green development of the industry.

Promoting the Development of Circular Economy

The circular economy is a systems solution framework that tackles global challenges like climate change, biodiversity loss, waste, and pollution. It is beneficial to move away from the “take–make–dispose” traditional linear model to a circular mode of production and consumption, contributing to growing prosperity, jobs, and resilience while cutting greenhouse gas emissions, waste, and pollution.

In the automobile industry, the carbon emissions from manufacturing a new vehicle account for more than one-third of that vehicle's full life-cycle carbon emissions. Improving the circulation of used vehicles is helpful in prolonging the life cycle of automobiles and is an important part of the goal of establishing a resource-recycling industrial system.

Focusing on the green “DNA” of used vehicles, Uxin is committed to providing consumers with high-quality used vehicles, making buying used vehicles a new lifestyle. We also strive to reduce the consumption of materials, energy and emissions in the process of reconditioning, thus promoting the development of the circular economy and contributing to a better future.

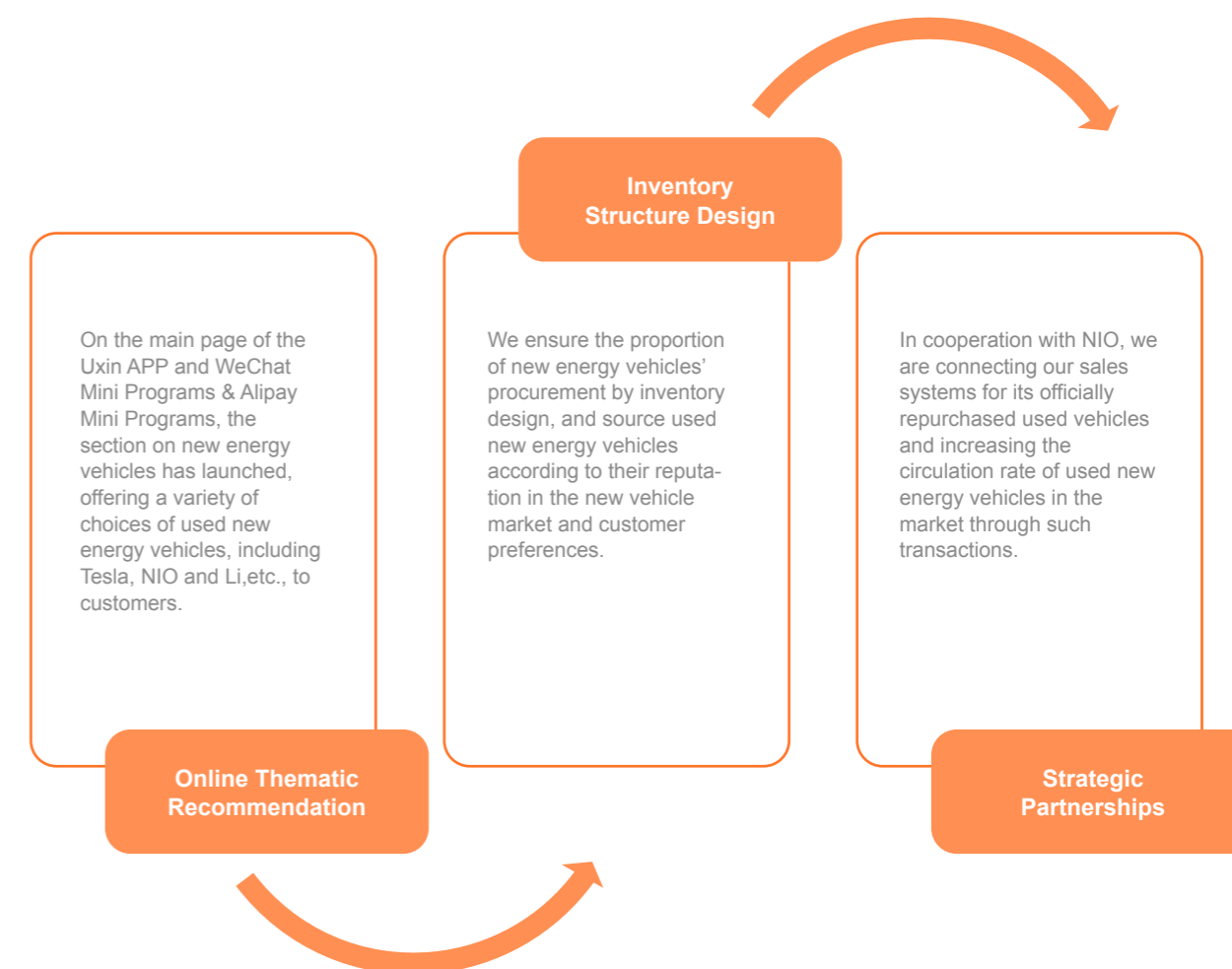
Environmental Compliance of Used Vehicles

To improve atmospheric environmental quality, the government has become increasingly strict in the supervision of environmental compliance of used vehicles. We carry out strict emission testing on our used vehicles and establish a complete profile of inspection information for each self-owned used vehicle, guaranteeing the environmental compliance of self-owned used vehicles effectively, so as to avoid the pollution transfer caused by vehicles with excessive emissions.

Used New Energy Vehicles

As the government vigorously advocates green consumption and promotes the development of the new energy vehicle industry, the number of new energy vehicles on the market is increasing rapidly, which also brings new development opportunities to the aftermarket of new energy vehicles. In 2021, the Company has started its used new energy vehicle business and have gradually established the capabilities of acquisition, inspection and reconditioning of used new energy vehicles. This has enriched consumers' choices, promoted the transformation into green consumption, and brought the Company more opportunities in the new energy vehicle era.

▶ Starting Used New Energy Vehicle Business



Professional Battery Inspection

In addition to more than 300 checkpoints on appearance, interior, function, driving condition, etc., a comprehensive inspection service of battery functions is also required in the inspection of new energy electric vehicles. As the battery pack of new energy vehicles is of high voltage, the inspection needs specialists and professional equipment to ensure no impact on the health and safety of the batteries. As a leading used vehicle enterprise in China, we have significant advantages in talent reserve and inspection automation.

Efficient Valuation Algorithm

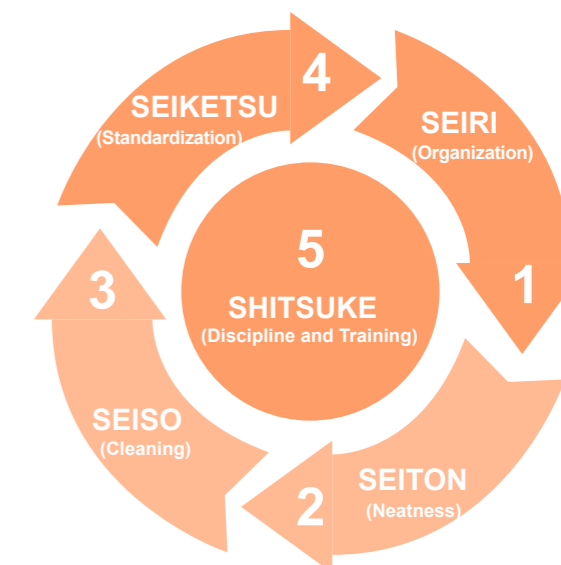
In addition to the difficulty in battery performance inspection, the key factors hindering the transaction of used new energy vehicles include the rapid decline of their residual value, the difficulty in valuation, and the large gap in price expectations between buyers and sellers. Relying on our long-accumulated big data and proprietary technology in the used vehicle industry, Uxin has established the valuation algorithm model. In addition, we have optimal vehicle sources from across China. Therefore, the Company has a significant advantage in vehicle pricing. The Company's entrance into the new energy vehicle business is expected to lead the way to get out of the dilemma of "being easy to buy but difficult to resell" in the industry.

GREEN OPERATIONS

In the reconditioning of used vehicle products, while ensuring the environmental compliance of each used vehicle, we uphold the principle of less waste, even "not wasting a piece of paper." Uxin's green operation concept runs through the whole process and all aspects of the Company's operation and management, trying every means to promote green operations, improve resource utilizations and reduce environmental pollutions.

Green Reconditioning

In the used vehicle reconditioning process, Uxin implements the "5S" management, that is, SEIRI, SEITON, SEISO, SEIKETSU and SHITSUKE, so as to maintain an orderly and clean production environment and improve work efficiency. This also helps to optimize resource allocation to a certain extent, thus reducing cost and waste.



5S Management

Smart Refurbishment

In the maintenance process, we adopted smart refurbishment technologies to make fine repairs on small areas for damaged vehicles, which are more accurate, efficient and environmentally friendly. For example, we use a traceless repair process instead of the traditional paint spraying for dents on the vehicle body. As such, dents that have not hurt the paint surface will be leveled by the stretching and levering process. For faulty vehicle headlights, repair will be the preferred option instead of direct change of headlight assemblies. Therefore, there would be less material consumption and environment pollution during the process of repair and maintenance, contributing to the green development of reconditioning service of automobiles.

Environmental-Friendly Water Paint

Uxin uses environmentally friendly water paint in the reconditioning process of used vehicles. Compared with traditional solvent-based paint, water paint with better performance can reduce the emission of VOCs¹ in used vehicle repair and painting, making the operation of our inspection and reconditioning center more sustainable.



Reducing Pollution and Recycling

In IRCs, we recycle used tires, engine oil and other materials to reduce environmental pollution in the process of reconditioning and enhance the utilization rate of recycling resources.

1: VOCs means volatile organic compounds and are found in a wide variety of products such as solvent-based paints, printing inks, many consumer products, organic solvents and petroleum products. As one of the major air pollutants in China, VOCs are toxic, irritating, teratogenic and carcinogenic.

Green Office

Upholding the corporate value of “not wasting a piece of paper”, the Company implements the “5R” principle, that is reduce, reuse, recycle, repair and reject, advocating a low-carbon and environmental-friendly working style in our operation.



Reduce Generating less waste from daily operations

Reuse Finding ways to reuse things instead of throwing them away

Repair Repairing devices or parts for reuse

Recycle Using recycled products

Reject Rejecting disposable products

5R Principle



“No Waste” posters in the conference room

We use an OA system to handle the employees' daily affairs to effectively reduce the use of paper, thus digitally empowering our transformation into a paperless office. With operation in different cities, Uxin uses multiple digital office patterns such as video conference and remote collaboration, leading to lower energy consumption and higher efficiency, to help to build a more environment-friendly operation. We are well aware that small initiatives can drive big changes. Each paperless office initiative helps reduce the number of trees cut down on earth, shaping a greener and better future.



OA office system

GREEN LOGISTICS

Our delivery capacity is essential to improving our financial performance and strengthening our service quality. The Company leverages its industry-leading logistics routing system to ensure fast door-to-door used vehicle delivery and address key pain points in logistics capacity. The innovative system further empowers our low-carbon supply chain while upgrading our "differentiated" service.

► Self-developed Algorithm Promoting Green Logistics

Matching the existing delivery capacity and fragmented logistics orders is difficult in the logistics of large, slow-moving consumer goods represented mainly by used vehicles. Our smart logistics system, based on the Company's vehicle-cargo matching algorithm, combines the maximum flow algorithm with its own business data to maximize delivery capacity and reduce empty runs and redundancy. In addition, the algorithm can also be extended to similar business scenarios, effectively promoting the development of green transportation.

The way Uxin solves fragmented demands

- We establish "self-run main lines" to cover the main areas.
- We also establish "joint branch lines" and logistics hubs to cover and support the non-mainline areas.
- We work on mainline planning, routing design and organizing capacity through innovative methods.



Pengfei System

Big data · Logistic model · AI



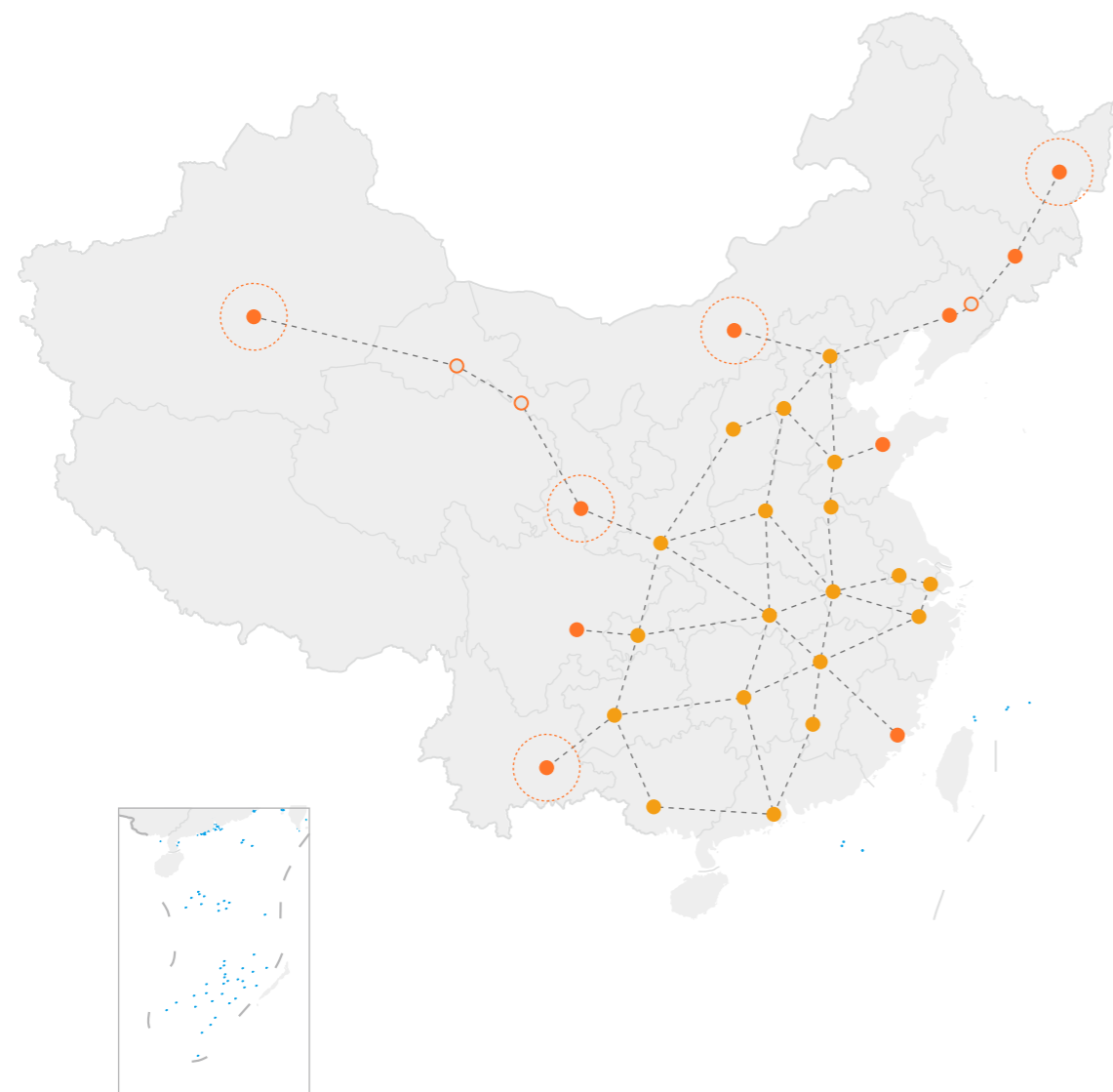
Yufeng System

OMS · TMS · WMS



Logistics Monitoring Center

Data and Business Center



Easier to meet the actual needs of customers and overcome challenges of transportation capacity

1. Aggregation

Establishing "city-level operation stations" covering a radius of 50-100km

Achieving aggregation in a larger radius range

2. Transport

Setting up a "multi-point intermodal" transport line/network that runs through multiple "operation stations"

Bulk transport / Fixed lines to achieve low cost

3. Arrival

Relying on "city-level operation stations" to distribute to the radius of 50-100 KM

Delivering used vehicles to customers across China

4. Service

"Last 1 kilometer" service, in-transit feedback, compensation for delayed arrival and other services

Achieving "differentiated" service upgrade

Industry-Leading Logistic Routing System

GREEN LEADERSHIP

While building its solid advantages in its business, the Company actively encourages various parties to jointly promote industry innovation and green development. We actively participate in industry conferences and forums to strengthen partnerships with various parties. We hope to work together with peers, leading the way forward in the industry with initiatives, innovations, and practices that prioritize the environment's wellbeing.

► National Big Data Alliance of New Energy Vehicles

Used new energy vehicles are an important part of the new energy automobile industry chain. Some measures can promote the orderly and healthy development of the used new energy vehicle market in its initial development stage, including encouraging vehicle companies to upload and share with the consumers the data of batteries, electronic controls, motors and OTA¹ upgrades of new energy vehicles, strengthening market supervision, accelerating the establishment of the value evaluation mechanisms and standard systems of used new energy vehicles, and building the whole chain traceability system.

In February 2022, Uxin joined the National Big Data Alliance of New Energy Vehicles and served as the vice-chairman of the alliance. As the alliance's only member engaged in the used new energy vehicles, we aim to actively advance the strategic cooperation and laboratory cooperation of the alliance, promote the open sharing of resources and build a virtuous circle ecology of the new energy vehicle industry with mutual promotions of supply and demand and of production and sales.



¹: OTA (Over The Air technology) refers to the technology of remotely managing the data of mobile terminal equipment and SIM card through the air interface of mobile communication, and updating the software in the automotive microcontroller unit. It is nowadays a necessary upgrade function in the new energy automobile.

► Carbon Peaking and Carbon Neutrality China Tour

In January 2022, Uxin participated in the “Carbon Peaking and Carbon Neutrality China Tour” hosted by the China International Communications Group Center for Asia and Pacific. The event aimed to drive the development of low-carbon industries through innovation, popularize green production and lifestyle, strengthen the public awareness of ecological civilization and low carbon, and promote the national strategy of carbon peaking and carbon neutrality.



► Sheet-metal Spray Paint Center Exchange Meeting

In February 2022, the Company participated in the exchange meeting hosted by MIT Limited on the construction and operation management of used vehicle dealer groups’ sheet-metal spray paint center. With about one hundred vehicle dealer groups from all over China, we exchanged the experience, practical operation and improvement methods of controlling VOCs emissions to promote the industry’s green development.



COMBATING CLIMATE CHANGE

The Task Force on Climate-related Financial Disclosures (TCFD), established by the Financial Stability Board (FSB), released the *Recommendations on Climate-related Financial Information Disclosures* in 2017. TCFD has also introduced a voluntary disclosure framework and developed recommendations for climate-related financial disclosures. The framework was designed to help all kinds of organizations, including businesses, investors and decision-makers, to secure information that is helpful for their decision-making or potentially influential to identifying the climate-related risks and financing opportunities in their transition towards achieving low-carbon economy targets.



Governance

The organization's governance around climate-related risks and opportunities

Strategy

The actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning

Risk Management

The processes used by the organization to identify, assess, and manage climate-related risks

Metrics and Targets

The metrics and targets used to assess and manage relevant climate-related risks and opportunities

Four elements of TCFD climate-related information disclosures

According to the Recommendations on Climate-related Financial Information Disclosures, we make every possible effort to enhance the Company's risk responsibility and grasp the market opportunities relating to climate change, by regularly identifying and evaluating climate-related risks and opportunities and analyzing the impact of climate risks on the Company's strategies, risk management, business layout and financial performance.

TCFD recommendations	Uxin's response
Governance: Disclose the organization's governance around climate-related risks and opportunities.	
Describe the board's oversight of climate-related risks and opportunities.	Under the supervision and guidance of the board of directors, the Company has integrated ESG development concepts into its strategic planning and implemented it into its daily operation and management.
Describe management's role in assessing and managing climate-related risks and opportunities.	The senior management of the Company has identified the climate-related risks and opportunities, planned and regularly assessed the Company's response to climate risks.
Strategy: Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.	
Describe the climate-related risks and opportunities the organization has identified over the short, medium, and long term.	<p>The Company has identified the risks and opportunities relating to environmental factors, including climate change:</p> <p>Physical risks:</p> <ul style="list-style-type: none"> • Extreme weather caused by climate change (for example, rainstorm, hurricane, etc.) may affect the Company's continuous operations and assets; • Extreme weather may result in longer inventory turnover time of the Company's used vehicles, thus increasing its operating cost and affecting its operating profits; <p>Transition risks:</p> <ul style="list-style-type: none"> • Policy changes may bring additional operating costs to the Company; • Carbon emissions generated by operations cannot be effectively controlled or reduced. <p>Opportunities:</p> <ul style="list-style-type: none"> • In the context of China's carbon peak and carbon neutrality goals and related favorable policies of used vehicles, investors might be more interested in investing in industries and projects that can effectively combat climate change; • Use of renewable energy can help reduce operating costs.
Describe the impact of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning.	The Company has identified and integrated climate-related risks and opportunities into its future development strategies. In response to the national policy's call of, we have established sustainable supply chains, reduced the climate-related risks in industrial chain operation and management, and endeavored to accelerate the transformation toward low-carbon operations.
Describe the resilience of the organization's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	The Company has planned to introduce assessment tools for climate-related risks and opportunities to analyze the impact of different scenarios on its strategy, business and financial performance, and will use them as the basis for making business decisions.

Risk management: Disclose how the organization identifies, assesses, and manages climate-related risks.

Describe the organization's processes for identifying and assessing climate-related risks.	The Company is planning to incorporate non-financial factors such as environment, society and corporate governance into its risk evaluation system.
Describe the organization's processes for managing climate-related risks.	The Company is planning to conduct regular management of ESG risks to identify and effectively manage ESG risks in a timely manner.
Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management.	In the top-level design of its risk management system, the Company is planning to integrate ESG risks into its overall risk management system. Under the supervision of the board of directors, the Company regularly held risk management meetings to review Company's status and policies in risk management. We will incorporate ESG factors into our investment analysis and decision-making process to establish responsible investment policies.

Metrics and targets: Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.

Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process.	<p>The Company has used the following metrics when evaluating climate-related risks and opportunities:</p> <ul style="list-style-type: none"> • Scope 2 greenhouse gas emissions: 1,494.65 tCO₂e • Per capita greenhouse gas emissions: 1.84 tCO₂e/person <p>The Company will further break down relevant environmental indicators to achieve more effective climate change and ESG governance.</p>
Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks.	The Company has regularly disclosed Scope 2 greenhouse gas emissions, per capita greenhouse gas emissions and climate-related risks in its ESG reports.
Describe the targets used by the organization to manage climate-related risks and opportunities and performance against targets.	The Company has disclosed its achievement and plan for addressing climate-related issues in fiscal year 2022 as it identified and captured opportunities presented by climate change. Uxin will continue to make an effort to disclose climate-related targets and implementation plans.

► Opportunities in Clean Technology

The fossil-dominated energy consumption structure has posed severe challenges, such as environmental pollution and climate change. Clean energy plays a crucial role in the current energy transition. To actively participate in the energy transformation, we are building a photovoltaic roof project in Uxin Smart Used Vehicle Inspection and Reconditioning Plant in Hefei. Using cleaner energy has become part of our commitment to contribute to the sustainable development goal and the zero-carbon future.

With a total investment of RMB 2.5 billion and a total planned construction area of about 470,000 m², the Uxin Used Vehicle Inspection and Reconditioning Plant, located in Changfeng County of Hefei City, Anhui Province, is expected to be the world's largest and most advanced used vehicle re-manufacturing plant. A distributed photovoltaic power project will be set up on the roofs of the buildings at the inspection and reconditioning center in the plant. The total available roof area is about 80,000 m² with a utilization rate of up to 70%.

The project is now under construction and is expected to be completed by the end of December 2023. This plant will greatly enhance the development of the upstream and downstream industries of automobile and related service industries in the region. It will also promote the use of renewable energy and reduce carbon emissions to help achieve sustainable economic and social development targets as well as the national carbon peaking and carbon neutrality goals.



► Key Performance

Once the photovoltaic project is completed, its installed capacity is estimated to reach about **8 MW**, with annual power generation of **8,000,000 kWh**, saving **2,560 tons** of standard coal and reducing emissions of **6,707 tons** of carbon dioxide and **2,176 tons** of dust.

Considerate Uxin, Builder for a Dream Team

- Diversity and Inclusion
- Health and Safety
- Talent Growth
- Employee Care

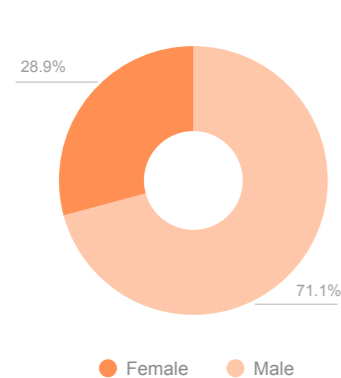
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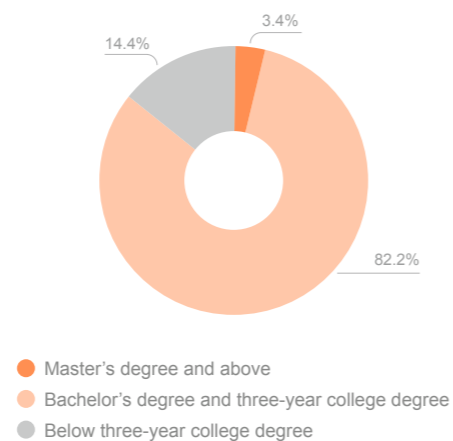
DIVERSITY AND INCLUSION

We are well aware that employees are the cornerstone of an excellent team, and our development and success are driven by the dedication of all employees. At Uxin, employees' fundamental rights are fully protected under the requirements of the *Labor Law of the People's Republic of China*. We also comply with employment laws and prevent child or forced labor. Upholding the principles of fairness, justice, and equal pay for the equal work, the Company ensures that there is no discrimination based on age, gender, disability and religious belief. We respect and care for every employee of Uxin, and continuously endeavor to create an equal and inclusive working environment for our employees.

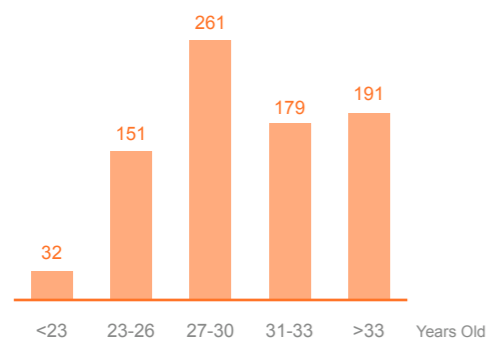
EMPLOYEES BY GENDER



EMPLOYEES BY EDUCATIONAL BACKGROUND



EMPLOYEES BY AGE



Key Performance in 2021

Total number of employees	814
Number of ethnic minority employees	17
Number of disabled employees	4

HEALTH AND SAFETY

We strictly abide by the *Labor Law of the People's Republic of China*, the *Work Safety Law of the People's Republic of China*, the *Fire Control Law of the People's Republic of China* and the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*. Valuing employees' health and work safety, the Company has formulated the Safety and Fire Control Management System of Exhibition Halls, and constantly improved the staff training in safety.

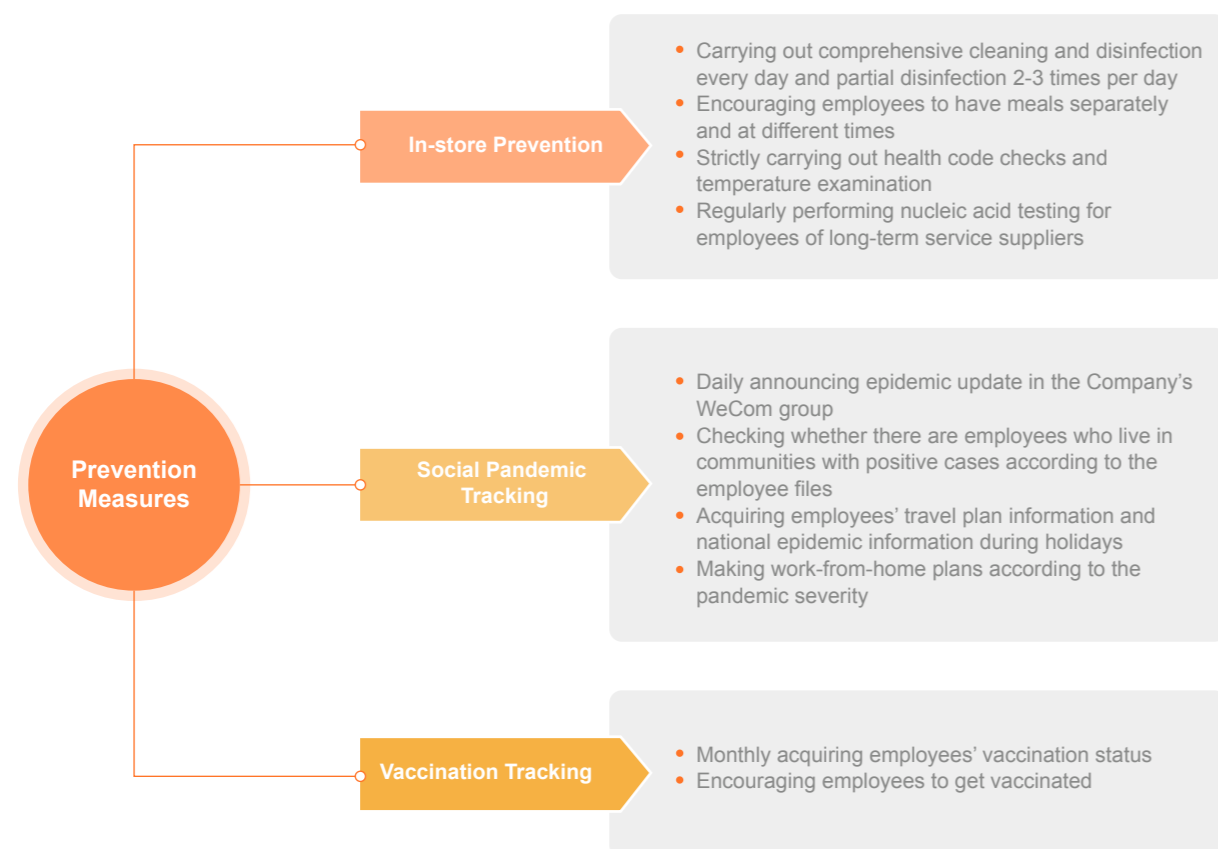
Safety Training

Work safety of an enterprise can affect its employees' health, peace of their families, corporate development and even social stability. Uxin provides safety training for every employee, which covers basic knowledge of safety management, safety skills and personal safety awareness to enhance employees' safety awareness and knowledge reserve.



► Response to COVID-19

During the COVID-19 pandemic, we have issued the *Epidemic Emergency Plan of Uxin Limited* in a timely manner to protect the health of employees. Upholding the principle of “prevention in the first place and integrating prevention with control,” and “people-oriented and valuing people’s lives most,” we set up an emergency command team to protect employees’ health while ensuring the Company’s normal operations.



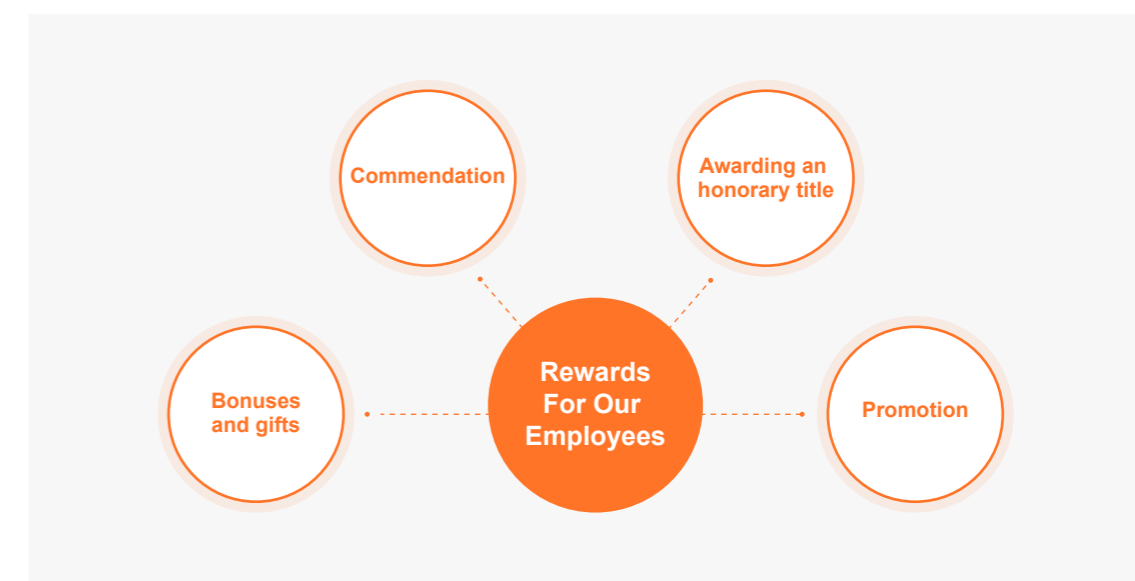
In December 2021, some of our employees were quarantined in hotels or at home due to the abrupt Covid lockdown in Xi'an. In response to this unexpected situation, our CEO quickly gave the maximum support to these employees. The Company paid the hotel expenses of employees, launched the online learning platform in time, and paid employees' salaries regularly. In doing so, we ensured the normal life of our employees during the epidemic.

TALENT GROWTH

An excellent enterprise can't be really excellent without excellent employees and teams. We attach great importance to talent cultivation and growth. Through frequent employee training and activities, the Company provides a broad platform for employees' growth, helping them realize their personal values. We strive to build a solid dream team to drive the Company's high-quality development.

Promotion

Cherishing talents and valuing employee growth, Uxin strives to build a positive working environment of healthy competition. The Company has formulated various systems, including the *Promotion Management System*, *Quarterly Performance Management System of Uxin Limited and Reward* and the *Punishment Management System of Uxin Limited*, to standardize the performance evaluation and strengthen a transparent and fair working atmosphere with clear rewards and punishment rules.





Commendation conference

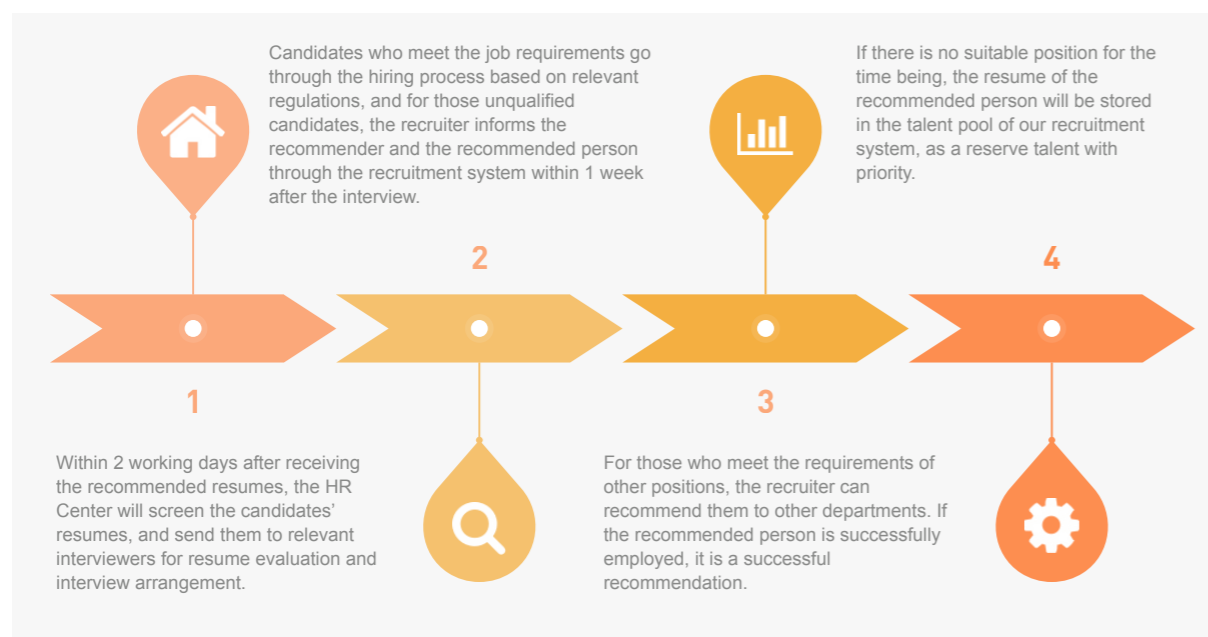
Performance evaluation standards

Evaluation grade	S	A	B	C	D
	Far exceed target	Exceed target	Reach target	Below target	Far below target
Scoring range	X>120	100<X≤20	80<X≤100	60<X≤80	0<X≤60

In addition, we organize interviews with our employees within 5 days after the performance evaluation, in order to listen to their opinions and help them solve difficulties in their work, so as to support their career goals.

Internal Recommendation

The Company has formulated the *Management System for Internally Recommending Talents*. To recruit high-quality talents, we reward the recommenders, while enhancing team dynamics.



Internal recommendation process

Employee Training

Valuing talent cultivation, Uxin is committed to building professional teams. We actively carry out various types of training for our employees, including newcomer training, meetings with the CEO ("DK Face to Face"), safety training, management system training and departmental professional training, to help them understand our corporate culture and values and improve their professional ability.



DK Face to Face

Induction Training for New Employees

Uxin provides every new employee with induction training, mainly in company culture, code of conduct, safety and welfare. The Company also carries out induction training tests and uses questionnaires to confirm the effectiveness of each training. In addition, for front-line employees, we specially carry out training in etiquette and hospitality to standardize service criteria and ensure the overall service quality.



Induction training



Induction training test and questionnaire survey

Professional Training for After-sales Service Teams

Various training sessions are also regularly conducted for our professional after-sales teams. Besides, based on favorable comments and the customer satisfactions collected by used vehicle assistants, an appraisal is conducted at the group meeting at the beginning of each month, and by scoring each other, a "service star" of the team is selected.

Training project	Training content
Business skills training	Financial knowledge, delivery process, system use, warranty extension system knowledge
Skill improvement drills	Six-direction simulation for vehicle introduction scenarios, speech scenario drills for vehicle defects, new energy vehicle learning and explanation to customers
Case review sharing and discussion	Make an in-depth review of cases found in the delivery process. For similar problems, feedback on the cases to relevant departments to improve the Company's customer service capability

Online Learning Platform

The Company launched an online learning platform on January 1, 2022, providing a total of over 7,000 courses, including over 800 courses related to the automobile industry. The online learning platform as a training resource supplement enables employees to better utilize fragmented time to improve their professional skills, general skills and leadership skills.

Key Performance in 2021

Total number of trained employees	400
Total hours of training	10,200
Average training hours per person	25.5

Professional Training for Sales and Acquisition Teams

For the sales and procurement teams, professional training sessions are regularly carried out, aiming at strengthening their professionalism, establishing brand experts' cognition and improving the efficiency of standardized services. The main training courses include hospitality, the invitation for customers, in-store selling specifications, communication skills, etc. We also make full use of morning and evening meetings to bring everyone together to check in with one another and communicate hurdles and needs, to increase accountability, engagement, and problem-solving.

EMPLOYEE CARE

We care for our employees. Various benefits are provided, and employee-caring activities are conducted to fully arouse employees' working passion and enhance their sense of happiness and growth at Uxin.



Commercial Insurance Plan

We provide commercial insurance with different schemes for our employees; thus, they can choose the appropriate plan according to their own needs. For reimbursement, online and offline claims are both available for employees.



商业保险福利说明
2021年度
保障期限：2021年01月01日 — 2021年12月31日

亲爱的优信小伙伴
商保福利全新升级,请大家注意
您在本年度享受的商业保险福利保障如下

① 默认方案 (当月15日之前入职的员工, 下月1日生效)	
险种分类	保障内容
风险保障	意外身故和伤残 10 万元, 疾病身故 10 万元, 交通意外 (飞机 50 万 / 火车 30 万 / 轮船 20 万 / 营运机动车 10 万)
意外医疗保障	因意外导致的医疗费用, 1 万元, 年免赔额 500 元, 社保范围内, 100% 报销
意外住院津贴	因意外导致的住院, 50 元/天, 免赔天数 3 天, 累计 180 天

② 员工方案 A (入职满 6 个月正式员工)	
险种分类	保障内容
风险保障	意外身故和伤残 10 万元, 疾病身故 10 万元, 交通意外 (飞机 50 万 / 火车 30 万 / 轮船 20 万 / 营运机动车 10 万)
医疗保障	常规门急诊 2 万元, 社保范围内 80% 报销, 年免赔额 400 元 常规住院 3 万元, 社保范围内 80% 报销, 年免赔额 400 元 大病住院 30 万元, 免赔额 3 万元, 社保甲乙类 90% 报销, 丙类 70% 报销 住院津贴 50 元/天, 免赔天数 3 天, 累计 180 天

③ 员工方案 B (入职满 6 个月正式员工)	
险种分类	保障内容
风险保障	意外身故和伤残 30 万元, 疾病身故 30 万元, 交通意外 (飞机 50 万 / 火车 30 万 / 轮船 20 万 / 营运机动车 10 万)
	常规门急诊 2 万元, 社保范围内 60% 报销, 年免赔额 1000 元

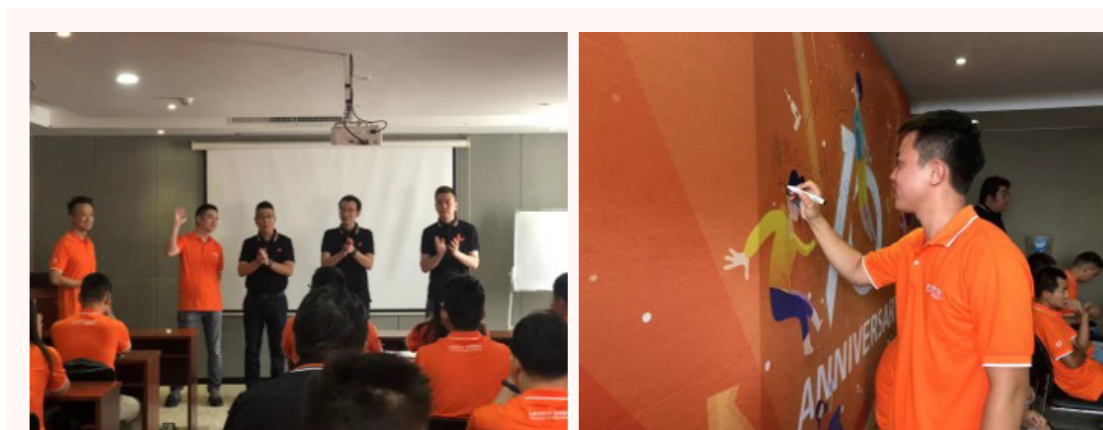
Additional commercial insurance plans for employees

Colorful Working Life

In view of the needs and preferences of employees, we carry out various activities and diverse rewards, to enrich the working life and care for our employees, creating a happy and inclusive workplace environment.

► Activities and Events

We hold recreational activities, commendation meetings and anniversary events on major festivals or special days. The Company actively adopts various ways to enhance employees' sense of belonging and happiness, such as preparing gifts and encouraging them to participate in different activities.



Care Gifts

We send our best wishes to the employees as newlyweds and new parents, sharing happy moments with them. As of March 2022, a total of 24 newlyweds and new parents in Uxin have received gifts from the Company.



Happy hours activity

Celebrations

Uxin regularly provides employees with multiple benefits during holidays, such as monthly birthday parties, Dragon Boat Festival, Mid-Autumn Festival and Christmas.



Employees' birthday celebration



Responsible Uxin, Follower of Business Ethics

Corporate Governance
Compliance Management
Business Ethics

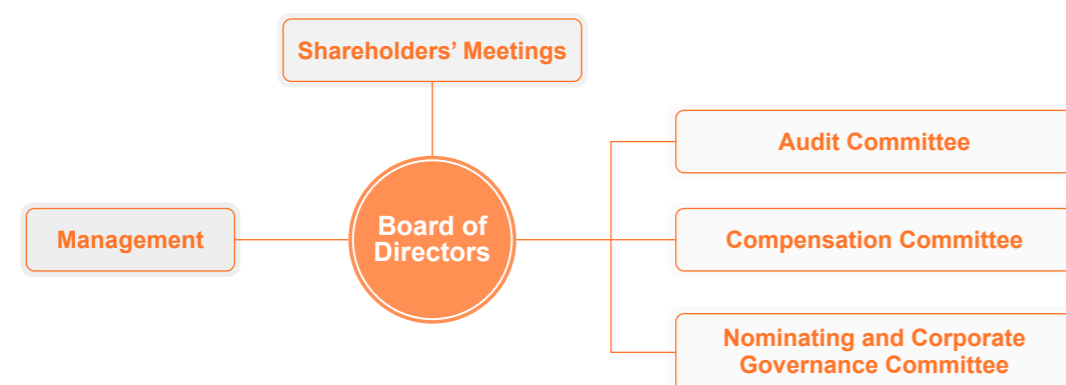
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CORPORATE GOVERNANCE

Strictly abiding by the *Company Law of the People's Republic of China* and the regulatory rules of the area where it is listed, Uxin has established a corporate governance structure consisting of the board of directors, management and shareholders' meetings. Under the Board of Directors, there are the Audit Committee, the Compensation Committee, and the Nominating and Corporate Governance Committee. The Company has been improving the supervision mechanism of directors and senior management to ensure effective and standard operation. By clarifying the powers and responsibilities and maintaining checks and balances, we have laid a foundation for creating values for the Company and stakeholders.

Corporate Governance Structure



Key Performance in 2021

Average age in the board of directors	47
Proportion of female directors	16.7 %
Proportion of female executives	12.5 %
Proportion of independent directors ¹	50.0 %

1: This is based on the actual number of directors appointed by the Company. Currently, the Company has a total of 6 directors in office, among which 3 are independent directors.

COMPLIANCE MANAGEMENT

Strictly abiding by the laws and regulations of the cities where it operates and the regulatory requirements of the country where it is listed, the Company conducted regular or irregular external and internal audits to meet the statutory compliance requirements and comply with the financial reporting requirements. We continuously improved the risk management structure. By effectively coping with and managing business risks, the Company ensured compliance and efficiency of its operations.

Risk Management

Carried out by the Audit Committee in collaboration with the senior management and internal control departments, the Company's risk management includes risk assessment, risk exposure identification, risk control and risk response. In our annual report for the fiscal year 2022¹, we have disclosed the results of risk identification related to the Company's business and the industry, as well as the Company's climate-related risk identification. Uxin will continue to improve its risk management system, mechanisms and process to enhance its ability to prevent and address risks in operation, finance, law and the market.

Internal Audit and Control

In the fiscal year 2022, according to the requirements of the Sarbanes-Oxley Act implemented in 2002 and the auditing standards of the Public Company Accounting Oversight Board, the Company evaluated the effectiveness of its internal control with the participation of the CEO and CFO while engaging external auditors to audit its internal control and provide opinions. We will further enhance our internal control system of financial reporting and continuously enhance the effectiveness of internal control.

In addition, the Company actively conducts anti-corruption training every year to raise employees' compliance awareness, and ensure they strictly abide by laws, regulations and business ethics. Besides, the Company has also established anti-corruption and compliance mechanisms.

Supplier Management

The Company's supplier management includes supplier qualification audits and quality standard system audits. The anti-dishonesty and anti-corruption clauses are clearly provided in the contracts with the suppliers. The Zero-tolerance policy is adopted against suppliers' non-compliance and corruption. The procurement and legal departments review the qualification of suppliers. The procurement department takes responsibility for signing the contract and participates in the acceptance. We also regularly perform supplier evaluations. The internal audit and control department conducts spot checks and audits on the procurement business from time to time.

1: The fiscal year 2022 refers to the Company's fiscal year ending March 31, 2022.

BUSINESS ETHICS

Strict compliance management and high-standard business ethics are the foundation for an enterprise to achieve sustainable development. Abiding by business ethics and the principle of integrity management, the Company has formulated the *Code of Business Conduct and Ethics*, and takes the highest standard of business ethics as its business guideline, aiming to comply with the “moral code” stipulated in Article 406 of the *Sarbanes-Oxley Act of 2002* and the rules promulgated accordingly, and establishing an honest and transparent workplace and corporate image.

The *Code of Business Conduct and Ethics* applies to all directors, senior officers and employees of the Company, and aims to prevent wrong behaviors and promote honest and ethical behaviors, including dealing with actual or apparent conflicts of interest between personal and professional relationships in an ethical way; making a comprehensive, fair, accurate and timely disclosure in the reports and documents submitted by the Company to the U.S. Securities and Exchange Commission. The general legal counsel of the Company serves as our risk compliance officer. Anyone who has any questions about the *Code of Business Conduct and Ethics* or wants to report any violation of the Code can communicate with and report to the compliance officer by email.

- More details of the *Code of Business Conduct and Ethics* are showed on the Company’s investor relations website: <https://ir.xin.com/static-files/79260a1c-2dec-48df-b829-09caa66f7f73>

► “Redline” Culture

The Company has established the *Uxin Limited Management Red Line System, Uxin Limited Red and Yellow Cards System and the Uxin Limited Management System of Employees’ Violations*, defining the methods for dealing with violations. We provide compliance training for each new employee. To eliminate wrongdoing, anyone who “touches” the “redline” of the Group shall be dismissed. By doing so, we endeavor to standardize our service and discover and prevent behaviors that harm the Company’s interests in a timely manner, ensuring the Company’s healthy and stable development.

List of Violations

Customer Value	Having a bad attitude towards customers or showing disrespect to customers and resulting in bad customer experience and damaging customers' interests or the Company's reputation.
Integrity	Concealing the truth or falsifying.
	Dereliction of duty or abuse of power, practicing favoritism and engaging in malpractice or using power for personal gain.

Working Discipline	Violating the work discipline and refusing to carry out the work arrangement of the superior without justified reasons.
	Divulging company secrets in violation of company confidentiality regulations.
Organization Atmosphere	Organizing or inciting disturbance, spreading rumors or releasing untrue remarks about the company.
	Failing to report or stop any behavior that damages the interests of the company.

Classification and Treatment of Violations


	Violation	Penalty
Class A	Violation of customer value, fraud, improper interests, embezzlement, disclosure of secrets, major dereliction of duty, provocation, and other violations	<ul style="list-style-type: none"> • Expulsion • Blacklist
Class B	Causing a loss of less than 3,000 yuan (excluding) in “major dereliction of duty” of Class A	<ul style="list-style-type: none"> • Demotion or salary reduction • Record of a demerit
Class C	Causing no loss and little impact	<ul style="list-style-type: none"> • Warning
Manager's accountability	The manager violates the rules in management	<ul style="list-style-type: none"> • Managers who fail to implement the responsibility of management will be punished according to relevant regulations and specific cases

Reporting Channels

Any employee or department head who discovers that other employees are suspected of violations can report via the reporting mailbox. Department heads can also report to the Group Human Resources Center of the Group if they find violations of subordinate employees. According to different violations, the human Resource Center of the Group will make overall arrangements for case investigation or transfer the cases to relevant departments for handling.

Reporting email: jubao@xin.com

The email is managed by the head of internal control and audit. We keep the reporter's information strictly confidential.




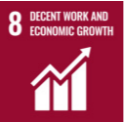






Disclosure of Violation Handling Results

We will handle the violations and disclose the results in accordance with Uxin’s values and establish a corporate culture of integrity and compliance.

APPENDIX

GRI Content Index (Alignment with UNSDGs)

Chapter	GRI Standards	UNSDGs	
Introduction	About this Report	GRI 102-1,45,46,50,52,53,54	/
	Message from CEO	GRI 102-14,15	/
About Uxin	Company Profile	GRI 102-1,2,3,4,6,7,8,16,18	
	Vision and Mission	GRI 102-16 GRI 103-2	
	Awards and Recognition	GRI 102-12	
	Key Performance	GRI 102-8 GRI 205-2 GRI 302-1 GRI 303-4,5 GRI 305-2,4 GRI 401-1 GRI 403-9 GRI 404-2 GRI 405-1	  
	ESG Strategy	GRI 102-29,34,44	
Reputable Uxin, Provider of Customer-Centric Service	Service Commitment	GRI 416-1 GRI 417-1	 
	NPS-Focused Growth	GRI 102-20,26 GRI 416-1	
	Consumption Equality	GRI 203-2	
	Privacy Protection	GRI 416-1 GRI 417-1	
Innovative Uxin, Leader in the Industry's Development	Innovation-Driven Development	GRI 103-2 GRI 203-1 GRI 404-2	 
	Intelligence Technology Upgrades	GRI 103-2 GRI 203-1	
	Information Security	GRI 416-1	

Green Uxin, Runner Towards a Zero-Carbon Future	Green "DNA"	GRI 302-4,5 GRI 416-1	 
	Green Operations	GRI 302-1 GRI 303-4,5 GRI 305-2,4,5	
	Green Logistics	GRI 302-4,5	 
	Green Leadership	GRI 102-12,13 GRI 203-1,2	
	Combating Climate Change	GRI 103-3	
Considerate Uxin, Builder for a Dream Team	Diversity and Inclusion	GRI 401-1 GRI 405-1	 
	Health and Safety	GRI 403-1,3,5	
	Talent Growth	GRI 102-35 GRI 103-2 GRI 404-1,2	 
	Employee Care	GRI 401-2	
Responsible Uxin, Follower of Business Ethics	Corporate Governance	GRI 102-18,22	
	Compliance Management	GRI 205-1,2 GRI 102-30	
	Business Ethics	GRI 205-1,2	
Appendix	GRI Content Index	GRI 102-55	/