

农夫山泉

農夫山泉股份有限公司

NONGFU SPRING CO., LTD.

(於中華人民共和國註冊成立的股份有限公司)

(A joint stock company incorporated in the People's Republic of China with limited liability)

股份代號 Stock Code : 9633

2020

可持續發展報告

SUSTAINABILITY
REPORT



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關於本報告

About this Report

概覽

本報告是農夫山泉股份有限公司(以下簡稱「農夫山泉」、「本公司」、「我們」)發佈的首份可持續發展報告(ESG報告)，如實披露本公司及附屬公司(以下簡稱「本集團」)對於股東、客戶、夥伴、員工、環境、社區等重要權益人的履責實踐，以及在環境、社會及管治(以下簡稱「ESG」)方面的表現。本報告涵蓋2020年1月1日至2020年12月31日財務年度(「報告期」)的工作，部分信息追溯以往年度。

編製依據

本報告編製遵循香港聯合交易所有限公司(以下簡稱「香港聯交所」)上市規則附錄二十七所載的於2015年12月公佈經修訂的《環境、社會及管治報告指引》進行編製。同時，本報告的編製過程亦參考了香港聯交所於2019年12月公佈的《檢討環境、社會及管治報告指引及相關上市規則條文附錄二十七(環境、社會及管治報告指引)》。

本報告亦參考與回應了摩根士丹利資本國際公司ESG評級(即MSCI ESG評級)、道瓊斯可持續發展指數(DJSI)等資本市場ESG指數評級機構所關注議題。

本報告內容是按照一套程序而釐定的。有關程序包括：識別和排列重要的權益人、識別和排列ESG相關重要議題、決定ESG報告的界限、收集相關材料和數據、根據資料編製報告以及對報告中的資料進行檢視等。

OVERVIEW

The report is the first sustainability report (ESG Report) published by Nongfu Spring Co., Ltd. (hereinafter referred to as “Nongfu Spring”, the “Company” or “we”). The report discloses the Company’s and its subsidiaries’ (the “Group”) responsible practices and environmental, social and governance (“ESG”) performance in relation to our shareholders, customers, partners, employees, the environment, communities and other key stakeholders. This report covers the financial year from 1 January 2020 to 31 December 2020 (the “reporting period”), with some information backdated to previous years.

PREPARATION BASIS

This report was prepared in accordance with the revised *Environmental, Social and Governance Reporting Guide* as set out in Appendix 27 of the *Listing Rules of The Stock Exchange of Hong Kong Limited (“HKEX”)*, published in December 2015. It was also prepared with reference to the *Review of the Environmental, Social and Governance Reporting Guide and Related Listing Rules Appendix 27 (“ESG Reporting Guide”)* published by the HKEX in December 2019.

In addition, this report made reference and responded to the concerns of capital market ESG index rating agencies, such as *Morgan Stanley Capital International ESG Ratings* (i.e. MSCI ESG Ratings) and the *Dow Jones Sustainability Index* (DJSI).

The content of the report was determined in accordance with a set of procedures. The process includes identifying and ranking significant stakeholders, identifying and ranking important ESG-related issues, determining the boundaries of the ESG report, collecting relevant materials and data, preparing the report based on the information, and reviewing the information in the report.

關於本報告 About this Report

報告範圍及邊界

本報告中提供之政策及數據涵蓋本公司總部及附屬公司，報告範圍口徑與年報一致。除特殊說明外，報告中涉及的貨幣均為人民幣。

報告中出現的附屬公司名稱及其簡稱，請參見報告附錄一：附屬公司名稱及簡稱一覽表。

資料來源及可靠性保證

本報告的數據和案例主要來源於本集團統計報告和相關文件。公司董事會承諾本報告不存在任何虛假記載、誤導性陳述，並對其內容真實性、準確性和完整性負責。

確認及批准

本報告經管理層確認後，於2021年3月25日獲董事會通過。

REPORT SCOPE AND BOUNDARIES

The policies and data provided in the report cover the Company's head office and subsidiaries, and the scope of the report is consistent with that of the Annual Report. Unless otherwise stated, the currency used in the report is RMB.

For the names and abbreviations of subsidiaries in the report, please refer to Appendix I of the report: List of Names and Abbreviations of Subsidiaries.

SOURCES OF INFORMATION AND ASSURANCE OF RELIABILITY

The data and examples in the report were mainly derived from the Group's statistical reports and relevant documents. The Board of Directors of the Company undertakes that this report does not contain any false records or misleading statements and is responsible for the truthfulness, accuracy and completeness of its contents.

CONFIRMATION AND APPROVAL

This report was confirmed by management and approved by the Board of Directors on 25 March 2021.

董事長致辭

Message from the Chairman

2020年是農夫山泉發展史上的一個重要里程碑。在新冠疫情全球大流行的背景下，農夫山泉克服困難，成功於香港聯合交易所主板上市，為完善公司治理、促進未來業務發展提供有力的支持。自上市以來，農夫山泉對內優化可持續發展治理，逐步建立落實ESG管理體系；對外擴大社會交流合作，積極承擔社會責任，繼續書寫企業可持續發展的新篇章。

我們堅持「天然、健康」的理念，恪守各經營所在地不同的法律及法規標準，滿足不同市場利益相關者的期望與要求。為此，我們在董事會下設立了公共政策與可持續發展辦公室，負責推進農夫山泉可持續發展戰略實施，並將可持續發展全面融入本公司戰略及日常營運管理中—

- 在商業道德方面，農夫山泉制定了規範企業自身和供應鏈商業活動的反貪腐政策，明確了相關投訴的渠道和調查流程，並保障投訴人的隱私；
- 在環境保護方面，為了保護水源地環境，農夫山泉對生產及運營中的水資源、包裝材料及能源使用情況、排污及碳排放情況進行專門監察及管理，力圖減小運營對周邊環境的影響；
- 在產品品質方面，農夫山泉堅持「天然、健康」的品牌理念，建立起涵蓋原料、研發、製造、銷售通路的閉環產品質量保障體系，並不斷推陳出新，形成多元化產品矩陣，為消費者提供更多健康安心的產品選擇；

The year 2020 marks an important milestone in the history of Nongfu Spring's development. Amid the COVID-19 pandemic, Nongfu Spring overcame difficulties and successfully became listed on the Main Board of the Stock Exchange of Hong Kong, providing strong support to improve corporate governance and promote future business development. Since its listing, Nongfu Spring has optimized its internal sustainable development governance and gradually established and implemented an ESG management system, while expanding external social exchanges and cooperation and actively assuming social responsibility. We continue the new chapter of corporate sustainable development.

We adhere to the concept of “natural and healthy”, abide by different laws and regulations in each operating location, and meet the expectations and requirements of stakeholders in different markets. To this end, we have established Office of Public Policy & Sustainable Development under our Board of Directors to drive the implementation of our sustainability strategy and to fully integrate sustainability into our strategy and day-to-day operational management –

- Regarding business ethics, we have formulated anti-corruption policies to regulate our own business activities and those of our supply chain, and have defined channels and investigation processes for complaints and safeguarded the privacy of complainants;
- Regarding environmental protection, in order to protect the environment of water sources, Nongfu Spring conducts professional monitoring and management of water resources, packaging materials, energy consumption, carbon emissions and sewage in its production and operations, in an effort to minimize the impact of its operations on the surrounding environment;
- Regarding product quality, Nongfu Spring adheres to the brand concept of “natural and healthy” and has established a closed-loop product quality assurance system covering raw materials, research and development, manufacturing and sales channels. The Company continues to introduce new products to form a diversified product matrix to provide consumers with more healthy and safe product choices;

董事長致辭 Message from the Chairman

- 在服務品質方面，農夫山泉看重對於公司理念、自然與人文關懷的傳播與宣傳，負責任地向消費者傳遞產品信息，並保證產品和服務的品質；
- 在員工方面，農夫山泉致力於為員工打造公平、公正、包容的工作環境，充分尊重和保護每一位員工的基本權益，加強人才吸引和綜合素質提升，保護員工健康；
- 在社會方面，作為企業公民，農夫山泉堅持擴大行業交流，並帶動行業和供應商、種植戶等相關方共同發展。作為「大自然的搬運工」，農夫山泉積極開展水源地反哺活動，讓大山孩子的才華得以展現，帶動山區教育扶貧。新冠疫情和其他緊急情況期間，我們也盡己所能為受影響人群解決生活困難，保障應急飲用水供應。同時在各地積極開展健康飲水倡導活動，將健康的生活觀念傳遞給社會，影響一代國人，實現「健康中國」的目標。
- Regarding service quality, Nongfu Spring places great importance on the dissemination and promotion of the Company's philosophy, natural and humanistic care, delivers product information to consumers responsibly, and guarantees the quality of products and services;
- Regarding employees, Nongfu Spring is committed to creating a fair, just and inclusive working environment, fully respecting and protecting the basic rights and interests of each employee, strengthening the talent recruitment and improving their overall quality, while protecting their health;
- Regarding social welfare, Nongfu Spring, being a corporate citizen, insists on expanding exchanges among the industry and driving mutual development of the industry, suppliers, growers and other related parties. As “porters of nature”, Nongfu Spring actively carries out activities to feed back water sources to promote education and alleviate poverty in the mountain areas, enabling children in the mountains demonstrate their talents. During the Covid-19 pandemic and other emergencies, we also tried our best to solve the livelihood difficulties of those people affected and ensured the supply of emergency drinking water. At the meantime, we are actively carrying out healthy water advocacy activities in various regions, passing on the concept of healthy living to the society and influencing a generation of people to achieve the goal of “Healthy China” (「健康中國」).

每一個員工的堅守，成就了農夫山泉數十年不變的品質。未來，農夫山泉將持續推進包裝飲用水和飲料雙引擎發展的格局，通過健康知識的宣傳和服務體驗的提升，讓更多用戶認知和選擇農夫山泉；我們將從基礎研發入手，推出滿足消費者需求的優質飲料產品；我們將通過對制度流程的梳理完善，提高企業管理的規範性，加強風險防範；通過加強企業價值觀的倡導，加大對人才梯隊建設的投入，為企業發展提供保障。

The perseverance of each and every employee has contributed to the unchanging quality of Nongfu Spring for decades. In the future, we will continue to promote the dual development of packaged drinking water and beverages. Through the promotion of healthy water knowledge and service experience, more customers will know and choose Nongfu Spring. We will start with basic research and development to launch high-quality beverage products that meet consumer needs. We will improve the standardization of corporate management and strengthen risk prevention by optimizing the system and process. We will also strengthen the promotion of corporate values and increase investment in the building of a talent pipeline to provide security for the development of the enterprise.

最後，本人代表董事會，感謝廣大消費者對農夫山泉的信賴和支持，感謝合作夥伴的幫助和扶持，感謝投資人對農夫山泉的認可，也特別感謝全體農夫人所做出的努力和貢獻！

Finally, on behalf of the Board of Directors, I would like to thank consumers for their trust and support, our partners for their help and support, our investors for their recognition of Nongfu Spring, and especially all Nongfu employees for their efforts and contributions.



鍾睺睺
董事長

Zhong Shanshan
Chairman

走進農夫山泉 About Nongfu Spring

農夫山泉股份有限公司成立於1996年，為中國包裝飲用水及飲料的龍頭企業。我們的產品主要覆蓋包裝飲用水、茶飲料、功能飲料及果汁飲料等類別。2001年6月，本公司從一家有限責任公司整體變更為「農夫山泉股份有限公司」，並於2020年9月在香港聯交所主板上市(股票代碼：9633.HK)。

我們秉持「天然、健康」的產品理念，堅持使用優質原料。我們的包裝飲用水全部源自優質天然水源，含天然的礦物元素。我們擁有領先的裝備水平、製造能力、強大的供應鏈管理能力和嚴格的質量保障體系。我們建立了包裝飲用水和飲料的雙引擎發展格局，擁有覆蓋各省市及縣級行政區域的全國性銷售網絡，並具有長遠的品牌規劃和強大的品牌傳播能力。我們不斷推陳出新，除飲用水外，也已佈局茶飲料、功能飲料、果汁飲料、咖啡飲料、植物蛋白飲料等品類，形成了多元化產品矩陣。

我們在浙江、廣東等省份擁有十大優質水源地，為農夫山泉旗下包裝飲用水和飲料提供優質的生產原料。我們擁有江西、新疆兩大農產品基地，以培育品質優良的臍橙、蘋果等農產品。

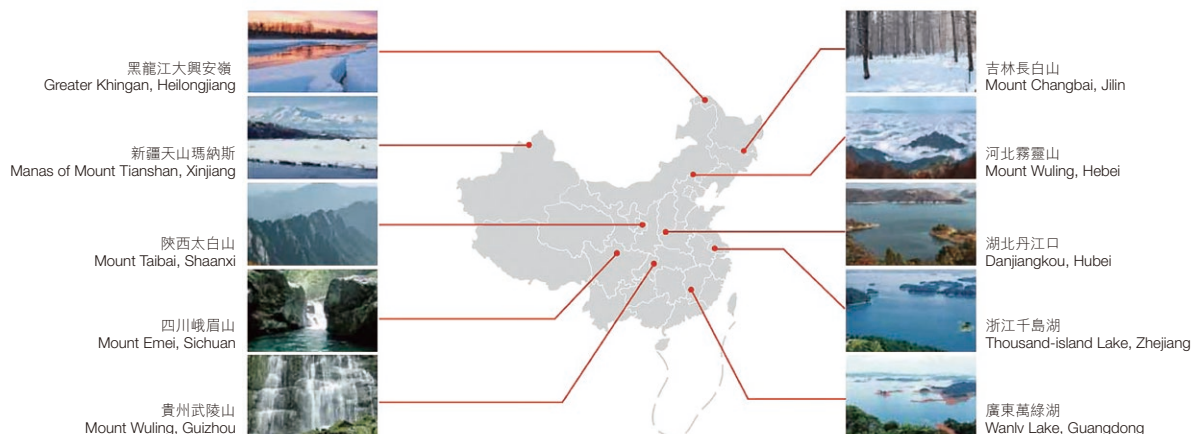
報告期內，本集團總收益為人民幣22,877百萬元。

Established in 1996, Nongfu Spring Co., Ltd. is a leading manufacturer of packaged drinking water and beverages in China. Our products mainly cover packaged drinking water, tea, functional drinks and juice. In June 2001, we changed from a limited liability company to "Nongfu Spring Company Limited" and became listed on the Main Board of the Hong Kong Stock Exchange in September 2020 (stock code: 9633.HK).

We uphold the concept of "natural and healthy" in our products and insist on the use of quality ingredients. All of our packaged drinking water is sourced from high quality natural sources and contains natural minerals. We have cutting-edge equipment, manufacturing capabilities, strong supply chain management and a strict quality assurance system. We have established a dual development strategy for packaged drinking water and beverages, with a nationwide sales network covering all provinces, cities and county-level administrative regions. We have long-term brand planning and strong brand communication capabilities. In addition to drinking water, we have laid out a diversified product matrix of tea, functional drinks, juice, coffee and plant protein drinks.

We have ten premium water sources in Zhejiang, Guangdong and other provinces, providing high-quality raw materials for the production of Nongfu Spring's drinking natural water and beverages. We have two agricultural product bases in Jiangxi and Xinjiang to cultivate navel oranges, apples and other agricultural products of excellent quality.

During the reporting period, the Group's total revenue amounted to RMB22,877 million.



農夫山泉十大水源地
Ten water sources of Nongfu Spring

穩健的治理

Robust Governance

作為國內領先的飲用水飲料企業和負責任企業公民，我們持續把ESG全面融入本公司戰略及日常營運管理中，在全產業鏈多個領域傳遞並推動可持續發展。

As a leading drinking water and beverage company in China and a responsible corporate citizen, we continue to fully integrate ESG into our strategy and daily operations management, as well as deliver and promote sustainable development in multiple areas across our industry chain.



成立了董事會下設的公共政策與可持續發展辦公室
Established Office of Public Policy & Sustainable Development under the Board of Directors



制定包括《可持續發展政策》在內的10項ESG相關制度文件
Developed 10 ESG-related institutional documents, including the Sustainable Policy



對利益相關方進行溝通和重大性分析，識別10項高度重要的ESG議題
Communicated with and conducted materiality analysis of stakeholders to identify 10 material ESG issues



商業行為準則簽署覆蓋的員工佔比為100%
100% of employees covered by the signed Code of Business Conduct



制定《公共政策與可持續發展辦公室可持續發展職權範圍》經董事會審議通過後公開發佈
Developed the "Sustainable Development of Office of Public Policy & Sustainable Development", which was reviewed and approved by the Board of Directors and then publicly released



舉辦包括管理層氣候變化工作坊等ESG培訓和意識提升活動
Organized ESG training and awareness-raising activities, including management workshops on climate change



制定了可持續發展的目標與路綫，並逐步開展落實
Established sustainability goals and objectives and implemented them step by step



企業管治

自上市以來，本公司依據上市規則附錄十四所載企業管治守則，致力於踐行企業管治最佳常規。我們組建多元化治理架構，充分調動各方資源進行協同，提升本公司治理水平。

本公司董事會由9名董事組成，包括5名執行董事、1名非執行董事及3名獨立非執行董事，其中包括1名女性董事。本公司董事會對股東大會負責，主要負責且擁有我們業務管理及運營的一般權力，包括釐定我們的業務策略及投資計劃、實施於股東大會通過的決議案，以及行使公司章程授予的其他權力、職能及職責。董事會亦負責制定及審視本公司在企業治理、風險管理、內部控制以及法律法規合規方面的政策及實踐。

本公司董事會下設三個董事會專門委員會，即審計委員會、薪酬委員會、提名委員會。董事會專門委員會負責檢查董事會特定事務及協助履行其職責，確保本公司決策嚴謹、高效。

CORPORATE GOVERNANCE

Since its listing, the Company has been committed to best practices in corporate governance in accordance with Appendix 14 *Corporate Governance Code of the Listing Rules*. We have put in place a diverse governance structure to mobilize synergies and enhance the governance of the Company.

The Board of Directors of the Company comprises nine directors, including five executive directors, one non-executive director and three independent non-executive directors, including one female director. The Board of Directors of the Company is accountable to the general meeting of shareholders and is primarily responsible for, and has general power over, the management and operation of our business, including determining our business strategies and investment plans, implementing resolutions passed at our Shareholders' general meetings, and exercising other powers, functions and duties as conferred by the Articles of Association. The Board also assumes the responsibilities for developing and reviewing the policies and practices of the Company on corporate governance, risk management and internal control and compliance with legal and regulatory requirements.

The Board of Directors of the Company has three Board Committees, namely the Audit Committee, the Remuneration Committee and the Nomination Committee. The Board Committees are responsible for reviewing specific Board matters and assisting in the discharge of their responsibilities to ensure that the Company's decision-making is rigorous and efficient.



為確保董事會成員多元化水平，提升本公司治理效力，董事會已批准了提名委員會擬定的董事會多元化政策。該政策摘要為：本公司在構建董事會組成時除了滿足有關法律、法規及規則的相關規定外，亦同時考慮諸多多元化因素，包括但不限於性別、年齡、文化及教育背景、專業經驗、技能、知識及／或服務年限。提名委員會會按董事人選的優勢及其可為董事會作出的貢獻，向董事會作出最終的委任建議。同時，公司多元化政策亦包含監察及匯報機制和檢討機制，以確保該政策的有效性和順利執行。

風險管理

本公司董事會已按《企業管治守則》第C.2段的要求建立了風險管理及內部監控系統，負責對本公司的風險管理及內部監控系統的充分性和有效性進行獨立審核，持續監督並每年至少檢討一次其運行的有效性。該系統旨在管理而非消除未能達成業務目標的風險、促進有效及高效運營、合理保證財務報告可靠性、遵守適用法律及法規以及保障本集團資產。

在制度方面，我們根據《企業內部控制基本規範》、《COSO企業風險管理框架》及配套指引和本公司章程，制定了《農夫山泉風險管理制度》、《內部審計稽查制度》及《審計項目管理辦法》，合理確定風險承受度和風險應對策略，確保制度流程能夠有效防範、識別和應對風險。

In order to ensure the diversity level on the Board members and improve the Company's corporate governance, the Board has approved the Board diversity policy formulated by the Nomination Committee, which summarized as: other than complying with relevant requirements under the relevant laws, regulations and rules (including but not limited to the Company Law, the Listing Rules and the Articles of Association), the Company should also consider various diversity factors, including but not limited to gender, age, culture and education background, professional experience, skills, knowledge and/or length of service, etc. when designing the Board's composition. The Nomination Committee shall make final recommendation on the appointment to the Board based on the merits of the candidates and contribution they may bring to the Board. Meanwhile, the Company's *diversity policy* also includes monitoring, reporting and reviewing system to ensure the effectiveness and successful implementation of the policy.

Risk Management

The Board of Directors of the Company has established a risk management and internal control system in accordance with the requirements of paragraph C.2 of the *Corporate Governance Code* which is responsible for independently reviewing the adequacy and effectiveness of the risk management and internal control system of the Company, and continuously monitoring and reviewing the effectiveness of its operation at least once a year. The system aims to manage rather than eliminate the risk of failure to achieve business objectives, promote effective and efficient operations, reasonably ensure the reliability of financial reports, comply with applicable laws and regulations and protect the assets of the Group.

In terms of systems, we have established the *Nongfu Spring Risk Management System*, the *Internal Audit System* and the *Audit Project Management Measures* in accordance with the *Basic Standard for Corporate Internal Control*, the *COSO Corporate Risk Management Framework* and the accompanying guidelines and the Company's *Articles of Association* to reasonably determine risk tolerance and risk response strategies and to ensure that the systems and processes can effectively prevent, identify and respond to risks.

穩健的治理 Robust Governance

在管理方面，本公司建立了完善的風險管理和內部監控組織體系，包括董事會、董事會下轄審計委員會、監事會、本公司管理層以及各職能部門，並設置了風險管理和內控的三道防綫¹。

於報告期內，本公司董事會已對風險管理和內部監控工作進行了檢討。至本報告發佈之日的風險管理和內部監控工作開展的結果表明，農夫山泉不存在重大風險監控失誤的情形，也未發現重大風險監控弱項。董事會認為本公司的風險管理和內部監控系統是有效及足夠的。

關於更多企業管治方面的披露，請參閱本公司《2020年度報告》的企業管治報告章節。

清正廉潔

農夫山泉嚴格遵守《中華人民共和國合同法》、《中華人民共和國公司法》、《中華人民共和國反壟斷法》、《中華人民共和國反不正當競爭法》等法律法規，制定《農夫山泉員工商業行為準則》、《反貪污政策》、《舉報政策》等內部政策，並要求全體員工、供應商、經銷商及相關合作夥伴落實或遵照執行，堅決杜絕賄賂、勒索、欺詐、洗黑錢、壟斷、不正當競爭等不當行為。

Regarding management, the Company has established a sound risk management and internal control organization system which includes the Board of Directors, the Audit Committee under the Board of Directors, the Supervisory Committee, the management of the Company and various functional departments. We have also set up three lines of defense for risk management and internal control¹.

The Board reviewed the risk management and internal control during the Reporting Period and concluded that there had been no deficiency in material risk control nor any weakness in material risk control based on the outcome of the risk management and internal control work implemented by Nongfu Spring as of the date of this report. The Board was of the view that the risk management and internal control system of the Company is effective and sufficient.

For further disclosures on corporate governance, please refer to the *Corporate Governance Report* section of the *Company's Annual Report 2020*.

INTEGRITY AND HONESTY

Nongfu Spring strictly complies with the *Contract Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*. We have established internal policies, such as the *Code of Business Conduct for Employees of Nongfu Spring*, the *Anti-Corruption Policy* and the *Whistleblowing Policy*, and require all employees, suppliers, distributors and relevant partners to implement or follow them, and resolutely put an end to bribery, extortion, fraud, money laundering, monopoly, unfair competition and other improper practices.

¹ 本公司各部門為風險管理和內部監控的第一道防綫；本公司董事會辦公室和管理層為風險管理和內部監控的第二道防綫；審計稽查中心、法務部、董事會下轄審計委員會及監事會為風險管理和內部監控的第三道防綫

¹ Each department of the Company is the first line of defense for risk management and internal control; the office of the Board of Directors and the management of the Company are the second line of defense for risk management and internal control; the Audit and Inspection Center, the Legal Department, the Audit Committee under the Board of Directors and the Supervisory Committee are the third line of defense for risk management and internal control

廉潔管理

每位員工在公司商業行為中遵守法律規定和道德規範，是農夫山泉能夠長久發展的重要保障之一。新員工入職時，我們要求員工簽訂《廉潔自律承諾書》、《員工告知函》，人力資源部門建有員工誠信檔案，實時記錄員工違反廉潔自律行為情況。

農夫山泉為中國企業反舞弊聯盟(CEAFA)成員單位。我們充分依托CEAFA的技術手段，拒絕錄用存在嚴重違紀違規行為的應聘者；同時也會將因嚴重違紀違規等原因被解除勞動合同的人員信息上傳CEAFA共享信息平台，維護社會誠信體系建設。

在供應鏈上下游環節，我們還通過與供應商簽署《供應商行為守則承諾書》，將商業道德的考察範圍擴大至供應鏈環節。我們定期梳理更新與農夫山泉存在各類合作的業務夥伴單位(包括經銷商、物流商、供貨商、工程類合作商等)的信息，通過本公司管理系統、郵件、短信等方式傳達廉潔誠信建設信息。

截至報告期末，我們商業行為準則簽署覆蓋的員工佔比為100%，商業行為準則培訓覆蓋員工佔比為100%。

Integrity Management

Each employee's compliance with legal requirements and ethical norms in the company's business conduct is one of the important safeguards for the long-term development of Nongfu Spring. When new employees join the company, we require them to sign the *Commitment to Integrity and Self-discipline* and the *Letter of Information to Employees*, while the Human Resources Department builds an employee integrity file to record employee integrity violations in real time.

Nongfu Spring is a member of the China Enterprise Anti-Fraud Alliance (CEAFA). We fully rely on CEAFA's technical means to refuse to hire candidates with serious disciplinary violations. We also upload information on personnel whose employment contracts have been terminated due to serious disciplinary violations and other reasons to CEAFA's shared information platform to maintain the construction of a social integrity system.

Throughout the upstream and downstream segments of the supply chain, we extend the scope of business ethics inspection to the supply chain segment by signing the *Supplier Code of Conduct Pledge* with our suppliers. We regularly update and streamline the business partner units with which Nongfu Spring has various types of cooperation (including distributors, logistics providers, suppliers, engineering partners, etc.) and send information on integrity building through our management system, emails and SMS.

As at the end of the reporting period, the percentage of employees covered by the signed *Code of Business Conduct* was 100% and the percentage of employees covered by *Code of Business Conduct* training was 100%.

舉報調查

我們對公司和員工涉及貪污腐敗、洗黑錢、不正當競爭、壟斷、內幕交易等方面的行為採取零容忍的態度。我們的審計稽查部門負責對各類合規情況進行審計，聯合相關職能部門對舉報事件進行調查處理，並定期向董事長匯報。

Whistleblowing Investigations

We take a zero-tolerance approach to corporate and employee conduct involving corruption, money laundering, unfair competition, monopoly and insider trading. Our Audit and Inspection Department is responsible for carrying out audits on various types of compliance, investigating and handling reported incidents in conjunction with relevant functional departments and reporting regularly to the Chairman.

舉報渠道 Reporting Channels

- 公開的舉報渠道包括電話、郵箱、郵寄地址等，內部員工及合作夥伴也可通過企業微信中的「審計直通車」板塊舉報違反廉潔自律、舞弊等行為。
Internal employees and partners can report violations of integrity and fraud through the "Audit Direct" section in the corporate WeChat channel, in addition to a hotline, email, and correspondence address.

處理流程 Process

- 在接到投訴線索或證據後，第一時間進行舉報信息的收集梳理並判斷真實性。
After receiving the complaint clues or evidence, we will collect and sort out the reported information and determine the authenticity right away.
- 如存在違紀違規違法行為，按程序進行立項調查，並對內部管理責任制度的流程進行追溯。
If there are disciplinary violations and illegal acts, we will investigate the project and trace the process according to the procedure of internal management responsibility system.
- 一旦查實，我們將對當事人提出處分建議，並將涉嫌違法案件移交法務部門。
Once confirmed, we will propose disciplinary action against the person concerned, and the suspected illegal cases will be transferred to the legal department.
- 給予被舉報人申訴的機會。
Provide an opportunity for the reported person to appeal.

保護舉報人 Whistleblower Protection

- 舉報調查郵箱由專人負責，無關人員嚴禁接觸，並在全過程採取嚴格保密措施。
The whistleblowing mailbox is managed by dedicated personnel, while access by unrelated personnel is strictly prohibited. Strict confidentiality measures are taken throughout the whole process.
- 《審計人員作業規則》中明確規定：不得向調查組以外的人員透露舉報人相關信息、調查內容、工作安排。
The Auditor Operating Rules clearly stipulate that no whistleblower-related information, investigation content or work arrangements shall be disclosed to personnel beyond the investigation team.
- 《員工獎懲管理辦法》規定：被舉報人如有出現打擊報復舉報人的行為，舉報人可以進行投訴，公司核實後予以嚴懲。
According to the *Staff Rewards and Punishments Management Measures*, if the reported person has appeared to retaliate against the whistleblower, a complaint can be filed and the company will arrange severe punishment upon verification.

意識提升

農夫山泉定期組織不同職能、職級的員工開展商業道德相關培訓，以提升廉潔意識，促進廉潔自律。

Awareness Enhancement

Nongfu Spring organizes regular training courses related to business ethics for employees of different functions and ranks, aiming to enhance integrity awareness and self-discipline.

董事 Directors

- 於報告期內組織董事會成員研習香港廉政公署有關董事誠信責任和防貪意識的培訓資料。
During the reporting period, the Board members studied the training materials of *the Independent Commission Against Corruption of Hong Kong* on directors' integrity responsibilities and corruption prevention awareness.

全員 All Staff

- 開展全員反貪腐、廉潔、商業道德培訓，並100%簽署《農夫山泉員工商業行為準則》。
Carried out anti-corruption, integrity and business ethics training for all staff and 100% of employees have signed the *Code of Business Conduct*.

重點崗位 Key Positions

- 對於經銷商管理、供應商管理等職能的重點崗位員工，開展線上線下結合的模式，加強商業道德培訓力度。
For employees in key positions in dealer management, supplier management and other functions, we rolled out a training model that integrates online and offline elements to expand training coverage.

新員工 New Employees

- 集中對新入職人員進行入職培訓，包含了廉潔文化等相關培訓內容。
Onboarding training for new hires, which includes training related to integrity culture.

報告期內，我們共組織新入職及重點崗位員工12,077人次參與反貪腐培訓，總時長達2,564.93小時，董事共9人次全部參加了反貪腐培訓。

During the reporting period, we organized anti-corruption training for a total of 12,077 new and key employees, with a total of 2,564.93 hours, while all the nine directors attended anti-corruption training.

可持續發展治理

我們將可持續發展治理全面融入本公司戰略及日常營運管理中，並在全產業鏈多個領域傳遞與推動，致力於維護環境、產品品質、員工權益、企業社會責任等領域的可持續發展。報告期內，我們已制定了水壓力、包材與廢棄物、產品碳足跡三大可持續發展目標，詳見本報告可持續的生態—環境管理章節。

SUSTAINABILITY GOVERNANCE

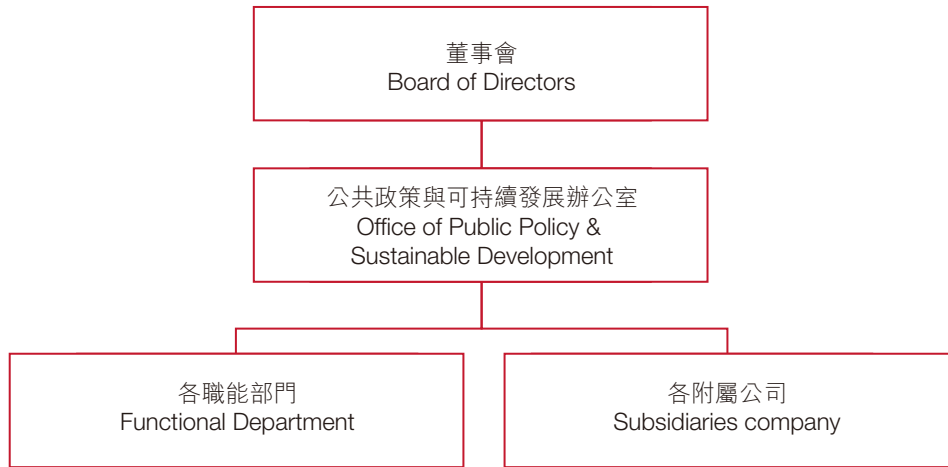
We have fully integrated sustainable development governance into our strategy and daily operations management, and have delivered and promoted it in various areas across our industry chain, working to maintain sustainable development in different areas, such as environment protection, product quality, employee rights and interests, and corporate social responsibility. During the reporting period, we have set three major sustainability targets for water pressure, packaging materials and waste, and product carbon footprint, as detailed in the *Sustainable Eco-Environmental Management* section in the report.

可持續發展治理架構

為更好地推進農夫山泉可持續發展戰略實施、加強管理公司可持續發展相關事務，我們於上市前已主動開始籌備並推進可持續發展治理事宜，設立了公共政策與可持續發展辦公室，形成了職能明確的三級可持續發展管理體系。上市後，我們由董事會審議通過並公開發佈了《公共政策與可持續發展辦公室可持續發展職權範圍》²文件。通過對業務營運中環境、社會、管治各層面可持續發展的探索，我們已形成並落實了由董事會把握方向，公共政策與可持續發展辦公室牽頭，各職能部門和附屬公司深度參與的治理模式。各層級主要職責如下：

Sustainability Governance Framework

In order to promote the implementation of Nongfu Spring's sustainable development strategy and strengthen the management of matters related to the Company's sustainable development, we have established Office of Public Policy & Sustainable Development and formed a 3-level sustainable development management structure with clear responsibilities, and we have also taken the initiative to start preparing and promoting sustainable development governance matters before the listing. After the listing, we adopted and publicly released the document "Terms of Reference for Sustainable Development of Office of Public Policy & Sustainable Development"² by our Board of Directors, establishing the Office of Public Policy & Sustainable Development and forming a three-tier sustainable development management system with clear functions. Through the exploration of sustainable development at all levels of the environment, society and governance in business operations, we have formed and implemented a governance model in which the Board of Directors decides on the direction, the Office of Public Policy and Sustainable Development takes the lead and all functional departments and subsidiaries are heavily involved. The main responsibilities at each level are as follows:



² 文件参见：https://www1.hkexnews.hk/listedco/listconews/sehk/2020/1217/2020121700796_c.pdf

² For the document, please visit: https://www1.hkexnews.hk/listedco/listconews/sehk/2020/1217/2020121700796_c.pdf

董事會 Board of Directors

- 負責評估及釐定公司有關可持續發展的風險：
Responsible for assessing and defining the Company's sustainability-related risks.
- 確保公司設立合適及有效的可持續發展管理及內部監控系統：
Ensuring that the Company has appropriate and effective sustainability management and internal control systems in place.
- 審批可持續發展相關政策：
Approving sustainability-related policies.
- 審批可持續發展報告 (ESG報告)。
Approving sustainability reports (ESG reports).

公共政策與可持續發展辦公室 Office of Public Policy & Sustainable Development

- 審視、制定及監督可持續發展願景、目標、策略及架構：
Reviewing, developing and monitoring sustainability vision, goals, strategies and structures.
- 監督、檢討、評估可持續發展表現：
Monitoring, reviewing and evaluating sustainability performance.
- 審閱、檢討可持續發展報告 (ESG報告)：
Reviewing the sustainability report (ESG report).
- 定期向董事會匯報可持續發展績效表現及相關事宜。
Reporting regularly to the Board on sustainability performance and related matters.

各職能部門及附屬公司 Every Functional Department and Subsidiary Company

- 負責按照《環境、社會與管治績效規範手冊 (試行)》對需提報的ESG指標信息進行收集、統計、填寫及審驗，並將信息上報匯總：
Responsible for collecting, counting, completing and verifying the information on ESG indicators to be reported in accordance with the *Nongfu Spring ESG Environmental Performance Specification Manual*, and reporting the summary.
- 協助完成工作計劃制定及落實：
Assisting in completing work plan formulation and implementation.
- 開展利益相關方溝通、交流培訓：
Conducting stakeholder communication and training.
- 落實可持續發展體系運行：
Implementing the sustainability system operation.
- 推進可持續發展目標的完成。
Promoting the completion of sustainable development goals.

穩健的治理 Robust Governance

報告期內，我們組織開展了本公司管理層的氣候變化工作坊等ESG培訓和提升活動，董事、管理層針對業務運營中的各可持續發展議題的風險、重要程度和管理方法進行了討論與評價，推動各部門對業務運行的可持續發展治理。

During the reporting period, we organized ESG training and enhancement activities, including a climate change workshop for the management of the Company. Directors and management discussed and evaluated the risks, materiality and management methods of various sustainability issues in business operations, and promoted sustainable development governance in the business operations of various departments.

同時，我們於報告期內新制定並審批發佈了一系列可持續發展公共政策，如《環境、社會與管治績效規範手冊(試行)》等對公司可持續發展有重要作用的相關制度文件，指引、管理可持續發展成效，以全面的體系政策推動本公司的可持續發展治理。

In addition, during the reporting period, we newly formulated and approved the release of a series of sustainable public policy, such as the “Environmental, Social and Governance Performance Specification Manual (Trial)”, to guide and manage the effectiveness of sustainable development and promote the Company’s sustainable development governance with a comprehensive system policy.

农夫山泉可持續發展內部制度體系
Nongfu Spring’s internal system for sustainable development



針對可持續發展績效的工廠考評，我們通過《工廠ESG環境績效規範(試行)》、《2020年度工廠總經理紅綫指標(關鍵責任指標)》，將部分可持續發展關鍵指標與所在工廠管理層的薪酬掛鉤。其中，環境事故、安全生產事故、因ESG違規造成的政府處罰或通報等作為「紅綫」類指標，一旦發生將對工廠績效產生重大影響。

利益相關方溝通

報告期內，我們根據自身業務範圍及生產經營性質，識別出對本公司具有決策權和影響力、與我們關係密切的利益相關方，包括供應商及商業合作夥伴、經銷商、顧客／消費者、投資者、員工、政府及監管部門、社會組織／媒體等。農夫山泉高度重視利益相關方溝通，與重要利益相關方建立了常態化溝通機制，深入了解各方訴求、意見和建議，將利益相關方及其關注點融入運營和決策過程，實現ESG與日常運營相結合，以幫助我們進行更有效的管理決策。

我們通過多種方式讓利益相關方參與我們推行的可持續發展戰略或舉措，並了解利益相關方觀點及期望。報告期內，我們通過投資者／分析員交流會、投資峰會及投資者活動等與投資者溝通，共計進行40餘場投資者會議和賣方分析師會議，建立了暢通的資本市場溝通渠道，有效體現本公司的內在價值與市場價值。

For the assessment of sustainable development performance in factories, we have adopted *ESG Environmental Performance Regulatory Handbook for Factories (Trial)* and *Red Line Indicators (Key Responsibility Indicators) for Factory General Managers in 2020*, which link some key indicators of sustainable development to the remuneration of the management of the factories in which they are located. Environmental accidents, safety accidents, and government penalties or notifications due to ESG violations are considered as “red line” indicators, which will have a significant impact on factory performance if they occur.

Stakeholder Communication

During the reporting period, based on our business scope and nature of production and operation, we identified stakeholders who have decision-making power and influence on the Company and are closely related to us, including suppliers and business partners, distributors, customers/consumers, investors, employees, government and regulatory authorities, social organizations/media, etc. Nongfu Spring attaches great importance to stakeholder communication and has established a regular communication mechanism with key stakeholders to gain a deeper understanding of their demands, opinions and suggestions. We integrate stakeholders and their concerns into our operations and decision-making process, and realize the integration of ESG with our daily operations to help us make more effective management decisions.

We engage our stakeholders in a variety of ways in our sustainability strategies or initiatives to understand their views and expectations. During the reporting period, we communicated with investors through investor/analyst exchanges, investment summits and investor events etc., conducting a total of more than 40 investor meetings and sell-side analyst meetings to establish an open channel of communication with the capital markets and to effectively reflect the Company's intrinsic value and market value.

穩健的治理 Robust Governance

在業務範圍內，對本公司業務運營重要的利益相關方類別、利益相關方所關注的議題、以及本集團的溝通渠道如下表所示。

Within our scope of business, the categories of stakeholders that are key to the Company's business operations, the issues of concern to stakeholders and the Group's communication channels are set out in the table below.

利益相關方 Stakeholders	關注議題 Concerned Issues	溝通與回應渠道 Communication and Response Channels
供應商及商業合作夥伴 Suppliers and Business Partners	供應鏈管理 Supply Chain Management 商業行為準則與反貪腐 Code of Business Conduct and Anti-Corruption 風險及危機管理 Risk and Crisis Management	供應商評價 Supplier Evaluation 飛行審查 Flight Review 供應商培訓及幫扶 Supplier Training and Support
經銷商 Distributors	商業行為準則與反貪腐 Code of Business Conduct and Anti-Corruption 食品安全及質量 Food Safety and Quality 水資源管理 Water Resource Management 稅務策略 Taxation Strategies	經銷商培訓 Distributors Training 經銷商大會 Distributors Conference 經銷商尋源活動 Distributors Sourcing
顧客／消費者 Customers/Consumers	食品安全及質量 Food Safety & Quality 食品健康營養機遇 Food Health & Nutrition Opportunities 客戶滿意度 Customer Satisfaction	品牌滿意度調查 Brand Satisfaction Survey 消費者服務熱綫 Consumer Service Hotline 消費者互動活動 Consumer Engagement Activities 消費者尋源活動 Consumer Sourcing Campaign
投資者 Investors	食品安全及質量 Food Safety & Quality 企業管治 Corporate Governance 食品健康營養機遇 Food Health & Nutrition Opportunities 環境合規 Environmental Compliance	企業年報和公告 Corporate Annual Report and Public Announcements 投資者、分析師會議 Investor and Analyst Meetings 路演 Roadshows 專項會議 Specialized Conferences

利益相關方 Stakeholders	關注議題 Concerned Issues	溝通與回應渠道 Communication and Response Channels
員工 Staff	職業健康及安全 Occupational Health & Safety 員工福利及報酬 Employee Benefits and Remuneration 員工權益 Employee Rights	員工座談會 Staff Seminars 培訓交流 Training 「OPEN」郵箱 “OPEN” Mailboxes
政府及監管部門 Government and Regulatory Authorities	不當競爭行為 Unfair Competition 風險及危機管理 Risk and Crisis Management 食品安全及質量 Food Safety and Quality 水資源管理 Water Resource Management	監管考核 Regulatory Assessment 會議交流 Conferences
社會組織及媒體 Social Organizations and Media	食品安全及質量 Food Safety and Quality 客戶隱私 Customer Privacy 水資源管理 Water Resource Management	產品發佈會 Product Launch 溝通會議 Communication Meetings 媒體專訪 Media Interviews

重大性分析

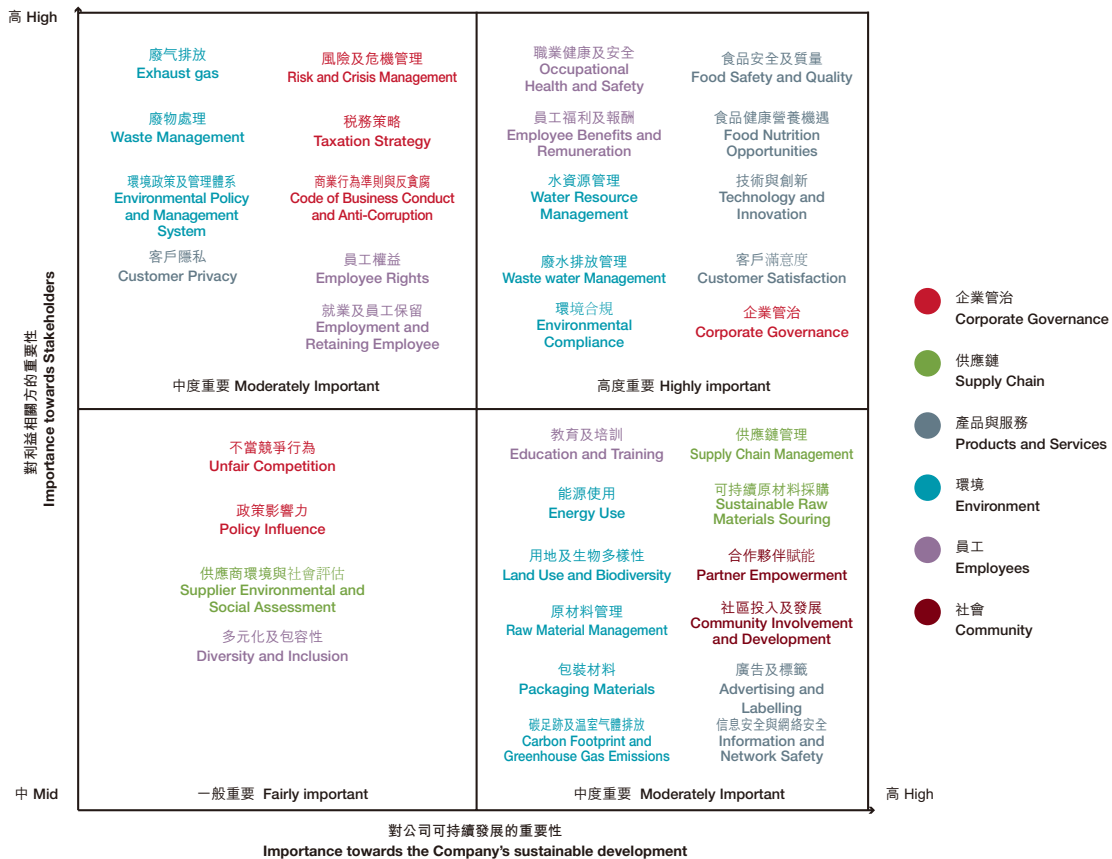
報告期內，在與利益相關方溝通的基礎上，本公司開展了重大性議題的識別工作。我們參考監管機構披露指引、資本市場評級機構關注的可持續發展議題，並同時開展同行披露情況對標，進行了14場內外部利益相關方深度訪談，向各類利益相關方發放並收集了3,129份重大性議題調研問卷，以此整理、分析及歸納主要利益相關方關切的議題。

根據分析結果，我們從對本公司可持續發展的重要性以及對利益相關方的重要性兩個方面，對各項議題的重要程度進行排序，識別出10項高度重要ESG議題、21項中度重要ESG議題、以及一般重要的4項ESG議題。重要的ESG議題將構成本報告內容的重點部分，我們將會在本報告內詳細披露相關內容。

Materiality Analysis

During the reporting period, based on our communication with stakeholders, the Company carried out the identification of materiality issues. We conducted 14 in-depth internal and external stakeholder interviews and collected 3,129 materiality questionnaires from various stakeholders, with reference to the disclosure guidelines of regulatory bodies and sustainability issues of concern to capital market rating agencies, as well as peer-to-peer disclosure benchmarking, in order to collate, analyze and summarize the issues of concern to key stakeholders.

Based on the results of the analysis, we ranked the importance of each issue in terms of its impact on the Company's ESG development and importance to stakeholders. We identified 10 highly important ESG issues, 21 moderately important ESG issues and 4 fairly important ESG issues. The important ESG issues will form the focus of this report and will be disclosed in detail herewith.



安心的品質

Reassuring Quality

向消費者提供質量上乘的產品與服務是本公司「利他」價值觀的體現。農夫山泉恪守高品質，確保產品的安全與質量，積極倡導「天然、健康」理念，竭誠為生命健康提供產品與服務。

Providing premium products and services to consumers is a reflection of the company's 'altruistic' values. We are committed to high quality, ensuring the safety and quality of our products, actively promoting the concept of "natural and healthy", and providing products and services for life and health.

天然與健康

Natural and Healthy



產品均秉持「天然、健康」理念開發，報告期內可聲稱無糖或低糖產品³的銷售重量佔比達85%以上
Products are developed with the concept of "natural and healthy", and the sales weight of products that can claim to be sugar-free or low-sugar³ reached over 85% during the reporting period



全國開展約5,000場健康飲水科普知識宣講活動
全國水文化科普教育基地已累積接待300餘萬人次
Conducted about 5,000 scientific and promotional activities on drinking water and health nationwide
The national water culture science education base has been visited by more than 3 million people

負責任的營銷

Responsible Marketing



合規營銷培訓經銷商3,039人，學習課程總計49,566門次
3,039 distributors trained in compliant marketing, with a total of 49,566 courses taken



未發生關於虛假宣傳和違規營銷的訴訟事件
No lawsuits regarding false advertising and marketing violation



全年收到的投訴數量較上年降低4.9%，且投訴處理率達100%，消費者滿意度98%
The number of complaints received for the year decreased by 4.9% compared to the previous year, and the complaint handling rate reached 100% with 98% consumer satisfaction

³ 無糖/低糖的定義依據GB 28050-2011《食品安全國家標準預包裝食品營養標籤通則》定義

³ The definition of low sugar and sugar-free are based on GB 28050-2011 National Food Safety Standard for Nutrition Labelling of Prepackaged Food

安全與質量

Safety and Quality



報告期內品質保障及食品安全研究投入經費115百萬元人民幣
RMB115 million was invested in quality assurance and food safety research during the reporting period



農夫山泉及其下屬所有水和飲料生產性工廠，除3家新建／改建工廠外⁴，共22家已全部獲取ISO 22000食品安全管理體系認證以及ISO 9001質量管理體系認證
Except for 3 newly built/remodeled factories⁴, all 22 water and beverage production factories of Nongfu Spring have obtained *ISO 22000 Food Safety Management System Certification and ISO 9001 Quality Management System Certification*



未發生已售或已運送產品中因安全與健康理由而須回收的事件
No recall of sold or delivered products for safety and health reasons



⁴ 該3家新建／改建工廠的食品安全管理體系認證、質量管理體系認證審核工作已於2020年完成，並預計在2021年獲取證書

⁴ The audits of Food Safety Management System Certification and Quality Management System Certification for the three newly built/remodeled factories were completed in 2020 and certificates are expected to be obtained in 2021

天然與健康

天然與健康是農夫山泉一以貫之的生命線，我們在產品開發與上市的全個階段貫徹天然、健康的理念。我們在預研階段充分考慮營養健康相關政策，產品開發過程中最大程度使用天然原料，盡可能滿足消費者的健康需求。在產品上市前的評審環節中，綜合評估產品的健康屬性，並且在產品上市後持續追蹤，適時調整產品健康屬性，滿足消費者對高品質消費品的需求。

NATURAL AND HEALTHY

“Natural and healthy” are the foundation of Nongfu Spring. We embed the concept of naturalness and health in all stages of product development and launch. We fully consider nutrition and health-related policies in the pre-research stage, and maximize the use of natural ingredients in the product development process to meet health-conscious consumer’s needs. In the pre-market review process, we assess the health attributes of our products and continue to track them after launch to adjust them when appropriate, to meet consumer demand for high quality products.

飲用水產品 Drinking Water

- 保留天然水中存在的鉀、鈣、鈉、鎂、偏硅酸等多種人體所需的天然礦物元素
Keep the potassium, calcium, sodium, magnesium, metasilicic acid and other natural mineral elements needed by the human body in natural water

飲料產品 Beverage Products

- 不斷開發天然、低糖、低鈉、低脂、少人工成分添加的飲品
Continuously develop natural, low-sugar, low-sodium, low-fat, and less artificially added beverages

農產品 Agricultural Products

- 源自優良產地，並確保自然成熟，不催熟不打蠟
From good sources and ensure natural maturity, no ripening and no waxing

飲用水產品

本公司堅持採用天然、無污染的原料，不斷尋找優質的水源地，前瞻性地在全國範圍內佈局了十大稀缺的優質天然水源，我們不使用城市自來水生產瓶裝飲用水，堅持在水源地建廠灌裝，保留天然水中存在的鉀、鈣、鈉、鎂、偏硅酸等多種人體所需的天然礦物元素，長期為消費者提供天然健康的產品與服務。針對細分的消費人群還推出了有針對性的包裝飲用水產品。

Water Products

Our company uses natural and non-polluting raw materials, constantly searching for quality water sources, and prospectively laying out ten scarce and quality natural water sources across the country. We do not use city tap water to produce bottled drinking water, but insist on building factories and filling water at the sources, preserving the natural mineral elements present in natural water, such as potassium, calcium, sodium, magnesium and metasilicic acid, which are required by the human body. We provide consumers with natural and healthy products and services in the long term. Aiming at different consumer segmentations, we have also launched different packaged drinking natural water products.



- 天然礦泉水(含鋰型)：包含與人類神經系統相關的鋰元素。針對包括中老年人群在內的消費者。
Natural mineral water (containing lithium): Contains lithium, which is associated with the human nervous system. Targeted at consumers including the middle-aged and elderly.



- 飲用天然水(適合嬰幼兒)：含有適合嬰幼兒飲用的礦物質含量，經加熱殺菌無菌冷灌裝，微生物限量達到商業無菌要求。
Drinking natural water (suitable for infants and young children): Contains mineral content suitable for infants and children, sterilized by heat, aseptic-cold filling, and microorganisms limit that meet commercial sterilization requirements.

飲料產品

農夫山泉多年來不斷開發天然、低糖、低鈉、低脂、少人工成分添加的飲品，在法律法規允許的種類和用量的範圍內使用添加劑，並盡可能通過技術與工藝優化減少添加劑的使用。

Beverage Products

Over the years, Nongfu Spring has developed natural, low sugar, low sodium, low fat and low artificial ingredient beverages, using additives within the range of types and dosages allowed by laws and regulations, and reducing the use of additives through technical and technological optimization wherever possible.



- 東方樹葉：直接以茶葉為原料，通過先進的萃取工藝生產，無菌冷灌裝，不添加香精，0糖0卡。
Oriental Leaf: Made with tea leaves, produced through an advanced extraction process, aseptic cold filling, no added flavors, 0 sugar and 0 calories.



- NFC果汁：我們相信「好果汁是種出來的」，NFC果汁不加水、不加糖、不加任何食品添加劑，100%由優質產地水果直接榨取獲得。
NFC Juice: As we believe “Good juice comes from planting”, NFC Juice is made without adding water, sugar or any food additives and is 100% extracted from high quality produced fruits.



- 炭仞咖啡：選用優質產地的阿拉比卡咖啡豆，以領先的工藝自行烘焙，現磨現萃，無香精添加。
Tan Bing coffee: made from Arabica beans of the premium origin, roasted from scratch using a leading-edge process, freshly grounded and without added flavors.

農產品

臍橙、蘋果等農產品均產自國內的核心產區，不催熟、不打蠟，只有自然成熟、通過農殘檢測、符合採摘標準的果子才能採摘。



- 17.5° 橙：汁水多，水分足，甜酸可口形成了「17.5° 橙」的極佳風味。每一顆「17.5° 橙」表皮完整度統一，個頭均勻，外觀和口感均達到標準要求。
17.5° oranges: Juiciness and the delicious sweet and sour form an excellent flavor of 17.5° orange. The integrity of the skin, uniform size, and the taste of each 17.5° orange could meet the standard requirements.



- 17.5° 蘋果：制定嚴格的採摘篩選標準，保證每一顆蘋果的高品質，達到口感細膩、果肉鬆脆、汁多無殘渣。
17.5° apple: Strict picking and screening standards are used to ensure the high quality of each apple, in order to achieve smooth taste, crisp fruit, juicy and no residues.

未來，農夫山泉將積極響應包括《國民營養計劃(2017-2030年)》在內的國家各項健康營養政策，加大以水果、茶、咖啡、植物蛋白等天然原料為基礎的產品開發，也將繼續推進符合健康要求的功能性飲料的研究與開發，加深產品的天然與健康內核屬性。

In the future, Nongfu Spring will actively respond to various national health and nutrition policies, including the “Healthy China 2030”, and increase product development based on natural ingredients, such as fruits, tea, coffee and plant proteins. The Company will also continue to promote the research and development of functional drinking products with health requirements to enhance the core “natural and healthy” attributes of our products.

我們始終秉持「為生命健康提供產品與服務」的理念經營產品，盡可能滿足消費者的健康需求。報告期內，本公司可聲稱無糖／低糖、無鈉／低鈉、無脂肪／低脂⁵等健康屬性的產品銷售重量佔比均達85%以上。

We will continue to produce products under the philosophy of providing products and services for life and health to meet the health needs of consumers as much as possible. During the reporting period, the proportion of sales weight of our products that can claim health attributes such as sugar-free/low sugar; sodium-free/low sodium; fat-free/low fat⁵ reached over 85%.

⁵ 無糖／低糖、無鈉／低鈉、無脂肪／低脂肪的定義依據GB28050-2011《食品安全國家標準預包裝食品營養標籤通則》的定義

⁵ The definition of sugar-free/low sugar; sodium-free/low sodium; fat-free/low fat are based on GB 28050-2011 National Food Safety Standard for Nutrition Labelling of Prepackaged Food

傳播健康理念

我們積極推動健康飲水理念的傳播，在各地積極開展健康飲水倡導活動，將健康的生活觀念傳遞給社會，實現「健康中國」的目標。我們在全國義務進行了約5,000場飲水健康知識科普和食品安全教育活動，提升社會群眾對於健康飲食理念的認知。我們連續多年參與飲水營養與健康相關的國際論壇，開展飲用水中的營養素、嬰幼兒群體的飲水健康等熱點議題的探討。

我們結合自身企業優勢，將自然資源與現代工業有機結合，在全國水源地開展有深度的研學和水情教育活動。我們在全國建有水文化科普教育基地、國家水情教育基地共計13座。各個教育基地以農夫山泉天然水和飲料生產綫為基礎，以我們的理念「天然、健康」為方向，將食品工業生產參觀與飲用水源地保護體驗相結合，培養來訪者對水健康知識、水源地保護的科學認知。

Spreading the Healthy Concept

We actively promote the concept of healthy drinking water and organize healthy drinking campaigns in different regions to pass on the concept of healthy living to the community, achieving the goal of "Healthy China 2030". We have conducted around 5,000 voluntary drinking water and food safety education activities across the country to raise awareness of the concept of healthy diet. We have participated in international forums on drinking water nutrition and health for many years, discussing hot topics including nutrients in drinking water and healthy drinking of water for infants and young children.

We have combined natural resources and modern industry based on our corporate strengths to develop in-depth research and water education activities at water sources across the country. We have built water culture education bases across the country, with a total of 13 national water education bases. Each education base is based on the natural water and beverage production lines of Nongfu Spring and our philosophy of "natural and healthy", combining food industry production tours with drinking water source protection experience to develop visitors' scientific knowledge of water health and water source protection.



參與聯合國可持續發展教育的本土化課程項目

Participation in the United Nations (UN) Education for Sustainable Development Localized Curriculum Project



農夫山泉積極回應聯合國可持續發展目標，積極參與聯合國可持續發展教育區域中心組織彙編的「培育地球公民—可持續發展目標精品課程(綫路)」項目。我們的「可持續水管理和水源保護」作為可持續發展目標「負責任消費和生產」的代表精品課程，與浙江大學、海寧中學等學校開發的多項其他議題研學課程共同入選。課程和綫路圍繞17個可持續發展目標，針對各階段的學生，進行可持續發展教育，內容包括無貧窮、零饑餓、優質教育、性別平等、氣候行動、負責任消費和生產等。

In response to the UN *Sustainable Development Goals* (SDGs), Nongfu Spring has actively participated in the “Cultivating Global Citizenship – SDG Excellence Curriculum (Routes)” project compiled by the United Nations District Centre for Education for Sustainable Development. The “Sustainable Water Management and Water Source Protection” course, as the role model of the SDG “Responsible Consumption and Production”, was selected together with study courses developed by other organization such as Zhejiang University and Haining Middle School. The courses and itineraries are based around the 17 SDGs and are aimed at students at all levels on sustainable development, including no poverty, zero hunger, quality education, gender equality, climate action and responsible consumption and production.

截至報告期末，我們各大教育基地已累積接待300餘萬人次，全國約有100萬學生體驗了「水文化研學」課程，為水情教育以及水健康理念的傳播做出貢獻。報告期內，由於積極傳播水營養健康知識和食品安全理念，茶園工廠獲評「浙江省綠色消費教育基地」。

By the end of the reporting period, our educational bases had been visited by more than 3 million visitors and approximately 1 million students nationwide had experienced the “Water Culture Study” program, contributing to water education and the spread of water health concepts. During the reporting period, the Tea Garden Factory was named a “Green Consumption Education Base in Zhejiang Province” in recognition of its active commitment in promoting water nutrition and health knowledge as well as food safety concepts.

安全與質量

農夫山泉嚴格依法組織生產和銷售，我們依據《中華人民共和國食品安全法》及《中華人民共和國食品安全法實施條例》等法律法規及相應產品標準的要求，制定了《產品責任及宣傳政策》、《質量食品安全環境綜合管理手冊》等多項程序文件。本公司專門設置品質保障部負責產品品質保障工作，每年定期組織相關質量體系評審，分析風險受控情況，以此優化生產。

品質保障

農夫山泉的企業質量管理體系涵蓋原料及包裝材料的供應鏈、製造、倉儲、物流及銷售等各環節。本公司持續優化工廠管控、總部監督、審計稽查等多重質量監控機制，確保各項管理要求有效實施。

在產品製造過程中，農夫山泉建立原料質量控制、生產過程質量控制、成品質量控制三道防線，組成覆蓋全流程的風險防控網絡，並制定《食品生產日常監督檢查管理規範》等一系列生產過程中的產品質量管理文件，進一步加強食品安全與質量管理。

SAFETY AND QUALITY

In accordance with the *Food Safety Law of the People's Republic of China* and the *Regulations on the Implementation of the Food Safety Law of the People's Republic of China* and other laws and regulations as well as relevant product standards, we have formulated a number of procedural documents, such as the *Product Responsibility and Publicity Policy* and the *Quality Food Safety and Environmental Comprehensive Management Manual*. The Company has set up a dedicated Quality Assurance Department to be responsible for product quality assurance, and organizes regular reviews of the relevant quality system every year to analyze the risk control situation and thereby optimize production.

Quality Assurance

Nongfu Spring's corporate quality management system covers all aspects of the supply chain of raw materials and packaging materials, manufacturing, storage, logistics and sales. The Company continues to optimize multiple quality control mechanism, including factory control, head office supervision and audit and inspection, to ensure effective implementation of all management requirements.

In the product manufacturing process, Nongfu Spring has established three lines of defense: quality control of raw materials, quality control of the production process and quality control of finished products, which together form a risk prevention and control network covering the entire process. It has also formulated a series of documents on product quality management in the production process, such as the *Management Code for Daily Supervision and Inspection of Food Production*, to further strengthen food safety and quality management.

源頭把控 Source Control

- 對採購的原料及包裝材料實行嚴格准入、定期考核、不定期飛檢、外部檢測、輔導和淘汰機制，嚴控原料供應端質量
Implement strict access, regular assessment, unscheduled inspection, external testing, counseling and elimination mechanisms for purchased raw materials and packaging materials, and strictly control the quality of raw materials at the supply end

過程防範 Preventive Measures in Process

- 制定食品安全風險監控計劃並組織實施，對原料及包裝材料、中間產品、終端產品進行風險監控，有效識別和防範風險
Develop food safety risk monitoring plan and organize its implementation, conduct risk monitoring on raw materials, intermediate products, and end products, and effectively identify and prevent risks

售後追溯 After-sales Traceability

- 完善質量管理信息系統，通過信息追溯系統，將質量控制延伸至儲運和銷售環節
Improve the quality management information system, and extend quality control to the storage, transportation and sales through the information traceability system

此外，我們每年定期開展質量審計，以此評估品質保障能力，識別質量改善機會點。我們曾開展「無菌新綫質量審計」，提出果汁輸送設計自動化技術改造、降低人力成本、能耗及提升品質保障三點要求，報告期內均已完成改造，取得良好的品質提升效果。

截至報告期末，農夫山泉及其下屬所有水和飲料生產性工廠，除3家新建／改建工廠⁶外，共22家已全部獲取ISO 22000食品安全管理體系認證以及ISO 9001質量管理體系認證。在測量管理方面，農夫山泉和部分下屬公司已獲得ISO 10012測量管理體系認證證書。

報告期內，農夫山泉品質保障及食品安全研究團隊人員已達700人以上，對品質保障及食品安全研究資金投入達115百萬元人民幣，用於加強食安隊伍能力建設，提高食品安全風控水平，把好食品安全質量關。農夫山泉持續加強產品檢測力度，制定嚴格的品質檢測標準，對終端產品進行全面監控。報告期內，農夫山泉檢測樣品近百萬個；與第三方檢驗機構合作，對產品進行隨機抽檢7,119批次，檢測合格率100%；接受國家市場監督管理部門隨機抽檢358批次，檢測合格率100%。

In addition, we regularly conduct quality audits every year to assess quality assurance capabilities and identify quality improvement opportunities. We have conducted a quality audit of new aseptic lines, and made requests including the automation of juice conveying design, reduction of labor costs and energy consumption, and improvement of quality assurance. All of these were completed during the reporting period and achieved good quality improvement results.

As of the end of the reporting period, Nongfu Spring and all its subsidiary water and beverage production factories, except for 3 newly built/remodeled plants⁶, all 22 factories have obtained *ISO 22000 Food Safety Management System Certification* and *ISO 9001 Quality Management System Certification*. Regarding measurement management, Nongfu Spring and some of its subsidiaries have obtained *ISO 10012 Measurement Management System Certification*.

During the reporting period, our quality assurance and food safety research team has reached more than 700 people and we invested RMB115 million in quality assurance and food safety research to strengthen the capacity of food safety team, improve food safety risk control and keep food safety quality in check. Nongfu Spring continues to strengthen product testing efforts, set strict quality testing standards and conduct comprehensive monitoring of end products. During the reporting period, nearly one million samples were tested by Nongfu Spring. We cooperated with third-party inspection agencies to conduct random sampling tests on 7,119 batches of products, with a 100% passing rate. 358 batches of products were subject to random sampling tests by the state administration for market regulation authorities, with a 100% passing rate.

⁶ 該3家新建／改建工廠的食品安全管理體系認證、質量管理體系認證審核工作已於2020年完成，並預計在2021年獲取證書

⁶ The audits of *Food Safety Management System Certification* and *Quality Management System Certification* for the three newly built/remodeled factories were completed in 2020 and certificates are expected to be obtained in 2021

標準建設

我們始終以行業的高標準要求自己，致力於為消費者提供優質的產品。我們積極參與行業質量標準的修訂工作。成立以來，農夫山泉先後參與了食品、飲料及包裝飲用水領域等多項標準的制修訂工作，其中著名的國家標準4項，包括GB/T 10789-2015飲料通則、GB/T 31121-2014果蔬汁類及其飲料等國家標準等，行業標準3項、地方標準3項、團體標準7項(報告期內參與3項)，積極引領行業發展和創新，體現了作為行業領先企業的責任和擔當。

Standardization

We always demand ourselves with the high standards of the industry and are committed to providing consumers with quality products. We actively participate in the revision of product quality standards in the industry. Since the establishment, Nongfu Spring has participated in the formulation and revision of many standards in food, beverage and packaged drinking water, including 4 national standards, such as *GB/T 10789-2015 General Standard for Beverage* and *GB/T 31121-2014 General Standard for Fruit & Vegetable Juices and Fruit & Vegetable Beverage (nectars)*, 3 industrial standards, 3 local standards and 7 group standards (3 of them during the reporting period). The Company actively leads the development and innovation of the industry, reflecting our responsibility and commitment as a leading enterprise.

100%非濃縮還原(NFC)橙汁生產技術規範

Technical Specifications for the Production of 100% Not From Concentrate (NFC) Orange Juice

非濃縮還原橙汁採用機械方法壓榨，不添加防腐劑，產品的儲存和運輸對加工過程提出了更高的要求。農夫山泉與國家薺橙工程技術研究中心合作，制訂《100%非濃縮還原(NFC)橙汁生產技術規範》江西省地方標準，作為國內首個非濃縮還原橙汁的標準化加工規範，開創性地規範原料及生產工藝要求，指導非濃縮還原類果汁加工過程的品質提升，共同提升全行業食品安全水平。

NFC Orange Juice is pressed by mechanical methods without adding preservatives. Therefore, the storage and transportation of the product impose higher requirements. Nongfu Spring cooperated with the National Navel Orange Engineering Research Center to formulate the *Technical Specification for 100% Not From Concentrate Orange Juice Production (Jiangxi Provincial Local Standard)*, which is the first standardized processing standard for NFC orange juice in China. It standardizes the raw materials and production process requirements, guides the quality improvement of NFC juice processing, and improves the food safety level of the whole industry.



意識提升

農夫山泉將產品品質放在首位，持續開展質量改善活動和培訓，提升全員品質意識，營造全員參與質量改進的良好氛圍，形成持續改進的質量價值觀。

我們制定了《品保部培訓管理辦法》及培訓過程管理程序文件，設立培訓專員，統籌規劃質量相關培訓，並編製課程庫。根據培訓計劃，我們定期開展關於質量保障、食品安全、質量管理和質量工具應用相關培訓，組織品質訓練營，設置技術類和管理類課程，包含食品安全法律法規、質量體系認證等內容。

報告期內，本公司研發及質量控制人員和生產系統人員一起開展食品安全與質量相關培訓共計29,425人次，食品安全與質量相關培訓時長達42,759小時。

茶園工廠品管圈(QCC)活動

Tea Garden Factory Quality Control Circle (QCC) Activities



Raising Awareness

Nongfu Spring prioritizes product quality and continuously organizes quality improvement activities and training to enhance the quality awareness of all employees, create a good atmosphere for employees to participate in quality improvement, and form the quality value of continuous improvement.

We formulated the *Training Management Measures of the Quality Assurance Department* and training process management procedure documents, arranged a training specialist to coordinate the planning of quality-related training and compiled a course library. According to the training plan, we regularly conduct training related to quality assurance, food safety, quality management and quality tools application, organize quality training camps, and set up technical and management courses, including food safety laws and regulations, quality system certification, etc.

During the reporting period, R&D and quality control personnel, together with production system personnel, conducted a total of 29,425 food safety and quality-related training sessions and 42,759 food safety and quality-related training hours.

為了激發全員品質意識，提升產品品質，茶園工廠從改善品質、提升效率、優化流程或工藝等方面著手，開展為期一年的QCC活動。報告期內，該工廠啟動了品質改善項目29個，並定期開展關於改善項目現狀、原因分析、改善舉措等內容的內部分享，使得員工更加了解目前改善課題的進度及實施過程的成果及困難點，更好地實現工廠生產各個環節的品質改善。

In order to stimulate the quality awareness of all employees and improve the quality of products, the Tea Garden Factory launched a year-long QCC activity in terms of improving quality, enhancing efficiency, and optimizing processes or procedures. During the reporting period, the factory initiated 29 quality improvement projects and conducted regular internal sharing on the status of improvement projects, cause analysis, and improvement initiatives, making employees more aware of the progress of current improvement topics and the results and difficulties of the implementation process to better achieve quality improvement in all aspects of the factory's production.

追溯與召回

在產品銷售過程中，農夫山泉堅持把控銷售環節的質量安全管理，確保產品的安全、新鮮。我們制定了《銷售環節質量管理辦法》、《經銷商合作制度》、《關於經銷商庫存及終端門店貨齡管理的要求》等制度，明確全國銷售渠道經銷商市場主體的責任。我們對經銷商倉儲質量管理、終端貨齡新鮮度管理提出要求，搭建質量安全可追溯系統，並通過大數據分析系統管理庫存，給消費者提供新鮮、高品質的產品。

Traceability and Recall

In the process of product sales, Nongfu Spring controls the quality and safety management of the sales process to ensure the safety and freshness of products. We have formulated policies such as *Quality Management Measures for the Sales Chain, Dealer Cooperation System and Requirements on Dealer Inventory and Terminal Store Aging Management* to clarify the responsibilities of market subjects of dealers in national sales channels. We put forward requirements on the quality management of the dealer’s warehouse storage and the management of the freshness of the terminal goods age, build a quality and safety traceability system, and manage the inventory through a big data analysis system to provide fresh and high-quality products to consumers.

17.5°橙質量安全追溯系統
17.5° Orange Quality and Safety Traceability System



為了提升產品可追溯性，農夫山泉搭建了安全追溯系統，對臍橙等蔬果的種植、收購、檢驗、包裝、發貨等環節信息進行追蹤、採集和整理。消費者購買可追溯產品後，掃描每個產品獨有的二維碼，即可進行防偽驗證，追溯產品的產區、採摘及加工時間、品質檢驗等各環節的信息。而市場銷售人員經授權後掃描同一箱碼即可獲知產品發貨信息與經銷商信息。該系統有效地打擊了產品造假，提升產品追溯性，同時增進了公司與消費者的互動。

In order to enhance product traceability, Nongfu Spring has built a safety traceability system to track, collect and organize information on the cultivation, acquisition, inspection, packaging and delivery of navel oranges and other fruits and vegetables. After consumers purchase traceable products, they can scan the unique QR code of each product to verify anti-counterfeiting, trace the information of the product’s production area, picking and processing time, and quality inspection. Market sales are authorized to scan the same box code to know the product shipment and dealer information. The system effectively combats product counterfeiting and enhances product traceability, while enhancing the interaction between the company and consumers.

農夫山泉遵守國家《食品召回管理辦法》，並編製《產品召回程序》，保證進入市場的產品在出現安全或質量問題時能夠及時有效地處理。對於需要召回的產品，我們將在第一時間啟動召回程序。同時，為了保證並評估召回流程的可操作性，降低食品安全問題帶來的風險，本公司下屬各工廠每年至少進行一次產品召回演練，召回程序如下：

Nongfu Spring complies with the national *Food Recall Management Measures* and prepares *Product Recall Procedures* to ensure that products entering the market can be dealt with promptly and effectively in the event of safety or quality problems. For recalled products, we start the recall process right away. Meanwhile, in order to ensure and evaluate the operability of the recall process and reduce the risk caused by food safety issues, each company's subsidiary factory conduct product recall drills at least once a year. The recall procedure is as follows:



報告期內，農夫山泉並未發生已售或已運送產品(含農產品)因安全與健康理由而須回收的事件。

During the reporting period, there were no incidents in which sold or shipped products (including agricultural products) had to be recalled for safety and health reasons.

負責任營銷

農夫山泉將消費者洞察、中國文化、自然與人文關懷等理念有機地融入產品設計和廣告宣傳之中，形成富含農夫山泉特色的營銷風格。我們主張在潛移默化中感染用戶，而非通過誇張的宣傳奪人眼球，為此，我們始終秉持真實、科學、準確的態度，以事實和科學依據為支撐，準確地介紹產品知識和健康理念。

RESPONSIBLE MARKETING

Nongfu Spring organically integrates consumer insights, Chinese culture, nature and humanistic care into product design and advertising, forming Nongfu Spring-characteristic marketing style. We inspire customers in a subtle way rather than grabbing attention through exaggerated promotion. To this end, we always uphold a truthful, scientific and accurate attitude, and accurately introduce product knowledge and health concepts supported by facts and scientific bases.

本公司嚴格遵循《中華人民共和國廣告法》、《中華人民共和國食品安全法》等法律及相關法規的規定開展品牌與營銷活動，並依此制定了《產品責任及宣傳政策》。

The Company strictly follows the provisions of the *Advertising Law of the People's Republic of China*, the *Food Safety Law of the People's Republic of China* and other laws and regulations to carry out branding and marketing activities, and formulates the *Product Liability and Publicity Policy* accordingly.

為了保證公司在不同營銷渠道的合規要求，彰顯農夫山泉對產品與宣傳負責的態度，我們從產品標識、營銷活動、宣傳培訓等多個角度，確保產品廣告宣傳行為的合理與合規。

In order to ensure the Company's compliance with the requirements in different marketing channels and to demonstrate our responsible attitude towards products and publicity, we ensure reasonable and compliant product advertising and publicity practices from various perspectives, including product identification, marketing activities and publicity training.

產品標籤標識管理 Product Labelling Management

- 產品標籤標識遵循《中華人民共和國食品安全法實施條例》及《食品安全國家標準預包裝食品標籤通則》(GB-7718)等相關法律、法規、標準等的規定。對於包裝飲用水及飲料類產品，我們還清楚地在產品標籤上標明了特徵性指標或者營養成分，幫助消費者了解產品的營養成分和營養價值。
Product labelling and identification of the *Implementation of the Food Safety Law of the People's Republic of China* and the *National Standard for Food Safety Prepackaged Food Nutrition Labelling Guidelines (GB-7718)* and other laws and regulations. For packaged drinking water and beverage products, we also clearly indicate the characteristic indicators or nutritional content on the product labels to help consumers understand the nutritional content and nutritional value of the products.

營銷活動合規審核 Marketing Campaign Compliance Audit

- 在每次營銷活動前，我們會對整體方案進行把控，並且對法務風險、營銷內容等方面進行嚴格的審核，確保宣傳內容契合農夫山泉一以貫之的理念。
Before each marketing campaign, we manage the overall plan and conduct a strict review of legal risks and marketing content to ensure that the promotional content is in line with Nongfu Spring's all-time philosophy.

合規培訓宣貫 Compliance Training and Awareness

- 每年面向員工定期開展飲水知識、法務知識相關的培訓；同時對經銷商開展關於產品知識、企業文化、水知識等內容的系列培訓。
Every year, we conduct regular training for employees on drinking water knowledge and legal knowledge; while distributors conduct a series of training on product knowledge, corporate culture, water knowledge, etc.

除了傳統授課模式，我們於報告期內通過集中線上系統平台進行培訓，培訓覆蓋重點經銷商3,039人，系統學習課程總計49,566門次，包括合規營銷相關內容。報告期內，本公司未發生關於虛假宣傳和違規營銷的訴訟事件。

In addition to traditional training pattern, we conducted training through a centralized online system platform during the reporting period, covering 3,039 key distributors and a total of 49,566 systematic learning courses, including compliance-marketing related content. During the reporting period, there were no litigation incidents regarding false propaganda and non-compliant marketing.

消費者服務

農夫山泉肩負為生命健康提供產品及服務的使命，用實際行動保證為消費者服務的質量，提升產品可及性，尊重並保護消費者隱私。

產品體驗

我們在產品設計的過程中充分考慮消費特點，持續改善消費者體驗，在研發前期提前開展消費者調研，使得產品盡可能地貼合消費者喜好。在產品上市後，我們還通過開展品牌調研的方式，主動分析產品與服務中可能存在的問題並解決。同時，我們還注重通過產品本身傳遞農夫山泉不變的溫情堅守和人文關懷。

CONSUMER SERVICES

Nongfu Spring takes responsibility to the mission of providing products and services for life and health, and takes practical actions to ensure the quality of consumer services, enhance product accessibility, and respect and protect consumer privacy.

Product Experience

We take into account consumption characteristics in the process of product design and continue to improve consumer experience. We conduct consumer research in advance of research and development, so our products fit consumer preferences as much as possible. After launching the products, we proactively analyze and solve possible problems in our products and services by conducting brand research. In addition, we focus on conveying Nongfu Spring's unchanging warmth, perseverance and humanistic care through the products.



- 天然礦泉水(運動瓶蓋)：採用單手可開啟蓋及防漏設計，瓶蓋內配的專利閥門只有在受壓情況下才會打開，適用於青少年和喜愛運動的人群。
Natural mineral water (with sports caps): with a one-handed openable cap and leak-proof design, the patented valve inside the cap will only open under pressure, suitable for teenagers and sport enthusiasts.



- 飲用天然水(適合嬰幼兒)：符合人體工程設計的瓶身便於爸爸和媽媽牢固握持，提升了產品安全性和便利性。
Drinking natural water (suitable for infants and young children): The ergonomically designed bottle body is easy for parents to hold firmly, enhancing product safety and convenience.



- 生肖紀念版天然礦泉水：每年在中國新年期間推出，蘊含對新年美好祝福，通過「只送不賣」活動對消費者表示感謝。
Natural mineral water Zodiac bottled: Launched every year during the Chinese New Year, it symbolizes new year blessings and is a token of appreciation to consumers through a giveaway campaign.



- 定製版飲用天然水：我們與故宮文化服務中心、網易雲音樂等品牌合作策劃「故宮瓶」、「樂評瓶」，達到文化傳播與品牌傳播的雙贏。
Customized natural drinking water: we cooperate with the Forbidden City Cultural Service Center, NetEase Cloud Music and other brands to plan “Forbidden City Bottle” and “Music comment Bottle” to achieve a win-win situation of cultural communication and brand communication.

服務體驗

在終端銷售環節，農夫山泉制定了《銷售業務人員管理制度》、《經銷商合作制度》，提出對各渠道銷售環節的服務要求，並協助經銷商對銷售人員開展客戶服務相關培訓，提高消費者對本公司服務品質的滿意度。

為了增加服務便利性與產品可及性，我們開通了「送水到府」智能零售平台，將我們的產品直接免費送貨上門，有效促進產品流通、新業態和新消費模式的發展。疫情期間，我們還在全國5,000多個小區設立便捷無人供水點，保障應急狀態下飲水供應，最大限度為消費者提供便利服務。面對疫情期間物流不暢，居民居家隔離的狀況，農夫山泉還積極與政府部門溝通建立綠色運輸通道，確保產品及時送達。

Service Experience

For terminal sales process, Nongfu Spring has formulated the *Sales Personnel Management System and the Dealer Cooperation System* to put forward service requirements for each sales channel and assist dealers in training their sales staff on customer service to improve consumer satisfaction with our service quality.

In order to increase the convenience of service and accessibility of products, we rolled out the “Water to Home” smart retail platform, which delivers our products directly to house for free, effectively promoting the development of product distribution, new business models and new consumption patterns. During the pandemic, we also set up convenient unmanned water supply points in more than 5,000 communities nationwide to ensure the supply of drinking water in emergency situations and to provide maximum convenience for consumers. In the face of challenged logistics during the COVID-19 and the isolation of residents at home, Nongfu Spring actively communicated with government bodies to establish green transportation channels to ensure timely product delivery.



投訴管理

為確保投訴事件在第一時間得到妥善處理，減少負面影響，農夫山泉制定了《客訴處理管理辦法》。在處理消費者投訴時，我們承諾及時與消費者聯絡，並於必要時開展質量調查程序。

我們已設立了包括消費者服務熱線95077在內的多種投訴渠道，同時主動從社交網絡、微信公眾號等渠道收集意見和投訴，並及時給予答覆。在接獲客戶投訴後，我們第一時間與客戶溝通並協調解決，及時完成客訴處理。此外，我們對客訴系統端口權限進行管理，限制調閱客戶投訴信息的權限，並禁止相關人員隨意對外透露，防止隱私泄露。

報告期內，本公司收到的投訴較上年降低4.9%，且投訴處理率達100%，消費者滿意度為98%。

隱私保護

在服務客戶與內部運營過程中，我們尤其注重客戶隱私信息的保護。本公司根據《中華人民共和國網絡安全法》等法律法規，制定了《終端客戶資料管理辦法(試行)》等管理制度。針對公司內部信息系統與商業信息，我們定期對公司的網絡設備進行安全監控和維護，並積極提升員工網絡安全意識。針對客戶個人信息，我們對關鍵信息進行加密隱藏，並設置不同訪問權限，防止客戶隱私泄露。報告期內，未發生因客戶隱私及商業信息泄露而引發的訴訟。

Complaint Management

In order to ensure that complaints are properly handled right away and to reduce negative impacts, Nongfu Spring has formulated the *Management Measures for Handling Customer Complaints*. In handling consumer complaints, we are committed to contacting consumers in a timely manner and conducting quality investigation procedures when necessary.

We have set up various complaint channels, including the consumer service hotline 95077. We also actively collect opinions and complaints from social networks, WeChat public numbers and other channels to provide timely responses. After receiving customer complaints, we communicate and coordinate with customers to resolve them at once and complete the processing of customer complaints in a timely manner. In addition, we manage the permissions of the port of the customer complaint system, restrict the access to customer complaint information, and prohibit relevant personnel from disclosing it to the public to prevent privacy leakage.

During the reporting period, the number of complaints received by the Company decreased by 4.9% compared with the previous year, and the complaint handling rate reached 100% with the consumer satisfaction rate at 98%.

Privacy Protection

In the process of serving customers and internal operations, we pay particular attention to the protection of customers' privacy information. The Company has established management systems such as *Measures for the Management of Terminal Customer Information (for Trial Implementation)* in accordance with the *Cybersecurity Law of the People's Republic of China*. For our internal information systems and business information, we regularly monitor and maintain the security of our network equipment and actively promote the awareness of our employees on network security. For personal information of customer, we encrypt and hide key information and set different access rights to prevent leakage of their privacy. During the reporting period, there were no litigation due to customer privacy leakage or commercial information leakage.

不懈的創新 Relentless Innovation

農夫山泉秉持「引導創新、合理開放」的原則，力主創新，尋求突破，以差異化樹立品牌優勢。我們尊重自身與他人的創新成果，注重對於知識產權的保護。

Nongfu Spring upholds the principles of leading innovation, reasonability and openness. We strive for innovation, seek breakthroughs and establish brand advantages by differentiation. We respect our own and others' innovations and pay attention to the protection of intellectual property rights.

「我們希望生產的不僅僅是有形的產品，更希望在這裏生產無形的產品 — 知識。」

“We hope to produce not only tangible products, but also intangible products — knowledge.”

— 董事長 鍾睒睒

— Zhong Shanshan, Chairman

研發與創新

R&D and Innovation



研發創新堅持天然健康產品理念，推出0糖、低糖產品，使用天然原料，均衡營養
R&D innovation adheres to the concept of natural and healthy products, launching 0 sugar and low sugar products, using natural raw materials with balanced nutrition



與中國農業大學、中國農業科學院等高校、科研院所新開展15項合作研究項目
Carried out 15 new research projects in cooperation with China Agricultural University, Chinese Academy of Agricultural Sciences and other universities, as well as research institutes

知識產權保護

Intellectual Property Protection



報告期內持有有效專利數量227件
Number of valid patents owned in the reporting period: 227



研發與創新

農夫山泉倡導用自由精神探索與認知未來，持續優化自身技術體系，建立核心研發能力，佈局技術專利，不斷提升創新能力。農夫山泉始終堅持彙聚全球優質原料，研發與打造食品創新標桿，為消費者提供品質優秀的產品與服務。報告期內，農夫山泉的多項產品受到業界的肯定和嘉獎，植物酸奶榮獲2020年優秀創新產品獎，NFC果汁獲中國食品科學技術學會科技產品創新獎三等獎。

能力建設

農夫山泉通過自身技術體系不斷優化，獨立自主創新，協同內外部技術優勢，持續提升核心研究能力，構建技術壁壘，形成自身獨有的技術優勢，並為未來積累了大量技術力量和新品儲備。我們採取項目制管理方法，並制定了《產品開發項目管理辦法》、《產品研發中心績效考核及激勵管理辦法》，雙管齊下，逐步優化產品開發流程，落實項目制運行管理，促進產品開發高效率高質量完成。

R&D AND INNOVATION

Nongfu Spring advocates exploring the future with a free spirit, continuously optimizing its own technology system, establishing core R&D capabilities, laying out technology patents and continuously improving its innovation capability. Nongfu Spring gathers global high-quality raw materials to develop and create food innovation benchmarks, providing consumers with excellent products and services. During the reporting period, a number of Nongfu Spring's products were recognized and awarded by the industry. Plant-based yogurt won the *2020 Outstanding Innovative Product Award* and NFC juice won the third prize of the *Science and Technology Product Innovation Award of the Chinese Society of Food Science and Technology*.

Building Capacity

Through the continuous optimization of its own technology system, independent innovation and collaboration with internal and external technological advantages, Nongfu Spring has continuously improved its core research capability, built technological barriers, formed its unique technological advantages, and accumulated vast technical strength and new product reserves for the future. We have adopted a project-based management approach and formulated the *Product Development Project Management Measures* and the *Product R&D Center Performance Assessment and Incentive Management Measures*, which are a two-pronged approach to gradually optimize the product development process and implement project-based operation and management, promoting the efficient and high-quality completion of product development.

人才隊伍建設 Talent Investment

- 高度重視研發人才體系建設，在研發各環節各領域培養引領型專家，建立不同領域專家項目組，聚焦食品安全、營養、質量、前沿技術與工藝，不斷提升創新能力，提升產品品質。
Highly emphasize the construction of R&D talent system, train leading experts in various fields of R&D links, establish expert project groups in different fields, focus on food safety, nutrition, quality, cutting-edge technology and process, continuously improve the innovation ability and enhance product quality.
- 支持員工職業技能進一步提升，組織各類職業技能培訓，提升研發人員核心研發能力，拓展人才發展空間。
Support employees to further improve their vocational skills, organize various types of vocational skills training, enhance the core R&D capabilities of R&D personnel, and expand the space for talent development.

研發設備投入 Equipment Investment

- 配備行業內先進的研發設備，密封式茶萃取系統、生物安全櫃、超高壓均質機、流變儀、熒光相差顯微鏡等。
Equipped with advanced R&D equipment in the industry, sealed tea extraction system, biological safety cabinet, ultra-high pressure homogenizer, rheometer, fluorescence phase contrast microscope, etc.

截至2020年12月31日，農夫山泉全職研究人員共計114人，較上一年度增長9.6%，研發支出達133.6百萬元人民幣，較上一年度增長16.1%。

As of 31 December 2020, Nongfu Spring had 114 full-time researchers, an increase of 9.6% compared with the previous year; its R&D expenditure reached RMB133.6 million, an increase of 16.1% compared with the previous year.

科研合作

農夫山泉自創立之初，便意識到對科學知識探索的重要性，努力提升基礎研究水平。我們在發展過程中積極與中國農業大學、廈門大學、中國農業科學院等高校、研究所、專業機構通力合作，共同突破技術難題。

Research Cooperation

Since the early stage of its establishment, Nongfu Spring has realized the importance of scientific knowledge exploration and strived to improve basic research. We also actively cooperate with universities, research institutes and professional institutions, such as China Agricultural University, Xiamen University and Chinese Academy of Agricultural Sciences, in the development process to overcome technical difficulties.

我們於報告期內新開展9項天然原料、農產品培育、檢測技術開發等基礎研究；同時，我們與外界科研夥伴新開展生產工藝、標準建設等15項研究。截至報告期末，本公司在產學研合作方面取得的部分成果如下：

We conducted 9 new basic research studies on natural raw materials, cultivation of agricultural products and testing technology development during the reporting period. Meanwhile, we conducted 15 new research studies on production process and standard construction with our external research partners. As the end of the reporting period, some of our achievements in the cooperation between industry, academia and research are detailed as follows.

合作機構

Cooperated Organization

取得成果

Achievements

中國農業大學

China Agricultural University

進行非復原果蔬汁產品生產加工流程研究，推動非復原果蔬汁生產產品標準化、生產流程專業化

Conducted research on the production and processing process of not from concentrate fruit and vegetable juice products to promote the standardization of not from concentrate fruit and vegetable juice products and specialization of production process

廈門大學

Xiamen University

在柑橘黃龍病方面進行深入研究，在致病機理、檢測方法等方面取得了突破

Conducted in-depth research on “Citrus yellow shoot disease (Huanglongbing)” and made a breakthrough in the pathogenesis and detection methods

中國農業科學院茶葉研究所

Tea Research Institute,
Chinese Academy
of Agricultural Sciences

開展「飲用水中礦物質對茶葉沖泡品質的影響」研究，對泡茶用水中礦物質的作用及泡茶用水的品質要求進行了探索

Conducted a study on the effects of minerals in drinking water on the quality of tea soup, exploring the role of minerals in tea brewing water and the quality requirements of tea brewing water

中國農業科學院柑橘研究所

Citrus Research Institute,
Chinese Academy of
Agricultural Sciences

進行哈姆林甜橙和紐荷爾齊橙脫毒復壯及脫毒原種樹保存研究，為當地脫毒哈姆林以及紐荷爾齊橙苗的種樹留存做出貢獻

Conducted a research study on detoxification and rejuvenation of Hamlin sweet orange and Newhall Navel Orange, and preservation of detoxified seed trees, contributing to the retention of detoxified Hamlin and Newhall Navel Orange seedlings in the region

合作機構

Cooperated Organization

取得成果

Achievements

中國食品發酵工業研究院

China National Research Institute of Food & Fermentation Industry

進行非復原果汁真實性研究，通過果汁中關鍵指標建立非復原果汁摻假的判別方法，建立真實性認證技術規範

Research on the authenticity of not from concentrate fruit juices, establish a method to identify adulteration of not from concentrate fruit juices through key indicators in fruit juices, and establish technical specifications for authenticity certification

贛南師範大學

Gannan Normal University

開展「柑橘主要病蟲害綜合防控技術研究和示範」項目，為當地柑橘病蟲害綜合防治提供較優的防治方法

Conducted research and demonstration of integrated prevention and control techniques for main citrus diseases and pests to provide better control methods for local citrus pests and diseases

產品研發

我們根據市場變化，不斷更新推出高品質、更健康的創新產品，滿足消費者對產品品質不斷提升的需求。我們通過優化研發資源配置，引進培育關鍵人才有序開展研發工作，於報告期內推出多款創新產品，得到外界廣泛認可：

Product Development

We continuously launch innovative products of high quality and healthier products in accordance with market changes to meet the continuous demand of consumers for upgraded product quality. By optimizing the allocation of R&D resources as well as introducing and nurturing key talent to carry out R&D work in an orderly manner, we launched a number of innovative products during the reporting period, which were widely recognized.



- 「SODA」系列蘇打天然水飲品，通過技術創新較好地解決了行業內「0」糖產品普遍甜感不佳的問題，其中「日向夏橘」新口味成功引領行業新的流行口味趨勢。SODA drink has solved the problem of poor sweetness of 0 sugar products in the industry through technological innovation, and the new flavor of Hyuga Summer Orange has successfully set a new trend of taste in the industry.



- 「TOT」含氣碳酸飲料通過深入技術攻關，創新採用無菌碳酸生產綫，不添加防腐劑，探索建立了一條碳酸與天然原料完美融合的技術路綫。
TOT sparkling flavored drink has opened a technical route of perfect integration of carbonic acid and natural raw materials through in-depth technical research and innovative use of aseptic carbonic acid production line without adding any preservatives.



- 炭火咖啡堅持優選原產地好豆，低糖或無糖，無香精無速溶粉添加。其中「低糖椰咖」創新地以椰漿代替牛奶，使咖啡自然香氣與椰漿香氣完美結合，在傳統咖啡品類帶給消費者創新體驗。
Tan Bing coffee selects the premium beans of origin, low sugar or with no sugar, no flavoring and no instant powder added. Among them, the “low sugar coconut coffee” innovatively uses coconut milk instead of milk, which perfectly combines with the natural aroma of coffee, bringing consumers an innovative experience in the traditional coffee category.



- 陸續推出17.5°倫晚臍橙、紐荷爾臍橙、金冠蘋果、新疆吊樹杏和突尼斯軟籽石榴等農產品，提升優質鮮果產品豐富度與消費者可及性，受到消費者廣泛好評。
17.5° lane late navel orange, Newhall navel orange, Golden crown apple, Xinjiang hanging tree apricots and Tunisian soft seed pomegranates were launched in a row. Enhancing the richness and accessibility of high-quality fresh fruit products, they received wide acclaim from consumers.

智能製造

在智能製造方面，農夫山泉持續優化並精進工藝，建立生產技術創新的流程體系，制定技術創新獎勵政策和制度等，並在飲料生產、農產品加工技術方面開展研究，實現工藝難點突破。

農夫山泉致力於不斷提高產線的自動化水平，並引進世界領先的生產設備。截止報告期末，我們已有145條自動化生產線投入使用，其中包括113條飲用水生產線及32條飲料生產線。飲用水生產線中有18條能夠達到每小時81,000瓶的灌裝速度。飲料生產線中有14條能夠達到Log6的無菌標準，即生產線產出一百萬瓶成品中，不允許出現一瓶未達到無菌標準的產品，高標準的製造設備才能滿足我們對品質嚴格的要求。

Smart Manufacturing

Regarding smart production, Nongfu Spring continues to optimize and refine its processes. We establish a process system for technological innovation, develop policies and systems to reward technological innovation, and conduct research in beverage production and agricultural product processing technologies to achieve breakthroughs in process difficulties.

Nongfu Spring is committed to continuously improving the automation level of production lines and introducing world-leading production equipment. By the end of the reporting period, we had 145 automated production lines in operation, including 113 drinking water production lines and 32 beverage production lines. There are 18 drinking water lines capable of filling up to 81,000 bottles per hour. 14 of the beverage lines are capable of meeting Log6 aseptic standards, which means that out of one million bottles of finished product produced by the lines, not a single bottle is allowed to fail to meet the aseptic standards. Only high standard of manufacturing equipment could meet our strict quality requirements.



此外，在17.5°臍橙的上市過程中，我們引進了世界先進的鮮果篩選、清洗和包裝生產線進行機械化操作，實現了稱重分級、清洗風乾、光學分選、套袋包裝全過程的自動化，並創新性的採用瞬時無損糖酸檢測，瞬時立體拍攝等技術為鮮果篩選分級。NFC果汁的生產也採用定制化的全自動生產線，原料利用率高，生產線基本脫離人工干預。產品無菌灌裝後，常溫儲存條件下得以實現120天的長保質期，提升了運輸的便利性與消費者可及性。

知識產權保護

農夫山泉鼓勵原創，注重保護自身和他人的知識產權。本公司遵守《中華人民共和國專利法》、《中華人民共和國商標法》、《中華人民共和國著作權法》、《中華人民共和國反不正當競爭法》、《中華人民共和國植物新品種保護條例》以及《企業知識產權管理規範》(GB/T29490-2013)等法律法規。結合實際情況制定了《知識產權管理制度》和《專利獎勵實施方案》，全面加強對本公司知識產權的保護，規範知識產權管理工作，鼓勵員工發明創造的積極性，促進科技成果的推廣應用。農夫山泉已通過《企業知識產權管理規範》(GB/T29490-2013)認證，並每年通過監督審核。

In addition, we have introduced the world's top fresh fruit screening, cleaning and packaging production line for mechanized operation during the marketing process of 17.5° navel oranges. This realizes the automation of the whole process of weighing and grading, cleaning and air-drying, optical sorting, bagging and packaging. This also innovatively adopts instantaneous non-destructive sugar and acid detection, instantaneous three-dimensional filming and other technologies for fresh fruit screening and grading. The production of NFC juice adopts a customized and fully automated production line, with high raw material utilization and a production line largely free from manual intervention. After aseptic filling, the product can achieve a long shelf life of 120 days under normal storage conditions, improving transportation convenience and consumer accessibility.

INTELLECTUAL PROPERTY PROTECTION

Nongfu Spring encourages originality and pays attention to the protection of its own and others' intellectual property (IP) rights. The Company complies with the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Regulations of Protection of New Varieties of Plants of the People's Republic of China* and the *Enterprise Intellectual Property Management (GB/T29490-2013)* and other laws and regulations. The *Intellectual Property Management System and the Patent Incentive Implementation Plan* have been formulated in conjunction with the actual situation to comprehensively strengthen the protection of the Company's intellectual property rights, standardize intellectual property management, encourage the enthusiasm of employees to invent and create, and promote the promotion and application of scientific and technological achievements. Nongfu Spring has passed the certification of *GB/T29490-2013 on Enterprise Intellectual Property Management* and passed the supervision and audit every year.

我們遵循「統一管理、分工協作、規範有序」的原則開展知識產權管理。由多個職能部門聯合開展知識產權相關工作，各司其職，共同完成知識產權的申請與維護，對重點產品形成商標、專利、版權等多維度的知識產權防護體系。在與合作夥伴的協作中，我們尊重且合法使用他方知識產權，並注意保護自身知識產權。我們每年定期開展知識產權基礎知識培訓、知識產權市場品牌定向培訓，以提升員工知識產權方面的法律意識。

We follow the principles of “unified management, division of labor, standardization and order” to carry out intellectual property management. Several functional departments jointly carry out IP-related work, each with its own duties, and jointly complete the application and maintenance of IP, forming a multi-dimensional IP protection system for key products, such as trademarks, patents and copyrights. In cooperating with our partners, we respect and legally use other parties’ intellectual property rights and pay attention to the protection of our own intellectual property rights. We conduct regular training on basic intellectual property knowledge and IP market brand orientation training every year to enhance the legal awareness of our employees in intellectual property.

知識產權權益維護 IP Maintenance

- 關注涉嫌侵犯公司知識產權的產品的權利情況，積極搜尋市場上存在的仿品、假冒品等資料
Pay attention to suspected incidents of infringement of the company’s IP rights and actively search for information on imitations and counterfeits in the market

知識產權投訴／舉報處理 IP Complaint/Report Handling

- 關注知識產權相關線索和投訴、舉報信息，並對侵犯公司知識產權，或侵犯他人知識產權的事件進行調查處理
Pay attention to IP-related clues and complaints and reports, and investigate and deal with incidents of infringement of the company’s IP, or infringement of others’ IP

知識產權宣貫培訓 IP Training

- 定期開展知識產權基礎知識培訓、知識產權市場品牌定向培訓，並將知識產權知識的學習、考核等情況與績效掛鉤
Regularly carry out IP basic knowledge training, IP market brand orientation training, and link the learning and assessment of IP knowledge with performance

知識產權獎勵 IP Rewards

- 鼓勵員工發明創造，根據不同等級，對在職發明人給予梯度獎勵
Encourage employees to invent and create, and give different levels of rewards to in-service inventors

不懈的創新 Relentless Innovation

報告期內，農夫山泉的天然礦水瓶貼(猓猓)獲得「第21屆中國專利獎外觀設計銀獎」，同時還被授予「國家知識產權示範企業」榮譽稱號。

During the reporting period, Nongfu Spring's natural mineral water bottle label (lynx) won silver at the 21st WIPO-CNIPA Award for Chinese Outstanding Industrial Design. We also gained the title of "National Intellectual Property Demonstration Enterprise".

我們在報告期內的知識產權情況如下，且未發生由仿冒、造假、侵犯知識產權而導致的被起訴案件。

Our intellectual property rights during the reporting period are as follows. There were no lawsuits due to counterfeiting, forgery or infringement of intellectual property rights

指標 Indicator	單位 Unit	數量 Quantity
報告期內提交專利申請數量 Number of patent applications filed during the reporting period	件 pieces	62
報告期內被授權專利數量 Number of granted patents during the reporting period	件 pieces	56
截至報告期末，持有有效商標的數量 Number of valid trademarks held by the end of the reporting period	件 pieces	804
截至報告期末，持有有效版權數量 Number of valid copyrights held by the end of the reporting period	件 pieces	61
截至報告期末，持有有效專利數量 Number of valid patents held by the end of the reporting period	件 pieces	227

堅實的合作

Solid Cooperation

農夫山泉與供應鏈夥伴一道，共同打造堅實的合作基礎，積極探索共贏之道。本公司通過持續推動採購業務的標準化和精細化，搭建高效、節能、安全和健康的供應鏈管理體系，並可持續地為客戶創造和實現價值。

Nongfu Spring is working with supply chain partners to build a solid foundation for cooperation and actively explore ways to achieve a win-win situation. By continuing to promote the standardization and refinement of the procurement business, we build an efficient, energy-saving, safe and healthy supply chain management system, and sustainably create and realize value for customers.

供應鏈管理

Supply Chain Management



引入SRM(供應商關係管理)系統，對供應商生命周期全過程進行線上管理

Introduced SRM (Supplier Relationship Management) system for online management of the entire supplier lifecycle



我們對100%的關鍵供應商開展了風險評估

We have conducted risk assessments for 100% of our key suppliers

責任採購

Responsible Procurement



《人才發展與僱傭政策》、《員工職業健康與安全政策》適用於供應商，要求供應商保障僱傭員工基本權益
The Talent Development and Employment Policy and the Employee Occupational Health and Safety Policy apply to suppliers and require suppliers to protect the basic rights and interests of employed employees



商業行為政策覆蓋供應商比率達100%；簽訂商業道德條款的供應商比率達100%

100% of suppliers covered by Business Conduct Policy; 100% of suppliers signed business ethics clauses



供應鏈管理

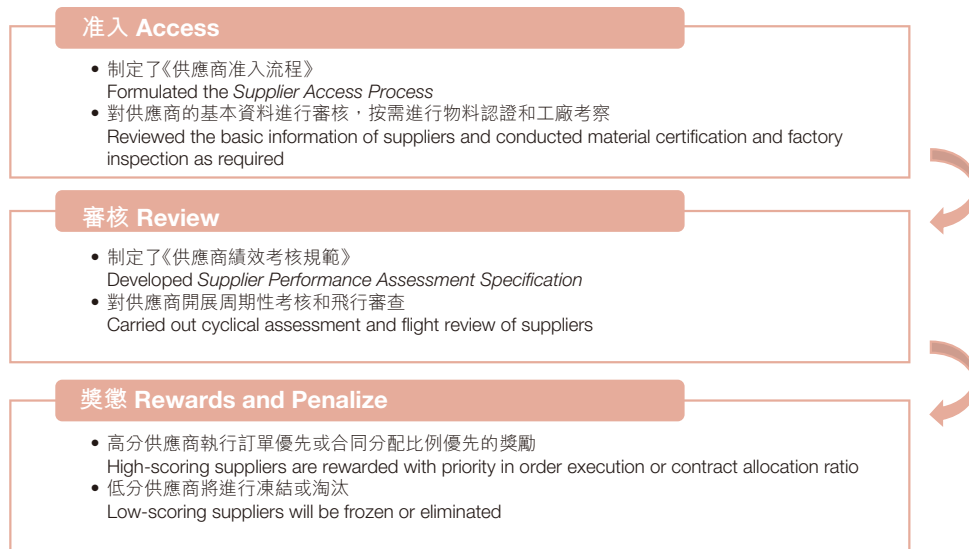
農夫山泉制定了多項以供貨商篩選與管理機制為基礎的供應商管理制度，以強化供應鏈對產品質量及社會環境的正面影響。我們制定了《採購管理辦法》、《供貨商准入流程》、《詢比價流程》、《合同管理流程》、《採購執行流程》等供應商管理流程。秉承「公開、公平、公正」的採購原則，對供貨商進行嚴格的選、用、育、留。

報告期內，為加強供應鏈管控，我們制訂了《供應商生命周期管理辦法》，對供應商開發、認證引入、績效評估、風險管理及合作終止形成體系化管理制度。同時我們引入了SRM (Supplier Relationship Management，即「供應商關係管理」)系統，對供應商生命周期全過程進行線上管理。在供應商管理過程中，我們同時制定了供應商准入、審核和獎懲的相關要求：

SUPPLY CHAIN MANAGEMENT

Nongfu Spring has formulated a number of supplier management systems based on supplier selection and management mechanisms to strengthen the positive impact of the supply chain on product quality and the social environment. We have developed supplier management procedures, such as the *Procurement Management Measures, Supplier Access Process, Price Inquiry Process, Contract Management Process, Procurement Execution Process*. Adhering to the procurement principle of “openness, fairness and justice”, we strictly select, use, cultivate and retain suppliers.

During the reporting period, in order to strengthen supply chain management and control, we formulated the *Supplier Life Cycle Management Measures* to form a systematic management system for supplier development, certification introduction, performance evaluation, risk management and termination of cooperation. In addition, we introduced the *SRM (Supplier Relationship Management)* system to conduct online management of the entire supplier life cycle. In the process of supplier management, we also formulated relevant requirements for supplier access, review, rewards and punishments:



供應商管理流程
Supplier Management Process

供應鏈幫扶

我們倡導供應商與農夫山泉共同發展，並長期針對優質供應商及困難供應商開展不同形式的幫扶活動。我們根據不同採購品類制定不同的合作期限，如有新供應商加入，我們將對新供應商給予質量控制和服務配合等方面的傾斜指導。同時我們積極針對需要幫助的供應商進行重點幫扶，從產品質量、技術更新、資金幫助等方面，促進供應商與農夫山泉的共同成長。在新冠疫情期間，我們也與供應商團結一心，為疫情而「戰」。為幫助因受新冠疫情影響面臨現金流周轉困難的供應商，我們向部分供應商進行了提前付款，進一步加強雙方的合作關係。

Supply Chain Support

We advocate the common development of suppliers and Nongfu Spring, and carry out different forms of support activities for high-quality suppliers and suppliers in difficulty over a long period of time. We set different cooperation periods according to different purchasing categories, and in case there are new suppliers, we will give inclined guidance to new suppliers in terms of quality control and service cooperation. Also, we actively focus on helping suppliers who need help in terms of product quality, technology update and financial help to promote the common growth of suppliers and Nongfu Spring. During the COVID-19 pandemic, we worked with our suppliers to fight the virus. In order to help suppliers who faced cash flow difficulties due to the COVID-19 pandemic, we made early payments to some suppliers to further strengthen the cooperative relationship between the two.

幫扶殘疾人經營的供應商

Helping Business of Suppliers Run by People with Disabilities

我們的一家位於湖北省的供應商，其主要負責人是一位殘疾人。我們在合作過程中，積極地給予對方產品質量管理方面的指導，該企業規模也隨著雙方的合作逐步壯大。隨著合作的不斷深入，農夫山泉的業務已佔該供應商銷售額的90%左右，其每年業績從合作之初的不足百萬元，到現在提高了幾十倍。

One of our suppliers located in Hubei Province has a disabled person as the main person in charge. In the course of our cooperation, we actively gave the supplier guidance on product quality management, and the scale of this enterprise has gradually grown with the cooperation between the two. With more and more cooperation, Nongfu Spring's business has accounted for about 90% of the supplier's sales, and its annual performance has increased from less than one million RMB at the beginning of the cooperation to dozens of times at present.

堅實的合作 Solid Cooperation

供應鏈穩定性

為保證供應鏈穩定性，我們要求常規物料備選的合格供應商保持三家及以上。針對季節性物料，我們協同多部門根據歷年使用數量和年度預算進行評估確認，確保原料供應有序可控。另外，在滿足質量前提下，我們盡量就近開發國內供應商，以抵抗運輸和供貨周期風險。

報告期內，本公司共有918家供應商，我們對100%的關鍵供應商均開展了風險評估。

按地區劃分的供應商數量如下：

Supply Chain Stability

To ensure supply chain stability, we require three or more qualified suppliers for each regular material option. For seasonal materials, we work with multiple departments to evaluate and confirm based on historical usage quantities and annual budgets to ensure the supply of raw material is in orderly control. In addition, we try to develop domestic suppliers as close as possible to resist transportation and supply cycle risks, provided that quality is met.

During the reporting period, we had 918 suppliers. We conducted risk assessments for 100% of our key suppliers.

The numbers of suppliers by region are as follows.

供應商所在地區	Supplier's Location	數量(家) Quantity (No.)	百分比 Percentage
中國大陸	Mainland China	891	97.1%
港澳台地區	Hong Kong, Macau and Taiwan regions of China	4	0.4%
海外地區	Overseas Regions	23	2.5%

責任採購

農夫山泉履行責任採購原則，將供應商納入廉潔反腐、質量管控管理範疇，同時將可持續發展理念融入供應鏈管理。我們致力於負責任地管理和珍惜天然資源並保護生物多樣性，在採購產品和服務的過程中，我們會從公眾利益及利人利己的原則出發，考慮如何提升環境、社會影響和成本方面的效益，降低產業鏈上社會與環境風險，與供應商協同發展。

RESPONSIBLE PROCUREMENT

Nongfu Spring fulfills the principles of responsible sourcing and includes suppliers in the management of integrity and quality control, while incorporating the concept of sustainability into supply chain management. We are committed to responsibly managing and valuing the natural resources and protecting biodiversity. In the process of sourcing products and services, we consider how to enhance benefits in terms of environment, social impact and cost, reduce social and environmental risks along the industrial chain, and develop in synergy with our suppliers in the public interest and for the benefit of the people.

我們從廉潔反腐、健康、安全與環境政策、員工權益、質量管理、培訓提升等多方面制定了針對供應商的制度政策及操作方針，並通過開展與供應商的宣貫和溝通，確保各項要求的執行。

We have formulated institutional policies and operational guidelines for suppliers in various aspects such as integrity and anti-corruption, health, safety and environmental policies, employee rights and interests, quality management, and training and improvement. We ensure the implementation of the requirements by carrying out dissemination and communication with suppliers.

廉潔反腐 Integrity and Anti-corruption

- 要求供應商簽訂《供應商廉潔自律承諾函》、《供應商保密承諾函》、《反商業賄賂和欺詐互相監督守則》：
Require suppliers to sign the *Supplier Integrity Commitment Letter*, *Supplier Confidentiality Commitment Letter*, and *Anti-Commercial Bribery and Fraud Mutual Supervision Code*.
- 定期通過供應商系統開展廉潔培訓與宣貫：
Conducting regular integrity training and dissemination through the supplier system.
- 報告期內，商業行為政策覆蓋的供應商比率已達100%。
The suppliers covered by the Business Conduct Policy have reached 100% during the reporting period.

HSE管理 HSE Management

- 制定了《供應商健康、安全與環境政策》：
Established the *Supplier Health, Safety and Environment Policy*.
- 盡量選擇提供環境友好型產品的供應商；優先考慮有可持續發展貢獻的供應商。
Select suppliers who provide environmentally friendly products as far as possible; give priority to suppliers with sustainable development contributions.

員工權益 Employee Rights

- 鼓勵供應商參照農夫山泉的《人才發展與僱傭政策》、《員工職業健康與安全政策》優化員工管理：
Encouraging suppliers to optimize employee management by referring to Nongfu Spring's *Talent Development and Employment Policy* and *Employee Occupational Health and Safety Policy*.
- 要求供應商保障員工基本權益，不使用童工和強制勞動。
Require suppliers to protect the basic rights and interests of employees and not to use child labor and forced labor.

質量管理 Quality Control

- 對原材料供應商進行精細化管理：
Fine management of raw material suppliers.
- 供應商需經過資質審核、小樣確認、上機試用、物料認證等流程，並在批量供貨前需對外觀和風味進行封樣確認。
Suppliers are required to go through the process of qualification audit, small sample confirmation, trial on the machine, material certification, etc., and sealed samples are required to confirm the appearance and flavor before batch supply.

培訓提升 Training

- 針對優質供應商給予更多資源傾斜和優惠政策，對關鍵供應商進行幫扶和培訓：
Giving more resources and preferential policies to high quality suppliers, and helping and training key suppliers.
- 與供應商建立溝通渠道，實時同步生產計劃和庫存，並及時分享市場供應趨勢。
Establish communication channels with suppliers to collaborate on production planning and inventory in real time, and share market supply trends in a timely manner.

報告期內，商業行為政策覆蓋的供應商比率已達100%，簽訂商業道德條款的供應商比率達100%。

During the reporting period, the number of suppliers covered by the business conduct policy has reached 100%. The number of suppliers who have signed business ethics clauses has reached 100%.

成長的助力 Employee Engagement

始於初心，引導未來。農夫山泉以「為生命健康提供產品和服務」為使命，構建了「利他、創新、團隊合作、誠信、敬業、激情」六大核心價值觀，指引著員工前行。每位員工積極踐行價值觀，以文化的傳承者、戰略的落地者、氛圍的建設者、管理的引導者、技術的牽引者為目標，在不同的角色定位間，不斷實現自身提升和公司發展的雙重價值。

Beginning from the heart, guiding the future. Adhering to the mission of “providing products and services for life and health”, Nongfu Spring has established six core values, namely Altruism, Innovation, Teamwork, Integrity, Dedication and Passion, guiding employees forward. All staff put into practice the Company’s values, aiming to be the inheritor of culture, the implementer of strategy, the builder of atmosphere, the guide of management, and the tractor of technology. They continuously realize the dual value of self-improvement and company development in different roles.

培訓與發展

Training and Development



員工參訓百分比達100%，崗位任職及管理技能培訓人均受訓時長15.5小時

The percentage of our employees' participation in training reached 100%, with 15.5 hours of training for job position and managerial skills per head



新上線網絡學習平台，推出在綫課程642門，已有11,472人次在平台學習

Launched Online Learning Platform, rolling out 642 online courses with 22,307 users on the platform

職業健康與安全

Occupational Health and Safety



未發生員工因公死亡事故和患職業病事件

No work-related fatalities or occupational diseases among employees



茶園工廠取得ISO 45001職業健康安全管理体系認證

Achieved ISO 45001 Occupational Health and Safety Management System certification for Tea Garden Factory



權益保障

我們依據《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《工傷保險條例》、《禁止使用童工規定》等有關法律法規，制定了《勞動合同管理辦法》、《員工手冊》等公司內部規章制度，堅持合法用工，尊重員工，保障員工的合法利益。

公平僱傭

在招聘環節，我們通過於報告期內更新的《招聘錄用管理辦法》，系統化、規範化地管理招聘流程、提高招聘效率、保證招聘工作的質量，從而選拔出合格、優秀的人才。我們根據公司戰略規劃，制訂了中長期人才規劃需求，明確了相應層次的人才定位、標準及需求來源，開通了內部招聘、社會招聘、校園招聘、海外招聘、博士招聘、實習招聘等多個人才招聘通道，以精準匹配招聘資源，為未來公司發展儲備人才力量。

我們深信人才多元化對公司可持續發展的重要性，在招聘人才時，我們按照公平、公開的原則，以資歷、技能、績效等為統一衡量標準，絕不因年齡、性別、種族、國籍、婚姻及家庭狀況、健康狀況和宗教等原因給予差別對待。只要應聘者的條件符合相關職位要求均可獲得平等的面試機會，反對任何形式的歧視和不平等競爭。

RIGHTS AND BENEFITS PROTECTION

According to the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, the Social Insurance Law of the People's Republic of China, the Regulations on Work Injury Insurance, the Regulations on Prohibition of Child Labor and other relevant laws and regulations, the Company has established internal rules and regulations, such as Labor Contract Management Measures and Employee Handbook, adhering to legal employment, respecting employees and protecting their legal interests.

Fair Employment

We manage the recruitment process in a systematic and standardized manner. We have improved recruitment efficiency and ensured the quality of recruitment work through the *Recruitment and Hiring Management Measures* updated during the reporting period, so as to select qualified and excellent talents. According to the Company's strategic plan, we have formulated medium – and long-term talent planning requirements, clarified the positioning, criteria and demand sources of talents at corresponding levels, and established several talent recruitment channels, such as internal recruitment, social recruitment, campus recruitment, overseas recruitment, doctoral recruitment and internship recruitment, in order to precisely match recruitment resources and reserve talent strength for future company development.

We believe in the importance of talent diversification to the sustainable development of the Company. When recruiting talent, we follow the principle of fairness and openness, and take qualifications, skills and performance as the uniform measurement criteria, with no discriminations to age, gender, race, nationality, marital and family status, health condition or religion. As long as the applicant's qualifications meet the requirements of the relevant position, he or she will be given an equal opportunity to interview. We oppose any form of discrimination and unequal competition.

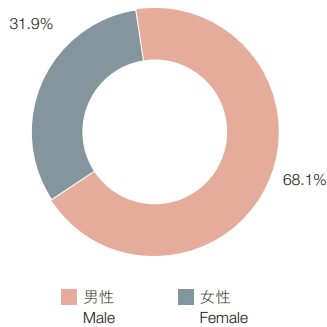
我們也堅決反對聘用童工和強制勞工，我們的《勞動合同》及「新員工入職須知」中明確要求對新入職員工的身份證件進行查驗，絕不容許童工或強制員工勞動的情況發生，確保員工了解自身權益。一旦發現疑似違規情況，我們將深入調查並處理，並進行制度與管理流程的檢討與梳理，以彌補漏洞。

We also strongly oppose the employment of child labor and forced labor. Our *Labor Contract* and *New Employee Orientation* clearly require new employees' identification documents checked, and that child labor or forced labor is not tolerated, while ensuring that employees understand their rights and interests. In case of suspected violations, we will conduct in-depth investigations to handle them, and sort out the system and management process to close the loopholes.

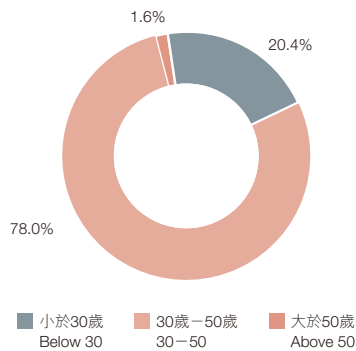
截至報告期末，本集團共擁有員工19,079人，其中19,075人位於中國大陸，2人位於中國港澳台地區，2人位於海外。員工按性別、職級和年齡劃分的情況如下：

As of the end of the reporting period, the Group had a total of 19,079 employees, of which 19,075 were located in Mainland China, 2 in Hong Kong/Macau/Taiwan, 2 overseas. The breakdown of employees by gender, position and age is as follows.

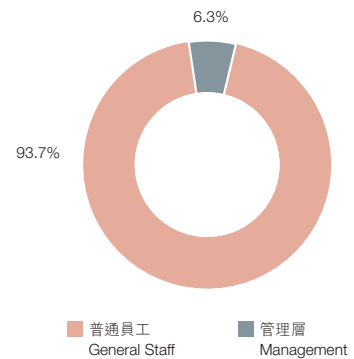
按性別劃分的員工總數
Total number of employees by gender



按年齡劃分的員工總數
Total number of employees by age



按職級劃分的員工總數
Total number of employees by position



健康職場

我們堅持「以人為本」的理念，致力於建設平等公正、誠實守信的辦公環境和辦公氛圍，摒除各種形式的偏見和歧視，不因年齡、種族、膚色、宗教、性別等產生歧視或差別對待。我們尊重員工的結社、言論自由，鼓勵員工發表個人意見、維護個人的權利，並根據員工意見完善公司各項管理。我們不會容忍公司內出現任何的童工、強迫勞動、騷擾或虐待行為。同時，我們成立工會，並通過工會建立平等協商的溝通渠道、鼓勵員工參與管理決策，以此構建和諧的勞動關係。

農夫山泉始終關注員工內心的真實訴求，致力於解決員工實際困難。我們建立了良好的員工溝通機制，通過設定員工溝通與投訴渠道（「OPEN」郵箱及公開建議專欄、熱門論壇及吐槽專區等），讓員工可以針對遇到的困惑或不滿進行提問與投訴。我們也每年召開總經理圓桌會議，反思公司存在問題，為員工排憂解難。

我們遵守有關工時的適用法規，如因工作需要產生的加班將支付加班薪資或安排調休，鼓勵員工在工作和生活中保持平衡。節假日、年休假、病假、事假、婚假、產假、喪假等假期均遵守所適用國家或區域的有關規定。

我們深信人才多元化對公司可持續發展的重要性，也一直不斷致力於人才的發掘、培養和保留。從而讓員工各展所長，不斷提升能力，與公司共同成長。如有發生異常流失，我們會及時分析、不斷改善。

Healthy Workplace

We adhere to our people-oriented philosophy, committed to building an equal, fair, honest and trustworthy office environment and atmosphere. We eliminate all forms of prejudice and discrimination, and do not discriminate or treat differently due to age, race, color, religion, gender, etc. We respect employees' freedom of association and speech, encourage employees to express their personal opinions, protect their rights, and improve company management based on their opinions. We do not tolerate any child labor, forced labor, harassment or abuse within the company. In addition, we have established a labor union to build a communication channel for equal consultation and encourage employees to participate in management decision-making, so as to build a harmonious labor relationship.

Nongfu Spring always pays attention to the true demands of employees and is committed to solving their practical difficulties. We have established a good employee communication mechanism. By setting up employee communication and complaint channels ("OPEN" mailboxes with open suggestion columns, popular forums and Complain Corner, etc.), employees can ask questions and complain about the confusion or dissatisfaction they encounter. We also hold a round table meeting of general managers every year to reflect on the Company's existing problems and solve problems for employees.

We comply with applicable laws and regulations on working hours. For overtime work due to work needs, we pay overtime or arrange time off to encourage employees to maintain a good work and life balance. Holidays, annual leave, sick leave, personal leave, marriage leave, maternity leave, funeral leave and other holidays shall comply with the relevant regulations of the applicable country or region.

We are convinced about the importance of talent diversity to the Company's sustainable development. We are committed to the discovery, training and retention of talent. In doing so, employees can unleash their potential, continuously improve their abilities, and grow with the company. If there is any abnormal loss, we will analyze it in a timely manner and make continuous improvement.

培訓與發展

秉持「人才是公司持續發展的源動力」理念，為保障公司長短期充足人才供給，並支持員工能力及職業發展需求，我們建立並不斷推進完善學習發展體系和人才發展計劃。

員工培訓

我們根據不同階段、不同崗位的員工發展需求，以理論學習結合實際操作的模式，設計並開發差異化的學習方案。為了構建完整的培訓體系，確保公司整體員工的培訓效果，我們按照不同部門、崗位類別、總部／大區／工廠等多個層面開展了培訓計劃的落實和推進。得益於完善的培訓體系，我們全體員工在不斷的學習和實踐過程中，共同成長。

報告期內，本集團員工參訓百分比達100%，崗位任職及管理技能培訓人均受訓時長15.5小時。

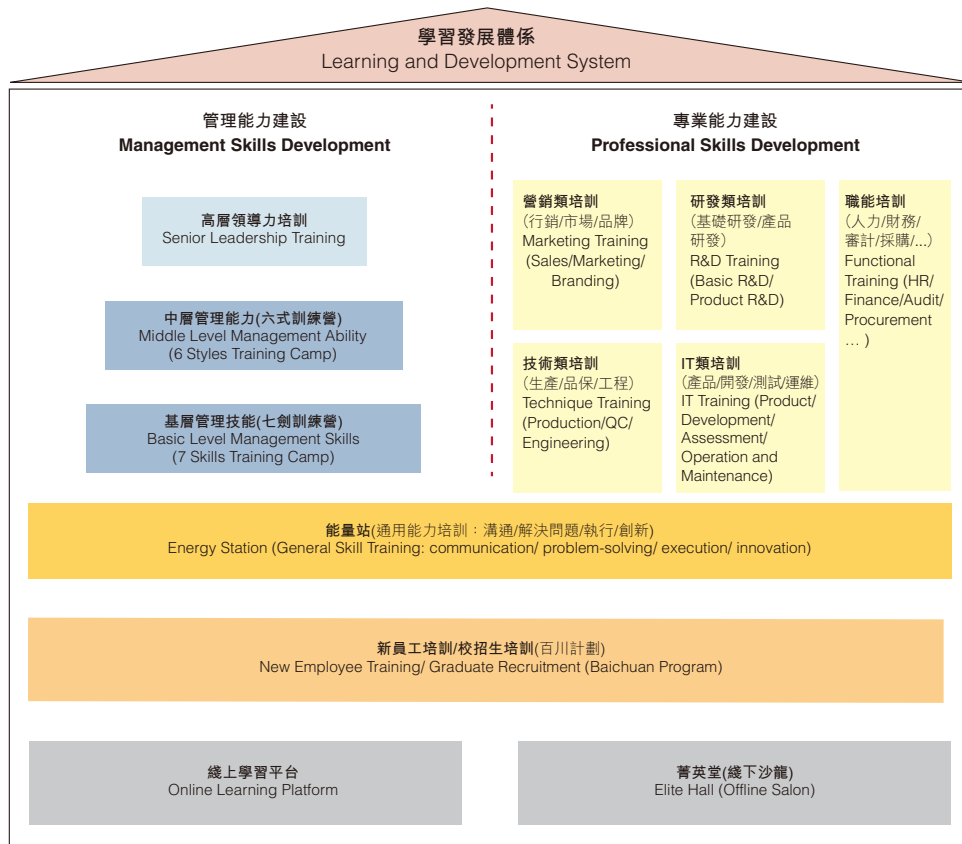
TRAINING AND DEVELOPMENT

With the belief in “Talent is the engine of the Company’s sustainable development”, in order to ensure sufficient supply of talent in the long and short run, and to support employee ability and career development needs, we have established and continuously promote the improvement of learning and development system and talent development plan.

Employee Training

We design and develop differentiated learning programs combining theoretical learning with practical operation according to the development needs of employees at different stages and in different positions. In order to build a complete training system and ensure the training effect of the Company’s overall staff, we carry out the implementation and promotion of training programs according to different departments, job categories, headquarters/regions/factories and other levels. Thanks to the complete training system, all our employees grow together in the process of continuous learning and practice.

During the reporting period, the percentage of our employees’ participation in training reached 100%, an average 15.5 hours of training for job position and managerial skills per head.



2020年重點培訓項目

新員工百川計劃

Baichuan Program for New Employees

Key Training Projects in 2020



針對新入職員工開展「百川計劃」，旨在幫助新員工從融入到成長，引導理解公司使命和價值觀，促進文化認同，加強新員工對公司制度的理解。報告期內，百川計劃開展了8期培訓活動，總計覆蓋新入職員工400餘人。

The *Baichuan Program* is designed to help new employees to integrate and grow, guide them to understand the Company's mission and values, promote cultural identity and enhance their understanding of the Company's system. During the reporting period, *Baichuan Program* conducted eight training sessions, covering more than 400 new employees in total.

基層「七劍」管理訓練營

Basic Level "Seven Skills" Management Training Camp



針對總部、大區、工廠基層管理幹部開展的「七劍」管理訓練營，旨在夯實基層管理者的管理技能，統一管理語言。課堂以實際管理場景為案例，讓幹部們在「學」與「習」中提升管理能力。報告期內，「七劍」訓練營開展了6期，覆蓋基層管理者約270人。

The "Seven Skills" management training camp for basic level management cadres in headquarters, regions and factories aims to consolidate the management skills of basic level managers and unify our management language. The class took actual management scenarios as cases, allowing the cadres to improve their management ability through learning and practice. During the reporting period, the "Seven Skills" training camp was conducted for six sessions, covering about 270 basic level managers.

大區經營管理工作坊

Regional Business Management Workshop



針對各大區經銷商團隊和大區銷售團隊共同開展的「經營管理工作坊」，通過市場走訪、協同作戰、研討共創的實踐形式，觸發管理認知、提升經營思維，鍛煉團隊承接戰略、精細經營的能力。報告期內，經營管理工作坊開展13場，約600人次參加。

The Management Workshop is jointly conducted for each regional distributor team and regional sales team to trigger management awareness, enhance management thinking, and exercise the team's ability to undertake strategy and fine management through market visits, collaborative operations, seminars and co-creation. During the reporting period, 13 management workshops were conducted with about 600 participants.

線上學習平台

Online Learning Platform

我們於報告期末新上線網絡學習平台，平台課程包含管理類、通用技能、專業課程共計642門，已有11,472人次在平台學習。網絡學習平台實現學、練、考一體，有效地滿足了一線人員的快速學習、碎片化學習的需求。

By the end of the reporting period, we launched an online learning platform, which contains 642 courses in management, general skills and professional courses. A total of 22,307 people have used the learning platform. Online learning platform realizes the integration of learning, practice and examination, effectively meeting the needs of front-line personnel for rapid and fragmented learning.

職業發展

我們為員工提供公平的績效體系、成熟的職業發展和能力提升的平台，尊重員工自我成長的需求，保障公司長短期充足人才供給。

Career Development

We provide employees with a fair performance system, a well-established platform for career development and ability enhancement. We respect the needs of employees for self-growth, and guarantee the Company's long – and short-term talent supply is adequate.

為打造高績效文化，推行公平的績效管理原則，我們在《員工績效管理辦法》中明確了績效管理的操作流程和實施辦法。將年度考評結果作為晉升、職級調整、薪資調整、崗位調配等參考依據。以鼓勵員工高效工作，並給予高效員工以合理回報。

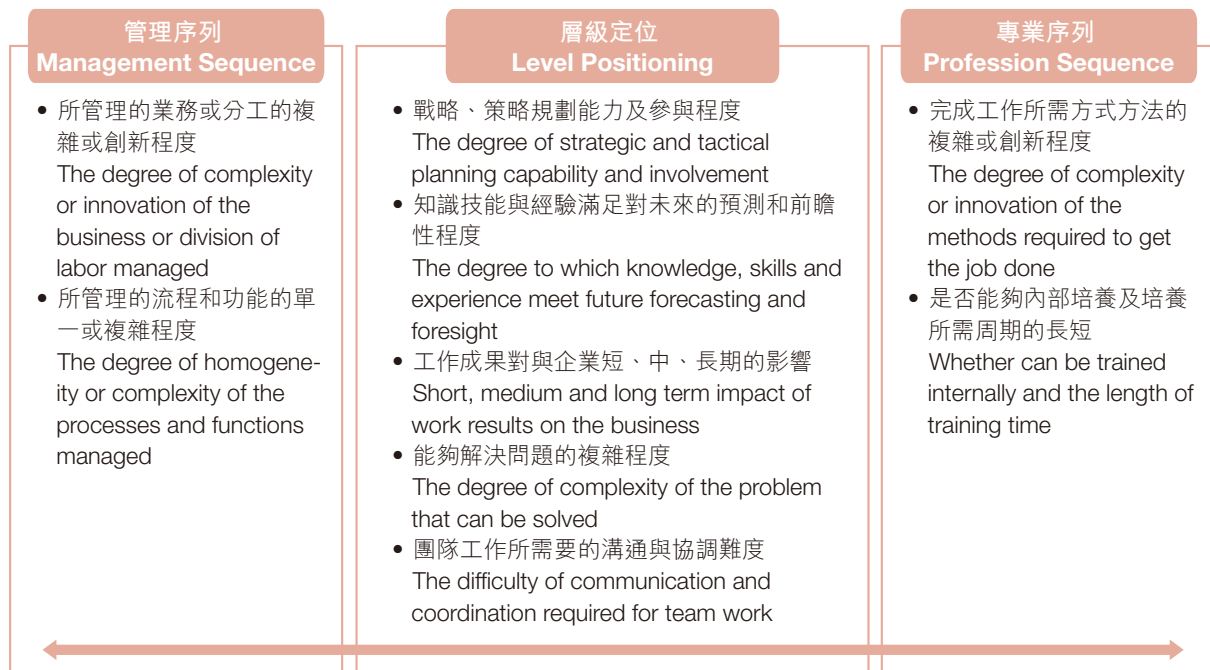
In order to create a high performance culture and implement fair performance management principles, we have clarified the operation process and implementation methods of performance management in the *Employee Performance Management Measures*. The annual appraisal results are taken as the reference basis for promotion, grade adjustment, salary adjustment and position deployment. This is to encourage employees to work efficiently and give reasonable rewards to efficient employees.

我們通過制定《職級管理辦法》明確規定「管理」和「專業」雙通道員工的職業發展方向和不同職級的劃分情況，並且規範了各職級的不同能力要求及層級定位，通過制定客觀公正的評估晉升流程，引導員工公平競爭、有序發展。

By formulating the *Grade Management Measures*, we clearly specify the career development direction of employees in the management and professional channels and the division of different grades. We also regulate the different ability requirements and positioning of each grade, and guide employees to compete fairly and develop in an orderly manner by formulating an objective and fair evaluation and promotion process.

報告期內，為了對不同職業路徑員工提供更為科學有效的管理依據和業務能力衡量標準，我們針對職級體系開展了優化，建立了任職能力模型以及更系統化的考核指標對各層級任職能力進行評價：

During the reporting period, in order to provide a more scientific and effective management basis and business competency measurement for employees in different career paths, we optimized the ranking system and established a competency model and more systematic assessment indicators to evaluate the competency of each rank.



關愛與福利

為增強員工工作積極性，提升員工工作認同感和歸屬感，我們建立了完善的員工福利與關愛保障體系，制定了《福利管理辦法》、《假期管理辦法》、《大區薪酬管理辦法》、《工廠薪酬管理辦法》、《員工激勵方案》等薪酬福利制度，以全面保障員工享受到合理的待遇和福利。

在薪酬方面，公司嚴格遵守各地政府的工資管理規定，保證各類別員工的基本工資均不低於法規要求。我們的員工薪金及福利水平參考市場以及個人資歷及能力而定，並設立績效獎金等激勵機制，以嘉許及鼓勵為本集團業務作出杰出貢獻的組織、員工，保證整體薪資政策具有競爭力。

根據《福利管理辦法》，公司在五險一金等法定福利基礎上，還為員工提供個性福利，包括補貼、賀禮及慰問金等。同時公司還推出了大病醫療救助／慰問計劃，面向全體工會成員及直系親屬提供醫療救助金或關愛慰問金，為員工提供無微不至的關懷。

大病醫療救助／慰問計劃

Medical Assistance/Consolation Program for Major Illnesses

報告期內，農夫山泉為公司員工和家屬推出「大病醫療救助／慰問計劃」，當公司員工及家屬發生重大疾病時，公司將給予救助／慰問，員工本人因大病醫療給予10萬元的醫療救助金；員工直系家屬（父母、配偶、子女）因大病醫療給予1萬元的關愛慰問金。公司堅持與員工持續努力，從點滴做起、堅定利他之心，共同建設更有溫度的文化氛圍。During the reporting period, Nongfu Spring launched the medical assistance/consolation program for major illnesses. If employees and their families suffer from major illnesses, the Company will provide medical assistance/consolation to them. Employees are given RMB100,000 as medical aid for major medical problems; immediate family members (parents, spouse, children) are given RMB10,000 for care and sympathy in case of major medical problems. The Company makes continuous efforts with staff to build a warmer cultural atmosphere, starting from the small things and with an altruistic mindset.

CARE AND BENEFITS

In order to enhance employee work motivation and improve their sense of work identity and belonging, we have established a comprehensive benefits and care system for employees and formulated *Welfare Management Measures, Leave Management Measures, Regional Compensation Management Measures, Factory Compensation Management Measures and Employee Incentive Program* in order to fully guarantee that employees enjoy reasonable treatment and benefits.

In terms of salary, the Company strictly abides by the salary management regulations of local governments to ensure that the basic salary of all types of employees is not lower than the regulatory requirements. The salary and benefit levels of our employees are determined with reference to the market as well as individual qualifications and abilities. Incentive mechanisms such as performance bonuses are set up to recognize and encourage organizations and employees who have made outstanding contributions to the Group's business, ensuring that the overall salary policy is competitive.

In accordance with the *Welfare Management Regulations*, the Company provides employees with personalized benefits, including allowances, congratulatory gifts and condolence payments, on top of statutory benefits such as Insurance and Housing Fund. In addition, the Company has launched a medical assistance/consolation program for major illnesses, providing medical aid or care for all union members and their immediate family members to offer uncompromising care.

農夫山泉致力於打造以人為本的優良工作環境，倡導工作與生活平衡，希望員工從工作中找到樂趣。我們積極組織各類活動，活躍員工文化生活，著力為員工創造良好的工作氛圍，共同推動企業文化建設。報告期內，我們通過升級陽光俱樂部活動，組建足球、籃球、羽毛球、游泳、舞蹈、瑜伽、攝影等主題俱樂部，組織公司秋季運動會等舉措，促進團隊建設，增強員工體質。

Nongfu Spring is committed to creating an excellent people-oriented working environment, advocating work-life balance and hoping that employees will find pleasure in their work. We actively organize a variety of activities to motivate the cultural life of our employees, and strive to create a pleasant working atmosphere for our employees and promote corporate culture. During the reporting period, we promoted team building and improved employee health by upgrading Sunshine Club activities, forming theme clubs for soccer, basketball, badminton, swimming, dancing, yoga and photography, and organizing an autumn day trip, among other initiatives.

家屬開放日活動 Family Open Day Activities



每年我們定期組織家屬開放日活動，安排家屬體驗工作環境，促進家屬對公司文化及農夫山泉價值的認同。報告期內，我們組織了包括總部參觀、水源地尋源、親子互動等開放日活動，進一步增強員工和家屬的融入感。

Every year, we regularly organize open day activities for family members for them to experience the working environment and promote their recognition of the value of Nongfu Spring. During the reporting period, we organized open house activities, including headquarters visits, water source searches and parent-child activities, to further enhance the sense of integration of employees and their families.

「棒棒堂」員工子女關愛計劃 The “Bang Bang Tang” Employee Child Care Program



報告期內，為了幫助職工解決子女暑期無人看護的難題，公司創立了「棒棒堂」員工子女關愛計劃，為暑假單獨在家的職工子女提供了安全、健康的教育活動場所，並聘請專業團隊對小朋友進行暑期教育，講解健康營養知識，「體驗」父母日常工作。

During the reporting period, the Company created the “Bang Bang Tang” employee child care program to solve the problem of unattended children during the summer for our employees. The Company provides a safe and healthy place for the children of employees who are home alone during the summer. We employed a professional team to provide summer education for the children, teaching healthy nutritional knowledge and experiencing the daily work of their parents.

健康與安全

農夫山泉始終關注員工的職業健康與安全，我們認為確保安全健康的工作場所是企业應該為員工提供的最基本保障。

我們嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》和《生產安全事故應急預案管理辦法》等國家法律法規，並制定了總體的《安全生產管理總則》，在該總則框架內，我們針對安全檢查、勞動防護、特種作業、設備安全等安全生產要素，制定了一系列安全生產制度。報告期內，公司在《人才發展與僱傭政策》、《員工職業健康與安全政策》中明確規定了員工健康與安全政策。除農夫山泉全體員工外，我們也鼓勵供應商、經銷商等利益相關方參照農夫山泉的管理實踐完善安全管理。

為了更好地推進健康與安全管理體系，我們建立了工廠健康、安全與環境(HSE)管理體系，通過構建良好的HSE秩序，實現持續改善，系統管理；同時成立了以廠長為組長的安全生產管理小組，指導並監察HSE履職情況。我們還通過明確安全生產機構及人員職責，制定安全生產管理目標和簽訂安全生產責任書，降低生產活動對於員工安全健康的影響。我們嚴格按照職業健康管理體系的要求開展員工的職業健康工作。下屬茶園工廠已經取得了ISO 45001職業健康安全管理体系的認證。未來，本集團計劃進一步擴大認證範圍，直至達成工廠全覆蓋。

HEALTH AND SAFETY

Nongfu Spring has always been concerned about employees' occupational health and safety. We believe that ensuring a safe and healthy workplace is the most basic protection an enterprise should provide for its employees.

We strictly abide by national laws and regulations such as the *Work Safety Law of the People's Republic of China*, the *Law of Prevention and Control of Occupational Diseases of the People's Republic of China* and the *Measures for the Management of Production Safety Accident Emergency Plans*, and have formulated the overall *General Rules for Work Safety Management*. Within the framework of these general rules, we have formulated a series of work safety systems for safety inspection, labor protection, special operations, equipment safety and other safety production elements. During the reporting period, the Company clearly set out its employee health and safety policies in the *Talent Development and Employment Policy* and the *Employee Occupational Health and Safety Policy*. In addition to all employees of Nongfu Spring, we also encourage suppliers, distributors and other stakeholders to improve safety management with reference to our management practices.

In order to better promote the health and safety management system, we have established a factory health, safety and environment (HSE) management system to achieve continuous improvement and systematic management by building a good HSE order. In addition, we have established a safety production management team headed by the factory manager to guide and monitor the HSE performance. We also reduce the impact of production activities on employee safety and health by clarifying the responsibilities of production safety organizations and personnel, setting production safety management goals and signing production safety responsibility letters. We strictly follow the requirements of the occupational health management system to carry out the occupational health of our employees. Our Tea Garden Factory has obtained *ISO 45001 Occupational Health and Safety Management System certification*. In the future, the Group plans to further expand the scope of certification until reaching full factory coverage.

風險控制

農夫山泉經過多年的快速發展，已建立起一套相對完整的安全管理標準化運作體系。為了降低安全風險，我們開展了安全風險評估，從傷害嚴重性和發生頻率兩個維度，對各個工廠的行政、設備動力、製造、品保、物流、注塑等方面分別開展風險因素識別和風險等級評估，並根據風險等級採取相應的控制措施，同時將風險責任落實到各崗位人員，以全面降低安全隱患，杜絕安全事故發生。

為了確保安全制度的落地，我們在日常生產經營活動中全面開展安全檢查及隱患整改工作。針對特殊作業，我們制定了高空作業許可證、動火作業許可證、密閉空間作業許可證等作業許可，以規範各作業部門和第三方單位的合規操作及安全作業。我們還針對第三方施工及物流單位制定了安全管理協議，全面保證安全生產運營。

面對突發情況的安全應急及處置能力是企業安全體系建設面臨的重要考驗，我們建立了完整的應急管理體系，並制定了針對各種突發情況的應急預案和應急演練方案。我們定期組織各辦公地點及生產基地開展系統性應急演練，提前制定演習計劃，並針對每次演習開展總結。

災害應對

在新冠疫情和遭遇極端天氣緊急情況時，我們盡己所能，及時採取應急措施，保障員工和受影響人群的生命安全，並獲得浙江省商務廳頒發的「浙江省防控新冠疫情市場保供貢獻突出企業」稱號。

Risk Control

After years of rapid development, Nongfu Spring has established a relatively complete standardized operation system for safety management. In order to reduce safety risks, we have carried out safety risk assessment, identifying risk factors and evaluating risk levels respectively for each factory's administration, equipment power, manufacturing, quality assurance, logistics and injection molding in two dimensions: severity of injury and frequency of occurrence. We take corresponding control measures according to the risk levels, while implementing risk responsibilities to each personnel in order to comprehensively reduce safety hazards and avoid accidents.

In order to ensure the implementation of the safety system, we carry out comprehensive safety inspection and hidden danger rectification work in our daily production and operation activities. For special operations, we have formulated work permits, such as work-at-height permit, fire work permit and confined space work permit, to regulate the compliance and safe operation of each operation department and third-party units. We have also established safety management agreements for third-party construction and logistics units to fully ensure safe production and operation.

The ability to deal with safety emergencies is an important element for the construction of our safety system. We have established a complete emergency management system and formulated plans and drills for various emergency situations. We regularly organize systematic emergency drills at each office and production base, make drill plans in advance, and make summaries for each drill.

Response to Disasters

During the COVID-19 and extreme weather emergencies, we endeavor to take emergency measures in a timely manner to protect the lives of our employees and affected people. We were awarded the title of *Outstanding Enterprise in Zhejiang Province for Contributing to Market Supply Prevention and Control of COVID-19* by the Department of Commerce of Zhejiang Province.

疫情防控

Fighting the Pandemic

疫情發生之初，我們迅速行動，第一時間成立了由本公司副總經理擔任組長的疫情協調小組，並制定應急預案、協調工作安排。為了第一時間掌握員工動態，我們每日收集員工健康信息，發佈疫情防護提示，最大程度做好員工防護工作。

At the early stages of the pandemic, we acted swiftly and set up an anti-pandemic coordination group headed by our vice general manager right away, making emergency plans and coordinating work. In order to understand staff conditions at once, we collected staff health information daily, published anti-pandemic tips, and did our best to protect them.

在復工復產環節，我們作為「參與防控疫情重點企業」，提前取得復工批覆，保障民生用水。我們以員工健康為第一原則，按照員工所在地和崗位，分批次安排人員復工。我們制訂了適合各層級的防疫工作指南，採取對辦公及生產環境進行消毒、為員工發放防疫物品、員工用餐使用單獨餐飲包、為員工提供住宿便利等形式保障員工安全。

In the process of resuming work and production, we obtained approval for resumption of work in advance as a “Key Enterprise involved in Anti-pandemic Control” to guarantee water for the people. We prioritized employee health and arranged for them to return to work in different batches according to their locations and positions. We formulated work guidelines for all levels of work to fight the pandemic, and ensured the safety of employees by disinfecting the office and production environment, distributing anti-pandemic items to employees, using separate catering kits for employee meals, and providing accommodations for employees.

洪災防控

Flood Prevention and Control



2020年7月，新安江大壩因流域強降水預備泄洪，我們在接到通知後立即響應，以微信、郵件、視頻會議等多種方式通知員工注意泄洪期間安全。在新安江泄洪期間，新安江工廠採用員工上下班派車接送的服務保障員工通行安全，並為工廠抗洪人員配備安全防護措施，在廠區構築沙堤，保證工廠員工及財產安全。

In July 2020, the Xin'an River dam was prepared for floodwater discharge due to heavy precipitation in the basin. We responded immediately after receiving the notification, and notified employees of the flooding situation by various means, such as Wechat, email and video conference. During the floodwater discharge period of Xin'an River, Xin'an River factory sent employees to and from work with dedicated vehicles to ensure the safety of employees. Safety protection measures were provided for the staff of the factory, such as constructing sand dikes in the factory area, to ensure the safety of factory staff and property.

安全培訓

我們持續推進安全文化的宣傳和安全技能的提升，從多方面對一線生產員工、管理人員、辦公人員開展安全培訓。

在生產安全方面，我們每年制定安全生產目標責任培訓、安全管理制度培訓、現場安全管理、安全用電基礎知識、叉車安全作業管理規範等多種培訓內容，從安全理念、制度、實操各個角度提升員工的安全意識，強化員工對安全風險的防範知識與技能。此外我們為規範安全管理，時刻保持安全意識，開展了安全生產標志的統一工作，形成了《安全標志手冊》作為指導。

在日常工作中，我們遵守有關員工職業健康和安全的適用法規，為員工提供健康和安全的場所，定期進行安全教育培訓，強化員工的健康安全意識。我們為員工提供免費健康檢查，並針對體檢情況，邀請專家進行相應的講座。同時擇期與社區合作，進行健康宣講活動，或邀請外部專家開展消防安全培訓、急救救護培訓、健康知識講座。

報告期內，我們對員工安全生產培訓覆蓋率為100%。

Safety Training

We continue to promote a safety culture and improve safety skills. We carry out safety training for front-line production staff, managers and office workers from various aspects.

Regarding production safety, we develop various training content, such as production safety target responsibility training, safety management system training, site safety management, basic knowledge of safety electricity, forklift safety operation management specification, every year to enhance employee safety awareness from all angles to strengthen their knowledge and skills of safety risk prevention. In order to standardize safety management and maintain safety awareness, we have unified safety production signs and issued the *Safety Sign Manual* as a guide.

In our daily work, we comply with applicable regulations regarding occupational health and safety of our employees, provide a healthy and safe workplace for our employees, and conduct regular safety education and training to strengthen the health and safety awareness of our employees. We provide free health checkups for our employees and invite experts to give lectures in response to the medical checkups. We also cooperate with communities on a selective basis to conduct health promotion activities or invite external experts to conduct fire safety training, first aid and rescue training, and health knowledge lectures.

During the reporting period, the coverage rate of employee safety training was 100%.



職業健康

在日常生產及辦公中，我們遵守《中華人民共和國職業病防治法》等所有有關員工職業健康和安全的適用法規，並針對生產車間及各作業崗位進行了職業危害因素現狀識別與檢測，識別並防控噪音及機械傷害等職業健康風險。我們針對各職業健康風險制定了《勞動防護用品管理制度》、《農夫山泉工廠作業許可證管理制度》、《崗位安全作業PPE配置標準指引》、《個體防護裝備用規範》、《工廠工作服管理辦法》等管理制度，全面保障員工的職業健康。

在工作開展過程中，為保證員工遠離職業健康風險，我們定期對在日常工作中可能接觸到職業危害因素崗位的員工進行職業健康體檢，包括崗前、崗中和離崗體檢。同時，我們對所有可能在公司內接觸到職業健康風險的人員（包括供應商等外包人員）開展職業健康培訓，並定期開展職業健康工作合規檢查，對未遵守相關規定的員工進行及時的糾正與教育。

此外，我們做好應急準備，一旦發現在工作期間健康出現異常的員工，立即採取措施及時進行檢查與治療，並組織開展職業健康事故匯報調查。

Occupational Health

In our daily production and office operations, we abide by all applicable regulations on employee occupational health and safety, including *the Law of Prevention and Control of Occupational Diseases of the People's Republic of China*. We have conducted the identification and testing of the current situation of occupational hazards for production workshops and each operation position, as well as identified and prevented occupational health risks, such as noise and mechanical injuries. We have formulated management systems for each occupational health risk, such as *Management System of Labor Protective Equipment, Management System of Nongfu Spring Factory Operation Permit, Standard Guidelines for PPE Configuration for Job Safety Operations, Specifications for the Use of Individual Protective Equipment and Management Measures for Factory Work Wear*, to fully protect the occupational health of employees.

In the course of work, to ensure that employees are free from occupational health risks, we regularly conduct occupational health checkups for employees whose daily work may be exposed to occupational hazards, including pre-job, on-the-job and off-the-job medical checkups. We also conduct occupational health training for all personnel who may be exposed to occupational health risks within the company (including outsourced personnel such as suppliers), and conduct regular occupational health work compliance checks to promptly correct and educate employees who do not comply with relevant regulations.

In addition, we are prepared for emergencies. Once health abnormalities are detected during work, we take immediate measures for timely examination and treatment of the employee, and organize investigations for reporting occupational health accidents.

農夫山泉始終將員工的健康與安全視為核心工作，致力於將風險減至最低。報告期內，我們未發生員工患職業病事件，未發生員工因公死亡事故，工傷情況如下：

Nongfu Spring always takes into consideration the health and safety of its employees. We are committed to minimizing risks. During the reporting period, we did not have any incidents of employees suffering from occupational diseases, and there were no work-related deaths of employees. Work-related injuries were as follows.

指標 Indicator	單位 Unit	2020年 Year 2020
員工工傷事故數量 Number of employee workplace accidents	件 Case	45
員工因工傷損失工作日數 Number of employee workdays lost due to work injuries	天 Day	1,980
員工每百萬工時工傷事故數 Number of employee injuries per million work hours	次/百萬工時 Time/million working hours	1.18

可持續的生態 Sustainable Ecology

二十年來對水源與森林的探索，讓農夫山泉保持了對自然的敬畏。

為了保護水源環境，每一座農夫山泉工廠在設計時都充分考慮與周邊環境的和諧，各個工廠的整體設計和建造過程都力圖減小對周邊環境的影響，並將自然環境有機融入設計之中。同時，在運營中，我們加強對取水、用水、污染物和溫室氣體排放等每一環節的管理、監控，致力於實現業務運營與自然生態相和諧。

Twenty years of exploration of water sources and forests have allowed Nongfu Spring to maintain a reverence for nature.

In order to protect the environment of water sources, each Nongfu Spring factory is designed to exist in harmony with the surrounding environment. The overall design and construction process of each factory strives to minimize the impact on the surrounding environment, organically integrating the natural environment into the design. In addition, in our operations, we strengthen the management and monitoring of every aspect, including water withdrawal, water use, pollutants and greenhouse gas emissions, and strive to achieve harmony between our business operations and the natural ecology.

體系建設

System Construction



農夫山泉及其下屬所有水和飲料生產性工廠，除3家新建／改建工廠⁷外，共22家已全部獲取ISO14001環境管理體系審核認證

Among Nongfu Spring and all of its subsidiary water and beverage production factories, a total of 22 subsidiaries, except for 3 newly built/remodeled factories⁷, have obtained *ISO14001 environmental management system audit certification*

環境管理

Environmental Management



報告期節能環保投入經費26百萬元人民幣

Over 26 million RMB invested in energy conservation and environmental protection during the reporting period



報告期用水強度⁸2.13噸取水量／噸合格產品產量，同比降低2%，呈長期穩步下降趨勢
回收再利用151.5萬噸水

Water intensity⁸ was 2.13 tons of water withdrawal/ton of qualified product output in the reporting period, a 2% year-on-year decrease and a steady long-term decline
The total amount of recycling and reusing water was 1.515 million tons



報告期單位產量綜合能耗0.0117噸標準煤／噸合格產品產量，同比下降4%

Comprehensive energy consumption per unit output for the reporting period amounted to 0.0117 tons of standard coal/ton of qualified product output, a 4% year-on-year decrease



報告期單位產量溫室氣體排放0.0467噸二氧化碳當量／噸合格產品產量，同比下降4%

Greenhouse gas emissions per unit output in the reporting period amounted to 0.0467 tons of carbon dioxide equivalent/ton of qualified product output, a 4% year-on-year decrease

⁷ 3家新建/改建工廠的環境管理體系認證審核工作已經完成，預計在2021年獲取證書

⁷ Environmental management system certification audit for the three newly built/remodeled factories were completed and certificates are expected to be obtained in 2021

⁸ 用水強度即單位產品的取水量。依據《飲料製造取水定額QB/T 2931-2008》，單位產品取水量=年取水量的總和/年生產合格產品的總量

⁸ Water intensity refers to the water withdrawal per unit of product. According to Beverage Manufacturing Water Quota QB/T 2931-2008, the unit of product water withdrawal = the sum of annual water withdrawal / the total annual production of qualified products

循環再生
Recycling



打造塑料循環回收產業鏈，報告期內與合作夥伴共同循環回收130餘萬個19升PC水桶，以製作用於電腦、汽車的塑料配件等

Built plastics recycling industry value chain, recycled over 1,300,000 19-liter PC water barrels in cooperation with partners to make plastic parts such as computer accessories and automobile parts in the reporting period



烘乾再利用16,000餘噸橙渣作為飼料

Dried and reused more than 16,000 tons of orange pomace as feed



環境管理

農夫山泉嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國環境影響評價法》、《中華人民共和國水法》、《建設項目環境保護管理條例》、《建設項目竣工環境保護驗收管理辦法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國環境噪聲污染防治法》、《中華人民共和國固體廢物污染環境防治法》，嚴格管控生產運營中的環境生態影響。農夫山泉及其下屬所有水和飲料生產性工廠，除3家新建/改建工廠⁷外，共22家已全部獲取ISO14001環境管理體系審核認證。

我們於內部建立和完善了環境保護及可持續發展管理制度，如《環境因素識別和評價控制程序》、《應急準備與響應控制程序》、《環境監測與測量控制程序》、《合規性的評價程序》、《環境氣候變化政策》等，並指導下屬各工廠制定適宜的環保管理制度、標準文件和應急預案。

我們建立了工廠健康、安全與環境(HSE)管理體系，以提供HSE管理的基本框架和路徑。通過構建HSE秩序，實現對工廠水資源、能源以及三廢排放的全面管理，提升整體環境績效表現。

ENVIRONMENTAL MANAGEMENT

Nongfu Spring strictly complies with *the Environmental Protection Law of the People's Republic of China, the Environmental Impact Assessment Law of the People's Republic of China, the Water Law of the People's Republic of China, the Regulations on the Administration of Environmental Protection of Construction Projects, the Measures for the Administration of Environmental Protection Acceptance of Completed Construction Project, the Air Pollution Prevention and Control Law of the People's Republic of China, the Water Pollution Prevention and Control Law of the People's Republic of China, the Environmental Noise Pollution Prevention and Control Law of the People's Republic of China, and the Environmental Prevention and Control Law of Solid Waste Pollution of the People's Republic of China*. All 22 subsidiaries of Nongfu Spring and all its water and beverage production factories⁷, with the exception of three newly built/remodeled factories, have obtained ISO14001 environmental management system audit certification.

We have established and improved our internal environmental protection and sustainable development management systems, such as the *Environmental Factor Identification and Evaluation Control Procedures, Emergency Preparedness and Response Control Procedures, Environmental Monitoring and Measurement Control Procedures, Compliance Evaluation Procedures, Environmental Climate Change Policy*. We have guided our subsidiary factories to develop appropriate environmental management systems, standard documents and emergency response plans.

We have designed a plant health, safety and environment (HSE) management system to provide the basic framework and path for HSE management. By establishing an HSE order, we have achieved comprehensive management of water, energy, waste emissions in factories and improve overall environmental performance.

⁷ 3家新建/改建工廠的環境管理體系認證審核工作已經完成，預計在2021年獲取證書

⁷ Environmental management system certification audit for the three newly built/remodeled factories were completed and certificates are expected to be obtained in 2021

各級管理者 Managers at All Levels

- HSE承諾兌現和目標實現情況
HSE commitment fulfillment and goal achievement
- HSE職責的履行情況
HSE responsibilities
- 所分管系統範圍內的HSE管理狀況
HSE management status within responsible scope

職能部門 Functional Departments

- HSE職責的履行情況
Fulfillment of HSE responsibilities
- 對所管轄專業履行HSE情況的監督、檢查、考核情況
Supervision, inspection and assessment of the HSE performance of the professions under its jurisdiction
- 對未能認真履行HSE職責，因管理失誤造成事故的處理情況
Handling of accidents caused by managerial errors or dereliction of HSE duties

員工 Employees

- HSE職責的履行情況
Performance of HSE duties
- 遵守和執行各種規章制度的情況
Compliance and enforcement of various rules and regulations

HSE管理架構 HSE Management Structure

我們通過建立「一廠一檔」環保信息檔案工具對下屬各生產工廠進行管理，內容包括各類合規手續和環境績效指標。我們要求下屬各工廠內的相關部門崗位負責對應的職責，並依照《工廠ESG環境績效規範(試行)》進行考核約束，以定期審核工廠內的能耗、水耗及HSE相關管理及績效表現。於報告期內，農夫山泉投入資金26百萬元人民幣，用於各工廠的污水、廢氣環保處置、節能改造等環保用途，且未發生因超標排放等原因造成的環境處罰事件。

報告期內，我們根據自身業務情況，通過董事會下設的公共政策與可持續發展辦公室負責持續對業務運行中的水環境管理戰略和績效表現進行監控，分別在水壓力、包材與廢棄物以及產品碳足跡三大議題設定可持續發展目標及績效改進方向，督促工廠在提高水和能源的利用率、降低環境污染物排放強度上，持續做出改善動作，以踐行綠色發展理念。

We manage our production factories by establishing a “one factory, one file” environmental information file tool, which includes various compliance procedures and environmental performance indicators. We require the relevant departmental roles in each of our factories to be responsible for their corresponding duties and responsibilities, and conduct assessments in accordance with *the ESG Environmental Performance Regulatory Handbook for Factories (Trial)* to regularly review the management and performance of energy and water consumption and HSE in our factories. During the reporting period, Nongfu Spring invested more than 26 million RMB for environmental protection measures such as wastewater treatment, waste gas treatment and energy saving renovation in factories. No environmental penalty incidents occurred due to excessive emissions or other reasons.

During the reporting period, we continuously monitored our water environment management strategies and performance in our business operations through the Office of Public Policy & Sustainable Development under our Board of Directors. We set sustainability goals and improvement directions on three major issues: water resources pressure, packaging materials and waste, and product carbon footprint, respectively. We also urged our factories to continuously improve in water and energy utilization and to reduce the intensity of environmental pollutant emissions, achieving the concept of green development.

可持續發展目標 Sustainable Development Targets

<p>水壓力目標 Water Resources Pressure Target</p>	<p>包材與廢棄物目標 Package and Waste Target</p>	<p>產品碳足跡目標 Product Carbon Footprint Target</p>
<ul style="list-style-type: none"> 制定用水強度⁸目標及管理計劃，逐年降低用水強度； Develop water intensity⁸ targets and management plans to reduce water intensity year by year. 制定水循環利用計劃，實施並定期檢視成效，逐年提高水利用率。 Develop a water recycling plan, implement and regularly review the effectiveness, and improve the water utilization rate year by year. 	<ul style="list-style-type: none"> 降低包材對環境影響； Reducing the environmental impact of packages. 包材技術創新； Technology innovation for packages. 確定包材回收目標範圍。 Identifying the scope of package recycling targets. 	<ul style="list-style-type: none"> 上下游碳排放評估； Upstream and downstream carbon emission assessment 生產製造階段碳減排； Carbon emission reduction at the manufacturing stage. 生產製造階段能耗減量； The reduction of energy consumption at the manufacturing stage. 績效考核管理。 Performance assessment management.

可持續用水

水對於我們的產品、我們的業務以及我們經營所在的社區至關重要。隨著全球水資源壓力的加劇，我們有責任以身作則，保護當地的水資源，促進負責任的取水及用水。我們在整個生產價值鏈中開展水資源管理以支持水資源可持續。我們尊重自然並保護自然，致力於投入實際行動以降低對自然生態的影響，在森林中，我們只做謙遜的過客。

SUSTAINABLE WATER USE

Water is critical to our products, our business and the communities in which we operate. As global water stress increases, we have a responsibility to take the lead to protect local water resources and promote responsible water abstraction and use. We manage water resources throughout our production value chain to support water sustainability. We respect and protect nature, committed to taking practical action to reduce our ecological impact. We remain humble visitors of the forest.

⁸ 用水強度即單位產品的取水量。依據《飲料製造取水定額QB/T 2931-2008》，單位產品取水量=年取水量的總和/年生產合格產品的總量

⁸ Water intensity refers to the water withdrawal per unit of product. According to Beverage Manufacturing Water Quota QB/T 2931-2008, the unit of product water withdrawal = the sum of annual water withdrawal/the total annual production of qualified products

源水管理

在取水管理方面，我們嚴格遵守《中華人民共和國水法》、《取水許可和水資源費徵收管理條例》、《取水許可管理辦法》、《中華人民共和國礦產資源法》、《中華人民共和國礦產資源法實施細則》和《中華人民共和國資源稅法》的要求，合規地獲取各類資質並保護自然資源。

我們的源水類型包括深層湖水、深層庫水、山泉水、自然涌出泉水、深層地下水、礦泉水等六種類型。我們主要憑持有的取水許可證或採礦許可證(僅適用於礦泉水)直接從水源地取水，在少數情況下，我們與持有取水許可證的第三方國有供水公司簽訂供水協議，從該等供水公司購水。我們根據相關法律及法規規定定期支付水資源費(或當地政府規定的水資源稅)及礦產資源稅(僅適用於礦泉水)。

我們所選擇的水源所在地生態環境卓越，水量充足，保障了包裝飲用水產品的長期供應能力。我們在水源探尋和可行性論證方面積累了豐富經驗，對每個水源都會進行長周期的水質監測、水量補給考察。水源考察時也會對周邊環境進行一系列較長周期的調研和評價，充分考慮水源地與工廠周邊環境的保護。因此，從水源地考察到真正建廠投產的時間跨度往往可達數年。

截至報告期末，本集團已成功實現了對中國十大優質水源地的佈局。我們定期更新天然水取水許可證以及礦泉水採礦許可證，並按照審批後的年度取水計劃取水，保證水源地水資源的可持續性發展。

Source Water Management

Regarding water collection management, we comply with the requirements of *the Water Law of the People's Republic of China, the Regulations on Water Abstraction Permits and Water Resources Fee Collection, the Measures for the Administration of Water Abstraction Permits, the Mineral Resources Law of the People's Republic of China, the Rules for the Implementation of the Mineral Resources Law of the People's Republic of China, and the Resource Tax Law of the People's Republic of China*, to obtain various qualifications in compliance and protect natural resources.

We use six types of source water: deep lake water, deep reservoir water, mountain spring water, natural artesian spring water, deep groundwater, and mineral water. We primarily collect water directly from water sources with water abstraction permits or mining licenses (for mineral water only). In a few cases, we enter into water supply agreements with third-party state-owned water companies that hold water abstraction permits to purchase water. We pay regular water resources fees (or water resources taxes set by the local government) and mineral resource taxes (for mineral water only) in accordance with relevant laws and regulations.

Water sources we have selected are ecologically superior and have sufficient water to ensure the long-term availability of packaged drinking water products. We have accumulated good experience in the exploration and feasibility studies of water sources. We conduct a long period of water quality monitoring and water replenishment inspection for each water source. We also conduct a series of long-period research and evaluation of the surrounding environment during water sources investigations, and fully consider the protection of water sources and the surrounding environment of the factory. As a result, the time span between the water sources inspection and the actual factory start-up can often be several years.

As of the end of the reporting period, the Group has successfully achieved a network of ten high-quality water sources in China. We regularly renew our natural water abstraction permits and mineral water mining licenses, and abstract water in accordance with the approved annual abstraction plans to ensure the sustainability of water resources at our water sources.

撫松工廠尋源勘探

Fusong Factory Source Exploration



我們在數年內深入長白山水源地進行了幾十次尋源勘探，深入原始森林內部，追蹤流量、溫度、礦物含量滿足要求的珍貴「自涌泉」，評估時也將建廠條件和與生態環境相和諧納入考量。歷經七年建設，我們撫松工廠正式投產，為消費者帶來優質的飲用水。

Over several years, we conducted dozens of source searches in the Changbai Mountains, penetrating deep into the primeval forest to trace the precious “self-artesian springs” that meet the flow, temperature, and mineral content requirements, taking into account the conditions of the factory and its harmony with the ecological environment. After seven years of construction, our Fusong factory has been in operation, bringing quality drinking water to consumers.

水源地保護

我們堅持水源地建廠、水源地灌裝的理念，並積極保護水源地工廠周邊生態，確保每一瓶農夫山泉都有它綠色生態的源頭。

在生產基地建設環節，我們首先進行一系列對水源水質及建廠可行性的評估，並按照國家及運營當地的相關建設法律法規要求取得相應建設審批。根據建設項目選址意見(確保工廠與生態自然區保持距離，嚴格遵守當地生態保護紅綫的要求)、建設項目用地批准以及水土保持批覆等指導性文件開展工廠建設。工廠主體建成後，按要求聘請第三方機構對生產建設項目的水土保持設施進行驗收鑒定，最大限度構建工廠與自然水源相和諧的開發保護關係。

在運營生產環節，我們會按照《水源管理辦法》等制度進行水文監控及取水點的防護管理，目的在於保護水源地環境，避免重大質量風險。同時，我們根據業務風險特徵按需開展源水質量審計工作，釐清源水質量現狀，排查水源地風險，提升水源地運營管理能力；另一方面，我們也組織開展各類環保活動及水源地生態項目，保護水源地生態環境。

Water Sources Protection

We always adhere to establish our production bases close to water sources areas, and actively protect the ecology around the factories at water sources to ensure that every bottle of Nongfu Spring has a green ecological source.

In the construction of production bases, we first conduct a series of feasibility assessments of water quality and factory construction, then obtain corresponding construction approvals in accordance with the relevant national and local construction laws and regulations. Factory construction is carried out according to guiding documents, such as construction project site selection opinions (ensuring that the factory is kept at a distance from ecological natural areas and strictly complying with the requirements of the local ecological protection red line), construction project site approval and soil and water conservation approval. After the main body of the factory is completed, we hire a third party organization to inspect and appraise the soil and water conservation facilities of the production and construction project as required, so as to build a harmonious relationship between the factory and natural water sources.

In the operation and production process, we conduct hydrological monitoring and protection management of water abstraction points in accordance with *the Water Sources Management Measures* and other regulations. We aim at protecting water sources environment, and avoiding major quality risks. We also carry out source water quality audits as required according to business risk characteristics to clarify the current status of source water quality, identify water sources risks and improve water sources O&M capabilities. On the other hand, we organize various environmental protection activities and water sources ecological projects to protect the ecological environment of water sources.

撫松工廠走道建設

Fusong Factory Walkway Construction



在撫松工廠設計之初，我們邀請了在森林環保建築領域有豐富經驗的挪威建築學院教授負責景觀走道的設計。建造水源地走道樁基時，我們首先考察地下是否有樹根，若有樹根，則須繞開另覓其他位置。為了不影響環境，樁基不使用水泥，整個施工沒有使用大型施工器械。整條走道由基件拼接而成，不用時可以隨時拆除，不留下痕跡，留下完整的森林。

During the initial design stages of the Fusong Factory, we invited a professor from the Norwegian School of Architecture, who has extensive experience in forestry and environmental architecture, to design the landscape walkway. When building the pile foundations for the water walkway, we first examined whether there were tree roots under the ground, and if so, we had to find another location around them. In order not to affect the environment, no cement was used for the pile foundations and no large construction equipment was used for the entire construction. The whole walkway was made of pieces spliced together and can be dismantled anytime when not in use, leaving no traces and leaving the forest intact.

梵淨山工廠魚類保護工程

Fanjingshan Factory Fish Protection Project



在籌建梵淨山工廠時，我們嚴格根據法律法規的要求，除了合規開展工程環境影響評價等流程外，還委托貴州大學開展源水引水工程對太平河閘孝河特有魚類生態影響專題研究，分析項目建設和運行可能對環境及動植物資源造成的影響。並據此通過專門設計，保證項目運行後環境生態結構完整、生態功能基本穩定，將運營對環境的影響降至最低。

When preparing for the construction of the Fanjingshan factory, we strictly followed the requirements of laws and regulations. In addition to complying with the procedures, such as engineering environmental impact assessment, we also commissioned Guizhou University to conduct a special study on the ecological impact of the source water diversion project on the endemic fish in the Minxiao River of the Taiping River, and analyzed the impact the construction and operation of the project might have on the environment, flora and fauna resources. Accordingly, through special design, the structural integrity and basic stability of ecological functions of the environment and ecosystem after project operations are ensured, and the impact of operation on the environment is minimized.

績效提升

在生產環節，農夫山泉依據《QB/T 2931-2008飲料製造取水定額》，制定提高用水管理精細化及標準化水平的《水耗用管理規範》制度，對各工廠生產運營中的水耗績效進行指導和考核。我們要求各工廠用水強度應達到取水定額二級（國內先進），鼓勵部分有條件的工廠達到取水定額一級（世界領先）。

我們通過加強節水管理、加大節水技術投入、水循環利用設計三個角度開展舉措，要求各工廠基於歷年的實際取水定額，每年修訂下一年的取水定額目標，對水資源進行循環利用，提升用水績效。

- 在節水管理方面，我們成立各工廠水耗用管理小組，負責自查工廠用水強度管控及執行用水強度改善措施。我們採用「水平衡圖」工具進行管理，定期收集用水績效，落實崗位責任、改進措施追蹤效果。
- 在技術改造方面，我們於2019年對用水強度較高的工廠增加水綫灌裝間排水回收系統，以有效降低工廠用水強度。報告期內，我們的紅河谷工廠和峨眉山工廠在保持源水使用量穩定的情況下，實現產品產量提升。
- 在水循環利用方面，我們通過設計方案並實施循環利用生產製造中的水資源，在生產過程中開展冷凝水回收、水資源三級利用和中水回用等項目，減少了生產用水量。

伊犁工廠的水資源三級利用項目**Tertiary Use of Water Resources at the Yili Factory**

農夫山泉位於伊犁的種植基地致力於培育品質卓越的蔬果。我們自2018年起對伊犁工廠的用水進行三級改造，並於2019年正式啟用，運行後比改造前年用水量降低30%以上。

Nongfu Spring's plantation in Yili is dedicated to cultivating superior quality vegetable and fruit. We have carried out a three-stage renovation of water use at our Yili factory since 2018. It was formally opened in 2019, reducing annual water use by more than 30% after operation compared to the pre-retrofit period.

Performance Improvement

In the production process, Nongfu Spring has formulated the *Water Consumption and Use Management Specification System* to improve the refinement and standardization of water management in accordance with *QB/T 2931-2008 Water Withdrawal Quotas for Beverage Manufacturing* to guide and assess the water consumption performance in the production operation of each factory. We require that the water consumption intensity of each factory should reach water withdrawal quota level 2 (advanced in China), and encourage some potential factories to reach water withdrawal quota level 1 (world leading).

We carry out initiatives from three perspectives: strengthening water conservation management, increasing investment in water conservation technology, and water recycling design. Based on the past data of actual water withdrawal quota, each factory would revise its water withdrawal quota target for the following year so as to recycle water resources and optimize water consumption performance.

- Regarding water conservation management, we have set up a water consumption management team at each factory, which is responsible for self-examination of the factory's water consumption intensity control and implementation of water consumption intensity improvement measures. We adopt the "water balance chart" as management tool, regularly collect water consumption performance, implement job responsibilities and improve measures to track the effect.
- Regarding technical improvements, we added a water line filling room discharge water recovery system to factories with high water intensity in 2019 to effectively reduce factory water intensity. During the reporting period, our Honghe Valley Factory and Emei Mountain Factory achieved increased product output while maintaining stable source water usage.
- Regarding water recycling, we have reduced production water consumption by designing programs and implementing recycling of water resources in manufacturing and carrying out projects such as condensate recovery, tertiary use of water resources and water reuse in the production process.

報告期內，農夫山泉的水資源績效表現如下：

During the reporting period, Nongfu Spring's water sources performance was as follows.

水資源績效表現 Water Sources Performance	單位 Unit	2020年 Year 2020
市政用水取水量 ⁹ Municipal Water Withdrawal ⁹	噸 Ton	385,420
自然水體取水量 Natural Water Withdrawal	噸 Ton	32,638,224
總取水量 Total water withdrawal	噸 Ton	33,023,644
水回收量 ¹⁰ Water reused ¹⁰	噸 Ton	1,514,515
用水強度 ¹¹ Water intensity ¹¹	噸取水量／噸合格產品產量 Ton of water withdrawal/ton of qualified product output	2.13

能源及碳排放

在能源與碳排放管理方面，我們制定《環境氣候變化政策》以及《能源動力管理規範》等政策，通過逐步制定生產製造各階段的能源消耗減少計劃，開展工廠能源管理體系建設，實施並定期檢視成效，逐步降低生產運營過程中的能耗及碳排放。同時，我們逐步評估上下游關鍵供應鏈的碳影響，通過鐵路源頭直發等低碳物流方式，減少運輸和物流階段的碳排放量。

ENERGY USE AND CARBON EMISSION

Regarding energy and carbon emission management, we have formulated policies, such as the *Environmental Climate Change Policy* and the *Energy and Power Management Code*, to gradually reduce energy consumption and carbon emissions during production operations. This is done by progressively developing energy consumption reduction plans for each stage of manufacturing, conducting factory energy management system certification, and implementing and regularly reviewing the effectiveness. In addition, we have gradually assessed the carbon impact of key upstream and downstream supply chains and reduced carbon emissions at the transportation and logistics stages through low-carbon logistics methods, such as direct delivery from railroad sources.

截至報告期末，農夫山泉的生產運營以及日常辦公環節過程中使用的主要能源類型有柴油、汽油、燃煤以及天然氣等直接能源，外購電力、外購蒸汽等間接能源。我們部分工廠還使用太陽能、生物質能等清潔能源進行供能。

As of the end of the reporting period, the main types of energy used in Nongfu Spring's manufacturing operations and daily office processes include direct energy, such as diesel, gasoline, coal and natural gas, and indirect energy, such as purchased electricity and purchased steam. Some of our factories use clean energy, such as solar energy and biomass for energy supply.

隨著我們不斷完善的能耗管理體系及開展的能耗管理舉措，農夫山泉(淳安茶園)有限公司已於報告期內被納入國家工業和信息化部第五批綠色製造名單，獲評綠色工廠稱號。

With our continuous improvement of energy management system and relevant initiatives carried out, Nongfu Spring (Chun'an Tea Garden) Co., Ltd. has been included in the fifth batch of green manufacturing list of the Ministry of Industry and Information Technology of the PRC and named a Green Factory during the reporting period.

⁹ 市政用水主要用於果業工廠及總部園區辦公

⁹ Municipal water is mainly used for fruit factories and headquarters operations

¹⁰ 指報告期內，公司收集並回用的膜過濾的退水、非CIP(原位清洗)類溢流水的總量

¹⁰ Refers to the total amount of membrane filtered receding water and non-CIP (cleaning in place) type overflow water collected and reused by the Company during the reporting period

¹¹ 該數據與2019年相比下降2%

¹¹ The figure has decreased by 2% compared to 2019



茶園工廠
Tea Garden Factory

低碳設計

在建設前期，我們均已將節能降耗考慮至各個設計環節。我們的工廠分散在中國各個區域，我們因地制宜，結合工廠地理位置及當地的氣候環境進行設計，提高能源利用效率。

我們在生產工藝過程設計時充分考慮節能低碳，在加熱、冷卻工藝過程設計有餘熱利用、預冷卻等工藝，降低蒸汽和冰水消耗。對於部分緯度較高、冬季氣候寒冷的工廠，我們在隔牆材料選擇上採用優質保溫材料以減少冬季的散熱，保證供暖高效穩定，並且通過車間廢熱利用，降低取暖燃氣消耗。對於具有環境冷源條件的工廠，我們也通過低碳設計充分利用天然冷源，減少生產運營製冷所需能耗。

Low Carbon Design

We have taken energy saving and consumption reduction into consideration in all design aspects during the pre-construction stage. Our factories are located in different regions of China. We design them according to local conditions, taking into account the geographical location of the factory and the local climate to improve energy efficiency.

We fully consider energy saving and low carbon operations in the design stage of production process. We design the heating and cooling process with waste heat utilization and pre-cooling processes to reduce steam and chilled water consumption. For factories with high latitude and cold weather in winter, we use high quality insulation materials in the selection of partition wall materials to reduce heat dissipation in winter to ensure efficient and stable heating, and reduce heating gas consumption through workshop waste heat utilization. For factories with ambient cooling conditions, we make full use of natural cooling sources through low-carbon design to reduce energy consumption for production and operation cooling.

撫松工廠利用環境冷源項目

Fusong Factory Ambient Cold Source Project

在撫松長達6個月的冬季中，有4個月氣溫保持在零下10-32℃，撫松工廠利用冬季氣溫進行水塔冷卻水換熱，使用板式換熱器代替冷水機工作，冷水機每月耗電減少4.4萬千瓦時。同樣的案例也在臨江工廠、靖宇工廠等寒冷地區推廣使用。

In Fusong, the temperature stays at -10 to -32°C for 4 months during the 6-month-long winter. Our Fusong Factory leverages the winter temperature for water tower cooling water heat exchange and uses plate heat exchangers instead of chillers to work, reducing power consumption by 44,000 kWh per month for chillers. The same case is also used in cold areas such as Linjiang factory and Jingyu factory.

低碳生產

在生產運營過程中，我們正參照ISO 50001體系，逐步建立自身能源管理體系，並對管理和運營環節進行能效改善，以實現我們保持能源使用領先水平的目標。

- **能源供應：**全員參與能源供應體系，相互匹配能源需求，快速反應能源變化；保障各工廠的動力設備正常運行、能源有效供應。
- **設備管理：**各工廠通過成立能源管理小組，負責按照制度建立實施能源動力管理體系，制定節能降耗設備方案以及匯總分析動力設備能耗數據；採購環節優先採用利於節能降耗和動力設備穩定的設備方案；在運營環節進行充分保養，保證設備產能效率。
- **能源統計：**制定能耗內控標準，並參照建立超耗分析整改流程；完善能源計量，每周至少進行一次能耗分析。
- **稽查考核：**對能源供應、設備管理、數據統計情況等方面進行重點管理和考核，優秀案例予以通報、獎勵；不定期抽查考核績效數據與財務結算數據符合性。

Low Carbon Production

In the process of production and operation, we are gradually establishing our own energy management system with reference to the ISO 50001 system. We are also improving energy efficiency in management and operation to achieve our goal of maintaining a leading level of energy use.

- **Energy supply:** All employees participate in the energy supply system to match each other's energy demand and respond quickly to energy changes; to ensure normal operation of Energy-using equipment and effective energy supply in each factory.
- **Equipment management:** Each factory is responsible for establishing and implementing an energy and power management system according to the system by establishing an energy management team, formulating energy-saving and consumption-reducing equipment solutions as well as summarizing and analyzing power equipment energy consumption data; giving priority to equipment solutions conducive to energy-saving and consumption reduction and power equipment stability in the procurement process; conducting adequate maintenance in the operation process to ensure equipment capacity efficiency.
- **Energy statistics:** setting up internal control standards for energy consumption and establish a rectification process for over-consumption analysis accordingly; improving energy measurement and conduct energy consumption analysis at least once a week.
- **Audit and assessment:** Focusing on management and assessment of energy supply, equipment management, data statistics, etc.; excellent cases will be notified and rewarded; occasional spot checks to assess the conformity of performance data with financial settlement data.

管理升級 Management Upgrade

- 制定「EC (Energy Check, 能源檢查) 工程圖」, 將重要能源管控因素與崗位點檢、運行表單結合, 並對執行情況進行追蹤檢查。報告期內, EC工程圖制度已在浙江區域試點開展:
“EC (Energy Check) Engineering Chart” was developed to combine important energy control factors with post point inspection and operation form, and to track and check the implementation. During the reporting period, the EC engineering chart system has been piloted in Zhejiang region.
- 於14個生產基地安裝了工廠級能源集中監控平台, 可實現各類用電實時監測、記錄、對標, 匹配能管理體系中的監視測量需求, 對能源使用異常數據可實現覆核追蹤。
Factory-level energy centralized monitoring platform has been installed in 14 production bases, which can realize real-time monitoring, recording and benchmarking of various types of electricity consumption, match the monitoring and measurement requirements in the energy management system, and enable review and tracking of abnormal energy usage data.

運行改善 Operational Improvement

- 以茶園工廠為例, 通過設備改造及運行改善, 全年運行節約用電約237萬千瓦時:
Take the Tea Garden Factory as an example, through equipment renovation and operation improvement, the annual operation saves about 2.37 million kWh of electricity.
- 通過對空壓機加載率的管控, 使空壓機加載率提升12%, 全年節約用電約100萬千瓦時:
By controlling the loading rate of the air compressor, the loading rate of the original air compressor has increased by 12%, saving about 1 million kWh of electricity for the year.
- 通過精細化限定吹瓶壓力設定, 全年可節約用電約102萬千瓦時:
Electricity saving of about 1.02 million kWh per year by finely limiting the blowing pressure setting.
- 在冷卻塔處加裝溫度傳感器和溫度控制器, 實現塔水溫度與排風扇聯動, 年節約用電35萬千瓦時。
Adding temperature sensors and temperature controllers at the cooling tower to realize the linkage between tower water temperature and exhaust fan, saving about 350,000 kWh of electricity per year.

意識提升 Increase in Awareness

- 舉行節能「金點子」活動, 圍繞「降成本, 增效益」的主題開展節能改善徵集, 鼓勵員工發現身邊浪費點, 改善點, 培養節能意識。活動期間, 我們共收集到金點子58項, 並對可執行項、整改項進行整改追蹤:
We held an energy-saving “golden idea” campaign, focusing on the theme of “reduce costs and increase efficiency” to collect energy-saving improvements and encourage employees to discover wasteful points around them, so as to cultivate energy-saving awareness. During the campaign, we collected 58 golden ideas, and tracked the items that could be implemented and corrected.
- 舉辦節能活動, 普及節能降耗知識點, 增強員工節能降耗專業知識, 為節能計劃實施打基礎。
We also held an energy saving activity to popularize the knowledge of energy saving and consumption reduction, enhance the staff's energy saving and consumption reduction expertise, and lay the foundation for the implementation of energy saving plan.

低碳物流

在倉儲物流方面，我們採用公路、鐵路和水路多種運輸方式將我們的產品送達全國市場。目前，我們的三大水源地浙江千島湖、吉林長白山以及湖北丹江口均設有鐵路專用綫，生產下綫即裝運至鐵路車廂中，從工廠直接發貨，減少倉儲和中轉運輸導致的能耗及溫室氣體排放。

Low Carbon Logistics

Regarding storage and logistics, we use a variety of road, rail and water transport methods to deliver our products to the national market. At present, our three major water sources, Zhejiang Thousand-island Lake, Jilin Changbai Mountain and Hubei Danjiangkou, are connected to dedicated railroad lines. Production from these water sources is shipped to railroad carriages as soon as it comes off the production line and shipped directly from the factory, reducing energy consumption and greenhouse gas emissions caused by storage and transit transportation.

發展綠色物流 Developing Green Logistics

- 在多個生產基地佈局鐵路專用綫，通過鐵路向在全國17個城市布局的19個城市配送中心供貨：
Layout of dedicated railway lines in several production bases, supplying by railway to 19 urban distribution centers laid out in 17 cities nationwide.
- 運輸距離300公里以上時使用鐵路、水運等綠色物流方式的產品總重量噸位佔比：28.5%。
Total weight tonnage of products transported by green logistics methods such as rail and water transport with over 300 kilometres in distance: 28.5%

科學規劃路綫 Scientific Planning of Routes

- 合理佈局生產綫，合理規劃物流路徑以減少運輸中轉環節，源頭工廠直發比例提升至84%。
Rational layout of production lines, rational planning of logistics routes to reduce transport transit links, the proportion of direct delivery from the source factory increased to 84%.

綠色運輸作業 Green Transportation Operation

- 推動碼垛加層，提升單次叉運噸位及倉庫利用率，減少廠區內物流運作能耗：
Promote the palletizing and stacking, improve the single forklift tonnage and warehouse utilization, and reduce the energy consumption of logistics operation in the factory.
- 在全國工廠全部取消柴油叉車，換用電瓶叉車：
Eliminate all diesel forklifts in factories nationwide and replace them with electric forklifts.
- 持續鼓勵推廣新能源運輸汽車。
Continue to encourage the promotion of new energy transportation vehicles.



清潔能源使用與碳核查

在清潔能源方面，除了安裝光伏發電設施，我們部分地處林業資源豐富地區的工廠將農作物秸杆、林業加工剩餘物等生物質燃料用於廠區內生產及生活供暖。由於生物質燃料硫磷含量極低，可減少對空氣質量的影響。

Clean Energy Use and Carbon Verification

Regarding clean energy, in addition to installing photovoltaic power generation facilities, some of our factories located in forestry-rich areas use biomass fuels, such as crop straw and forestry processing residues, for production and domestic heating within the factory. Since biomass fuel has very low sulfur and phosphorus content, it can reduce the impact on air quality.

使用生物質能源

Use of Biomass Energy



我們位於東北的撫松工廠、漠河工廠使用生物質燃料產生熱量以供兩個工廠的生活供暖及生產。報告期內，生物質鍋爐消耗生物質燃料2,355噸，減少溫室氣體排放。

Our Fusong and Mohe factories in northeast China use biomass fuel to generate heat for domestic heating and production at both factories. More than 2,355 tons of biomass fuel were consumed during the reporting period, to reduce GHG emissions.

有效利用太陽能資源

Effective Use of Solar Energy Resources



河源工廠根據廣東當地日照天數多，光照強度高等特點，在廠房安裝了屋頂光伏發電系統，年發電量272萬千瓦時。

The Heyuan factory has installed a rooftop photovoltaic power generation system, which generates about 2.72 million kWh of electricity per year, based on the characteristics of Guangdong's local area with many sunny days and high light intensity.

此外，為響應國家關於碳排放交易試點工作的統一部署，我們主動梳理自身碳排放來源與邊界，為應對氣候變化風險打好基礎。近年來，我們部分工廠開展溫室氣體排放核查，內容包括針對碳排放邊界核查、排放能源種類的活動水平以及整體溫室氣體排放量水平計算等。

In addition, in response to the unified deployment of the national pilot work on carbon emissions trading, we have taken the initiative to optimize our own carbon emissions sources and boundaries to lay a good foundation for handling climate change risks. In recent years, some of our factories have carried out greenhouse gas emissions verification, including verification for carbon emissions boundary, activity level of emitted energy types and overall greenhouse gas emissions level calculation.

報告期內，我們的能源使用與溫室氣體排放情況如下：

During the reporting period, our energy use and greenhouse gas emissions were as follows.

能源績效表現 Energy Performance	單位 Unit	2020年 Year of 2020
間接能源消耗		
Indirect energy consumption		
外購電力消耗 Consumption of purchased electricity	百萬瓦時 Million watt-hours	948,402
可再生能源使用量－太陽能 Renewable energy use – solar	百萬瓦時 Million watt-hours	2,720
可再生能源使用量－生物質 Renewable energy use – biomass	噸 Ton	2,355
外購蒸汽 Purchased steam	噸 Ton	57,222
直接能源消耗		
Direct energy consumption		
柴油耗用 Diesel consumption	噸 Ton	346
汽油耗用 Gasoline consumption	噸 Ton	51
燃煤耗用 Coal consumption	噸 Ton	13,988
天然氣耗用 Natural gas consumption	標準立方米 Standard cubic meter	32,936,368
綜合能耗		
Comprehensive energy consumption		
綜合能耗(直接) Comprehensive energy consumption (direct)	噸標準煤 Ton of standard coal	58,373
綜合能耗(間接) Comprehensive energy consumption (indirect)	噸標準煤 Ton of standard coal	123,549
綜合能耗總量 Total comprehensive energy consumption	噸標準煤 Ton of standard coal	181,922
單位產量綜合能耗 ¹² Comprehensive energy consumption per unit of output ¹²	噸標準煤／噸合格產品產量 Ton of standard coal/ton of qualified product output	0.0117

¹² 該數據與2019年相比下降4%。

¹² This figure has decreased by 4% compared to 2019.

能源績效表現 Energy Performance	單位 Unit	2020年 Year of 2020
溫室氣體		
Greenhouse Gas		
範疇一溫室氣體排放 Scope I greenhouse gas emissions	噸二氧化碳當量 Tonnes of carbon dioxide equivalent	107,706
範疇二溫室氣體排放 Scope II greenhouse gas emissions	噸二氧化碳當量 Tonnes of carbon dioxide equivalent	618,088
溫室氣體排放總量 Total greenhouse gas emissions	噸二氧化碳當量 Tonnes of carbon dioxide equivalent	725,794
單位產量溫室氣體排放 ¹³ Greenhouse gas emissions per unit of output ¹³	噸二氧化碳當量／噸合格產品產量 Tonnes of carbon dioxide equivalent/ tonnes of qualified product output	0.0467

包裝材料管理

我們正密切關注國家有關塑料廢棄物回收利用和處置相關法律法規的趨勢和動態，如2020年1月由國家發改委及生態環境部聯合發佈的《關於進一步加強塑料污染治理的意見》等。為了優化包裝材料管理，嘗試從源頭減少塑料類廢棄物的產生，我們已制定並發佈《包裝材料可持續發展政策》等包裝材料管理制度，進行產品源頭減塑設計，探索終端包材回收機制，參與推進塑料廢棄物回收利用和處置，培育有利於規範回收和循環利用、減少塑料污染的新業態、新模式。

PACKAGING MATERIALS MANAGEMENT

We closely follow the trends and developments in national laws and regulations related to plastic waste recycling and disposal, such as the *Opinions on Further Strengthening Plastic Pollution Control* jointly issued by the National Development and Reform Commission and the Ministry of Ecology and Environment in January 2020. In order to optimize the management of packaging materials and in the attempt to reduce the generation of plastic-based waste at source, we have developed and released packaging materials management systems, such as the *Policy on Sustainable Development of Packaging Materials*, worked on plastic reduction at the source of products, explored the mechanism for recycling of terminal packaging materials, participated in promoting the recycling and disposal of plastic waste, and cultivated new business models and modes that are conducive to standardized recovery and recycling and reduction of plastic pollution.

¹³ 該數據與2019年相比下降4%。

一直以來，我們不斷對產品包裝材料減塑進行嘗試。在保證產品質量和滿足使用體驗的前提下，盡可能減少包裝材料使用量。自2019年起，我們開展了天然礦泉水(運動瓶蓋)瓶身PET(聚對苯二甲酸乙二醇酯)材料減量化行動，單個瓶身重量減少5.5%，報告期內減少PET用量284噸。

We have been constantly trying to reduce plastic of product packaging materials. Under the premise of ensuring product quality and satisfying the use experience, we minimize the use of packaging materials. Since 2019, we have carried out an initiative to reduce PET (polyethylene terephthalate) material in natural mineral water (sports caps) bottles, reducing the weight of individual bottles by 5.5% and reducing PET use by 284 tons during the reporting period.

除了產品類包裝，我們也正積極探索降低物流環節的包裝材料的使用，通過對包材用量以及流轉過程的分析，打造綠色物流體系。

In addition to product-based packaging, we are also actively exploring the reduction of packaging materials used in logistics, and creating a green logistics system through analysis of package material usage and flow processes.

包裝纏繞膜PE(聚乙烯)材料減量化項目

Packaging Winding Film PE (Polyethylene) Material Reduction Project

自2018年起，我們開展了包裝纏繞膜PE材料減量化項目。於報告期在全國工廠推廣使用，通過減量化手段，年減少PE纏繞膜用量約700餘噸。

Since 2018, we have carried out the packaging winding film PE material reduction project. During the reporting period, it was promoted in nationwide factories. Through reduction, the annual amount of PE winding film usage has been reduced by about 700 tons.

包裝收縮膜PE材料減量化項目

Packaging Shrink Film PE Material Reduction Project

自2019年起，我們開展了550毫升包裝水收縮膜PE材料減量化行動，每包收縮膜用量減少10%，報告期內減少PE收縮膜用量289噸。該項目減量化全部完成後，預計年可減少PE用量2,900餘噸。

Since 2019, we have reduced the amount of PE material in the shrink film of 550 ml packaging water. We have reduced the amount of shrink film used by 10% per package, and reduced the amount of PE shrink film used by 289 tons during the reporting period. After the full completion of this project, it is expected that the annual PE usage can be reduced by more than 2,900 tons.

循環回收廢棄產品的包裝，對於社會和飲料生產企業而言是挑戰也更是機遇。我們積極探索廢棄包裝材料回收處置的解決方案，增進塑料包裝材料的回收及再利用，通過參與社會合作，探索創建創新有效的環保模式，營造全社會共同參與的良好氛圍。

The recycling of waste product packaging is a challenge and an opportunity for society and beverage production enterprises. We actively explore solutions for the recycling and disposal of waste packaging materials, enhance the recycling and reuse of plastic packaging materials, explore the creation of innovative and effective environmental protection models through participation in social cooperation, and create a good atmosphere for the society at large to engage.

終端包裝材料回收

Terminal Packaging Material Recycling



我們於2019年底建立了PC(聚碳酸酯)類塑料包裝材料回收處理機制，形成PC大桶水包裝「工廠—水站—消費者」的閉環回收鏈條。將過程中淘汰的廢PC桶料提供給合作方加工再利用，重新製成電腦配件、汽車部件等塑料製品，實現廢物資源的高值化再利用。

We established a recycling mechanism for PC (polycarbonate) plastic packaging materials at the end of 2019, forming a closed-loop recycling chain of PC water barrel packaging: factory-water station-consumer. The waste PC barrel materials eliminated in the process will be provided to partners for processing and reuse, and re-made into plastic products such as computer accessories and auto parts, realizing the high-value reuse of waste resources.

報告期內，我們共循環再生了130餘萬個19升PC桶。

During the reporting period, we recycled over 1,300,000 19-liter PC water barrels.

塑料循環回收體系

Plastic Recycling Closed-loop System

自2019年起，我們建立了塑料循環回收體系，信豐工廠通過回收生產瓶蓋及其他HDPE(高密度聚乙烯)產品產生的報廢HDPE料，經過處理後重新使用在內部的托盤產品中，形成「原料—廢料回收—處理—托盤成品」的閉環回收再生使用體系。

Since 2019, we have established a closed-loop recycling system for plastic materials, in which Xinfeng factory recycles end-of-life HDPE (high-density polyethylene) materials generated from the production of bottle caps and other HDPE products, and then reuses them in internal pallet products after treatment. This forms a closed-loop recycling system of “raw materials – waste recycling – treatment – finished pallet products”.

報告期內，本公司主要使用PET(聚對苯二甲酸乙二醇酯)等類別的塑料製品作為產品的主要包裝材料，包括：包裝飲用水及飲料產品的塑料瓶和塑料瓶蓋、桶裝飲用水包裝、產品標籤等。除了塑料類，我們還使用玻璃、紙、金屬等其他形式的包裝材料。本公司製成品使用的包裝材料總量為770,700噸，具體分類如下：

During the reporting period, we mainly used PET (polyethylene terephthalate) and other types of plastic products as the main packaging materials for our products, including plastic bottles and caps for packaging drinking water and beverage products, packaging for barrels of drinking water, and product labels. In addition to the plastic category, we use other forms of packaging materials, such as glass, paper, and metal. The total amount of packaging materials used for our manufactured products is 770,700 tons, broken down as follows.

製成品所用 包裝材料績效表現 Performance of packaging materials used for finished products	單位 Unit	2020年 Year of 2020
塑料類 Plastic	噸 Ton	594,250
紙類 Paper	噸 Ton	173,793
玻璃類 Glass	噸 Ton	346
金屬類 Metal	噸 Ton	341
其他類 Others	噸 Ton	1,970
包裝材料使用總量 Total use of packaging materials	噸 Ton	770,700
單位產量包裝材料使用量 Unit output of packaging materials used	噸／噸合格產品產量 Ton/ton of qualified product output	0.0496

排放管理

在污染物排放管理方面，我們嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》、《中華人民共和國固體廢物污染環境防治法》等法律法規，依法獲取排污許可證等相關資質，並制定《農夫山泉工廠HSE管理體系手冊》等內部制度，定期對廢水、廢氣等污染物排放濃度進行檢測，以確保其達到國家環保標準。我們還積極採取廢物減量化及資源化舉措，降低運營對周邊環境的影響。

廢水管理

我們嚴格依據《污水綜合排放標準》(GB 8978)、《城鎮污水處理廠污染物排放標準》(GB 18918)等排放標準，通過在廠區內配置污水處理站以處理生產及生活污水，並將處理後達標的污水納入市政網道排放或繼續經市政污水處理設施處理。我們生產運營中的廢水主要來源於設備清洗水、管道清洗水及廠區內的生活污水，主要污染物為COD及氨氮等。我們按照國家法規的要求，自主制定更加嚴格的污染物限量標準，嚴格管控各工廠的污水處理效果和污染物排放濃度。此外，部分未經過膜過濾的源水將以相似水質回饋至自然水體中。

截至報告期末，農夫山泉已有12個工廠的污水站安裝了出水水質在線監測設施，對排污許可證要求監控的水污染物等指標進行實時監測，受當地環保機構監管。同時，我們已在新安江工廠、峨眉山工廠、撫松工廠和茶園工廠建設了四套廢水PLC局域網平台系統，針對全廠廢水的排放和處理進行實時監控，可收集並分析全廠多個位點的實時排水信息(流量、pH、液位、水泵開關量、水泵故障等)。

POLLUTANT DISCHARGE MANAGEMENT

Regarding pollutant discharge management, we strictly comply with the laws and regulations, such as *the Law of Environmental Protection of the People's Republic of China, the Law of Prevention and Control of Air Pollution of the People's Republic of China, the Law of Prevention and Control of Water Pollution of the People's Republic of China, and the Law of Prevention and Control of Solid Waste Pollution in the Environment of the People's Republic of China*. We obtain discharge permits and other relevant qualifications in accordance with the law, and develop internal systems such as *HSE Management System Manual of Nongfu Spring Factories*, while regularly testing the concentration of pollutants discharged from wastewater and exhaust gas, and ensure that they meet national environmental protection standards. We also actively adopt waste minimization and resource utilization initiatives to reduce the impact of our operations on the surrounding environment.

Wastewater Management

We strictly comply with discharge standards, such as *Comprehensive Sewage Discharge Standard (GB 8978)* and *Discharge Standard for Pollutants from Urban Sewage Treatment Plants (GB 18918)*. We treat industrial and domestic wastewater by allocating wastewater treatment stations within the factory, and make the treated wastewater that meets the discharge standards be incorporated into municipal drainage network or continue to be treated by municipal wastewater treatment plants. The wastewater in our production operation mainly comes from equipment cleaning water, pipe cleaning water and domestic sewage in the factory, while the main pollutants are COD and ammonia nitrogen. In accordance with the requirements of national regulations, we independently set stricter pollutant limits and strictly control the wastewater treatment effectiveness and concentration of pollutant from each factory. In addition, some of the source water that has not undergone membrane filtration will be fed back into natural water bodies with similar water quality.

As of the end of the reporting period, Nongfu Spring has installed online monitoring facilities for effluent water quality at the effluent stations of 12 factories, which provide real-time monitoring of water pollutants and other indicators that are required to be monitored by the discharge permits and are subject to supervision by local environmental protection agencies. Also, we have built four wastewater PLC LAN platform systems at Xin'an River factory, Emei Mountain factory, Fusong factory and Tea Garden factory for real-time monitoring of wastewater discharge and treatment of the whole factory, which can collect and analyze real-time drainage information (flow rate, pH, liquid level, pump switching, pump failure, etc.) from multiple sites throughout the factory.

廢氣管理

我們的廢氣主要由生產線中的注塑環節，以及鍋爐房和污水站運營環節產生，主要污染物為二氧化硫、氮氧化物以及非甲烷總烴。針對注塑環節的有機廢氣，我們結合工廠運營情況，逐步採用「UV光解(或低溫等離子體)+活性炭」處理廢氣，有效的降解非甲烷總烴和TVOC等污染物，大大降低了非甲烷總烴的排放量，使排放濃度指標遠優於當地排放標準。

截至報告期末，我們在全國工廠共建設了20套廢氣處理設施，其中注塑廢氣處理的設施10套、污水站及煙氣廢氣處理設施10套。

我們持續優化鍋爐運行環節的廢氣排放，對鍋爐設備進行改造。報告期內，我們已對南山工廠及淳安工廠的3台鍋爐進行低氮改造，年可減少NOx排放量2.4噸。

廢棄物管理

我們的廢棄物主要來源於生產運營中產生的一般固體廢棄物和有害廢棄物。針對有害廢棄物，我們的各工廠均與有處理資質的第三方簽訂處置協議，並定期清運處理。針對一般固體廢棄物的不可回收部分，我們將其交由環衛機構等第三方定期清運。我們積極探索對廢棄物進行回收利用，並開展可回收類廢棄物的終端資源再利用合作，如將茶渣濾乾供給當地合作社作農用肥、將濕橙渣烘乾作為飼料等。

Exhaust Gas Management

Our exhaust gases are mainly generated from the injection molding process in the production line, as well as from the boiler room and sewage station operations, while the main pollutants are sulfur dioxide, nitrogen oxides and non-methane total hydrocarbons. For the VOCs (volatile organic compounds) from the injection molding process, we have gradually adopted “UV photolysis (or low temperature plasma) + activated carbon” to treat exhaust gas, which effectively degrades NMHC (non-methane hydrocarbon) and TVOC (total volatile organic compounds) and other pollutants, greatly reducing the emission of NMHC (non-methane hydrocarbon) and making the concentration index of exhaust gas much lower than the local emission standard.

As of the end of the reporting period, we have built 20 sets of exhaust gas treatment facilities in our factories nationwide, including 10 sets of injection molding exhaust gas treatment facilities and 10 sets of sewage stations and flue gas treatment facilities.

We continue to optimize the emission of exhaust gas from boiler operation and renovate boiler equipment. During the reporting period, we have retrofitted 3 boilers in our Nanshan factory and Chun'an factory with low nitrogen transformation, which can reduce NOx emissions by 2.4 tons per year.

Waste Management

Our non-hazardous waste and hazardous waste mainly generated during our production operations. For hazardous waste, each of our factories has signed disposal agreements with qualified third parties to handle it, and it is regularly removed and disposed. For the non-recyclable portion of non-hazardous waste, we hand it over to third parties, such as sanitation agencies, for regular removal. We actively explore the recycling of waste and cooperate in the end-resource reuse of recyclable waste, such as filtering and drying tea pomace to supply to local cooperatives for agricultural fertilizer as well drying wet orange pomace for feed.

橙渣回收作為飼料

Orange Pomace Recycling as Feed

我們考慮到榨汁後剩餘的橙渣中含有豐富的糖類、果膠、礦物質等營養成份，將這些濕果渣資源烘乾處理後，變成附加值較高的果渣飼料。報告期內，安遠工廠共烘乾濕橙渣約16,000餘噸作為飼料，響應國家產業政策的同時保護了環境。

Considering that orange pomace after juice extraction is rich in sugars, pectin, minerals and other nutrients, we have turned these wet pomace resources into pomace feed with higher added value after drying and processing. During the reporting period, the Anyuan factory dried about 16,000 tons of wet orange pomace as feed, responding to the national industrial policy while protecting the environment.

果汁桶流轉使用體系

Juice Barrel Transfer and Reuse System

為了降低生產過程中廢棄物的產生量，我們於報告期內對工廠果汁桶使用情況進行實地調研，通過分析工廠可實施性以及經濟效益，在保證產品品質的前提下制定內部標準並展開實施回收方案，最終確定建立果汁桶流轉使用體系。將果汁桶從一次性使用，升級為經技術處理後可循環重複使用，減少生產過程中的廢棄物產生量。

In order to reduce the amount of waste generated during the production process, we conducted field research about juice bucket usage at factories during the reporting period. Under the premise of ensuring product quality, we analyzed the feasibility and economic benefits of the factories, set internal standards and implemented recycling programs, and finally established a juice barrel transfer system. We upgraded the juice buckets from disposable use to recyclable and reusable after technical treatment to reduce the amount of waste generated during the production process.

報告期內，本公司的排放情況如下：

During the reporting period, the Company's emissions were as follows.

排放績效 Emissions Performance	單位 Unit	2020年 Year of 2020
廢氣排放		
Exhaust emissions		
廢氣排放總量 Total exhaust emissions	立方米 Cubic Meter	617,221,530
二氧化硫排放量 Sulfur dioxide emissions	噸 Ton	19
氮氧化物NOx排放量 Nitrogen oxides emissions	噸 Ton	73
非甲烷總烴排放量 Total non-methane hydrocarbon emissions	噸 Ton	86
廢水排放		
Wastewater discharge		
廢水排放總量 Total wastewater emissions	噸 Ton	4,053,521
COD排放量 COD emissions	噸 Ton	221
氨氮排放量 Ammonia nitrogen emissions	噸 Ton	4
廢棄物		
Waste disposal		
有害廢棄物轉移量 Hazardous waste transferred	噸 Ton	194
單位產量有害廢棄物轉移量 Quantity of hazardous waste transferred per unit of output	千克／噸合格產品產量 Kilogram/ton of qualified product output	0.0125
無害廢棄物清運量(不可回收) Non-hazardous waste removed (non-recyclable)	噸 Ton	7,709
無害廢棄物清運量(可回收) Non-hazardous waste removed (recyclable)	噸 Ton	41,185
單位產量無害廢棄物清運量 Unit output of non-hazardous waste removed	千克／噸合格產品產量 Kilogram/ton of qualified product output	3.148

負責任的設計

我們遵循「負責任的設計」理念，在產品開發之初，即將產品可持續性、消費便利性、環境友好性等需求納入考慮，綜合考量產品的使用情景、配送條件、經濟效益和環境效應進行設計。我們根據消費者反饋進行產品改進，為消費者與社會、環境開發負責任的產品。



- 植物酸奶：以大豆、椰漿等植物基為原料，通過接種酸奶菌種發酵製成。相比於傳統酸奶產品，可減少在畜牧養殖環節的溫室氣體排放，應對氣候變化方面的環境效益更加明顯，更好回應消費者對低碳環保、天然健康的需求。

Plant-based yogurt: Made from soybean, coconut milk and other plant-based raw materials, fermented by inoculating with yogurt bacteria. Compared with traditional yogurt products, it can reduce greenhouse gas emissions in the livestock breeding process, which has more obvious environmental benefits in combating climate change and better responds to consumer demand for low-carbon environmental protection as well as naturalness and healthiness.



- 容量設計：我們通過設計不同容量體積的包裝飲用水產品，以提倡消費者合理飲水，培養消費者按需購買的行為習慣，避免水資源浪費。報告期內，我們還推出了小包裝的「維他命水」、「農夫果園」、「東方樹葉」等產品，在終端消費環節為消費者提供不同容量選擇，實現我們對全價值鏈的水資源可持續發展理念。

Capacity design: We designed our packaged drinking water products with different volume and capacity to encourage consumers to drink water rationally, cultivating the consumer behavior of buying on demand and avoiding wasting water resources. During the reporting period, we also launched small packages of “Vitamin Water”, “Farmer’s Orchard” and “Oriental Leaf” to provide consumers with different volume options in the end-consumption chain to realize our concept of sustainable development of water resources for the entire value chain.



- 透明包裝：區別於傳統茶飲料為避免內容物氧化而採取「全覆蓋式」包裝的模式，東方樹葉通過創新開發阻氧瓶，將透明PET包裝瓶的氧氣阻隔能力提高了近3倍，從而減少了瓶身標籤覆蓋面積，減少包材使用量。

Transparent packaging: Unlike traditional tea beverages that adopt “full-coverage” packaging to avoid oxidation of the contents, Oriental Leaf has innovated and developed oxygen barrier bottles. This increases the oxygen barrier capacity of transparent PET bottles by nearly three times, thus reducing the coverage area of bottle labels and reducing the use of packaging materials.

溫暖的守護 Public Welfare

我們一貫積極投身和倡導社會公益事業，將公益活動作為我們應盡的社會責任，在救助災區、減緩貧困、改善教育、公共體育等民生領域持續做出努力。作為「大自然的搬運工」，農夫山泉積極開展水源地反哺活動，讓大山孩子的才華得以展現，帶動山區教育扶貧。新冠疫情和其他緊急狀況期間，我們也盡己所能為受影響人群解決生活困難。從而實踐我們的社會責任，致力於實現公司與社會的協同發展。

We have always been actively involved in advocating and undertaking public welfare. We take public welfare activities as our due social responsibility, and make continuous efforts in people's livelihood, poverty alleviation, education, and public sports. As a "porter of nature", Nongfu Spring actively carried out water source back-feeding activities, so that the children in the mountains can unleash their potential. They also promote education and poverty alleviation in the mountains. During the COVID-19 pandemic and other emergencies, we endeavor to solve the difficulties for the affected. In order to fulfill our social responsibility, we are committed to achieving the coordinated development of the Company and society.



扶貧幫困 Poverty Alleviation



堅持農技幫扶，累計投入約3,600萬元人民幣攻堅柑橘苗木黃龍病、衰退病
Insist on agricultural technology assistance and invested approximately a total of RMB36 million to fight against citrus yellow shoot disease (Huanglongbing) and tristeza disease



推廣種植優質果樹多達數千畝¹⁴，幫扶農戶種植收益由幾百元/畝提高了7-8倍
Promoted planting of high-quality fruit trees up to more than thousands of mu¹⁴, helping farmers increase their planting income from a few hundred RMB/mu by 7-8 times



報告期慈善捐贈金額493萬元人民幣
Charitable donation amounted to RMB4.93 million during the reporting period

¹⁴ 1畝 = 0.0667公頃

¹⁴ A unit of area (= 0.0667 hectares)

抗疫救災

Anti-pandemic and Disaster Relief



疫情之初，迅速向抗疫機構支援130萬餘瓶飲用水及果汁、價值約200萬元的防護服
At the beginning of the pandemic, more than 1.3 million bottles of drinking water and juice and protective clothing worth about RMB2 million were provided to anti-pandemic agencies



疫情期間，無條件開放在武漢的全部600餘萬瓶飲用水庫存
During the pandemic, the entire drinking water stock of more than 6 million bottles in Wuhan was unconditionally opened

志願服務

Volunteer Service



全年員工參與志願活動時數總計60,191小時
A total of 60,191 hours of employee participation in volunteer activities throughout the year



扶貧助困

扶貧幫困是我們踐行社會責任，實現企業可持續發展的重要途徑。多年來我們積極響應國家關於扶貧減貧的政策方針，一直堅守在扶貧一線，結合本公司行業優勢和支援地實際特點積極開展各類扶貧幫困的活動，不斷探索扶貧公益的新方式。

POVERTY ALLEVIATION

Helping the poor and needy is an important way for us to practice social responsibility and achieve sustainable development. Over the years, we have actively responded to the national policy guidelines on poverty alleviation and poverty reduction, and have been working at the front line of poverty alleviation. We actively carry out various activities to help the needy by combining the advantages of our industry and the actual characteristics of the support areas, and continuously explore new ways of poverty alleviation and public welfare.

農技幫扶，助力產業轉型

Agri-technical Support for Industrial Transformation

我們一直以感知責任、優質回報、合作共贏的思路進行產業規劃，打造農業板塊，在自身產業發展的同時，也帶動周邊農戶的共同致富。

We have carried out industrial planning and built up agricultural business segment with the ideas of perceived responsibility, quality return and win-win cooperation. We drives the common prosperity of neighboring farmers while developing our own industry.



果農培訓
Fruit-growers Training

- 報告期內，我們推廣種植優質果樹多達數千畝，並聘請國內資深果樹種植專家給農戶進行定期理論培訓和現場免費指導，提高農戶種植管理水平。果樹豐產後讓農戶的收益從幾百元/畝提高了7-8倍，實現產業升級，助力當地農戶脫貧攻堅。
During the reporting period, we promoted planting of high-quality fruit trees up to more than thousands of mu, and hired domestic senior fruit tree planting experts to give farmers regular theoretical training and on-site free guidance to improve farmer planting management level. After fruit tree harvesting, farmer earnings from a few hundred RMB/mu increased 7-8 times, achieving industrial upgrade and helping local farmers out of poverty.

農技幫扶，助力產業轉型

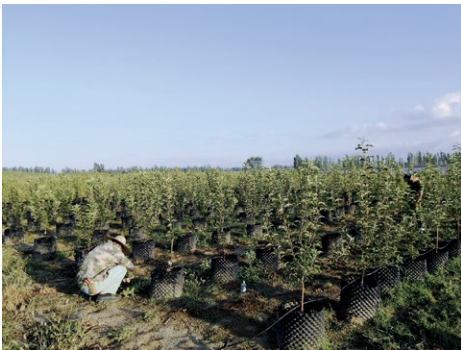
Agri-technical Support for Industrial Transformation



贛南臍橙科研基地
The Southern Jiangxi Navel Orange
Research Base

- 我們致力於攻克柑橘苗木黃龍病、衰退病等病害難題，並帶頭探索非化學、非轉基因的防治方法。目前我們研究的「遮蓋法」、「加熱法」都已處於試驗攻堅階段，已經累計投入約3,600萬元人民幣。

We strive to fight citrus yellow shoot disease (Huanglongbing), tristeza disease and other diseases, taking the lead in exploring non-chemical, non-genetically modified control methods. At present, we are in the experimental stage of the “cover method” and “heating method”, having invested about 36 million dollars.



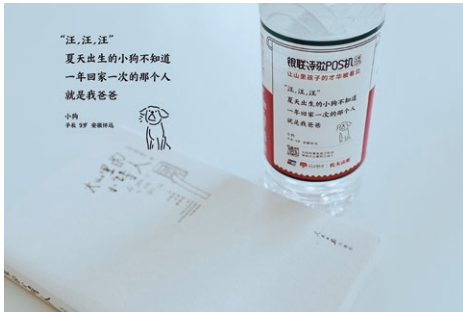
脫毒苗木培育
Cultivation of Virus-Free Seedlings

- 我們持續關注柑橘產業的健康發展，計劃以贛南臍橙產業基地為建設主體，建設柑橘無病毒苗木採穗圃，預計每年可產出20萬個高品質接穗，迅速提高贛南地區苗木品質。

We continue to care about the healthy development of the citrus industry and plan to build a citrus virus-free seedling harvesting nursery with the southern Jiangxi navel orange industry base as the main construction. It is estimated that 200,000 high-quality scions can be produced every year to rapidly improve the quality of seedlings in southern Jiangxi.

飲水思源，讓才華被看見

Drinking Water Gratefully and Unleashing Talent



我們攜手中國銀聯，推出超過一億瓶詩歌瓶，向山外傳遞大山孩子所寫的詩歌。掃描瓶身，可以聽山裏的孩子讀詩，也可以對孩子進行助力捐贈。其中凝聚著山裏孩子對自然萬物充滿想像力的洞察、有留守孩子對於長年在外奔波的父母的思念、還有孩子純真質樸的善意。通過這樣的方式，我們試圖引發社會對鄉村留守兒童教育的關注和思考。

We join hands with China UnionPay to launch over 100 million poetry bottles to spread poems written by children in the mountains. By scanning the bottle, you can listen to the poems read by the children in the mountains, and you can also donate to the children. The poems are a combination of the imaginative insights of the children in the mountains about nature, the thoughts of the left-behind children about their parents who are away for years, and the pure and simple goodwill of the children. We try to arouse the society's concern about the education of the left-behind children in the countryside.

尊老敬老，弘揚傳統美德

Respecting the Elderly and Promoting Traditional Virtues



我們秉承「尊老、敬老」的優良傳統，積極弘揚中華民族傳統美德。自2014年以來，連續多年，農夫山泉工廠都會在節日開展「和諧農夫關懷老人」送溫暖活動，為當地老人送去關懷物資和溫暖慰問。

We uphold the good tradition of respecting and honoring the elderly and actively promote Chinese traditional virtues. Since 2014, Nongfu Spring factories have carried out “Harmonious Nongfu Care for the Elderly” activities during festivals to send caring supplies and warm condolences to the local elderly.

健康中國

農夫山泉長期懷揣著大企業承擔大責任的使命感，積極倡導健康生活方式，支持國家體育建設，贊助體育公益事業，支援貧困地區的體育教育，為社會和諧發展貢獻自己的一份力量。

助力「健康中國」

Contribute to “Healthy China”



HEALTHY CHINA

Nongfu Spring, as a large enterprise, has long carried the mission of taking on big responsibilities. We actively advocate a healthy lifestyle, support national sports construction, sponsor charity sports projects to support sports education in poor areas, and contribute to the harmonious development of society.

- 作為「奔跑中國」的戰略合作夥伴，我們自成立以來已經支持了1,000餘場馬拉松賽事。報告期內，我們為紹興、建德、重慶馬拉松提供用水補給，助力馬拉松隊員「泉」力奔跑；我們也組織員工成立跑團參與馬拉松活動。

As a strategic partner of “Run China”, we have supported more than 1,000 marathons since its establishment. During the reporting period, we provided water supplies for Shaoxing, Jiande and Chongqing marathons to help runners run with “spring” power. We also sent our employees to set up running teams to participate in marathon activities.
- 我們積極贊助公益賽事，長期致力於支持貧困地區的體育夢，四川大涼山山頂的黑鷹隊便是其中之一，支持大山孩子的熱愛，以實現他們的體育夢想。

We actively sponsor charity events and are committed to supporting sports dreams in impoverished areas. Among which, the Blackhawks team comes from the top of the Daliang Mountains in Sichuan. We support the passion of children in the mountains and help realize their sports dreams.
- 我們助力方艙醫院恢復回武漢體育中心舉辦第一場疫後籃球大賽，為疫後武漢文娛體育活動的復蘇貢獻了一份積極力量。

We helped makeshift Hospital transform back to Wuhan Sports Center to hold the first post-pandemic basketball tournament, contributing to the recovery of recreational and sports activities in Wuhan after the pandemic.

抗疫救災

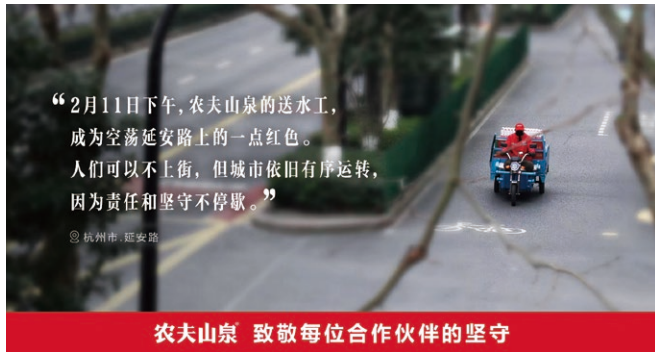
農夫山泉始終牢記企業的社會責任，關注社會公益事業，在發生自然災害和重大事件時，第一時間做出響應，參與救援與捐贈，積極貢獻自己的一份社會力量。

面對突如其來的新冠疫情，農夫山泉積極履行社會責任，直接或支持經銷商向多地抗疫一線人員送去戰役物資和捐款，與大家同呼吸，共抗「疫」，展現出作為中國飲料龍頭企業的擔當。疫情之初，我們迅速向各地抗疫機構支援130萬餘瓶飲用水及果汁等產品，以及價值約200萬元的防護服物資；疫情期間，我們第一時間無條件開放了在武漢的全部600餘萬瓶飲用水庫存，保證應急飲用水供應，直到疫情緩解。

ANTI-PANDEMIC AND DISASTER RELIEF

Always bearing in mind the social responsibility of enterprises, Nongfu Spring pays attention to public welfare undertakings and responds at once when natural disasters and major events occur. We participate in rescue and donations and actively contribute to society.

In the face of the sudden COVID-19 pandemic, Nongfu Spring actively fulfilled its social responsibility by sending anti-pandemic supplies and donations to the front-line personnel in many places directly or with the support of distributors, fighting the pandemic together and showing the commitment as a leading Chinese beverage company. At the early stages of the pandemic, we quickly provided more than 1.3 million bottles of drinking water and juice and other products, as well as about 2 million RMB worth of protective clothing to anti-pandemic organizations across the country. During the pandemic, we unconditionally opened the entire stock of more than 6 million bottles of drinking water in Wuhan right away to ensure the supply of emergency drinking water until the pandemic subsided.



农夫山泉 致敬每位合作伙伴的坚守

從2016年安徽、江蘇、湖南等地的洪澇災害，到2018年山東壽光水災、2019年颱風「利奇馬」引發的溫嶺、永嘉泥石流和洪澇災害，再到2020年青島小珠山發生山火災害，農夫山泉都在第一時間馳援，向一線救災人員送去關懷，緩解災區群眾飲水難的問題。

From the floods in Anhui, Jiangsu and Hunan in 2016, to the floods in Shouguang, Shandong in 2018, from the mudslides and floods in Wenling and Yongjia caused by Typhoon Lekima in 2019, to the mountain fire disaster in Xiaozhu Mountain in Qingdao in 2020, Nongfu Spring was the first to come to the rescue. We sent care to the front-line relief workers and helped the people in the disaster area with difficulties of drinking water.

小珠山火災－守護最帥逆行者

Xiaozhu Mountain Fire – Guarding the Firefighters



2020年4月，青島小珠山發生山火，火勢蔓延迅猛，1600名救火人員，100輛消防車，4架直升機開展滅火工作。農夫山泉在得知救火人員已經奮戰一天一夜的消息後，第一時間趕赴消防休整現場，捐贈了10,000瓶飲用水向消防官兵致敬。

In April 2020, a mountain fire broke out in Xiaozhu Mountain, Qingdao, which spread rapidly. A total of 1,600 firefighters, 100 fire engines and 4 helicopters were deployed to put out the fire. After learning that the firefighters had been fighting for a day and a night, Nongfu Spring donated 10,000 bottles of drinking water to firefighting resting site right away to pay tribute to the firefighters.

志願者服務

農夫山泉除了堅守「天然、健康」的理念，始終沒有忘記對社會的關愛和對消費者的責任，「創利、育人、兼濟天下」是我們的目標。我們一直秉承「奉獻、有愛」的志願者服務精神，積極投身於社會愛心公益活動，營造和諧溫暖的社會氛圍。報告期內，農夫山泉員工積極參與植樹造林、環保宣傳、食安科普、區域幫扶等活動，以實際行動踐行農夫山泉公益服務精神，全年員工參與志願活動時數總計60,191小時。

VOLUNTEER SERVICE

In addition to adhering to the concept of “natural and healthy”, Nongfu Spring is dedicated to caring for the society and fulfilling its responsibility to consumers. “Fostering values, nurturing people, contributing to the world” has always been our vision. We adhere to the volunteer service spirit of “dedication and love”, actively participating in public welfare activities and creating a harmonious, warm social atmosphere. During the reporting period, Nongfu Spring employees actively participated in public welfare activities, such as tree planting, environmental protection publicity, food safety and science popularization, and regional assistance. They put into practice Nongfu Spring’s public welfare spirit. Employees participated in volunteer activities for a total of 60,191 hours throughout the year.

免費贈水，助力高考

Free Water for College Entrance Exam Candidates



在每年高考期間，農夫山泉都會為考生免費送水。2020年由於疫情影響推遲了高考，我們的員工在瓶簽背後手寫祝福，祝願高考考生們旗開得勝、金榜題名。報告期內，我們共舉辦高考送水活動475場，共計為考生送出43,893箱水。

Every year during the college entrance examination, Nongfu Spring gives free water to candidates. The exam of 2020 was postponed due to the pandemic, and our employees hand-wrote wishes on the back of the bottle labels to wish the candidates to succeed and in the college entrance examination. During the reporting period, we held a total of 475 water delivery events for college entrance exam candidates, and delivered a total of 43,893 boxes of water to the candidates.

源自天然，面向世界

From Natural Sources To the World



2020年11月，农夫山泉再次被選為進博會指定用水。公司40名員工在現場提供志願者服務，每天在近40萬平方米的範圍內步行30,000多步，向與會來賓傳遞了中國品牌的力量。

In November 2020, Nongfu Spring was once again selected as the designated water provider for the China Import and Export Fair. 40 of the Company's employees provided volunteer services on site and walked more than 30,000 steps per day across nearly 400,000 square meters, conveying the power of Chinese brand to the attending guests.

報告期內，本公司社區公益投入情況如下：

During the reporting period, our community welfare work is as follows.

社區公益績效 Community Welfare Performance	單位 Unit	2020年 Year of 2020
慈善捐贈金額 ¹⁵ Amount of charity donations ¹⁵	百萬元人民幣 RMB Million	4.9
員工參與志願活動時數 Employee participation in volunteer activities	小時 Hours	60,191

¹⁵ 慈善捐贈、社區投資及社區商業活動捐贈金額均為金錢捐贈和等值的非金錢捐贈之和

¹⁵ Charity donations, community investment and donations in community commercial activities are the sum of monetary donations and non-monetary donations

附錄一 附屬公司名稱及簡稱一覽表

Appendix I List of Names and Abbreviations of Subsidiary

公司名稱 Company Name	簡稱 Abbreviations
農夫山泉杭州千島湖飲用水有限公司 Nongfu Spring Hangzhou Thousand-Island Lake Drinking Water Co., Ltd.	淳安工廠 Chun'an Factory
農夫山泉浙江千島湖有限公司 Nongfu Spring Zhejiang Thousand-Island Lake Co., Ltd.	南山工廠 Nanshan Factory
農夫山泉(淳安茶園)有限公司 Nongfu Spring (Chun'an Tea Garden) Co., Ltd.	茶園工廠 Tea Garden Factory
農夫山泉(淳安茶園)飲料有限公司 Nongfu Spring (Chun'an Tea Garden) Beverage Co., Ltd.	茶園工廠 Tea Garden Factory
農夫山泉(建德)新安江飲料有限公司 Nongfu Spring (Jiande) Xin'an River Beverage Co., Ltd.	新安江工廠 Xin'an River Factory
農夫山泉(建德)新安江飲用水有限公司 Nongfu Shanquan (Jiande) Xin'an River Drinking Water Co., Ltd.	梅坪工廠 Meiping Factory
農夫山泉股份有限公司建德分公司 Nongfu Spring Co., Ltd. – Jiande Branch	建德工廠 Jiande Factory
農夫山泉陝西太白山飲料有限公司 Nongfu Spring Shaanxi Taibai Mountain Beverage Co., Ltd.	太白山工廠 Taibai Mountain Factory
農夫山泉(陝西)紅河谷飲料有限公司 Nongfu Spring (Shaanxi) Honghe Valley Beverage Co., Ltd.	紅河谷工廠 Honghe Valley Factory
農夫山泉四川飲品有限公司 Nongfu Spring Sichuan Beverage Co., Ltd.	峨眉山工廠 Emei Mountain Factory
農夫山泉四川峨眉山飲料有限公司 Nongfu Spring Sichuan Emei Mountain Beverage Co., Ltd.	峨眉山工廠 Emei Mountain Factory
農夫山泉湖北丹江口有限公司 Nongfu Spring Hubei Danjiangkou Co., Ltd.	丹江口工廠 Danjiangkou factory
農夫山泉湖北丹江口(均州)飲料有限公司 Nongfu Spring Hubei Danjiangkou (Junzhou) Beverage Co., Ltd.	均州工廠 Junzhou Factory
農夫山泉湖北丹江口(新城)飲料有限公司 Nongfu Spring Hubei Danjiangkou (Xincheng) Beverage Co., Ltd.	新城工廠 Xincheng Factory
農夫山泉吉林長白山有限公司 Nongfu Spring Jilin Changbai Mountain Co., Ltd.	靖宇工廠 Jingyu Factory
農夫山泉撫松長白山飲料有限公司 Nongfu Spring Fusong Changbai Mountain Beverage Co., Ltd.	撫松飲料廠 Fusong Beverage Factory
農夫山泉撫松長白山天然礦泉水有限公司 Nongfu Spring Fusong Changbai Mountain Natural Mineral Water Co., Ltd.	撫松水廠 Fusong Water Factory
農夫山泉臨江長白山飲用水有限公司 Nongfu Spring Linjiang Changbai Mountain Drinking Water Co., Ltd.	臨江工廠 Linjiang Factory
農夫山泉大興安嶺礦泉水有限公司 Nongfu Spring Greater Khingan Range Mineral Water Co., Ltd.	漠河工廠 Mohe Factory

公司名稱 Company Name	簡稱 Abbreviations
農夫山泉霧靈山承德飲用水有限公司 Nongfu Spring Wuling Mountain Chengde Drinking Water Co., Ltd.	承德工廠 Chengde Factory
農夫山泉廣東萬綠湖有限公司 Nongfu Spring Guangdong Wanlv Lake Co., Ltd.	河源工廠 Heyuan Factory
農夫山泉廣東萬綠湖飲料有限公司 Nongfu Spring Guangdong Wanlv Lake Beverage Co., Ltd.	河源飲料工廠 Heyuan Beverage Factory
新疆農夫基地瑪納斯食品有限公司 Xinjiang Nongfu Base Manas Food Co., Ltd.	瑪納斯工廠 Manas Factory
伊犁農夫山泉果業有限公司 Yili Nongfu Spring Fruit Industry Co., Ltd.	伊犁工廠 Yili Factory
農夫山泉(貴州)武陵山飲料有限公司 Nongfu Spring (Guizhou) Wuling Mountain Beverage Co., Ltd.	武陵山工廠 Wuling Mountain Factory
農夫山泉貴州梵淨山飲用水有限公司 Nongfu Spring Guizhou Fanjing Mountain Drinking Water Co., Ltd.	梵淨山工廠 Fanjing Mountain Factory
信豐農夫山泉飲料有限公司 Xinfeng Nongfu Spring Beverage Co., Ltd.	信豐工廠 Xinfeng Factory
信豐農夫山泉果業有限公司 Xinfeng Nongfu Spring Fruit Industry Co., Ltd.	信豐果業 Xinfeng Fruit Factory
安遠農夫基地果業有限公司 Anyuan Nongfu Base Fruit Industry Co., Ltd.	安遠工廠 Anyuan Factory

附錄二 法律規例與公司制度一覽

Appendix II List of Legal Regulations and Company Policies

與可持續發展管理相關的法律規例

Laws and Regulations related to Sustainability Development Management

《中華人民共和國合同法》

Contract Law of the People's Republic of China

《中華人民共和國公司法》

Company Law of the People's Republic of China

《中華人民共和國反壟斷法》

Anti-Monopoly Law of the People's Republic of China

《中華人民共和國反不正當競爭法》

Anti-Unfair Competition Law of the People's Republic of China

《中華人民共和國食品安全法》

Food Safety Law of the People's Republic of China

《中華人民共和國食品安全法實施條例》

Regulations on the Implementation of the Food Safety Law of the People's Republic of China

《食品召回管理辦法》

Food Recall Management Measures

《中華人民共和國廣告法》

Advertising Law of the People's Republic of China

《中華人民共和國網絡安全法》

Cybersecurity Law of the People's Republic of China

《中華人民共和國專利法》

Patent Law of the People's Republic of China

《中華人民共和國商標法》

Trademark Law of the People's Republic of China

《中華人民共和國著作權法》

Copyright Law of the People's Republic of China

《中華人民共和國植物新品種保護條例》

Regulations of Protection of New Varieties of Plants of the People's Republic of China

《中華人民共和國勞動法》

Labor Law of the People's Republic of China

《中華人民共和國勞動合同法》

Labor Contract Law of the People's Republic of China

《中華人民共和國社會保險法》

Social Insurance Law of the People's Republic of China

《工傷保險條例》

Regulations on Work Injury Insurance

《禁止使用童工規定》

Regulations on Prohibition of Child Labor

與可持續發展管理相關的法律規例

Laws and Regulations related to Sustainability Development Management

《中華人民共和國安全生產法》

Work Safety Law of the People's Republic of China

《中華人民共和國職業病防治法》

Law of Prevention and Control of Occupational Diseases of the People's Republic of China

《生產安全事故應急預案管理辦法》

Measures for the Management of Production Safety Accident Emergency Plans

《中華人民共和國環境保護法》

Environmental Protection Law of the People's Republic of China

《中華人民共和國環境影響評價法》

Environmental Impact Assessment Law of the People's Republic of China

《中華人民共和國水法》

Water Law of the People's Republic of China

《建設項目環境保護管理條例》

Regulations on the Administration of Environmental Protection of Construction Projects

《建設項目竣工環境保護驗收管理辦法》

Measures for the Administration of Environmental Protection Acceptance of Completed Construction Projects

《中華人民共和國大氣污染防治法》

Air Pollution Prevention and Control Law of the People's Republic of China

《中華人民共和國水污染防治法》

Water Pollution Prevention and Control Law of the People's Republic of China

《中華人民共和國環境噪聲污染防治法》

Environmental Noise Pollution Prevention and Control Law of the People's Republic of China

《中華人民共和國固體廢物污染環境防治法》

Environmental Prevention and Control Law of Solid Waste Pollution of the People's Republic of China

《取水許可和水資源費徵收管理條例》

Regulations on Water Abstraction Permits and Water Resources Fee Collection

《取水許可管理辦法》

Measures for the Administration of Water Abstraction Permits

《中華人民共和國礦產資源法》

Mineral Resources Law of the People's Republic of China

《中華人民共和國礦產資源法實施細則》

Rules for the Implementation of the Mineral Resources Law of the People's Republic of China

《中華人民共和國資源稅法》

Resource Tax Law of the People's Republic of China

《關於進一步加強塑料污染治理的意見》

Opinions on Further Strengthening Plastic Pollution Control

公司制度

Company Policies

《供應商行為守則承諾書》

Supplier Code of Conduct Pledge

《農夫山泉風險管理制度》

Nongfu Spring Risk Management System

《內部審計稽查制度》

Internal Audit System

《審計項目管理辦法》

Audit Project Management Measures

《農夫山泉員工商業行為準則》

Code of Business Conduct for Employees of Nongfu Spring

《反貪污政策》

Anti-Corruption Policy

《舉報政策》

Whistleblowing Policy

《廉潔自律承諾書》

The Commitment to Integrity and Self-discipline

《員工告知函》

Letter of Information to Employees

《審計人員作業規則》

Auditor Operating Rules

《員工獎懲管理辦法》

Staff Rewards and Punishments Management Measures

《環境氣候變化政策》

Environmental Climate Change Policy

《公共政策與可持續發展辦公室可持續發展職權範圍》

Terms of Reference for Sustainable Development of Office of Public Policy & Sustainable Development

《可持續發展政策》

Sustainable Development Policy

《人才發展與僱傭政策》

Talent Development and Employment Policy

《員工職業健康與安全政策》

Employee Occupational Health and Safety Policy

《供應商健康、安全與環境政策》

Supplier Health, Safety and Environment Policy

公司制度

Company Policies

《產品責任及宣傳政策》

Product Liability and Publicity Policy

《包裝材料可持續發展政策》

Policy on Sustainable Development of Packaging Materials

《社區投資政策》

Community Investment Policy

《環境、社會與管治績效規範手冊(試行)》

Environmental, Social and Governance Performance Specification Manual (Trial)

《工廠ESG環境績效規範(試行)》

ESG Environmental Performance Regulatory Handbook for Factories (Trial)

《2020年度工廠總經理紅綫指標(關鍵責任指標)》

Red Line Indicators (Key Responsibility Indicators) for Factory General Managers in 2020

《質量食品安全環境綜合管理手冊》

Quality Food Safety and Environmental Comprehensive Management Manual

《水源管理辦法》

Water Sources Management Measures

《食品生產日常監督檢查管理規範》

Code of Management for Daily Supervision and Inspection of Food Production

《品保部培訓管理辦法》

Training Management Measures of the Quality Assurance Department

《銷售環節質量管理辦法》

Quality Management Measures for the Sales Chain

《經銷商合作制度》

Dealer Cooperation System

《關於經銷商庫存及終端門店貨齡管理的要求》

Requirements on Dealer Inventory and Terminal Store Aging Management

《產品召回程序》

Product Recall Procedures

《銷售業務人員管理制度》

Sales Personnel Management System

《客訴處理管理辦法》

Management Measures for Handling Customer Complaints

《終端客戶資料管理辦法(試行)》

Measures for the Management of Terminal Customer Information (for Trial Implementation)

公司制度

Company Policies

《產品開發項目管理辦法》

Product Development Project Management Measures

《產品研發中心績效考核及激勵管理辦法》

Product R&D Center Performance Assessment and Incentive Management Measures

《知識產權管理制度》

Intellectual Property Management System

《專利獎勵實施方案》

Patent Incentive Implementation Plan

《採購管理辦法》

Procurement Management Measures

《供貨商准入流程》

Supplier Access Process

《詢比價流程》

Price Inquiry Process

《合同管理流程》

Contract Management Process

《採購執行流程》

Procurement Execution Process

《供應商生命周期管理辦法》

Supplier Life Cycle Management Measures

《供應商績效考核規範》

Supplier Performance Assessment Specification

《產品裝卸作業規範》

Product Handling Operations Specification

《倉儲管理規範》

Warehouse Management Standards

《物流商運作執行標準》

Logistics Business Operation Execution Standards

《勞動合同管理辦法》

Labor Contract Management Measures

《員工手冊》

Employee Handbook

《招聘錄用管理辦法》

Recruitment and Hiring Management Measures

公司制度
Company Policies

- 《員工績效管理辦法》
Measures for Employee Performance Management
 - 《職級管理辦法》
Grade Management Measures
 - 《福利管理辦法》
Welfare Management Measures
 - 《假期管理辦法》
Leave Management Measures
 - 《大區薪酬管理辦法》
Regional Compensation Management Measures
 - 《工廠薪酬管理辦法》
Factory Compensation Management Measures
 - 《員工激勵方案》
Employee Incentive Program
 - 《安全生產管理總則》
General Rules for Work Safety Management
 - 《安全標志手冊》
Safety Sign Manual
 - 《勞動防護用品管理制度》
Management System of Labor Protective Equipment
 - 《農夫山泉工廠作業許可證管理制度》
Management System of Nongfu Spring Factory Operation Permit
 - 《崗位安全作業PPE配置標準指引》
Standard Guidelines for PPE Configuration for Job Safety Operations
 - 《個體防護裝備用規範》
Standard Guidelines for PPE Configuration for Job Safety Operations
 - 《工廠工作服管理辦法》
Management Measures for Factory Work Wear
 - 《安全生產獎懲制度》
Safety Production Reward and Punishment System
 - 《工廠安全教育培訓制度》
Factory Safety Education and Training System
 - 《安全生產會議制度》
Production Safety Meeting System
-

公司制度

Company Policies

《安全生產檢查與整改制度》

Production Safety Inspection and Correction System

《安全生產檔案管理制度》

Production Safety File Management System

《安全事故應急預案》

Safety Accident Emergency Plan

《危險化學品、易燃易爆物品安全管理制

度》
Safety Management System for Dangerous Chemicals and Flammable and Explosive Substances

《消防安全管理制度》

Fire Safety Management System

《用電安全管理制

度》
Electricity Safety Management System

《設備安全管理制

度》
Equipment Safety Management System

《特種設備安全操作規程》

Special Equipment Safety Operating Procedures

《特種作業及特種設備作業人員管理制度》

Management System for Special Operations and Special Equipment Operators

《工傷事故調查與申報制度》

Work-related Accident Investigation and Reporting System

《消防應急預案》

Fire Emergency Plan

《危險化學品應急預案》

Emergency Plan for Hazardous Chemicals

《食物中毒及傳染病應急預案》

Emergency Plan for Food Poisoning and Infectious Diseases

《大面積停電應急救援預案》

Emergency Rescue Plan for Large Area Power Outage

《特種設備應急預案》

Emergency Plan for Special Equipment

《密閉空間應急預案》

Confined Space Emergency Plan

《高配觸電應急演練方案》

Emergency Drill Plan for High Distribution Electrocutation

公司制度

Company Policies

《工傷火災應急演練方案》

Emergency Exercise Plan for Industrial Fire Injuries

《鍋爐設備應急演練方案》

Emergency Drill Plan for Boiler Equipment

《污水處理應急演練方案》

Sewage Treatment Emergency Drill Program

《壓力容器應急預案演練》

Pressure Vessel Emergency Plan Exercise

《環境因素識別和評價控制程序》

Environmental Factor Identification and Evaluation Control Procedures

《應急準備與響應控制程序》

Emergency Preparedness and Response Control Procedures

《環境監測與測量控制程序》

Environmental Monitoring and Measurement Control Procedures

《合規性的評價程序》

Compliance Evaluation Procedures

《水耗用管理規範》

Water Consumption and Use Management Specification System

《能源動力管理規範》

Energy and Power Management Code

《農夫山泉工廠HSE管理體系手冊》

HSE Management System Manual of Nongfu Spring Factories

附錄三 香港聯交所環境、社會及管治報告指引內容索引

Appendix III HKEX Environmental, Social and Governance Reporting Guide

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs	披露章節 “Comply or Explain” Provisions
A. 環境	
A. Environmental	
層面A1 排放物	
Aspect A1 Emissions	
一般披露	可持續的生態－環境管理
有關廢氣及溫室氣體排放、向水及土地的排污、有害及無 害廢棄物的產生等的：	
(a) 政策；及	
(b) 遵守對發行人有重大影響的相關法律及規例的資料。	
General Disclosure	Sustainable Ecology – Environmental Management
Information on:	
(a) the policies; and	
(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	
關鍵績效指標A1.1	可持續的生態－排放管理
KPI A1.1	Sustainable Ecology – Emission Management
排放物種類及相關排放數據。	
The types of emissions and respective emissions data.	
關鍵績效指標A1.2	可持續的生態－能源及碳排放
溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產 量單位、每項設施計算)。	
Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
KPI A1.2	Sustainable Ecology – Energy and Carbon Emission
關鍵績效指標A1.3	可持續的生態－排放管理
所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以 每產量單位、每項設施計算)。	
Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
KPI A1.3	Sustainable Ecology – Emission Management
關鍵績效指標A1.4	可持續的生態－排放管理
所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以 每產量單位、每項設施計算)。	
Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
KPI A1.4	Sustainable Ecology – Emission Management
關鍵績效指標A1.5	可持續的生態－排放管理 可持續的生態－能源及碳排放
描述所訂立的排放量目標及為達到這些目標所採取的步 驟。	
Description of emissions target(s) set and steps taken to achieve them.	
KPI A1.5	Sustainable Ecology – Emission Management Sustainable Ecology – Energy and Carbon Emission
關鍵績效指標A1.6	可持續的生態－排放管理
描述處理有害及無害廢棄物的方法，及描述所訂立的減廢 目標及為達到這些目標所採取的步驟。	
Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	
KPI A1.6	Sustainable Ecology – Emission Management

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
層面A2 Aspect A2	資源使用 Use of Resources	
一般披露 General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策。資源可用於生產、儲存、運輸、樓宇、電子設備等。 Policies on the efficient use of resources, including energy, water and other raw materials.	可持續的生態—環境管理 Sustainable Ecology – Environmental Management
	<i>Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.</i>	
關鍵績效指標A2.1 KPI A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	可持續的生態—能源及碳排放 Sustainable Ecology – Energy and Carbon Emission
關鍵績效指標A2.2 KPI A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	可持續的生態—可持續用水 Sustainable Ecology – Sustainable Water Use
關鍵績效指標A2.3 KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	可持續的生態—能源及碳排放 Sustainable Ecology – Energy and Carbon Emission
關鍵績效指標A2.4 KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	可持續的生態—可持續用水 Sustainable Ecology – Sustainable Water Use
關鍵績效指標A2.5 KPI A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	可持續的生態—包裝材料管理 可持續的生態—負責任的設計 Sustainable Ecology – Packaging Materials Management Sustainable Ecology – Responsible Design

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
層面A3	環境及天然資源	
Aspect A3	The Environment and Natural Resources	
一般披露	減低發行人對環境及天然資源造成重大影響的政策。	可持續的生態－環境管理 可持續的生態－可持續用水
General Disclosure	Policies on minimizing the issuer’s significant impacts on the environment and natural resources.	Sustainable Ecology – Environmental Management Sustainable Ecology – Sustainable Water Use
關鍵績效指標A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	堅實的合作－責任採購 可持續的生態－可持續用水 可持續的生態－能源及碳排放
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Solid Cooperation – Responsible Procurement Sustainable Ecology – Sustainable Water Use Sustainable Ecology – Energy and Carbon Emission
層面A4	氣候變化	
Aspect A4	Climate Change	
一般披露	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	穩健的治理－可持續發展治理 可持續的生態
General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Robust Governance – Sustainability Governance Sustainable Ecology
關鍵績效指標A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	穩健的治理－可持續發展治理 可持續的生態－能源及碳排放 可持續的生態－負責任的設計
KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Robust Governance – Sustainability Governance Sustainable Ecology – Energy and Carbon Emission Sustainable Ecology – Responsible Design

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
B. 社會		
B. Social		
層面B1 僱傭		
Aspect B1 Employment and Labor Practices		
一般披露	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 對發行人有重大影響的相關法律及規例的資料。	穩健的治理－可持續發展治理 成長的助力－權益保障
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Robust Governance – Sustainability Governance Employee Engagement – Rights and Benefits Protection
關鍵績效指標B1.1 KPI B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full – or part – time), age group and geographical region.	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
關鍵績效指標B1.2 KPI B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	計劃於未來披露 Planned to be disclosed
層面B2 健康與安全		
Aspect B2 Health and Safety		
一般披露	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	堅實的合作－責任採購 成長的助力－權益保障 成長的助力－健康與安全
General Disclosure	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Solid Cooperation – Responsible Procurement Employee Engagement – Rights and Benefits Protection Employee Engagement – Health and Safety
關鍵績效指標B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。	成長的助力－健康與安全 歷史績效計劃於未來披露
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Employee Engagement – Health and Safety Previous KPI planned to be disclosed

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
關鍵績效指標B2.2 KPI B2.2	因工傷損失工作日數。 Lost days due to work injury.	成長的助力－健康與安全 Employee Engagement – Health and Safety
關鍵績效指標B2.3 KPI B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	堅實的合作－責任採購 成長的助力－健康與安全 Solid Cooperation – Responsible Procurement Employee Engagement – Health and Safety
層面B3 Aspect B3	發展及培訓 Development and Training	
一般披露	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 培訓指職業培訓，可包括由僱主付費的內外部課程。	成長的助力－培訓與發展 安心的品質－安全與質量 安心的品質－負責任營銷 安心的品質－消費者服務 不懈的創新－知識產權保護 成長的助力－健康與安全
General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities. <i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>	Employee Engagement – Training and Development Reassuring quality – Safety and Quality Reassuring quality – Responsible Marketing Reassuring quality – Consumer Services Relentless Innovation – Intellectual Property Protection Employee Engagement – Health and Safety
關鍵績效指標B3.1 KPI B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	成長的助力－培訓與發展 Employee Engagement – Training and Development
關鍵績效指標B3.2 KPI B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	成長的助力－培訓與發展 Employee Engagement – Training and Development

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
層面B4 Aspect B4	勞工準則 Labor Standards	
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	成長的助力－權益保障 堅實的合作－責任採購 Employee Engagement – Rights and Benefits Protection Solid Cooperation – Responsible Procurement
關鍵績效指標B4.1 KPI B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
關鍵績效指標B4.2 KPI B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
層面B5 Aspect B5	供應鏈管理 Supply Chain Management	
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	堅實的合作－供應商管理 Solid Cooperation – Supply Chain Management
關鍵績效指標B5.1 KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	堅實的合作－供應商管理 Solid Cooperation – Supply Chain Management
關鍵績效指標B5.2 KPI B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	堅實的合作－供應商管理 Solid Cooperation – Supply Chain Management
關鍵績效指標B5.3 KPI B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	穩健的治理－清正廉潔 堅實的合作－責任採購 Robust Governance – Integrity and Honesty; Solid Cooperation – Responsible Procurement
關鍵績效指標B5.4 KPI B5.4	描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	可持續的生態－能源及碳排放 Sustainable Ecology – Energy and Carbon Emission

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
層面B6 Aspect B6	產品責任 Product Responsibility	
一般披露	有關所提供產品和服務的健康與安全、廣告、標籤、私隱事宜以及補救方法的：	安心的品質 – 負責任營銷 不懈的創新 – 知識產權保護
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Robust Governance – Integrity and Honesty Relentless Innovation – Intellectual Property Protection
關鍵績效指標B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。	安心的品質 – 安全與質量
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Employee Engagement – Health and Safety
關鍵績效指標B6.2	接獲關於產品及服務的投訴數目以及應對方法。	安心的品質 – 消費者服務
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Reassuring quality – Consumer Services
關鍵績效指標B6.3	描述與維護及保障知識產權有關的慣例。	不懈的創新 – 知識產權保護
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Relentless Innovation – Intellectual Property Protection
關鍵績效指標B6.4	描述質量檢定過程及產品回收程序。	安心的品質 – 安全與質量
KPI B6.4	Description of quality assurance process and recall procedures.	Reassuring quality – Safety and Quality
關鍵績效指標B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。	安心的品質 – 消費者服務
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Reassuring quality – Consumer Services

主要範疇、層面、一般披露及關鍵績效指標 Subject Areas, Aspects, General Disclosures and KPIs		披露章節 “Comply or Explain” Provisions
層面B7 Aspect B7	反貪污 Anti-corruption	
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	穩健的治理 – 清正廉潔 穩健的治理 – 可持續發展治理
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Robust Governance – Integrity and Honesty Robust Governance – Sustainability Governance
關鍵績效指標B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	穩健的治理 – 清正廉潔
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Robust Governance – Integrity and Honesty
關鍵績效指標B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。	穩健的治理 – 清正廉潔
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Robust Governance – Integrity and Honesty
關鍵績效指標B7.3	描述向董事及員工提供的反貪污培訓。	穩健的治理 – 清正廉潔
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Robust Governance – Integrity and Honesty
層面B8 Aspect B8	社區投資 Community Investment	
一般披露	有關以參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	穩健的治理 – 可持續發展治理 溫暖的守護
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities’ interests.	Robust Governance – Sustainability Governance Public Welfare
關鍵績效指標B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	溫暖的守護 安心的品質 – 天然與健康
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Public Welfare Quality with Peace in Mind – Nature and Healthy
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	溫暖的守護
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Public Welfare

农夫山泉
NONGFU SPRING

