

# 2014 年度可持續發展報告

Sustainable Development Report



## 關於本報告

### About This Report

本報告以天能動力國際有限公司為主體，旨在呈現2014年公司在企業社會責任方面的表現，對公司社會責任的理念、實踐和績效與利益相關方進行坦誠有效的溝通。

本報告為年度報告，時間範圍為2014年1月1日至2014年12月31日，使用數據來自公司年報、正式文件及統計報告。數據以2014年為主，部分包括以前年度數據。

本報告參照全球報告倡議組織（GRI）《可持續發展報告指南》（G4）及相關補充指引、香港證券交易所（“港交所”）《環境、社會及管治報告指引》等標準進行編製，《DZCSR30000中國企業社會責任標準體系》亦為編製本報告時的主要參考資料。我們已根據G4指南識別出實質性方面以在本報告中披露，並提供《環境、社會及管治報告指引》所載主要表現指標的資料，以提升透明度及問責性。

本公司董事會及全體董事保證本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，並對其內容的真實性、準確性和完整性承擔個別及連帶責任。

本報告中所涉及貨幣金額以人民幣作為計量幣種，特別說明的除外。

This report takes Tianneng Power International Limited Company as the subject, and aims at presenting its performance of social responsibility in 2014 and conducting sincere and effective communication with the stakeholders in the concept, practice, and performance.

This report is an annual report from January 1, 2014 to December 31, 2014, and the included data come from the company annual statement, official documents and statistics report. Data mainly contains that of 2014 with a part of precious annual data.

This report is prepared with reference of the standards of Sustainable Development Report Guidelines(G4) issued by the Global Reporting Initiative(GRI) and the relevant supplements and Reporting Guidelines of Environment, Society and Control issued by Hong Kong Stock Exchange, and DZCSR30000 China Standard System of Corporate Social Responsibility is also one of the main references of this report. We have identified the substantial aspects to be disclosed in this report according to G4 guidelines and provide the materials of the main performance indicators specified in Reporting Guidelines of Environment, Society and Control to increase the transparency and accountability.

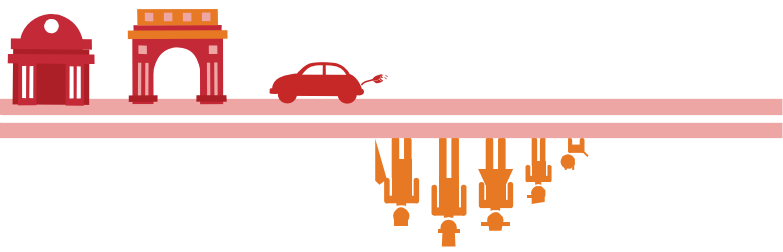
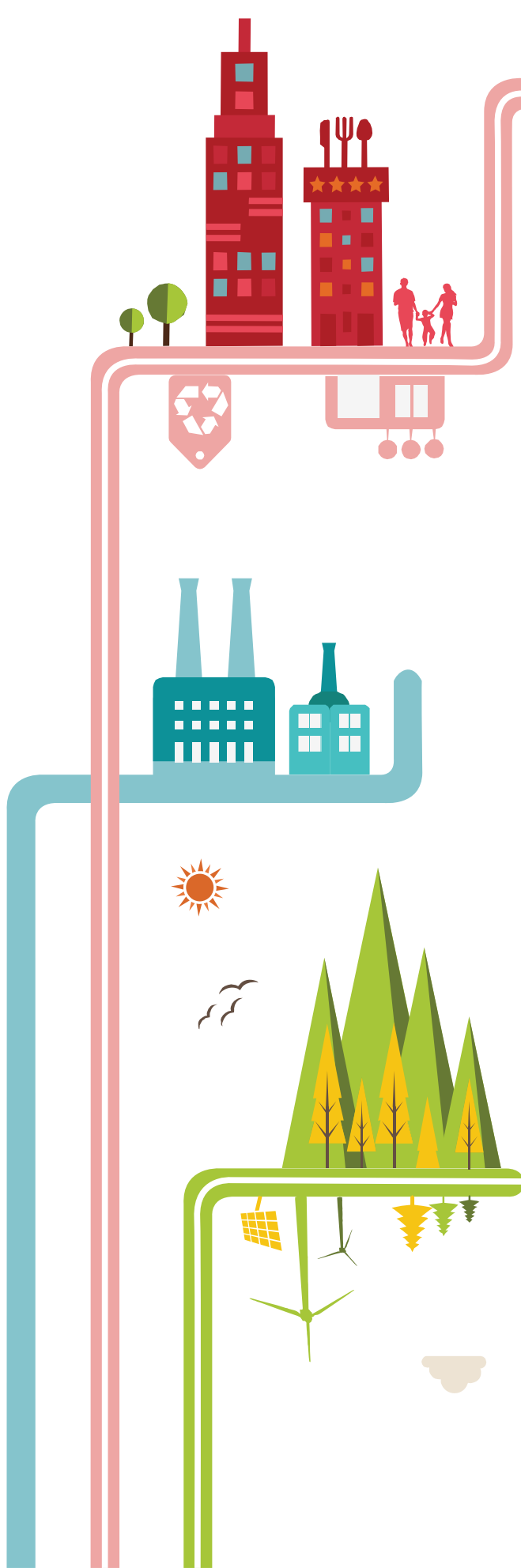
The Board of Directors and the directors of the company here ensure that no false records, misleading statements or major omissions exist in content of this report and they will bear the individual and joint liability on the authenticity, accuracy and completeness of the content.

The amount of money involved in this report shall take RMB as the monetary unit, unless otherwise specified.

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## 董事局主席致辭

### Speech from Chairman of the Board of Directors

#### 面對新常態 履行新責任

2014年，面對我國“新常態”下復雜的經濟形勢、環境壓力和社會需求，公司開展了全面深化變革工作，社會責任成為公司的首要變革力量。2014年，公司召開了社會責任報告發布會和社會責任工作研討會，發布了第一份社會責任報告，並制定了社會責任目標，將社會責任理念與企業文化相結合，立志成為一個與各利益相關方緊密溝通、價值共享、共生共榮的企業公民，努力建設成為“全球領先的綠色能源解決方案商”，以促進經濟、社會、環境的和諧可持續發展。

**強化發展責任作為新常態。**公司始終保持昂揚向上的進取心，繼續發揚艱苦創業的精氣神，以堅強的決心和毅力去推動各項發展目標的落實，促進新發展，實現新作為。2014年，天能動力實現營業收入140.44億元，同比2013年增長3%。

**強化客戶責任作為新常態。**2014年，公司全面開展質量提升工作，不斷提升客戶服務能力和產品質量，堅持在新常態下的客戶服務新工作。移動互聯網改變了我們的營銷方式、客戶溝通方式、銷售模式，公司順應潮流，迎接變革，在移動互聯網發展迅猛的今天，通過增加諸如開通公眾賬號等溝通渠道的方式持續保持與客戶及社會的溝通交流，增強企業透明度，履行新常態下新責任。

**強化員工責任作為新常態。**員工與公司之間不再是傳統的合同關係，而是價值共享和共贏發展關係。新常態下，我們尊重員工，體貼員工。公司強調，各級幹部要把增長新本領作為適應新常態的重要抓手，切實增強學習知識及狠抓落實等方面的本領，真正把新本領轉化成新發展，把新發展轉化為新成效。新常態下，公司全面加強幹部隊伍管理，提升幹部隊伍創業激情、創業本領。

**強化社區責任作為新常態。**企業的發展離不開社會的支持，企業的發展需要營造良好的社區環境。企業是構成社會的重要“分子”，承擔著創造物質和精神財富、推動社會發展的重要使命。天能秉承對社會負責的宗旨，持續支持和關注社區發展，截至2014年底，公司公益投入累計1541萬元。

**強化環保安全責任作為新常態。**2014年，中國修訂了《環境保護法》、《安全生產法》等環保安全法律法規，新常態下，天能嚴守法律，持續追求綠色發展、循環發展、低碳發展的生態發展之路。

放眼2015年，公司將在新的市場環境和形勢下，圍繞天能全面戰略轉型制定的目標，堅持社會責任文化理念，進一步加強社會責任管理，及時了解回應各利益相關方的關注和訴求，積極推動綠色能源建設，主動參與社會公益事業，切實履行作為新能源企業所應承擔的經濟責任、社會責任和環境責任。



## New Normal and New Responsibilities

In 2014, facing with the economic trend, environmental pressure and social needs under the new normal in China, the company has developed the comprehensive deepening of reform and social responsibility has become the most important power for reform. In 2014, the company has held the press conference of Social Responsibility Report and seminar of work on social responsibility, issued the first Social Responsibility Report and made the target of social responsibility. It combines the concept of social responsibility and enterprise culture and determines to be an enterprise citizen who closely communicates, shares values and coexists with the stakeholders. The company has been trying hard to build itself into a “Globally Leading Supplier of Green Power Solution”, to accelerate the harmonious and sustainable development of economy, society and environment.

Take strengthening responsibility of development as new normal. The company has always been keeping the positive attitude, promoting hardworking and enterprising spirit, and driving the implementation of goal of development with determination and perseverance, to accelerate the new development and realize new achievements. In 2014, the operating revenue of Tianneng Power is 14.044 billion Yuan, increasing by 3% over that in 2013.

Take strengthening responsibility of the customers as new normal. In 2014, the company has comprehensively developed

the quality improvement, constantly been improving the ability of customer service and product quality, and insisted on the new work on customer service under new normal. The mobile internet has changed the marketing mode, communication mode with customers, and the selling mode, and the company should follow the trend and welcome reform. With the rapid development of the mobile internet, the company should continuously keep the communication with the customers and society by finding more communication modes like opening Official Account on WeChat, enhance the transparency of enterprise and fulfill new responsibilities under new normal.

Take strengthening responsibility of the employees as new normal. The employees and the company will not in the traditional contractual relationship, but the relationship the value sharing and win-win development. Under the new normal, we respect the employees and care about the employees. The company stresses that the carders at all levels should take learning new skills as main task to adapt to the new normal, and should enhance the abilities of learning knowledge and fulfilling in practice, so as to transform the new skills into new development and new development into new achievement. Under the new normal, the company should comprehensively enhance the team management, and improve the passion and skills of entrepreneurship.

Take strengthening responsibility of community as new normal. The development of enterprise can hardly achieve without the social support and it needs a good community environment. Enterprise is a key part of the society, and

it bears the important missions of creating material and spiritual wealth and promoting social development. Tianneng has always adhered to the social responsibility, supported and cared about the community development. Up to 2014, the company has invested over 15.41 million Yuan into the public welfare establishments.

Take strengthening responsibility of environmental protection and safety as new normal. In 2014, the Chinese government modified regulations and laws of environmental protection and work safety including the Environmental Protection Law and Law on Work Safety. Under new normal, Tianneng will strictly conform to the laws and regulations, continuously pursue the eco-development road of green development, cyclic development and low-carbon development.

Under the new market and situations in 2015, the company will, around the targets of the overall strategy transition, insist on the cultural concept of social responsibility to further strengthen the social responsibility management, timely update the focus and demands of the stakeholders, positively promote the construction of green energy, actively participate in the social programs for public good, and fulfill in practice the economic, social and environmental responsibilities of it as enterprise of new energy.



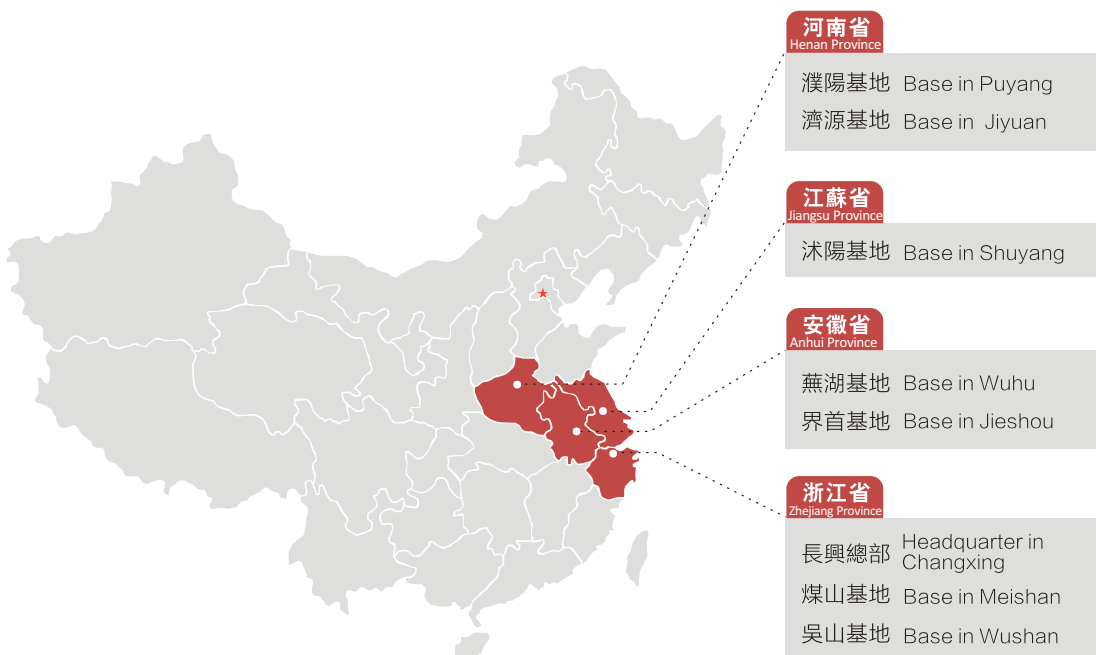
## 關於天能動力 About Tianneng Power

天能於1986年成立，地處長三角腹地——“中國綠色動力能源中心”浙江長興，經過二十多年的發展壯大，已成為了中國最大電動車動力電池供應商。天能動力於2007年於香港聯交所主版上市 (00819.HK)，以自有品牌「天能 (TIANNENG)」研發、生產、銷售電動車用動力電池、風能太陽能儲能電池，以及發展舊電池回收再生業務。

Tianneng was established in 1986. It's located in China Green Power Center in Changxing County in Zhejiang Province, the heartland of Yangtze River Delta. Through the development in more than 20 years, it has become the largest supplier of power battery for electric vehicle in China. Tianneng has been listed on the major board of Hong Kong Stock Exchange in 2007(0.0819.HK). The company mainly studies, produces and sells the power battery, and wind and solar energy storage battery with its own brand-TIANNENG, and develops the business of used batteries collection and recycling.

### 與本報告日期，天能擁有八個生產基地

Up to the date of this report, Tianneng has 8 production bases in China.





未來發展方面，我們將繼續專注於拓展中國電動車動力電池市場以及新能源儲能電池市場，並透過 (i) 擴大產能；(ii) 控制成本及提高效率；(iii) 增加現有產品用途；(iv) 開發新產品（例如，用於電動汽車的鉛、鎳氫、鋰動力電池及用於風能太陽能發電系統的大容量儲能電池）；及 (v) 建設舊電池回收基地等，實現進一步增長。

As for the future development, we will continuously focus and extend the market of power battery for electric vehicle and new energy storage battery, and will realize further improvement through (1) increasing productivity (2) controlling cost and improving efficiency (3) finding more uses of the existing products (4) developing new products (e.g. lead, NI-MH and lithium power battery for electric vehicle and large-capacity energy storage battery for wind and solar power system) and (5) building base for used battery recycling.

### 董事會 Board of Directors

於本報告日期，董事會包括6名執行董事，分別是張天任先生（主席）、張敖根先生、陳敏如先生、張開紅先生、史伯榮先生、周建中先生，以及3名獨立非執行董事分別是何祚麻先生、黃董良先生和王敬忠先生。

Up to the date of this report, the board contains 6 executive directors, Mr. Zhang Tianren (Chairman), Mr. Zhang Aogen, Mr. Chen Minru, Mr. Zhang Kaihong, Mr. Shi Borong, and Mr. Zhou Jianzhong, and 3 independent non-executive directors, Mr. He Zuoxiu, Mr. Huang Dongliang and Mr. Wang Jingzhong.

## 會員及年度榮譽

### Membership and Annual Honors

社團組織 Community or Organization	天能的角色 Role of Tianneng
亞洲光伏協會 Asian Association of Photovoltaic	副主席單位 Vice president as unit
中國電池工業協會 China Battery Industry Association	副理事長單位 Vice chairman as unit
中國能源協會 China Energy Association	副理事長單位 Vice chairman as unit
中國電器工業協會 Chinese Appliance Industry Association	副理事長單位 Vice chairman as unit
中國自行車協會 Chinese Bicycle Association	副理事長單位 Vice chairman as unit
中國化學與物理電源行業學會 China Chemical and Physical Power Industry Association	副理事長單位 Vice chairman as unit
中國有色金屬工業協會再生金屬分會 Recycling Metal Branch of Chinese Nonferrous Metal Industry Association	常務理事 Executive director as unit
全國工商聯科技裝備業商會 Chamber of Scientific and Technological Equipment of China Federation of Industry and Commerce	副會長單位 Vice chairman as unit
新型電池產業技術創新戰略聯盟 New-Type Battery Industry Technology Innovation Strategic Alliance	理事長單位 Chairman as unit
浙江省蓄電池行業協會 Zhejiang Storage Battery Industry Association	會長單位 Chairman as unit



榮譽 Honor	頒獎單位 Issued by
國家技術創新示範企業 China Pilot Enterprise of Technical Innovation	國家工業和信息化部 Ministry of Industry and Information Technology
全國企業文化建設示範基地 Pilot Enterprise of Enterprise Culture Construction	中國企業文化研究會 China Enterprise Culture Research Association
2014年全國企業管理現代化創新成果一等獎 2014 Top Prize of Innovative Achievement of Management Modernization in China	全國企業管理現代化創新成果 審定委員會 National Appraisal Committee for Innovation Achievements of Enterprise Management Modernization
國家循環經濟標準化試點單位 The Pilot Unit of the national standardization of circular economy	國家標準委和發改委 National standards committee & development and reform commission
鉛酸蓄電池行業先進集體 Advanced Group of Lead-acid Storage Battery Industry	中國電器工業協會鉛酸蓄電池分會 Lead-acid Storage Battery Branch of Chinese Electric Appliance Industry Association
年度“最具社會價值企業” Annual Enterprise with the Most Social Values	大公報 Ta Kung Pao
中國電動車動力電池領導品牌 Leading Brand of Power Battery for Electric Vehicle In China	中國輕工業聯合會 China Light Industry Federation
全國輕工業卓越績效先進企業 Advanced Enterprise with Outstanding Performance in Light Industry in China	中國輕工業聯合會 China Light Industry Federation
電動車輛技術卓越獎 Prize for Outstanding Technology of Electric Vehicle	中國輕工業聯合會 China Light Industry Federation



## 權益人的參與

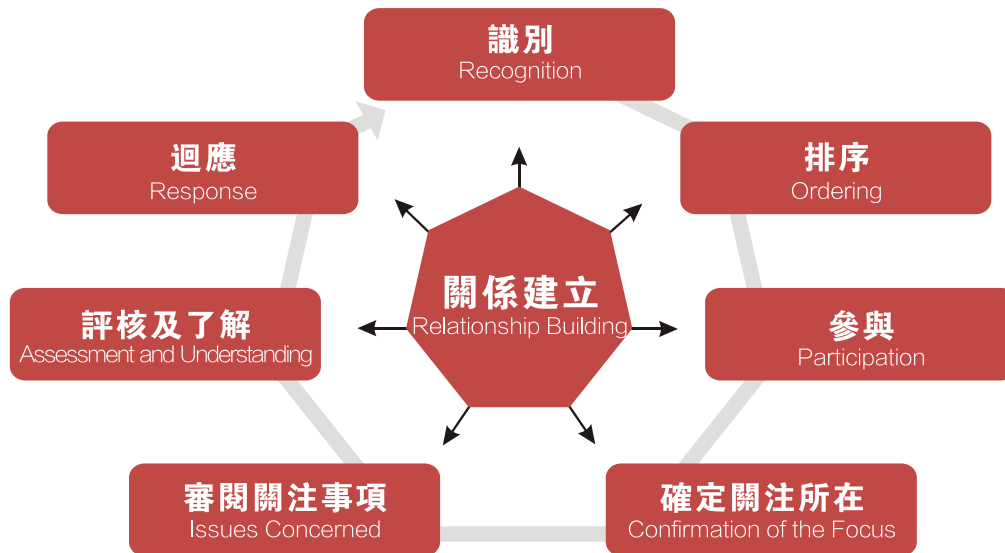
### Participation of Stakeholders

權益人的參與是天能業務發展及履行社會責任一個非常重要的部分，我們致力於與權益人保持良好的溝通，通過權益人的參與，推動公司在市場營運、工作環境、社區參與、環境保護等方面的可持續發展。

The participation of stakeholders is a key part of the business development and social responsibility fulfillment of Tianneng. We devote ourselves to the good communication with our stakeholders, and will promote the sustainable development of the company in market operation, work environment, community participation and environmental protection through the participation of the stakeholders.

#### 權益人參與框架

Framework of Participation of Stakeholders



● 期望與要求 Expectations and Requirements

員工關懷 Employee Assistance  
民主管理 Democratic Management  
員工權益 Rights of Employee  
職業發展 Occupational Development  
職業健康安全 Occupational Health and Safety

● 溝通方式 Communication Mode

勞動合同 Labor Contract  
職工代表大會 Employees' Assembly  
日常交流 Daily Communication  
合理化建議 Rationalized Construction  
公司網站 Website  
總經理信箱 GM Mail Box  
廠務公開 Transparent Factory Operations

● 迴應措施 Measures

維護員工合法權益 Protection lawful rights and interests of employees  
提供競爭力薪酬 Provide competitive salary  
改善員工福利 Improve welfare of employee  
加強員工培訓 Strengthen training of employee  
提供安全舒適工作環境 Provide safe and comfortable work environment  
建立有效溝通機制 Build effective communication mechanism

● 期望與要求 Expectations and Requirements

公益慈善 Charity  
社區參與 Community Participation

● 溝通方式 Communication Mode

慈善捐贈 Donations  
志願者服務 Volunteer Service  
公益活動 Public benefit activities

● 迴應措施 Measures

改善公益投入 Improve the investment in public benefits activity  
參與社區活動 Participate in community activity

● 期望與要求 Expectations and Requirements

遵紀守法 Legal Compliance  
提供就業機會 Job Opportunity  
依法納稅 Taxation  
帶動當地經濟發展 Drive the local economic development

● 溝通方式 Communication Mode

專題彙報和拜訪 Themed report and visit  
信息報送 Information deliver  
法律法規發佈 Publication of law and regulation

● 迴應措施 Measures

守法經營、貫徹落實國家政策 Legal operation and implementation of national policies  
依法納稅 Taxation  
持續發展提供就業 Sustainable development and job opportunity

● 期望與要求 Expectations and Requirements

收益彙報 Income Statement  
權益保護 rights and interests protection  
滿意市值 satisfaction degree  
規範經營 normative management

● 溝通方式 Communication Mode

定期報告 Regular Report  
推介活動 Marketing Activities  
公司報告 Company Report  
股東對話和反饋 Conversation and Feedback of Directors

● 迴應措施 Measures

完善信息披露機制 Improve mechanism of information disclosure  
提升企業價值 Improve enterprise value  
完善投資者關係管理 Improve management of investor relations  
規範公司治理 Regulate company governance

● 期望與要求 Expectations and Requirements

產品質量 Product Quality  
服務質量 Service Quality  
投訴處理 Complaint Handling  
誠信履約 Faithful Fulfillment

● 溝通方式 Communication Mode

客戶反饋 Customer Feedback  
日常聯絡 Daily Communication  
客戶見面會 Customer Presentation  
滿意度調查 Satisfaction Survey

● 迴應措施 Measures

改進產品質量 Improve product quality  
提供優質產品和服務 Provide good product and service  
及時處理客戶投訴 handle complaint in time  
保護客戶隱私 Protect customer's privacy  
提倡綠色消費 Advocate green consumption

● 期望與要求 Expectations and Requirements

綠色發展 Green development  
生態保護 Ecological protection  
節能減排 Energy saving and emission reduction

● 溝通方式 Communication Mode

環境檢查 Environment inspection  
綠色辦公 Green Office  
環境認證 Environment Verification  
環境披露報告 Environmental Disclosure Report

● 迴應措施 Measures

實施清潔生產 Conduct clean production  
提升環境保護意識 Enhance environmental awareness  
研發綠色技術和產品 Develop green technology and products  
加強循環經濟建設 Strengthen circular economy construction  
完善環境管理體系 Improve environment management system

● 期望與要求 Expectations and Requirements

誠信互惠 Honesty and mutual benefits  
價格和及時付款 Price and timely payment  
公平競爭 Fair competition  
長期合作夥伴關係 Long-term partnership  
合作共贏 Cooperation and win-win results

● 溝通方式 Communication Mode

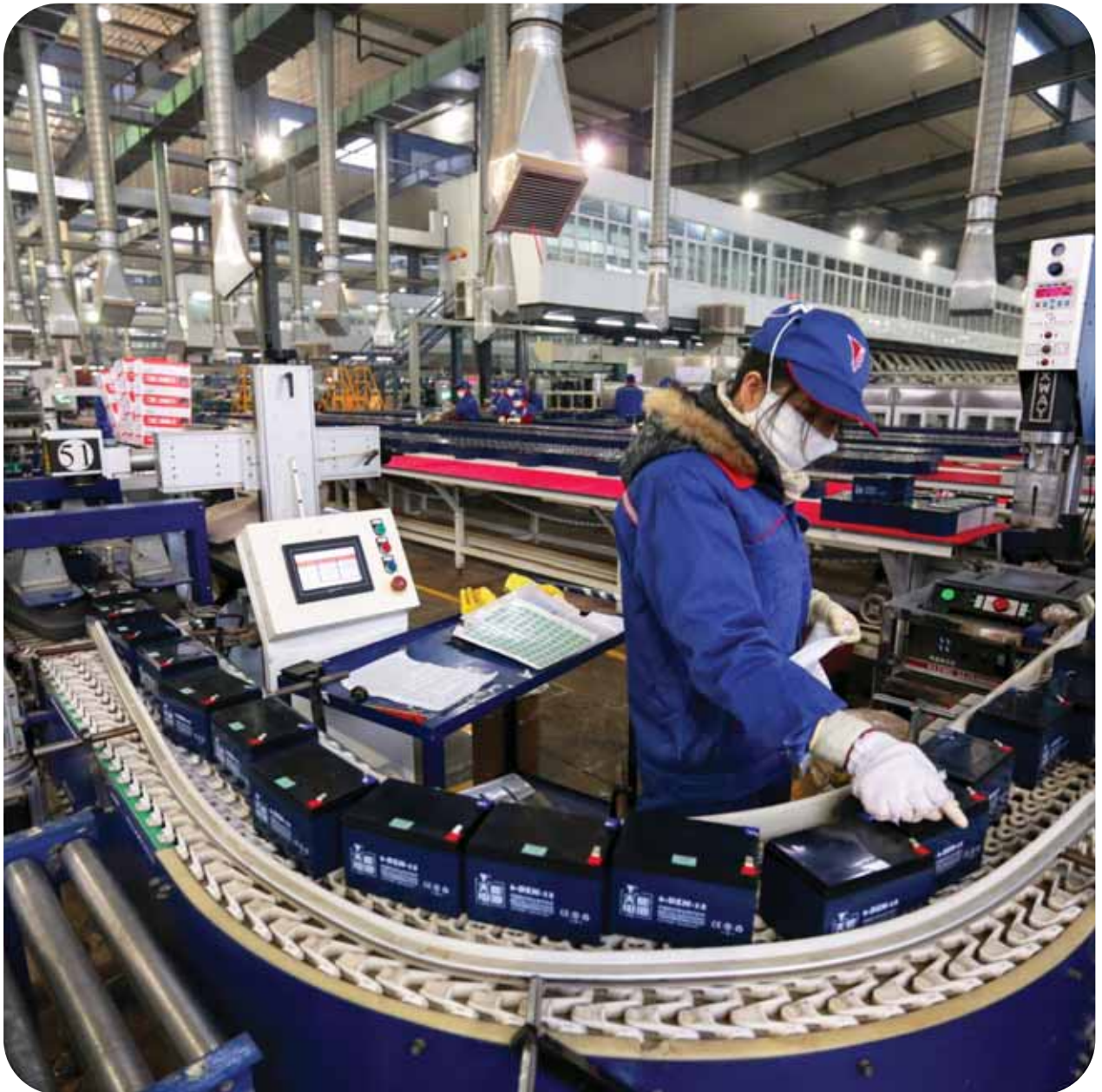
合同談判 Contract Negotiation  
高層會晤 High-level meeting  
日常交流 Daily Communication  
供應商大會 Conference of Suppliers  
招標會議 Tender Meeting

● 迴應措施 Measures

陽光採購 Transparent purchase  
建立有效的合作夥伴關係 Establish effective cooperative partnership  
建立有效的溝通機制 Establish efficient communication mechanism  
推進合作夥伴履責 Promote responsibility fulfillment of the partners  
誠信經營 Honest operation



## 產品封“王”，天能創新行業發展



目前，中國電動車★市場的社會保有量已達1.6億，電動車成為了繼自行車之後老百姓出行的必備交通工具。而且，隨著人們生活水平的提高和自我意識的覺醒，消費者的消費需求已日趨個性化，電動車不再只是簡單的代步工具，更是承載着用戶個性化需求的生活工具。

電池是電動車的能源之源、力量之本，是電動車的心臟。天能集團致力於提升廣大消費者的騎行體驗，有責任、也有義務為電動車打造動力持久、性能穩定、安全環保的新型動力電池。

經過多年對消費者使用習慣和需求的跟蹤與研究，天能發現消費者對動力電池的需求集中表現為以下三點：電池壽命、單次使用里程及電池動力性能表現等。於是，容量更大、行程更遠、性能更優、動力更強、安全可靠的長壽王、長跑王、載重王等系列產品便應運而生。

天能通過對板柵耐腐蝕性能等技術創新，延長電池使用壽命，制造出“長壽王”電池；採用了新型導電物質，提升導電性能，提高活性物質利用率，讓充放電能力更優越，並且提升了電池容量，增強了蓄電能力，單次充電能持續超久，新一代的“長跑王”也隨之應勢而生；天能的“載重王”電池在導電能力上有許多新突破，提高大電流用電性能，且啟動速度也加快，載重能力大大提升，“三王”電池的性能在原普通電池的基礎上有了飛躍性的加強。

產品封“王”的背後，是天能掌握高精新技術的“芯”。從開創國內首只長壽型鉛蓄電池到推出“新型稀土矽膠鉛蓄電池”，直至當下的王者動力，都體現出天能作為能源行業標杆企業應有的行動和能力。在當前同質化的市場下，天能集團以優質產品為導向，通過細分市場用差異化產品和高性價高附加值的產品領跑電池行業。

29年來，天能一直本著“創新產品，以新制勝，唯有新，才能在市場上‘稀’，獨領風騷”的原則，在研發方面不計成本地投入資金，先後獲得國家專利2000餘項，發明專利68項，開發國家重點新產品13項，承擔國家政策引導類科技計劃及專項15項，參與制定國家和行業標準40餘項，引領和推動了行業最新、最尖端的技術發展方向。

立信於天，專註於能，面對細分市場的興起和旺盛需求，天能始終如一地堅持技術自主創新戰略，以規模化定制能力建設為突破口，構建企業長期核心競爭力，致力打造高品質動力定制電池，將動力電池做到極致，以強勁的動力和標杆的品質為電動車細分市場帶來健康繁榮的發展，並推動相關產業的不斷進步和跨越式發展。

★ 電動車包括電動自行車和電動三輪車



Product of Tianneng is rewarded as the best- Innovative development of Tianneng.



Currently, there exist 0.16 billion electric vehicles\* in the society of China, and the electric vehicle has become the necessary transportation tool for people to come out.

Besides, with the improvement of people's life and awakening of self-awareness, the consumption demand of the customer is gradually become characteristic. The

electric vehicle is not just a tool for riding, but is the life tool that carries the personalized demands of the users.

Battery is the power source and origin of energy of electric vehicle, and it's the heart of it. Tianneng Group has been focusing on enhancing the experience of riding of the customers, and it has its responsibility and obligation to create new-type battery with durable power, stable performance, safe and environmental power battery for the electric vehicles.

Through the researches on the habits of using and demands of customers, Tianneng has found that the demands of customers for power battery mainly present in three aspects: work life, mileage in single battery charge and power performance. Hence, the series of battery with long life, long mileage and great capacity have been designed and produced.

Tianneng extends the work life of battery through the technological innovation in corrosion resistant performance of the grid and produces battery with long work life; it uses the new-type conducting material to improve the conductivity, increase the use ratio of the active material (to realize better discharge capacity), improve the capacity of battery and strengthen the ability of power storage, so that the single battery charge can last long. That's the way the new Battery with Long Mileage was born; the Battery with Great Capacity has carried many new breakthroughs in the conductivity. It increases the performance of large current, the starting speed is also faster and the load capacity has also been greatly improved. The performance of these three kinds of batteries have been materially strengthened compared to the common battery.

The product of Tianneng is awarded as the best because of the high, precise and new technology. The first long-life lead storage battery in China, the promotion of new rare earth and silicon lead storage

battery, and the King Power at present have all presented the behavior and abilities of Tianneng as the sample enterprise in energy industry. Under the homogenization of the present market, Tianneng Group has taken quality product as orientation to lead the battery industry with products with differentiation and high cost performance and additional values through market segment.

In the last 29 years, Tianneng has always been adhering to the rule that "Only the innovative product can take the lead in the market by virtue of its rarity". It has been investing in the research and development without considering the cost, and has received over 2000 national patents, invented over 68 patents, developed 13 key and new products in China, been responsible for 15 scientific plans and programs based on national policies, and participated in preparing more than 40 national and industrial standards. It has led and promoted the development directions of the newest and top technology in the industry.

Based on the nature and focusing on energy, Tianneng has always insisted on the autonomy and innovation of technology when facing with the uprising of market segment and huge demand. Taking the large-scale construction of customization ability as aspect to be promoted, it constructs the long-term and core competitive force of the enterprise and focuses on producing high-quality customized power battery to realize its best condition. It will try hard to bring health and prosperous development for the electric vehicle market with its strong power and outstanding quality and promote the constant progress and great-leap-forward development of the relevant industries.

★ electric vehicles include electric bicycles and tricycles



公司治埋



# GOVERNANCE

責任理念與戰略

Concept and Strategy of Social Responsibility

責任治理與推進

Governance and Promotion of Social Responsibility

信息披露

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## 責任理念與戰略

### Concept and Strategy of Social Responsibility

#### 願景 Vision

全球領先的綠色能源解決方案商  
World's Leading Solution Provider of Green Energy

#### 核心價值理念 Core value idea

責任為魂 創新共贏  
Take responsibility as soul to create win-win results by innovation

**責任:** 主動履責, 勇於擔責, 盡職盡責  
**創新:** 與時俱進, 開拓進取, 敢為人先  
**共贏:** 優勢互補, 共同發展, 利益共享

**Responsibility:** Be active fulfillment of responsibility, brave to bear responsibility and conscientious.  
**Innovation:** Keep pace with the times, strive and be brave to the first.  
**Win-win cooperation:** Complement each other's advantages to win mutual development and share interests.

#### 企業宗旨 Tenet

對員工負責 對企業負責 對社會負責  
Responsible for the employees, enterprise and society

#### 企業精神 Spirit

天行健 能無限  
Hardworking can create infinite possibilities

#### 企業戰略 Enterprise strategy

本集團將以穩中求進為總基調, 以質量和效益為中心, 以傳統產業高端化和新興產業規模化為主線, 以拓展電動汽車電池、動力鋰電池及資源再生等新興業務為重點戰略方向, 以新材料、新工藝、新技術、新裝備為核心戰術, 通過進一步提升新興產業銷售佔比、進一步提升管理效益、進一步提升產品附加值, 未來全面提升集團的盈利能力。在堅持「綠色能源 驅動世界」的信念, 並以成為「全球領先的綠色能源解決方案商」為戰略目標的推動下, 本集團將會在新常態下, 以新動力創新持續發展, 長遠目標是為股東帶來更好的回報。

We will take making progress while ensuring stability as the general tone, the quality and efficiency as the center, the high-end oriented of traditional industries and scale of emerging industries as the main line, the expanding business of electric vehicle batteries, lithium battery power and resource recycling as the key strategic direction, the new materials, new technology, new technology, new equipment as the core of tactics, through the improvement of emerging industry sales, the enhance of management efficiency and added value of products to promote the profitability. By adhering to the faith of "green energy driven world" and taking the "become to the world's leading solution provider of green energy" as the strategic target, we will gain sustainable development with the new power of innovation and achieve long-term returns for shareholders.

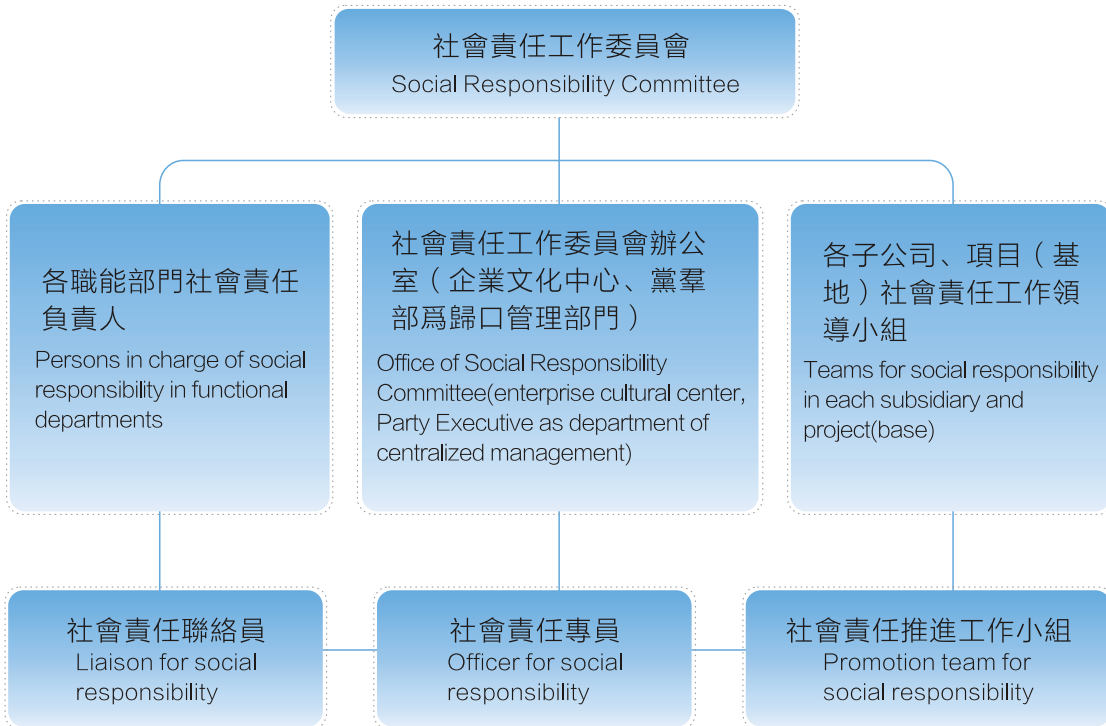


## 責任治理與推進

### Governance and Promotion of Social Responsibility

我們致力於從社會責任視角審視、完善公司的決策程序和結果，將社會責任理念與公司的決策流程相融合，形成了較為健全的社會責任治理機制，統籌、協調、管控、實施企業社會責任工作，為推進社會責任管理提供組織保障、制度保障、人才保障和資源保障。

We aim at examining and improving the decision-making process and results from the view of social responsibility, and thus we combine the concept of social responsibility with the decision-making process, and finally the relatively complete governance mechanism of social responsibility forms. It will overall arrange, coordinate, control and implement the work of corporate social responsibility and provide organizational safeguard, mechanism protection, talent guarantee and resource insurance for the acceleration of management of social responsibility.





■ 於10月，天能召開社會責任報告新聞發佈會，向利益相關方和社會公開發佈社會責任報告。發佈會邀請了中國社會科學院、中國企業聯合會、人力資源和勞動保障局、全國總工會、世界社會責任實驗室等中國權威社會責任專業機構與會建言獻策。

● In October, Tianneng held the press conference for Social Responsibility Report and published the Social Responsibility Report to the stakeholders and society. The authorities in China including China Academy of Social Science, Chinese Enterprise Association, Human Resource and Labor Security Bureau, All China Federation of Trade Union, and World Social Responsibility Laboratory have been invited to the conference to give suggestions and advice.



■ 我們對社會責任建設規劃鄭重承諾，實施環保建設“十個一”工程、QEHS管理及全面社會責任管理，同時在浙江率先聘請了來自客戶、員工、社區、政府、社會責任第三方機構、媒體等利益相關方的社會責任監督員，多項舉措並行，切實履行社會責任。

● We hereby solemnly promise the Social Responsibility Construction Plan the implementation of project of “Ten Ones”, QEHS management and overall social responsibility management. In the meantime, we invited the supervisors of social responsibility from the stakeholders like customers, employees, community, government, the third agency of social responsibility and media. Quite a lot ways have been carried out at the same time to fulfill social responsibilities in practice.

成為受人尊敬的綠色新能源解決方案領域領導者是天能的願景。為此，我們會攜手政府、產業合作者、NGO、行業機構等夥伴，攜手所有客戶、員工，立足企業可持續發展，不斷提升企業整體素質和創新能力，推動企業全面發展，一如既往地履行社會責任，贏得更加廣泛的信任和尊重。

It's our expectation to become the respected solution provider of green energy. Hence, we will constantly improve the overall quality and innovative ability of the enterprise based on the sustainable development, together with the government, NGO, industrial partners and others, as well as all the customers, and employees, promote the overall development of the enterprise, and will fulfill social responsibility as always to win more trusts and respects.



## 信息披露 Information Disclosure

我們每年均發佈年報、中報作為信息披露載體，同時對生產經營中出現的問題及時發佈公告告知投資者，日常不斷更新集團新聞和行業動態。

我們不定期公佈路演活動行程，向股東匯報公司經營情況，2014年集團路演超過100場次，參與投資者900餘人，場地遍佈北京、上海、深圳、香港、新加坡、日本、英國、美國、德國、法國等地。

We will publish the annual report and interim report each year as carrier of information disclosure and will notice the investors about the problems arising from the production and operation in time by announcement. Constant update of the news of the enterprise and industrial news will be conducted irregularly.

We will irregularly issue the schedule of roadshow to report the operation of company to the stockholders. There are over 100 sessions of roadshow in 2014 of the group and more than 900 investors have participated, venues throughout Beijing, Shanghai, Shenzhen, Hong Kong, Singapore, Japan, UK, America, Germany, French, etc.





市場營運



# MARKET OPERATION

合規經營

Compliance Management

供應鏈管理及產業協同發展

Supply Chain Management and Industrial Harmonious Development

產品責任

Product Liability

科技創新

Innovation of Science and Technology

## 合規經營 Compliance Management

我們設有各項合規程序，確保天能恪守在中國及香港地區的多項法律法規和法定責任。相關職能部門的員工及下屬業務單位隨時保持警惕以便及時獲取有關適用法律、規則及規例的最新資料。同時，我們建立健全企業的法律風險防控體系，及時回應任何新法律、規則及規例的修訂或推出，在違規風險之餘，確保企業經營合規。

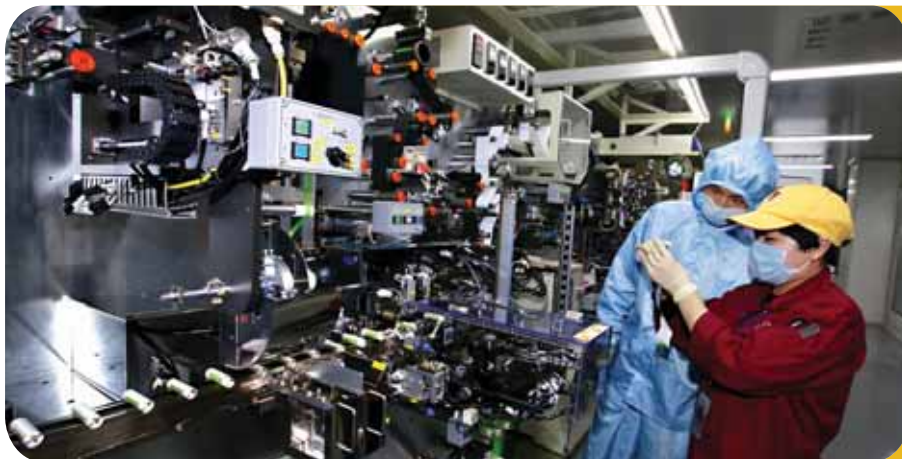
天能始終將依法規範運作作為公司運行的基本原則，積極響應政府政策，堅持依法納稅。

We has made various procedures to ensure Tianneng strictly conform to the laws and regulations and legal responsibilities in the mainland and Hong Kong. The staff of the relevant functional departments and the subordinate business units should keep alarm at any time to obtain the newest materials of the applicable laws, rules and regulations in time. Meanwhile, we establish the complete legal risk prevention and control system to respond the modification or issuance of any new laws, rules and regulations in time so as to ensure the compliance operation while avoiding risks.

Tianneng has taken normative operation as the basic rule of the company operation, positively responded the governmental policies and insisted on paying tax according to law.

### 2014年共計納稅金額4.6億餘元

In 2014, Tianneng totally pay tax of over 460 million Yuan





我們的防止賄賂及反貪污政策符合中國及香港地區的有關規定。公司自建立審計監查中心以來，通過包括專項審計、財務審計及物控審計等在內的82次審計任務，共發現大小問題200餘項，並據此提出各項整改建議及意見，以對公司的發展提供必要的參考和支持。

我們堅持“以銅為鑒，可以正衣冠、以人為鑒，可以明得失、以史為鑒，可以知興替”的原則，設置了相關的反貪污規章制度，設立匿名舉報電子郵箱、電話及信箱等，為所有員工鋪設安全便捷的檢舉通道，保障公司的穩健發展。

我們定期舉辦有關誠信和防止賄賂的講座，確保所有員工熟悉法律及公司的有關規定。

The policies on anti-corruption of our company conform to the relevant regulations in the mainland and Hong Kong. Since its establishment, the Division of Auditing & Supervision has discovered over 200 problems in the 82 audits through examination, financial audit and material control audit, and has proposed suggestions and advice for improvement to provide necessary reference and support of the development of company.

We insist that “we can know our failure and success by comparing with others and can understand the rise and fall through the history”. We have set the relevant regulations on anti-corruption, and published the e-mail box, telephone and box for anonymous report to build a safe and convenient path for channel of impeach so as to ensure the stable development of the company.

We will hold lectures about honesty and anti-corruption at regular interval to ensure that all the employees are familiar with laws and relevant regulations of the company.



## 供應鏈管理及產業協同發展 Supply Chain Management and Industrial Harmonious Development

天能重視與上下游合作夥伴的共生共贏，制定了一整套嚴格的供應鏈管理流程體系，對各子公司和生產基地的極板供應商進行統一招標，集中採購，努力打造一流競爭力的合作體系。

Tianneng stresses the coexistence and win-win cooperation of the partners of both upstream and downstream. For this, it has made a whole set of strict supply chain management process system to overall place bid of the plate supplier of each subsidiary and production base, and proceed centralized purchasing. It tries hard to create a cooperative system with first-class competitiveness.

### 2014年合同履約率達**99.8%**

The rate of contract implementation in 2014 reaches 99.8%.



■ 2014年12月，天能與德國Powerray GmbH簽署協議，雙方就培育共有品牌、在歐洲市場銷售天能系列產品等達成全面戰略合作，本次合作將發揮天能在產品、技術、服務等方面的核心競爭力及Powerray GmbH在市場、售後等方面的優勢，促進天能鎳氫電池和鋰離子電池在歐洲市場的全方位營銷和應用。

● In December 2014, Tianneng signed agreement with Powerray GmbH in Germany. The two parties have reached overall strategic cooperation on a series of events including the development of common brand and sales of products of Tianneng in European market. This cooperation will give play to the core competitiveness of Tianneng in product, technology and service and the advantages of Powerray GmbH in market and after-sale service, and will promote the comprehensive marketing and application of Tianneng NI-MH battery and lithium ion battery.





■ 於2014年9月，天能組織召開戰略夥伴工作交流會，來自各地的30多家戰略合作夥伴參加了會議，暢談合作友誼，共商行業繁榮大計。天能在加快戰略變革轉型的同時，始終把創新作為持續發展的內生動力，把與行業夥伴的合作作為行業共同發展的方向，同心、同路、同力，共謀行業輝煌。

■ 2014年10月，天能獨家承辦了第四屆中國新能源電動車產業聚智峰會，來自國家部委、省市縣及行業協會等領導、行業專家、新能源電動車及新材料高端設備企業、資本市場合作夥伴、金融機構、媒體以及天能電池經銷商等1000餘人參加了此次峰會。峰會以“新常態、新動力、新合作、新責任”為主題，圍繞如何適應經濟新常態、探尋增長新動力、加強行業新合作、踐行企業新責任等議題展開討論交流，以全新視角、全新思維分析形勢，解讀政策，分享經驗，積極為中國新能源電動車行業擔當責任，貢獻智慧，推進合作。



● In September 2014, Tianneng organized the work exchange meeting between the strategic partners. More than 30 strategic partners from the countries participated in the meeting, discussing the friendship and plans for the prosperity of the industry. While quickening the strategic reform transition, Tianneng has always taken innovation as the internal power of the sustainable development, and regarded the cooperation with the partners as the direction of the mutual development of the industry, to achieve glories of the industry with the same expectations, path and efforts.

● In October 2014, Tianneng itself held the 4th China New Energy Electric Vehicle Industry Summit. More than 1000 people from the national ministries and commissions, experts, enterprise of new energy electric vehicle and high-end equipment with new materials, partners of the capital market, financial agency, media and distributors of Tianneng battery have participated in the summit. The theme of it is “New normal, New power, New cooperation and New responsibilities”. The participators have discussed and communicated around how to adapt to new normal, explore and increase new power, strengthen new cooperation in the industry and implement new corporate responsibilities. And they analyzed the trend from the new view with new mind, explained the policies, shared experience and positively bear responsibility, devote their wisdom and promote the cooperation for the new energy electric vehicle industry in China.

## 產品責任 Product Liability

產品質量是天能的生命，產品責任是天能的使命。2014年是天能的質量提升年，從年初開始，集團持續開展系列活動，包括質量口號徵集評選、質量知識競賽、品管圈、質量改善項目小組和主題培訓等，進一步增強全員的質量意識，營造集團重視質量、追求質量、崇尚質量的良好氛圍，全面提升質量管理水平。

Product quality is life of Tianneng, and product liability is mission of Tianneng. 2014 is a year of quality improvement for Tianneng. From the beginning of 2014, the group has been developing a series of activities, including collection of quality slogan, race of quality knowledge, quality control, project team of quality improvement and themed training, to further enhance the quality awareness, create the healthy environment of stressing quality, pursuing quality and upholding quality, and overall improve the quality management level.

■ 集團成立以總裁為組長、各子公司第一負責人為成員的質量管理領導小組，簽發了《全面質量提升專項考核管理規定》，全力推進質量管理，提高生產管理人員責任意識；制定並頒佈《管控方案》，明確集團質量管控部門負責活動的組織實施及日常監督跟蹤；修訂《技術質量督查管理辦法》，規範質量管理流程；成立質量提升委員會，改進生產工藝，開展各種質量改善活動，如五小創新活動和落實金點子措施，在降低質量成本的同時，有效提升產品質量，滿足用戶的質量需求。

● The group establishes the quality management leading group with the president as group leader, and the first person in charge in each subsidiary as members, and issues Special Regulations on Examination Management of Overall Quality Improvement to fully accelerate the quality management and improve the sense of duty of production and management personnel; makes and issues Control Program to specify the implementation and daily supervision of activities of quality control department; modifies Regulations of Supervision on Technology and Quality, and regulates the quality management process; establishes quality improvement committee to improve the production techniques and develop various quality improvement activity, e.g. five small innovations and gold ideas, so as to effectively improve the product quality and meet the quality demands of users while reducing quality cost.

於原料控制，天能對各供應商進行統一招標、集中採購，積極向各原料廠商派出駐廠代表，參與對方的生產管理，對原料廠商進行實時評估，真正對生產源頭進行有效控制，以確保產品質量優異。

As for the control of raw materials, Tianneng will proceed under unified bidding and centralized procurement. And it will positively dispatch representatives to factories of suppliers of raw materials to participate in the production management of the factory and assess the factory in real time, so as to effectively control the source of production and the excellent product quality.

我們堅持“質量第一、客戶至上”的理念，通過“六大關愛體系”和“五心服務標準”，不斷完善客戶服務體系，提升客戶服務質量。

We insist on “quality first and customer orientation”, and will constantly improve the customer service system and service quality through the six care systems and five service standards.



2014年共計投訴 4261 起

There are 4261 complaints in total in 2014

一級市場客戶滿意度達99.7%，客戶投訴問題解決率達100%。

The customer satisfaction in the primary market is 99.7%

The customer complaints settlement rate is 100%

天能重視客戶投訴，視其為提升服務質量的重要環節，並設立客戶服務呼叫中心，採用統一標準服務模式，為用戶提供系統化、智能化、人性化的服務。

Tianneng stresses the customer complaint, and regards it as the important stage of improving the service quality. It has set customer service center, to provide systematic, intelligent and humanized service for users with the unified and standard service mode.



#### 建立客戶投訴分類分級管理體系

Establish customer complaint classification management system

在集團層面設立專門售後服務管理機構和專崗，並在400服務電話中提供自助式服務功能，直接導航到不同業務部門。系統業務操作設置質量投訴和市場投訴，每個不同性質的投訴均有詳細匯總報表，所有投訴事件按照一般、重大、緊急進行選擇，並按市場渠道進行詳細科學管理。

The special after-sale service management division and post have been set at the level of group, and the self-service is provided in 400 service phone number to direct the customers to different business department. Quality complaint and market complaint are set within the business operation in the system, and each complaint with different natures will be recorded in a detailed report. All the complaints will be classified based on degree, common, major and urgent, and will be under detailed and scientific management based on market channel.



#### 建立高效投訴處理機制

Establish efficient complain handling mechanism

及時處理問題，總結教訓，提出預防糾正措施，避免同類事件二次投訴。

It aims at handling problems in time, summarizing lessons and proposing preventive and corrective measures to avoid the second complaint of the same kind.



#### 建立數據完整的客戶信息管理系統

Establish customer information management system with complete data

第一時間核實客戶投訴內容相關的基本信息，並通過網絡系統進行OA工單轉發，確保投訴內容查核和處理的高效、快捷。

It can verify the basic information related to the complaint timely and conduct OA work order transition through the network system to ensure the verification of complaint and efficient and fast handling.

## 科技創新

### Innovation of Science and Technology

科技創新是能源企業的源動力，作為專業的電池製造廠商，天能在新科技的研究上不懈投入，取得了豐碩的成果。

Science and technology innovation is the power source of energy enterprise. as a professional battery manufacturer, the constant investment of Tianneng in research of new technology has achieved abundant results.

於2014年  
In 2014

天能科技研發投入達**4**億餘元，  
Tianneng has invested over 0.4 billion Yuan in science and technology research,

擁有研究、設計、開發的科研人員**688**人，  
owned 688 researchers in research, design and development,

其中院士**4**名，教授**33**名；  
Including 4 academicians and 33 professors,

先後開展各類科技項目**110**餘項，  
It also developed more than 110 science and technology projects,

國家級項目**6**項，  
6 national projects,

省級項目**33**項；  
and 33 provincial projects.

參與制定國家和行業標準**5**項，  
participated in preparing of 5 national and industrial standards,

開展各類專利申報**400**項，  
applied 400 patents,

獲得國家授權專利**326**項，  
owned 326 authorized patents,

其中獲得發明專利**26**項。  
Included 26 invention patents.

天能專利產品對公司銷售  
收入貢獻率達到**92%**。

The products of patent of Tianneng has contributed 92% of the sales revenue.





■ 於2014年，天能匯源第二代納米改性電池震撼上市。作為匯源電池的核心產品，第二代納米改性電池在產品外形上做了人性化處理，塑殼上的4個墊片在人為安裝的時候能提供更多的便利，且減少了電池盒之間的摩擦和碰撞，使電池組更穩定；納米技術上實現無鎘化，續航里程更遠，壽命更長，且讓電池在安全環保、抗寒、穩定等方面有了較大的提升。

■ 天能研發的“混合動力汽車用高倍率Pb-C超級電池”獲得2014年中國重點新產品立項。“混合動力汽車用高倍率Pb-C超級電池”採用先進的負極活性物質配方和製造工藝，通過優化電解液配方，使得該產品比普通電解液的超級電池循環壽命長

1.5-2倍，與目前廣泛使用的動力鉛蓄電池相比，產品的大電流快速充電能力有了顯著的提高。

- In 2014, Tianneng Huiyuan 2 nano-modification battery came to the market. As the core product of Huiyuan battery, the 2 nano-modification battery has been humanized in its shape, and the 4 gaskets on the plastic shell provide more convenience when installing and reduce the friction and crash between the box of battery; It realizes design without chromium and has longer mileage and life and greater improvement in safety, environmental protection, cold resistance and stability of battery.

- The Pb-C super battery with high magnification for hybrid electric vehicle developed by Tianneng has won the project approval as key new product in China in 2014. It adopts the advanced cathode active material formula and manufacturing process, and extends the work life of it by 1.5 -2 times of the super battery with common electrolyte by optimizing the formula of the electrolyte. Compared to the widely used lead storage power battery at present, the large current and great charge capacity of the battery have been greatly improved.

通過科技創新，我們積極推動新能源電池產業的發展，不斷推進技術改革，促進產品的升級換代，提振新能源行業的發展信心。

Through the technology innovation, we will positively promote the development of new energy battery industry, constant accelerate the technical reform and drive the improvement of product to enhance the confidence of new energy industry for development.

An illustration of an industrial landscape featuring a factory with a grid of windows, a tall chimney, and a tall distillation column, set against a background of stylized hills with diagonal stripes.

工作環境

# WORK ENVIRONMENT

恪守勞工準則

Compliance with Labor Standards

安全生產

Safe Production

員工的培訓與發展

Training and Development of Employees

職業與生活健康

Occupation and Health & Life



## 恪守勞工準則

### Compliance with Labor Standards

公司現有員工18000餘人

The company now has more than 18000 employees,

其中本科學歷651人，碩士學歷68人，博士學歷32人。

among which there are 651 persons with bachelor degree, 68 persons with master's degree and 32 with doctor degree.

男女員工比例53:47

The proportion of men and women employees is 53:47,

管理者中男女員工比例6:1

and the proportion of male and female administrative staff is 6:1.

高級職稱員工增長57%，教授級人才增長3人

The number of employees with senior professional title has increased by 57% and 3 professors have recently joined us.



我們堅持平等就業的原則，尊重並公平對待不同背景的員工，無性別、種族歧視，目前集團員工中含少數民族員工296人，殘疾員工134人，創造包容共贏的工作環境。

We insist the fair employment, respect and treat fairly the employees with different backgrounds, without discrimination of gender or nation. Currently, there are 296 employees from the minorities, and 134 disables. We have always been trying to create tolerant and win-win work environment.



■ 於權益保障方面，我們嚴格遵守《勞動合同法》與員工簽訂勞動合同，2014年員工勞動合同簽約率達100%；我們為員工繳納基本養老保險、基本醫療保險、失業保險、工傷保險和生育保險等，2014年員工社會保險覆蓋率達100%。

■ 於薪酬福利方面，我們制定了完善的管理制度，遵守中國及香港地區的規定和標準，提供行業內有競爭力的薪酬，並保證男女薪酬平等。對於骨幹員工，公司每年都會給予一定的股票期權。

● As for right protection, we strictly conform to the Labor Contract Law and sign labor contracts with the employees. In 2014, the signing rate of the labor contract is 100%; we pay the basic endowment insurance, basic medical insurance, unemployment insurance, work-related injury insurance and maternity insurance. The coverage rate of social insurance in 2014 is 100%.

● As for salary and welfare, we've made complete management system conforming to the regulations and standards of the mainland and Hong Kong, to provide the competitive salary in the industry and ensure the equal salary between male and female. For the competitive employees, the company will give them stock options every year.

## 我們尊重和維護國際人員共約和勞工標準，嚴禁以任何形式僱傭童工。

We respect and protect the international convention and labor standards and forbid the employment of child laborer in any form.



## 安全生產 Safe Production

“生命無價，安全至上”是天能一直秉承的生產理念，我們以安全生產責任制為核心，共建有八大安全體系，為公司安全生產提供全方位的保障。

“Life is invaluable and safety comes first.” That has always been the production idea Tianneng holds. We take the safe production responsibility system as core and establish eight security systems to provide comprehensive security for safe production of the company.



於2014年5月，浙江省安科院來到我們的煤山基地，對天能電池和電源公司的安全標準化工作進行評估，並對公司的安全管理工作提供專項技術服務。安科院專家按照《浙江省鉛酸蓄電池生產企業安全生產二級標準化評審標準》，深入電池、電源生產現場，仔細檢查配電房、充電機房、配酸中心、鍋爐房等處，檢查消防設施是否配備到位，消防應急措施是否切實可行，消防通道是否暢通，禁煙工作是否有效落實。經過一系列資料審核和現場檢查，安科院專家評定公司的安全生產工作及安全標準化建設工作符合要求。

In May 2014, Zhejiang Academy of Safe Production came to our base in Meishan and assessed the standardized work of safety of Tianneng battery and power supply, and provided special technical service for the safety management. The experts of the academy, according to the Second Standardized Assessment Standard for Safe Production of Zhejiang Lead-acid Storage Battery Manufacturer, came to the production field of battery and power supply to carefully inspect the switch board room, charging room, acid blending center, and boiler room, inspect the fire-fighting device, fire-fighting emergency measures, fire-fighting access, and ban on smoking. Through a series of inspection of materials and site inspection, the experts confirmed that the safe production and safety standardization construction conform to the relevant requirements.



於2014年12月新《安全生產法》實施之際，天能組織召開了安全生產視頻會議，開展新《安全生產法》培訓，董事會所有成員及各生產基地、部門負責人共550人參加。培訓就安全生產法政策、消防法律法規、防災防損及人身安全知識等進行了詳細解讀，結合企業安全管理，對安全工作和管理的新思維、新方法進行了深刻剖析，並分享了大量蓄電池生產行業的鮮活事例。

When the new Safe Production Law came into effect in December 2014, Tianneng organized the video meeting of safe production, and carried out training about Safe Production Law, in which 550 persons attended, including all members of the board of directors and persons in charge of production bases and departments. The training explains in detail the policies of safe production law, fire-fighting law and regulations, anti-disaster and anti-loss and personal safety, deeply analyzes the new mind and method of safety work and management by combining with safety management, and shares many vivid examples in the storage battery industry.

我們十分注重安全文化的建設，利用天能報、內部網絡、公司宣傳欄等各類媒體和員工喜聞樂見的宣傳方式對安全生產的重要性和必要性進行廣泛宣傳，以期形成強大的輿論氛圍和宣傳聲勢，營造天能良好的安全生產環境。

We highly stress the construction of safety culture. We widely disseminate the importance and necessity of the safe production by means of newspaper of Tianneng, internal network, bulletin board and other ways, in order to form abundant atmosphere of public opinion and publicity trend and create better environment of safe production.

## 員工的培訓與發展 Training and Development of Employees

員工的培訓與發展對集團及其權益人均有十分重大的價值，員工的成長能為集團的可持續發展提供強勁動力。

The training and development of the employees has great values for the group and stakeholders, and the growth of the employees can provide strong power for the sustainable development for the group.



### 2014年 In 2014

我們在員工的發展培訓上共投入**1100**多萬元，  
We have invested over 11 million Yuan in the development and training of employees,

總培訓課時達**26**萬小時，  
The total class hour for training reaches 260,000 hours,

參與培訓員工達**18060**人次，  
the involved employees are 18060 person-time,

員工平均受訓時數達**15**小時。  
the average training time of employee is 15 hours.

■ 新員工作為集團的新鮮血液，接受入職培訓是十分有必要的。為了讓新員工更好的熟悉企業文化，融入公司生活，集團為2014年的新員工安排了多樣化的培訓課程，涉及公司發展史、組織結構框架、公司文化、安全管理、規章制度、薪酬福利及質量管理、職業健康管理體系等內容，並特邀相關部門的資深人員擔任講師，為每一位新同事提供最實用的引導和最有價值的幫助。

● The new employees are fresh blood of the group and it's necessary for them to accept training. In order to make the new employees be familiar with enterprise culture and integrate into the life in company, the group has arranged diversified training classes for the new employees involving development history, organizational framework, company culture, safety management, regulations, salary and welfare and quality management and occupational health management system, and invited the senior personnel of the relevant department as lecturer to provide practical guide and valuable assistance for each new college.



★ 天能大學為集團內部培訓機構  
Tianneng university is our internal training institution

■ 基於公司特點，我們成立了天能大學，並開辦了生產技術學院、物流供應鏈學院、財經學院、信息化學院、品牌營銷學院及行政和人力資源學院等六大學院，確保專業人才在專業領域上的核心競爭力，提升員工的技術水平和管理理念。

● Based on the features of company, we establish Tianneng University, and six institutes, Production technology institute, Supply chain logistics college, Institute of finance and economics, Information college, Brand marketing institute and Institute of administration and human resources, to ensure the core competitiveness of the professional talents in special fields and improve the technical level and management concept of the employees.



我們為所有員工提供雙軌制職業發展通道，即管理發展通道和專業發展通道，且雙通道均設置“縱向晉升”和“橫向發展”兩種方式，確保員工可根據自身需求和工作表現選擇適合自己的職業發展方式。

此外，對於管理層員工，我們實施競聘上崗制，遵循“能者上、平者讓、庸者下”的原則，確保管理層員工的及時更新和工作水平。

We provide dual-trail occupational development channel for all employees, that is, management development channel and professional development channel, and the two channel will be equipped with “vertical promotion” and “horizontal promotion”, to ensure the employee can select the suitable way of occupational development according to their demands and work performance.

Besides, as for the management staff, we adopt position competition and conform to the tile that “capable staff goes on, common staff gives around and sucker goes off”, to ensure the timely update and work level of the management staff.

■ 對於表現優異的員工，我們不吝讚美。於2014年初天能年度表彰大會上，300多名員工因其在過去一年在工作中的突出表現而獲得先進工作者、伯樂獎、勞動模範等獎項。

● For the excellent employees, we will not hesitate to praise them. On the annual praise conference at the beginning of 2014, over 300 employees have been awarded as advanced worker, talent scout, model worker and others for their outstanding performance in work.





## 職業與生活健康 Occupation and Health

員工的職業與生活健康是我們首要考慮的原則。為防範職業病，從制度上，我們建立了完善的職業健康安全管理體系，並通過OHSAS18000體系認證，並成立專門的環保安防管理部；從過程上，我們為每一位車間員工配備了高品質的工作服、防護口罩及手套等一流的職業衛生防護設備，各車間也配備了必要的應急處理藥品；從預防上，我們通過對員工的定期職業健康培訓，提升員工自身的職業危害自我保護能力。

The occupation and health of the employees are factors we need firstly consider. To prevent occupational disease, on the aspect of system, we establish complete occupational health and safety management system and pass the inspection of OHSAS18000 system, and also establish the specialized environmental safety management department; as for the process, we equip each worker in the workshop with quality work uniform, protective facial mask, and gloves, and each workshop is equipped with necessary emergency handling medicine; in the prevention, we train the self-protection ability for occupational harm through the regular occupational health training to the employees.





■ 集團每年均舉辦職業健康安全知識培訓。於2014年，我們聯合3M公司，以大型路演車為載體，在各生產基地開展“職業健康安全巡迴路演”，通過組織員工上車觀看職業健康培訓視頻，讓員工深刻認識勞動安全防護的重要性，保障職業健康。

■ 針對在公司宿舍居住的員工，我們於2014年12月開展了為期數天的消防安全和交通安全知識培訓，就消防安全的重要性、消防器材的使用和初起火災撲救、火場逃生自救等方面進行培訓，並播放了交通安全警示片，以提醒住宿員工加強生活安全防範意識，防患於未然，杜絕事故發生。

● The group will hold occupational safety knowledge training every year. In 2014, we, together with 3M company, taking the large-scale roadshow as carrier, held Occupational Health and Safety Roadshow in each production base. We make the employees deeply understand the importance of labor safety protection through organizing the employees to watch video of occupational health training on bus, so as to guarantee the occupational health.

● Aiming at the employees living in company dormitory, we held fire-fighting safety and transportation safety knowledge training for several days in December 2014, which trained the importance of fire-fighting safety, use of fire-fighting equipment, and knowledge of fire suppression at the beginning and escape from fire, and showed the video of transportation safety, to warn the employees in the dormitory to enhance safe guard consciousness, so as to prevent accidents.

## 2014年 In 2014

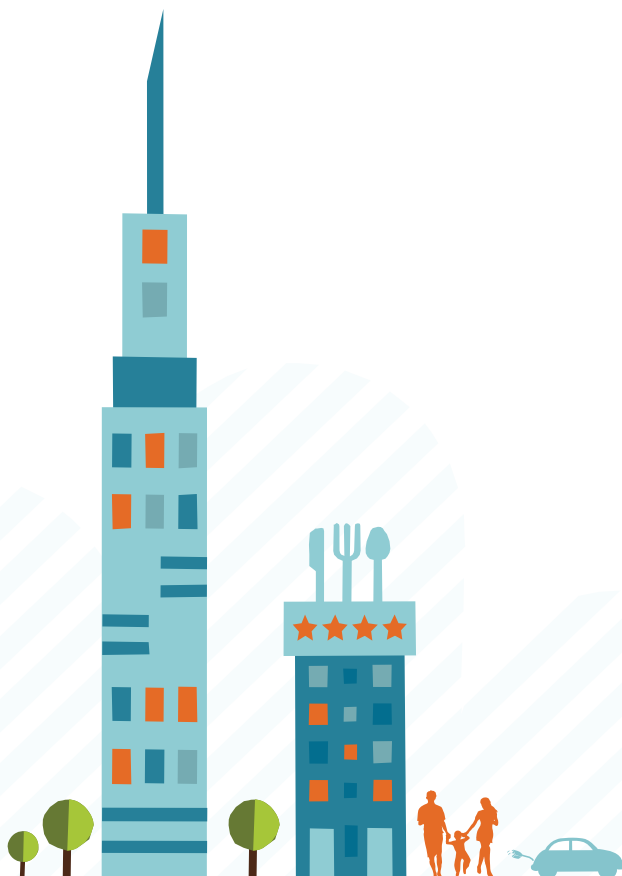
共開展職業健康相關培訓**300**餘次，參與員工**20015**人次，  
over 300 person-times trainings of occupational health have been held and 20015 person-times have been involved,  
為所有員工建立健康檔案，並每年提供一次員工體檢活動，  
Build health record for all employees and provide one physical examination for each employee annually,

### 2014年無工傷、職業病等事故發生。

There is no occupational injury and occupational disease in 2014.



社區參與



# COMMUNITY PARTICIPATION

美麗新川  
Beautiful Xinchuan

尊重員工  
Respect for employees

扶貧幫困  
Poverty Alleviation

志願者服務  
Volunteer service

## 美麗新川 Beautiful Xinchuan



■ 天能關注社區發展，持續推動所在地煤山鎮新川村的經濟社會發展，截止2014年底，我們已投入數百萬元支持新川的發展與建設，解決了新川村及周邊村組5000餘人的就業問題。通過我們的帶動，新川村獲得浙江省“全面小康建設示範村”等榮譽，真正實現了從貧窮村到小康村的歷史性跨越。

■ 新川村以天能等企業為依託，開展村企共建，結成經濟共同體，實現發展聯姻，互惠共贏，在為企業輸出勞動力的同時，逐步提高村民的生活水平。與此同時，天能每年均舉辦新年村企聯誼會，共慶豐收，喜迎新年，進一步深化村企友誼，為企業和周边村組搭建一個更好的聯繫溝通平臺，促進和諧，包容發展，實現共同進步和繁榮。

- Tianneng stresses community development, and constantly promotes the economic and social development of Xinchuan Village in Meishan Town, where it locates in. Up to the end of 2014, we have invested over millions into the development and construction of Xinchuan, and solve the employment of over 5000 people of Xinchuan and villages around it. Through our leading, Xinchuan has won the honor of Model Village of Overall Well-off Construction and others and really realized the historical jump from poor village to well-off village.

- With enterprises like Tianneng as the basis, Xinchuan Village develops co-construction of village and enterprise, unifies the economic community, and realizes co-development and mutual benefits. It has gradually improved the life level of the villagers while outputting labor for the enterprises. Meanwhile, Tianneng will hold social gathering of the village and enterprise every year to celebrate the harvest and welcome the new year together, to further deepen the friendship between the village and enterprise, build a better communication platform for the enterprise and surrounding villages, accelerate harmony and development and realize common progress and prosperity.

## 尊重員工

### Respect for employees

尊重員工以及加強團隊協作是我們的原則，為此，我們組建並不斷完善工會網絡，確保溝通渠道保持通暢，員工權益得到尊重。

It's our rules to respect the employees and enhance team coordination. So we establish and constantly complete the association network to ensure the smoothness of communication channel and respect for the employees.



■ 天能定期召開職工代表大會，保障員工的民主決策、民主管理和民主監督權利，維護員工的知情權、參與權、表達權和監督權，充分發揮員工在企業中的主體作用；建立暢通的員工意見表達渠道，將員工的訴求有效地傳遞到高層；堅持廠務公開，通過職工座談會、總經理信箱、企

業網站、《天能報》等途徑與員工共享企業運營信息。

- Tianneng will regularly hold Employees' Assembly to ensure the employees' right of democratic decision-making, management, and supervision, protect the right to know, participate, express and supervise and fully give play to the principal role of the employees in the enterprise; establish smooth channel for expression of suggestions of the employees and effectively deliver the demand of employees to the top management; insist on the transparency of factory affairs and share operation information through tools like employees' conference, GM mail box, website, Tianneng Newspaper, and others.

關愛員工生活也是我們關注的重點，我們珍視每一位員工，年內舉辦了多項與員工生活息息相關的文體活動，提升員工的幸福感和歸屬感。

Care about life of the employees is also our focus. We treasure each employee and we hold recreational and sports activities closely related to the life of employees to improve the sense of happiness and belonging of the employees.





■ 2014年3月，值“三八”婦女節之際，天能集團工會舉辦了“喜迎三八節、關愛女員工”主題文藝沙龍活動，包括學習國際婦女節知識、女員工才藝展示、推選女員工代表等環節，增強女員工的凝聚力和歸屬感，引導廣大女員工綻放巾幗夢想。

■ 7月，為期7天的第二屆員工文化藝術節暨第三屆“和諧杯”男子籃球賽順利舉辦，來自八大生產基地的共八隻球隊參與角逐，展示了天能員工朝氣蓬勃的青春氣息，加深了員工之間的認識和交流，促進員工身心健康，充盈企業文化建設。

■ 8月，以“我自信，所以我美麗”為主題的青年員工時裝模特比賽在陳武帝宮舉辦，登場的模特均是天能的基層員工，每一位在臺上都有著不錯的展示，透過比賽展現了青年員工的時尚風采。



● In March 2014, Tianneng Group held activity with the theme of “ Welcoming Women’ s Day and Care about Women” at the Women’ s Day, including learning knowledge of the International Women’ s Day, talent show of the female employees, selection of female employees and other activities to enhance the cohesive force and sense of belonging and guide the female employees to realize their dreams.

● In July, the 2ND Cultural Arts Festival for Employees and the 3rd Harmony Cup Male Basketball Competition were successfully held. 8 teams from 8 production base participated in the competition, which displayed the prosperous teen spirit, deepened the understanding and communication between the employees, accelerated the physical and psychological health of the employees and enriched the cultural construction of the enterprise.

● In August, the Fashion Show for young employees themed as that “I’ m Beautiful because I’ m confident” was held in Palace of Emperor Chen Wu. Each of the model has performed well on the stage and they have presented the fashion style of young staff.





## 扶貧幫困 Poverty Alleviation

年內，天能共籌得合計230萬元善款用於扶貧幫困工作，包括賑災、關懷弱勢群體、兒童及青少年發展教育及環保等，以透過相關工作承擔起企業的社會責任，為建立和諧社會做貢獻。

Within this year, Tianneng has raised totally 2.3 million Yuan for poverty alleviation, including disaster relief, care about the vulnerable groups, developmental education of children and teenagers and environmental protection, to bear the social responsibilities through the relevant works and make contributions to the establishment of harmonious society.

■ 2014年8月，天能數名雲南籍員工因地震受災，集團工會及時開展“一方有難，八方支援”的援助活動，對受災員工進行走訪慰問，並號召公司同仁踴躍捐款，伸出友愛之手。據統計，共籌得善款近三萬元。



● In August 2014, several employees from Yunnan were caught in the earthquake, the labor association has conducted assistance activity in time to pay visit to the employees in difficulty and call for donations for them. The donation is totally 30000 Yuan according to the statistics.



■ 公司常設困難職工補助制度，採取多種形式，幫助解決員工生活及家庭的實際困難；不斷完善特困職工檔案建立工作，掌握困難家庭實際情況，並通過多種渠道和形式及時給予幫扶。

■ “六一”兒童節之際，為關愛貧困學生，幫助社區孩子們實現心願，我們與煤山鎮婦聯及工會等相關部門合作，通過贈送學習用品的形式，一同為煤山鎮利民小學的孩子們帶去了溫暖的關懷。



● The company has set permanent subsidy for employees in difficult conditions to help the employees solve practical difficulties in life and family through many ways; constantly improve the record of employees in unfavorable situations, grasp actual condition of the families in hard situations and give assistance through many ways and methods.

● On the occasion of Children's Day, in order to care about the poor students and help the children realize their dreams, the Women's Federation, labor association and other departments of Meishan Town bring warm care to the children of Limin Primary School in Meishan Town by sending them school supplies.

## 志願者服務

### Volunteer service

■ 我們鼓勵和支持員工參與社會公益活動，自願提供志願者服務，於2014年，我們搭建公益平臺，開展“微心願”活動，天能員工共為20多名小朋友完成心願，如送新衣服、提供新書包和文具盒等，資助數位困難家庭的子女完成學業。“微心願”活動的展開展現了天能人的愛心和履行社會責任的意願，向社會傳遞了天能正能量。

● We encourage and support the employees to participate in the social welfare activities and provide volunteer services at will. In 2014, we have built the public welfare platform to carry out “micro dream” activity. Employees of Tianneng have realized dreams of over 20 children, e.g. giving new clothes, providing new bag and pencil boxes, and subsidized several students in poor families to finish their study. The execution of “micro dream” activity presents the love and awareness of social responsibility fulfillment of employees of Tianneng and spread positive power to the society.





■ 2014年3月，我們在街道城區廣場組織了“崗位學雷鋒、行業樹新風”的便民志願者活動，包括電動車電池免費維修維護、電池保養知識學習、電動車電池使用有獎問答等多個環節。青年志願者們以嫻熟的技術和熱忱周到的服務解決了不少群眾的電動車問題，得到了社區群眾的高度稱讚。

■ 7月，我們邀請紅十字會為公司青年志願者進行了安全急救知識現場授課，包括心肺復蘇緊急救護的基本原則、方法與步驟等，並採用現場人體模型模擬操作的方式，生動形象地講解了一些常用的急救方法，旨在提高公司青年志願者的自救互助能力，倡議員工積極履行社會責任。



● In March 2014, we organized volunteer activity in the plaza of the community, including free maintenance of battery of electric vehicle, knowledge teaching of battery maintenance, award answer-question for use of battery and other activities. The young volunteers solve many problems about electric vehicles with their skillful techniques and warm service, and receive great reputation from the people of the community.

● In July, we invited the Red Cross to give lessons about safety emergency aid for the volunteers, including the basic rules, methods and steps of cardio-pulmonary resuscitation, and vividly explain some common ways of emergency aid by taking models and simulation. It aims at improving the ability of self-aid and mutual help of the young volunteers and advocating the employees to positively fulfill the social responsibility.



環境保護

ENVIRONMENTAL PROTECTION

綠色工廠  
Green Factory

資源使用與節能降耗  
Resource Utilization and Energy Saving

排放物管理  
Waste Management

與環境和諧發展  
Harmonious Development with Environment



## 綠色工廠 Green Factory

能源行業企業的環境保護意識非常重要，天能尤其注重企業與自然的和諧發展，我們嚴格執行國家行業標準，全面提升環保管理，以不破壞自然環境為前提，努力營造和諧綠色廠區。

The environmental awareness of the enterprise in energy industry is absolutely important. Tianneng particularly emphasizes the development of the enterprise in harmony with the nature. We strictly execute the national and industrial standard, and overall improve the environmental management. And we try to create a harmonious and green factory without damaging the natural environment.



■ 天能循環經濟產業園以花園式工廠為模板建造，清澈的水池、如茵的花木以及中式涼亭形成一道獨特的風景，生產環境綠色宜人。園區引用國際最先進的工藝和設備，並採用國內領先的環保技術配套相應的環保工程，確保園區走綠色發展、循環發展、低碳發展的生態化發展之路。

● Tianneng cycling economic industrial circle is established with the template of garden-style factory, in which the clear water pool, green woods and Chinese pavilion will form a unique scenery and the production environment is green and comfortable. The park introduces the most advanced techniques and equipments in the world, and adopts the most advanced environmental technology in China to match the environmental project, so as to ensure the park will follow the path of eco-development of green, cycling and low-carbon development.



辦公流程中，我們同樣從每個環節和細節入手，出臺有效的“綠色辦公”鼓勵制度和措施，如無紙化辦公、倡導雙面打印、下班及時關閉電源、撤除紙杯提倡自帶飲水杯等，切實讓綠色辦公的理念轉化為所有員工的自覺行為。

As for the office process, we also start from each stage and detail to issue effective incentive system and measures of Green Office, for example, paperless office, double-side printing, turning off of the power supply after work, removal of paper cup and others, so as to transit the concept of green office to the conscious behavior of all employees.



## 資源使用與節能降耗 Resource Utilization and Energy Saving

循環經濟是我們節能降耗的最大工作成果。  
Circular economy is the biggest achievement of our energy consumption.

多年來，天能始終將發展循環經濟作為行業轉型升級的切入點和突破口，在持續加大科技創新的同時，自覺踐行生態文明發展，加速廢舊蓄電池的回收和處理，資源循環利用，降低能源消耗，已成為中國蓄電池行業綠色發展的典型。

變“廢”為“寶”，實現再循環  
Change “waste” into “treasure” and realize recirculation



For years, Tianneng has always regarded the development of circular economy as the entry point and point for breakthrough of the industrial transition and upgrading. While constantly enhancing the scientific and technological innovation, the conscious practice of ecology civilization development, recycling and handling of used battery, circular using of resource and reduction of energy consumption have become the models of green development of the storage battery industry in China.

■ 通過加速開發節能環保的前沿技術和產品，我們實現了電池工業的清潔生產和綠色製造，從技術到產品，天能立足環境友好的理念，在設計、採購、生產、銷售到廢舊電池回收利用等全過程均實行綠色管理，不僅成為電池技術的領先者，也成為節能降耗的驅動者。

● By accelerating the development of the front-line technology and products of energy saving and environmental protection, we have realized the clean production and green production in the battery industry. From the technology to products, Tianneng starts from the concept of environmental protection and carries out green management over the whole process including design, purchase, production, sales and recycling of used battery, not only becoming the leading role of the battery industry, but also the driver of energy saving and reduction of consumption.



節約的資源量達**30%**以上，並至少解放了**90%**的勞動力。

The saved resource reaches over 30%, and at least release 90% of the labor.

## 排放物管理 Waste Management

我們嚴控排放物管理制度，採取平時自測、第三方不定期監測以及政府部門監督等多種控制程序，確保處理設施平安穩定運行，廢水廢氣等排放量遠低於國家排放標準，各類排放物達標、清潔、無污染。

We strictly control the waste management system and take the multi-control procedure including self testing at usual, irregular inspection by the third party and supervision of government, to ensure the safe and stable operation of the handling facilities. The discharge capacity of waste water and gas is far lower than the national discharge standard and the various wastes have reached the standards, and are clean, without any pollution.

■ 2014年，我們聘請美國“Aecom”公司對天能進行環境評估、建立內容定期檢測制度及日常檢測制度，形成“日監測，周循環”的長效環保檢測體系。

■ 針對使用後的大量廢舊電池，天能引進了國內最先進的全套自動化工作線，採用全質脫硫技術，從廢舊電池進來到破碎整個回收環節在閉環鏈上運行，幾年來，回收工作不僅解決了電池處理難題，還帶來了客觀的經濟效益。其中，再生鉛項目金屬回收率可達99%以上，塑料回收率99%以上，殘酸回收率達100%，廢氣徹底治理，廢水通過中水回用實現可選環利用，電池產品全部實現無鎘化。

● In 2014, we hired “Aecom” Company from America to carry out environmental assessment and established regular testing system and daily testing system to eventually form the permanent environmental testing system with daily testing and weekly cycling.

● As for the used batteries, Tianneng has introduced the most advanced whole set of automatic work line in China, which operates in the closed loop chain from the entering of waste batteries to the crash and recycling of the batteries by using desulfurization technology. For years, the recycling not only solves the handling problems of waste batteries, but also brings considerable economic benefits. The recovery rate of regenerative lead can reach 99%, plastic over 99% and reacted acid 100%. And the waste gas can fully be handled and the waste water can be selectively used through the reuse of reclaimed water, and the battery product will have no chromium any more.

廢舊電池的回收同樣能節省**30%**的能耗，實現資源節能。

The recovery of the waste battery can also save 30% of the energy consumption to realize energy saving.



#### ■ 廢水處理 Waster water treatment

天能採用全自動斜板沉澱工藝和設備，按照雨污分流、清污分流等要求建設管網，並對原污水管網、回用水管網進行改建，實現了雨污分流及廢水處理達標回用的效果。經反滲透膜深度處理後的水質鉛含量平均值 < 0.055mg/L，符合中國國家排放標準（GB8978-1996《污水綜合排放標準》中的第一類污染物最高允許排放濃度：鉛1.0mg/L）。

- Tianneng adopts the techniques and equipment of the automatically inclined plate sedimentation, construct pipelines according to the distributary of rainfall and wastewater and that of clear and waster water, and rebuild the original wastewater pipeline and recycling water pipelines, realizing the distributary of rainfall and wastewater and reuse standard of waster water treatment. The average lead content in water after deep treatment through reverse osmosis membrane <0.005mg/L, which conforms to the National Discharge Standard(Maximum permitted discharge concentration in the first type of emission: lead, 1.0mg/L in GB8978-1996 Integrated Wastewater Discharge Standard).



#### ■ 廢氣處理 Waste gas handling

2014年，我們對原有電脈沖布袋除塵器、鉛煙水幕除塵器進行了升級改造，引進行業內更為先進的沉流式高效濾筒除塵器對鉛煙塵進行淨化處理，以進一步降低溫室氣體及有毒有害氣體的排放濃度及排放量。處理後廢氣含鉛量平均值 < 0.15mg/m<sup>3</sup>，符合中國國家排放標準（廢氣排放標準參照執行GB16297-1996《大氣污染物綜合排放標準》，鉛及其化合物最高允許排放濃度：0.70mg/m<sup>3</sup>）。

- In 2014, we have conducted upgrading and reform on the original bag-type dust collector of electric pulse and water screen duster for lead dust and introduced the more advanced efficient down flow type cartridge filter to clean the lead dust, so as to further reduce the discharge concentration and emission of the low greenhouse gas and hazardous gases. The average lead content after treatment is < 0.15mg/m<sup>3</sup>, which conforms to the National Discharge Standard(Reference to GB16297-1996 Integrated Air Pollutants Discharge Standard, Maximum permitted discharge concentration of lead and its compound: lead, 0.70mg/m<sup>3</sup>).

## 與環境和諧發展

### Harmonious Development with Environment

#### 環境保護方針 Policies of environmental protection

以人為本、和諧發展	People orientation and harmonious development
科技創新、高效節能	Innovation of science and technology, and high-efficiency energy saving
資源回收、清潔再生	Resource recycling and clean regeneration
積極進取、回報社會	Aggressiveness and returns to the society

#### 發展戰略 Development strategies

成為全球領先的綠色能源供應商、打造一家環境友好型、資源節約型的國際一流現代化企業。

To be the globally leading green energy supplier, and create an internationally first-class environment-friendly and resource-saving modern enterprise

#### EHS一體化管理體系 EHS Integrative Management System

環境管理體系（EMS）與職業健康安全管理体系（OH&SMS）一體化的管理體系。

Integrative management system comprising Environmental Management System（EMS）and Occupational Health & Safety Management System（OH & SMS）

**Tips** EHS（Environment Health and Safety）



我們一直倡導企業與環境的和諧發展，在管理實踐中，開創性地構建了行之有效的EHS一體化管理體系，逐級分解EHS目標，促使生產模式從粗放型向集約型轉化，將節能技改項目納入戰略規劃中，淘汰低效能設備，引進高效能設備，提高能源利用效率，發展循環經濟，踐行生態文明的綠色發展。

We have been advocating the harmonious development of the enterprise and environment. In the management practice, we have creatively constructed the effective EHS(Environment Health and Safety) Integrative Management System, dissolved the targets of EHS stepwise, and accelerate the transition of production mode from coarse production to the intensive pattern. We include the technical reform projects in the strategic plan to eliminate the low-efficiency equipment and introduce high-efficiency equipment, so as to increase the use ratio of resource, develop recycling economy and implement the green development of ecology civilization.



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無此類情況 No situation like this 不適用 Not applicable

# 環境、社會及管治報告指引

## Reporting guidelines of Environment, society and Governance

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一般披露 General disclosure

## 讀者反饋表

### Feedbacks

尊敬的讀者：

感謝您悅讀本報告。我們希望傾聽您對本報告的意見和建議，以便我們持續改進和提高社會責任工作。

Dear readers:

Thank you for reading the report. We hope to hear your opinions and suggestions on this report, so that we can continue to improve and enhance the social responsibility of ourselves.

1、您認為報告總體上：

In your opinion,overall the report is:

很好 Very good     較好 Good     一般 Average     較差 Poor

2、您認為報告在結構上：

In your opinion,the structure of the report is:

很好 Very good     較好 Good     一般 Average     較差 Poor

3、您認為報告的可讀性：

In your opinion, the report is:

很好 Very good     較好 Good     一般 Average     較差 Poor

4、您認為報告的版式設計是否有助於您的閱讀：

In your opinion, the format design is:

很好 Very good     較好 Good     一般 Average     較差 Poor

5、您認為報告披露的社會責任信息：

In your opinion, the disclosed information on social responsibilities in this report is:

很好 Very good     較好 Good     一般 Average     較差 Poor

6、您通過報告是否了解公司的可持續發展理念和實踐特點：

In your opinion, the concept of sustainable development and practical characteristics are:

很好 Very good     較好 Good     一般 Average     較差 Poor

7、您認為報告對利益相關方關注的問題進行迴應和披露的程度：

In your opinion, the extent of information disclosure and response to problems the stakeholders are concerned about is:

很好 Very good     較好 Good     一般 Average     較差 Poor



1、您對報告中哪一部分最感興趣：  
The part you are most interested in:

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2、您想進一步瞭解的信息：  
Information you want to learn much more:

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3、您對我們今後社會責任工作及社會責任報告改進意見：  
Your advice to improve our future work of social responsibility and social responsibility report:

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