

Alibaba Group Employee Rights Code

General Statements

Adhering to a "people-oriented" philosophy, Alibaba is committed to protecting the basic rights and interests of its employees, safeguarding their health and safety, and striving to create a diverse, equal, open, and inclusive environment. Our goal is for every employee to feel respected, supported, and inspired, enabling them to achieve personal development and contribute to corporate objectives.

The Human Resources Team at Alibaba Holdings is responsible for formulating, interpreting, and supervising this policy, with specific implementation carried out by business units and functional departments.

This policy applies to all full-time employees, interns, and outsourced personnel directly involved in the operations of Alibaba Group Holdings Limited and all its direct or indirect subsidiaries and affiliates.

Employee Basic Rights

As a signatory of the United Nations Global Compact, Alibaba has developed this policy in alignment with the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, the United Nations Guiding Principles on Business and Human Rights, the Ten Principles of the United Nations Global Compact, and the ILO Declaration on Fundamental Principles and Rights at Work.

We adhere strictly to relevant International Labour Organization conventions and local laws and regulations applicable to our operations, opposing all forms of forced labor and ensuring the freedom and personal integrity of our employees. Recruitment is voluntary, and the use of forced, bonded, contractual, or involuntary prison labor is strictly prohibited. We do not tolerate any form of forced work or overtime through the use of violence, threats, or restrictions on personal freedom.

In compliance with relevant International Labour Organization conventions and local laws and regulations, we categorically reject the use of child labor.

Occupational Health and Safety

Alibaba is dedicated to providing a safe and healthy work environment by complying with applicable safety regulations, eliminating known safety hazards, and taking preventative measures against potential safety risks.

- **Risk Management:** We develop and monitor a series of quantitative indicators to track and enhance occupational health and safety performance continuously.
- **Emergency Response:** Our goal is to enhance emergency response capabilities, establish a safety assurance system, and minimize the occurrence and impact of emergencies.
- **Communication and Training:** We encourage employee participation in developing, communicating, and implementing the occupational health and safety system, fostering an open and integrated communication culture. Occupational health and safety training is provided to all employees to heighten awareness.

Diversity, Equity, and Inclusion (DEI)

Alibaba is dedicated to attracting diverse talents and cultivating a diverse team. We offer equal opportunities to all, irrespective of gender, race, ethnicity, skin color, age, nationality, religious belief, physical disability, marital status, or other legally protected characteristics, in recruitment, training, promotion, compensation, and benefits. We embrace and promote a culture of diversity, equity, and inclusion.

In line with the United Nations Sustainable Development Goals and the International Labour Organization Convention on the Elimination of Discrimination in Employment and Occupation, we are committed to eliminating discrimination on the basis of gender, race, ethnicity, skin color, age, nationality, religion belief, physical disability, marital status, or other legally protected characteristic, and explicitly prohibit bullying or harassment (including sexual and other harassment) on any grounds and in any form.

To advance our diverse, equal, and inclusive culture, the Sustainable Development Committee of the Board of Directors has set up and authorized a "DEI Special Group" to oversee the policy, standards formulation, work inspection, data governance, and more.

We have established a regular complaint and reporting mechanism to ensure that employees have a clear channel for reporting, with timely investigation and action on incidents. Disciplinary measures are taken based on the severity of substantiated cases, with victim and whistleblower privacy and protection from retaliation ensured.

We value employee input and encourage open communication, breaking down hierarchical barriers and fostering free exchange of ideas. We believe that communication drives positive change and serves the shared interests of both the company and employees.

We actively conduct anti-discrimination, anti-harassment, and DEI training and advocacy activities, support employee-led DEI communities, and online platforms to cultivate a diverse and inclusive corporate culture.

We respect freedom of association and the right of employees to join, form or refrain from joining a union in accordance with local laws. If employees choose to join a legally recognized labor union, we commit to constructive dialogue and collective bargaining with the union or employee representatives.

Employee Training and Development

Alibaba offers continuous learning and development platforms, enabling all employees to enhance their skills, broaden their perspectives, and explore career growth through a diverse range of internal and external activities.

- **Professional Skill Training Plan:** We have formulated tailored training plans aligning with job requirements, facilitating convenient learning and communication and skill refinement for employees.
- **Leadership Training Program:** We have established a leadership training program encompassing multiple employee levels, offering a series of comprehensive, systematic, online and offline management and leadership training to equip current and potential managers with the tools for continuous professional growth. We have established a comprehensive employee succession and development program to support employees at different levels to achieve multi-channel and multi-dimensional development and growth.
- **Talent Echelon Training:** Through diverse recruitment channels and talent assessments, we build up an Alibaba talent pool. We emphasize the recruitment and onboarding experience of graduate recruits, ensuring their smooth integration into the Alibaba Group. We conduct talent assessment, enrich the talent pool, and promote the development of the talent echelon.

We regularly evaluate the effectiveness of our training and development programs to ensure they can support the personal career goals of our employees.