

GLOSSARY OF TECHNICAL TERMS

This glossary contains explanations of certain terms, definitions and abbreviations used in this document in connection with our Group and our business. The terms and their meanings may not correspond to standard industry meaning or usage of those terms.

“4S”	sales, service, spare parts and surveys
“algorithms”	a finite sequence of well-defined instructions, typically used to solve a class of specific problems or to perform a computation
“APP”	a computer program designed to run on a mobile device
“API”	application programming interface, a set of routines, protocols and tools for building software applications
“automotive aftermarket”	all the services around the use of a car after the car is sold
“big data”	diverse sets of information growing at ever-increasing rates that is the complex for processing by traditional database management tools
“CADA”	China Automobile Dealers Association
“car parc”	the total number of registered vehicles within a given geographic region
“cloud computing”	the on-demand availability of computer system resources, especially data storage (cloud storage) and computing power, without direct active management by the user
“cloud native”	an ideology of software architecture based on cloud computing and an approach in software development that utilises cloud computing to build and run scalable applications in modern, dynamic environments such as public, private, and hybrid clouds

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“connected services”	services for the automotive aftermarket industry that comprise sales of in-vehicle hardware products that can connect vehicles to the internet, and SaaS marketing and management services.
“conversion rate”	the number of successful transactions divided by the total number of leads that can be tracked to a conversion from the lead during the same time period
“CPCA”	China Passenger Car Association
“CRM”	customer relationship management
“digitalisation service”	the use of digital technologies to change a business model and provide new revenue and value-producing opportunities
“DMP”	data management platform
“DMS”	dealer management system
“ERP”	enterprise resource planning
“GPS”	Global Positioning System
“ICV”	Intelligent Connected Vehicles, a new generation of multi vehicle systems that integrate modern communication and network technology with vehicles, enabling information sharing and collaborative control between vehicles and external nodes, in order to achieve safe, orderly, efficient, and energy-saving driving of vehicles
“ICEV(s)”	Internal Combustion Engine Vehicle(s), traditional internal combustion engine vehicles rely entirely on fossil fuels as their energy source, with internal combustion engines as their propulsion devices
“L2”	level of driving automation, Level 2 refers to partial automation that provides steering and brake/acceleration function

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“L3”	level of driving automation, Level 3 refers to conditional automation with system driving under conditions, but driver is required to take over when requested
“infotainment systems”	a collection of hardware and software in automobiles that provides audio or video entertainment
“IT”	information technology
“large language model”	an intelligent computer algorithm that uses deep learning techniques and massively large data sets to understand, summarise, generate and predict new content
“large-scale model”	artificial intelligence models with a vast number of parameters and complex structures, capable of handling and learning from large volumes of data to perform various complex tasks such as natural language processing, image recognition, speech recognition. These models often require substantial computational resources for training and operation
“leads services”	services provided by specialised companies or platforms utilising digital marketing, lead capture forms, and data mining to identify potential customers interested in specific products. These services include various types of leads, such as in-store leads, repair leads, and renewal leads, which assist businesses, including 4S stores, in securing business opportunities, expanding their clientele, and boosting sales. Through leads services, users are able to achieve precise targeting of customers and detailed market analysis, thereby enhancing business engagement and maximising sales
“new energy vehicle” or “NEV”	plug-in electric vehicles that may be eligible for public subsidies, and includes only battery electric vehicles (BEVs), plug-in hybrid electric vehicles (PHEVs) and fuel cell electric vehicles (FCEV)
“MPS”	the Ministry of Public Security
“OA”	office automation

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"OBM"	original brand manufacturer, a company that designs, produces, and sells products under its own brand name
"OEM"	original equipment manufacturer, in the automotive industry, it refers to automotive manufacturer
"passenger vehicle"	motor vehicle used for carrying passengers
"PHEV"	plug-in hybrid electric vehicle, a vehicle equipped with an internal combustion engine, electric motor, and battery, and can be charged through both internal and external power sources. These type of vehicles can operate in pure electric mode or in hybrid mode, where the engine and electric motor work together
"private domain traffic" or "private domain data"	a marketing term denoting customer resources belonging to a business that have one or more of the following characteristics: (i) data can be reused many times by merchants or enterprises; (ii) is free; (iii) can reach the precise group of users at any time, and (iv) allowing the business to communicate and manage their users directly
"public domain traffic" or "public domain data"	a marketing term denoting customer resources on various portals, APPs and new media platforms. These customer resources belong to these APPs and platforms and may not be accessible by individual businesses directly. On these APPs and platforms, merchants or enterprises may market their products and services for free, or may be required to pay fees for accessing such customer resources and/or to conduct sales and marketing
"SaaS"	software-as-a-service, a software delivery model in which software is accessed on the web rather than installation through local deployment
"safety system"	a collection of hardware and software in automobiles that reduces the likelihood and severity of traffic collisions
"SCRM"	social customer relationship management

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“SDK”	software development kit, a comprehensive toolkit, often provided by the original developers or third-party service providers, designed to facilitate the implementation of specific functionalities within a software product. It equips software engineers with the necessary tools, libraries, and documentation to develop application software tailored to various software packages, frameworks, hardware platforms and operating systems
“SOP”	standard operating procedure
“UBI”	an insurance model that utilises telematics to providing market pricing support, where insurance companies gathers consumer data from either its proprietary or third party ecosystem, identify the consumer’s needs, and apply analytics to create customised, scenario-based insurance products and to address those needs. Under this model, insurance companies may also process claims with automation technology
“WeCom”	(企業微信) a communication platform developed by Tencent that allows communication between a corporate and users of the Weixin (微信) platform