

# 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

# 2022

可持續發展報告

SUSTAINABILITY REPORT



# 目錄

# CONTENTS

2	關於本報告
	<b>About this Report</b>
4	董事長致辭
	<b>Message from the Chairman</b>
6	走進農夫山泉
	<b>About Nongfu Spring</b>
8	可持續發展承諾
	<b>Sustainable Development Commitment</b>
14	可持續發展概覽
	<b>Sustainable Development Overview</b>
14	ESG治理架構
	ESG Governance Structure
16	ESG管理體系
	ESG Management System
17	利益相關方溝通
	Communication with Stakeholders
21	重大性議題
	Materiality Issues
23	穩健的治理
	<b>Robust Governance</b>
24	風險管理
	Risk Management
28	清正廉潔
	Integrity and Honesty
32	健康的保障
	<b>Health Protection</b>
34	天然與健康
	Natural and Healthy
42	研發與創新
	R&D and Innovation
46	安全與質量
	Safety and Quality
59	責任與服務
	Responsibility and Services
68	可持續的生態
	<b>Sustainable Ecology</b>
70	環境管理
	Environmental Management
76	應對氣候變化
	Tackling Climate Change
85	可持續用水
	Sustainable Water Use
90	包裝材料及廢棄循環
	Packaging Materials and Waste Recycling
94	可持續農業
	Sustainable Agriculture
98	成長的助力
	<b>Employee Engagement</b>
99	權益保障
	Rights and Benefits Protection
106	培訓與發展
	Training and Development
111	關愛與健康
	Care and Health
117	價值的傳遞
	<b>Passing on Values</b>
118	供應商管理
	Supplier Management
124	企業公民
	Corporate Citizenship
129	附錄一 法律規例制度一覽
	<b>Appendix I: List of Laws and Regulations</b>
131	附錄二 香港聯交所環境、社會及管治報告指引內容索引
	<b>Appendix II: HKEX Environmental, Social and Governance Reporting Guide</b>
139	附錄三 聯合國可持續發展目標(SDGs)索引
	<b>Appendix III: Sustainable Development Goals (SDGs) Guide</b>
141	附錄四 GRI準則索引
	<b>Appendix IV: GRI Standards Guide</b>
146	附錄五 重點可持續發展指標數據
	<b>Appendix V: Key Sustainable Development Indicators</b>

# 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」、「本公司」)發佈的2022年可持續發展報告，如實披露集團對於股東、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2022年1月1日至2022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《環境、社會及管治報告指引》進行編製，主要考慮了與主要議題績效披露相關的各具體指標的重要性、量化性、平衡性以及一致性。我們將會在今後的報告中對披露指標進行持續調整與優化。

本報告亦參考全球報告倡議組織(以下簡稱「GRI」)2021年發佈的《GRI標準2021版》，並且回應了摩根士丹利資本國際公司ESG評級(即MSCI ESG評級)、標普道瓊斯可持續發展指數(S&P 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

This is the 2022 sustainability report (ESG Report) published by Nongfu Spring Co., Ltd. (hereinafter referred to as “Nongfu Spring”, the “Company”, “we” or the “Group”). The report discloses the Group’s 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 2022 to 31 December 2022 (the “reporting period”), with some information backdated to previous years.

### PREPARATION BASIS

This report was prepared in accordance with the *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”), while taking into account the Materiality, Quantitative, Balance and Consistency of the specific indicators relating to the performance disclosure of the main topics. We will continue to adjust and optimize the disclosure indicators in future reports.

In addition, this report is prepared with reference to *GRI Standards 2021* published by the Global Reporting Initiative (hereinafter referred to as “GRI”) in 2021, and responds 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 (S&P DJSI).

The content of the report was determined in accordance with a set of procedures. The process includes identifying and ranking significant stakeholders and 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.

### 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，涉及強度數據均以本公司2022年合格產品產量數據為分母。

### 資料來源及可靠性保證

本報告的數據和案例主要來源於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2023年3月28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. The intensity data involved are all based on the Company's qualified product output data in 2022 as the denominator.

### SOURCES OF INFORMATION AND ASSURANCE OF RELIABILITY

The data and examples in the report were derived mainly 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 that it 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 28 March 2023.

## 董事長致辭

### MESSAGE FROM THE CHAIRMAN

非常榮幸能以報告形式向大家分享農夫山泉2022年在可持續發展方面的主要工作及亮點成果，與大家交流我們在環境、社會及管治等各方面的切身實踐與績效表現。2022年，農夫山泉主動應對多方挑戰，積極響應聯合國可持續發展目標，繼續引領行業可持續發展實踐。

健全的公司治理是農夫山泉實現長效發展的保障。我們致力於通過與自身價值觀相契合的治理實踐，持續夯實農夫山泉商業生態的基石。我們恪守自身運營所適用的法律法規，積極識別、防範和應對內外部各類風險，在業務管理、運營、合作等商業行為中堅守清正廉潔、誠信正派的經營原則，與各利益相關方一起攜手，與價值鏈上下游夥伴精誠合作，共同探索長遠穩健的可持續發展道路與綠色商業模式，不斷提升企業經營韌性與經濟價值。

農夫山泉秉持天然、健康的品牌理念。我們以天然資源為主要原料，以創新思維為研發指引，以消費者多元需求為行動導向，並在「三減三健」的健康原則指導下，持續優化生產工藝，推進研發技術創新。我們以多樣化的產品佈局為消費者帶來兼具口感與健康的優質產品，更通過貼心完善的消費服務體驗與極具活力的責任營銷戰略，持續培育植根消費者需求、關注消費者福祉的責任品牌形象。

農夫山泉深懷對自然的謙遜與敬畏之心。我們在強化與完善自身環境管理體系的同時，還從企業風險管理層面積極應對氣候變化。我們具體從溫室氣體、水資源、包裝材料、廢棄物等多維度著手，不斷優化資源利用效率，持續降低企業運營與生產價值鏈對環境的整體影響，力求以農夫山泉綠色可持續的低碳發展模式響應國家「雙碳」戰略目標。

It is my great honor to share with you the major work and important achievements of Nongfu Spring in sustainable development in 2022, as well as our practice and performance in ESG. In 2022, Nongfu Spring took the initiative to meet challenges, actively responded to the SDGs, and continued to lead the sustainable development practice of the industry.

The robust corporate governance is the base for Nongfu Spring to achieve long-term development. We are committed to continuously consolidating strengths of Nongfu Spring in the business ecology through governance practices consistent with our own values. We abide by applicable laws and regulations in our operations, actively identify, prevent and deal with internal and external risks, adhere to the business principles of integrity and honesty in the business management, operation, cooperation and other business behaviors, work together with all stakeholders, and sincerely cooperate with upstream and downstream partners in the value chain, to jointly explore long-term and stable path of sustainable development and green business model, and to continuously improve the corporate resilience and economic value.

Nongfu Spring has upheld the concept of “Natural and Healthy” for all our products. Under the premise that natural resources are the main raw materials, innovative thinking is the R&D guidance, and diversified consumer demands are the guidance of action, we continue to optimize the production process and promote the innovation of R&D technology under the guidance of “three reduction, three health”. We bring high quality products with taste and health satisfaction to consumers through diversified product layouts. Moreover, based on intimate and perfect consumer service experience and positive marketing strategies, we continue to cultivate a responsible brand image rooted in consumer demands and concerned about the consumer welfare.

Nongfu Spring has a deep sense of humility and reverence for nature. Therefore, while strengthening and improving our own environmental management system, we also actively address climate change from the corporate risk management. Specifically, we focus on the aspects of greenhouse gases, water resources, packaging materials, waste and others, and continue to reduce the overall impact of corporate operation and production value chain on the environment through continuous optimization of resource utilization, so as to strive to respond to the “dual-carbon” goals with a green and sustainable low-carbon development model of Nongfu Spring.

農夫山泉切實保障每一位員工權益。每位員工的堅守，成就了農夫山泉不變的品質。我們將員工視為公司最寶貴的財富，秉持「以人為本」的理念與「任人唯才」的宗旨，全力打造具有行業競爭力的多元人才團隊，努力營造兼容並包的企業文化氛圍。我們扎根於每一位員工的基本權益、成長需求與心願心聲，不僅對員工的健康安全負責，更助力員工獲取可持續的職業發展機會。同時，我們還通過公平完善的人才激勵、細緻入微的員工關懷、貼心周到的職工福利，以企業溫度守護員工幸福，讓員工與企業在友好、溫馨的氛圍下成長共贏。

農夫山泉積極投身於社會公益事業與周邊社區發展。作為負責任的企業公民，我們充分整合內外部資源，積極在抗疫救災、減緩貧困、教育改善、公共體育、環境保護等領域以實際行動詮釋人文關懷，通過「授人以漁」的公益模式持續推進「創利、育人、兼濟天下」的理想與願景落地實現。

寅虎曳尾，卯兔探頭。展望未來，農夫山泉將繼續誠實勤道、創新求進，將ESG理念融入業務策略和管理體系，以更負責任的可持續發展方式加速業務模式低碳轉型，以多維化的創新思路滿足消費者多元化的產品服務需求，為各利益相關方與價值鏈生態夥伴創造可持續價值，砥礪奮進、闊步前行，為建設低碳綠色的美好未來貢獻自身力量。



Nongfu Spring protects the rights and benefits of every employee. The perseverance of each and every employee has contributed to the unchanging quality of Nongfu Spring. We believe that our employees are our most valuable asset. Adhering to the “people-oriented” concept and “meritocratic” principle, we have made every effort to create a competitive and diversified team, and an all-inclusive corporate culture atmosphere. To satisfy the basic rights and interests, growth needs and ideas of every employee, we are responsible for the health and safety of employees, and support them to obtain sustainable career development opportunities. Meanwhile, we provide fair and perfect talent incentives, meticulous care, intimate and considerate welfare to protect the happiness of employees and reach a win-win situation of employees and the corporate in a friendly and warm atmosphere.

Nongfu Spring also actively engages in social and public welfare undertakings and the development of surrounding communities. As a responsible corporate citizen, we have fully integrated internal and external resources, and demonstrated humanistic care through active actions in the anti-pandemic and disaster relief, poverty alleviation, education improvement, public sports and environmental protection. We have also continued to promote the realization of the ideal of “creating values, nurturing people, and contributing to the world” through the public welfare model of “teaching”.

The Year of Tiger has already come to an end and the Year of Rabbit is approaching. Looking forward to the future, Nongfu Spring will continue to be honest, diligent and innovative, integrate the ESG concept into the business strategies and management systems. We will accelerate the low-carbon transition of the business model with more responsible sustainable modes, meet the diversified product and service demands of consumers with multi-dimensional innovative ideas, create sustainable values for all stakeholders and ecological partners in value chain, and contribute to the building of a better low-carbon future.

鍾睺睺  
董事長

**Zhong Shanshan**  
Chairman



## 走進農夫山泉 ABOUT NONGFU SPRING

作為中國包裝飲用水及飲料行業的龍頭企業，農夫山泉股份有限公司始終扎根於包裝飲用水及飲料的生產、銷售業務，搭建包含包裝飲用水、果汁飲料、功能飲料、茶飲料等產品的綜合體系，維持企業發展勢頭，培育出龐大的運營規模、以及行業領先的成長性和盈利能力。2020年9月8日，農夫山泉於香港聯合交易所上市（股票代碼：9633.HK），揭開了企業發展的新篇章。

自1996年成立以來，農夫山泉始終堅持「水源地建廠、水源地生產」的生產理念。我們扎根於浙江千島湖、吉林長白山、湖北丹江口、廣東萬綠湖、新疆天山瑪納斯、四川峨眉山、陝西太白山、貴州武陵山、黑龍江大興安嶺、河北霧靈山、福建武夷山及廣西大明山等地的優質水源，以及江西、新疆種植基地優質的蔬果原料，源源不斷地為消費者提供天然、健康且多樣化的包裝飲用水及飲料產品。

在產品生產的過程中，我們基於嚴格的產品質量控制程序、全面的審計體系與完善的銷售渠道，將質量控制貫徹於產業鏈上下各個環節。同時，我們立足於先進的生產設備與製造管理能力，持續提升自身創新水平，持續推陳出新，為企業運營注入活力。集團現已擁有「農夫山泉」、「茶π」、「東方樹葉」、「維他命水」、「尖叫」等十餘款產品，充分滿足不同領域、不同年齡段、不同口味消費者的需求。

As a leading company of packaged drinking water and beverages in China, Nongfu Spring Co., Ltd. has always rooted in the production and sales of packaged drinking water and beverages, laid out a diversified product matrix of packaged drinking water, juice beverages, functional beverages and tea beverages, etc., maintained the enterprise development momentum, and cultivated a large operating scale, as well as industry-leading growth and profitability. On 8 September 2020, Nongfu Spring was listed on the Stock Exchange of Hong Kong (Stock code: 9633.HK), marking the new chapter for the enterprise development.

Since its establishment in 1996, Nongfu Spring has always adhered to the production concept of “plant construction in water source and production in water source” It has successively developed high-quality water sources in Thousand-island Lake in Zhejiang, Changbai Mountains in Jilin, Danjiangkou in Hubei, Wanlv Lake in Guangdong, Manas of Mount Tianshan in Xinjiang, Mount Emei in Sichuan, Mount Taibai in Shaanxi, Wuling Mountain in Guizhou, Greater Khingan in Heilongjiang, Mount Wuling in Hebei, and Mount Wuyi in Fujian and Daming Mountain in Guangxi. Nongfu Spring also built plantation in Jiangxi and Xinjiang to cultivate high-quality vegetable and fruit raw materials for the continuously supply of natural, healthy and diversified packaged drinking water and beverage products for consumers.

Based on the strict product quality control procedures, comprehensive audit system and perfect sales channels, we focus on the quality control in every link of the industrial chain in the process of production. Meanwhile, based on the advanced production equipment and manufacturing management ability, we continue to improve our innovation level, bring forth new ideas, and inject vitality into enterprise operations. At present, the Group has over 10 product series, including “Nongfu Spring”, “Tea π”, “Oriental Leaf”, “Vitamin Water”, and “Scream”, meeting the needs of consumers from different fields, in different ages and with different tastes.

農夫山泉在提升自身經濟效益的同時，亦充分發揮龍頭企業的行業優勢，將傳播可持續發展理念、履行社會責任視作提升品牌價值、樹立良好品牌形象的必經之路，在與消費者進行友好交流的同時，亦得到了社會各界的廣泛認可。2022年，農夫山泉在社會責任、環境保護等方面獲得了多項重大榮譽。

While improving its own economic benefits, Nongfu Spring also gives full play to the industry advantages of a leading enterprise. It takes the dissemination of ESG and the performance of social responsibilities as the only way to enhance brand values and establish a good brand image. In the friendly communication with consumers, it has also been widely recognized by all sectors of society. In 2022, Nongfu Spring won a number of awards in terms of the social responsibility and environmental protection.

### 2022年主要獎項榮譽

### Main Awards and Honors in 2022

- 
- |                                   |  |
|-----------------------------------|--|
| 1. 2022中國製造業企業500強                | 1. 2022 China's Top 500 Manufacturing Enterprises  |
| 2. 2022年民營企業500強                  | 2. 2022 China's Top 500 Private Enterprises  |
| 3. 2022年中國民營企業社會責任<br>優秀案例        | 3. Excellent Cases of Private Corporate Social Responsibility of<br>China (2022)               |
| 4. 國家食物營養教育示範基地                   | 4. National Food and Nutrition Education Demonstration Base                                    |
| 5. 國家工業旅遊示範基地                     | 5. National Industrial Tourist Demonstration Base  |
| 6. 國家科普教育基地                       | 6. National Science Popularization Education Base  |
| 7. 香港ESG未來基金會中國海外上市公司<br>低碳排名100強 | 7. Top 100 Low-carbon Overseas Listed Companies in China by<br>Hong Kong ESG Future Foundation |
| 8. 2022新浪財經港美股最具ESG上市公司           | 8. 2022 Best ESG Listed Company in Hong Kong and American<br>Stock Market by Sina Finance      |



# 可持續發展承諾

## SUSTAINABLE DEVELOPMENT COMMITMENT

農夫山泉堅持不斷創新並堅守高品質標準，在踐行產品天然健康理念的同時充分重視對生態環境的保護及對員工權益的保障。我們積極響應聯合國可持續發展目標，並根據自身發展特點識別出六大重點關注領域，並針對各重點領域做出以下可持續發展承諾：

Nongfu Spring adheres to innovation and high-quality standards. While practicing the concept of natural health of products, it also attaches full importance to the protection of ecological environment and employees' rights and interests. In response to SDGs, we have identified six key areas based on our own development characteristics and made corresponding sustainable development commitments as follows:

### 關注的領域

#### OUR MATERIAL FOCUS AREAS



應對氣候變化  
Tackling Climate Change

#### 對農夫山泉的重要性

##### Why It Matters

隨著國家「雙碳」目標的推進，低碳轉型已成為農夫山泉實現高質量發展的內在要求和必經之路。作為以天然資源作為主要生產原材料的飲料公司，農夫山泉高度重視可能對生產價值鏈產生顯著影響的氣候變化實體與轉型風險。With the promotion of “dual-carbon” goals, the low-carbon transition has become the intrinsic requirement and the only way to achieve high-quality development for Nongfu Spring. As a beverage company with natural resources as its main raw materials, Nongfu Spring attaches great importance to physical and transitional risks from climate change which may impact on the production value chain significantly.

#### 與可持續發展目標的關聯

##### Contributing to the Sustainable Development Goals



我們積極響應聯合國可持續發展目標7、目標13、目標15，承諾將持續推動能源清潔能源轉型、應用節能降耗技術措施應對氣候變化風險，推動企業低碳轉型。

In response to SDGs 7, 13 and 15, we pledge to continue to promote the transformation of clean energy, combat climate change risks by energy conservation and consumption reduction technologies, and promote low-carbon transition.



2030年目標  
Target in 2030

**20%**

- 相對於2019年，碳排放強度下降20%，綜合能耗強度下降20%。
- Compared to 2019, the Company's carbon emission intensity will fall by 20%, and integrated energy consumption intensity will fall by 20%.



2022年進度  
Progress in 2022

**11.9%**

- 相對於2019年，2022年碳排放強度下降11.9%，綜合能耗強度下降4.9%。
- Compared to 2019, the carbon emission intensity in 2022 fell by 11.9%, and integrated energy consumption intensity fell by 4.9%.

關注的領域

OUR MATERIAL FOCUS AREAS



水資源管理

Water Resource Management

對農夫山泉的重要性

Why It Matters

水資源保護是農夫山泉實現長久經營與可持續發展的重要議題。積極應對水壓力問題、緩解水管理風險，並持續強化水資源綜合管理，對於提升公司用水效率、踐行可持續發展有著關鍵作用。

Water resource management is an important issue for Nongfu Spring to achieve long-term management and sustainable development. Actively responding to water pressure, mitigating water management risks, and continuously strengthening integrated water resources management play a key role in improving water efficiency and practicing sustainable development.

與可持續發展目標的關聯：

Contributing to the Sustainable Development Goals:



我們積極響應聯合國可持續發展目標6，承諾將持續踐行水源地保護，不斷強化水資源管理、提升水資源使用效率，做可持續用水的領導者。

In response to SDG 6, we pledge to continue to protect water source, strengthen water resource management, improve water use efficiency, and become the leader in sustainable water use.



2030目標

Target in 2030

20%

- 相對於2020年，到2030年用水強度下降20%。
- Compared to 2020, the water use intensity in 2030 will fall by 20%.



2022年進度

Progress in 2022

12.7%

- 相對於2020年，2022年用水強度下降12.7%。
- Compared to 2020, water use intensity in 2022 fell by 12.7%.

關注的領域

OUR MATERIAL FOCUS AREAS



包裝材料管理  
Packaging Materials Management

對農夫山泉的重要性

Why It Matters

可持續包裝材料實踐能幫助減少企業生產對於自然資源的過度依賴，降低對環境的負面影響，並推進企業運用潛在創新機遇實現綠色轉型。

The application of sustainable packaging materials can reduce the excessive dependence on natural resources derived from production, alleviate the negative impacts on the environment, and create potential innovation opportunities to help the Company achieve the green transformation.

與可持續發展目標的關聯：

Contributing to the Sustainable Development Goals:



我們積極響應聯合國可持續發展目標9、12，承諾將持續踐行包材輕量化、回收循環利用、包材創新設計等可持續包材管理舉措。

In response to SDGs 9 and 12, we pledge to continue to implement sustainable packaging material management measures such as packaging material reduction, recycling and innovative packaging material design.



2025年目標  
Target in 2025

100%

- 到2025年底，實現水和飲料塑料包裝100%可回收／可重複使用／可用作堆肥。
- By the end of 2025, 100% of our plastic packaging for water and beverages products will be recyclable, reusable or compostable.



2022年進度  
Progress in 2022

99%

- 2022年水和飲料可回收塑料包裝材料佔比99%。
- In 2022, 99% of our plastic packaging materials for water and beverage products were recyclable.

關注的領域

OUR MATERIAL FOCUS AREAS



營養健康機遇

Opportunities in Nutrition and Health

對農夫山泉的重要性

Why It Matters

對健康與營養的關注不僅有益於提高消費者福祉，同時也能為食品生產企業提供創新發展機遇，利於企業在踐行可持續發展的道路進一步提升企業競爭力、彰顯企業責任感。

The rise of public concern on health and nutrition is not only beneficial to improve the well-being of consumers, but also can provide innovative development opportunities for enterprises, which can further enhance the competitiveness and demonstrate the responsibilities of the Company on the sustainable development.

與可持續發展目標的關聯：

Contributing to the Sustainable Development Goals:



我們積極響應聯合國可持續發展目標3、12，承諾將通過天然原料保障與工藝優化不斷加強產品的健康屬性，充分運用營養健康機遇，引領健康的消費理念。

In response to SDGs 3 and 12, we pledge to continuously strengthen the healthy characteristics of products through natural raw material guarantee and process optimization, make full use of nutrition and health opportunities, and guide the healthy consumption concept.



長期目標

Long-term Target

低鈉、低糖、低脂

Low-sugar/Low sodium/Low-fat

在每一個產品中體現「天然、健康」的理念，將健康科學飲食理念和當今社會健康問題結合到產品研發的考量當中，重視產品低鈉、低糖、低脂、減量化。

The “natural and healthy” concept is represented in every product. We incorporate scientific concepts of a healthy diet into the consideration of product R&D, and attach importance to low-sodium, low-sugar, low-fat, and small sized products.



2022年進度

Progress in 2022

85%以上

Over 85%

- 無糖／低糖、無鈉／低鈉、無脂肪／低脂產品銷售重量佔比：85%以上。
- 增加營養成分的產品銷售重量佔比：10%以上。
- Sugar-free/low sugar, sodium-free/low-sodium, fat-free/low fat products sales weight percentage: over 85%.
- Products with enhanced nutrition content sales weight percentage: over 10%.

關注的領域

OUR MATERIAL FOCUS AREAS



健康與安全  
Health and Safety

對农夫山泉的重要性

Why It Matters

體面的工作和良好的工作環境是基本社會契約，也是實現經濟穩步增長的保障。構建強健的健康與安全保障體系將在保障員工權益的同時促進企業穩定運營，實現良性發展。

Providing safe, decent work conditions is as basic part of our social contract to achieve a steady increase in the economy. A strong health and safety guarantee system will protect the rights and interests of employees, promote the stable business operation and foster the sound development.

與可持續發展目標的關聯：

Contributing to the Sustainable Development Goals:



我們積極響應聯合國可持續發展目標3、8，承諾將持續完善安全生產管理體系與職業健康安全管理舉措，全面保障員工擁有健康且安全的工作環境。

In response to SDGs 3 and 8, we pledge to continue to improve the safety production management system and occupational health and safety management measures to provide employees with a healthy and safe workplace.



2025年目標  
Target in 2025

全覆蓋  
Full Coverage

持續優化安全管理體系，2025年前實現職業健康安全管理体系認證全覆蓋。

Continue to optimize the safety management system and achieve full coverage of Occupational Health Safety Management System certification before the end of 2025.



2022年進度  
Progress in 2022

14個  
14 Factories

截至2022年底共有14個工廠通過ISO 45001職業健康安全管理體系認證。

As at the end of 2022, 14 of our factories hand obtained ISO 45001 Occupational Health Safety Management System Certification.

## 關注的領域

### OUR MATERIAL FOCUS AREAS:



食品安全與質量  
Food Safety and Quality

#### 對農夫山泉的重要性

##### Why It Matters

食品安全與質量保障不僅是對消費者的責任體現，亦是農夫山泉實現長遠企業發展的重要基礎。為消費者提供安全且高品質的產品將促進農夫山泉樹立誠信負責的企業形象，獲得消費者信任。

Food safety and quality assurance are the reflection of the Company's responsibility to consumers and also the important foundation for the long-term development of Nongfu Spring. Providing safe and high-quality products to customers will promote Nongfu Spring to establish an honest and responsible corporate image and gain trust from consumers.

#### 與可持續發展目標的關聯：

##### Contributing to the Sustainable Development Goals:



我們積極響應聯合國可持續發展目標3、12，承諾將參照食品安全與質量各級標準完善涵蓋原料、生產、銷售、售後的閉環產品質量保障體系，並持續提升質量改進舉措，向消費者提供安全健康的產品。

In response to SDGs 3 and 12, we pledge to improve the closed-loop product quality assurance system covering raw materials, production, sales and after-sales with reference to food safety and quality standards at all levels, and continuously enhance quality improvement measures to provide consumers with safe and healthy products.



目標  
Target

100%

- 國家抽檢合格率100%
- 第三方體系審核獲證率100%
- 食品安全品質事件發生導致的召回事件為零
- 持續推動ISO 9001與ISO 22000認證
- 100% national sample testing pass rate
- 100% certification rate of third-party system audits
- Zero recall due to food safety or quality incidents
- Continues to promote ISO 9001 and ISO 22000 certification



2022年進度  
Progress in 2022

100%

- 全年國家抽檢合格率达100%
- 第三方體系審核獲證率達100%
- 零起因產品安全與質量問題發生的召回事件
- 獲得ISO 9001質量管理體系、ISO 22000食品安全管理體系(或HACCP)認證佔比達100%
- 100% annual national sample testing pass rate
- 100% certification rate of third-party system audits
- Zero recall due to product safety or quality issues
- 100% of companies obtained ISO 9001 quality management system and ISO 22000 food safety management system (or HACCP) certification



## 可持續發展概覽

# SUSTAINABLE DEVELOPMENT OVERVIEW

農夫山泉已將可持續發展理念貫徹在公司日常運營管理與整體戰略制定中，以領先的可持續發展實踐水平與明確的管理架構，樹立負責任的企業形象。在企業治理方面，我們不斷規範經營行為，堅持誠信運營與穩健治理，推進企業的良好發展。在產品質量管理方面，我們以優質的產品與創新的理念傳遞我們天然與健康的品牌形象，並不斷提升消費者體驗。在環境保護方面，我們致力於持續降低生產價值鏈對於環境的影響，並將氣候變化風險管理融入企業風險管理體系。在員工方面，我們堅持以人為本，並持續完善人才激勵體系，促進員工最大程度發揮自我價值。在社區貢獻方面，我們積極參與公益與慈善活動，運用自身影響力引領社會發展。

Nongfu Spring has integrated ESG into its daily operation management and overall strategy formulation, establishing a responsible corporate image with a leading level of sustainable development practices and a clear management structure. Regarding the corporate governance, we make continuous efforts to standardize business practices and adhere to honest operation and robust governance to promote the sound development. Regarding the product quality management, we deliver our natural and healthy brand image with high-quality products and innovative ideas, and continue to enhance the consumer experience. Regarding the environmental protection, we are committed to reducing the environmental impact of the value chain of production and integrating climate change risk management into our corporate risk management system. Regarding employees, we insist on people-oriented concept and continue to improve the talent incentive system to promote employees to maximize their self-worth. Regarding the community contribution, we actively participate in public welfare and charity activities and lead the social development by our influences.

- 本章節對應SDGs
- **SDGs we support in this chapter:**

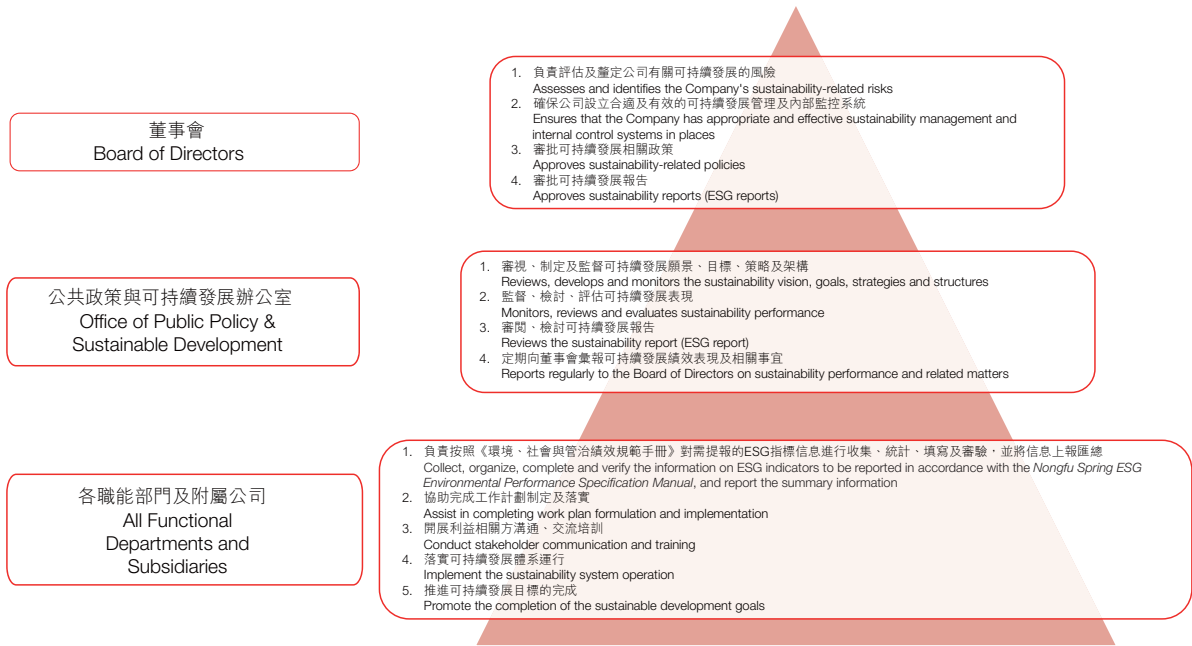


### ESG治理架構

農夫山泉設立了以董事會為最高領導者的三級ESG治理架構，並設立公共政策與可持續發展辦公室協助董事會進行ESG治理，負責進行ESG風險識別與監控、可持續發展戰略制定、ESG表現的跟蹤與披露。各職能部門和附屬公司作為執行層，負責參與和落實業務運營中環境、社會和管治各層面的工作計劃。

### ESG GOVERNANCE STRUCTURE

Nongfu Spring has set up a three-level ESG governance structure with the Board of Directors as the top leader. The Office of Public Policy and Sustainable Development was established to help the Board in ESG governance, with responsibilities of identifying and monitoring ESG risks, formulating sustainable development strategies, tracking and disclosing ESG performance. All functional departments and subsidiaries at the execution level are responsible for participating and implementing the work plans related to environmental, social and governance during business operations.



農夫山泉ESG管理架構  
Nongfu Spring ESG Governance Structure

董事會聲明

➤ 董事會責任

農夫山泉董事會對ESG事宜管理及信息披露承擔最終責任。董事會定期會議審議ESG風險及重要性、審批可持續發展目標、監督ESG事宜相關政策、管理、表現以及目標完成進度，並對ESG信息披露進行審議與批准。

➤ 日常實施

公共政策與可持續發展辦公室負責牽頭可持續發展的日常實施工作，並負責指導和監督可持續發展目標的實施進程，對可持續發展管理方針落實情況進行監察，保證日常運營工作中全面貫徹可持續發展理念，並定期向董事會彙報可持續發展工作進程。

Board of Directors' Statement

➤ Responsibility of the Board of Directors

The Board of Directors of Nongfu Spring shoulders the ultimate responsibility for ESG management and information disclosure. Through regular meetings, the Board of Directors reviews ESG-related risks and their materiality, reviews and approves sustainable development goals, monitors ESG-related policies, management, performance and goal completion progress, and reviews and approves disclosure regarding the Company's ESG performance.

➤ Daily Implementation

The Office of Public Policy and Sustainable Development leads the daily work of sustainable development, guides and monitors the implementation process of SDGs, supervises the implementation of sustainable development management policies to ensure that the concept of sustainable development is fully implemented in daily operations, and reports the progress of sustainable development work regularly to the Board of Directors.

➤ **風險管理**

農夫山泉定期針對可持續發展風險開展識別及重大性評估工作，並由公共政策與可持續發展辦公室負責統籌組織可持續發展風險與機遇管理工作，並制定應對措施與管理目標。農夫山泉董事會對可持續發展風險與機遇工作開展情況及成果進行監管，確保所有重大性可持續風險得到有效管控。

➤ **利益相關方溝通**

公共政策與可持續發展辦公室確保與內外部利益相關方就農夫山泉的可持續發展保持緊密溝通。在識別和評估重大性可持續發展風險的過程中，農夫山泉充分考慮利益相關方的關注和擔憂，確保公司針對系統化梳理後的重大性可持續發展風險及議題制定有效管理策略，回應利益相關方期待。

➤ **Risk Management**

Nongfu Spring regularly conducts sustainability risk identification and materiality assessments. The Office of Public Policy and Sustainable Development is responsible for coordinating and organizing the sustainable development risk and opportunity management, and formulating countermeasures and management objectives. The Board of Directors supervises the implementation and results of the work on sustainability risks and opportunities to ensure that all significant sustainability risks are effectively managed.

➤ **Communication with Stakeholders**

The Office of Public Policy and Sustainable Development ensures the close communication with internal and external stakeholders on the sustainable development of Nongfu Spring. In the process of identifying and assessing major sustainability risks, Nongfu Spring fully considers the concerns and worries of stakeholders, and ensures that the Company develops effective management strategies for major sustainability risks and issues that have been systematically sorted out to meet stakeholders' expectations.

**ESG管理體系**

為有效落實農夫山泉可持續發展戰略，我們針對重要的可持續發展議題，制定了全面涵蓋的可持續發展政策體系，並以《可持續發展公共政策》<sup>1</sup>為總領性文件，統籌公司的可持續發展工作。

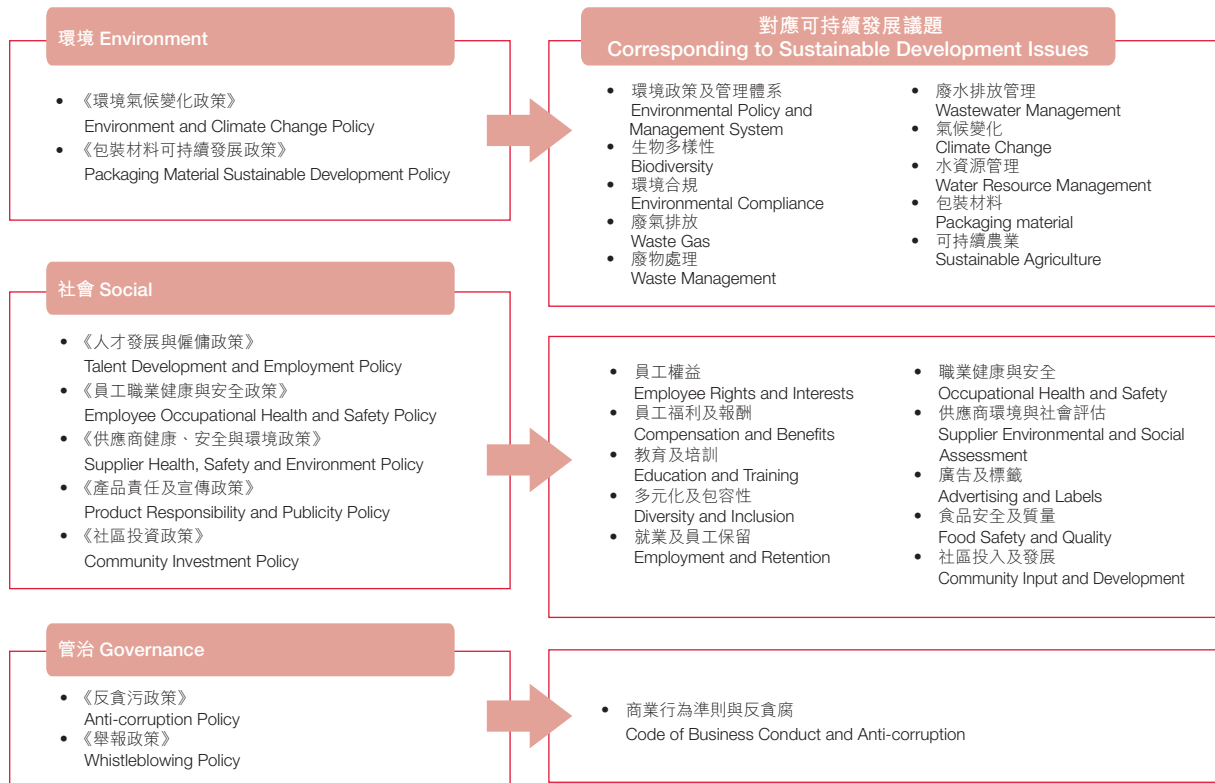
在環境方面，我們通過《環境氣候變化政策》、《包裝材料可持續發展政策》，明確了在環境體系建設、生物多樣性、排放物管理、氣候變化、水資源管理及包材管理方面的承諾。在社會方面，我們建立了涵蓋員工僱傭、員工發展、職業健康與安全、供應商健康安全與環境影響、產品責任以及社區投資等議題的政策體系，切實落實本公司的社會責任。在管治方面，我們發佈《反貪污政策》、《舉報政策》，明確商業道德與反貪污行為規範、舉報流程及舉報人保護政策，為公司的合規經營提供基礎保障。

**ESG MANAGEMENT SYSTEM**

In order to effectively implement the sustainable development strategy of Nongfu Spring, we formulated a comprehensive sustainable development policy system to address important sustainable development issues, and took the *Sustainable Development Public Policy*<sup>1</sup> as a general guide to coordinate the sustainable development efforts.

Regarding the environment issues, we clarified our commitments in the environmental system construction, biodiversity, emissions management, climate change, water resource management and packaging material management with the *Environment and Climate Change Policy* and the *Packaging Material Sustainable Development Policy*. Regarding the social issues, we established the policy system on talent employment and development, occupational health and safety, supplier health, safety, and environmental impact, product responsibility, and community investment policies, and effectively implemented our social responsibility. Regarding the governance issues, we formulated and released *Anti-corruption Policy* and *Whistleblowing Policy* to clarify business ethics and anti-corruption code of conduct, reporting process and whistleblower protection policy, and provide the basis for compliance operation.

<sup>1</sup> 農夫山泉《可持續發展公共政策》可登錄農夫山泉主頁 (<https://www.nongfuspring.com>) - 投資者關係-ESG/可持續發展欄目查詢 Nongfu Spring's *Sustainable Development Public Policy* can be found on Nongfu Spring's homepage (<https://www.nongfuspring.com>) - Investor Relations - ESG/Sustainability



可持續發展政策體系  
Sustainable Development Policy System

### 利益相關方溝通

農夫山泉一直積極與各利益相關方保持溝通，並建立了常態化的溝通機制，及時對利益相關方關心的問題進行回應，並融合其訴求、意見和建議至日常運營與決策過程中，實現更有效的管理決策。根據自身業務範圍與生產性質，我們識別出的主要利益相關方類別包括：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、社會組織及媒體等。

### COMMUNICATION WITH STAKEHOLDERS

Nongfu Spring actively communicated with all stakeholders and established a regular communication mechanism to respond to the concerns of stakeholders in time, integrate their needs, opinions and suggestions into the daily operation and decision-making process, and achieve more effective management and decision-making. According to our business scope and production property, stakeholders who are closely related to us include suppliers and business partners, distributors, customers/consumers, investors, employees, government and regulatory authorities, and social organizations/media.

利益相關方 Stakeholders	關注議題 Issues	溝通與回應渠道 Channels of Communication and Response
<b>供應商及商業合作夥伴</b> <b>Suppliers and Business Partners</b>	供應商管理 Supplier Management 供應商環境與社會評估 Supplier Environmental and Social Assessment 合作夥伴賦能 Partner Empowerment 商業行為準則與反貪腐 Code of Business Conduct and Anti-corruption 可持續原材料採購 Sustainable Raw Material Procurement	供應商評價 Supplier Evaluation 飛行審查 Unannounced Inspection 供應商培訓及幫扶 Supplier Training and Assistance
<b>經銷商</b> <b>Distributors</b>	合作夥伴賦能 Partner Empowerment 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 不當競爭行為 Unfair Competition 政策影響力 Policy Influence	經銷商培訓 Distributor Training 經銷商大會 Distributor Conference 經銷商尋源活動 Distributor Sourcing Activity
<b>顧客／消費者</b> <b>Customers/Consumers</b>	廣告及標籤 Advertising and Labels 食品安全及質量 Food Safety and Quality 客戶滿意度 Customer Satisfaction 客戶隱私 Customer Privacy 信息安全與網絡安全 Information Security and Internet Security	客戶滿意度調查 Customer Satisfaction Survey 消費者服務熱線 Consumer Service Hotline 消費者互動活動 Consumer Interaction Activity 消費者尋源活動 Consumer Sourcing Activity

利益相關方 Stakeholders	關注議題 Issues	溝通與回應渠道 Channels of Communication and Response
投資者 Investors	環境合規 Environmental Compliance 稅務策略 Taxation Strategy 水資源管理 Water Resource Management 氣候變化 Climate Change 食品健康營養機遇 Nutrition and Health Opportunities 風險及危機管理 Risk and Crisis Management 企業管治 Corporate Governance 生物多樣性 Biodiversity 原材料管理 Raw Material Management 可持續農業 Sustainable Agriculture 技術與創新 Technology and Innovation	企業年報和公告 Corporate Annual Reports and Announcements 投資者、分析師會議 Investor and Analyst Meeting Roadshow 路演 Road Show 專項會議 Special Meeting
員工 Employees	員工福利及報酬 Compensation and Benefits 教育及培訓 Education and Training 就業及員工保留 Employment and Retention 職業健康及安全 Occupational Health and Safety 多元化及包容性 Diversity and Inclusion 員工權益 Employee Rights 信息安全與網絡安全 Information Security and Internet Security	員工座談會 Staff Symposium 員工培訓 Employee Training 員工活動 Employee Activity 員工溝通郵箱 Employee Communication Email



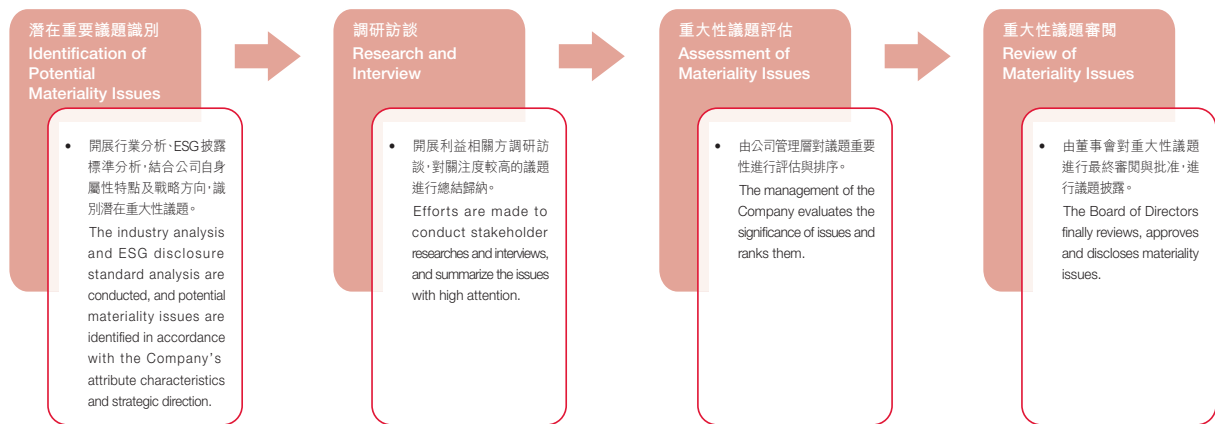
利益相關方 Stakeholders	關注議題 Issues	溝通與回應渠道 Channels of Communication and Response
政府及監管部門 <b>Government and Regulatory Authorities</b>	廢氣排放 Exhaust Gas 廢物處理 Waste Management 環境政策及管理體系 Environmental Policy and Management System 環境合規 Environmental Compliance 水資源管理 Water Resource Management 氣候變化 Climate Change 包裝材料 Packaging Materials 食品安全及質量 Food Safety and Quality	機構考察 Institution Inspection 會議交流 Meeting Communication 信息披露 Information Disclosure
社會組織及媒體 <b>Social Organizations and Media</b>	社區投入及發展 Community Input and Development 環境合規 Environmental Compliance 水資源管理 Water Resource Management 氣候變化 Climate Change 食品安全及質量 Food Safety and Quality 技術與創新 Technology and Innovation	產品發佈會 Product Launch Conference 溝通會議 Communication Meeting 志願服務 Volunteer Service 媒體溝通採訪 Media Communication Interview

## 重大性議題

農夫山泉通過溝通訪談、同行對標、現場走訪等多元化的渠道進行潛在重大性議題的識別與分析，結合本公司管理層及內外部利益相關方的意見進行議題重要性評估，並由董事會對重大性議題進行最終審閱與批准。

## MATERIALITY ISSUES

Through diversified channels such as communication interviews, peer benchmarking and on-site visits, Nongfu Spring identifies and analyzes potential materiality issues, and evaluates the significance of issues in combination with the opinions of the Company's management and internal and external stakeholders. The Board of Directors finally reviews and approves these materiality issues.

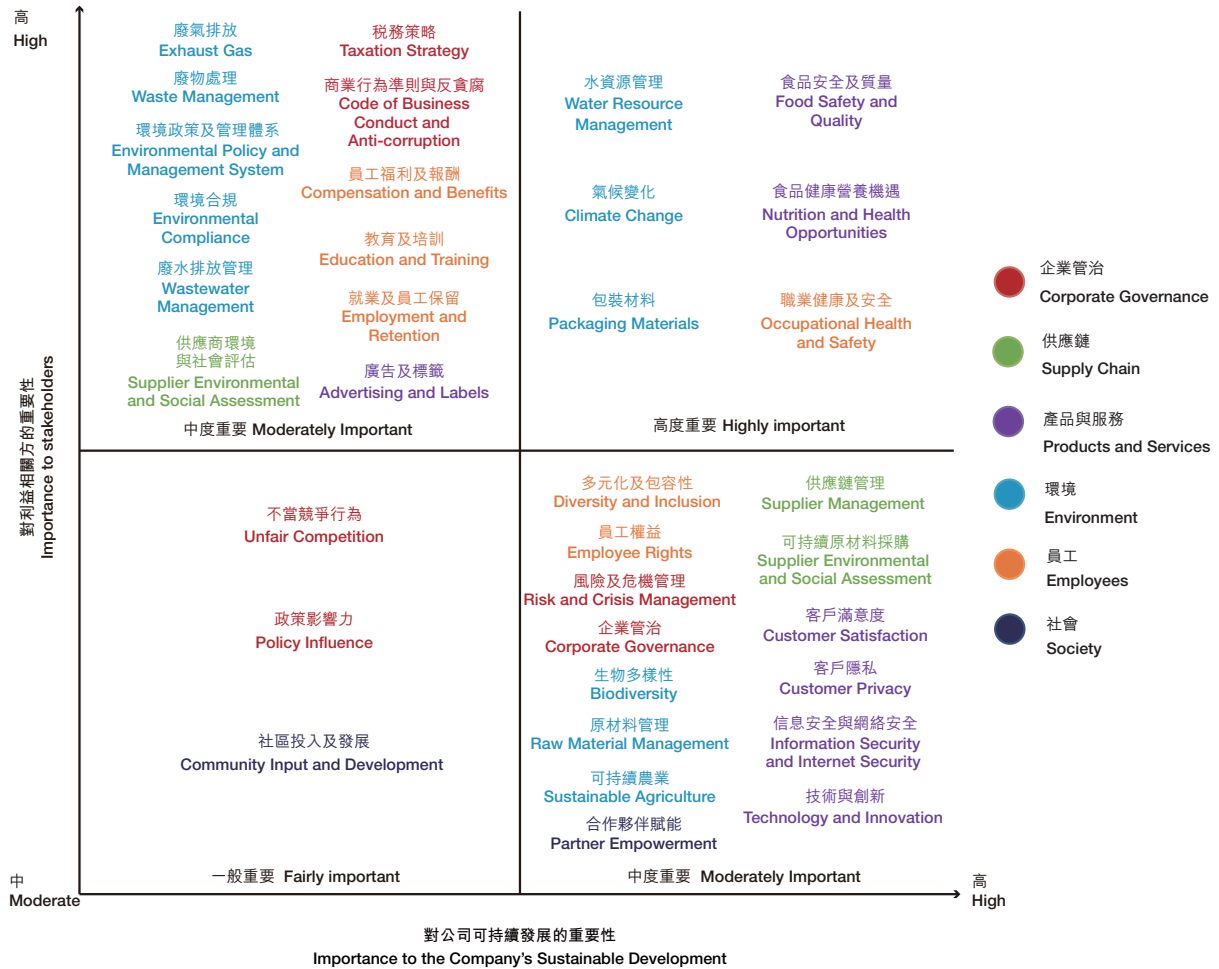


重大性議題確定流程  
Materiality issues determining process

可持續發展概覽 SUSTAINABLE DEVELOPMENT OVERVIEW

2022年，公共政策與可持續發展辦公室牽頭與經銷商、投資者、消費者、員工、高級管理層和董事會等利益相關方進行溝通，結合公司的戰略發展方向和現狀，綜合分析更新了重大性議題矩陣。

In 2022, led by the Office of Public Policy and Sustainable Development, we communicated with stakeholders such as distributors, investors, consumers, employees, senior management and the Board of Directors, and analyzed and updated the matrix of materiality issues in combination with the strategic development direction and current situation of the Company.



# 穩健的治理

## ROBUST GOVERNANCE

農夫山泉深知穩健的公司治理是確保企業行穩致遠，保護股東權益、利益相關方權益和建設良性商業生態的基石。因此，農夫山泉高度重視公司治理的建設與管理，從風險管理與清正廉潔兩個方面開展農夫山泉的治理工作，全面提升我們識別風險、防範風險、應對風險的能力，全面保障我們反腐敗、反洗黑錢、反不正當競爭的商業環境，確保我們的業務在平穩、健康的狀態下運行。

Nongfu Spring is keenly aware that robust governance is the cornerstone of ensuring the stable development of enterprises, protecting the rights and interests of shareholders and stakeholders, and building a sound business ecology. Therefore, Nongfu Spring attaches great importance to the construction and management of corporate governance, and governs in the risk management and integrity and honesty to comprehensively enhance the ability to identify, prevent and deal with risks, guarantee the anti-corruption, anti-money laundering and anti-unfair competition business environment and ensure the stable and healthy business operation.

- 本章節對應SDGs
- **SDGs we support in this chapter:**



### 風險管理

#### Risk Management

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針對識別出的高風險開展一系列專項審計，新增了環保專項審計，持續完善風險管理體系。  
We carried out a series of special audits towards the identified high risks, and added special audits for environmental protection to continuously improve the risk management system.

### 清正廉潔

#### Integrity and Honesty

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農夫山泉員工100%簽署《農夫山泉員工商業行為準則》。  
100% of employees signed the *Code of Business Conduct for Employees of Nongfu Spring*.



反貪腐培訓覆蓋了董事會全體成員及農夫山泉所有員工，培訓時長共計44,400小時。  
All members of the Board of Directors and all employees of Nongfu Spring were trained on anti-corruption, with a total training time of 44,400 hours.

## 風險管理

農夫山泉深知風險管理對於企業穩健運營和保障各利益相關方的重要性，因此不斷完善與提升自身風險管理體系，積極識別、評估、防範和管控內外部各類風險，優化政策體系，並開展各類專項審計工作。同時通過開展風險管理培訓，加強管理層和員工的風險意識，構建風險管理文化，在日常運營中形成全方位、全流程的風險管理機制。

### 風險管理體系

農夫山泉以《內部審計稽查制度》、《審計項目管理辦法》、《風險管理制度》等內部制度為基礎，建立了完善的風險管控流程。報告期內，我們對《審計項目管理辦法》、《審計稽查中心榮譽激勵方案》及審計稽查類權限表等進行了更新優化，進一步規範審計相關流程，加強審計團隊建設；此外，我們制定並發佈《審計整改管理辦法(試行)》，進一步規範審計整改結果的通報公示和應用，完善審計閉環管理。

## RISK MANAGEMENT

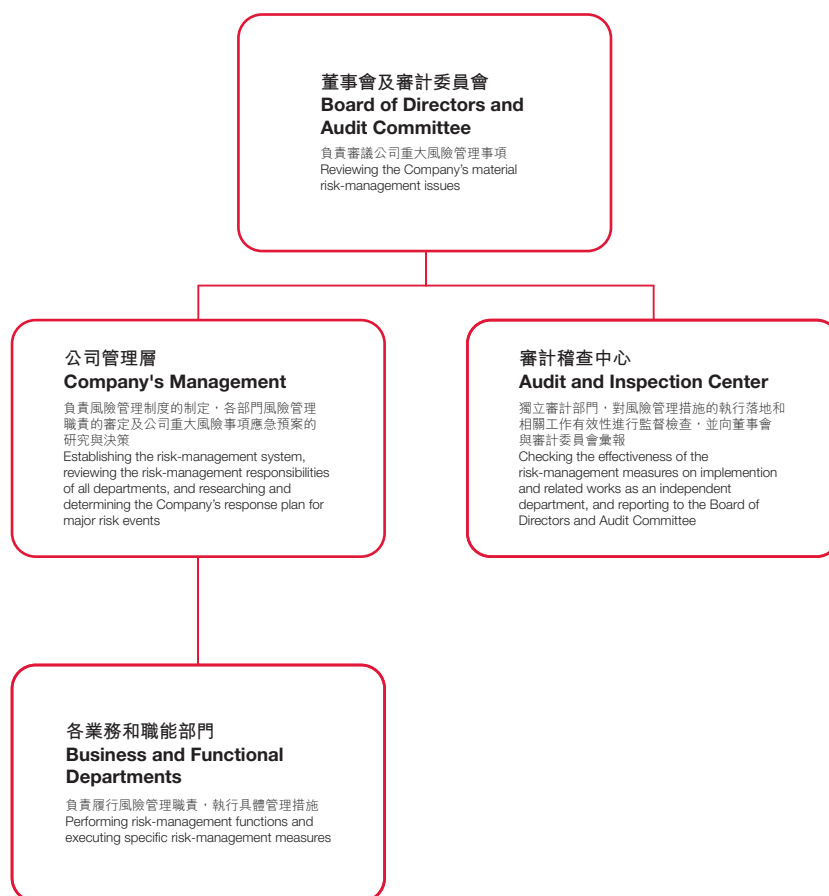
Nongfu Spring is keenly aware of the importance of risk management for the steady operation of the Company and the protection of all stakeholders. Therefore, we constantly improve and upgrade our own risk management system, actively identifies, evaluate, prevent and control internal and external risks, optimize the policy system, and carry out special audits. At the same time, we enhance the risk awareness of management and employees, and build the risk management culture by carrying out risk management training, so as to form an all-round and full-process risk management mechanism in daily operations.

### Risk Management System

Guided by the *Internal Audit Policy*, the *Audit Project Management Measures*, the *Risk Management Measures* and other internal institution, Nongfu Spring established a comprehensive risk management and control process. We updated and optimized the *Audit Project Management Measures*, the *Honor Incentive Plan of Audit and Inspection Center* and the *Audit and Inspection Authority Table* during the reporting period to further standardize audit-related processes and strengthen the construction of audit teams. In addition, we formulated and released the *Administrative Measures for the Audit Rectification (Trial)* to further standardize the publicity and application of audit rectification results and improve the closed-loop audit management.

遵循中國法律法規和聯交所上市規則，農夫山泉參照COSO企業風險管理框架指引建設了完善的風險管理架構。

In accordance with laws and regulations of China and the listing rules of the HKEX, with reference to the guidelines of the COSO Corporate Risk Management Framework, Nongfu Spring established a comprehensive risk management structure.



農夫山泉風險管理架構  
Nongfu Spring Risk Management Structure



在該架構下，我們對戰略、財務、市場、運營、法律等方面的內外部風險進行識別、評估和分析，建立和不斷完善風險數據庫，根據風險發生的可能性、影響後果的不同進行分類管理，基於評估分析結果結合風險承受能力及時調整風險應對策略，開展有針對性的風險管理措施。

**風險識別與應對**

農夫山泉高度重視風險文化的構建，以此調動公司全員參與風險管控，形成三道防線的風險管控生態。

Under this structure, we identify, evaluate and analyze internal and external risks in strategic, financial, marketing, operational and legal areas, and establish and improve our risk databases. We carry out the classified management according to the possibility of risk occurrence and different consequences, adjust risk response strategies in time based on the analysis results and risk tolerance, and take targeted risk management measures.

**Risk Identification and Management**

Nongfu Spring attaches great importance to the construction of risk culture to encourage all employees to participate in the risk management and control and form the risk management and control ecology with three lines of defense.



**農夫山泉風險防線**  
**Nongfu Spring Line of Risk Defense**

報告期內，面對多變的國際與市場形勢，農夫山泉重點開展了對新興風險的識別。經過系統的識別與分析，我們發現地緣政治衝突推動油價上升，可能導致農夫山泉包裝材料原料PET的採購成本與運輸成本上升，為此，公司採購中心加強了對PET採購行情的及時追蹤和基本面研究，採取動態採購策略，根據價格運行區位變化合理調節採購量與庫存量，將總採購量與平均採購價格控制在合理區間。

During the reporting period, in the face of the changing international and market situation, Nongfu Spring focused on the identification of emerging risks. After the systematic identification and analysis, we found that geopolitical conflicts drove the oil price boom. It may lead to rising procurement and transportation cost of PET, the raw material for packaging of Nongfu Spring. Therefore, the Procurement Center strengthened the timely tracking and fundamental research of PET procurement market and adopted a dynamic procurement strategy. According to the change of price fluctuation range, we reasonably adjusted the purchase quantity and inventory to control the total purchase quantity and average purchase price in a reasonable range.

**專項風險審計**

報告期內，農夫山泉對行銷、生產、品牌、媒介等業務領域內共計400餘項常規風險進行複評，針對其中風險管控相對薄弱的事項敦促監督業務部門進行完善，並根據最新的風險重要性等級及日常風險監控結果開展了30餘項專項審計工作，包含環保、採購、質量、營銷政策、資產安全、基建工程等。

**Special Risk Audit**

During the reporting period, Nongfu Spring re-evaluated more than 400 routine risks in the fields of marketing, production, brand, media and other business fields, and supervise and urge the business unit to improve the items with low risk management and control. More than 30 special audits were carried out according to the latest risk importance level and daily risk monitoring results, including environmental protection, procurement, quality, marketing policies, asset safety, and infrastructure projects.

**採購專項審計 Special Audit of Procurement**

- 常規審計方面，我們對公司集採及工廠自主採購項目的供應商資質、採購程序、績效考核等內容合規性進行檢查，對發現的個別執行偏差進行敦促整改。  
In terms of the regular audit, we checked the supplier qualifications, procurement procedures, and performance assessment in the Company's centralized purchase and factories' independent purchase projects, and urged the rectification of the discovered execution deviations.
- 物流商招投標合規性審計方面，我們對200餘家物流商的續約、招投標過程合規性進行審計，糾正了發現的不合規現象，優化了物流商年度評級及續約、招標標準，保障了公司發貨及運輸安全，降低了成本管控風險。  
In terms of the audit of bidding compliance of logistics providers, we audited the contract renewal and bidding process of more than 200 logistics providers, corrected the non-compliance issues, and optimized the annual rating, contract renewal and bidding standards of logistics providers to ensure the delivery and transportation safety and reduce the cost control risk.

**媒體投放專項審計 Special Audit of Media Responsible Marketing**

- 在上一報告期內自媒體運營審核的基礎上，我們在報告期內持續推進負責任營銷審計，重點抽檢30餘個媒介投放項目內容的合規性，未發現重大不合規風險項。  
Based on the We-Media operation audit during the last reporting period, we continued to promote the responsible marketing audit during the reporting period. There was no major non-compliance risk in the sampled more than 30 media placement projects.
- 未來，我們將繼續擴大審計範圍至媒體投放以外的各個方面。  
We will continue to expand the scope of audit to all aspects other than the media placement in the future.

為樹立全員風險防範意識，增強風險防範能力，規範風險管理舉措，我們開展了完備的風險管理培訓。報告期內，我們針對公司董事(包括非執行董事)及管理層開展了一系列風險管理培訓，如《2022年內控措施設計》，通過對內控措施設計、內控五要素要求和案例的講解，使各業務部門充分理解內部控制的要求和作用，進而完善內控體系，防範和減少舞弊及合規問題。

In order to establish the risk prevention awareness of all employees, to enhance the risk prevention ability and to standardize risk management measures, we carried out the complete risk management training. During the reporting period, we carried out the risk management training for directors (including non-executive directors) and management, such as *Design of Internal Control Measures in 2022*. Based on the explanation of the design of internal control measures, five elements of internal control and cases, all business departments fully understood the requirements and functions of internal control, and improve the internal control system, and prevent and reduce fraud and compliance problems.

同時，我們建立了完善的風險上報渠道，積極鼓勵每一位員工參與到風險管理中來。一方面，員工可以通過公司流程管理平台提供合理化建議，反饋制度及流程風險，幫助農夫山泉修正制度上、流程上的漏洞和不足之處，增強對潛在風險的防範能力；另一方面，我們在銷售、生產、品牌、質量、售後等業務域已建立多維度員工風險上報渠道，並有獎勵和鼓勵機制，鼓勵員工不僅報告確實發生的風險事件或違規事件，也鼓勵員工根據其經驗向上報告潛在的風險點。

### 清正廉潔

積極開展反賄賂、反腐敗工作，構建清正廉潔的企業文化和行之有效的反腐敗制度，是農夫山泉基業長青的重要基石。我們始終將清正廉潔貫徹於管理、運營、合作等一切商業行為中，降低自身風險的同時，也承擔起作為負責任企業公民的責任，為建成健康廉潔的商業社會貢獻自己的力量。

### 廉潔管理

我們在遵循法律法規要求的基礎上，制定了《農夫山泉員工商業行為準則》、《反貪污政策》等內部政策，明確對全體員工、供應商、經銷商及各類合作夥伴在商業道德方面的要求，從而杜絕賄賂、貪腐、欺詐、壟斷、洗黑錢和不正当競爭等行為。同時，我們建立了全面的廉潔管理架構，各高級管理人員由審計稽查中心對各類舞弊行為和違規情況進行監督調查，各工廠層面則不斷推進信用體系認證並每年開展審計，以進行全面的審計稽查工作。

Meanwhile, we established a sound risk reporting channel and actively encouraged every employee to participate in the risk management. Through the process management platform, employees can provide rational suggestions, and feed back the system and process risks to help Nongfu Spring correct loopholes and deficiencies in the system and process, and enhance the ability to prevent potential risks. We also established multi-dimensional risk reporting methods in sales, production, brand, quality, after-sales and other business fields. There were reward and encouragement mechanisms to encourage employees to report actual risk events and violations, as well as potential risk points basing on their experience.

### INTEGRITY AND HONESTY

Actively carrying out anti-bribery and anti-corruption work, and building the corporate culture of integrity and honesty and an effective anti-corruption system are important for the long-term development of Nongfu Spring. We always take integrity and honesty as an integral part of all business behaviors from management, operation and cooperation. While reducing our own risks, we also assume our responsibility as a responsible corporate citizen, and make our own contribution to building a healthy and clean business society.

### Integrity Management

In accordance with the requirements of laws and regulations, we formulated internal policies including the *Code of Business Conduct for Employees of Nongfu Spring* and the *Anti-Corruption Policy*, which clarify the commercial ethics requirements for all employees, suppliers, distributors and related partners, so as to prevent bribery, corruption, fraud, monopolies, money laundering, and unfair competition. At the same time, we established a comprehensive integrity management structure, in which all senior executives are supervised and investigated by the Audit and Inspection Center for corrupt practices and violations. At the factory level, the credit system certification was constantly promoted and the annual audit was carried out for the comprehensive audit and inspection.

為保證廉潔管理政策落實到每一個人，我們要求每一位員工在入職之際閱讀並簽署《廉潔自律承諾書》及《員工告知函》，並將信用體系與反貪腐管理體系的覆蓋範圍不斷擴充完善，涵蓋招聘入職、教育培訓、規章制度、績效晉升、舞弊調查、員工信用檔案、合作夥伴資信評價、反舞弊聯盟誠信檔案等各個環節，打通信息流通與更新的渠道，以保證能夠及時掌握、反饋並整改存在的各類違規情況。

報告期內，我們發佈了《2022年廉潔合規案例通報》，通過對舞弊及合規問題的通報，警示公司各級管理人員和關鍵崗位工作人員。公司始終堅持「零容忍」的高壓態度，嚴厲打擊舞弊問題。同時，我們每年對董事會成員、管理層、全體僱員（包括兼職員工）進行反貪腐和內控培訓，並要求全體員工通過反舞弊培訓考試。

我們亦對外部合作夥伴，如供應商、經銷商的廉潔表現進行延伸管理。在與經銷商、供應商簽訂合同時，會簽署《反商業賄賂與欺詐互相監督守則》，針對合格供應商還會要求簽署《供應商反腐及廉潔自律承諾函》，其中均明確在合作過程中雙方工作人員須杜絕的不正當商業行為以及違反的相應後果。在每年度對外部合作夥伴進行商業道德與反貪腐培訓的基礎上，我們每季度會通過郵件、短信等方式向其推送《業務合作夥伴廉潔告知函》，宣貫廉潔合作要求。

To ensure that integrity management policies are implemented by every employee, we require every employee to read and sign the *Commitment to Integrity and Self-discipline* and the *Letter of Information to Employees* when starting to work for the Company. We constantly extend the range of the credit system and anti-corruption management system, including recruitment, education training, rules and regulations, performance evaluation and promotion, fraud investigation, establishment of employee credit files, partner credit evaluation, and anti-fraud alliance archiving, and we open the channels for information circulation and update to ensure that we can timely grasp, give feedback and rectify existing violations.

During the reporting period, we issued the *2022 Integrity Compliance Case Notification* to alert management and key staff at all ranks that the Company adheres to “zero tolerance” attitude towards fraud problems. We conduct anti-corruption and internal control training annually for members of Board of Directors, management, all employees (both full- and part-time), and require all employees to pass anti-fraud training examinations.

We also carry out extended management of the integrity of external partners such as suppliers and distributors. We require distributors and suppliers to sign the *Anti-Bribery and Fraud Mutual Supervision Code* when signing contracts with them, and *Letter of Commitment on Anti-corruption and Integrity and Self-discipline of Suppliers* for qualified suppliers, which clearly stipulate that the staff of both parties must resolutely put an end to any improper behavior in the cooperation process and state the consequences of violations. On the basis of annual business ethics and anti-corruption training for external partners, we send a *Letter of Information Regarding Integrity to Business Partners* to them quarterly through emails, text messages, etc. to promote the integrity requirements.

報告期內，農夫山泉未發生重大貪污賄賂案件。各職級員工受到反貪污培訓的績效表現如下：

During the reporting period, Nongfu Spring had no serious corruption or bribery cases. The anti-corruption training record of employees at all levels is as follows:

	受訓人次 Participants Trained	受訓比例 Proportion Trained	受訓時長(小時) Hours Trained
董事會 Board of Directors	9	100%	16
管理層 Management	2,039	100%	2,343
員工 Employees	38,519	100%	42,041

**舉報及調查**

農夫山泉在《舉報政策》中為員工、合作夥伴等各利益相關方提供了舉報途徑及流程指引，鼓勵各利益相關方揭發公司內外可能存在的欺詐、貪腐、賄賂等重大舞弊行為，共同維護公司運營的清正廉潔。除此之外，我們在《反商業賄賂與欺詐互相監督守則》及《業務合作夥伴廉潔告知函》中亦向供應商、經銷商等合作夥伴公示了舉報途徑，同時，在反舞弊聯盟亦公示了監督舉報方式，誠邀社會各界對我們進行監督，以確保舉報途徑的廣泛公開和暢通。

**Whistleblowing and Investigations**

Nongfu Spring formulated and announced a *Whistleblowing Policy*, which provides confidential reporting channels and process guidelines for employees and partners, and encourages stakeholders to report fraud, corruption, bribery, and major fraudulent behaviors that may exist inside or outside the Company to maintain the integrity and honesty in the company operation. The *Anti-Bribery and Fraud Mutual Supervision Code and the Letter of Information Regarding Integrity to Business Partners* guide the way to report fraud and violations for suppliers, distributors, and other partners, and we also announced the method of supervision and reporting in the China Enterprise Anti-Fraud Alliance, and sincerely invited all sectors of society to supervise us, to ensure the reporting channels keeping public and unimpeded.

**公開舉報渠道：**  
**Public reporting channels:**

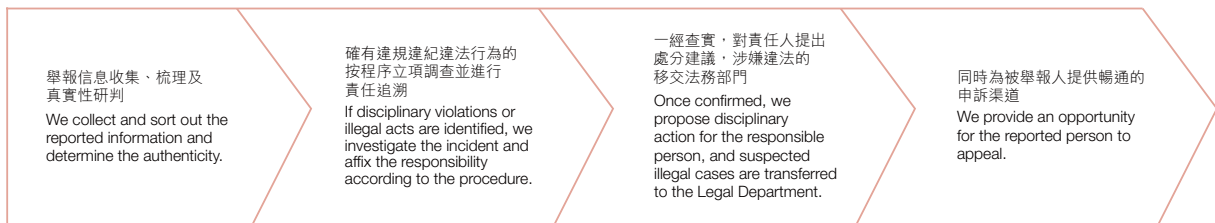
電話、郵箱、信件郵寄等，  
具體信息詳見《舉報政策》  
Hotline, email, parcel etc.  
Please refer to the *Whistleblowing Policy*  
for specific information.

**內部員工專設渠道：**  
**Special channel for internal employees:**

公司內部辦公平台專設的員工內部舉報渠道  
企業微信中「審計直通車」板塊設置舉報渠道  
A dedicated internal reporting channel for employees  
on the Company's internal office platform  
Reporting channel in the "Audit Direct" section  
in the WeCom

**農夫山泉舉報渠道**

**Nongfu Spring Reporting Channels**



**農夫山泉舉報處理流程**

**Nongfu Spring Reporting Process**

在舉報人保護方面，我們設置了嚴格的舉報人保護機制並寫入《舉報政策》，規定在舉報調查過程中對舉報人身份隱私、舉報材料、調查內容等信息嚴格對外保密。同時，我們在《員工獎懲管理辦法》中規定，不允許任何單位或個人以任何藉口對舉報人進行打擊報復，如有違反一經發現查實，將給予嚴肅處理。如有確因涉及法律程序不得不透露舉報人信息的特殊情況，我們也承諾保障舉報人合法權益不受侵害。

For whistleblower protection, Nongfu Spring set up a strict whistleblower protection mechanism in the *Whistleblowing Policy*. We require that in the process of reporting and investigation, information such as the identity of the whistleblower, reporting materials and investigation contents shall be kept confidential. The Company stipulates in the *Staff Rewards and Punishments Management Measures* that we will never allow any group or individual to retaliate against a whistleblower under any pretext and anyone found and verified to have retaliated against a whistleblower will be dealt with seriously. If we have to disclose the information of the whistleblower due to legal procedures for investigation, we are also committed to protecting the legitimate rights and interests of the whistleblower.



# 健康的保障

## HEALTH PROTECTION

農夫山泉持續佈局優質天然水源，重視天然與健康產品的開發與創新，並不斷強化產品安全與質量保障，致力於提升為消費者提供長期天然健康服務的能力，形成長期穩定的競爭優勢。農夫山泉也一直將回應消費者的需求與提升消費者體驗視為長期努力的目標之一，並通過持續完善消費者洞察舉措，拓寬客戶溝通渠道，強化信息安全保障措施，以保障消費者權益，不斷提升產品服務水平。

Nongfu Spring continues to lay out high-quality natural water sources, emphasizes the development and innovation of natural and healthy products, and continuously strengthens product safety and quality assurance, devoting to enhancing the ability of providing long-term natural health services to consumers and forming a long-term stable competitive advantage. Nongfu Spring has also considered responding to consumer needs and enhancing consumer experience as one of its long-term efforts, and has continued to improve consumer insight initiatives, broaden customer communication channels, and strengthen information security measures to protect consumer rights and interests and continuously improve the product and service level.

- 本章節對應SDG
- **SDGs we support in this chapter:**



### 天然與健康

#### Natural and Healthy



產品均秉持「天然，健康」理念開發，本公司可聲稱無糖／低糖、無鈉／低鈉、無脂肪／低脂的產品銷售重量佔比達85%以上。<sup>2</sup>

Products of Nongfu Spring are developed with the “natural and healthy” concept. Products that are sugar-free or low-sugar, sodium-free or low-sodium, or fat-free or low-fat reached over 85% of total sales by weight during the reporting period.

### 研發與創新

#### R&D and Innovation



推出春季限定新品龍井新茶，在保留特級龍井新茶色香味體驗的同時大大縮短產品製作周期，在生產工藝上實現即飲茶行業的高工業水準追求。

The spring-limited new category of Longjing New Tea was launched, which retains the color, flavor and taste of special Longjing new tea, while the production cycle is also greatly shortened to achieve high industrial standards in the ready-to-drink tea industry in the manufacturing techniques.



報告期內持有國內有效專利數量達363件。

Number of valid national patents held during the reporting period reached 363.

<sup>2</sup> 無糖／低糖、無鈉／低鈉、無脂肪／低脂肪的定義依據GB 28050-2011《食品安全國家標準預包裝食品營養標籤通則》的定義。  
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*.



### 安全與質量 Safety and Quality



全年送外檢合格率、國家抽檢合格率100%。  
The passing rate of external test and national sampling test reached 100% for the whole year.



0起因產品安全與質量問題發生的召回事件。  
0 recall due to product safety or quality issues.

### 責任與服務 Responsibility and Services



依託「水滴計劃」在全國開展健康飲水科普教育活動約30,000餘場，號召更多人群關注飲用水健康。  
About over 30,000 popular science education activities on healthy drinking water were conducted nationwide relying on the “Water Drop Program” to call for more people to pay attention to the drinking water health.



累計對經銷商進行合規營銷培訓達281,808人次，線上學習共推出10個專題80門課程，線下共在全國33個大區開展247場培訓。  
The compliant marketing training taken for the distributors covered 281,808 person-times in total. 80 courses on 10 topics were launched for online learning and a total of 247 training sessions were conducted offline in 33 regions nationwide.



全年投訴處理率達100%。  
The annual complaint handling rate reached 100%.



## 天然與健康

農夫山泉多年來一直堅持「天然、健康」的產品理念，並致力於為消費者長期提供天然健康的產品，向公眾傳遞農夫山泉的優質產品概念，樹立負責任的品牌形象。

### 產品理念

農夫山泉持續推進在天然與健康方面的產品開發，通過天然原料保障與工藝優化不斷加強產品的健康屬性，在研發中持續探索低糖、低鈉、低脂等健康屬性，致力於為消費者提供符合「天然、健康」理念的產品。在產品開發過程中，我們亦嚴格遵守轉基因使用承諾：在產品開發之初就不使用轉基因作物。

我們制定了《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》等內部制度，確保研發人員在產品開發的全流程中充分考慮「天然與健康」等產品屬性。在新品預研及開發階段，我們即對產品相關的營養健康政策進行調研，匠心設計符合營養健康政策要求的產品；在上市評審階段，依託於農夫山泉內部對「營養與健康」的嚴格定義，我們對每款產品進行充分評估，僅滿足高標準的產品才能與消費者見面；產品上市後，我們亦通過持續的生命周期評估監控產品的健康屬性，並定期對產品配方進行優化，助力推進全民健康。

報告期內，我們更新了《產品開發項目管理辦法》，進一步強化了產品上市評審環節中對於產品天然與健康屬性的考量，並明確上市評審需通過日常管理委員會上品牌端、市場端、設計端、研發端、設備工藝端等方面的風險彙報的決策流程。

## NATURAL AND HEALTHY

For Nongfu Spring, the “natural and healthy” brand concept is a consistent principle for years, and it is committed to providing consumers with natural and healthy products for a long time, conveying the concept of high-quality products of Nongfu Spring to the public, and establishing a responsible brand image.

### Product Concept

Nongfu Spring continues to promote the development of natural and healthy products, and strengthen the healthy characteristics of products through natural raw material guarantee and process optimization, and explore low sugar, low sodium, low fat and other healthy characteristics in R&D, so as to provide consumers with products that meet the concept of “natural and healthy”. In the product development, we also strictly adhere to the commitment of using genetic modification: we pledge not to use genetically modified crops from the beginning of product development.

We formulated the *Product Development Project Management Measures, Product R&D Center Performance Assessment and Incentive Management Measures* and other internal systems to ensure that our R&D personnel fully consider product characteristics such as “natural and healthy” in the entire product development process. In the pre-research and development stage of new products, we conduct research on the nutrition and health policies related to products to design products that meet the requirements of nutrition and health policies. At the launch review stage, based on Nongfu Spring’s strict definition of “nutrition and health”, we fully evaluate each product, and only products that meet high standards can be introduced to consumers. After the products are launched, we also monitor the healthy characteristics of products through the continuous life cycle assessment and regularly optimize the product formulations to promote health for all.

During the reporting period, we updated the *Product Development Project Management Measures* to further strengthen the consideration of natural and healthy characteristics of products in the product launch review process, and clarify that the marketing review should pass the decision-making process of risk reporting in the aspects of brand, market, design, R&D and equipment process in the daily management committee.

### 天然健康的產品

圍繞著「天然與健康」，多年的不斷創新與探索讓農夫山泉形成了多樣化產品佈局。在提供深受消費者喜愛的產品線的基礎之上，農夫山泉以「營養健康機遇」為可持續發展戰略的重要支柱，以產品低糖、低鈉、低脂、減少分量、減少人造成分、增強營養成分等屬性為「營養健康」的主要定義與發展方向，通過不斷優化產品工藝、調整產品配方、實現產品創新，為「健康中國」的建設而做出努力。截止目前，我們的全線產品均滿足營養健康的聲稱。

### Natural and Healthy Products

Nongfu Spring has always adhered to the “natural and healthy” brand concept, and years of continuous innovation and exploration have made it available for Nongfu Spring to lay out a diversified product matrix. On the basis of providing popular product lines for consumers, Nongfu Spring takes “nutrition and health opportunities” as an important support of sustainable development strategy, and takes low sugar, low sodium, low fat, proportion size reduction, reduction in artificial ingredients, and nutrition enhancement as the main definition and development direction of “nutrition and health”. We make efforts for the construction of “healthy China” through continuous optimization of product process, product formula adjustment and product innovation. So far, all of our products meet nutrition and health claims.



### 天然健康的產品示例

### Examples of Natural and Healthy Products

減糖  
(低糖或不含糖)  
Sugar reduction  
(low-sugar or sugar-free)



減脂  
(低脂或不含脂)  
Fat reduction  
(low-fat or fat-free)



減鈉(低鈉)  
Sodium reduction  
(low-sodium)



減少人造成分  
Reduction in artificial  
ingredients



增強營養  
Nutrition  
enhancement



減少份量  
Proportion size  
reduction



**飲用水產品**

農夫山泉一直致力於保障持續大量的優質天然水供應，保證所有原料的天然、無污染。報告期內，我們進一步推廣包裝飲用水產品的健康理念，針對飲用天然水(適合嬰幼兒)(下稱「嬰兒水」)，我們廣泛運用媒體渠道傳播科學喂養的科普知識，體現農夫山泉的健康產品責任。



飲用天然水  
(適合嬰幼兒)  
Drinking Natural Water  
(suitable for infants and young children)

**Water Products**

Nongfu Spring has been committed to guaranteeing the continuous supply of high-quality natural water in large quantities to ensure that all raw materials are natural and pollution-free. During the reporting period, we further promoted the healthy concept of packaged drinking water products. For drinking natural water (suitable for infants and young children) (hereinafter referred to as “infant water”), we made extensive use of media channels to disseminate scientific feeding knowledge, which reflects Nongfu Spring’s responsibility for healthy products.

嬰兒水取自長白山天然礦泉水撫松水資源保護區莫涯泉，屬低鈉淡礦泉，鈉含量小於等於20mg/L。該款飲用天然水符合國內外法規和專業機構對嬰幼兒飲用水的「無菌」及「低鈉」等特別要求，使用無菌生產線，保障嬰幼兒的飲水安全，傳遞科學喂養的理念，人性化的瓶身設計方便爸爸媽媽使用。

The infant baby water is taken from Moya Spring in Changbai Mountains natural mineral water Fusong Water Resources Reserve. It can be categories as the low-sodium fresh mineral spring with the sodium content less than or equal to 20mg/L. The drinking natural infant water meets domestic and foreign regulations and professional institutions’ “aseptic” and “low sodium” and other special requirements for drinking water for infants and young children. Aseptic production lines are used to ensure the safety of drinking water for infants and young children. The products transfer the concept of scientific feeding, and the humanized bottle design is convenient for parents.

報告期內，我們聯名迪士尼經典「動物系列」推出了限量版IP瓶，向消費者傳遞「天生有愛，天然相伴」的品牌理念。

During the reporting period, we jointly launched the limited edition IP bottles of Disney Classic “Animal Series” to convey the brand concept of “Born with Love and Accompanied by Nature” to consumers.



「長白雪」  
“Changbai Snow”

「長白雪」是一款偏矽酸型天然雪山礦泉水，報告期內，「長白雪」進一步豐富了產品包裝設計，推出了535ml虎年限定款、350ml幼崽系列小動物款包裝產品，以限定形式推出「虎年吉祥好水旺財」的祝福瓶，用更萌的長白山幼崽形象推出「萌力十足、輕鬆隨行」的口袋裝概念，強調農夫山泉天然水源地理念。

“Changbai Snow” is metasilicic rich mineral water from natural jokul. During the reporting period, the product packaging design of “Changbai Snow” was further enriched. The 535ml Year of the Tiger limited edition, 350ml baby series packaged products with small animal packaging were launched. Blessing bottles of “Year of the Tiger, Good Water and Prosperous Wealth” in the limited edition, and the concept of “cute and convenient” pocket pack products with images of cute cubs from Changbai Mountains were introduced, which emphasize the concept of natural water sources of Nongfu Spring.

「長白雪」已攬獲2022年德國紅點(Red Dot Award)品牌與傳達設計大獎、2022年Pentawards銅獎。

“Changbai Snow” has been awarded the German Red Dot Award: Brand & Communication Design in 2022 and 2022 Pentawards Bronze.

### 飲料產品

農夫山泉已擁有豐富多元的飲料產品系列，並一直高度重視飲料產品的低糖、低脂或營養強化等健康屬性，持續通過生產工藝與產品配方的創新以貫徹「天然、健康」理念。報告期內，我們推出了包括「汽茶」、「東方樹葉」龍井新茶、「農夫果園」全新混合水果口味等在內的一系列新品，為消費者提供健康的飲品選擇。

### Beverage Products

Nongfu Spring has a rich and diversified series of beverage products, and has always attached great importance to the healthy characteristics of beverage products such as low sugar, low fat or nutrition, and has continued to implement the “natural and healthy” concept through the innovation of production process and product formula. During the reporting period, we launched a series of new products including “Sparkling Tea Drink”, “Oriental Leaf” Longjing New Tea, “Farmer’s Orchard” New Mixed Fruit Juice, etc., to provide consumers with a healthy choice of drinks.





「農夫果園」新口味系列  
“Farmer’s Orchard” New Flavor Products

「農夫果園」精選優質原料，保留多種水果中的營養物質，為消費者提供立體的口感和豐富的水果營養。

“Farmer’s Orchard” selects high-quality raw materials and retain nutrients found in a variety of fruits to provide consumers with multiple layers of flavors and rich fruit nutrition.

報告期內，「農夫果園」推出全新包裝的5款混合水果新口味，每個口味都有五種水果在裡面，包含多種水果復合營養，在充分保留果汁營養的同時為消費者帶來全新味蕾體驗。

During the reporting period, “Farmer’s Orchard” launched five new mixed fruit flavors in brand new packaging. Each flavor contains five kinds of fruits and variety of fruit complex nutrition. It fully retains the nutrition of fruit juice and brings consumers with new taste experience.



「東方樹葉」  
“Oriental Leaf”

農夫山泉嚴選好茶，精進工藝，始終保持無糖茶飲產品線的「5個0」（0糖0脂0卡0香精0防腐劑）。

By strictly selecting good tea and improving manufacturing techniques, Nongfu Spring continued to maintain the “5 zeros” (0 sugar, 0 fat, 0 calories, 0 essence, and 0 preservatives) of the sugar-free tea production lines.

報告期內，「東方樹葉」繼續引領在「無糖」茶領域的趨勢，推出春季高端限定新品龍井新茶，這款新品在生產工藝上引領了即飲無糖茶行業的高工業水準追求，實現了在大大縮短產品製作週期的同時保留新茶的色香味體驗，從而以領先的生產工藝持續強化健康無糖理念。

During the reporting period, “Oriental Leaf” continued to lead the trend in the field of “sugarfree” tea, and launched a new high-level limited product Longjing New Tea in spring. This new product leads the pursuit of high industrial standards in the ready-to-drink sugar-free tea in terms of production techniques, and the production cycle is greatly shortened while retaining the color, flavor and taste of new tea, thus continuously strengthening the healthy and sugarfree concept with leading production techniques.



「汽茶」  
“Sparkling Tea Drink”



「炭久」耶加雪菲  
“Tanbing” Yirgacheffe

我們於報告期內推出新品飲料「汽茶」，延續農夫山泉在茶領域的深耕，精選真茶葉萃取茶湯，衝入綿密氣泡，在無菌碳酸線上生產，做到低糖0脂0山梨酸鉀，用低糖配方做低負擔的果味碳酸茶。

During the reporting period, we launched the new beverage, “Sparkling Tea Drink”, to continue the deep research in the tea field of Nongfu Spring. We select real tea leaves to make quality drink, infuse with abundant bubbles, and produce on aseptic carbonation lines. With low sugar, 0 fat and 0 potassium sorbate, we provide low-burden, fruit-flavored and carbonated tea with low sugar formula.

「炭久」咖啡是目前國內極少數從生豆把控到萃取全線自主完成的即飲咖啡品牌。「炭久」咖啡以其不採用速溶粉、0香精、0防腐劑的無菌生產工藝，最大程度保留咖啡豆的原有風味。在灌裝方面，「炭久」咖啡還選用了鋁罐灌裝、充氮保鮮的方式，只為最大程度保留咖啡香氣。

“Tanbing” Coffee is one of the few ready-to-drink coffee brands in China that feature independent completion of processes from raw bean quality control to extraction. “Tanbing” Coffee retains the original flavor of coffee beans to the greatest extent with the aseptic production process of 0 instant powder, 0 essence and 0 preservatives. In the filling of “Tanbing” Coffee, aluminum cans and nitrogen preservation are adopted to retain the flavor of coffee.

報告期內，「炭久」咖啡推出新品耶加雪菲，選用來自單一產區的G1級別精選咖啡豆，運用獨特的烘焙與萃取工藝保留耶加雪菲咖啡豆純粹奔放的花果香氣與清新的口感，打造罐裝咖啡高品質標杆。

During the reporting period, “Tanbing” Coffee new product, Yirgacheffe, was launched. With G1-level coffee beans from a single producing area, and unique baking and extraction technology to retain the flavor and fresh taste of Yirgacheffe beans, a high-quality benchmark for canned coffee comes into being.



**農產品**

農夫山泉的臍橙、蘋果、大米等農產品原料均源自國內優質產地，並選聘專業的農業技術團隊進行種植，以保證農產品品質。我們制定了嚴格的採摘、篩選標準，充分保障果子與水稻都為自然成熟且符合採收標準。報告期內，我們不斷尋求農產品的技術突破並不斷探索嚴格的內部種植標準，在減少化肥使用、強化果樹營養方面精益求精。我們亦增加了4kg包裝的17.5°臍橙產品規格，為消費者提供更多包裝選擇，減少食物浪費。

**Agricultural Products**

Nongfu Spring's navel oranges, apples, rice and other agricultural products are from high-quality producing areas in China, and professional agricultural technical teams provide guarantee for the quality of agricultural products. We have established strict picking and screening standards to fully ensure that fruits and rice are naturally ripe and in line with harvesting standards. During the reporting period, we continued to make breakthrough in agricultural product technologies and to explore strict internal planting standards, and strived to reduce the use of chemical fertilizers and strengthen the nutrition of fruit trees. We added different specification of 4kg packaging for 17.5° Fresh Oranges to provide consumers with more options and prevent food waste.



17.5°橙  
17.5° Fresh Oranges

我們通過高科技篩選分級10道關，對橙子的口味、個頭、外觀等指標進行嚴格篩選，保證產品品質及風味，公司也將針對臍橙有機認證條件開展調研與評估，未來酌情佈局有機產品。報告期內，我們推出了減少單個鮮果重量的小巧橙等級產品，外型小巧、果肉飽滿、汁味濃郁，方便分享與嚐鮮，避免食物浪費。

Through Nongfu Spring's high-tech screening and classification system featuring 10 unique steps, we strictly control the taste, size, appearance and other indicators of oranges to ensure the quality and flavor. We will also survey and investigate and evaluate the organic certification conditions of navel oranges, and launch organic products as appropriate in the future. During the reporting period, we launched smaller oranges with exquisite appearance, full fruit pulp and rich flavor for sharing, having a taste and preventing food waste.

報告期內，我們亦持續開展臍橙果樹種植的營養研究，包括補充礦物元素對果樹的影響以及大小年數據積累統計，在我司實驗果園進行葉面補充礦物元素研究，實驗橙樹葉片的營養素含量明顯提升，臍橙品質得到改善。

During the reporting period, we also continued to carry out research on planting nutrition of navel orange fruit trees, including the influence of mineral supplement on fruit trees and the data accumulation of high yield-low yield cycle period. We carried out research on leaf supplement of mineral element in our experimental orchard, and the nutrient content of experimental orange leaves was significantly increased and the quality of navel orange was improved.



東北香米  
Northeast Fragrant Rice

農夫山泉專業的大米技術研究團隊以各環節的嚴格標準充分保證大米品質。我們擁有專業的大米食味檢測儀器，對稻穀蛋白質含量等關鍵指標進行檢測以保障產品的口感及營養成分。我們還採用小包裝精心設計，一天一包，每天品嚐新鮮米。

Nongfu Spring set up a special rice research team to set strict standards to ensure the high quality of the rice from each link. Professional rice quality detectors are used to detect such key indicators as protein content to ensure the taste and nutritional compositions of products. We also adopted small packaging size – one package a day for fresh rice every day.

報告期內，我們制定了內部施肥標準以減少氮肥用量，並進行了試驗田試點，該標準相較當地農戶的原先施純氮量每公頃約低30-60kg，顯著減少了產品的氮肥用量。

During the reporting period, we developed an internal fertilizer application standard to reduce the usage of nitrogen fertilizer, and conducted trial plots. In this standard, the usage amount of pure nitrogen was approximately 30-60kg lower per hectare than the original one, which significantly reduces the nitrogen fertilizer usage for products.



17.5° 蘋果  
17.5° Fresh Apples

農夫山泉對17.5°蘋果的種植與採摘過程均採取嚴格標準。在種植過程中，我們保證對蘋果不打蠟、不催熟；在採摘過程中，我們執行嚴格的採摘標準，充分保證大小、糖度、著色度等指標符合要求。

Nongfu Spring adopts strict standards in planting and picking 17.5° Fresh Apples. We can guarantee that apples are not waxed or artificially ripened during the planting process. Nongfu Spring formulated strict picking standards to check that the size, sugar content, coloration and other indicators meet the requirements.

以「天然，健康」為產品理念，農夫山泉持續強化產品的健康屬性，通過產品創新與升級持續為消費者提供健康天然的水、飲料及農產品。報告期內，本公司可聲稱無糖／低糖、無鈉／低鈉、無脂肪／低脂的產品銷售重量佔比達85%以上、不含人工添加劑的產品銷售重量佔比達80%以上，增加營養增強成分的產品銷售重量佔比達10%以上，小包裝產品的收入佔比逐年增長。

Sticking to the product concept of “Natural and Healthy”, Nongfu Spring continues to improve the healthy characteristics of its products and provide consumers with healthy natural water, beverages and agricultural products with product innovation and upgrading. During the reporting period, over 85% of our products’ weight of sales claimed sugar-free or low sugar, sodium-free or low sodium, fat-free or low fat, and over 80% of our products’ weight of sales claimed zero artificial additives. Products with nutrition enhancement ingredients account for more than 10% of the weight of sales, and the revenue share of small-package products has increased each year.

## 研發與創新

農夫山泉一直致力於追求創新與突破，並不斷完善研發管理制度與研發團隊，積極尋求產品、工藝、設計、技術方面的創新成果以提高自身競爭力。我們亦持續部署知識產權與專利管理工作，建立規範化的研發與創新成果保護體系。

### 研發管理

本公司已建立了包括《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》等在內的研發管理制度，切實為項目順利推進以及項目成員激勵提供保障。報告期內，我們進一步對《產品開發項目管理辦法》進行優化，新增對項目預研、正式立項、上市評審、項目複盤等關鍵節點的管理流程。

我們不斷推進研發管理的數字化建設工作。報告期內，我們積極對公司生產數據進行梳理，以形成可跨系統、跨組織的共享數據，進一步提升數據管理水平。我們亦積極建設技術文件管理系統，實現涵蓋原料合規性管控、研發配方與工藝文件管理的文件加密管理。在項目管理方面，我們正在建設貫穿研發鏈路多個部門在內的項目管理系統，實現多部門協作，為研發與創新發展奠定扎實的管理基礎。

為提升內部核心研發能力，我們搭建了聚焦天然與健康、食品安全與質量、科學營養、前沿技術與工藝的研發團隊，並高度重視研發人才體系建設。我們組織各類專業技能培訓並支持員工參與外部培訓，積極進行研發人才儲備。截至報告期末，農夫山泉全職研究人員共計122人，研發支出達277百萬元人民幣。

## R&D AND INNOVATION

Nongfu Spring has been committed to the pursuit of innovation and breakthrough, constantly improved the R&D management systems and R&D teams, and actively sought product, process, design, technology innovation results to improve the competitiveness. We also continue to deploy intellectual property right and patent management, and establish a standardized R&D and innovation protection system.

### R&D Management

The Company established formulated the *Product Development Project Management Measures*, *Product R&D Center Performance Assessment and Incentive Management Measures* and other R&D management systems to effectively guarantee the smooth progress of projects and provide incentives to project members. During the reporting period, we further optimized the *Product Development Project Management Measures*, and added management procedures on critical stages such as pre-research, official project establishment, launch review and project review.

The digitalization of R&D management is also steadily carried forward. During the reporting period, we have established a shared database covering the data from different systems and organizations by sorting out the Company's production data, aiming at further improving the data management level. The document encryption management for raw material compliance control, R&D formulas and process document management was realized by actively building a technical document management system. In terms of the project management, we are building a project management system that integrates multiple departments in the R&D link to realize multi-department cooperation and lay a solid management foundation for the R&D and innovation.

We always put the R&D talent pool as our priority. To advance our core R&D capability, we launched teams centering on nature and health, food safety and quality, scientific nutrition, cutting-edge technologies and processes. We provided our employees with technical training and opportunities to participate in external training to attract and cultivate R&D talent. By the end of the reporting period, Nongfu Spring had 122 full-time researchers, and R&D expenditure reached RMB277 million.

### 創新成果

農夫山泉持續鑽研產品創新難點，不斷精進生產工藝、革新產品設計，在工藝、設計、技術方面不斷尋求創新突破，並獲得了諸多創新成果。

### Innovative Achievement

Nongfu Spring has dedicated itself to embracing the innovative challenges and improving the production processes and product design. We never stop seeking breakthrough in process, design and technology, and that's why we have gained many innovative results.

#### 工藝創新—「東方樹葉」龍井新茶

#### Process Innovation – “Oriental Leaf” Longjing New Tea



報告期內，「東方樹葉」推出春季高端限定新品龍井新茶，為了保留特級龍井新茶茶湯最佳的色香味體驗，該產品從採摘新茶到灌裝製成僅用時5天，生產工藝上實現了即飲無糖茶行業的高工業水準追求。

During the reporting period, the high-end limited new product, “Oriental Leaf” Longjing New Tea was launched. To maintain the finest color, flavor and taste, it only lasts 5 days from the tea picking to the bottle filling, which actually achieves the high pursuit of industrial standards in ready-to-drink and sugar-free tea industry.

#### 設計創新—「炭火」咖啡自熱包裝

#### Design Innovation – Self-heating Package of “Tanbing” Coffee



針對冬日暖飲市場，農夫山泉推出了自熱咖啡產品，對「炭火」咖啡推出了自熱杯，並配備有自熱袋，在不改變原有產品的基礎上實現自熱，讓消費者在冬日暖暖地喝一杯好咖啡。

In terms of hot drink market, Nongfu Spring launched self-heating coffee. We provide self-heating “Tanbing” Coffee with cups and self-heating bags. Consumers can enjoy warm coffee with original flavor in winter.

#### 包材創新—舒適性提扣設計

#### Packaging Material Innovation – Design of Comfortable Lifting Handles



報告期內，我們充分洞察消費者需求，持續在產品包裝方面進行創新，針對大包裝12L天然水產品推出了提扣舒適性升級，通過加大提扣與手抓取時的接觸面積，增強抓感的同時提升抓取舒適度，為消費者帶來更好的產品體驗。

During the reporting period, we kept an eye on consumer needs and innovated the bottle design. In terms of large-package 12L natural water products, we upgraded lifting handles by increasing the touch area between hands and handles, which will enhance the grasping strength and comfort. The above upgrading will bring customers with a better experience.

我們亦與高校、研究所、專業機構等外部機構持續開展合作，力求以開放合作的心態共謀創新，引領行業進步。

In addition, we started joint programs with external organizations such as universities and colleges, research institutions and specialist agencies in the hope of seeking innovation and leading the progress of the industry with an open and cooperative attitude.

浙江工業大學創新大賽合作項目

**Cooperation Project of Innovation Competition with Zhejiang University of Technology**



農夫山泉已與浙江工業大學開展長期合作，舉辦「農夫山泉杯」在杭高校食品科技創新大賽。截止報告期末，該大賽已成功舉辦五屆，累計有近百支隊伍參與，為支持食品行業學子投身食品健康創新研究助力，為健康中國戰略的實施做出貢獻。Nongfu Spring has cooperated with Zhejiang University of Technology to hold “Nongfu Spring Cup” Food Technology Innovation Competition for Universities and Colleges in Hangzhou. By the end of the reporting period, the competition has been held for 5 sessions with a participation of near 100 teams. We encourage more graduates in the food major to dedicate themselves in the innovation research of food health and make contributions to “Healthy China”.

等滲尖叫補水效果研究

**Water Replenishment Effect of Isotonic Scream**



報告期內，農夫山泉針對等滲系列尖叫產品與國家運動營養測試研究中心開展合作，針對專業運動員運動狀態下補水及電解質效果進行研究。研究結果表明，尖叫等滲飲料可以快速直接補充水分及電解質，促使體內滲透壓趨於平衡，保持良好運動狀態。

During the reporting period, Nongfu Spring has cooperated with the National Sports Nutrition Testing and Research Center on Isotonic Scream products, and conducted research on water and electrolyte replenishment effect for professional athletes in exercises. The results show that isotonic Scream drink can replenish water and electrolyte fast and directly to balance the internal osmotic pressure and sustain a good exercise state.

東北香米賞味期跟蹤研究

**Follow-up Study on the Taste appreciation period of Northeast Fragrant Rice**

報告期內，農夫山泉與江蘇省農業科學院開展合作，針對大米「賞味期」這一品質指標展開研究。合作研究考察大米隨儲存條件不同，其陳化度及食味值等變化規律，篩選建立大米新鮮度及食味判定的主要指標及方法，為促進行業標準化規範化提供科學依據。

During the reporting period, Nongfu Spring and Jiangsu Academy of Agricultural Sciences joined hands to study the quality indicator of “taste appreciation period”. The research is aimed to discover the changing of freshness and taste of the rice with different storage conditions, and identify main judging indicators and methods to provide a scientific basis for the industrial standardization.



### 成果保護

我們深知知識產權與專利保護對於企業創新發展的重要性，我們按照國家標準制定了《知識產權管理制度》、《專利獎勵制度》，對各部門知識產權管理職責、管理程序、獎懲辦法等做出明確規定，為建立內部成果保護體系奠定基礎。報告期內，我們對《專利獎勵制度》進行修訂，更新對外合作相關的專利獎勵內容，有效激勵員工創新。我們亦於2016年通過GB/T29490-2013《企業知識產權管理規範》國家標準認證，至今每年通過審核認證。

知識產權與專利的規範管理亦離不開員工的深刻意識與行為實踐。我們每年開展常態化的知識產權培訓，並將「知識產權基礎知識」納入企業學習平台，要求相關部門員工參與學習和考試，以確保相關人員具備充分的知識產權知識基礎，以規避潛在侵權或被侵權事件的發生。該課程自學習平台上線以來至報告期末已累計有1,492人次參與課程學習。

### 知識產權培訓

#### Training on Intellectual Property Rights



2022年5月，我們組織了面向品牌、市場、電商、設計部主要業務人員的專項知識產權培訓，結合業務部門的日常工作內容，開展具體產權知識講解，培養員工的知識產權管理風險意識。該次培訓共計有65人次參與。

In May 2022, we provided special training on intellectual property rights for main business personnel from the departments of brand, market, e-commerce, and design. In the training, the explanation of knowledge on intellectual property rights was conducted combining the daily work of business departments, so as to raise employees' risk awareness. 65 persons have participated in the training.

### Achievements Protection

We are deeply aware of the significant meaning of intellectual property protection for the enterprise innovation and development. Therefore, we prepared the *Intellectual Property Management System* and *Patent Reward System* in line with national standards, which stipulate clearly the intellectual property right management responsibilities, management procedures, rewards and punishments for departments, and lay the ground for the internal achievement protection system. During the reporting period, we also amended the *Patent Reward System* and updated the patent rewarding content related to the external cooperation to stimulate innovation. In 2016, we passed the GB/T29490-2013 national standard for *Enterprise Intellectual Property Management* certification and have passed the audit and certification every year.

The standard management of intellectual property rights and patents is closely connected with the employees' awareness and practice. We carry out regular training related to intellectual property rights and incorporate "basic knowledge of intellectual property rights" into the business learning platform, requiring employees of relevant departments to participate in learning and examinations to ensure that relevant personnel have sufficient knowledge to deal with possible infringement or infringement incidents. From launching the platform course to the end of the reporting period, 1,492 persons have participated in the learning and training.

健康的保障 HEALTH PROTECTION

我們亦於報告期內取得一系列產品創新榮譽，其中包括茶π蜜桃烏龍茶瓶貼榮獲第二十三屆中國外觀設計優秀獎等，而農夫山泉也被評為浙江省知識產權示範企業。

We have gained many product innovation awards during the reporting period, including the 23rd China Appearance Design Excellence Awards for the bottle labeling of Tea π Peach Oolong Tea. Nongfu Spring has also been rated as the Demonstration Enterprise of Intellectual Property Rights in Zhejiang.



茶π蜜桃烏龍茶瓶貼榮獲  
第二十三屆中國外觀設計優秀獎  
23rd China Appearance Design  
Excellence Awards for the Bottle Labeling  
of Tea π Peach Oolong Tea



農夫山泉被評為  
浙江省知識產權示範企業  
Demonstration Enterprise  
of Intellectual Property Rights in Zhejiang  
for Nongfu Spring

安全與質量

秉承天然與健康的品牌戰略，農夫山泉參照食品安全與質量各級標準搭建了涵蓋原料、生產、銷售、售後的閉環產品質量保障體系，並持續提升質量改進舉措，向消費者提供安全健康的產品，樹立安全可靠的企業形象。

SAFETY AND QUALITY

Upholding the natural and healthy brand strategy, Nongfu Spring set up a closed-loop product quality assurance system covering raw materials, production, sales and after-sales in line with food safety and quality standards at all levels. We also continue to enhance quality improvement measures to provide consumers with safe and healthy products and build a reliable corporate image.

質量合規與管理

農夫山泉嚴格遵守《中華人民共和國食品安全法》、《中華人民共和國食品安全法實施條例》、《企業落實食品安全主體責任監督管理規定》等法律及相關法規的規定，並結合法律法規要求制定了《產品責任及宣傳政策》、《質量食品安全環境綜合管理手冊》、《銷售質量管理辦法》等管理制度，搭建了「公司管理層—總部品質保障部—各生產基地品保部」的三級質量管理架構，並在公司各層級設立食品安全負責人及食品安全員，以明確的責任架構切實落實質量管理責任。

Quality Compliance and Management

Nongfu Spring strictly abides by the *Food Safety Law of the People's Republic of China, Regulations on the Implementation of the Food Safety Law of the People's Republic of China, Provisions on the Supervision and Administration of the Implementation of Main Responsibility for Food Safety by Enterprises* and other related laws and regulations, and formulated management systems such as the *Product Responsibility and Publicity Policy, the Quality Food Safety Environment Comprehensive Management Manual, and Sales Quality Management Measures*, in combination with the requirements of the laws and regulations, to establish a three-level quality-management structure: (1) Company management, (2) Headquarters Quality Assurance Department, and (3) Quality Assurance Departments of all production bases, to effectively implement quality management responsibilities with a clear responsibility structure.



此外，農夫山泉持續推進質量管理方面的數字化建設工作，於報告期內實現了質量信息化管理系統(QMS系統)與供應商管理系統(SRM系統)、生產過程執行系統(MES系統)和倉儲管理系統(WMS系統)的對接，從而支持自動化的原料入廠檢驗管理與產品出廠檢驗管理，進一步優化質量管理模式，實現信息共享、提升管理效率，提高產品質量管理的信息化水平。此外，我們也持續對系統操作頁面的功能模塊及個人需求配置進行優化和開發，支持系統操作人員進行界面展示的自定義操作，並新增批量錄入、數據同步等功能，進一步降低系統操作壁壘，提升工作效率。

我們不斷優化內部標準化管理流程，對產品全生命周期實行規範化管理，對產品質量進行全方位保障。報告期內，我們發佈了《主過程責任人崗位職責說明書》，在產品生產過程中落實全過程質量監控，明確規定主過程責任人的職責與權限，推進主過程系列質量管理工作的落地。我們亦不斷完善涵蓋生產、試驗等環節操作規範與執行標準，以確保產品安全與質量。

In addition, Nongfu Spring has been pushing forward the digitalization of quality management, and realized the connection between quality management system (QMS) and supplier relationship management (SRM), manufacturing execution system (MES) and warehouse management system (WMS) during the reporting period, to support the automatic raw material incoming and outgoing inspection management. We also optimized quality management modes to achieve information-sharing, high management efficiency and high-level informatization of quality management. In addition, we optimized and developed the functional modules of the system operation interface and personal requirement configuration, supported the system operators to perform user-defined operations on the interface display, and added functions such as batch entry and data synchronization to further reduce the barriers to system operation and improve the work efficiency.

We also constantly optimize the internal standardized management processes, to implement the standardized management of the product life cycle and fully guarantee the product quality. During the reporting period, we issued the *Responsibility Statement for Persons in charge of Main Processes* to implement the whole-process quality control in production processes, to clearly define the responsibilities and authorities of responsible persons for main processes, and to implement the quality management in main processes. We also improved the operation specifications and implementation standards of production, testing and other links to ensure the product safety and quality.

工廠生產標準規範 Specification for Factory Production

- 報告期內，為完善和優化工藝、設備方面的品質控制規範要求，我們共更新包含《新線安裝調試管理作業規範》、《無菌線大修保養及復產作業規範》、《工廠生產線異物風險排查及管控指引》等在內的 40 份管理文件並新建立 9 份管理文件，組織各工廠對管理文件進行集中學習，切實落地規範要求。

During the reporting period, in order to improve and optimize the quality control specifications in processes and equipment, we updated 40 management documents, including *Code of Operation for New Line Installation and Commissioning Management*, *Code of Operation for Aseptic Line Overhaul Maintenance and Resumption of Production* and *Guidelines for Risk Identification and Control of Foreign Matters in Production Lines*, and prepared 9 management documents. We also organized employees in factories to study management documents for the effective implementation.

實驗室管理標準規範 Specification for Laboratory Management

- 為提高各工廠實驗室的質量管理水平，並落實各工廠實驗室規範化及標準化管理，我們依照 ISO 17025 實驗室管理體系標準，於報告期內優化了實驗室管理文件框架，編制和下發了實驗室質量手冊並優化了 29 個管理程序文件。我們亦開展系列培訓和學習，由總部負責進行輔導檢查，由工廠間採取相互幫扶形式進行質量監督，並委任管理程序文件響應負責人以保障各工廠實驗室的標準化管理。

In order to improve the quality management of laboratories in factories and to ensure the standardization of laboratory management, we updated the framework of laboratory management documents, prepared and issued the laboratory quality manual and revised 29 management procedure documents in accordance with ISO 17025 *Laboratory Management System Standard* during the reporting period. We also conducted training and learning activities, with the headquarters responsible for guiding and inspection. The quality supervision was in the form of mutual support among factories, and responsible persons for the response of management procedure documents were appointed to take charge of the standardized management of factory laboratories.

標準規範建設情況

Construction of standards and specifications

在不斷優化產品質量標準化管理的同時，農夫山泉亦一直積極參與食品、飲料及包裝飲用水領域的標準制修訂工作。自成立以來，農夫山泉共計署名國家標準 11 項、行業標準 7 項、地方標準 3 項、團體標準 16 項。報告期內，我們還與中國食品科學技術學會及沃爾瑪食品安全協作中心開展合作，參與了《食品安全最佳實踐白皮書(2021-2022 年)》編製及發佈，分享了農夫山泉「基於全鏈條管控的食品添加劑安全閉環管理實踐」案例，助力提升食品行業的食品安全管理水平。

While continuously optimizing the standardized management of product quality, Nongfu Spring has been actively participating in the formulation and revision of a number of standards in the fields of food, beverages, and packaged drinking water. Since its establishment, Nongfu Spring has signed 11 national standards, 7 industrial standards, 3 local standards, and 16 group standards. During the reporting period, we also cooperated with Chinese Institute of Food Science and Technology and Walmart Food Safety Collaboration Center to prepare and release the *Food Safety Best Practice White Paper (2021-2022)*, and shared the case of “Closed-loop Food Additive Safety Management Practice Based on the Whole-chain Control” of Nongfu Spring to improve the food safety management level in the food industry.

報告期內參與制定的外部標準：

External standards which we were involved in establishing during the reporting period were as follows:

國家標準 National Standard	GB/T 21737-2022為消費者提供產品及相關服務的信息 GB/T 21737-2022 Products and Related Services – Information for Consumers
行業標準 Industry Standard	QB/T 5727-2022等滲食品 QB/T 5727-2022 Isotonic Food
團體標準 Group Standards	T/CNFIA 142-2022維生素C產品中抗壞血酸的穩定碳同位素比值 ( $^{13}\text{C}/^{12}\text{C}$ ) 測定方法 T/CNFIA 142-2022 Determination of the $^{13}\text{C}/^{12}\text{C}$ Isotope Ratio of Ascorbic Acid in Vitamin C Products TZEA 003-2022電子商務客戶服務規範 TZEA 003-2022 Specification for Customer Service of E-commerce

### 質量保障與提升

農夫山泉已設立並完成了年度產品質量與安全目標：全年國家抽檢合格率達到100%，第三方體系審核獲證率達到100%，0起因產品安全與質量問題發生的召回事件。對此，我們持續完善質量管理體系，逐步強化涵蓋原料、生產、銷售、售後的全鏈條質量管理體系；我們也建立由品質保障團隊與內審團隊共同參與的質量監督與審計流程，並推進「主過程制」過程監督與考核體系，充分防控產品質量與安全風險；我們亦重視質量文化的建設，通過建立質量培訓制度與員工質量風險上報機制，從而確保員工擁有充分的產品質量保障意識。

### Quality Assurance and Enhancement

Nongfu Spring has set and completed the annual product quality and safety goals: our annual national sampling test passing rate reached 100%, and our third-party system audit certification rate reached 100%. There were no recalls due to product safety or quality issues. We continued to improve our quality management system, and strengthened the quality management of the whole process of raw materials, production, sales and after-sales. We also established a quality supervision and audit process involving the quality assurance team and the internal audit team, and built the “main process” supervision and assessment system to fully prevent and control product quality and safety risks. Building the quality culture by establishing the quality training system and the mechanism for employees to report quality risks is also important to us, so as to arouse the product quality assurance awareness of employees.

### 質量管理體系建設

我們一直積極開展第三方質量體系認證工作以確保內部質量保障體系的規範性。截至報告期末，農夫山泉及下屬工廠ISO 9001質量管理體系、ISO 22000食品安全管理體系認證或HACCP危害分析及關鍵控制點管理體系認證覆蓋率達到100%。我們亦每年度選拔優秀工廠邀請勞盛(LRQA)質量認證有限公司進行覆核認證，促進工廠持續強化管理體系建設。報告期內共2家工廠通過勞盛(LRQA)質量認證有限公司的質量和食品安全管理體系認證。截止到2022年12月，公司共6家工廠通過勞盛(LRQA)質量認證有限公司的質量管理體系認證，4家工廠通過勞盛(LRQA)質量認證有限公司的食品安全管理體系認證。

強大的質量管理體系建設離不開對各個生產運營環節的充分管控。我們致力於不斷完善貫穿原料—生產—銷售—售後的全鏈條質量管理體系，通過持續加強對全鏈條的質量管理，夯實內部質量管理基礎，穩步實現產品質量保障與提升。

### 原料端質量保障

#### Quality Assurance of Raw Materials

在原料端，我們對水和鮮果兩類主要原料實施嚴格的質量監控與原材料質量保障措施，並對內外部原料採購執行統一規範的質量考核標準，對供應商實施嚴格的質量檢驗，確保各項原料的質量達標。

For raw materials, we take strict quality control and quality assurance measures for two main types of raw materials of water and fresh fruit, and implement unified and standardized quality assessment standards for internal and external raw material procurement and strict quality inspection for suppliers to ensure that raw materials meet the standards.

### Quality Management System Establishment

We have been actively carrying out the third-party quality system certification to standardize the internal quality assurance system. By the end of the reporting period, the ISO 9001 Quality Management System and ISO 22000 Food Safety Management System Certification or HACCP Hazard Analysis and Critical Control Point system certification coverage rate of Nongfu Spring and all its subordinate factories reached 100%. We selected the best factories every year and asked Lloyd's Register Quality Assurance (LRQA) to conduct re-certification to continuously strengthen the management system of factories. During the reporting period, 2 factories passed the Quality and Food Safety Management System Certification of LRQA. By December 2022, a total of 6 factories of the company have passed LRQA Quality Management System Certification, and 4 factories have passed LRQA Food Safety Management System Certification.

The establishment of an effective quality management system is closely connected with the adequate control of each production and operation link. We are committed to continuously improving the quality management of the whole process of raw materials, production, sales and after-sales. By continuously strengthening the quality management of the whole process, we consolidate the internal quality management foundation and guarantee and steadily improve the product quality.

水  
Water

對最主要的產品原料開展嚴格質量監控

*Carrying out strict quality supervision on the most important raw material*

- 按照公司《水源管理辦法》，嚴格按照水源地水質監控要求開展工作。  
Carried out the work in strict accordance with the water quality monitoring requirements of the water source, referring to the Company's *Water Source Management Measures*.
- 常規監測：針對原料用水關鍵指標，定期進行總部檢測中心送檢、第三方檢驗機構送檢；為實時監測源水中礦物元素含量，加裝在線監測設備保證源水質量。  
Routine monitoring: Regularly tested key indicators of raw material water by the headquarters inspection center and third-party inspection agencies; and installed online monitoring equipment to monitor the level of mineral elements in the source water in real time, and guarantee the water quality.
- 風險監控：定期開展水源應急演練，模擬水源異常處理程序；當發生可能影響水質的情況時（例如：氣候變化），增加水質監控頻率，降低水質變化風險；針對本年度高溫乾旱天氣，增加乾旱相關風險檢測指標並增加檢測頻率。  
Risk monitoring: conducted regular emergency drills on water sources to simulate abnormal water source handling procedures; increased the water quality monitoring frequency to reduce the risk of water quality changes when situations that may affect water quality (such as climate change) occur; added drought-related risk detection indicators and increased the detection frequency in response to hot and drought weather.

鮮果  
Fresh Fruit

保障鮮果原材料優良品質

*Guaranteeing the excellent quality of raw materials of fresh fruit*

- 通過行業專家指導果農「施肥」、「補充微量元素」、「撐枝」、「一果兩剪」等專業農事動作，確保果樹健康成長，產出符合採收標準的鮮果。  
Fruit farmers were guided by industry experts to use natural fertilizers, add trace elements to the soil, branch branches, implement "one fruit, two pruning", and take other professional farming measures to ensure the healthy growth of fruit trees and produce fresh fruit that meets the required harvesting standards.
- 實施農藥超範圍用藥管理流程，通過制定內部用藥名單、對農戶進行農藥信息知識宣貫、定期巡檢與不定期抽檢等措施，充分保證用藥安全，確保農產品質量。  
Implemented the management process on the overuse of pesticides, and fully ensured the pesticide application safety and agricultural product quality by preparing the internal pesticide application list, pesticide knowledge dissemination to farmers, regular inspection, irregular sampling, etc.
- 開展臍橙果樹種植的營養研究，包括補充礦物元素對果樹的影響以及大小年數據積累統計，在我司實驗果園進行葉面補充礦物元素研究，實驗橙樹葉片的營養素含量明顯提升，臍橙品質得到改善。  
Conducted research on planting nutrition of navel orange fruit trees, including the influence of mineral supplement on fruit trees and the data accumulation of high yield-low yield cycle period. We carried out research on leaf supplement of mineral element in our experimental orchard, and the nutrient content of experimental orange leaves was significantly increased and the quality of navel orange was improved.
- 制定臍橙採摘指標，由品控人員對果肉進行糖度酸度檢測以確定採摘日期，保證鮮果口感。  
Developed harvesting indicators for navel oranges, with quality control personnel testing the sugar content and acidity of fruit pulp to determine the picking date and ensure the taste.

外購原料  
Purchased Raw  
Materials

由一級供應商管理逐漸延伸至二級供應商，致力於推動產業鏈的質量提升  
*Extending from first-tier supplier management to second-tier suppliers, and being committed to promoting quality improvement along the whole industry chain*

- 按照《供應商生命周期管理規範》、《供應商檢查流程》，對供應商進行合理規範化的評估與質量檢驗。  
*Conducted reasonable and standardized evaluation and quality inspection towards suppliers in accordance with the Supplier Life Cycle Management Specification and Supplier Inspection Process.*
- 編製內部供應商質量管理細則，對發現內部各生產基地之間自產原物料的供應質量異常時的反饋流程、不良分類、考核要求等進行明確規定。  
*Prepared internal supplier quality management rules, and clearly defined the feedback processes, defective classification and assessment requirements when there are abnormalities in the supply quality of self-produced raw materials in internal production bases.*
- 於報告期內成立專門的茶葉管理部門，對毛茶供應端上游的茶農進行技術、研發、品保、採購方面的全面覆蓋管理，增強對茶葉原料供應商的質量管理。  
*During the reporting period, an independent tea administration department was established to provide tea farmers in the upstream raw tea supply end with technology, R&D, quality assurance and procurement services, and enhance the quality management of tea suppliers.*

生產端質量保障  
Quality Assurance at the Production End

在生產端，我們實施嚴格的品控管理，建立嚴密的產品指標數據記錄機制並為每批產品建立「質量檔案」，為產品品質分析與改善奠定基礎。我們也定期進行內部飛檢，確保生產過程符合或嚴於國家法規與標準要求。報告期內，我們在規範更新、硬件優化、人員培訓方面持續進行提升，不斷強化對生產過程中的質量保障舉措。

*In the process of production, we implement strict quality control management and establish a strict product indicator recording mechanism and “quality files” for each batch of products to lay a foundation for the quality analysis and improvement of our products. We also conduct internal unannounced inspections on a regular basis to ensure that the production processes meet or surpass the requirements of national regulations and standards. During the reporting period, we made efforts in standard updating, hardware optimization and personnel training, and enhanced the quality assurance measures in production.*

### 規範更新 Specification Update

- 報告期內，我們推行「自主品保」制度，並編製相應標準作業程序，明確具體管理流程，實現崗位人員參與品質自主管理工作，系統性地提升了生產過程中儲運環節質量管理水平。

During the reporting period, we promoted the “independent quality assurance” system, and standardized operating procedures were formulated correspondingly to define specific management procedures. Employees on the corresponding positions were required to take part in the independent quality management. All these measures systematically improved the level of quality management in the process of production storage and transportation.

### 硬件優化 Hardware Optimization

- 制定檢驗設備更新計劃，計劃通過 6 年的時間對檢驗設備進行更新升級，淘汰不能自動採集數據的檢驗設備，並替換為可實現數據採集的設備。

Made a plan to update inspection equipment within 6 years, and eliminated and replaced the inspection equipment that cannot collect data automatically.

- 增置液相色譜儀，開展防腐劑、甜味劑等項目的工廠檢驗工作，以增強工廠非常規檢驗項目的檢驗能力和風險監控能力。

Added liquid chromatographs to carry out the factory level inspection of preservatives, sweeteners and other items, so as to improve the ability of inspection and risk monitoring of unconventional items in factories.

- 進行檢驗自動化設備更新，如密度計自動進樣器、12 頭牢固度檢測儀等，進一步提升檢驗效率。

Updated the automatic inspection devices, such as densimeters, automatic samplers and firmness detectors with 12 tops, to further enhance the inspection efficiency.

- 我們在部分工廠試點自動導航車 (AGV) 系統，通過 AGV 實現瓶坯、瓶蓋注塑與生產線的無人化軟連接，生產任務下達與執行實現數字化。

Piloted the Automated Guided Vehicle (AGV) in some factories to realize the unmanned soft connection of preform, cap injection molding and production line, and fulfill the assignment and execution digitalization of production tasks.

### 人員培訓 Personnel Training

- 為提高檢驗人員的操作技能，我們建立專門的培訓實驗室，計劃開展微生物、理化等項目的人員培訓，提升員工專業檢驗技能水平。

We set up professional training laboratories to improve the operation skills of inspectors, and planned to carry out personnel training in programs involving microbiology, physics and chemistry, etc. to develop the professional inspection skills of employees.

#### 生產質量保障措施

#### Production Quality Assurance Measures



銷售端質量保障  
Quality Assurance at the Sales End

在銷售端，我們於報告期內修訂了《經銷商進銷存管理制度》，對產品需求訂單管理、分銷退貨管理、終端配貨延時處罰、庫存準確率考核及相應處罰措施方面做出明確規定；我們亦制定《自販機設備管理辦法》、《量販機故障處理指導手冊》，針對設備故障處理做出規範化管理，以降低自販機機器故障率。

At the sales end, we revised the *Purchase, Sale and Storage Management System for Distributors* during the reporting period, and made clear provisions on product demand order management, distribution return management, terminal distribution delay punishment, inventory accuracy assessment and corresponding punishment measures. In order to standardize the management of equipment failure handling, we also formulated the *Measures for the Management of Vending Machines* and the *Guide Manual for Handling Failure of Vending Machines* to reduce the failure rate.

銷售指標考核 Assessment of Sales Indicators

- 對過期產品、臨期產品管理進行嚴格考核，確保產品的新鮮度。  
The management of expired and temporary products was also under strict inspection to ensure the freshness of products.
- 對客訴商品進行嚴格核查，協同各責任部門形成處理反饋閉環。  
Products complained by customers were strictly checked, and responsible departments cooperated to form the closed-loop feedback.
- 在經銷商月度考核中納入斷貨率與線上訂單送達率指標，加強對經銷商的質量考核。  
Incorporated out-of-stock rate and online order delivery rate into the monthly assessment of distributors, and promoted the quality assessment for distributors.

量販機移動端監控 Mobile Terminal Monitoring of Vending Machines

- 通過手機端程序對經銷商補貨員進行缺貨智能提醒，確定最優補貨線路。  
Through the mobile phone application, the dealer replenishment personnel are reminded of the stock shortage, and the optimal replenishment path is automatically determined.
- 對貨齡較長的商品進行系統預警，提醒補貨員進行商品調換，以此確保產品的新鮮程度。  
Gave systematic warning on near-expired goods and reminded responsible employees to exchange, so as to ensure the freshness of products.

機器故障管理 Machine Failure Management

- 報告期內與供應商簽訂新的補充協議，增加對於機器維修時效的要求及對超時維修機器的處罰要求。  
During the reporting period, new supplementary agreements were entered into with suppliers, in which there are requirements for the timeliness of machine maintenance and penalties for maintenance time out.
- 報告期內，我們組織關於設備故障排查的全國經銷商培訓，提高設備故障管理水平。  
We organized training for nationwide distributors on the equipment troubleshooting to enhance their abilities of equipment troubleshooting management.
- 由審計稽查中心定期對問題設備進行檢查與反饋，降低設備故障率。  
The Audit and Inspection Center inspected and gave feedback on the failure equipment regularly to reduce the failure rate.

銷售質量保障措施  
Sales Quality Assurance Measures

### 售後端質量保障

#### After-sales Quality Assurance

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在售後端，我們通過產品追溯系統、追溯碼等舉措確保售後產品可追溯，保障產品的可溯源性。我們亦在各生產基地定期開展產品召回演練，以強化召回風險防控能力。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。

At the after-sales end, we ensure that after-sales products are traceable through the product traceability system, traceability codes and many other measures. All of our production bases regularly conduct product recall drills to strengthen our capability to prevent and control recall risks. During the reporting period, there were no incidents in which products (including agricultural products) sold or delivered in Nongfu Spring had to be recalled for safety and health reasons.

### 產品召回演練

#### Product Recall Drills

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2022年6月，浙江梅坪工廠組織產品三級召回模擬演練，針對產品標籤版本與生產信息錯誤的事項進行產品召回，達到了演練的預期要求，並進行了後續複盤與總結。

In June 2022, Zhejiang Meiping Factory in Zhejiang organized a three-level product recall drill to recall products with wrong label version and production information, which met the expected requirements, and the review and summary were followed.

**質量監查與審計**

農夫山泉設立了貫穿產品研發到出廠檢驗的質量監督舉措，在全過程實施嚴格的質量檢查。在新品研發階段，由品質保障部與技術部配合研發部對新產品配方、工藝、設備進行跟蹤評估，提前識別風險，保證產品質量；在成品出廠階段，我們配備專業的檢驗人員與檢驗設備，充分確保成品符合國家食品安全標準和企業標準。報告期內，我們建立了「主過程制」質量監督與考核體系，進一步推進對質量管理的考核與績效激勵，全面確保產品安全與質量。

**Quality Inspection and Audit**

Nongfu Spring set up quality supervision procedures from product research and development to the final factory inspection to implement strict whole-process quality supervision. In the new product research and development stage, the Quality Assurance Department and Technology Department cooperate with the R&D Department to track and evaluate the new product formula, process and equipment, identify risks in advance, and ensure the product quality. At the final factory inspection, we arrange professional inspectors and equipment to adequately make sure that the finished products meet the national food safety standards and enterprise standards. During the reporting period, we built a “main process” quality supervision and assessment system to further promote the assessment and performance incentives of quality management and ensure the safety and quality of our products from all aspects.

**月度排名 Monthly Ranking**

- 品保部每月依據主過程負責人能力考核、過程標準化程度等指標對主過程管理結果進行綜合排名公示。  
The Quality Assurance Department conducted comprehensive ranking and publicity of main process management results with reference to the ability assessment of main process leaders, process standardization degree and other indicators monthly.
- 依據排名結果對主過程負責人進行獎懲、幫扶與糾偏。  
Rewarded and punished the persons responsible for the main process, and helped to correct the deviation according to the rankings.

**年度考核 Annual Assessment**

- 年末開展質量體系審核，開具工廠不符合問題項清單，督促工廠進行整改。  
Carried out year-end audit of the quality system, issued a list of non-conforming problems, and urged factories to rectify.
- 對工廠薄弱過程相應責任人進行針對性輔導，提升主過程管理能力。  
Provided targeted guidance to the responsible personnel in weak processes in factories, with the aim of improving the management of the main process.

**績效激勵 Performance Incentives**

- 將月度過程排名和年度體系審核結果按照《工廠管理體系審核管理規範》納入工廠年度績效考核指標中，促進過程責任制有效落地。  
Incorporated monthly process rankings and audit results of annual system into the annual performance appraisal indicators of factories according to the *Management Standard of Factory Management System Audit* to promote the effective implementation of the process responsibility system.

「主過程制」過程監督與考核  
“Main Process” Supervision and Assessment System

我們的審計部門亦每年對全部產品類別開展質量審計工作，並上報審計結果至公司總經理。質量審計內容涵蓋對原料、檢驗、生產、銷售各環節的全鏈條風險評估，促進我們對於生產全過程的質量管控。

### 質量文化

員工嚴格的質量管控意識是農夫山泉保障產品安全與質量的重要基礎。我們已制定《品保部培訓管理辦法》統籌規劃對員工的質量培訓工作，並按照ISO 17025《實驗室質量管理體系》的要求，整合、修訂、完善質量檢驗相關的標準化培訓教材。我們還於報告期內建立了面向員工的質量風險上報機制，在各工廠設立風險上報獎勵制度，對及時識別風險的員工給予獎金、年終績效考評加分等獎勵，激勵員工勇擔產品質量責任。

報告期內，農夫山泉廣泛開展涉及外包裝、設備、內容物、通路等方面的品管圈(QCC)項目，共計開展299個QCC項目，較上一年度增加41%。我們於2022年9月組織各區域QCC項目評比活動，並由區域總經理、工廠總經理、總部技術專家擔任評委，選拔出的優秀項目參與集團QCC發佈會，對項目亮點進行分享，營造全員參與質量改善的企業氛圍。

針對「主過程制」的推行，我們也對主過程負責人進行上崗前培訓與考核，由品質保障部統籌針對過程推行步驟、目標以及相關的文件記錄等職責進行系統培訓，並定期對負責人進行能力測試，確保所有主過程負責人具備過程推行的能力。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，人次與時長較上一報告期均有顯著提升。

The Audit Department conducts quality audits on all product categories every year, and makes reports on the audit results to the general manager of the Company. The quality audit covers the whole chain of risk assessment in terms of raw materials, inspection, production and sales, and promotes our quality control over the whole production process.

### Quality Culture

The strict quality control awareness of employees is the important basis for Nongfu Spring to ensure the safety and quality of products. The Company formulated the *Training Management Measures of the Quality Assurance Department* to coordinate quality training plans for employees. In accordance with the requirements of the ISO 17025 *Laboratory Quality Management System*, we integrated, revised and improved standardized training materials related to quality inspection. During the reporting period, in order to ensure that our employees could be encouraged and brave enough to take responsibility for product quality, we also established a mechanism for employees to report quality risks, and set up a reward system in factories, which would offer rewards like bonuses and year-end performance evaluation bonus points to employees identifying risks timely.

During the reporting period, Nongfu Spring also carried out 299 Quality Control Circle (QCC) projects concerning the outer packaging, equipment, contents, sales channel and many other aspects, an increase of 41% over the previous year. In September 2022, we organized QCC project appraisal activities in various regions. The regional general managers, factory general managers and headquarters technical experts served as judges. The selected outstanding projects participated in the QCC conference of the Group. The relevant personnel shared the highlights of projects, creating a cultural atmosphere in which all employees participate in the quality improvement.

To roll out the “main process” system, we also carried out pre-job training and assessment for the main process leaders. The Quality Assurance Department coordinated the systematic training on system implementation steps, objectives, and related document records, and regularly conducted ability tests for leaders to ensure that all main process leaders can implement the system. The Company’s R&D and quality control personnel and production system personnel jointly carried out food-safety and quality-related training. The number of participants and duration of training increased significantly compared with that in the previous reporting period.

农夫山泉第四届QCC成果發佈會  
The 4th QCC Results Conference of Nongfu Spring



2022年，通過多部門聯合開展技術攻關，針對全國各工廠共性問題、品質隱患點、長期未解決問題點等，農夫山泉全年廣泛開展QCC項目。2022年11月，農夫山泉第四屆QCC成果發佈會成功舉辦，經過全國各區域層層選拔，總部各技術人員評選，全國工廠共12個項目入圍集團年度發佈會。會上，農夫山泉就在QCC活動中涌現出的優秀小組及個人進行了表彰和激勵，進一步推廣優秀QCC項目改善成果，營造全員參與質量改進的良好氛圍。

In 2022, various departments jointly strove to make technological breakthrough. In view of common problems, hidden quality problems and long-term unsolved problems in factories across the country, Nongfu Spring extensively carried out QCC projects throughout the year. In November 2022, the 4th QCC Results Conference of Nongfu Spring was successfully held. After the selections by personnel from different regions and headquarters, 12 projects from factories across the country were selected for the annual conference of the Group. In the conference, Nongfu Spring commended and encouraged outstanding groups and individuals from QCC activities, further promoted improvement results of outstanding QCC projects, and created a good atmosphere for all employees to participate in the quality improvement.

食品安全與質量培訓  
Food Safety and Quality Training

指標 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
食品安全與質量相關培訓總人次 Total number of employees who attended food-safety and quality-related training	人次 People	29,425	34,343	<b>40,516</b>
食品安全與質量相關培訓總時長 Total hours of food-safety and quality-related training	小時 Hours	42,759	55,439	<b>66,419</b>

## 責任與服務

農夫山泉積極踐行負責任營銷，廣泛開展食品知識教育與科普，運用自身影響力樹立負責的企業形象。同時我們亦高度關注消費者訴求，注重消費者體驗並重視對消費者的隱私與信息保護，努力做到讓消費者對我們的產品及服務滿意和放心。

### 負責任營銷

作為國民品牌，農夫山泉深刻意識到自身在宣傳與營銷過程中應承擔的責任。對此，我們努力確保各個營銷環節的合規性，向公眾展示農夫山泉天然與健康的可持續發展形象。

農夫山泉的產品廣告宣傳遵循《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。產品標籤標識遵循《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》、GB-7718《食品安全國家標準預包裝食品標籤通則》等相關法律、法規、標準等的規定。我們制定了《產品責任及宣傳政策》、《自媒體賬號運營管理辦法》、《廣告審核發佈流程&新媒體第三方發佈素材審核流程》等管理制度，以規範宣傳信息的審核流程，要求廣告投放前由法務、知識產權、科學法規、客戶關係等多部門聯合審核，投放後通過審計審查形成閉環。

## RESPONSIBILITY AND SERVICES

Nongfu Spring actively practices the responsible marketing, extensively carries out the food-related knowledge education and science popularization to establish a responsible corporate image with its own influences. At the same time, we also pay close attention to consumers' demands, experience, privacy and information protection. We strive to provide consumers with assured products and services.

### Responsible Marketing

As a national brand, Nongfu Spring is deeply aware of its responsibilities in the process of publicity and marketing. In this regard, we strive to ensure the compliance of all marketing aspects to show the public a natural, healthy and sustainable development image of Nongfu Spring.

The product advertisements of Nongfu Spring follow the *Advertising Law of the People's Republic of China*, the *Food Safety Law of the People's Republic of China*, and related laws and regulations. Our product labeling and identification follow the relevant laws, regulations, and standards, such as the *Food Safety Law of the People's Republic of China*, 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). We formulated a comprehensive management policy system, consist of *Product Responsibility and Publicity Policy*, the *Management Measures for We-Media Account Operation*, and *Advertising Review and Release Process & New Media Third-Party Release Material Review Process*, to standardize the audit process for publicity. Guiding by the policies and procedures, a systematic responsible marketing reviewing and auditing process is developed, requiring all marketing material and advertisement should be jointly review by Legal Department, Intellectual Property Right Department, Scientific Regulation Department, Customer Relation Department and others relevance department. After the release of advertisement and marketing materials, internal audit department will regularly conduct marketing audit, forming a closed-loop to ensure responsible marketing.



為提高員工與合作夥伴的負責任營銷意識，我們定期對員工和經銷商開展合規營銷培訓活動，對合規營銷理念進行講解，對品牌責任進行宣貫，並設立課後考試環節以確保培訓有效性。

To improve the responsible marketing awareness of employees and partners, we regularly carry out responsible marketing training for all employees and distributors, actively promote their understanding of responsible marketing and advertising, and convey brand responsibility. We also conduct exams after trainings to ensure their effectiveness.

### 員工 Employees

- 入職培訓：學習公司的政策制度，理解公司使命和品牌價值觀。  
Induction training: every employee learns about the Company's policies and systems, and the Company's mission and brand values.
- 日常專題分享：我們要求全體員工積極參與專題分享，具體課程包括：《品牌知識產權基礎知識》、《食品標籤廣告案例分享》、《食品標籤審核流程》等。  
Regular special topic sharing: We require all employees to actively participate in special topic sharing. Specific courses include *Basic Knowledge of Brand Intellectual Property*, *Food Label Publicity Case Sharing* and *Food Label Review Process*.

### 經銷商 Distributors

- 線上培訓：線上學習平台共推出 10 個專題 80 門課程，經銷商亦能通過該平台進行合規營銷相關知識學習，經銷商學習人次累計 275,991 人次。  
Online training: 80 courses on 10 topics have been launched on the online learning platform, on which distributors can also learn compliance marketing related knowledge, involving 275,991 person-times.
- 線下培訓：結合產品的上市進程，對經銷商開展產品知識培訓，幫助經銷商準確了解產品屬性，消除誤解與偏差，確保產品銷售符合公司的宣傳基調，避免營銷過程中可能出現的風險。報告期內，我們共對全國 33 個大區經銷商進行了 247 場線下培訓，參與人次累計 5,817 人次。  
Offline training: Combining the product launching process, the Company conducts product knowledge training to help distributors accurately understand product attributes, and eliminate misunderstandings and deviations. We ensure product sales conform to the Company's publicity tone and avoid possible risks in the marketing process. During the reporting period, we conducted 247 offline trainings for distributors in 33 regions across the country, involving 5,817 person-times.

#### 負責任營銷培訓

#### Responsible Marketing Training

我們將對社會大眾的科普宣傳教育視為傳播農夫山泉可持續發展理念的重要部分。報告期內，我們在健康知識普及、生物多樣性保護理念傳播、合理膳食理念宣導、科普教育基地傳播方面開展了一系列宣導活動。

We regard the science popularization and education to the public as an important part of spreading the sustainable concepts of Nongfu Spring. During the reporting period, we carried out publicity activities to promote health knowledge popularization, biodiversity conservation concepts, rational diet concepts and science popularization education bases.

健康知識普及

Health Knowledge Popularization



2022年，我們依託全國多個天然水源地和工廠研學設施，開展了一系列尋源活動，邀請消費者前往水源地和工廠，讓消費者親眼見證農夫山泉安全、嚴苛、放心的生產過程和優質的天然水源。報告期內我們推出雲尋源工具以滿足無法親自前往水源地的消費者尋源需求，利用360全景影像技術讓消費者「身臨其境」，不僅可以感受天然水源之美，還能學習到關於水的健康知識，線上參與尋源人數已超6萬人。

In 2022, relying on many natural water sources and factory research and learning facilities in China, we launched a series of source-seeking activities. We invited consumers to water sources and factories to witness the safe, strict and reliable production process and high-quality natural water sources of Nongfu Spring. During the reporting period, we launched an online source-seeking tool to meet the needs of consumers who couldn't go to water sources in person. With 360 panoramic imaging technology, consumers can feel the beauty of natural water sources, and learn about water health. The number of online source-seeking participants has reached over 60,000.

生物多樣性保護理念傳播

Biodiversity Conservation Concept Dissemination



我們於7月29日「全球老虎日」推出「長白雪」彩虎系列新裝，與「長白雪」冬季森林系列和幼崽系列一起，以多樣化形象設計、TVC廣告等宣傳，向用戶傳遞東北虎勇猛且萌的形象，講述它們在長白山繁衍、生長的故事，激發大眾對瀕危動物的關注度與保護生物多樣性的積極性。

On July 29, “Global Tiger Day”, we launched a series of new packages with “Changbai Snow” Tigers. Together with Changbai Snow Winter Forest Series and Cub Series, we conveyed the fierce and cute image of Siberian tigers and their reproduction and growth stories in Changbai Mountains to consumers by diversified image design, TVC advertisement and others, so as to stimulate the public's attention to endangered animals and the enthusiasm for biodiversity protection.

合理膳食理念宣導

**Rational Diet Concept Advocation**



我們長期支持並參與「三減三健」相關合理膳食，助力健康等方面研究。報告期內，我們與科信食品與健康信息交流中心進行合作，支持研究並發佈《食品甜味劑科學共識(2022)》、《中國消費者甜味劑認知狀況調查報告》、《「科學三減智慧用糖」聯合提示》等一系列科研報告，向公眾倡導科學的飲食理念和健康的膳食模式。

We have given long-term support to and participated in the research on the rational diet and health assistance related to “three reduction, three health”. During the reporting period, we cooperated with the China Food Information Center (CFIC) to support the research and publish a series of scientific research reports, such as *Scientific Consensus on Food Sweeteners (2022)*, *Investigation Report on Chinese Consumers’ Cognition of Sweeteners*, and *Joint Tips on “Three Scientific Reduction and Sugar Intaking”*, so as to advocate scientific dietary concepts and healthy dietary patterns to the public.

科普教育基地創建

**Establishment of Science Popularization Education Base**



我們成功申辦國家科普教育基地、國家食物營養教育示範基地、國家工業旅遊示範基地，通過基地建設傳播「健康飲水文化」理念，宣導天然與健康品牌理念，助力提高全民健康意識。

We successfully bid for National Science Popularization Education Base, National Food and Nutrition Education Demonstration Base and National Industrial Tourist Demonstration Base. We make contributions to improve the health awareness of the public by spreading the concept of “healthy drinking water culture” through the base constructions and advocating the concept of a natural and healthy brand.

消費者服務

農夫山泉始終重視消費者的體驗與訴求，從產品開發到售後全過程設立完善的消費體驗提升舉措，並根據消費者反饋提出相應解決方案，致力於提高消費者滿意度。我們亦針對消費者隱私保護設立完善的管理制度與體系，通過全面保障消費者權益樹立可靠的品牌形象。

**Consumer Service**

Nongfu Spring always attaches importance to consumers’ experiences and demands. We set up thorough measures to improve consumers’ experiences in the whole process from product development to after-sales and put forward corresponding solutions according to consumers’ feedback to improve the consumer satisfaction. We also set up a sound management system for protecting the consumer privacy and establish a reliable brand image by comprehensively protecting consumers’ rights and interests.

### 消費體驗

我們在產品開發、銷售、售後全流程中充分考慮消費者需求，通過開發階段的消費者洞察、銷售階段的線上與線下管理優化、售後階段的完善客服管理，使得消費者在各個方面擁有良好的產品與服務體驗。

### Consumer Experience

We fully consider consumers' needs in the whole process of product development, sales and after-sales. Through the consumer observation in the development phase, optimization of online and offline management in the sales segment and comprehensive customer service management in the after-sales segment, we provide consumers good product and service experiences in every aspect.

#### 產品開發 Product Development

- 委託內外部市調團隊，進行消費者洞察分析、口味調研等，以開發更滿足消費者需求的產品。  
Employed internal and external marketing teams to conduct consumer analysis, consumer taste research, etc. to develop products that better meet consumer needs.
- 結合零售平台數據進行消費者需求分析，開發更符合消費者需求的產品。  
Analyzed consumer needs and developed products in combination with data from retail platforms to better meet consumer needs.

#### 產品銷售 Product Sales

- 打造「一刻鐘便民生活圈」，在社區佈局 24 小時不打烊的量販機，解決居家用戶家庭整箱用水、大包裝用水需求。  
Created a "15 minutes convenience life circle" and deployed 24-hour vending machines in communities to meet the needs of home users for wholesale water and large-package water.
- 依據《經銷商合作制度》、《經銷商進銷存管理制度》對銷售商進行嚴格管理，保證銷售服務質量。  
Managed distributors strictly according to *Distributor Cooperation System* and *Purchase, Sale and Storage Management System for Distributors* to ensure the quality of sales services.

#### 產品售後 Product After-sales

- 建立客服考核體系，圍繞業務成效、執行力兩大模塊設立多樣化管理方式，致力於推進客服職業賦能。  
Established a customer service assessment system, and adopted diversified management methods around the two modules of business effectiveness and execution to promote professional customer service empowerment.
- 採用線上與線下結合的售後服務模式，通過 95077 語音熱線、智能客服平台、自/量販機二維碼反饋等方式，多渠道接收反饋，快速應答，使客訴及時妥善得到解決。  
Took online and offline after-sales service model, and provided customer open complaint and feedback channels through 95077 hotline, intelligent customer service platform, and QR code on vending machines. Therefore we can receive feedback from multiple channels and respond quickly, and ensure customer complaints could be resolved timely and properly.

#### 提升消費者體驗的措施

#### Measures to Improve Consumer Experiences

農夫山泉的產品大多經由經銷商進行銷售。為確保消費者的良好體驗，我們廣泛與經銷商開展交流與培訓活動，在線上學習平台面向經銷商推出專題課程，在全國大區範圍內組織經銷商線下培訓，幫助經銷商持續提升服務質量，從而進一步提升我們的終端消費者滿意度。

Most of Nongfu Spring's products are sold by distributors. To ensure good consumer experiences, we carried out extensive communication and training activities with distributors, launched special courses for distributors the online learning platform, and organized offline training for distributors nationwide to help them continuously improve the service quality, thus further improving our end-consumer satisfaction.

**客戶投訴**

農夫山泉建立了能夠實現全面輿情監控的輿情管理機制，主動瞭解輿論走向並努力拓寬客戶溝通渠道。我們亦設立完整的客戶投訴處理與解決流程，不斷提升產品與服務質量。

**Customer Complaints**

In order to actively understand the trend of public opinions and strive to widen customer communication channels, Nongfu Spring established a public opinion management mechanism for comprehensive public opinion monitoring. We also set up a complete process for customer complaint handling to continuously improve the product and service quality.

**輿情管理 Public Opinion Management**

- 依據《輿情監控手冊》和《輿情監控管理細則》進行輿情管控，於報告期內進一步優化輿情處理流程，建立多部門聯動機制，提高輿情事件處理效率，降低輿論風險。  
Further optimized public opinion processing processes during the reporting period, and established a multi-department linkage mechanism to improve the efficiency of public opinion event processing and reduce public opinion risks according to the *Public Opinion Monitoring Manual* and the *Public Opinion Monitoring and Management Rules*.
- 引進輿情搜索系統，實現全網的即時信息搜索和推送，拓寬輿情信息來源。  
Introduced the Public Opinion search system for the instant information search and delivery in the whole network and widening the sources of public opinion information.
- 建立輿情監控人員輪班機制，由主輔人員協作、主管人員監管，提升輿情監控效率。  
Established a shift mechanism for public opinion monitoring personnel, which is coordinated by main and auxiliary personnel and supervised by supervisors to improve the efficiency of public opinion monitoring.

**投訴處理 Complaint Handling**

- 建立客服考核體系，從業務、技能、規範、綜合能力等方面綜合考核客服工作，並促進客服人員設立業務目標；依據考核結果對客服人員的薄弱項進行專項輔導，持續提升客服水平。  
We established a customer service assessment system, which can comprehensively assess customer services from the aspects of business, skills, specifications and comprehensive capabilities, and motivate customer service personnel to set business objectives. By giving tailored tutoring towards the weakness of customer service personnel according to the assessment results, we continuously improved the customer service level.
- 引入智能客服平台，實現工單信息查詢效率大幅提升，並實現客訴問題的線上調取與監控。  
We improved the efficiency of work order information query and realized the online retrieval and monitoring of customer complaints by introducing an intelligent customer service platform.

**客戶意見管理措施**

**Management Measures of Customer Opinions**

報告期內，本公司收到的針對產品和服務的投訴共計6,070件。我們認真對待每一份投訴，積極處理客戶提出的改進意見，投訴處理率達100%，消費者滿意度為99%。

### 隱私保護

嚴密的信息安全防護對於保障生產運營各環節的穩定運行十分重要。我們搭建了由董事會管轄、首席信息官負責的信息安全管理架構，保障規範化的信息安全管理。我們嚴格遵守《中華人民共和國網絡安全法》、《中華人民共和國個人信息保護法》等法律法規，制定了《賬號和口令管理規範》、《終端客戶資料管理辦法(試行)》、《員工信息安全行為管理辦法》，並在《員工信息安全行為管理辦法》中規定對於違反以上要求及我司信息安全方針政策的行為將按照《員工獎懲管理辦法》進行處罰。

根據不同的信息特徵與場景，我們已開展如下信息安全管理措施，全面保障消費者隱私安全與員工和商業信息安全。

During the Reporting Period, the Company received 6,070 complaints focusing on products and services. All complaints were treated seriously and constructive advices put forward by customers were dealt actively. The complaint handling rate reached 100%, and the consumer satisfaction rate was 99%.

### Privacy Protection

Rigorous information security protection is very important to ensure the stability of all aspects of production and operation. We set up an information security management framework governed by the Board of Directors and in the charge of the Chief Information Officer to ensure the standard information security management. We strictly abide by the relevant laws and regulations, such as the *Cybersecurity Law of the People's Republic of China* and the *Personal Information Protection Law of the People's Republic of China*. The *Account and Password Management Specifications*, *Terminal Customer Data Management Measures (Trial)* and the *Measures for the Management of Employee Information Security Behaviors* were formulated, and it was stipulated in the latter one that any violations of the above requirements and the Company's information security policies would be punished according to the *Staff Rewards and Punishments Management Measures*.

We carried out the following information security management measures to fully protect consumer privacy and employee and business information safety according to different information characteristics and scenarios.



信息系統防護 Information System Protection

- 制定《BGP 應急解決方案》，分析可能出現的問題並部署應對方案，打造更加安全的網絡環境。  
Formulated the *BGP Emergency Solution* to analyze possible problems and deploy countermeasures to create a more secure network environment.
- 設立災備系統與災備應急響應小組，並每年進行災備演練。  
Set up disaster recovery system and emergency response teams, and conducted annual disaster recovery drills.
- 定期對公網開放系統進行漏洞掃描並修復相關漏洞。報告期內，針對送水到府系統進行了 2 次外部滲透測試以修復漏洞。  
Regularly scanned and repaired the public open network system vulnerabilities; carried out two external penetration tests for the “Water Delivery to Home” system to fix vulnerabilities during the reporting period.

消費者隱私保護 Consumer Privacy Protection

- 公司全渠道運營後台已參照各大主流電商平台的隱私保護技術方案進行優化，實現了訂單收貨人信息脫敏管理。  
The Company’s omni-channel operation background has been optimized according to the privacy protection technology solutions of major e-commerce platforms to realize the desensitization management of order consignee information.
- 量販機用戶註冊時，同用戶簽訂《隱私政策》、《用戶服務協議》等協議，向消費者告知「我們如何收集和使用您的個人信息」、「我們如何委託處理、共享、轉讓、公開披露您的個人信息」、「我們如何保護和保存您的個人信息」等事項，並取得消費者知情同意。  
When consumers register on vending machines, we sign such agreements as *Privacy Policy* and *User Service Agreement* with them and inform them about “how we collect and use your personal information”, “how we entrust to handle, share, transfer and publicly disclose your personal information”, “how we protect and preserve your personal information” and other matters, and obtain their informed consent.

員工與商業信息保護 Employee and Business Information Protection

- 員工與訪客的 Wi-Fi 均已隔開，均需要認證才可上網。  
The Wi-Fi of employees and visitors was separated, and both required authentication to access the Internet.
- 辦公網絡與生產網絡通過防火牆等網絡設備進行隔離。  
The office network and the production network were isolated by network devices such as firewalls.
- 各業務域網絡通過網絡設備進行隔離。  
Each business domain network was isolated by network equipment.

信息安全舉措  
Information Security Initiatives

農夫山泉每年持續開展針對信息安全的審計工作，以促進信息安全管理穩步進行。報告期內，我們開展了 1 次外部信息安全審計，針對營銷管理系統(CRM 系統)的密碼策略、權限保護內容等提出整改項並完成整改。

Every year, Nongfu Spring carries out information security audit to promote the steady progress of information security management. During the reporting period, we conducted an external information security audit, and proposed and completed rectification for password strategy, authority protection and other items of customer relationship management (CRM).

我們的信息安全管理體系已通過了中華人民共和國公安部頒佈的信息安全等級保護二級證明認證。報告期內，我們的「送水到府」系統也獲得了網絡安全等級保護二級的認證，進一步提升農夫山泉的網絡安全保護能力，監控能力和管理體系。

構建信息安全文化是落實信息安全管理的有效保證。對此，我們已上線針對全體員工信息安全意識培訓的線上課程，以進一步提升員工對於信息安全相關知識的掌握程度，提高公司整體安全意識。為進一步強化員工信息安全管理責任，我們制定了信息安全事件的上報流程，員工發現信息安全事件後可通過IT服務台或內部溝通軟件上報，並經由IT服務台上報至信息部運維和安全部門，由運維和安全部門上報無法處置的事件至技術委員會，以協調外部資源和權限進行處置。

我們將信息安全管理外延至經銷商，向經銷商提供相應支持，鼓勵其建立完善的信息安全制度，促進合作夥伴提升信息安全管理水平，全面確保整個產品銷售過程中的信息安全。

Our comprehensive information security management system has passed the second-level certification of information security level protection issued by the Ministry of Public Security of the People's Republic of China. During the reporting period, our "Water Delivery to Home" system also qualified for the second-level certification of network security protection, which further enhanced the network security protection ability, monitoring ability and management system of Nongfu Spring.

Forming information security culture is a valid guarantee for the information security management. Therefore, we have launched online courses to enhance the information security awareness of employees in order to further improve their mastery of information security knowledge and raise the overall security awareness of the Company. To further enhance employees' information security management responsibilities, we formulated a reporting process for information security incidents. When employees identify such incidents, they can report them through IT service desk or internal communication to the Operation and Maintenance Division of the Information Department. If the incidents cannot be handled by the Operation and Maintenance Division, they will be reported to the Technical Committee, to coordinate external resources and permissions to deal with incidents.

We extend the information security management to distributors, provide them corresponding support, and encourage them to establish a sound information security system. We also encourage our partners to improve the information security management. By doing this, we will comprehensively ensure the information security in the whole product sales process.

# 可持續的生態

## SUSTAINABLE ECOLOGY

「天然與健康」是農夫山泉對消費者的承諾，也是農夫山泉所致力與堅守的願景和初心。農夫山泉作為「大自然的搬運工」，在生產與運營的過程中維護可持續的生態是我們恪守的基本原則和核心理念。

The “natural and healthy” concept is Nongfu Spring’s commitment to consumers, as well as its vision and original intention. Nongfu Spring, the “porter of nature”, maintains the vision of sustainable ecology in the process of production and operation, which is our basic principle and core concept.

- 本章節對應聯合國發展目標
- **SDGs we support in this chapter:**



### 體系建設

#### System Construction



ISO 14001環境管理體系已100%覆蓋農夫山泉及其下屬飲用水與飲料生產型工廠。  
ISO 14001 environmental management system covers Nongfu Spring and all its subordinate drinking water and beverage production line factories.

### 環境管理

#### Environmental Management



農夫山泉報告期用水強度較2020年已降低12.7%，用水強度2030年目標已完成63.4%；全年水資源回收再利用452.2萬噸水，同比增加69%。  
During the reporting period, compared with 2020, the water use intensity of Nongfu Spring has decreased by 12.7%, achieving 63.4% of the target of water use intensity in 2030. During this year, 4.522 million tons of water were recycled, a year-on-year increase of 69%.



農夫山泉報告期溫室氣體排放強度0.0431噸二氧化碳當量／噸合格產品產量，同比下降2.5%，碳排放強度2030年目標已完成59.3%。  
During the reporting period, the greenhouse gas emission intensity of Nongfu Spring was 0.0431 tons of carbon dioxide equivalent per ton of qualified product output, which decreased by 2.5% compared with the last period, achieving 59.3% of the target of carbon emission intensity in 2030.

### 應對氣候變化

#### Tackling Climate Change



根據氣候變化相關財務信息披露工作組(TCFD)框架開展氣候變化風險識別，更新優化了氣候變化應對策略的基礎情景，形成重大性氣候變化風險及其應對措施、策略與目標清單。  
Conducted climate change risks identification in accordance with the Task Force on Climate-Related Financial Disclosures (TCFD) framework, updated and optimized the basic scenarios of climate change response strategies, and formed a list of major climate change risks and response measures, strategies and targets.

循環再生  
Recycling



持續推進水和飲料塑料包裝材料實現100%可回收／可重複使用／可用作堆肥的目標，目前已實現塑料包裝材料99%可回收。

Continued to promote the objective of 100% recyclable, reusable or compostable of plastic packaging materials for water products and beverages, and the recyclable rate of packaging materials achieved 99% at present.



推動可持續農業建設，對農戶進行指導幫扶，推行減少水資源使用、保護土壤與生態環境的可持續種植模式，以科學方法緩解農業生產對自然環境帶來的影響。

Promoted the construction of sustainable agriculture, and guided and assisted farmers in adopting sustainable planting methods of reducing water consumption and protecting the soil and ecological environment, so as to mitigate the negative effect of agricultural production on the natural environment with scientific methods.



## 環境管理

踐行積極全面的環境管理、避免三廢排放和食物浪費帶給環境的負面影響是我們實現「天然與健康」理念的基礎。為此，我們懷揣著以保護環境為己任的願景，結合業務發展實際，設立了包括用水強度、綜合能耗強度、碳排放強度和包材可持續共4個維度的可持續發展長期戰略目標，並圍繞目標實現穩步推進環境管理提升。

在嚴格遵守環境保護相關法律法規前提下，農夫山泉依據內部制定的《環境氣候變化政策》等政策明確環境保護的戰略意義與工作細則，在《農夫山泉建設項目環境保護管理辦法》中明確了農夫山泉對合規建設、定期監測及持續減排的要求，並推動供應商、經銷商等利益相關方共同努力，開展全面、深入的環境管理工作。

基於ISO 14001環境管理體系的要求，我們建立了完備的內部環境管理體系：制定了《農夫山泉工廠HSE管理體系手冊》以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，建立了「一廠一檔」的環保信息檔案工具，系統化、標準化全面管理下屬各生產工廠的能源、水資源以及「三廢」排放。

## ENVIRONMENTAL MANAGEMENT

Carrying out environmental management actively and fully as well as avoiding the negative impact of the discharge of three wastes and food waste on the environment are the foundation for us to achieve the “natural and healthy” concept. Therefore, with the vision of protecting the environment, and combining the status of business development, we made a long-term sustainable development objective involving 4 aspects, which are water use intensity, integrated energy consumption intensity, carbon emission intensity and sustainability of packaging materials. According to the objective, we steadily improved the environmental management.

Under the premise of strictly abiding by relevant regulations and laws on environmental protection, and according to the *Environment and Climate Change Policy* and other policies, Nongfu Spring defined the strategic significance and working rules of environmental protection clearly. The requirements of Nongfu Spring for compliance construction, regular monitoring and continuous emission reduction were clarified in the *Environmental Protection Measures for Nongfu Spring Construction Projects*, and suppliers, distributors and other stakeholders were encouraged to make joint efforts to implement comprehensive and in-depth environmental management.

On the basis of the requirements of ISO 14001 environmental management system, a complete internal environmental management system was established. The *HSE Management System Manual of Nongfu Spring Factories* was formulated to guide our subsidiary factories to formulate appropriate environmental management policies, standard documents, and emergency plans. With the establishment of the “One Factory, One File” environmental information filing tool, we carried out the systematic and standardized management of energy, water resources, and three wastes at each of our factories.

我們構建了以高級管理層總體把控、各職能部門分項監督、員工嚴格執行的健康、安全及環境(HSE)三級管理架構，並依據《工廠ESG環境績效規範》對工廠內的環境相關管理程序及績效表現進行定期提報與審核，將環境績效表現與工廠整體績效考評掛鉤，以確保環境管理可以落實細化至每一個層級，持續提升環境績效，致力於減少生產運營對環境造成的影響。

We made a three-level management structure of health, safety and environment (HSE), which is controlled by senior management, supervised by functional departments and strictly implemented by employees. Regular reports and reviews of the environmental management procedures and performance in factories were conducted according to the *ESG Environmental Performance Regulatory Handbook for Factories*. We linked the environmental performance with the factories' overall performance appraisal to carry out the environmental management in every level and department, continuously improve the environmental performance, and strive to reduce the impact of production and operation on the environment.

農夫山泉及下屬所有水和飲料生產型工廠均已獲得ISO 14001環境管理體系審核認證，認證覆蓋範圍達到100%。報告期內，農夫山泉在環境保護與管理方面獲得了諸多環保方面的外部認可，多個工廠獲評「綠色工廠」，「節水型企業」，「無廢工廠」等榮譽。

Nongfu Spring and all of its subsidiary water and beverage production factories obtained ISO 14001 environmental management system audit certification with certification coverage reached 100%. During the reporting period, Nongfu Spring obtained many external recognitions in the environmental protection and management. Many factories were rated as “Green Factory”, “Water-saving Enterprise”, “Zero-Waste Factory”, etc.

#### 2022年工廠所獲可持續相關榮譽

##### Sustainability-related Honors for Factories in 2022:

- 湖北丹江口工廠、貴州梵淨山工廠、陝西太白山工廠、吉林撫松工廠、廣東河源飲料工廠獲評省級綠色工廠；  
Hubei Danjiangkou factory, Guizhou Fanjing Mountain Factory, Shaanxi Taibai Mountain Factory, Jilin Fusong Water Factory and Guangdong Heyuan Beverage Factory were rated as “Provincial Green Factory”;
- 吉林靖宇工廠、吉林撫松水廠被評為「2022年吉林省節水型企業」；貴州武陵山工廠被評為「2022年貴州省節水型標杆企業」，貴州梵淨山工廠被評為「2022年貴州省節水型企業」；浙江茶園工廠、浙江新安江工廠、浙江南山工廠獲評「2022浙江省節水標杆企業」；  
Jilin Jingyu Factory and Jilin Fusong Water Factory in Jilin were rated as “2022 Water-saving Enterprise in Jilin”; Guizhou Wuling Mountain Factory was rated as “2022 Guizhou Water-saving Benchmark Enterprise” and Guizhou Fanjing Mountain Factory was rated as “2022 Guizhou Water-saving Benchmarking Enterprise”; Zhejiang Tea Garden Factory, Xin'an River Factory and Nanshan Factory were rated as “2022 Zhejiang Water-saving Benchmarking Enterprise”;



- 浙江南山工廠獲評「2022浙江省級綠色低碳工廠」；  
Zhejiang Nanshan Factory was rated as “2022 Zhejiang Provincial Green Low-carbon Factory”;
- 浙江茶園工廠、浙江新安江工廠被評為杭州市「無廢工廠」；廣東河源工廠被評為河源市「環保示範企業」。  
Zhejiang Tea Garden Factory and Xin'an River Factory were rated as “Zero-Waste Factory” in Hangzhou;  
GuangDong Heyuan Factory was rated as “Environmental Protection Demonstration Enterprise” in Heyuan.

在上述環境管理體系下，農夫山泉審視各工廠的環境管理水平，督促各工廠依據改進方向積極開展改善措施，積極推進各工廠的設備改造、工藝升級以及三廢排放減量化。過去三年，農夫山泉未發生任何因超標排放等原因造成的環保處罰事件。

與此同時，農夫山泉總部定期組織對環境管理人員進行環境保護培訓，培養環境保護意識和排放管理能力。報告期內，農夫山泉總部及各工廠共計開展6次培訓，累計培訓300人次。

農夫山泉通過審計來監督環境管理體系的有效運行。2022年，我們從污染類、建設類、生態類三大維度開展了環保專項審計。我們的內審部門結合公司業務，參照行業環境管理有關法律法規和ESG環境項目管理要素制定審計方案，對被審計工廠環保相關工作的合規性與有效性進行核查評價。審計後，內審部門基於審計結果，協助各工廠對審計中發現的問題進行排查、整改，並對相關人員進行培訓提升。

Following the above environmental management system, Nongfu Spring surveyed the environmental management level of factories, and urged them to implement improvement measures actively according to the improvement direction, and promote the equipment transformation, process upgrading and emission reduction of three forms of wastes. In the past three years, there were no environmental penalties because of excessive emissions for Nongfu Spring.

Meanwhile, the headquarters of Nongfu Spring organized environmental protection training for environmental managers regularly to cultivate the awareness of environmental protection and improve the ability of emission management. The headquarters and factories of Nongfu Spring held 6 sessions of training during the reporting period, with a total of 300 person-times.

Nongfu Spring supervised the effective operation of environmental management system by conducting audits. We implemented special audits on environmental protection from three aspects of pollution, construction and ecology in 2022. Combining the company business, the Internal Audit Department made an audit plan with reference to the relevant laws and regulations of environment management and ESG environment management elements to assess the compliance and effectiveness of the environment protection work of the factories that were audited. After the audit, based on the results, the Internal Audit Department assisted factories in investigating and rectifying the problems found during the audit, and provided training for relevant employees.

經過審計，我們進一步完善和更新了相關制度和建設設計標準，以規範新工廠的建設。未來我們計劃將環保審計作為工廠審計的必備項目，對環保制度流程落實執行情況進行重點審計，預計2023年覆蓋30%的工廠。

#### 廢水管理

農夫山泉生產運營中的廢水主要來自設備清洗、管道清洗以及廠區內生活污水排放，其中主要污染物為COD(化學需氧量)及氨氮等。遵照國家法規的要求，我們自主制定更加嚴格的污染物排放標準，嚴格管控各工廠的廢水處理效果和污染物排放濃度。

在農夫山泉所有廠區內，我們均配置有廢水處理站，並不斷優化廢水處理技術，同時部分工廠搭建有廢水PLC物聯網平台系統，對全網廢水進行實時監控，確保排放濃度完全滿足當地納管標準及內部管理標準。

#### 廢氣管理

生產廢氣主要產生自注塑環節的有機廢氣、鍋爐燃燒廢氣，主要污染物為二氧化硫、氮氧化物及非甲烷總烴。所有廢氣均遵照環評要求充分處置後合規排放。在此基礎上，我們定期進行內部廢氣監測，按排污許可管理要求定期委託第三方機構進行廢氣監測，確保排放濃度符合國家標準。同時，我們有序推進鍋爐低氮改造，持續降低氮氧化物排放量。

We further improved and updated relevant systems and construction design standards to regulate the construction of new factories. In the future, we plan to take environmental protection audit as a necessary project of factory audit, and carry out key audit on the implementation of environmental protection system process, which is expected to cover 30% of factories in 2023.

#### Wastewater Management

Wastewater in the production and operation of Nongfu Spring comes mainly from equipment cleaning water, pipeline cleaning water, and domestic wastewater in the factory area. The main pollutants are COD (Chemical Oxygen Demand), ammonia nitrogen, etc. In accordance with the requirements of national laws and regulations, we independently formulate more stringent pollutant discharge standards, and strictly control the wastewater treatment and pollutant discharge concentration of each factory.

We configured the wastewater treatment stations in each factory area of Nongfu Spring, and continuously optimized wastewater treatment technology. We built and installed a wastewater PLC IoT platform system in some factories to conduct real-time monitoring of wastewater treatment, so as to ensure that the discharge concentration meets the local acceptance standards and internal management standards.

#### Exhaust Gas Management

The exhaust gas is mainly organic waste gas generated from the injection molding process, as well as combustion waste gas from the boiler. The main pollutants are sulfur dioxide, nitrogen oxides, and non-methane total hydrocarbons. The exhaust gas is discharged after compliant disposal according to environmental impact assessment requirements. Furthermore, we conduct internal exhaust gas monitoring on a regular basis. We engage third-party agencies to monitor the generated exhaust gas regularly according to the requirements of emission permit management to ensure that the exhaust gas emission concentration meets national standards. At the same time, we promote the low-nitrogen transformation of boilers in an orderly manner to reduce the emissions of nitrogen oxides continuously.

報告期內，我們持續開展煤改氣鍋爐汰換專項及鍋爐低氮改造，大幅減少氮氧化物、二氧化硫等廢棄物質排放。

- 煤改氣鍋爐汰換：報告期內，農夫山泉吉林長白山有限公司共將5台燃煤鍋爐汰換為3台燃氣鍋爐，預計每年可減少二氧化硫排放超過30噸，減少氮氧化物排放50餘噸。
- 天然氣鍋爐低氮改造：報告期內，位於新疆天山瑪納斯、新疆伊犁、陝西太白山、河北霧靈山的四家工廠完成了低氮燃燒改造，改造後經外部檢驗合格後投入使用，預計每家工廠氮氧化物排放濃度約降低75%。

#### 廢棄物管理

農夫山泉的固體廢棄物主要在生產運營中產生，分為包括廢金屬、紙類、塑料等在內的一般工業固體廢棄物和廢礦物油、廢油漆空桶、廢酸鹼桶、廢化學試劑瓶、廢油漆渣等有害廢棄物。對所有廢棄物處置，我們都力求可追蹤處置方式及去向，針對有害廢棄物，各工廠會集中收集並存放於危廢專用庫房，定期移交給有資質的第三方進行處置。

同時，在不影響產品品質的前提下，我們致力於通過工藝優化及定制物耗標準和考核方案以減少物料使用損耗，進而降低不良品率和報廢品率。此外，各工廠定期進行廢棄物統計分析，根據分析結果對設備進行優化改善，以減少廢棄物的產生和排放。

During the reporting period, we continued with the special project of coal-to-natural gas conversion and the low-nitrogen transformation of boilers, greatly reducing the waste emission of nitrogen oxides and sulfur dioxide.

- Coal-to-natural gas conversion of boilers: during the reporting period, Nongfu Spring Jilin Changbaishan Co., Ltd. converted 5 coal-fired boilers with 3 gas-fired boilers, which is expected to reduce sulfur dioxide emissions by more than 30 tons and nitrogen oxides emissions by more than 50 tons every year.
- Low-nitrogen transformation of natural gas boilers: during the reporting period, we completed the low-nitrogen combustion transformation in 4 factories: Xinjiang Manas Factory, Xinjiang Yili Factory, Shaanxi Taibai Mountain Factory and Hebei Wulingshan Mountain Factory. After the transformation, the boilers were put into operation after passing the external inspection by inspection agencies. As a result, it was estimated that the concentration of nitrogen oxides emission in each factory would be reduced by about 75%.

#### Waste Management

The solid waste of Nongfu Spring includes mainly general industrial solid waste (scrap metal, paper, plastics, etc.) and hazardous waste (waste mineral oil, empty waste paint drums, waste acid-base drums, waste chemical reagent bottles, waste paint residue, etc.). We are committed to achieve traceability for the waste treatment. Hazardous waste is collected by factories and stored in hazardous waste warehouses and is regularly handed over to qualified third parties for disposal.

Through the technological optimization and formulation of material consumption standards and assessment plans, we have reduced the weight of the materials used, and the rate of defective products and scrapped products without affecting product quality. Our factories regularly conduct waste statistical analysis and optimize and improve the equipment onsite according to the analysis results to reduce the generation and discharge of waste.

報告期內，農夫山泉(建德)新安江飲料有限公司(浙江新安江工廠)，農夫山泉(淳安茶園)有限公司(浙江茶園工廠)兩家工廠被評為杭州市「無廢工廠」。

為降低廢棄物流入環境造成的影響，農夫山泉堅持建設綠色循環回收體系，包括PC水桶回收後由合作夥伴製成高品質日用消費品的循環再利用鏈路；HDPE廢棄物及報廢托盤回收後，進行廢料處理製成托盤成品的閉環回收再生使用體系；以及橙渣等食品廢棄物回收體系、果汁桶流轉使用體系等，積極驅動「變廢為寶」的循環經濟和可持續廢棄物管理模式。

#### 減少食品浪費

作為食品飲料行業的負責任企業，農夫山泉承諾將持續開展減少食物浪費的行動或項目，對食物浪費的情況進行量化統計並制定目標，旨在將生產過程中產生的食物損失減少到最低限度。

報告期內，農夫山泉延續一以貫之的減少食物浪費原則，積極推進食物殘次品與殘渣的高效利用，通過合理設置物流倉儲、次品降級使用等手段減少廢棄食品產生量。我們基於和高校合作研發的高值化利用方式，將生產過程中產生的橙皮、橙渣、茶渣等回收，製成香料、有機肥料、養殖飼料進行再次利用。報告期內，農夫山泉共減少食品浪費約52,884噸。

During the reporting period, our Nongfu Spring (Jiande) Xin'an River Drinking Water Co., Ltd. (Zhejiang Xin'an River Factory) and Nongfu Spring (Chun'an Tea Garden) Co., Ltd. (Zhejiang Tea Garden Factory) were awarded the title of "Zero-Waste Factory" of Hangzhou.

In order to reduce the impact of waste flowing into the environment, Nongfu Spring insisted on establishing a green recycling system, including the recycling chain of making PC buckets into high-quality daily consumer goods by partners; the closed-loop recycling system of making HDPE waste and end-of-life pallets into finished pallet products; the recycling system of food waste such as orange pomace, and juice barrel transfer system, which actively drove the circular economy and sustainable waste management mode of "turning waste into wealth".

#### Reducing Food Waste

As a responsible enterprise in the food and beverage industry, Nongfu Spring promises to constantly carry out actions or projects to reduce food waste, make quantitative statistics on food waste and set goals, aiming to minimize food losses in the production process.

During the reporting period, Nongfu Spring held the consistent principle of reducing food waste, actively promoted the efficient use of defective food products and residues, and reduced the amount of waste food by planning reasonable logistics and storage conditions, and by downgrading defective materials for use. Based on the high-value utilization developed in the cooperation with universities, we recycled orange peels, orange residues and tea residues produced in the production and made them into spices, organic fertilizers and breeding feeds for reuse. During the reporting period, Nongfu Spring reduced the food waste by about 52,884 tons.

## 應對氣候變化

在《聯合國氣候變化框架公約》締約方會議第二十七屆會議(COP27)召開以及我國發佈《國家適應氣候變化戰略2035》的大背景下，作為一家負責任的企業，農夫山泉積極為全球應對氣候變化的努力貢獻自己的力量，助力國家「碳達峰、碳中和」目標如期實現。我們積極探索低碳發展新模式，不斷優化氣候變化風險識別機制，以期減緩、適應和抵禦氣候變化風險，增強農夫山泉應對氣候變化影響的能力。

### 治理

農夫山泉董事會負責監督與領導氣候變化風險的識別與管理，公共政策與可持續發展辦公室承接董事會戰略與決策，對各職能部門與子公司的氣候變化風險進行具體把控，確保將識別的氣候變化風險納入公司風險管控策略之中。

### 策略

#### 氣候變化應對策略

農夫山泉深切意識到氣候變化可能對我們運營帶來風險。為最小化氣候風險對農夫山泉的影響，在董事會領導下，我們制定了氣候變化風險管理策略：基於多種高對比性的氣候場景，定期對可能影響運營的氣候風險進行識別，並從風險發生的可能性與風險對業務的影響力兩方面對已識別出的氣候風險進行排序，以研判風險重大性。針對重大性風險，由公共政策與可持續發展辦公室牽頭，各部門共同制定風險應對計劃與可衡量的目標，並由董事會對應對計劃和目標進行審批和定時檢討。

## TACKLING CLIMATE CHANGE

Under the backdrop of the 27th Conference of the Parties (COP27) of the *United Nations Framework Convention on Climate Change* and the issuance of the *National Strategy for Climate Change Adaptation 2035* in China, Nongfu Spring, as a responsible enterprise, actively contributes to the global efforts to address climate change and helps to achieve the national goal of “carbon peaking and carbon neutrality” on schedule. We actively explore new models of low-carbon development and continuously optimize our climate change risk identification mechanism for mitigating, adapting and resisting climate change, thus enhancing Nongfu Spring’s ability to cope with the impact of climate change.

### Governance

The Board of Directors of Nongfu Spring is responsible for overseeing and leading the identification and management of climate change risks, while the Office of Public Policy and Sustainable Development undertakes the strategy and decision making, specifically controlling the climate change risks of all functional departments and subsidiaries to ensure that the identified climate change risks are incorporated into the Company’s risk management and control strategies.

### Strategies

#### Climate Change Countermeasures

We are deeply aware that climate change may bring risks to our operation. In order to minimize the impact of climate risks on Nongfu Spring, we, under the leadership of the Board of Directors, formulated a climate change risk management strategy. The climate risks that may affect the operation were identified regularly based on various highly comparative climate scenarios, and the identified risks were sorted according to the possibility of risk occurrence and their influences on our business to judge the significance. For major climate risks, the Office of Public Policy and Sustainable Development took the lead, and all departments jointly formulated risk response plans and measurable goals, which were approved and regularly reviewed by the Board of Directors.



### 情景設定

《聯合國氣候變化框架公約》(UNFCCC)第26次締約方會議(COP26)提出，到本世紀中葉確保全球淨零排放，並將溫度升高幅度控制在1.5°C。結合這一目標，農夫山泉參考國際能源署模擬的情景，進一步優化自身選用的氣候變化模擬情景，最終選用宣佈承諾場景(APS)長期氣候情景作為農夫山泉低排放氣候情景，選用政府間氣候變化專門委員會(IPCC)制定的代表性濃度路徑中「RCP 8.5」作為高排放氣候情景，結合農夫山泉業務發展戰略與現狀進行氣候變化風險分析，發現在高排放氣候情境下，實體風險發生的概率更高，在低排放氣候情境下，則轉型風險發生的概率更高。

氣候變化應對策略的基礎情景：

- **宣佈承諾場景(APS)**：假設世界各國政府做出的所有氣候承諾，包括國家自主貢獻(NDC)和長期淨零目標，都將全部按時實現。
- **代表性濃度路徑RCP 8.5**：假設不進行任何氣候變化政策干預情況下時的基線情景，特點是溫室氣體排放和濃度不斷增加，到2100年時溫度升高5°C。

### 風險識別

確立分析情景後，我們參照氣候變化相關財務信息披露工作組(TCFD)指南，結合利益相關方調查與優秀同行實踐，綜合考量轉型風險中政策與法律、技術、市場、聲譽風險以及實體風險中急性和慢性風險，初步形成氣候變化風險清單，並以開展「氣候變化工作坊」的方式，從風險的影響與可能性兩個維度對識別出的氣候變化風險清單中的風險進行了排序，確定了6項對我們業務運營可能帶來較為顯著影響的氣候變化風險，並擬定了應對措施。

### Scenario Setting

The 26th Conference of the Parties (COP26) of the *United Nations Framework Convention on Climate Change* (UNFCCC) claimed that a global net zero emission should be ensured by the middle of this century and the temperature rise should be controlled to 1.5°C. With this goal, Nongfu Spring optimized the climate change simulation scenarios selected by ourselves after referring to those by the International Energy Agency. Finally, the long-term climate scenario of Announced Pledges Scenario (APS) was taken as the low-emission climate scenario of Nongfu Spring, while “RCP 8.5” in the Representative Concentration Pathways developed by the Intergovernmental Panel on Climate Change (IPCC) was taken as the high-emission climate scenario. With Nongfu Spring’s business development strategy and current situation, we analyzed the climate change risks and found that the probability of physical risks was higher in the high-emission scenario while that of transition risks was higher in the low-emission scenario.

Basic scenarios of climate change countermeasures:

- **Announced Pledges Scenario (APS)**: it is assumed that all climate commitments made by governments around the world, including Nationally Determined Contributions (NDC) and long-term net zero goal, will be realized on time.
- **Representative Concentration Pathways RCP 8.5**: it is assumed that the baseline scenario, with no climate change policy intervention, is characterized by increasing greenhouse gas emissions and concentrations with a temperature rise of 5°C by 2100.

### Risk Identification

After establishing the analysis scenario, we initially formed a climate change risk list according to the Task Force on Climate-Related Financial Disclosures (TCFD) guidelines in combination with stakeholder survey and excellent peer practice and overall consideration of policy and legal, technological, market, and reputational risks for transition risks, as well as acute and chronic risks for physical risks. In the way of a “Climate Change Workshop”, we ranked the identified risks in the climate change risk list depending on risk impact and possibility, and eventually identified 6 risks that may result in more significant impacts for our business operations, which led to our countermeasures afterwards.



風險類型 Risk Type	重大氣候風險 Major Climate Risk	潛在影響 Potential Influence
轉型風險 Transition risk	溫室氣體總量管制與定價 Greenhouse gas cap control and pricing	碳排放及運營成本提升，包括燃料和能源成本以及原材料生產成本 This will result in increased carbon emissions and operating costs, including fuel and energy costs as well as raw material production costs.
轉型風險 Transition risk	現有產品的要求與監管 Mandates on and regulation of existing products and services	水資源使用受到更強的約束和監管，增加相應的合規成本和運營成本 More constrained water use and regulations will increase the corresponding compliance and operating costs.
轉型風險 Transition risk	低排放技術轉型的前端費用 Costs to transition to lower emissions technology	減碳設備與技術改造投入成本增加 It will increase the input costs of carbon reduction equipment and technological transformation.
轉型風險 Transition risk	客戶行為變化 Changes in customer behavior	由於氣候變化導致客戶對綠色產品的需求逐步擴大，當無法滿足此類需求時，產品市場份額和收入將受到負面影響 With increasing customer demand for green products due to climate change, product market share and revenue will be negatively affected if this demand cannot be met.
實體風險 Physical risk	降雨量變化和天氣模式極端變動 Changes in precipitation patterns and extreme variability in weather patterns	影響工廠日常生產製造，導致財務損失、營收下降 This will affect daily production and manufacturing, resulting in financial losses and decreased revenue.
轉型風險 Transitional risk	原材料成本上漲 Increased cost of raw materials	擾亂原材料供應，影響原材料質量 This will disrupt supply and affect the quality of raw materials.

#### 風險管理

為從根本上形成農夫山泉應對氣候變化風險的長效機制，有效管理氣候變化風險，我們持續優化能源與碳排放管理，管理工作主要分為三個方向：持續完善能源管理體系、持續降低生產運營碳排放、價值鏈延伸低碳管理。報告期內，農夫山泉從以上三個方面發力，錨定範疇一、二、三的溫室氣體排放，穩步有序提升農夫山泉應對氣候變化的能力，推進氣候變化目標。

#### Risk Management

In order to fundamentally form a long-term mechanism for Nongfu Spring to deal with and effectively manage climate change risks, we continue to optimize the energy and carbon emission management. The management work is mainly carried out from continuously improving the energy management system, reducing carbon emissions from the production and operation, and extending the low-carbon management in the value chain. During the reporting period, Nongfu Spring made efforts from the above three aspects and focused on the greenhouse gas emissions in scope 1, 2 and 3 to steadily enhance the ability to cope with climate change and promote the achievement of the climate change goals.

**持續完善能源管理體系**

在遵守相關法律法規的基礎上，我們依據內部《能源動力管理規範》等制度進行能源管理，同時穩步推進ISO 5001能源管理體系認證，報告期內，新增4家工廠獲得ISO 5001能源管理體系認證，累計獲得認證工廠8家。

依託於健全的政策框架，農夫山泉生產營運中心領導各工廠能源管理小組對能源供應、設備管理、能源統計和稽查考核四個方面進行系統化管理，貫穿生產、物流、銷售三大環節。我們將能耗與排放目標拆解至各生產工廠，將能源強度納入工廠管理人員考核指標，並設置工廠碳排放強度及年度下降率排名表，結合案例推廣與獎懲制度，激發工廠節能降耗的內生動力，實現指標與目標的統一。針對價值鏈上下游，我們同樣堅持優化物流管理，鼓勵與指導經銷商進行節能優化。

**持續降低生產運營碳排放**

2021年，我們宣佈了農夫山泉生產運營範圍內的碳排放與能源消耗目標：到2030年，對比2019年，碳排放強度和綜合能耗強度均下降20%。

為達成這一目標，2022年，我們進一步完善了目標達成路徑，將主要通過以下方式持續降低碳排放，確保目標的達成：

- 減少－推進節能改造，設計階段積極開發低碳產品，生產階段提高能源利用效率；
- 避免－倡導低碳設計與辦公，最小化業務能源消耗量及排碳量，避免不必要的碳排放；
- 替代－以清潔能源替代傳統能源，優化能源結構。

報告期內，農夫山泉積極踐行目標達成路徑：

**Continuously Improving the Energy Management System**

We carried out the energy management in accordance with the internal Energy Power Management Standards and others on the basis of complying with relevant laws and regulations. Meanwhile, we steadily promoted ISO 5001 energy management system certification. During the reporting period, there are four more factories obtained ISO 5001 energy management system certification, with a total of 8 factories certified.

Based on a sound policy framework, Nongfu Spring Production and Operation Center led factory energy management teams to systematically manage energy supply, equipment management, energy statistics and inspection, which run through three major links of production, logistics and sales. We set energy-consumption and carbon-emissions goals for each factory, incorporated energy intensity as one of the indicators of factory managers' performance assessment, and set up a ranking table of factory carbon emission intensity and annual decline rate. We notified and rewarded outstanding cases, which greatly improved the enthusiasm of all factories to save energy, and achieved the unity of indicators and goals. For upstream and downstream value chains, we also insisted on optimizing the logistics management and encouraging and guiding distributors to save more energy.

**Continuously Reducing Carbon Emissions in the Production and Operation**

In 2021, we announced the goals of carbon emission and energy consumption for Nongfu Spring in its production and operation. By 2030, both carbon emission intensity and integrated energy consumption intensity will be 20% lower than that in 2019.

In order to achieve this goal, in 2022, we improved our methods, and continued to reduce the carbon emission and reach our goals through the following ways:

- Reduction – actively developing low-carbon products in the design, and improving the energy efficiency in the production to promote the energy-saving transformation;
- Avoidance – advocating low-carbon design and office and minimizing the energy consumption and carbon emission to avoid unnecessary carbon emissions;
- Replacement – replacing traditional energy with clean energy to optimize the energy structure.

During the reporting period, Nongfu Spring actively took measures to reach goals.

減少：

我們持續推進了設備節能改造與汰換，報告期內進行工廠節能改造項目，覆蓋工廠約50%，投入金額超1,600萬元，節能減排效果顯著。

- 四川峨眉山工廠更換電機水泵11台，預計年節約用電40萬度，相當於每年減少碳排放210噸；
- 貴州武陵山工廠通過節能技改，使公司24台水泵配電總功率減小75kW，節電率達18.5%以上，按預計全年共節省用電600MWh，相當於每年減少碳排放約316噸；
- 廣東河源工廠開展19L生產線熱泵加熱試點，對於3條19L生產線的內洗加熱環節，實現利用水源熱泵供熱替代傳統蒸汽加熱和電熱絲加熱，並且輸出冷源作為副產物給車間和冰水機降溫，達到梯級能效利用的目的。通過項目實施，每年預計綜合能耗節約標煤368噸，折合減少碳排放約928噸/年；
- 浙江梅坪工廠開展底模超級排氣改造，分為一期、二期改造，項目改造完成後，預計共可節約電近3,000MWh/年，相當於每年減少碳排放約2,000噸。

Reduction:

We continuously promoted the energy-saving transformation and replacement of equipment. During the reporting period, we carried out energy-saving transformation projects with an investment of more than RMB16 million, covering about 50% of factories, and achieved remarkable results in the energy conservation and emission reduction.

- 11 motor pumps in Sichuan Emei Mountain Factory were replaced, which is expected to save 400,000 kWh of electricity per year, equivalent to 210 tons of carbon emission reduction per year.
- Through the energy-saving and technology transformation, Guizhou Wuling Mountain Factory reduced the total power of 24 water pumps by 75kW, and the power saving rate reached more than 18.5%. It was expected to save 600MWh for the whole year, equivalent to about 316 tons of carbon emission reduction per year.
- Guangdong Heyuan Factory carried out a pilot project of heat pump heating in 19L production lines. For the internal washing and heating links of three 19L production lines, the water source heat pump heating was used instead of traditional steam heating and electric wire heating. The output cold source as a by-product can be applied for cooling down in workshops and water chillers, and achieving the purpose of step energy efficiency utilization. The implementation of the project was expected to save 368 tons of standard coals, equivalent to about 928 tons of carbon emission reduction per year.
- The bottom-mold super exhaust transformation was carried out in Zhejiang Meiping Factory, which was divided into the first and the second phase. After the completion of the project, it is expected to save nearly 3,000MWh/year, which is equivalent to about 2,000 tons of carbon emission reduction per year.

**避免：**

盡可能避免產品全生命周期的碳排放這一理念已被農夫山泉納入產品設計流程中：以蘇打水及「東方樹葉」兩款產品為例，在確保產品品質與風味不受影響的基礎上，我們通過工藝升級優化生產過程中的標準滅菌時間和滅菌溫度，提升單周期有效生產效率，大幅降低能源消耗。

此外，我們通過增強能源監控避免能源浪費：在各個生產工廠，我們都配備了能源計量與監控系統，並不斷對系統進行優化改進，降低統計誤差，工廠管理人員通過可視化的系統統計界面及時發現用能異常，排查不當用能。

在農夫山泉總部辦公區域，我們積極推動綠色辦公、低碳辦公。公共區域空調設備統一採取時控設置，建築室內採取透明半開放式設計，充分利用自然光照照明，園區室外照明採取分時段、分路段控制，並安排安保人員每晚巡視，對不必要的能源損耗及時關閉。

此外，我們於全集團積極倡導無紙化辦公並上線無紙化報賬平台，總部及工廠各區域放置分類垃圾回收桶，並通過張貼節約用紙、用電和用水標識，強化全體員工節能環保意識，鼓勵全體員工參與節能減排行動。

**Avoidance:**

The concept of avoiding carbon emissions in the product life cycle as much as possible has been incorporated into the product design process by Nongfu Spring. Taking Soda Drink and Oriental Leaf as examples, with the product quality and taste unchanged, the standard sterilization time and sterilization temperature were reasonably optimized by process upgrading so that the effective production time of a single cycle was saved and the energy consumption was greatly reduced.

In addition, we reduced the energy waste by strengthening the energy monitoring. We equipped the energy metering and monitoring system in each production plant, and constantly upgraded the system to reduce statistical errors. Factory managers can find abnormal energy use in time and check improper energy use through the visual system statistics interface.

In the office area of the headquarters of Nongfu Spring, we took active actions to promote the green and low-carbon office. We used a time-controlled system for the air conditioners in the public areas. The interior of buildings is designed with transparent and semi-open form to make full use of the natural lighting. The control of outdoor lighting in the office park is affected by time periods and sections. Security officers are required to patrol the office park every night and turn off unnecessary equipment in a timely manner.

We actively advocated a paperless office and launched a paperless billing platform throughout the group. We placed classified garbage recycling bins in various areas of the headquarters and factories. We posted signs reminding staff to reduce the use of paper, electricity, and water, strengthening the awareness of energy conservation and environmental protection among all employees to encourages them to participate in the energy conservation and emission reduction.

替代：

我們致力於不斷優化能源結構，因地制宜地增加可再生能源的使用比例：

- 在四川等水電資源豐富的地區，我們積極採購水電，生產用電盡可能使用來自所在地並網水電站，同時也積極探索其他地區廠區使用水電的可能性；
- 在吉林等林業資源豐富的地區，我們使用生物質鍋爐代替傳統鍋爐，減少污染物和溫室氣體排放；
- 在光照較為穩定的地區，我們對現有廠房進行屋頂光伏的安裝改造，並對所有新建工廠開展廠房屋頂分佈式光伏發電站設計與規劃。報告期內，湖北均州工廠開展建設分佈式光伏發電站，預計裝機容量15兆瓦，年發電量達1,480萬度；
- 在暫時無法直接獲取綠色電力的地區，我們通過購買綠色電力證書，從多途徑減少溫室氣體的排放。報告期內，吉林撫松工廠取得了綠色電力證書，綠色電力購買量超500兆瓦時，相當於減排二氧化碳約440噸。

Replacement:

We are committed to continuously upgrading the energy structure and expanding the proportion of renewable energy use according to local conditions.

- In areas rich in hydropower resources such as Sichuan, we actively purchased hydropower and used grid-connected hydropower stations nearby as far as possible. At the same time, we also actively explored the possibility of using hydropower in other areas.
- In areas rich in forestry resources such as Jilin, we used biomass boilers to replace traditional boilers, so as to reduce pollutants and greenhouse gas emissions.
- In the areas where the light is relatively stable, we installed and transformed the rooftop photovoltaic power generation system of the existing factory buildings, and designed and planned rooftop distributed photovoltaic power stations of all new factories. During the reporting period, in Hubei Junzhou Factory, the construction of distributed photovoltaic power stations was launched, with an estimated installed capacity of 15MW and an annual power generation of 14.8 million kWh.
- In areas inaccessible to green electricity, we reduced greenhouse gas emissions in many ways by purchasing Green Electricity Certificates. During the reporting period, Jilin Fusong Factory obtained Green Electricity Certificates, and the purchase of green power over 500MWh is equivalent to 440 tons of carbon dioxide emission reduction.



綠色電力證書

Green Electricity Certificate



此外，我們持續推進能源替換，提高能源效率。截止報告期末，農夫山泉已100%淘汰燃煤鍋爐，改用清潔能源。

In addition, we continued to improve the energy efficiency by the energy replacement. By the end of the reporting period, all coal-fired boilers in Nongfu Spring were replaced by clean-energy boilers.

### 吉林靖宇工廠鍋爐汰換改造 Upgrade of Boilers in Jilin Jingyu Factory



靖宇工廠天然氣鍋爐  
Natural Gas Boilers in Jilin Jingyu Factory

報告期內，吉林靖宇工廠共汰換5台燃煤鍋爐，更新成3台燃氣鍋爐。經核算，每年共計可減少碳排放至少4萬噸、減少二氧化硫排放超過30噸、減少氮氧化物排放50餘噸。

During the reporting period, Jilin Jingyu Factory replaced 5 coal-fired boilers with 3 gas-fired ones. It can reduce the carbon emission by at least 40,000 tons, sulfur dioxide emission by more than 30 tons and nitrogen oxides emission by more than 50 tons per year.

### 價值鏈延伸低碳管理

2022年，農夫山泉延伸低碳管理至價值鏈，助力產品全生命周期的碳減排。報告期內，我們主要在綠色物流及產品碳足跡摸排工作兩個方面進行了一系列努力。

### Extending the Low-carbon Management in the Value Chain

In 2022, Nongfu Spring extended its low-carbon management down the value chain to reduce carbon emissions in the product life cycle. During the reporting period, we endeavored to investigate green logistics and product carbon footprint.

### 綠色物流

我們積極推進鐵路運輸建設，並通過多種方式全面提升物流效率，減少物流里程中的碳排放。報告期內，我們完成了以下項目：

### Green Logistics

We actively promoted our railway transportation development and comprehensively improved the logistics efficiency through various means to reduce carbon emissions. During the reporting period, we completed the following projects:

- 加強鐵路運輸建設：全國鐵路配送站點增加5個，倉庫面積提升近1/3，鐵路發運量持續提升，大大加強了鐵路運輸能力，降低運輸碳排放；
- 優化帶托盤運輸能力：2022年工廠帶托盤運輸比例提升至58%。2022年，帶托運輸噸位相比2021年初提升近40%，全面提升帶托運輸能力；
- Strengthening the railway transportation construction: 5 railway distribution stations were established; the warehouse area was enlarged by nearly 1/3; and the railway transportation volume continues to increase, all of which have greatly strengthened the railway transportation capacity and reduced carbon emissions;
- Optimizing the capacity of palletized transportation: in 2022, the proportion of palletized transportation in factories rose to 58%. In 2022, the tonnage of palletized transportation increased by nearly 40% compared with that in the beginning of 2021, comprehensively improving the palletized transportation capacity;



- 用車信息化系統建設：啟動倉儲管理系統(WMS)和用車信息化系統(TDS)對接，提升物流作業效率，縮短工廠內部物流距離和外部車輛等待時間；
- 運輸工具替換：將老式鉛酸電池叉車替換為鋰電池，提升動力能效；積極關注和探索大噸位新能源貨車使用的可能性；
- 優化運輸配送線路：通過優化物流佈局和線路，報告期內由汽車發運的產品平均運輸里程下降2公里，鐵路發運的產品平均運輸里程下降31公里。
- Transport Data System (TDS): the integration of Warehouse Management System (WMS) and Transport Data System (TDS) has improved the efficiency of logistics operations by shortening the intralogistics distance and the waiting time of off-site vehicles;
- Replacing means of transport: the old lead-acid batteries of forklifts were replaced by lithium batteries to improve the power efficiency; and we actively focus on and explore the possibility of using large-tonnage electric trucks;
- Optimizing transportation and distribution routes: with optimized logistics layouts and routes, the average transportation mileage of products shipped by automobiles and railways decreased by 2 kilometers and 31 kilometers respectively during the reporting period.

#### 產品碳足蹟摸排

在國家「碳達峰、碳中和」目標背景下，為測算公司旗下主要產品碳足蹟，探究供應鏈減排潛力，農夫山泉於報告期內聯合研究機構針對銷售重量佔比較高的包裝飲用天然水產品進行了碳足蹟分析。該分析基於生命周期評估(Life Cycle Assessment)方法，並使用了國際標準化組織編製的ISO 14067標準中規定的碳足蹟，以及英國標準協會(BSI)編製的PAS 2050標準中的會計方法。分析範圍在農夫山泉飲用天然水產品範疇一、範疇二碳排放基礎上，延伸涵蓋在價值鏈上下游主要領域範疇三的碳足蹟，計算包括上游原料供應、下游運輸配送、產品包裝處理等在內的溫室氣體排放，並設置了多種情境下產品碳足蹟分析路徑，得到了碳足蹟總量過程貢獻數據。

通過此次碳盤查工作，我們較為全面地掌握了包裝飲用天然水產品的碳足蹟，為後續開展減碳工作指明了方向，同時針對塑料粒子等上游大宗原料供應商，我們也推動其開展原材料的碳足蹟自我評估及數據收集，形成上下游減碳合力，為後續制定減碳目標和路徑打下基礎。根據排查結果，包裝飲用天然水主要產品在工廠生產環節產生碳排放(範疇一及範疇二)約佔產品碳足蹟17%，價值鏈上游(範疇三—上游)碳排放約佔產品碳足蹟47%，價值鏈下游(範疇三—下游)則約佔產品碳足蹟的36%。

#### Investigating the Product Carbon Footprint

Under the national backdrop of “carbon peak” and “carbon neutrality”, in order to measure the carbon footprint of main products and evaluate the emission reduction potential of the supply chain, Nongfu Spring, with the help of research institutions, analyzed the carbon footprint of our core products with high sales weight – packaged drinking natural water products during the reporting period. The analysis is based on the life cycle assessment, and uses the carbon footprint stipulated in ISO 14067 and the accounting method in PAS 2050 standard prepared by British Standards Institute (BSI). Nongfu Spring obtained the process contribution data of total carbon footprint, based on the analysis of scope 1 and 2 carbon emissions of drinking natural water products, and the carbon footprint left by scope 3 – the main activities in the upstream and downstream supply chains, by calculating the greenhouse gas emissions generated from our upstream raw material supplier, downstream transportation and distribution and product packaging treatment, and setting up analysis paths of product carbon footprint in various situations.

Thanks to this carbon inventory, we have a comprehensive grasp of the carbon footprint of packaged drinking natural water products, which provides the direction for the follow-up carbon reduction. At the same time, we promote the upstream bulk raw material suppliers, such as plastic particles, to carry out carbon footprint self-assessment and collect data, thus jointly reducing carbon emissions and laying a foundation for the follow-up formulation of carbon reduction targets and paths. According to the results, in the value chain of main packaged drinking natural water products, the carbon emissions in the factory production chains (scope I and II), the upstream value chains(scope III upstream), and the downstream value chains(scope III downstream) account for about 17%,47%, and 36% of the product carbon footprint respectively.

基於該結果，一方面我們將持續對瓶裝水產品的規格、包裝、運輸路線進行優化，進一步減少產品碳足蹟；另一方面，我們積極與供應商分享農夫山泉的雙碳戰略及減排路徑的未來工作規劃，借此機會對關鍵供應商進行可持續發展培訓與宣貫，在價值鏈中引領上下游共同推動達成雙碳戰略目標。

Based on the LCA result, we have developed a plan to reduce our impact: we will continue to optimize the specifications, packaging and transportation of bottled water products to further reduce the product carbon footprint. On the other hand, we actively share Nongfu Spring's future work plan of contributing to the "dual carbon" strategies and ways to reduce emissions with suppliers, take this as an opportunity to train and publicize key suppliers on sustainable development, and lead both upstream and downstream value chains to achieve the "dual carbon" goal.

報告期內，農夫山泉碳排放強度與綜合能耗強度目標穩步推進，相比2019年已有顯著下降：

During the reporting period, Nongfu Spring's targets of the carbon emission intensity and the integrated energy consumption intensity were steadily advanced, which dropped significantly compared with those in 2019:

目標 Target	2022年進度 Progress in 2022
碳排放強度 相比2019到2030下降20% Carbon emission intensity To fall by 20% in 2030, compared with that in 2019.	目前已完成59.3% 59.3% of the target has been completed so far.
綜合能耗強度 相比2019到2030下降20% Integrated energy consumption intensity To fall by 20% in 2030, compared with that in 2019.	目前已完成24.4% 24.4% of the target has been completed so far.

### 可持續用水

水資源是農夫山泉賴以發展的源泉，在全球水資源壓力不斷加劇的今天，我們深知可持續地用水於農夫山泉而言至關重要。因此，立足於水源地保護和高效用水兩大方面，我們積極踐行可持續用水，並在整個價值鏈上將水資源可持續的理念貫徹始終。

### SUSTAINABLE WATER USE

Water resources are the foundation of Nongfu Spring's development. Today, under the intensifying stress of global water resources, we are fully aware that sustainable water use is critical to Nongfu Spring. Therefore, based on water source protection and efficient water use, we actively practice the sustainable water use and implement the concept of sustainable water resources throughout the whole value chain.

#### 水源地保護

作為「大自然的搬運工」，農夫山泉產品用水主要來自深層湖水、深層庫水、山泉水、自然涌出泉水、深層地下水、礦泉水等。我們始終積極探尋與開發新水源地，對潛在水源地開展長期水質調研、監測及水量補給考察，力爭在全國範圍內佈設更多水質卓越、水量充沛的水源地，以保障長期穩定的水資源供應能力。

#### Water Source Protection

As a "porter of nature", the source water of Nongfu Spring comes from deep lake water, deep reservoir water, mountain spring water, natural artesian spring water, deep underground water, mineral water, etc. We always actively explore and develop new water sources. We conduct long-term water quality research, monitoring and water replenishment inspection on potential water sources, and strive to identify more water sources of excellent quality and abundant water volume throughout the country to ensure the stable water supply for the long term.

同時，我們也慎重評估取水對水源地生態環境產生的影響，高度重視水源地生態保護行動。參照內部《水源管理辦法》、《農夫山泉建設項目環境保護管理辦法》等制度，我們建立了完整的水源地管理流程，包括考察設計、生產運營、管理保護三個環節：

At the same time, we also carefully assess the impact of water intake on the ecological environment of water sources, and attach great importance to the ecological protection. In accordance with our internal *Water Sources Management Measures* and *Environmental Protection Measures for Nongfu Spring Construction Projects*, we established a complete water source management process, including inspection and design, production and operation, and management and protection:

#### 考察設計 Inspection and Design

- 水資源儲量分析：**在水源地探索階段，我們嚴格進行取水可行性分析和水資源論證，綜合研判當地水資源儲量和可開發水量，確認符合農夫山泉可持續用水需求的前提下，依法獲取得水資質後方可進行水資源取用

**Analysis of water resource reserves:** In the stage of water source exploration, we strictly carry out a feasibility analysis of water intake and water resource argumentation, comprehensively examine the reserves and exploitable water quantity in local water resources, and confirm that water is taken in compliance with the sustainable water use of Nongfu Spring and water intake qualifications obtained in accordance with the law.
- 生態環境評估：**為確保農夫山泉的工廠建設和取水作業不對周邊環境和生態系統帶來負面影響，我們對水源地周邊特有動植物進行調查和保護方案製定並形成專題報告，同時積極開展水土保持項目並邀請第三方進行鑑定，真正做到只做「大自然的搬運工」

**Ecological environment assessment:** To ensure that the factory construction and water intake operations of Nongfu Spring will not bring negative impact on the surrounding environment and ecosystem, we formulate investigation and protection plans on the special animals and plants around the water sources, forming a thematic report. At the same time, we actively carry out water and soil conservation projects that have been appraised by third parties, so as to truly be a “porter of nature”.

#### 生產運營 Production and Operation

- 水質／水量系統化追蹤監控：**農夫山泉在所有水源地均覆蓋了以人員定時巡查、全方位實時視頻監控、水質水量數字化監控三位一體的追蹤機制，並定期優化監控設備性能及設備分佈點位，配合遠程監控系統，確保取水的質量和流量穩定可追溯

**Systematic tracking and monitoring of water quality/quantity:** Nongfu Spring conducts a trinity tracking mechanism of regular inspection, all-round real-time video monitoring and digital monitoring of water quality and quantity in all water sources, and regularly optimizes the performance and distribution of monitoring equipment, together with the remote monitoring system to ensure that the quality and flow of water intake are stable and traceable.
- 水源可及性預測：**基於上一年度的日常的水源情況追蹤與檢測，農夫山泉會於每年初對水源地的水量、水質和氣候變化風險、用水可行性進行預估，結合生產計劃調整優化取水計劃和水源地規劃

**Prediction of the water accessibility:** based on the daily water source tracking and examination of the previous year, Nongfu Spring will evaluate the water quantity and quality, climate change risks and water use feasibility at the beginning of each year, to adjust and optimize the water intake plan and water source arrangement in line with production plans.

## 管理保護 Management Protection

- **水源地保護與持續完善：**根據水質監測、環境監測和巡檢結果，我們定期完善水源地保護措施，採用先進污水處理系統，確保生產過程中排放污水充分處理達標後排入城市管網，不對周邊環境造成影響

**Protection and continuous improvement of water sources:** according to the water quality and environmental monitoring, as well as inspection results, we regularly improve water source protection measures and adopt advanced wastewater treatment systems to discharge the wastewater in the production process to the city pipe network after meeting the standards, without affecting the surrounding environment.

- **用水取水及水價相關政策追蹤：**我們對水源地當地現行及未來可能推行的取水、用水及水價變化相關的可持續用水政策進行密切關注和追蹤，並根據政策變化及時調整水源地管理政策和 water 資源取用流程，確保合規合法

**Tracking policies related to the water use, intake and price:** we pay close attention to current and potential sustainable water use policies related to water intake, use and price changes at water sources and also track them timely, to make adjustments to water source management policies and water use procedures in accordance with policy changes and ensure the compliance and legality.

## 貴州梵淨山工廠建設水源地監控系統

## Water Source Monitoring System in Guizhou Fanjing Mountain Factory

貴州梵淨山工廠設置了完整的水源地監控系統，包括覆蓋全廠的實時監控，每周進行的定期全方位巡查以及即時響應的監控維修機制，確保對水源、源水管道、周邊生態及水流量形成不間斷、無死角的監控和維護，且所有監控、巡查、維修作業均留有記錄。

Guizhou Fanjing Mountain Factory set up a complete water source monitoring system, which includes the real-time monitoring of the whole factory, weekly all-round inspections, and immediate response monitoring and maintenance mechanism, to ensure the continuous and fully monitoring of water sources, source water pipelines, surrounding ecology and water flow. All monitoring, inspection and maintenance operations are recorded.

## 長白山水源地冬季環境保護

## Environmental Protection of Changbai Mountains Water Sources in Winter



位於吉林長白山地區的吉林撫松、靖宇等工廠地處森林茂密地區，冬季時常常冰雪覆蓋。為了不破壞森林植被與當地自然環境，工廠在清理積雪時一律不使用融雪劑，僅使用必要的機械及人工清理，在保證運輸通暢的同時維護了自然環境。

Located in Changbai Mountains, Fusong, Jingyu and other factories in Jilin are surrounded by dense forests, which are often covered with snow and ice in winter. To protect the forest vegetation and its natural environment, factories are not allowed to use snow-melting agent when clearing snow, but only resort to required machinery and manual cleaning, thus to preserve the natural environment while smoothing the transportation.

**高效用水**

對水資源的合理利用是農夫山泉行穩致遠的基礎，公司高級管理層及公共政策與可持續發展辦公室對水資源管理績效進行統籌監督，總部生產營運中心依據《水耗用管理規範》對各工廠水資源管理小組進行指導督察，由工廠具體開展用水管理強化和用水結構調整，將節約水資源的綠色生產理念與實踐根植於工廠日常運營之中。

圍繞2030年用水強度下降目標，我們開展了集團層面的節水計劃，覆蓋農夫山泉所有運營地。我們從節水管理、節水設計和節水改造三個方面開展實施可持續用水舉措，報告期內，用水強度相較2020年降低12.7%。

**Efficient Water Use**

The reasonable use of water resources lays a foundation to Nongfu Spring's stability and development. The Company's senior management and the Office of Public Policy and Sustainable Development supervise the performance of the water resource management. The Production and Operation Center in the headquarters guides and supervises management teams factories according to the *Water Consumption and Use Management Specification System*. Factories strengthen the water use management and adjust water use structure to deep the green production concept and practice of saving water resources into daily operations.

To achieve the goal of reducing water use intensity in 2030, we initiated a water-saving scheme at the company level, covering all operation places of Nongfu Spring. We took sustainable water use measures in the water-saving management, design and transformation. During the reporting period, the water use intensity decreased by 12.7% compared with that in 2020.

**目標  
Target**

**2022年進度  
Progress in 2022**

用水強度  
相比2020到2030下降20%  
Water Use Intensity  
To fall by 20% in 2030, compared with that in 2020.

目前已完成63.4%  
63.4% of the target has been completed so far.

節水管理方面，通過「水平衡圖」系統化、常態化的管理，我們明確了各用水點水質要求、各工藝點得水率基準、水供應能力匹配等，進行每月水耗績效統計和分析，並將其納入工廠管理層績效考核指標之一，推動工廠在生產環節積極開展節水工作。

We used a unified "Water Balance Chart" tool to conduct systematic and normalized management and clearly stipulated water quality requirements at each water using process, water yield benchmark at each process point, water supply capacity, etc. Then we compiled monthly water consumption performance statistics and analysis as well as included them as one of the factory management performance assessment indicators to promote active water conservation work in the production process.

節水設計與節水改造方面，我們持續對工廠內用水強度較高的生產線進行盤查與優化設計，基於盤查結果和設計方案，報告期內，全國新增參與節水改造項目建設的工廠佔全部工廠的60%，共開展30個包含節水工藝改造的水處理項目，為農夫山泉整體水得率提升做出積極貢獻。截至報告期末，農夫山泉所有水和飲料生產型工廠至少參與過一輪節水改造，並且未來也將持續進行節水優化改造。

In terms of the water-saving design and transformation, we continue to supervise and optimize the production lines with high water use intensity. On the basis of the inspection results and design scheme, during the reporting period, the newly added factories participated in water-saving transformation in China account for 60% of all factories, and 30 water treatment projects including water-saving technology transformation were launched, making contributions to the improvement of the overall water yield of Nongfu Spring. By the end of the reporting period, all water and beverage production factories of Nongfu Spring have participated in at least one round of water-saving transformation, and they will continue to optimize water-saving transformation in the future.



**浙江建德工廠節水改造****Water-saving Transformation in Zhejiang Jiande Factory**

報告期內，浙江建德工廠將5條生產線灌裝間的高液位排水、灌裝機臨時排水回收到現場500L水箱，通過水泵回到水處理回收水箱再利用。

During the reporting period, in Zhejiang Jiande Factory, the high-level drainage from the filling rooms of five production lines, and temporary drainage from the filling machines were collected to the on-site 500L water tanks and pumped to water treatment recycling tanks for reuse.

自改造完成後3個月內即實現灌裝水回收超過18,000噸，顯著提升工廠源水利用率。

Within 3 months after the transformation, over 18,000 tons of filling water have been recovered, which significantly improves the utilization rate of source water.

**無菌線冷凝水回收循環使用****Recovery and Recycling of Condensed Water from Aseptic Lines**

冷凝水回收裝置

Condensed Water Recovery Equipment

報告期內，多個工廠在新增飲料生產線時通過嵌入蒸汽冷凝水回收設置，將冷凝水引至補水箱儲存，進而供鍋爐循環使用。在提升鍋爐入口溫度，減少天然氣消耗的同時增加了水資源回用量，有效減少水資源消耗。

During the reporting period, several factories embedded steam condensate recovery devices into newly added beverage production lines to collect the condensed water into make-up water tanks for boiler recycling. When the temperature of the boiler inlets is raised, the consumption of natural gas reduced and the water resource reuse is increased, which effectively reduces the water consumption.



**包裝材料及廢棄循環**

推動循環經濟，強化包裝材料的可持續管理，推動包裝材料實現100%可回收是農夫山泉作為消費品行業負責任企業的必經之路。在確保產品安全和消費者體驗的前提下，我們持續致力於包裝材料輕量化與循環使用，減少包裝材料帶給環境的負擔。

**PACKAGING MATERIALS AND WASTE RECYCLING**

The must-have item for Nongfu Spring to be a responsible enterprise in consumable industry is advancing the circular economy, strengthening the sustainable management of packaging materials and advocating 100% recyclable of packaging materials. Under the premise of ensuring product safety and consumer experience, we are committed to the reduction and recycling of packaging materials, thus relieving the environmental burden brought by packaging materials.

**目標  
Target**

**2022年進度  
Progress in 2022**

包材可持續  
水和飲料產品塑料包裝，到2025年底前實現100%可回收／  
可重複使用／可用作堆肥  
Sustainable packaging materials  
By the end of 2025, 100% of our plastic packaging  
for water and beverages products will be recyclable,  
reusable or compostable.

目前已完成99%  
99% of the target has been completed so far.

在《包裝材料可持續發展政策》、《包材試機規範》、《包材標準》等內部制度指引下，總部包材研發部門聯合品牌中心與品質保障部對包裝材料的研發與使用進行統籌管理，各工廠落地執行相關管理措施並持續優化改進方向。

Under the guidance of internal systems such as *Packaging Material Sustainable Development Policy*, *Packaging Material Machine Trial Specifications* and *Packaging Material Standard*, the R&D Department of Packaging Materials in the headquarters, in cooperation with the Brand Center and Quality Assurance Department, manages the R&D and use of packaging materials comprehensively, and each factory takes relevant management measures and continuously optimizes improvement directions.

報告期內，農夫山泉針對可循環包材的研發設計開展了一系列改善產品包裝可回收性的工作和落地試點，成效卓然：

During the reporting period, Nongfu Spring carried out a series of work and pilot projects for the R&D and design of recyclable packaging materials, which has yielded outstanding results:

「尖叫」標籤材質替換

**Replacement of Label Materials of “Scream”**



「尖叫」白桃味等系列產品將原有不可回收利用的PVC標籤材質逐步替換為PET材質，提高標籤的可回收性，同時通過調整PET材質標籤性能，達到與PVC收縮標籤同等收縮效果，不影響包裝質量和消費者體驗。

The original non-recyclable PVC label material of “Scream” White Peach products was gradually replaced with PET material to improve the recyclability of labels. The adjustment of the PET material label performance makes it possible to achieve the same shrinkage effect as PVC shrink labels, which has no threats to the quality of packaging and consumer experience.

「東方樹葉」水洗標籤試點

**Washing Label Pilot Project of “Oriental Leaf”**



「東方樹葉」等系列產品瓶身上使用的標籤膠，經過試點調整膠水配方，可使得在回收階段水洗的條件下更容易與PET瓶體分離。這一試點預計可有效減少下遊回收廠家清洗損耗，增加清洗效率，降低回收難度。

The glue formula used on the labels of “Oriental Leaf” and other products were adjusted to separate labels from PET bottles more easily by washing. It is expected to efficiently decrease the cleaning cost of downstream recycling factories, increase the cleaning efficiency and facilitate the recycling.

除設計階段的努力之外，我們將目光投向包材的回收再利用：

Apart from our efforts in the design, we also put emphasis on the recycling of packaging materials:

#### 工業塑料回收 (PIR) 再利用 Recycling of Industrial Plastics (PIR)

- 報告期內，為實現現有瓶坯框外袋、瓶蓋防塵外袋等膜袋的回收利用，農夫山泉與外部包裝回收商合作開展進行PIR的再利用項目，將工廠內部廢棄的膜袋，回收處理後重新制膜，形成19L或12L膜袋，經上機測試確認可用於現有19/12L桶裝水防塵袋，以期達到工廠內部膜袋回收利用，節省原生塑料的使用。預計投產後每年可節約新料使用約22噸。

During the reporting period, to recycle existing film bags, such as the preform outer bag and the dustproof outer bag of caps, Nongfu Spring cooperated with external packaging recyclers to proceed PIR reuse project and recycled discarded film bags to produce new 19L or 12L film bags, which can be used for the existing dustproof bags of 19/12L bottled drinking water products, according to the tests, thus realizing the recycling of film bags and cutting down the use of raw plastics. It is expected to save approximately about 22 tons of new materials per year after putting into operation.

#### 19L瓶蓋回收再生新途徑 A New Way to Recycle 19L Bottle Caps

- 農夫山泉具備較為完善的19L大桶水桶回收渠道，與瓶體一同回收的瓶蓋此前作為廢品報廢處理。報告期內，農夫山泉與外部造粒商合作，對回收瓶蓋進行重新造粒，通過特定工藝處理與現有托盤再生粒混合，用於托盤的注塑生產，實現瓶蓋的回收再利用。在滿足托盤物料性能的同時，避免瓶蓋廢料流入環境，預計每年可節約新料使用390噸。

Nongfu Spring possesses a comprehensive recycling channel for 19L water containers, but caps recycled with bottles are disposed as wastes previously. During the reporting period, Nongfu Spring launched cooperation with external granulators to re-granulate recycled caps. Through a specific process, the re-granulated caps can be mixed with the particles regenerated from existing pallets, to be used for the production of injection molding and realize the recycle and reuse of caps. The quality of pallet materials could be guaranteed and the flowing of waste materials of caps into the environment can be avoided. 390 tons new materials will be saved each year.

同時，農夫山泉持續開展包材減量化、輕量化研究，去除不必要的包裝材料，取得了一系列成果。報告期內，我們開展瓶坯、瓶蓋直連生產線及大包裝項目，共節約包裝塑料袋約195萬個，共計116噸；節約包裝紙箱約33萬個，共計450餘噸。

A series of achievements have been seen on Nongfu Spring's research on reduction and lightweight of packaging materials, and unnecessary material removing. During the reporting period, we carried out bottle preform and bottle cap direct to production line project and large packaging projects, saving about 1.95 million plastic bags, totaling 116 tons. We saved nearly 0.33 million packaging paper cartons, with a total of more than 450 tons of paper.

## 生產過程減量化

## Reduction in Production Process



報告期內，我們於浙江淳安工廠試點使用集中供料系統，使用料倉儲存並分配包材所需塑料粒子，正式開啟工廠所需包材從袋裝運輸儲存到罐裝運輸儲存的轉換。在轉換後，每一車粒子到貨後可節約35隻大型編織袋和70隻大型塑料袋的使用，大大減少廢塑料包裝的產生量。

During the reporting period, we piloted the centralized feeding system in Zhejiang Chun'an Factory, using silos to store and distribute plastic particles required for packaging materials, and started the conversion of the transportation and storage form bags to cans. After the conversion, 35 large woven bags and 70 large plastic bags can be saved for each truck, which greatly reduces the amount of waste plastic packaging.

## 包材設計減量化 Packaging Material Reduction Project

- 尖叫系列產品標籤通過縮短標籤的方式，保持收縮性能及成型情況時，縮短現有標籤長度，達到減重目的，預計投產後每年可節省原生材料使用約70噸。

By shortening the length of labels, we achieved the weight loss of Scream products, while maintaining the shrinkage and molding, which is expected to save nearly 70 tons of raw materials each year after production.

- 物流纏繞膜類物料通過優化工藝，達到等量纏繞膜拉伸更多的效果，整垛外層所需纏繞膜減量約20-30%，預計每年節省原生材料使用約270噸。

Due to technique improvement, the logistics wrapping film materials could be stretched longer with the same amount. Therefore, the outer layer of the whole stack requires fewer materials, by about 20-30% than ever before, which is expected to save about 270 tons of raw materials each year.

- 針對3L塑料瓶，我們創新設計了「手抓」式，在瓶體表面形成更深入的「凹陷」抓手，無需額外HDPE 嵌入式把手，間接節省了嵌入式把手HDPE塑料材料的使用。

For 3L plastic bottles, we innovated a "hand-grasping" design, which forms a deeper "concave" on the surface of the bottle body without additional HDPE materials embedded handles, so as to indirectly save the HDPE plastic materials.

鑒於目前中國大陸相關法規標準尚未允許使用回收塑料作為食品接觸用材料，為進一步減少原生塑料資源消耗，促進塑料包裝「瓶到瓶」循環利用，我們加入了由上海君石生命科學研究院、廣州海關技術中心等機構指導的中國食品接觸材料可持續發展聯合工作組。作為工作組成員，針對回收PET (rPET) 回收技術路線、分佈與溯源、安全性評估、環境影響等方面開展研究，同時關注公共教育與宣導，為促進塑料循環經濟發展提供科研基礎及可行性參考。

In view of the fact that the relevant laws and regulations in Chinese mainland have not yet allowed recycled plastics to be used as food contact materials, we participated in China Joint Working Group on Sustainable Development of Food Contact Materials guided by Shanghai JS Life Sciences Institute and Guangzhou Customs Technology Center with the purpose of further reducing the consumption of raw plastic resources and promoting the "bottle-to-bottle" recycling of plastic packaging. As a member of this group, we carried out research on recycled PET (rPET) recycle technology routes, distribution and traceability, safety assessment, environmental impact, etc. We also paid attention to the public education and publicity, providing foundation for scientific research and feasibility reference for the development of plastic circular economy.

### 可持續農業

隨著產品品類不斷豐富和多元化，農夫山泉在採購與生產運營過程中與農業的關聯愈發緊密，做出可持續農業承諾並積極踐行也成為我們長遠發展的重要責任。我們在扎根土地的同時也關注到農業生產對水資源、土壤健康、周邊環境、生態平衡及氣候變化造成的潛在風險，並採取一系列措施以緩解及應對生產活動所帶來的影響：

#### 減少水資源使用

我們承諾在農業發展中減少水資源使用，提高水資源利用效率。

在農業生產中，我們將通過以下方式減少水資源使用：

- 根據氣候條件合理制定農事活動計劃，減少額外用水；
- 在果園修建蓄水池，收集自然降水，循環利用水資源，滿足果園日常農事活動所需；
- 改變灌溉方式，將大水漫灌轉變為噴灌、滴灌，少量多次，提高效率；
- 通過使用環境友好型地膜覆蓋等農藝措施，減少土壤水分蒸發，降低灌溉頻次，減少水資源浪費。

#### 減少環境污染

我們承諾在農業發展中減少環境污染，積極響應國家「肥藥雙減」政策號召，保護生態環境。

在農業生產中，我們將通過以下方式減少環境污染：

- 加強農藥使用的日常管理，降低有毒有害物質在環境中過度暴露，減少污染風險。

### SUSTAINABLE AGRICULTURE

With the enrichment and diversification of product categories, Nongfu Spring maintained an increasingly close relation to agriculture in the process of procurement, production and operation, and the commitment and practice of sustainable agriculture has been a significant responsibility for our long-term development. While taking root in the land, we also give priority to the potential risks, such as the impact on water resources, soil quality, surrounding environment, ecological balance and climate change caused by agricultural production. We take measures to mitigate and address these impact of production activities:

#### Reducing the Use of Water Resources

We promise to reduce the use of water resources and improve its utilization in the agricultural development.

In the agricultural production, we will reduce the use of water resources in the following ways:

- Making a reasonable plan for farming activities according to climatic conditions to reduce extra water use;
- Building reservoirs in orchards to collect natural precipitation and recycle water resources to meet the needs of daily farming activities;
- Changing irrigation methods from broad irrigation to sprinkler and drip irrigation with low intensity and high frequency, to achieve high water use efficiency;
- Reducing the soil water evaporation, irrigation frequency and waste of water resources through agronomic measures such as environmental-friendly plastic film mulching.

#### Reducing Environmental Pollution

We promise to reduce the environmental pollution in the agricultural development, actively respond to the national policy of “double reduction of fertilizer and pesticides”, so as to protect the ecological environment.

In the agricultural production, we will reduce the environmental pollution in the following ways:

- Strengthening the daily management of pesticide application and reducing the excessive exposure of toxic and harmful substances in the environment to reduce pollution risks.

- 積極倡導水肥一體化設施建設，建立元素檢測平台，通過精準施肥，改變偏施、重施化肥的傳統觀念，提高肥料利用率，降低因化肥流失造成的農業面源污染風險。

#### 保護土壤健康

我們承諾在農業發展中注重合理利用土壤資源，不過度開發，不造成破壞，強化耕地質量保護與提升。

在農業生產中，我們將通過以下方式保護土壤健康：

- 及時關注農事活動對土壤健康的影響，不過度開發和種植，適時適量補充農業生產帶走的養分，始終維持土壤正常地力水平。
- 主動發現由於農業活動對土壤造成的酸化、板結等問題，通過施用石灰、增施有機肥、生態種植模式等技術手段與措施，恢復土壤良好狀態。

#### 阻止生態系統破壞

我們承諾在農業發展中不破壞生態系統，積極維護生態平衡，人與自然和諧共處。

在農業生產中，我們將通過以下方式保護生態系統：

- 因地制宜，根據當地的氣候條件與生態環境，選擇合適的開發品種，開發適宜當地生態的資源，不只發展單一作物品種，實現良性發展。
- 積極控制農藥的用量和使用頻次，結合物理手段對病蟲害進行控制，避免破壞當地生態系統中有益生物生存環境，保護生物多樣性。

- Actively advocating the construction of integration of water and fertilizer, establishing an element detection platform, and changing the traditional concept of partial and heavy fertilization through precise fertilization to improve the utilization rate and reduce agricultural non-point source pollution caused by fertilizer loss.

#### Protecting the Soil Quality

We promise to focus on the rational use of soil resources, without over-exploitation and damage, and strengthen the protection and improvement of cultivated land.

In the agricultural production, we will protect the soil quality in the following ways:

- Paying attention to the impact of agricultural activities on soil quality in time without over-exploitation and cultivation, supplying nutrients taken away by agricultural production with an appropriate manner, and maintaining the normal soil fertility.
- Actively discovering such problems as soil acidification and hardening caused by agricultural activities, and recovering the soil to a good state by applying lime, organic fertilizer and adopting ecological planting.

#### Preventing the Ecosystem Destruction

We promise not to destroy the ecosystem in the agricultural development and actively maintain the ecological balance to achieve the harmonious coexistence between human and nature.

In the agricultural production, we will protect the ecosystem in the following ways:

- Choosing suitable varieties and developing resources suitable for the local ecology according to local conditions, climates and ecological environment to achieve benign development rather than single crop varieties.
- Controlling the usage amount and frequency of pesticides application and fighting against diseases and insect pests through physical methods to avoid damaging the living environment of beneficial organisms in local ecosystems and protect the biodiversity.



### 減少溫室氣體排放

我們承諾在農業生產中減少溫室氣體排放，積極開展低碳生態農業，為節能減排貢獻力量。

在農業生產中，我們將通過以下方式降低溫室氣體排放：

- 積極降低氮肥施用量，減少含氮溫室氣體揮發量。
- 推動農業廢棄物資源化再利用，針對果渣、橙皮等農業廢棄物開發再利用途徑，發展循環生態農業。

為切實踐行承諾，由總部農產品事業部對可持續農業工作進行指導和督查，工廠及種植基地成立管理小組，持續優化資源的利用效率。

報告期內，我們積極對農戶進行管理與指導幫扶，制定了化肥使用標準，與農戶共同進行用肥、用藥管理，對化肥種類與含氮量進行監測和科學調配，為促進農產品產地土壤健康，減少環境污染，高效利用水資源提供重要支撐。

### Reducing the Emission of Greenhouse Gas

We promise to reduce the greenhouse gas emission in the agricultural production and actively develop low-carbon ecological agriculture to make contributions to the energy conservation and emission reduction.

In the agricultural production, we will reduce the greenhouse gas emission in the following ways:

- Actively reducing the nitrogen fertilizer application to achieve the reduction of nitrogen greenhouse gas volatilization.
- Promoting the reuse of agricultural wastes, and developing circular ecological agriculture by recycling agricultural wastes such as fruit residues and orange peels.

In order to fulfill our commitment, the Agricultural Product Division of the headquarters guides and supervises the sustainable agriculture, and management groups are set up in factories and planting bases to continuously improve the utilization of resources.

During the reporting period, we actively guided and supported farmers and formulated fertilizer use standards. We managed the fertilizer and pesticide application with farmers to monitor and adjust fertilizer types and nitrogen content. Therefore, we can provide important support for the improvement of soil quality, the reduction of environmental pollution and the utilization of water resources.

#### 減少水資源使用－水肥一體化設備定量灌溉

#### Cutting down the Use of Water Resources — Quantitative Irrigation

- 農夫山泉投入600餘萬元率先在贛南臍橙主產區設立7個水肥一體化施肥示範基地，示範基地總面積近2,800畝，覆蓋贛南臍橙主要生產區。報告期內水肥一體化設備較好地緩解了本年度臍橙產季7-11月當地連續乾旱嚴重缺水的問題，示範農戶通過該設備實現定時定量灌溉，無一出現樹體嚴重缺水現象，裂果比例較產地平均水平明顯改善。

Nongfu Spring invested more than RMB6 million to set up 7 demonstration bases for integrated fertilization of water and fertilizer in the main producing areas of navel oranges in southern Jiangxi, with a total area of nearly 2,800 mu and covering main producing areas. During the reporting period, the equipment of integration of water and fertilizer greatly alleviated the continuous drought and serious water shortage in the navel orange production season from July to November. The demonstration farmers realized regular quantitative irrigation with the equipment. Therefore, there was no problem of serious water shortage. The fruit cracking was significantly reduced compared with the average level of the producing areas.

## 減少環境污染 – 殺菌劑優化

## Reducing Environmental Pollution – Optimization of Fungicides

- 為了防治水稻真菌病的出現，延邊地區農戶普遍使用兩遍化學殺菌劑。為降低傳統做法的農藥殘留，農夫山泉經過多次試驗，各篩選出一種生物殺菌劑及降解性較強的化學殺菌劑，並對農戶進行統一飛機飛防。最終，飛防區域水稻農藥零檢出率比其他區域高60%左右，且檢出值遠低於國家標準，驗證農夫山泉在延邊地區以生物藥劑逐步代替化學藥劑的用藥方案，為推動可持續農業做出有效貢獻。

To prevent rice fungal disease, farmers in Yanbian region generally apply chemical fungicides twice a year. In order to reduce the pesticide residues, after a series of experiments, Nongfu Spring selected a kind of biological fungicide and a kind of chemical fungicide with high-degradability, and carried out unified airplane spray for farmers. At last, the zero detection rate of pesticides in airplane spray areas was around 60% higher than that in other areas, and the detection value was further lower than the national standard, which validates the effectiveness of replacing chemical agents with biological agents step by step in Yanbian region, making an effective contribution to promoting the sustainable agriculture.

## 減少溫室氣體排放 – 氮肥減量化

## Reducing the Greenhouse Gas Emission – Cutting down Nitrogen Fertilizers

- 氮化物溫室效應顯著高於碳化合物，隨著全球農業土壤氮肥施用量的持續遞增，氮揮發已成為導致土壤氮素氣態損失的重要途徑。農夫山泉經過多年探究不同時期下不同施氮量對於水稻品質及產量的影響，自行提出了科學的低氮施肥標準。

The greenhouse effect of nitrogen compounds is substantially greater than that of carbons, and as the use of nitrogen fertilizers increases progressively worldwide, ammonia volatilization has emerged as a key mechanism contributing to the gaseous loss of nitrogen in soil. Nongfu Spring developed its own scientific standard for low nitrogen fertilization after years of research into the effects of nitrogen treatments on rice production and quality at different periods.

- 在每個施肥時期，農夫山泉會根據每一農戶的面積及標準，限制發放化肥數量，同時對農戶地塊進行取土及銨態氮檢測，以此要求農戶按照統一標準進行施肥，嚴格把控施肥量及種類。通過施肥標準及管理執行，在不影響果實品質的前提下，農戶整年施氮量與原先施氮量相比減少30%左右，大大減少因此產生的溫室氣體排放。

In order to make farmers fertilize in accordance with a uniform standard and strictly regulate the amount and type of fertilizers used, Nongfu Spring restricts the amount of fertilizers distributed during each period based on the area and standards of each farmer. In addition, soil and ammonium nitrogen tests will be taken from each farmer's plot. By implementing fertilizer standards and management, farmers could reduce the amount of nitrogen applied throughout the year by about 30% without influencing the quality compared with that used to be, which greatly cuts the greenhouse gas emission.

# 成長的助力 EMPLOYEE ENGAGEMENT

農夫山泉始終秉持「以人為本」的僱傭理念，致力於通過健全的員工權益保障制度以及完善的培訓與職業發展制度，深入關注員工健康與生活，做有溫度的企業。

Nongfu Spring follows the “people-oriented” principle of employment all the time, striving to establish a great employee welfare system, training and career development system to make it more concerned about the health and life of employees and be a warm enterprise.

- 本章節對應SDGs
- **SDGs we support in this chapter:**



## 培訓與發展 Training and Development



員工參訓百分比達100%，平均受訓時數為24.2小時。

The percentage of employees participated in training reached 100%, and the average training hours was 24.2h.



開展了百川計劃師傅培養、千帆計劃等人才培養項目。

新增線上課程資源2,998門，線上教育比例大幅度增加。

Talent training programs such as “Baichuan Plan” and “Thousand Sails Plan” have been carried out.

2,998 online teaching courses were added, greatly increasing the proportion of online education.

## 職業健康與安全 Occupational Health and Safety



截至報告期末，農夫山泉已有14家工廠獲得ISO 45001職業健康安全管理体系認證。

By the end of the reporting period, 14 factories of Nongfu Spring have been awarded the ISO 45001 occupational health and safety management system certificate.



## 權益保障

員工是企业最寶貴的財富。農夫山泉以先進的企業理念以及完善的內部制度為基石，穩步提升人力資源管理水平，以確保全體員工的合法權益得到有效保障。我們立足合規，以打造平等、包容、多元化的職場為目標，攜手全體員工，共同營造健康、和諧、富有生命力和創造力的企業環境。

## 管理升級

農夫山泉以「高級管理層－人力資源中心－總部HRBP－工廠和大區HRBP」管理架構為基石，嚴格遵照《中華人民共和國勞動法》、《中華人民共和國勞動合同法》等法律法規，制定了《人才發展與僱傭政策》、《員工商業行為準則》、《員工獎懲管理辦法》、《招聘錄用管理辦法》、《假期管理辦法》等規章制度。完善的上層構築為員工薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視等工作的有效落實提供了堅實的基礎。

2022年，我們制定了人力資源信息化建設3年規劃，並以此為契機，逐步推進人力資源部門三支柱<sup>3</sup>運作模式優化轉型，以提高人力資源職能的運營效率，把控內部人力風險、提升員工服務體驗。截至報告期末，通過對三支柱的優化，公司已實現對各區域基礎人事服務的整合，並可線上集中批量辦理入職、轉正、離職、調動等手續，簡化了人力管理流程，最大程度上確保員工信息安全及真實性。

## RIGHTS AND BENEFITS PROTECTION

We are keenly aware that employees are our most precious corporate assets. Relying on advanced business philosophy and sound internal system, Nongfu Spring improves the level of human resources management and earnestly safeguards the legitimate rights and interests of employees. Based on the principle of compliance with laws and regulations, we try to create an equal, inclusive and diverse workspace. Together with all employees, we will create a healthy, harmonious, vibrant and creative corporate environment.

## Management Upgrade

The management system of Nongfu Spring is “Senior Management Personnel – HR Department – Headquarters HRBP – Factory and Region HRBP”, and in accordance with the *Labor Law of the People's Republic of China and Labor Contract Law of the People's Republic of China* and other laws and regulations, we formulated the *Talent Development and Employment Policy, Code of Business Conduct for Employees, Staff Rewards and Punishments Management Measures, Recruitment and Hiring Management Measures, Holiday Management Measures* and other rules. A sound upper-level structure provides a solid foundation for the effective implementation of employee compensation and dismissal, recruitment and promotion, working hours, vacation, equal opportunity, diversity, and anti-discrimination.

In 2022, we worked out a three-year plan for HR informatization construction, promoting the optimization and transformation of three-pillar operation mode of the HR Department step by step<sup>3</sup> to improve operational efficiency of HR functions, control internal human resources risks and enhance employee service experience. By the end of the reporting period, on the basis of the optimization of the three pillars, the Company has realized the integration of basic personnel services in all regions, and can deal with the procedures of entry, employment, resignation and transfer in batches online, simplifying the human resources management process and ensuring the safety and authenticity of employee information to the most extent.

<sup>3</sup> 即：專家中心(COE)、人力資源業務夥伴(HRBP)和人事共享(SSC)  
Namely: Center of Excellence (COE), Human Resource Business Partners (HRBP) and Shared Service Center (SSC)

短期 Short Term

- 打造整合組織人事、薪酬社保的員工自助一站式人力基礎服務平台系統，逐步實現人事基礎流程、薪酬社保標準化管理目標。  
Constructed the self-service human resource service platform which integrating personnel, salary, social security, with the result of gradually achieving the standardized management of basic personnel systems, salary, and social security.

中期 Medium Term

- 升級人力資源招聘系統、績效管理系統，進而強化員工體驗，提升人事高頻事務效率。  
Upgraded the human resource recruitment system and performance management system, with the result of improving the employee experience and the efficiency of high-frequency affairs.

長期 Long Term

- 打造能夠支撐公司人才盤點、人才測評、梯隊建設、幹部培養等多模塊功能的全面人才發展系統，有針對性的提升員工能力，為公司不斷發展儲備人才資源。  
Established a profound talent training system to provide support for the Company's talent reserve, evaluation, and echelon construction and cultivation, so as to improve the skills of employees and provide human resources for the development of the Company.

農夫山泉人力資源信息化建設規劃

Nongfu Spring Human Resource Informatization Construction Planning

合規僱傭

農夫山泉立足於「先內後外、任人唯賢、德才兼備」的招聘原則，制定並持續完善了《人才發展與僱傭政策》、《招聘錄用管理辦法》等一系列內部制度，為招聘工作的開展提供理念指導與制度指引。

我們持續開展招聘流程梳理和管理系統建設工作，從而提升招聘效率、打通用人標準。2022年，農夫山泉更新校招、工廠一線社招、大區一線社招、非一線社招4大主流程，使面試效率、用人部門選人能力及一線人才質量進一步提升。

Compliant Employment

Nongfu Spring, followed the recruitment principle of “internal first and then external”, and the principle of “meritocracy with both ability and integrity”, formulated and perfected a series of internal systems such as *Talent Development and Employment Policy and Recruitment and Hiring Management Measures*, so as to provide conceptual and institutional guidance for the recruitment work.

We keep carrying out the recruitment process and building the management system to improve the recruitment efficiency and unify employment standards. In 2022, Nongfu Spring updated four main processes of on-campus recruitment, factory front-line social recruitment, sales region front-line social recruitment and non-front-line social recruitment to further improve the interview efficiency, selection ability of employing departments and the quality of front-line talent.



為吸納更多人才，為企業發展提供源源不斷的動力，我們設置了校招、社招、內部招聘等多種招聘渠道，並針對不同渠道設置相應的招聘小組開展招聘活動。我們亦鼓勵生產銷售一線與總部之間的人才流動，員工可根據《招聘錄用管理辦法》中關於內部應聘條件相關內容，自由申請相關崗位。

To attract talent and support the development of enterprises, we set up a variety of recruitment channels such as on-campus recruitment, social recruitment and internal recruitment, and organized corresponding recruitment teams for different channels to carry out recruitment activities. We also encouraged the talent exchange between the front-lines of production and the headquarters, and employees could apply for relevant positions in the light of internal application conditions in the *Recruitment and Hiring Management Measures*.

### 「堂堂新生」—2023屆校園招聘專項

#### “Dignified Freshmen” – 2023 On-campus Recruitment Project



「堂堂新生」2023屆校園招聘  
“Dignified Freshmen” – 2023  
On-campus Recruitment

「堂堂新生」是農夫山泉的經典校招項目。結合內部需求人才的畫像和生源分佈，我們深耕僱主品牌，並通過「春招+儲備實習生+秋招」的多節點聯動，以及開展院校合作等方式，落實實習生儲備及校招人才培養工作，幫助公司持續提升人才結構、儲備高潛人才。

“Dignified Freshmen” is a classic on-campus recruitment project of Nongfu Spring. Combined with the internal talent portrait and the distribution of students, we make a profound study of the employer brand, and implement the intern reserve and on-campus recruitment personnel training by means of the multi-node linkage of “on-campus recruitment in spring + intern reserve + on-campus recruitment in autumn” and the cooperation with colleges and universities, in order to continuously perfect the talent structure and reserve high-potential talent.

我們亦通過設置相關實踐項目、加強跨相關職能、相關專業及上下游之間實踐輪崗等方式，持續推進後續新生培訓工作，進而持續提升校招生能力，增強新員工對企業文化的認同感。

We also promote the follow-up freshman training by setting up relevant practical projects, strengthening cross-related functions, related majors and practical rotation, so as to continuously improve the ability of employees from the on-campus recruitment and the new employees' sense of identity with the corporate culture.



農夫山泉對招聘僱傭環節的合規性有著嚴格的把控。我們恪守《禁止使用童工規定》，制定了多重入職認證流程，如有童工、未簽訂勞動合同員工等異常僱傭關係出現，可第一時間發現並跟進處理。截至報告期末，農夫山泉未出現使用童工、強制勞工等非法僱傭事件。

Nongfu Spring strictly controls the compliance of recruitment and employment. We strictly follow the *Regulations on the Prohibition of Child Labor*, and formulated multiple entry certification procedures. Abnormal employment relationships such as child labor and employees without entering into labor contracts can be found and followed up in time. By the end of the reporting period, there were no illegal employment incidents such as child labor and forced labor in Nongfu Spring.

招聘階段身份審核

**Identity Verification at the Recruitment Stage**

- 招聘之初，我們對所有候選人的身份信息進行審核與篩選，防止未成年人進入招聘流程。  
At the beginning of recruitment, we review and screen the identity information of all candidates, preventing minors from entering the recruitment process.

到崗前身份確認

**Pre-work Identity Confirmation**

- 新員工面試通過後，招聘負責人需提前通過定崗流程在系統中錄入員工身份證號，核查員工出生日期；員工到崗前，人事同事將進行二次確認。  
After the qualified interview, the responsible person for the recruitment will enter the ID number in the system in advance through the post setting process and check the birth date. Before new employees arrive, the HR colleagues will make confirmation again.

入職後身份核驗

**Post-employment Identity Verification**

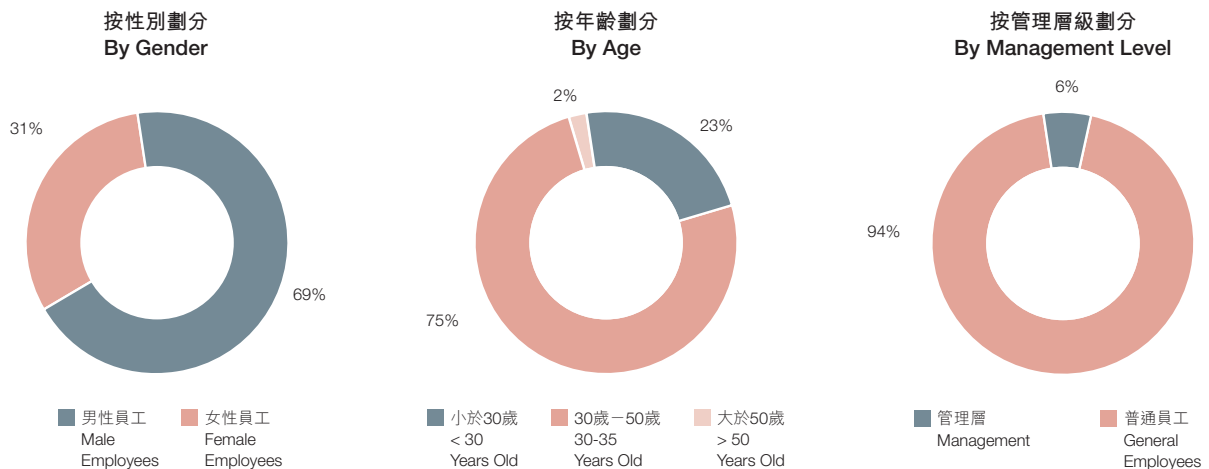
- 新員工簽署勞動合同前，通過電子簽平台，與公安局身份信息聯網進行姓名、手機號、身份證號、人臉識別等信息的比對核驗核查；通過後方可正常簽署電子勞動合同。  
Before entering into the labor contract, we will compare and verify the information of new employees, including the name, mobile phone number, ID number and face recognition, through the identity information network of the Public Security Bureau on the electronic signing platform. The electronic labor contract can be signed after passing the verification.

入職認證流程

**Entry Certification Procedure**

在此基礎之上，我們亦建立了完善的監督檢查制度，由總部人事負責人及各區域互查小組定期對日常人事工作中的合規性進行全面核查，杜絕強制勞動、童工、人口販賣等非法事件發生。截至報告期末，農夫山泉共有全職員工22,490人，詳情如下：

On this basis, we established a sound supervision system, in which HR leaders of the headquarters and the regional mutual inspection teams regularly conduct comprehensive inspections on the compliance of daily personnel work to prevent illegal incidents such as forced labor, child labor, human trafficking. By the end of the reporting period, Nongfu Spring had 22,490 full-time employees, which are detailed as follows:



2022年農夫山泉各類別員工比例  
Proportion of Employees in Nongfu Spring in 2022

**健康職場**

農夫山泉深知人才多元化對公司可持續發展的重要性，鼓勵具有多元背景的員工加入團隊，激發企業活力。我們制定了《人才發展與僱傭政策》、《員工商業行為準則》、《獎懲管理辦法》、《關於規範公司內部論壇管理的通知》等公司制度，明確嚴禁針對員工國籍、性別、年齡、種族、性取向、殘障、學歷等因素產生的歧視、騷擾及惡性競爭行為，保護員工的合法權益，打造積極健康的職場環境與辦公氛圍。我們要求新員工在入職時統一學習《員工商業行為準則》，以此為全員展開多元化職場宣貫，從源頭上杜絕歧視、騷擾及惡性競爭行為的發生。

**Healthy Workplace**

Nongfu Spring is well aware of the importance of talent diversification to the sustainable development of the Company and encourages employees with different backgrounds to join the team to stimulate the vitality of the Company. We clearly prohibit discrimination, harassment and vicious competition against employees' nationality, gender, age, race, sexual orientation, disability, educational background and other factors by formulating the *Talent Development and Employment Policy*, *Code of Business Conduct for Employees*, *Rewards and Punishments Management Measures*, and *Notice on Regulating the Internal Forum Management*. We also stick to protect the legitimate rights and interests of employees to create a positive and healthy workplace. New employees need to study the *Code of Business Conduct for Employees* uniformly when they join the Company, so as to promote diversified workplace for all employees and prevent discrimination, harassment and vicious competition from the source.

農夫山泉致力於為女性員工打造一個包容、健康、舒適的職場環境。我們為女性員工建立生育保險，享受生育報銷津貼、各類生育相關假期及各類福利社保政策。在農夫山泉的辦公場所，我們設置了母嬰室，為歸來職場的新媽媽們提供力所能及的支持。

Nongfu Spring is committed to providing an inclusive, healthy and comfortable workplace for female employees. We bought maternity insurance for female employees, and provided the maternity reimbursement allowance, childbirth-related holidays, and social security policies. We placed a baby care room in the office of Nongfu Spring to support new mothers returning to the work.

多元化培訓是邁向多元職場的有效助力。我們從兩方面開展了多元化培訓，構築平等職場：一方面，我們為全體員工提供平等多元、反騷擾培訓，建立員工對多元化的認知；另一方面，我們針對女性員工開展一系列關懷培訓，為女性員工提供溫暖的支持。

Diversified training is an effective support to a diversified workplace. We carried out diversified training from two aspects for achieving equality. All employees were provided with equal, diverse and anti-harassment training, raising their awareness of diversity. A series of caring trainings for female employees were conducted to support them warmly.

#### 多元化培訓項目

##### Workplace Code of Conduct Projects

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報告期內，農夫山泉面向全體員工上線了《禁止與防治職場性騷擾須知》課程，通過向員工宣貫職場性騷擾界定、主要表現形式、如何避免不經意間成為性騷擾者、員工自助及開放內部投訴渠道、明確處理程序等內容，確保員工知法明法，為員工樹立對性騷擾零容忍的法律意識。

During the reporting period, Nongfu Spring introduced the course *Instructions for Prohibiting and Preventing Sexual Harassment in the Workplace* for all employees. By explaining the definition of sexual harassment in the workplace, the main manifestations, avoidance of inadvertently becoming a sexual harasser, employees' self-help, opening internal complaint channels, and handling procedures, we can ensure that employees know the law and have legal awareness of zero tolerance for sexual harassment.

#### 《職場女性的心理健康》線上課程

##### Online Course of Women's Mental Health in the Workplace

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報告期內，農夫山泉面向全體女性員工開展《職場女性的心理健康》線上課程，旨在通過學習理順人際關係、發掘真實自我、掌握幸福要素等可行的方法，幫助女員工識別自我心理狀態，覺察和突破女性角色限制，進而幫助女性員工快樂工作、健康生活。截至報告期末，共有247名學員對相關課程進行了學習。

During the reporting period, Nongfu Spring launched the online course of *Women's Mental Health in the Workplace* for all female employees, aiming to help female employees identify their own psychological state, break through the restrictions of female roles, and help them work happily and live healthily by learning feasible methods such as straightening out interpersonal relationships, discovering their true selves and mastering the happiness. By the end of the reporting period, 247 employees have learned relevant courses.

## 2022女性節健康科普活動

### Women's Day Health Popular Science Activity in 2022

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女性節健康科普活動  
Health Science activity on Women's Day

2022年3月，農夫山泉從「春夏季護膚」、「宮頸癌預防新知識」兩個備受女性關注的話題出發，面向全體女員工組織開展2022女性節健康科普活動。

Nongfu Spring organized health popular science activity on “Skin Care in Spring and Summer” and “New Knowledge of Cervical Cancer Prevention” in March 2022 for all female employees.

本公司亦充分尊重員工自由結社和言論自由，通過工會的集體合同為員工搭建日常溝通渠道。同時，我們鼓勵遇到歧視、騷擾等情況的員工通過公司公共論壇、審計稽查公共郵箱等方式進行舉報或投訴，公司將由專人對相關反饋進行跟進、處理，全力保障員工的個人權利。

The Company also fully respects employees' freedom of association and expression, and establishes daily communication channels for employees through collective contracts of labor unions. Meanwhile, we encourage employees who encounter discrimination, harassment, etc., to inform or complain through public forums, public audit mailboxes and other ways. The Company will assign the special person to follow up and deal with relevant feedback and fully protect the personal rights of employees.

培訓與發展

農夫山泉高度重視員工培訓與發展，將高質量人才視作推動公司持續發展的源動力，致力於為員工提供完善的培訓體系、豐富的學習資源及清晰的職業發展路徑，幫助員工不斷提升自我、實現自我價值，共同為實現企業可持續發展而奮鬥。

員工培訓

本公司始終遵照《人才發展與僱傭政策》、《崗位職級管理辦法》、《員工外培管理辦法》等內部制度，以及公司實際發展狀況和員工對自我提升的需求開展培訓管理工作。報告期內，我們對線上學習平台及課程資源進行了定制化開發，統一培訓資源管理路徑，對培訓各項數據進行便捷、規範、完整的存儲、管理及使用，持續優化內部培訓管理水平。

截至報告期末，農夫山泉線上學習平台累計新增課程2,998門，內部開發課程佔比超過98%，公司員工線上總計學時達153,443小時。

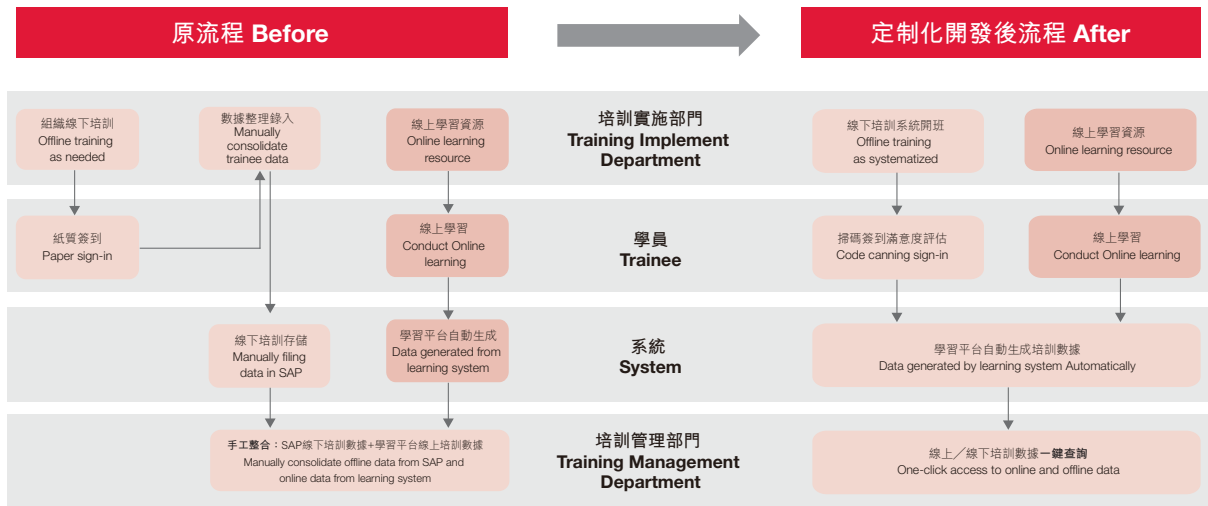
TRAINING AND DEVELOPMENT

Nongfu Spring attaches great importance to the training and development of employees and regards high-quality talent as the source of power to promote the sustainable development of the Company. We are committed to providing employees with a scientific training system, numerous learning resources and clear career development path, helping them to continuously improve themselves, realize their self-worth and work together to achieve the sustainable development of the Company.

Employee Training

The Company always follows the internal systems such as *Talent Development and Employment Policy, Position Grade Management Measures and Administration of Employee External Training*, as well as the actual development status of the Company and the needs of employees for self-improvement. During the reporting period, we customized the development of online learning platforms and curriculum resources, unified the training resource management path, promoted the convenient, standardized and complete storage, management and use of training data, and continuously optimized the internal training management.

By the end of the reporting period, there were 2,998 new courses on Nongfu Spring online learning platform, in which internal development courses account for over 98%, and the total online hours of employees up to 153,443 hours.



培訓管理流程定制化開發  
Customized Development of Training Management Procedures

我們亦圍繞持續能力培養、文化氛圍建設及支持系統完善三個核心內容，對內部培訓及學習發展體系進行了完善，源源不斷的為公司培育優質人才。

We improved the internal training and learning development system based on sustainable ability training, cultural atmosphere construction and support system improvement, continuously cultivating high-quality talent for the Company.

#### 持續能力培養 Sustainable Ability Training

- 從組織能力、專業、管理、外事、通用軟技能等維度，持續開展培訓項目。  
Continuously carried out training programs from some aspects including organizational ability, profession, management, foreign affairs and general soft skills.

#### 建設文化氛圍 Establishing the Cultural Atmosphere

- 開展鼓勵技能提升和比拼的大比武項目，形成全員參與培訓學習的文化氛圍。  
Carried out some large-scale competitions to form a cultural atmosphere in which all employees participate in training and learning.

#### 支持系統完善 Supporting System Improvement

- 優化培訓數據庫、培訓資源池、師傅系統，構建管理類、業務類、通用類內訓師體系，並匹配不同的篩選、培養、認證機制。  
Optimized the training database, resource pool and master system, built internal management, business and general trainer systems, and matched with different screening, training and certification mechanisms.

### 培訓及學習發展體系完善內容 Training and Studying Development System

報告期內，本公司開展了百川計劃師傅培養項目，為新員工匹配優秀員工作為「新人師傅」，持續提升新員工入職體驗。此外，我們還面向全體員工，陸續開展了千帆計劃等人才培養項目，為公司挖掘「有能力、有潛力、有願力」的人才，進而培養一支認同公司文化、勝任崗位要求，能以飽滿熱情迎接未來挑戰的人才團隊。

During the reporting period, the implementation of Baichuan Plan, assigning excellent employees as “new masters” for new employees, continuously improves the entry experience of new employees. We carried out other talent training programs such as Thousand Sails Plan for all employees, to discover talent with “ability, potential and willingness”, and cultivate talent teams that recognize the company’s culture, are competent for positions, and can meet future challenges with full enthusiasm.



高潛人才培養－千帆計劃

“Thousand Sails Plan” High-potential Talent Training Project



千帆計劃合照  
“Thousand Sails Plan” Group Photo

報告期內，農夫山泉開展了「千帆計劃」高潛人才培養項目，通過課堂學習及外部標杆企業參訪等方式，重點圍繞「知己知彼、商業思維、變革創新、協同增效、領導團隊、共同願景」六大模塊，對學員進行拉通培養。我們還通過「內部導師輔導、團隊案例研討、行動學習實踐」等多種形式助力學員成長，幫助學員建立對公司戰略的深度理解和內部資源支持，為學員奠定堅實的管理基礎。報告期內，第一批千帆計劃覆蓋人數達到52人，觸及品牌、市場、研發、生產、行銷等各業務部門。

During the reporting period, Nongfu Spring carried out the “Thousand Sails Plan” High-potential Talent Training Project. Through classroom study and visits by external benchmarking enterprises, the plan focused on six modules: “knowing yourself and enemies, business thinking, reform and innovation, synergy, team leadership and common vision”. We also helped students have a deep understanding of the Company’s strategy and internal resource support through such forms as “internal tutor guidance, team case discussion and action learning practice” and laid a solid management foundation for trainees. During the reporting period, the first batch of “Thousand Sails Plan” covered 52 people, including business departments such as brand, market, R&D, production and marketing.

同時，我們針對不同職能部門員工，定制化搭建專業能力培養體系，為相關業務人員提供可支撐起成長的學習資源。報告期內，我們已完成開發品牌、行銷、生產、人力等公司級精品專業課程26門，並開發了一線操作人員數字化技能等培訓項目。

We customized professional ability training systems for employees from different functional departments to provide relevant business personnel with learning resources to support their growth. During the reporting period, we completed 26 company-level excellent professional courses in brand development, marketing, production and human resources, and developed training programs such as digital skills for front-line operators.

### 一線操作員工數字化技能培訓

#### Digital Technology Training for Front-line Operators

報告期內，農夫山泉基於數字化和自動化項目，圍繞生產過程自動化、「倉庫與運輸」的自動化與資源應用、調配及對前端市場的適時供應能力等內容，開展了自動無人叉車(AGV)、WMS&MES數字化系統專項技術培訓。

During the reporting period, based on digitalization and automation projects, focusing on production process automation, “warehouse and transportation” automation and resource application, allocation and timely supply capacity to the front-end market, Nongfu Spring carried out special technical training on Automated Guided Vehicle (AGV) and WMS&MES digital system.

#### 自動無人叉車(AGV)專項技術培訓

該培訓系統涉及AGV軟件系統、編程和線路設計及調整、調度管理軟件、AGV系統與上位系統對接流程等內容，旨在幫助工廠一線設備工程師掌握AGV軟件系統編程與開發基本技能，進而適應農夫山泉自動化搬運轉型需求。

#### Special Technical Training of Automated Guided Vehicle (AGV)

The training system involves AGV software system, programming and line design and adjustment, dispatching management software, docking process between AGV system and upper system and others. It aims to help front-line equipment engineers master the basic skills of AGV software system programming and development, thus meet the needs of Nongfu Spring automatic handling transformation.

#### 數字化—WMS&MES系統培訓

該培訓旨在幫助一線操作人員適應工廠數字化轉型趨勢，掌握數字化操作系統。截至報告期末，該培訓已累計開發14門線上課程，培訓學員達100人。

#### Special Technical Training of WMS&MES Digital System

We launched the training to help front-line operators adapt to the digital transformation trend of factories and master the digital operating system. By the end of the reporting period, 14 online courses were developed for this training, covering 100 trainees.

此外，我們還充分利用自身資源，聯合第三方機構開展外部培訓合作項目，持續拓展員工視野，提升員工綜合素養與管理能力，滿足員工職業發展的多樣化需求。我們的董事亦根據上市規則的規定接受了專業培訓。

In addition, we also made full use of our own resources to carry out external training cooperation projects with third-party institutions, continue to expand the vision of employees, improve their comprehensive quality and management ability, and meet the diverse needs of employees' career development. In accordance with the requirements of the Listing Rules, our directors also received professional training.

報告期內，農夫山泉員工受訓比例為100%，人均受訓時數為24.2小時。

During the reporting period, 100% of Nongfu Spring's employees underwent training, and the average training hours per person were 24.2 hours.

**員工發展**

**薪酬與績效**

本公司以《員工績效管理辦法》、《崗位職級管理辦法》、《總部薪酬管理辦法》、《工廠薪酬管理辦法》、《大區薪酬管理辦法》等內部制度為指引，制定並持續優化合規且具有行業競爭力的薪酬體系，貫徹落實堅持同工同酬的薪酬管理制度，最大程度上保留優質人才。

我們亦專注於為員工提供具有高吸引力的績效評估體系，結合公司實際情況，採用員工自評、上級主管建議、評議小組集體評議、評審委員會覆核等多方反饋，以及公開述職等多元化的評估形式，多維度、多視角評定員工績效，並在此過程中確保績效評估公開透明，促進團隊的學習與成長。

報告期內，農夫山泉批准實施員工股權激勵計劃，以激勵在本集團發展過程中發揮重要作用的管理人員和核心技術專家，以此激發員工對公司的認同感、歸屬感，最大程度上保留人才。截至報告期末，該項目覆蓋員工人數108人。（詳情請參閱年報）

**職業發展**

本公司高度重視員工的職業發展，依託於《崗位職級管理辦法》、《職級體系優化方案》等內部制度，結合崗位實際情況，為員工提供明確的職級劃分制度，以及清晰的職業發展路徑。我們亦制定了《晉升評議標準》，設置評議小組綜合評定、評審委員會覆核、績效A員工公示等環節，並確保風險評估工作覆蓋人員晉升的全過程，為公平、公正開展晉升及考核工作提供制度保障。

**Employee Development**

**Salary and Performance**

Under the guidance of internal systems such as *Employee Performance Management Measures, Position Grade Management Measures, Headquarters Compensation Management Measures, Factory Compensation Management Measures, and Sales Region Compensation Management Measures*, the Company developed and continuously optimized a compliant and competitive salary system, implemented the salary management system of equal pay for equal work, and retained high-quality talent to the greatest extent.

We also focused on providing employees with a highly attractive performance evaluation system. In combination with the actual situation of the Company, we evaluated employees' performance in multi-dimensional and multi-dimensional ways by using multiple feedback such as employee self-evaluation, suggestions from superior supervisors, collective review by the review team and the review committee, and public reporting, and in this process, we ensured that the performance evaluation was open and transparent, and promoted the learning and growth of the team.

During the reporting period, Nongfu Spring approved the implementation of an employee equity incentive plan to motivate managers and core technical experts who play an important role in the development of the Group, so as to stimulate employees' sense of identity and belonging to the Company and retain talent to the greatest extent. The project covered 108 employees by the end of the reporting period. *(Please refer to the Annual Report for details)*

**Career Development**

The Company attaches great importance to the career development of employees. Relying on the internal systems such as *Position Grade Management Measures and Grade System Optimization Plan*, and combining the actual situation of positions, we provide employees with a clear rank division system and career development path. We formulated the *Promotion Evaluation Standards*, and set up the comprehensive evaluation of evaluation teams, review of the evaluation committee, performance A employee publicity and others to ensure that the risk assessment work covers the whole process of employee promotion, and provide institutional guarantee for fair and impartial promotion and evaluation.

在公平晉升方面，我們從專業、經驗、知識、技能等基本條件，以及專業產出、專業能力、專業回饋、通用能力等維度，進一步優化了公司崗位任職資格標準，為員工提供清晰的晉升標準，牽引公司人才發展。我們亦增加了員工晉升頻率，並由人力資源中心結合公司戰略，統一發佈晉升方案及比例，保證人才結構健康。

為精準規劃人力資源策略，進一步改善員工體驗，我們定期開展員工敬業度調查，並對調研結果進行詳盡分析，針對痛點問題制定分層分級解決方案，並完善未來的人事提升行動路徑。2022年，我們開展了敬業度調查，涉及5大板塊17個維度63個具體問題，覆蓋員工2萬餘人，敬業度分數達86%。

## 關愛與健康

農夫山泉始終視員工為最寶貴的財富，致力於在保障員工健康安全的前提下，積極開展各項員工關懷與福利活動，保障員工工作與生活間的平衡，拉近與員工之間的距離，實現企業與員工的共同發展。

### 員工關懷與福利

本公司依託《中華人民共和國社會保險法》等法律法規，以及《福利管理辦法》、《假期管理辦法》、《農夫山泉長期激勵管理制度》等內部制度，為員工提供靈活多變的福利制度。我們根據員工個人需求，在確保有養老、醫療、失業、工傷、生育保險以及住房公積金等法定福利待遇的基礎上，提供午餐補貼、生日賀禮、節日福利、結婚賀禮、喪葬慰問金、高溫費、取暖費等非法定福利內容，實現對員工的全方面關懷。

In terms of the fair promotion, we further optimized the Company's post qualification standards from the basic conditions of profession, experience, knowledge, skills and other dimensions, as well as professional output, ability and feedback, and general ability, to provide clear promotion standards for employees, and to promote the talent development. We increased the frequency of employee promotion. In addition, the Human Resources Center, in combination with the Company's strategy, uniformly issues the promotion plan and proportion to ensure the sound talent structure.

We regularly conducted employee engagement surveys, analyzed the survey results in detail, formulated hierarchical solutions for pain points, and improved the future personnel promotion action path in order to accurately plan the human resource strategy and further improve the employee experience. In 2022, we carried out an engagement survey, involving 17 dimensions and 63 specific questions in five sectors, covering more than 20,000 employees, with an engagement score of 86%.

## CARE AND HEALTH

Nongfu Spring believes that our employees are our most valuable asset, and is committed to actively carrying out employee care and welfare activities under the premise of ensuring the health and safety of employees to guarantee the balance between work and life of employees, narrow the distance with employees, and realize the common development of enterprises and employees.

### Staff Care and Welfare

The Company provides flexible and changeable welfare systems for employees according to the *Social Insurance Law of the People's Republic of China* and other laws and regulations, as well as internal systems such as *Welfare Management Measures*, *Holiday Management Measures* and *Nongfu Spring Long-term Incentive Management System*. We provide lunch allowance, birthday gift, holiday welfare, wedding gift, funeral condolence, high temperature fee, heating fee and other non-legal benefits to employees according to their personal needs, on the basis of ensuring that there are legal benefits such as pension, medical care, unemployment, work-related injury, maternity insurance and housing provident fund, so as to provide all-round care for employees.

成長的助力 EMPLOYEE ENGAGEMENT

報告期內，為保障福利發放時效性及多樣性，我們搭建了公司福利平台並擴大試點，保證禮物配送到家，並減少大區及工廠員工先墊付後核銷的流程，以確保員工可以自由選擇、及時領取喜歡的福利產品。我們亦對生日福利發放進行了優化，由以往線下人工提醒，人工發放改為線上自動觸發生日祝福，員工隨心選擇生日禮物，進而提升員工的體驗感。

During the reporting period, in order to ensure the timeliness and diversity of welfare distribution, we set up the welfare platform and expanded the pilot to ensure the delivery of gifts to home, and reduce the process of advance payment and write-off by employees in sales regions and factories. Therefore, employees can freely choose and receive their favorite welfare products in time. In order to make employees choose birthday gifts at will and enhance their experience, we also changed the distribution of birthday benefits from offline manual reminding and manual distribution to online automatic triggering of birthday wishes.

本公司亦高度重視對困難員工的關懷，並設有員工關愛基金計劃，根據員工實際困難及時給予經濟援助，以此彰顯企業的人文關懷，給予員工家的溫暖。

In order to show the humanistic care of the enterprise and give warmth to employees' homes, the Company also attaches great importance to the care of employees in difficulty, and has an employee care fund plan to give timely financial assistance according to the actual difficulties of employees.

報告期內，我們通過為員工定制三節禮盒、設置跨年迎新系列活動等方式，向全國員工傳遞關愛與祝福，攜手全體員工，打造舒適、友好的工作氛圍。

During the reporting period, we delivered care and blessings to employees across the country by customizing gift boxes in three traditional festivals for employees and setting up a series of activities for the New Year, and worked with all employees to create a comfortable and friendly working atmosphere.

三節(春節、端午節、中秋節)禮盒

Gift Boxes Delivered in Three Festivals (Spring Festival, Dragon Boat Festival and Mid-Autumn Festival)



跨年迎新系列活動

New Year's Eve Activities





員工醫療、意外保障計劃

Employee Medical and Accident Insurance Plan



青禾、青苗計劃海報  
Poster of Qinghe and Qingmiao Plan

報告期內，農夫山泉面向不同員工開展了青禾、青苗計劃，向正式員工及實習生提供意外傷害險、交通意外險、意外醫療險等福利項目，為員工身心健康保駕護航，意外險覆蓋率達100%。同時，我們面向全體員工，與第三方專業機構合作推出了全員健康體檢項目及意外險項目，並為員工家屬提供優惠福利。

During the reporting period, Nongfu Spring carried out the Qinghe and Qingmiao Plan for different employees, providing welfare programs such as accidental injury insurance, traffic accident insurance and accidental medical insurance to regular employees and interns, to protect the physical and mental health of employees. The coverage rate of accident insurance reached 100%. At the same time, we launched the health examination and accident insurance programs for all employees in cooperation with third-party professional institutions, and provided preferential benefits for employees' families.

婦女節花藝培訓

Women's Day Flower Training



花藝培訓活動現場  
Activity Site of Flower Training

3.8婦女節期間，浙江淳安工廠邀請當地鮮花店的花藝師來到工廠，手把手指導工廠女職工親手製作花籃，將自己的節日祝福和對生活的無限憧憬全都融入在精緻的花籃中。

During the Women's Day, Zhejiang Chun'an Factory invited florists from local fresh flower shops to come to the factory, and guided the female workers of the factory to make flower baskets by hand, integrating their holiday blessings and unlimited vision of life into the exquisite flower baskets.



### 職業健康與安全

在運營過程中，農夫山泉恪守《中華人民共和國職業病防治法》等相關法律法規，將職業健康與安全視作保障企業平穩運行的重要因素。我們基於安全委員會四級組織架構，設立了生產基地安全管理委員會、工廠安全委員會兩級委員會組織，以及部門安全領導小組、科室現場安全管理小組兩級執行組織，自上而下貫徹落實安全生產的主體責任，守護員工職業健康安全。

報告期內，我們對《AGV項目安全工作指引》、《勞動防護用品管理制度》、《搬運作業安全管理制度》、《工廠安全教育培訓制度》、《自動雨布覆蓋系統安全工作指引》等一系列內部制度進行了修訂，並設定了相關安全生產管理目標，為安全生產及職業健康工作的開展提供制度指引。

同時，我們依據《工廠風險評估準則》、《工廠事故管理程序》等內部制度，對公司職業健康安全體系進行了進一步的優化升級，將行動計劃與量化目標相結合，建立基礎工作項目管理機制，為生產工作的開展提供明確的工作目標與管理指標，並開展季度性綜合風險評估。我們亦將職業健康與安全標準納入相關合同、協議及採購要求中，持續向承包商及施工方傳達公司健康與安全思想。截至報告期末，農夫山泉已有14家工廠獲得ISO 45001職業健康安全管理體系認證。公司計劃2025年底前實現ISO 45001認證全覆蓋。

### Occupational Health and Safety

In the process of operation, Nongfu Spring abides by the *Law of Prevention and Control of Occupational Diseases of the People's Republic of China* and other relevant laws and regulations and regards occupational health and safety as important factors for the smooth operation. Based on the four-level organizational structure of the Safety Committee, we set up two-level committee organizations, i.e., the safety management committee of the production bases and the factory safety committee, and two-level executive organizations, i.e. the leading group of department safety and the safety management group of the department site, in order to carry out the main responsibility of safety production from top to bottom and protect the employees' occupational health and safety.

During the reporting period, we revised a series of internal systems, such as *Guidelines for Safety Work in AGV Projects*, *Labor Protection Articles Management System*, *Handling Operation Safety Management System*, *Factory Safety Education and Training System*, and *Safety Guidelines for Automatic Rain Tarpaulin Covering Systems*. Meanwhile, relevant safety production management objectives were set to provide institutional guidance for safety production and occupational health.

In terms of the internal systems such as *Factory Risk Assessment Criteria* and *Factory Accident Management Procedures*, we upgraded the Company's occupational health and safety management system in further. We combined action plans with quantitative targets and established a management mechanism of the basic work project to provide specific work aims and management indicators for production work, and conducted the quarterly comprehensive risk assessment. We incorporated occupational health and safety standards into relevant contracts, agreements and procurement requirements, and continuously conveyed our health and safety thinking to contractors and construction sides. By the end of the reporting period, 14 factories of Nongfu Spring have passed the ISO 45001 quality standard certification. By the end of 2025, we plan to achieve full coverage of ISO 45001 certification.

**健康安全措施**

本公司立足於銷售、生產、品牌、質量、售後等業務領域，建立並不斷完善內部生產安全管理舉措。我們依託於完善的風險管控機制，激勵各工廠自主開展風險排查及舉報工作，做到及時核實信息、及時整改並予以舉報人獎勵。同時，我們亦針對安全生產過程中可能存在的風險，由總部統籌管理未遂事件提報工作，從源頭杜絕生產事故的發生。對於全年無事故的工廠，我們也將依據旺季生產安全激勵相關制度，為工廠總經理、安全負責人等發放獎金。

此外，我們還定期根據風險評估結果，進一步判斷相關外部風險對生產經營的影響，並針對洪水、停電、地震、火災等風險項進行應急演練，提高員工應對突發風險的技能與素質，實現相關風險的有效控制。

**生產系統年度應急演練計劃****Annual Emergency Drill Plans for the Production System**

公司遵照風險評估結果，制定了生產系統年度應急演練計劃，持續開展自然災害、廠車班車突發事件、危險化學品泄漏、食物中毒、特種設備、能源故障等應急演練。截至報告期末，該計劃累計識別除全員性綜合消防演練外專題演練項目12個，特定性項目2個。

Complying with the results of the risk assessment, the Company formulated the annual emergency drill plan for the production system and continuously carried out emergency drills related to natural disasters, accidents occurred on the shuttle buses, leakage of dangerous chemicals, food poisoning, special equipment and energy failures. By the end of the reporting period, 12 special training projects and 2 particular projects except comprehensive fire drills for all employees were identified.

我們亦建立了完善的工傷處理流程，相關事故一經發生，將由工廠第一時間開展傷員救治並及時上報總部人力資源中心和生產營運中心安環部，在持續提升內部工作環境安全系數的同時，盡最大可能保護員工不受傷害。此外，我們還與第三方專業機構合作，面向全體員工推出了全員健康體檢項目及意外險項目，持續為員工提供安全保障。

**Health and Safety Measures**

The Company established and perfected the internal production safety management measures continuously from sales, production, brand, quality, after-sales and other business areas. According to the perfect risk management and control mechanism, we encouraged all our factories to independently investigate and report risks to verify and rectify in time and whistleblowers would be rewarded. In the meantime, for the possible risks in the process of safe production, the headquarters managed the reporting of attempted incidents as a whole to prevent production accidents from the source. We also gave out bonuses to general managers and safety leaders of factories if there were no accidents all year round, according to the production safety incentives in peak seasons.

In addition, according to the results of the risk assessment, we further judged the impact of related external risks on internal production and operation termly and conducted emergency drills for some risk items, such as flood, power outage, earthquake and fire, with the purpose of improving employees' skills and capacity in dealing with unexpected risks and controlling related risks effectively.

We established a thorough process of employment injury treatment. In case of any accident, factories will take measures to treat the wounded promptly and report it to the HR Center of the headquarters and the Safety and Environment Department of the Production and Operation Center in time, so that we can improve the safety factor of the inner working environment continuously and try our best to protect employees from injury. Furthermore, we cooperated with third-party professional organizations to launch health examinations and accident insurance for all employees in order to provide security for them.

### 安全文化建設

本公司在持續完善安全生產制度，加強職業健康安全體系建設的同時，亦通過安全文化宣貫與突發事件演習活動，積極開展安全文化建設，專注於提升員工職業健康意識，進而為員工打造健康安全的工作環境。

報告期內，農夫山泉制定了《工廠安全培訓與組織框架》，並通過典型課題、強化課題、各種HSE會議、部門主管主持學習討論、崗位實際練習等多種方式對全體員工開展相關培訓宣貫活動。該制度涵蓋相關法律法規及公司的HSE方針、政策及原則、安全領導力、十大禁令及反習慣性違章、通用安全(包括廠內車輛)、消防、防禦性駕駛技術、與員工崗位有關的應急響應程序、作業許可、個人防護、高風險作業安全、現場施工、叉車安全等內容，旨在為實施安全管理措施、營造安全文化氛圍提供制度保障。

### Safety Culture Construction

The Company improves the safety production system and constructs the occupational health and safety management system continuously. Meanwhile, we also build the safety culture actively and focus on improving employees' occupational health awareness through safety culture propaganda activities and emergency drills to create a healthy and safe working condition for employees.

During the reporting period, Nongfu Spring formulated the *Factory Safety Training and Organizational Framework* and provided training for employees by typical topics, enhanced topics, various HSE meetings, studies and discussions hosted by department heads, and practical post practice. The system involves relevant laws and regulations and some other items of the Company, including HSE policies, guidelines and principles, safety leadership, ten prohibitions and anti-habitual violations, general safety (vehicles in factories), fire control, defensive driving skills, emergency response procedures which are related to employees' posts, work permits, personal protection, high-risk operation safety, on-site construction, forklift safety, aiming to provide institutional guarantee for the implementation of safety management measures and the creation of safety culture.

### 急救、救災培訓及知識普及

#### Training and Knowledge Popularization of First Aid and Disaster Relief



消防應急演練培訓  
Fire Emergency Drill Training

報告期內，農夫山泉由總部牽頭，各地工廠、大區自行組織開展了急救培訓、救災培訓及安全知識普及，進而提升員工在面對突發事件時的應對能力。我們亦鼓勵員工在進行相關學習的同時，積極考取紅十字會急救證照，對自己和他人的生命健康安全盡一份力。

During the reporting period, led by the headquarters of Nongfu Spring, local factories and sales regions organized first aid training, disaster relief training and safety knowledge popularization to improve the abilities of employees in coping with emergencies. We encouraged our employees to actively obtain the Red Cross Society First Aid Certification while studying, and do something for the life, health and safety of themselves and others.

# 價值的傳遞

## PASSING ON VALUES

農夫山泉堅信與合作夥伴的攜手共建，對社會的回報與反哺，是促進自身與行業可持續發展不可或缺的重要一環。因此，我們始終致力於將可持續發展納入供應鏈管理、積極承擔企業公民責任，做有擔當、有作為的負責任企業。

Nongfu Spring firmly believes that the joint construction with partners, the return and feeding of the society, is an indispensable part of promoting the sustainable development of its own and the industry. Therefore, we are always committed to integrating sustainable development into supply chain management, actively assuming corporate citizenship responsibilities, and acting as a responsible company.

- 本章節對應SDG
- **SDGs we support in this chapter:**



### 供應商管理

#### Supplier Management



商業行為政策覆蓋供應商比率100%，簽訂商業道德條款的供應商比率100%。

The ratio of suppliers covered by the business conduct policy reached 100%, and the ratio of suppliers who signed business ethics clauses reached 100%.



制定並發佈了《採購及業務相關人員行為守則》，適用範圍覆蓋集團與採購相關全員，以進一步明確採購職業操守，提升採購綜合能力及服務意識。

Formulated and issued the *Code of Conduct for Procurement and Business Related Personnel*, which covers all procurement related personnel in the Group, to further clarify their professional ethics and improve their comprehensive ability and service awareness.



對《供應商行為守則》中與可持續發展相關內容進行了優化更新，重申了農夫山泉對於合作夥伴在勞動權益、環境保護與商業道德方面的嚴格要求。

Optimized and updated contents related to sustainable development in the *Supplier Code of Conduct*, and reiterated strict requirements of Nongfu Spring for partners in labor rights, environmental protection and business ethics.

### 救助災區

#### Providing Relief to Disaster-stricken Areas



在受到高溫乾旱影響的浙江、湖北、四川、貴州、重慶等地提供應急居民生活用水並設置街頭愛心冰櫃，緩解極端天氣對居民生活的影響。

Provided emergency domestic water for residents in Zhejiang, Hubei, Sichuan, Guizhou, Chongqing and other places affected by high temperature and drought, and arranged love freezers on streets to alleviate the impact of extreme weather on residents' lives.

公共體育  
Public Sports



作為國際泳聯官方贊助商，為來自全球約180個國家和地區的2,000多名選手提供符合歐盟指標檢測的飲用水。

As the official sponsor of FINA, we provided drinking water that meets EU standards for more than 2,000 athletes from about 180 countries and regions around the world.

志願服務  
Volunteer Service



全年員工參與志願活動時數總計87,614小時。

A total of 87,614 hours of employee participation in volunteer activities throughout the year.

供應商管理

與供應商合作夥伴攜手相伴，打造可持續供應鏈，構建可持續的價值鏈是農夫山泉不變的願景與目標。為此，我們秉著公平、公正、公開的原則，建立了完善的制度體系與管理流程，致力於將可持續理念融入供應鏈管理戰略，共同打造綠色健康的產業生態。

供應商全生命周期管理

農夫山泉依據《採購管理辦法》、《供應商生命周期管理規範》等內部制度，通過供應商管理系統(SRM系統)對供應商進行全生命周期管理，覆蓋供應商開發、認證引入、績效評估、風險管理直至合作終止或續約全流程。

農夫山泉採購中心作為統籌部門與各職能部門協同管理，將管理重點向供應市場更前端延伸，管理縱深輻射供應鏈上下游。為提高管理效率，我們將SRM系統與生產過程執行系統(MES系統)進行工廠試點信息聯動，以實現供應商全生命周期管理數字化管理能力的不斷提升。

SUPPLIER MANAGEMENT

It is the constant vision and goal of Nongfu Spring to work hand in hand with our supplier partners to create a sustainable supply chain and value chain. Therefore, we established a comprehensive system and management process based on the principles of fairness, justice and openness, and were committed to integrating the concept of sustainability into our supply chain management strategy and working together to create a green and healthy industrial ecology.

Supplier Life Cycle Management

According to internal systems such as *Procurement Management Measures* and *Supplier Life Cycle Management Specification*, Nongfu Spring carries out supplier lifecycle management through the Supplier Relationship Management (SRM), covering the whole process of supplier development, certification introduction, performance evaluation, risk management and cooperation termination or renewal.

Nongfu Spring Procurement Center, as a coordinating department, cooperated with all functional departments in the management, extending the management focus to the front end of the supply market, and radiating the upstream and downstream supply chains in depth. In order to improve the management efficiency, we linked the SRM system with the Manufacturing Execution System (MES) in pilot factories to realize the continuous improvement of the digital management capability of supplier lifecycle management.



### 開發與准入 Development and Access

- 基於《供應商生命週期管理規範》、《供應商准入流程》，結合「可持續採購原則」，我們對供應商綜合實力、風險狀況和可持續發展表現進行深度評估，將環境保護與社會責任相關指標納入准入考核條款，並通過物料認證和實地考察等補充手段加以確認，合格及潛在合作供應商須簽署《基礎合作協議》，並承諾遵守《供應商行為守則》方可納入供應商庫。

Based on *Supplier Life Cycle Management Specification and Supplier Access Process*, and combining with the "principles of sustainable procurement", we conducted in-depth assessments of suppliers' overall strength, risk profile and sustainability performance, incorporated environmental protection and social responsibility-related indicators into the entry assessment terms, and confirmed them through additional means such as material certification and site visits. Qualified and potential cooperative suppliers were required to sign the *Basic Cooperation Agreement* and commit to abiding by the *Supplier Code of Conduct* before being included in the supplier pool.

### 分級管理與績效評估 Hierarchical Management and Performance Evaluation

- 報告期內，我們對供應商的評價方式進行進一步完善，制定了《供應商生命週期管理規範》，明確分級管理標準，將可持續發展風險評估進一步深化落實。

During the reporting period, we further improved the supplier evaluation method, formulated the *Supplier Life Cycle Management Specification*, clarified the hierarchical management standards, and further deepened the implementation of the sustainable development risk assessment.

- 對項目類供應商，我們按合同執行情況進行評估打分；對訂單採購類供應商按交貨及時性、交貨質量和配合度進行月度評估打分，根據打分結果對供應商進行年度綜合評定，實行分級管理。

For project suppliers, we evaluate and score according to their contract performance. For order procurement suppliers, we conduct monthly evaluation and rating according to delivery timeliness, delivery quality and cooperation. We conduct an annual assessment of suppliers according to the assessment results, and implemented the hierarchical management.

### 獎懲與淘汰 Reward and Elimination

- 對於獲評等級較高的供應商，我們會執行訂單優先或合同分配比例優先的獎勵；  
Higher-scoring suppliers are given priority in order execution and the contract allocation ratio.
- 對等級較低或不符合公司標準的供應商進行降級處理，整改不達標的予以凍結、暫停供應／合作；  
Suppliers with lower score or who do not meet the Company's standards will be degraded, and the supply/cooperation will be stopped or suspended if the rectification does not meet the standards.
- 對弄虚作假、故意隱瞞、有違公平競爭的供應商，採取零容忍政策，淘汰永久不予合作。  
We adopt a zero-tolerance policy towards suppliers who cheat, deliberately conceal, or violate fair competition and terminate cooperation permanently.

### 供應商管理流程

### Supplier Management Process



農夫山泉通過不定期的審查、飛檢等措施對供應商進行審核，以落實上述供應商管理流程，審核範圍覆蓋100%的供應商，確保每4年對所有供應商進行至少一次審核，審核維度包括交貨質量、經營狀況、可持續發展表現等多個方面。

報告期內，我們在調研、測試、驗證並定義相關的質量標準之後，確定了對農夫山泉更為重要的主要二級供應商，並延伸審核覆蓋範圍，參照農夫山泉質量標準對二級供應商質量管控措施開展不定期抽檢。

為加深供應商對農夫山泉供應鏈管理方針的理解，我們在採購系統中實時公佈農夫山泉最新修訂的制度、文件，並定期對供應商開展培訓與宣貫。我們亦針對反貪腐政策、可持續發展方針等對供應商開展培訓。截止報告期末，農夫山泉共開展供應商集中培訓5場，商業行為政策覆蓋供應商比率100%，簽訂商業道德條款的供應商比率100%。

在優化供應鏈管理的基礎上，我們亦不斷精進對內部採購人員的管理。報告期內，我們以《農夫山泉員工商業行為準則》為基礎，制定並發佈了《採購及業務相關人員行為守則》，適用範圍覆蓋集團與採購相關全員，以進一步明確採購職業操守，提升採購綜合能力及服務意識，重申公司廉潔、誠信、敬業的處事宗旨，強調公司對腐敗與賄賂採取零容忍政策，打造清正廉潔可持續的供應鏈管理機制。

Nongfu Spring audits suppliers through irregular reviews, unannounced inspections and others to implement the above supplier management process. The audit scope covers all suppliers and ensures that all suppliers are audited at least once every four years. The audit dimensions include delivery quality, operating conditions, sustainable development performance and others.

During the reporting period, after investigating, testing, verifying and defining relevant quality standards, we identified major second-tier suppliers more important to Nongfu Spring, extended the audit coverage, and carried out irregular sampling inspection of the quality control measures towards second-tier suppliers according to quality standards.

To enhance the understanding of suppliers on the supply chain management policies of Nongfu Spring, we announce the latest revised system and documents in the procurement system in real time, and regularly conduct training and dissemination to suppliers. We also provide training for suppliers on anti-corruption policies, sustainable development guidelines, etc. By the end of the reporting period, 5 centralized supplier training sessions were conducted by Nongfu Spring. The ratio of suppliers covered by the business conduct policy was 100%, and the ratio of suppliers signing business ethics clauses was 100%.

On the basis of optimizing our supply chain management, we also keep improving the management of our internal procurement employees. We formulated and issued the *Code of Conduct for Procurement and Business Related Personnel* based on the *Code of Business Conduct for Employees of Nongfu Spring* during the reporting period, which covers all procurement related personnel in the Group, in order to further clarify the professional conduct of procurement, enhance the comprehensive capability and service awareness of procurement, reaffirm the Company's tenet of integrity, honesty and professionalism, emphasize the zero-tolerance policy for corruption and bribery, and create a clean and honest sustainable supply chain management mechanism.

**可持續採購**

農夫山泉致力於推動可持續供應鏈的建設，將可持續採購納入供應商管理流程。為此，我們制定了《供應商健康、安全與環境政策》與《供應商行為準則》，明確農夫山泉優先選擇環境友好型和可持續發展貢獻度高的供應商，並推動供應商提升可持續發展表現，滿足農夫山泉對於環境、人權、廉潔等可持續發展議題的要求。

報告期內，我們重點對《供應商行為守則》中與可持續發展相關內容進行了優化更新，重申了農夫山泉對於合作夥伴在勞動權益、環境保護與商業道德三個方面的嚴格要求。

- **勞動權益方面**，強調了對於供應商勞工管理的標準，包括禁止強迫勞動、禁止使用童工、保障其員工工作條件和福利待遇、杜絕歧視與騷擾、保障員工集體談判與自由結社的權利以及建立安全監控的工作環境共6大主要條款。
- **環境保護方面**，在合規合法的前提下，明確要求供應商識別、控制和減輕重大環境風險，減少排放、浪費和生態破壞等負面環境影響，明確要求供應商向農夫山泉提供必要的環境數據，要求供應商對其產品進行生命周期分析並與農夫山泉一道開展可持續優化舉措，共建綠色供應鏈。
- **商業道德方面**，在原有商業道德條款涵蓋的反腐敗、反賄賂要求外，農夫山泉進一步細化了公平競爭與反壟斷、商業秘密與知識產權保護、數據隱私等方面的內容，以完善對供應商的商業道德要求。

在明確了對供應商可持續發展要求的基礎上，我們將可持續發展納入供應商風險管理戰略，對供應商的可持續發展風險進行識別和管控。

**Sustainable Procurement**

Nongfu Spring is dedicated to driving the sustainable supply chain and integrating sustainable procurement into the supplier management process. In this regard, we established the *Supplier Health, Safety and Environment Policy* and the *Supplier Code of Conduct* to clarify that Nongfu Spring prioritizes suppliers with high environmental friendliness and sustainability contributions, and promotes suppliers to improve their sustainability performance and meet the requirements of Nongfu Spring for environmental, human rights, integrity and other sustainability issues.

During the reporting period, we optimized and updated contents related to sustainable development in the *Supplier Code of Conduct*, and reiterated strict requirements of Nongfu Spring for partners in labor rights, environmental protection and business ethics.

- **In terms of labor rights and interests**, it emphasized the standards of labor management for suppliers, which includes six major provisions of prohibiting forced labor, child labor, protecting the working conditions and benefits of employees, eliminating discrimination and harassment, protecting the rights of employees to collective bargaining and free association, and establishing a safe and monitored working environment.
- **In terms of the environmental protection**, under the premise of compliance and legality, it was explicitly required that suppliers shall identify, control and mitigate major environmental risks, minimize negative environmental impacts such as emissions, waste and ecological damage, provide necessary environmental data to Nongfu Spring, conduct life cycle analysis of their products and carry out sustainable optimization initiatives together with Nongfu Spring to build a green supply chain.
- **In terms of business ethics**, besides the anti-corruption and anti-bribery requirements covered by the original business ethics provisions, Nongfu Spring further detailed contents related to fair competition and anti-monopoly, trade secrets and intellectual property right protection, data privacy, etc. to improve the business ethics requirements for suppliers.

Upon clarification of the requirements for supplier sustainability, we integrated the sustainability into our supplier risk management strategy to identify and control the sustainability risks of our suppliers.

報告期內，我們明確了「可持續發展風險」的考評維度，即環境管理、廢棄物處置、技術創新與迭代、財務與合規風險以及應對突發事件的處置能力共5個方面，並對供應商進行可持續風險的摸排與考核。

對於可持續風險較高的供應商，我們會與其暫停合作，勒令供應商整改並進行自我檢查。供應商完成整改後由採購中心再進行審核，若仍不達標則淘汰，若審核達標後會做降級管理，進行價值管理敦促提升。報告期內，我們共識別出4家高可持續發展風險供應商，並按照上述程序處置妥當，有效降低了供應鏈可持續發展風險。

基於良好的可持續供應鏈管理，農夫山泉在2021年被評選為國家綠色供應鏈管理企業。此後我們持續推進綠色供應鏈打造。報告期內，我們整合了多項信息化系統，基於供應商管理系統(SRM)，在對採購質量與業務運營情況管理的基礎上，對供應鏈與自身的能源使用、資源使用、環境污染物排放、綠色回收等指標和績效進行監控、統計和分析，為優化綠色供應鏈提供了信息支撐。

與此同時，為推動行業綠色發展，我們與政府、科研院所、上下游企業溝通合作，開展宣傳、培訓、搭建回收渠道、調動整合資源，發揮自身作為中國包裝飲用水及飲料的龍頭企業的作用，推動行業的綠色發展。

We clearly defined the evaluation dimensions of “sustainable development risks” in five aspects, during the reporting period, as environmental management, waste disposal, technological innovation and iteration, financial and compliance risks, and the capacity to deal with emergencies. On the basis of these dimensions, we carried out sustainable risk investigations and assessments of suppliers.

We suspend the cooperation with suppliers with high sustainability risk and order them to rectify and conduct self-inspection. After completing the rectification, the Procurement Center will audit again, and suppliers still failing to meet standards will be eliminated, and those meeting standards will be degraded and urged to conduct value management improvement. We identified four suppliers with high sustainability risks during the reporting period and handled them appropriately according to the above-mentioned procedures, thereby effectively reducing supply chain sustainability risks.

On the basis of a well-managed sustainable supply chain, Nongfu Spring was selected as a National Green Supply Chain Management Enterprise in 2021. Since then, we have continuously promoted the creation of a green supply chain. We consolidated a number of information systems during the reporting period, and based on our Supplier Management System (SRM), we monitored, counted and analyzed the indicators and performance of our supply chain and ourselves on energy use, resource use, environmental pollutant emissions and green recycling, in addition to the management of procurement quality and business operations, so as to provide information support for optimizing the green supply chain.

At the same time, we work with governments, academic research institutions and upstream and downstream businesses to conduct publicity and training campaigns, create recycling channels, mobilize and integrate resources, and play our part as a leading enterprise in China in packaged drinking water and beverages to promote the green development of the sector.

**供應鏈風險管理**

為不斷提升產品質量與服務水平，保障穩定供應，維護與優質關鍵供應商之間的長期戰略合作關係，農夫山泉高度重視供應鏈風險的識別與管理，建立了完善的風險識別、評價和處理流程，結合定期的績效考評和健康度覆核，確保及時、有效發現供應鏈風險並予以糾正。

為應對嚴峻的國際貨運形勢以及受疫情影響的國內物流波動，保持關鍵原輔材料穩定供應，農夫山泉開展了以下措施：

- 前置化需求計劃制定，在年初即對採購需求進行初步確定，提前鎖定優質供應資源，尤其是對於進口果汁、天然色素等長採購周期的原料，提前摸排供應商庫存結構，定期評估風險，指導供應商建立庫存，保障穩定持續供應。
- 同時，採購中心與研發部門共同研判，對原料進行周期性分析及區域供應佈局設計，提高分散化區域供應佔比，對所有關鍵品類原物料建立雙源/多源供應，避免單一供應，分散供應風險。對於難以分散風險的品類，我們會對供應商進行重點溝通和交流，維護供應合作關係。
- 針對具有技術先進性的設備採購，農夫山泉積極推動設備更新迭代，與關鍵設備供應商深化合作關係。

**Management of Supply Chain Risks**

In order to continuously improve the product quality and service level, ensure stable supply and maintain long-term strategic cooperation with high-quality key suppliers, Nongfu Spring places a high priority on the identification and management of supply chain risks by establishing a comprehensive risk identification, evaluation and treatment process, and combining the routine performance evaluation and health review to ensure timely and effective discovery and correction of supply chain risks.

In response to the harsh international freight transportation circumstances and the fluctuation of domestic logistics affected by the pandemic and maintaining the stable supply of essential raw materials and auxiliary materials, Nongfu Spring took the following measures:

- We formulated pre-demand plans by preliminarily determining the purchase demand at the beginning of the year, and high-quality supply resources in advance, especially for raw materials with long procurement cycle, such as imported fruit juice and natural pigment; determining the inventory structure of suppliers in advance; regularly assessing risks; and guiding suppliers to build inventory for the stable and sustainable supply.
- The Procurement Center and R&D Department jointly studied, periodically analyzed raw materials and designed the regional supply layout, increased the proportion of decentralized regional supply, and established dual-source/multi-source supply for all key categories of raw materials to avoid the risks of single supply and decentralized supply risks. For the categories that are difficult to disperse risks, we will focus on communication and exchange with suppliers to maintain the supply partnership.
- In view of the procurement of equipment with advanced technology, Nongfu Spring actively promotes the update iteration of equipment and deepens the cooperative relationship with key equipment suppliers.

為實現對產品質量的有效把控，農夫山泉將管理延伸覆蓋至對所採購原料的質量及安全影響較大的二級供應商。例如，針對茶葉等重點原材料的二級供應商，我們用與直接供應商相同的嚴格標準對其進行直接管理、審查和幫扶，以保證我們的產品能夠帶給消費者最佳的體驗。

To effectively control the product quality, Nongfu Spring extends the coverage of management to second-tier suppliers who have significant impacts on the quality and safety of raw materials. For second-tier suppliers of such key raw materials as tea leaves, we employ the same exacting requirements as direct suppliers to directly manage, evaluate and assist their performance, to ensure that our products can bring the best experience to consumers.

### 茶葉採購管理 Tea Purchasing Management

- 為保障茶葉原料供應的高品質及供應穩定性，農夫山泉在報告期內成立了專門的茶葉管理部門，下設技術、研發、品質保障和採購四大職能模塊，全面對接供應商合作，將採購範圍由此前的精製成品原料拓展到前端半成品，觸及二級供應商，進一步提升了原料質量溯源與管控能力。

To ensure the high quality and supply stability of tea leaves, during the reporting period, Nongfu Spring set up a special tea management department consisting of four functional modules, i.e. technology, R&D, quality assurance and procurement to comprehensively cooperate with suppliers, expand the procurement scope from the refined finished raw materials to front-end semi-finished products, reach second-tier suppliers, and further improve the traceability of and control to raw material quality.

- 與此同時，我們深入原產地，幫助資源優勢產地的初加工企業提升對原料基地的管理水平、優化初加工流程、提升生產管理能力，引導固定資產投入，從而為自身儲備更多的高品質原料供應商。

At the same time, we went deep into source areas to assist primary processing enterprises in the resource-advantageous places in the management of raw material bases, optimize the primary processing, enhance the production management ability, and guide the investment in fixed assets to reserve more high-quality raw material suppliers for ourselves.

### 企業公民

農夫山泉積極投身於社會公益事業當中，遵循「創利、育人、兼濟天下」的社區投資理念，以《社區投資政策》為綱領，圍繞救助災區、減緩貧困、教育改善、公共體育四大公益戰略，持續開展關懷活動，為推動民生建設、提升居民幸福度貢獻農夫山泉的力量。

### CORPORATE CITIZENSHIP

Nongfu Spring is actively engaged in social public welfare undertakings, and follows the community investment concept of “creating values, nurturing people, and contributing to the world”. Guided by the *Community Investment Policy*, we carry out caring activities on disaster relief, poverty alleviation, education improvement and public sports, thus contributing to the construction of people’s livelihood and the happiness of residents.



**救助災區**

報告期內，面對突如其來的疫情，以及極端天氣帶來的災害，農夫山泉及其子公司立足於社會各界廣泛需求，第一時間通過物資捐贈等賑災活動履行企業社會責任，與災區群眾共度難關，彰顯作為大企業的社會擔當。

**Providing Relief to Disaster-stricken Areas**

During the reporting period, in the face of pandemic and disasters caused by extreme weather, according to extensive needs of all sectors of society, Nongfu Spring and its subsidiaries fulfilled their social responsibilities through disaster relief activities such as material donations at the first time, and got through difficulties with the people in the disaster-stricken areas, highlighting their social responsibility as a large enterprise.

**支援重慶抗旱、抗火災****Supporting Chongqing to Fight Drought and Fire**

2022年夏季，重慶市下屬多地遭遇持續高溫酷熱天氣，最高氣溫超過歷史極值，多地水庫、水井已無存水，大量居民飲水困難。同時因高溫乾旱山火頻發，威脅當地安全。農夫山泉積極支援抗旱救災工作，在全市各鄉鎮提供了5,000餘箱飲用水保障民生用水和抗擊火災，為當地居民緩解了燃眉之急，助力抗擊高溫乾旱極端天氣。

In summer of 2022, many places under the jurisdiction of Chongqing suffered from continuous high temperature and extremely hot weather, with the highest temperature exceeding the historical extreme. There was no water in many reservoirs and wells, and numerous residents had difficulty in getting drinking water. Due to high temperature, drought and frequent mountain fires threatened local safety. Nongfu Spring actively supported the drought relief work, and provided more than 5,000 boxes of drinking water for all towns of the city to ensure people's livelihood and firefighting, thus alleviating the urgent needs of local residents and helping to fight against high temperature and drought.

**幫助戶外工作者應對極端天氣****Helping Outdoor Workers Cope with Extreme Weather**

2022年6-8月，在浙江、湖北、四川、貴州、重慶等高溫地區，農夫山泉聯合各地公益組織，通過街頭設置免費飲用水冰櫃和捐贈飲用水的方式給戶外工作者送去清涼，幫助戶外工作者應對極端天氣。浙江日報、1818黃金眼、極目、上游、長江日報等媒體欄目對此進行了報道。

From June to August 2022, in Zhejiang, Hubei, Sichuan, Guizhou, Chongqing and other high-temperature areas, Nongfu Spring, together with local public welfare organizations, supported outdoor workers by placing free drinking water freezers and donating drinking water on streets to help outdoor workers cope with extreme weather. Zhejiang Daily, 1818 HuangJinYan News, Jimu News, Shangyou News, Changjiang Daily and other media columns reported on this.



助力疫情防控生活保障

**Living Security for Pandemic Prevention and Control**

2022年3月下旬，農夫山泉聯合多家第三方企業，向上海、河北、天津、遼寧、山東、山西、甘肅、青海、重慶、廣東、安徽、湖南等全國20餘個省市的抗疫一線單位、總工會、大學等機構贈送超過30萬份食品，以實際行動助力疫情防控，保障一線抗疫人員的生活所需。

In late March 2022, Nongfu Spring, in conjunction with a number of third-party enterprises, presented more than 300,000 units of foods to frontline anti-pandemic organizations, trade unions, universities and other institutions in more than 20 provinces and cities including Shanghai, Hebei, Tianjin, Liaoning, Shandong, Shanxi, Gansu, Qinghai, Chongqing, Guangdong, Anhui and Hunan, to help prevent and control the pandemic and ensure the living needs of frontline anti-pandemic personnel.

減緩貧困

本公司積極投身和倡導社會公益事業。我們響應國家扶貧號召，從自身行業出發，充分整合內外部資源，並通過開展春風行動、扶貧濟困日、愛心助農等一系列工作，持續鞏固鄉村振興成果，為減緩貧困貢獻價值。

**Poverty Alleviation**

The Company has actively contributed to and advocated public welfare undertakings. In response to the national call for poverty alleviation, we fully integrate internal and external resources from our industry, and continue to consolidate the achievements of rural revitalization and contribute value to poverty alleviation by carrying out a series of work such as Spring Breeze Action, Poverty Alleviation Day and Caring for Agriculture.

廣東河源飲料工廠扶貧濟困活動

**Poverty Alleviation Activity of Guangdong Heyuan Beverage Factory**

2022年6月，廣東省河源市下車鎮多戶居民住房因連日強降雨破損坍塌，無法正常居住。針對周邊社區受災情況，廣東河源飲料工廠通過「630扶貧濟困日」專項行動向當地居民捐贈房屋新建與舊房改造基金，並與當地幫扶工作隊一同協調房屋修繕工作，解決當地受災居民生活難題。

In June 2022, many residential houses in Xiache Town, Heyuan, Guangdong, were damaged and collapsed due to heavy rainfall in recent days, and this made normally living impossible. In view of the disaster situation in the surrounding communities, Guangdong Heyuan Beverage Factory donated housing construction and old housing renovation funds to local residents through the special action of “630 Poverty Alleviation Day”, and worked with local assistance teams to coordinate the house repair work and solve the living problems of local affected residents.

四川峨眉山工廠「愛心助農」活動

**“Caring for Agriculture” in Sichuan Emei Mountain Factory**



2022年6月，正值端午佳節，四川峨眉山工廠組織開展了「愛心助農」活動，通過向周邊鄉村購買農產品等方式，幫助大山深處的好山貨走出大山，走進消費者心裏，攜手各界助力鄉村振興。

In June 2022, during the Dragon Boat Festival, Sichuan Emei Mountain Factory organized the activity of “Caring for Agriculture”. By purchasing agricultural products from surrounding villages, the factory helped to sell high-quality mountain products, and joined hands with all sectors to help the rural revitalization.

**教育改善**

公司始終心繫教育，將教育改善視作企業公益行動的重要組成部分。報告期內，我們聯合國內大中專院校，繼續開展「農夫山泉班」，打造「聯合培養人才，學成返鄉就業」的育人新模式，切實助推地方發展。

**Education Improvement**

The Company has always been concerned with education, and regards education improvement as an important part of public welfare actions. During the reporting period, in conjunction with Chinese colleges and universities, we continued to carry out the “Nongfu Spring Class” to create a new model of “joint training of talent and returning to hometown for employment”, effectively boosting the local development.

**聯合院校共辦「農夫山泉班」****“Nongfu Spring Class” with Colleges and Universities**

「農夫山泉班」同學進行理論知識考核現場  
Theoretical Knowledge Examination Site for Students of “Nongfu Spring Class”

2022年，農夫山泉繼續聯合湖北輕工職業技術學院，共同舉辦了「農夫山泉班」。該培訓班於2014年啟動，旨在通過公司特有的水源地招生招工一體化形式<sup>4</sup>，打造學校、學生、家庭和企業四方受益的長效合作機制，為企業及當地培養高素質人才。

In 2022, Nongfu Spring continued to hold “Nongfu Spring Class” in conjunction with Hubei Light Industry Technology Institute. Launched in 2014, the training course aims to take advantage of the integrated enrollment and recruitment<sup>4</sup> in the water sources to create a long-term cooperation mechanism benefiting schools, students, families and enterprises, and cultivate high-quality talent for enterprises and local communities.

培訓班開展期間，我們通過提供獎學金、為工作一定年限的員工報銷學費、安排企業師傅「傳教幫帶」等方式，加深學員實踐操作與理論知識的銜接，進而實現「育人雙主體，人才本地化」的培養目標。截至報告期末，「農夫山泉班」已培養出6屆畢業生，其中近500名同學已奔赴北起吉林長白山，南至廣東萬綠湖的各大水源地就業，成為推動當地經濟發展前進的源動力。

During the training course, we provided scholarships and reimbursed tuition fees for employees who have worked for a certain number of years, and arranged enterprise teachers for “teaching and helping” to deepen the connection between practical operation and theoretical knowledge of students, and realize the training goal of “educating people with dual subjects and localizing talent”. By the end of the reporting period, “Nongfu Spring Class” has been held for six sessions, among which nearly 500 students have gone to the major water sources from Jilin Changbai Mountains in the north to Guangdong Wanlv Lake in the south for employment, and it has become the source power to promote the local economic development.

<sup>4</sup> 即從工廠水源地招生，畢業後直接分配至家鄉農夫山泉工廠入職。

<sup>4</sup> That is to recruit students from the water sources of factories and directly assign them to Nongfu Spring factories in their hometowns after graduation.

水情教育活動  
Water Education Activity



2022年，農夫山泉充分整合自身資源，面向學生開展水情教育活動，以生動、趣味的活動形式，向學生科普水知識，履行企業社會責任。報告期內，該活動累計開展3萬餘場，影響300餘萬人次。  
In 2022, Nongfu Spring fully integrated its own resources to carry out water education activities for students, and popularized water knowledge for students in vivid and interesting activities to fulfill its social responsibilities. During the reporting period, more than 30,000 events were held, affecting more than 3 million people.

**公共體育**  
本公司高度關注公共體育活動，持續深耕游泳、跳水等運動領域，並通過為全球體育健兒提供天然、健康的飲水、用水服務，向國際體育平台展示負責任的品牌形象，以實際行動助力體育事業發展。

**Public Sports**  
The Company pays close attention to public sports activities, and continuously explores swimming, diving and other sports fields. By providing natural and healthy drinking water and water services for global athletes, the Company presents a responsible brand image to international sports platforms and helps the development of sports undertakings with practical actions.

千島湖建德馬拉松運動  
Thousand-island Lake Jiande Marathon



馬拉松熱身運動  
Marathon Warm-up Exercise

2022年11月，在17°C新安江馬拉松賽場，農夫山泉為來自全國各地的馬拉松專業選手與愛好者們提供飲用水服務，幫助各地跑友更好地感受馬拉松的美麗與樂趣。  
In November 2022, at 17°C Xin'an River Marathon, Nongfu Spring provided drinking water service for marathon professionals and enthusiasts from all over the country, so that they can better feel the beauty and fun of marathon.

國際泳聯世錦賽飲水服務  
Water Service for FINA World Championships



國際泳聯世錦賽飲水服務  
Water Service for FINA World Championships

2022年6月，第19屆國際泳聯世錦賽(FINA World Championships)在匈牙利布達佩斯開賽。農夫山泉作為國際泳聯官方贊助商，為來自全球約180個國家和地區的2,000多名選手提供符合歐盟指標檢測的飲用水，助推體育賽事順利開展。  
In June 2022, the 19th FINA World Championships was launched in Budapest, Hungary. As an official sponsor of FINA, Nongfu Spring provided more than 2,000 competitors from around 180 countries and regions with drinking water that meets EU standards, promoting the smooth development of sports events.

## 附錄一 法律規例制度一覽

# APPENDIX I: LIST OF LAWS AND REGULATIONS

### 法律法規

#### Laws and Regulations

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《中華人民共和國民法典》	Civil Code 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
《中華人民共和國個人信息保護法》	Personal Information Protection 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
《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
《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
《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

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法律法規

**Laws and Regulations**

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《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
《中華人民共和國礦產資源法》	Mineral Resources Law of the People's Republic of China
《中華人民共和國資源稅法》	Resource Tax 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
《中華人民共和國植物新品種保護條例》	Regulations on the Protection of New Varieties of Plants of the People's Republic of China
《工傷保險條例》	Regulations on Work Injury Insurance
《建設項目環境保護管理條例》	Regulations on the Administration of Environmental Protection of Construction Projects
《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
《食品召回管理辦法》	Food Recall Management Measures
《生產安全事故應急預案管理辦法》	Measures for the Management of Production Safety Accident Emergency Plans
《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
《取水許可管理辦法》	Measures for the Administration of Water Abstraction Permits
上市規則附錄二十七《環境、社會及管治報告指引》	Appendix 27 "Guidelines on Environmental, Social and Governance Reporting" to the listing rules of the Hong Kong Stock Exchange
《GRI標準2021版》	GRI Standards 2021
ISO 17025《實驗室質量管理體系》	ISO 17025 Laboratory Quality Management System
GB-7718《食品安全國家標準預包裝食品標籤通則》	GB-7718 National Standards for Food Safety General Principles for Labelling of Prepackaged Food
《企業落實食品安全主體責任監督管理規定》	Enterprises implement the regulations on the supervision and management of the main responsibilities of food safety
《禁止使用童工規定》	Regulations on the Prohibition of Child Labor
《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
《關於進一步加強塑料污染治理的意見》	Opinions on Further Strengthening Plastic Pollution Control

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## 附錄二 香港聯交所環境、社會及管治報告指引內容索引

### APPENDIX II: 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
<b>A. 環境</b>		
<b>A. Environmental</b>		
<b>層面A1</b>	<b>排放物</b>	
<b>Aspect A1</b>	<b>Emissions</b>	
一般披露	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：	可持續的生態－環境管理
General Disclosure	Information on:	可持續的生態－環境管理
	(a) the policies; and	Sustainable Ecology – Environmental Management
	(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	排放物種類及相關排放數據。	附錄五－重點可持續發展 指標數據
KPI A1.1	The types of emissions and respective emissions data.	Appendix V: Key Sustainable Development Indicators
關鍵績效指標A1.2	直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計 算)及(如適用)密度(如以產量單位、每項設施計算)。	附錄五－重點可持續發展 指標數據
KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix V: Key Sustainable Development Indicators
關鍵績效指標A1.3	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)。	附錄五－重點可持續發展 指標數據
KPI A1.3	Total hazardous waste produced (in tons) and where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix V: Key Sustainable Development Indicators
關鍵績效指標A1.4	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)。	附錄五－重點可持續發展 指標數據
KPI A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Appendix V: Key Sustainable Development Indicators
關鍵績效指標A1.5	描述所訂立的排放量目標及未達到這些目標所採取的步驟	可持續的生態－環境管理 可持續的生態－應對氣候變化
KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	Sustainable Ecology – Environmental Management Sustainable Ecology – Tackling Climate Change
關鍵績效指標A1.6	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	可持續的生態－環境管理 可持續的生態－包裝材料及 廢棄循環
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Sustainable Ecology – Environmental Management Sustainable Ecology – Packaging Materials and Waste Recycling



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>層面A2</b> <b>Aspect A2</b>	<b>資源使用</b> <b>Use of Resources</b>	<b>可持續的生態－環境管理</b> <b>Sustainable Ecology – Environmental Management</b>
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 可持續的生態－可持續用水 Sustainable Ecology – Environmental Management Sustainable Ecology – Sustainable Water Use
	<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).	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
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).	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
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未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－環境管理 可持續的生態－應對氣候變化 Sustainable Ecology – Environmental Management Sustainable Ecology – Tackling Climate Change
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.	附錄五－重點可持續發展指標數據 可持續的生態－可持續用水 Appendix V: Key Sustainable Development Indicators 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)每生產單位佔量。 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators

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>層面A3 Aspect A3</b>	<b>環境及天然資源 The Environment and Natural Resources</b>	<b>可持續的生態－環境管理 Sustainable Ecology – Environmental Management</b>
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimizing the issuer’s significant impacts on the environment and natural resources.	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
關鍵績效指標A3.1 KPI 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。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
<b>層面A4 Aspect A4</b>	<b>氣候變化 Climate Change</b>	<b>可持續的生態－應對氣候變化 Sustainable Ecology – Tackling Climate Change</b>
一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大其後相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	可持續的生態－應對氣候變化 Sustainable Ecology – Tackling Climate Change
關鍵績效指標A4.1 KPI A4.1	描述已經及可能會對發行人產生影響的重大其後相關事宜，及應對行動 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	可持續的生態－應對氣候變化 Sustainable Ecology – Tackling Climate Change

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>B. 社會</b>		
<b>B. Social</b>		
<b>層面B1</b>		
<b>Aspect B1</b>		
一般披露	<b>僱傭</b> <b>Employment and Labor Practices</b> 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) 對我們有重大影響的相關法律及規例的資料。	成長的助力 <b>Employee Engagement</b> 附錄五－重點可持續發展 指標數據 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.	Appendix V: Key Sustainable Development Indicators Employee Engagement – Rights and Benefits Protection
關鍵績效指標B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。	附錄五－重點可持續發展 指標數據 成長的助力－權益保障
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Appendix V: Key Sustainable Development Indicators Employee Engagement – Rights and Benefits Protection
關鍵績效指標B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	附錄五－重點可持續發展 指標數據
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Appendix V: Key Sustainable Development Indicators
<b>層面B2</b>		
<b>Aspect B2</b>		
一般披露	<b>健康與安全</b> <b>Health and Safety</b> 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) 遵守對我們有重大影響的相關法律及規例的資料。	成長的助力－關愛與健康 <b>Employee Engagement – Care and Health</b> 成長的助力－關愛與健康
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.	Employee Engagement – Care and Health
關鍵績效指標B2.1	過去三年(包括彙報年度)每年因工亡故的人數及比率。	附錄五－重點可持續發展 指標數據
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Appendix V: Key Sustainable Development Indicator Data

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	因工傷損失工作日數。	附錄五－重點可持續發展 指標數據
KPI B2.2	Lost days due to work injury.	Appendix V: Key Sustainable Development Indicators
關鍵績效指標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。	成長的助力－關愛與健康
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Employee Engagement – Care and Health
<b>層面B3 Aspect B3</b>	<b>發展及培訓 Development and Training</b>	<b>成長的助力－培訓與發展 Employee Engagement – Training and Development</b>
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
General Disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Employee Engagement – Training and Development
	<i>Note: Training refers to vocational training. It may include internal and external courses paid by the employer.</i>	
關鍵績效指標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。	附錄五－重點可持續發展 指標數據
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Appendix V: Key Sustainable Development Indicators
關鍵績效指標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。	附錄五－重點可持續發展 指標數據
KPI B3.2	The average training hours completed per employee by gender and employee category.	Appendix V: Key Sustainable Development Indicators

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>層面B4 Aspect B4</b>	<b>勞工準則 Labor Standards</b>	<b>成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection</b>
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對我們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 labor.	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
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 labor.	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
<b>層面B5 Aspect B5</b>	<b>供應鏈管理 Supply Chain Management</b>	<b>價值的傳遞－供應商管理 Passing on Values – Supplier Management</b>
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.	價值的傳遞－供應商管理 Passing on Values – Supplier 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.	附錄五－重點可持續發展 指標數據 Appendix V: Key Sustainable Development Indicators
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.	價值的傳遞－供應商管理 Passing on Values – Supplier 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管理，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.	價值的傳遞－供應商管理 Passing on Values – Supplier Management
關鍵績效指標B5.4 KPI B5.4	描述在揀選供應商時促使多用環保產品及服務的管理，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.	價值的傳遞－供應商管理 Passing on Values – Supplier 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
<b>層面B6 Aspect B6</b>	<b>產品責任 Product Responsibility</b>	<b>健康的保障 – 安全與質量 Health Protection – Safety and Quality</b>
一般披露 General Disclosure	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： (a) 政策；及 (b) 遵守對我們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 health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	健康的保障 – 安全與質量 Health Protection – Safety and Quality
關鍵績效指標B6.1 KPI 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。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	健康的保障 – 安全與質量 Health Protection – Safety and Quality
關鍵績效指標B6.2 KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	健康的保障 – 安全與質量 Appendix V: Key Sustainable Development Indicators Health Protection – Safety and Quality
關鍵績效指標B6.3 KPI B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	健康的保障 – 研發與創新 Health Protection – R&D and Innovation
關鍵績效指標B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	健康的保障 – 安全與質量 Health Protection – Safety and Quality
關鍵績效指標B6.5 KPI 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。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	健康的保障 – 責任與服務 Health Protection – Responsibilities and 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
<b>層面B7 Aspect B7</b>	<b>反貪污 Anti-corruption</b>	<b>穩健的治理 – 清正廉潔 Robust Governance – Integrity and Honesty</b>
一般披露	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對我們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
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
關鍵績效指標B7.1	於彙報期內對我們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
<b>層面B8 Aspect B8</b>	<b>社區投資 Community Investment</b>	<b>價值的傳遞 – 企業公民 Passing on Values – Corporate Citizenship</b>
一般披露	有關以社區參與來瞭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。	價值的傳遞 – 企業公民
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.	Passing on Values – Corporate Citizenship
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)。	價值的傳遞 – 企業公民
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Passing on Values – Corporate Citizenship
關鍵績效指標B8.2	在專注範疇所動用資源(如金錢或時間)。	附錄五 – 重點可持續發展 指標數據
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Appendix V: Key Sustainable Development Indicators

## 附錄三 聯合國可持續發展目標(SDGs)索引

# APPENDIX III: SUSTAINABLE DEVELOPMENT GOALS (SDGS) GUIDE

聯合國可持續發展目標(SDGs) Sustainable Development Goals (SDGs)	披露章節 Disclosure chapter
 <p>1 無貧窮 NO POVERTY</p>	價值的傳遞 Passing on Values
 <p>3 良好健康與福祉 GOOD HEALTH AND WELL-BEING</p>	健康的保障 成長的助力 價值的傳遞 Health Protection Employee Engagement Passing on Values
 <p>4 優質教育 QUALITY EDUCATION</p>	成長的助力 價值的傳遞 Employee Engagement Passing on Values
 <p>5 性別平等 GENDER EQUALITY</p>	成長的助力 Employee Engagement
 <p>6 清潔飲水和衛生設施 CLEAN WATER AND SANITATION</p>	可持續的生態 Sustainable Ecology
 <p>7 經濟適用的清潔能源 AFFORDABLE AND CLEAN ENERGY</p>	可持續的生態 Sustainable Ecology
 <p>8 體面工作和經濟增長 DECENT WORK AND ECONOMIC GROWTH</p>	成長的助力 Employee Engagement
 <p>9 產業、創新和基礎設施 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	可持續的生態 Sustainable Ecology

聯合國可持續發展目標(SDGs) Sustainable Development Goals (SDGs)	披露章節 Disclosure chapter
 <p>10 減少不平等 REDUCED INEQUALITIES</p>	<p>成長的助力 Employee Engagement</p>
 <p>12 負責任消費和生產 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>健康的保障 可持續的生態 價值的傳遞 Health Protection Sustainable Ecology Passing on Values</p>
 <p>13 氣候行動 CLIMATE ACTION</p>	<p>可持續的生態 Sustainable Ecology</p>
 <p>15 陸地生物 LIFE ON LAND</p>	<p>可持續的生態 Sustainable Ecology</p>
 <p>16 和平、正義與 強大機構 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>可持續發展概覽 穩健的治理 Sustainable Development Overview Robust Governance</p>
 <p>17 促進目標實現的 夥伴關係 PARTNERSHIPS FOR THE GOALS</p>	<p>價值的傳遞 Passing on Values</p>

# 附錄四 GRI準則索引

## APPENDIX IV: GRI STANDARDS GUIDE

指標 Disclosure Item	披露章節 Disclosure chapter
<b>GRI 1：基礎</b>	
<b>GRI 1: Foundation</b>	
<b>GRI 2：一般披露</b>	
<b>GRI 2: General Disclosures</b>	
2-1 組織詳細情況 Organizational details	關於本報告 About this Report
2-2 納入組織可持續性報告的實體 Entities included in the organization's sustainability reporting	關於本報告 About this Report
2-3 報告期、報告頻率和聯繫人 Reporting period, frequency and contact point	關於本報告 About this Report
2-4 信息重述 Restatements of information	關於本報告 About this Report
2-6 活動、價值鏈和其他業務關係 Activities, value chain and other business relationships	走進農夫山泉 About Nongfu Spring
2-7 員工 Employees	成長的助力 Employee Engagement
2-8 員工之外的工作者 Workers who are not employees	價值的傳遞 Passing on Values
2-9 管治構架和組成 Governance structure and composition	可持續發展概覽－ESG治理架構 Sustainable Development Overview – ESG Governance Structure
2-12 在管理影響方面，最高管治機構的監督作用 Role of the highest governance body in overseeing the management of impacts	可持續發展概覽－ESG管理體系 Sustainable Development Overview – ESG Management System
2-13 為管理影響的責任授權 Delegation of responsibility for managing impacts	可持續發展概覽－ESG治理架構 Sustainable Development Overview – ESG Governance Structure
2-14 最高管治機構在可持續性報告中的作用 Role of the highest governance body in sustainability reporting	可持續發展概覽－ESG治理架構 Sustainable Development Overview – ESG Governance Structure
2-16 重要關切問題的溝通 Communication of critical concerns	可持續發展概覽－重大性議題 Sustainable Development Overview – Materiality Issues
2-18 對最高管治架構的績效評價 Evaluation of the performance of the highest governance body	可持續發展概覽－ESG治理架構 Sustainable Development Overview – ESG Governance Structure
2-22 關於可持續發展的戰略聲明 Statement on sustainable development strategy	可持續發展承諾 Sustainable Development Commitment
2-23 政策承諾 Policy commitments	可持續發展承諾 Sustainable Development Commitment
2-25 彌補負面影響的程序 Processes to remediate negative impacts	穩健的治理－風險管理 Robust Governance – Risk Management
2-26 尋求建議和提出關切的機制 Mechanisms for seeking advice and raising concerns	穩健的治理－清正廉潔 Robust Governance – Integrity and Honesty
2-27 遵守法律法規 Compliance with laws and regulations	可持續發展承諾 Sustainable Development Commitment
2-28 協會的成員資格 Membership associations	走進農夫山泉 About Nongfu Spring
2-29 利益相關者參與的方法 Approach to stakeholder engagement	可持續發展概覽－利益相關方溝通 Sustainable Development Overview – Communication with Stakeholders

指標 Disclosure Item	披露章節 Disclosure chapter
<b>GRI 3：實質性議題</b> <b>GRI 3: Material Topics</b>	
3-1 確定實質性議題的過程 Process to determine material topics	可持續發展概覽－重大性議題 Sustainable Development Overview – Materiality Issues
3-2 實質性議題清單 List of material topics	可持續發展概覽－重大性議題 Sustainable Development Overview – Materiality Issues
<b>GRI 201：經濟績效</b> <b>GRI 201: Economic Performance</b>	
管理方法披露 Organizational profile	請參考2022年年報 Please refer to the 2022 Annual Report
201-1 直接產生和分配的經濟價值 Direct economic value generated and distributed	請參考2022年年報 Please refer to the 2022 Annual Report
201-2 氣候變化所帶來的財務影響以及其他風險和機遇 Financial implications and other risks and opportunities due to climate change	可持續的生態－應對氣候變化 Sustainable Ecology – Tackling Climate Change
201-3 固定福利計劃義務和其他退休計劃 Defined benefit plan obligations and other retirement plans	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
<b>GRI 203：間接經濟影響</b> <b>GRI 203: Indirect Economic Impact</b>	
管理方法披露 Organizational profile	價值的傳遞－企業公民 可持續的生態－應對氣候變化 Passing on Values – Corporate Citizenship Sustainable Ecology – Tackling Climate Change
203-1 基礎設施投資和支持性服務 Infrastructure investments and services supported	價值的傳遞－企業公民 可持續的生態－環境管理 Passing on Values-Corporate Citizenship Sustainable Ecology – Environmental Management
203-2 重大間接經濟影響 Significant indirect economic impacts	價值的傳遞－企業公民 可持續的生態－應對氣候變化 Passing on Values – Corporate Citizenship Sustainable Ecology – Tackling Climate Change
<b>GRI 204：採購行為實踐</b> <b>GRI 204: Procurement Practices</b>	
管理方法披露 Organizational profile	價值的傳遞－供應商管理 Passing on Values – Supplier Management
204-1 向當地供應商採購的支出比例 Proportion of spending on local suppliers	價值的傳遞－供應商管理 Passing on Values – Supplier Management
<b>GRI 205：反腐敗</b> <b>GRI 205: Anti-corruption</b>	
管理方法披露 Organizational profile	穩健的治理－清正廉潔 Robust Governance – Integrity and Honesty
205-2 反腐敗政策和程序的傳達及培訓 Communication and training about anti-corruption policies and procedures	穩健的治理－清正廉潔 Robust Governance – Integrity and Honesty
205-3 經確認的腐敗事件和採取的行動 Confirmed incidents of corruption and actions taken	穩健的治理－清正廉潔 Robust Governance – Integrity and Honesty

指標 Disclosure Item	披露章節 Disclosure chapter
<b>GRI 302：能源</b> <b>GRI 302: Energy</b>	
管理方法披露 Organizational profile	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
302-1 組織內部的能源消耗 Energy consumption within the organization	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
302-2 組織外部的能源消耗 Energy consumption outside of the organization	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
302-3 能源密度 Energy intensity	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
302-4 減少能源消耗量 Reduction of energy consumption	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
302-5 降低產品和服務的能源需求 Reductions in energy requirements of products and services	可持續的生態－應對氣候變化 Sustainable Ecology – Tackling Climate Change
<b>GRI 303：水資源與污水</b> <b>GRI 303: Water and Effluents</b>	
303-1 組織與水作為共有資源的相互影響 Interactions with water as a shared Resource	可持續的生態－可持續用水 Sustainable Ecology – Sustainable Water Use
303-2 管理與排水相關的影響 Management of water discharge-related impacts	可持續的生態－可持續用水 Sustainable Ecology – Sustainable Water Use
303-3 取水 Water withdrawal	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
303-4 排水 Water discharge	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
303-5 耗水 Water consumption	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
<b>GRI 305：排放</b> <b>GRI 305: Emissions</b>	
管理方法披露 Organizational profile	可持續的生態－環境管理 可持續的生態－應對氣候變化 Sustainable Ecology – Environmental Management Sustainable Ecology – Tackling Climate Change
305-1 直接(範疇1)溫室氣體排放 Direct (Scope 1) GHG emissions	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
305-2 能源間接(範疇2)溫室氣體排放 Energy indirect/Scope 2 GHG emissions	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
305-4 溫室氣體排放強度 GHG emissions intensity	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
305-7 氮氧化物(NO <sub>x</sub> )、硫氧化物(SO <sub>x</sub> )和其他重大氣體排放 Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators



指標 Disclosure Item	披露章節 Disclosure chapter
<b>GRI 306 : 廢棄物</b> <b>GRI 306 : Effluents and Waste</b> 管理方法披露 Organizational profile	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
306-1 廢棄物的產生及廢棄物相關重大影響 Waste generation and significant waste-related impacts	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
306-2 廢棄物相關重大影響的管理 Actions taken to prevent waste generation	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
306-3 產生的廢棄物 Composition of waste generated	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
306-4 從處置中轉移的廢棄物 Recovery operations used to divert waste from disposal	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
306-5 進入處置的廢棄物 Disposal operations	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
<b>GRI 307 : 環境合規</b> <b>GRI 307 : Environmental Compliance</b> 管理方法披露 Organizational profile	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
307-1 違反環境法律法規 Non-compliance with environmental laws and regulations	可持續的生態－環境管理 Sustainable Ecology – Environmental Management
<b>GRI 401 : 僱傭</b> <b>GRI 401 : Employment</b> 管理方法披露 Organizational profile	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
401-1 新進員工和員工流動率 New employee hires and employee Turnover	附錄五－重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
<b>GRI 403 : 職業健康與安全</b> <b>GRI 403 : Occupational Health and safety</b> 管理方法披露 Organizational profile	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-1 職業健康安全體系 Occupational health and safety management system	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-2 危害識別、風險評估和事故調查 Hazard identification, risk assessment, and incident investigation	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-3 職業健康服務 Guidance for Disclosure	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-4 職業健康安全事務：工作者的參與、意見徵詢和溝通 Worker participation, consultation, and communication on occupational health and safety	成長的助力－關愛與健康 Employee Engagement – Care and Health

指標 Disclosure Item	披露章節 Disclosure chapter
403-5 工作者職業健康安全培訓 Worker training on occupational health and safety	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-6 促進工作者健康 Promotion of worker health	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-7 預防和減緩與業務關係直接相關的職業健康安全影響 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-8 職業健康安全管理體系適用的工作者 Workers covered by an occupational health and safety management system	成長的助力－關愛與健康 Employee Engagement – Care and Health
403-9 工傷 Work-related injuries	附錄五一重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
<b>GRI 404 : 培訓與教育</b>	
<b>GRI 404 : Training and Education</b>	
管理方法披露 Organizational profile	成長的助力－培訓與發展 Employee Engagement – Training and Development
404-1 每名員工每年接收培訓的平均小時數 Average hours of training per year per employee	附錄五一重點可持續發展指標數據 Appendix V: Key Sustainable Development Indicators
404-2 員工技能提升方案和過渡協助方案 Programs for upgrading employee skills and transition assistance programs	成長的助力－培訓與發展 Employee Engagement – Training and Development
<b>GRI 405 : 員工多元化與平等機會</b>	
<b>GRI 405 : Diversity and Equal Opportunity</b>	
管理方法披露 Organizational profile	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
405-1 管治結構與員工的多元化 Disclosure Diversity of governance bodies and employees	成長的助力－權益保障 Employee Engagement – Rights and Benefits Protection
<b>GRI 413 : 當地社區</b>	
<b>GRI 413 : Local Communities</b>	
管理方法披露 Organizational profile	價值的傳遞－企業公民 Passing on Values – Corporate Citizenship
413-1 有當地社區、影響評估和發展計劃的運營點 Operations with local community engagement, impact assessments, and development programs	價值的傳遞－企業公民 Passing on Values – Corporate Citizenship
<b>GRI 416 : 客戶健康與安全</b>	
<b>GRI 416 : Customer Health and Safety 2016</b>	
管理方法披露 Organizational profile	健康的保障－安全與質量 Health Protection – Safety and Quality
416-1 評估產品和服務類別的健康與安全影響 Political contributions	健康的保障－安全與質量 Health Protection – Safety and Quality
416-2 涉及產品和服務的健康與安全影響的違規事件 Incidents of non-compliance concerning the health and safety impacts of products and services	健康的保障－安全與質量 Health Protection – Safety and Quality

## 附錄五 重點可持續發展指標數據

# APPENDIX V: KEY SUSTAINABLE DEVELOPMENT INDICATORS

環境類績效指標列表

List of environmental performance indicators

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022	
<b>能源消耗</b>					
<b>Energy consumption</b>					
外購電力消耗， 其中 Consumption of purchased electricity, among which	外購電力總量 Total amount of purchased electricity 綠色電力證書抵消 Green power certificate offset	百萬瓦時 Million watt-hours	948,402	1,071,083	1,169,080
		百萬瓦時 Million watt-hours	/	/	507
水電消耗 Consumption of water and electricity		百萬瓦時 Million watt-hours	/	100,369	110,618
太陽能耗用 Solar		百萬瓦時 Million watt-hours	2,720	2,005	1,304
外購蒸汽 Purchased steam		噸 Ton	57,222	65,960	85,926
柴油耗用 Diesel		噸 Ton	346	407	345
汽油耗用 Gasoline		噸 Ton	51	116	112
燃煤耗用 Coal		噸 Ton	13,988	16,309	8,036
天然氣耗用 Natural gas		標準立方米 Standard cubic meters	32,936,368	42,217,792	54,648,244
生物質耗用 Biomass		噸 Ton	2,355	2,726	2,650
<b>綜合能耗</b>					
<b>Comprehensive energy consumption</b>					
綜合能耗(直接) Comprehensive energy consumption (direct)		噸標準煤 Ton of standard coal	58,373	75,068	83,181
綜合能耗(間接) Comprehensive energy consumption (indirect)		噸標準煤 Ton of standard coal	123,549	150,438	165,538
綜合能耗總量 Total comprehensive energy consumption		噸標準煤 Ton of standard coal	181,922	225,506	248,719
綜合能耗強度 Comprehensive energy consumption intensity		噸標準煤/噸合格產品量 Ton of standard coal/ton of qualified product output	0.0117	0.0118	0.0117

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>溫室氣體</b>				
<b>Greenhouse Gas</b>				
範疇一溫室氣體排放 Scope I greenhouse gas emissions	二氧化碳當量－噸 Ton of carbon dioxide equivalent	107,706	134,006	139,820
範疇二溫室氣體排放 Scope II greenhouse gas emissions	二氧化碳當量－噸 Ton of carbon dioxide equivalent	618,088	709,027	776,847
溫室氣體排放總量 Total greenhouse gas emissions	二氧化碳當量－噸 Ton of carbon dioxide equivalent	725,794	843,033	916,667
單位產量溫室氣體排放 Greenhouse gas emissions per unit of output	噸二氧化碳當量／噸合格產品產量 Ton of carbon dioxide equivalent/ton of qualified product output	0.0467	0.0442	0.0431
<b>水資源</b>				
<b>Water Source</b>				
自來水／市政用水取水量 <sup>5</sup> Tap water/municipal water withdrawal <sup>5</sup>	噸 Ton	385,420	540,962	633,406
自然水體取水量 Natural water withdrawal	噸 Ton	32,638,224	34,676,175	38,991,506
總取水量 Total water withdrawal	噸 Ton	33,023,644	35,217,137	39,624,912
水回用量 Water reused	噸 Ton	1,514,515	2,674,023	4,522,400
用水強度 Water intensity	噸取水量／噸合格產品產量 Ton of water withdrawal/ton of qualified product output	2.13	1.84	1.86

<sup>5</sup> 市政用水主要用於果業工廠及總部園區辦公。  
Municipal water is used mainly for fruit factories and headquarters operations.

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>包裝材料</b>				
<b>Packaging materials</b>				
塑料類 Plastic	噸 Ton	594,250	813,187	939,755
紙類 Paper	噸 Ton	173,793	209,138	212,950
玻璃類 Glass	噸 Ton	346	569	381
金屬類 Metal	噸 Ton	341	350	311
其他類 Others	噸 Ton	1,970	2,776	3,061
包裝材料使用總量 Total use of packaging materials	噸 Ton	770,700	1,026,019	1,156,459
單位產量包裝材料使用量 Use of packaging materials per unit output	噸/噸合格產品質量 Ton of packaging materials used/Ton of qualified product output	0.0496	0.0538	0.0544
<b>廢氣</b>				
<b>Exhaust emissions</b>				
廢氣排放總量 Total exhaust emissions	立方米 Cubic meter	617,221,530	724,041,154	878,318,755
二氧化硫排放量 Sulfur dioxide emissions	噸 Ton	19	21	10
氮氧化物排放量 Nitrogen oxides emissions	噸 Ton	73	51	52
非甲烷總烴排放量 Total non-methane hydrocarbon emissions	噸 Ton	86	110	108

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>廢水</b>				
<b>Wastewater discharge</b>				
廢水排放總量	噸	4,053,521	4,265,231	5,775,731
Total wastewater emissions	Ton			
COD排放量	噸	221	323	480
COD emissions	Ton			
氨氮排放量	噸	4	7	10
Ammonia nitrogen emissions	Ton			
<b>廢棄物</b>				
<b>Waste disposal</b>				
有害廢棄物轉移量	噸	194	424	449
Hazardous waste transferred	Ton			
單位產量有害廢棄物轉移量	千克/噸合格產品產量	0.0125	0.0222	0.0211
Quantity of hazardous waste transferred per unit of output	Kilogram/ton of qualified product output			
無害廢棄物清運量(不可回收)	噸	7,709	3,460	2,567
Non-hazardous waste removed (non-recyclable)	Ton			
無害廢棄物清運量(可回收) <sup>6</sup>	噸	41,185	36,083	37,317
Non-hazardous waste removed (recyclable) <sup>6</sup>	Ton			
單位產量無害廢棄物清運量	千克/噸合格產品產量	3.148	2.072	1.876
Unit output of non-hazardous waste removed	Kilogram/ton of qualified product output			

<sup>6</sup> 2022年，無害廢棄物清運量(可回收)包含的無害廢棄物種類主要為廢金屬、紙類及塑料等，回收再利用的食物殘渣總量未計入可回收無害廢棄物清運量。

In 2022, the non-hazardous waste removed (recyclable) mainly includes scrap metal, paper, plastics, etc. The total amount of recycled food residues is not included in the amount of non-hazardous waste removed (recyclable).



社會類績效指標列表

List of social performance indicators

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>員工僱傭</b> <b>Employee Employment</b>				
員工總人數 Total number of employees	人 Person	19,079	22,155	22,490
新進員工人數 Number of newly hired employees	人 Person	-	7,399	4,620
<b>按性別劃分</b> <b>By gender</b>				
男性員工 Male	人 Person	12,989	15,225	15,427
女性員工 Female	人 Person	6,090	6,930	7,063
<b>按年齡劃分</b> <b>By age</b>				
小於30歲 Below 30	人 Person	3,899	4,591	5,213
30-50歲 30-50	人 Person	14,881	17,194	16,940
大於50歲 Above 50	人 Person	299	370	337
<b>按管理層級劃分</b> <b>By ranking</b>				
管理人員 Management	人 Person	1,194	1,217	1,261
普通員工 General Staff	人 Person	17,885	20,938	21,229
<b>按地區劃分</b> <b>By region</b>				
中國大陸 Mainland China	人 Person	19,075	22,151	22,485
中國港澳台地區 Hong Kong, Macau and Taiwan of China	人 Person	2	2	4
海外地區 Overseas	人 Person	2	2	1

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>員工多元化</b>				
<b>Diversity of employees</b>				
少數民族員工 Ethnic minority employees	人 Person	–	1,160	1,364
<b>工會員工覆蓋率</b>				
<b>Union employee coverage</b>				
加入工會的員工比例 Proportion of employees who join the union	%	–	89.0	94.0
<b>員工平均受僱年限</b>				
<b>Average length of employment of employees</b>				
男性員工 Male	%	–	4.7	5.2
女性員工 Female	%	–	5.2	5.6
<b>員工培訓</b>				
<b>Employee training</b>				
員工受訓百分比 <sup>7</sup> Percentage of employees trained <sup>7</sup>	%	100	100	100
人均受訓時數 Average hours of training	小時 Hour	15.5	25.6	24.2
<b>按性別劃分</b>				
<b>By gender</b>				
男員工受訓百分比 Percentage of male employees trained	%	100	100	100
女員工受訓百分比 Percentage of female employees trained	%	100	100	100
男員工人均受訓時數 Average no. of training hours for male employees	小時 Hours	–	27.2	26.2
女員工人均受訓時數 Average no. of training hours for female employees	小時 Hours	–	21.9	20.0

<sup>7</sup> 各類僱員受訓百分比數=各類僱員受訓人數/該類僱員人數\*100%，統計培訓包括內部培訓、外部培訓及網絡培訓。會議、研討會等不納入統計範圍。

Percentage of various types of employees trained = number of employees of various types trained/number of employees of this type \* 100%. The training that counted includes internal training, external training, and online training. Conferences, seminars, etc. are not included in the scope of these statistics.

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>按職級劃分</b>				
<b>By rank</b>				
管理人員受訓百分比 Percentage of management trained	%	100	100	100
普通員工受訓百分比 Percentage of general staff trained	%	100	100	100
管理人員人均受訓時數 Average no. of training hours for management	小時 Hours	–	37.6	19.1
普通員工人均受訓時數 Average no. of training hours for general staff	小時 Hours	–	24.9	24.5
<b>員工流失</b>				
<b>Employee Turnover</b>				
總流失率 Total employee turnover rate	%	–	20.5	17.7
<b>按性別劃分</b>				
<b>By gender</b>				
男員工流失率 Turnover rate – male employees	%	–	22.2	18.7
女員工流失率 Turnover rate – female employees	%	–	16.7	13.1
<b>按年齡劃分</b>				
<b>By age</b>				
30歲以下員工流失率 Turnover rate – under the age of 30	%	–	33.0	29.3
30-50歲員工流失率 Turnover rate – 30 to 50	%	–	17.2	13.7
50歲以上員工流失率 Turnover rate – over 50	%	–	18.5	3.4
<b>按地區劃分</b>				
<b>By region</b>				
中國大陸員工流失率 Turnover rate – Mainland China	%	–	20.5	17
中國港澳台員工流失率 Turnover rate – Hong Kong, Macau and Taiwan of China	%	–	0	0
海外員工流失率 Turnover rate – overseas	%	–	0	66.7

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>員工健康與安全</b> <b>Employee Health and Safety</b>				
因工損失工作日數 Number of days lost due to work incidents	日 Day	1,980	1,364	2,131
因工作關係而死亡的人數 Work-related deaths	人 Person	0	2 <sup>8</sup>	2 <sup>9</sup>
因工作關係而死亡的人數所佔員工比例 Proportion of work-related deaths	%	0	0.01	0.01
每百萬工時工傷事故數 Lost-time injuries frequency rate	次／百萬工時 Time/million working hours	1.18	0.70	0.76
<b>知識產權</b> <b>Intellectual Property (IP)</b>				
提交國內專利申請數量 Number of domestic patent applications filed	件 Pieces	62	62	72
被授權國內專利數量 Number of granted domestic patents	件 Pieces	56	60	87
持有國內有效商標數量 Number of domestic valid trademarks held	件 Pieces	804	837	841
持有國內有效版權數量 Number of domestic valid copyrights held	件 Pieces	61	67	72
持有國內有效專利數量 Number of domestic valid patents held	件 Pieces	227	279	363
<b>產品和服務</b> <b>Products and Services</b>				
產品和服務的投訴數量 <sup>10</sup> Number of complaints about products and services <sup>10</sup>	件 Pieces	—	6,174	6,070
產品和服務投訴處理率 Complaint handling rate of products and services	%	100	100	100

<sup>8</sup> 以上兩起死亡事件並非由於安全生產責任事故導致，且均未在農夫山泉的運營範圍之內發生。  
The above two deaths were not caused by production liability accidents, and neither occurred within the working place of Nongfu Spring.

<sup>9</sup> 以上兩起死亡事件為員工工作中途突發疾病去世，並非由於安全生產責任事故導致。  
The above two deaths were due to the sudden death of an employee's disease on the way to work, not due to the safety production responsibility accident.

<sup>10</sup> 2021年起投訴數量與投訴率覆蓋範圍為傳統渠道產品及服務投訴與新零售渠道產品投訴，不包含零售機器相關投訴。  
Since 2021, the number of complaints and complaint rate cover traditional channel products and services complaints and new retail channel product complaints, excluding retail machinery-related complaints.

績效表現 Indicators	單位 Unit	2020年 2020	2021年 2021	2022年 2022
<b>食品安全與質量培訓</b>				
<b>Food Safety and Quality Training</b>				
食品安全與質量相關培訓總人次 Total number of employees who attended food-safety and quality-related training	人次 People	29,425	34,343	40,516
食品安全與質量相關培訓總時長 Total hours of food-safety and quality-related training	小時 Hours	42,759	55,439	66,419
<b>供應鏈</b>				
<b>Supply Chain</b>				
供應商總數 Total number of suppliers	家 Supplier	918	1,036	1,050
中國大陸供應商數目 Number of suppliers in Mainland China	家 Supplier	891	1,011	1,025
中國港澳台供應商數目 Number of suppliers in Hong Kong, Macao and Taiwan of China	家 Supplier	4	4	4
海外供應商數目 Number of overseas suppliers	家 Supplier	23	21	21
關鍵供應商數目 Number of key suppliers	家 Supplier	-	233	356
<b>社區公益</b>				
<b>Community Public Welfare</b>				
慈善捐贈金額 <sup>11</sup> Charitable donation amount <sup>11</sup>	百萬元人民幣 Millions	4.9	5.35	3.65
員工志願者活動時數 Worker volunteer hours	小時 Hour	60,191	80,008	87,614

<sup>11</sup> 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。  
Charitable donations, community investment and community business activities donations are the sum of monetary donations and equivalent non-monetary donations.

計算方法說明：

Calculation method description:

1. 空氣污染物換算參考中華人民共和國生態環境部《未納入排污許可管理行業適用的排污系數、物料衡算方法(試行)》

二氧化硫排放量核算公式為：

$$PSO_2 = Q \times \eta \times 0.85 \times 2 \times 10$$

氮氧化物排放量核算公式為：

$$PNO_x = Q \times \mu$$

其中： $PSO_2$  為二氧化硫排放量(千克)； $Q$  為燃料消耗量(噸)； $\eta$  為燃料含硫量(%)；

$PNO_x$  為氮氧化物排放量(千克)； $Q$  為燃料消耗量(噸)； $\mu$  為排污系數。

2. 綜合能耗以《GB/T 2589-2020 綜合能耗計算通則》為計算依據，由汽油、柴油、天然氣、外購電力、外購熱力等能源使用量直接換算得出。

3. 農夫山泉溫室氣體盤查工作依據國際廣泛認可的WBCSD/WRI溫室氣體核算體系、《IPCC 2006年國家溫室氣體清單指南2019修訂版》標準及ISO 14064-1標準，通過計算活動數據和相應的排放因子來確定排放量。

範疇一排放定義為工廠燃燒燃料直接產生的溫室氣體排放，如自有鍋爐、車輛等，涉及的直接能源包括天然氣，柴油，汽油，液化石油氣，煤炭，沼氣等。

1. For the conversion of air pollutants, please refer to the Ministry of Ecology and Environment of the People's Republic of China "Sewage Coefficients and Material Accounting Methods Applicable to the Pollution Permit Management Industry (Trial)"

The formula for calculating sulfur dioxide emissions is:

$$PSO_2 = Q \times \eta \times 0.85 \times 2 \times 10$$

The formula for calculating nitrogen oxide emissions is:

$$PNO_x = Q \times \mu$$

Of which:  $PSO_2$  is sulfur dioxide emissions (kg);  $Q$  is fuel consumption (tonnes);  $\eta$  is fuel sulfur content (%);

$PNO_x$  is nitrogen oxide emissions (kg);  $Q$  is fuel consumption (ton);  $\mu$  is the sewage factor.

2. The comprehensive energy consumption is calculated based on the GB/T 2589-2020 General Principles for Calculating Comprehensive Energy Consumption, which is directly converted from the use of gasoline, diesel, natural gas, outsourced power, out-of-purchase heat and other energy.

3. The greenhouse gas emissions of Nongfu Springs is determined by calculating activity data and corresponding emission factors in accordance with the internationally recognized WBCSD/WRI greenhouse gas accounting system, the ICC 2006 National Greenhouse Gas Inventories Guidelines 2019 Revision standard and ISO 14064-1 standard.

Scope I emissions are defined as greenhouse gas emissions directly generated by plant combustion fuels, such as their own boilers, vehicles, etc. The direct energy involved includes natural gas, diesel, gasoline, liquefied petroleum gas, coal, biogas, etc.



範疇二排放定義為購入的電力和蒸汽所產生的的溫室氣體排放。計量方式符合中國《食品、煙草及酒、飲料和精製茶企業溫室氣體排放核算方法與報告指南(試行)》(2015)標準。GWP(全球變暖潛能值)和排放因子的選擇參考IPCC第五次評估報告。

Scope II emissions are defined as greenhouse gas emissions from purchased electricity and steam. The measurement method complies with China's Guidelines for Accounting and Reporting Greenhouse Gas Emissions in Food, Tobacco and Alcohol, Beverage and Refined Tea Enterprises (Trial) (2015) standards. The selection of GWP (global warming potential) and emission factors is based on the Fifth Assessment Report of the IPCC.

溫室氣體排放總量為範疇一排放量及範疇二排放量之和。

The total greenhouse gas emissions are the sum of Scope I emissions and Scope II emissions.

4. 各類僱員受訓百分比數=各類僱員受訓人數/該類僱員人數 \*100%。統計培訓包括內部培訓、外部培訓及網絡培訓。會議、研討會等不納入統計範圍。
5. 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。

4. Percentage of various types of employees trained = number of employees of various types trained/number of employees of this type \* 100%. The training that counted includes internal training, external training, and online training. Conferences, seminars, etc. are not included in the scope of these statistics.
5. Charitable donations, community investment and community business activities donations are the sum of monetary donations and equivalent non-monetary donations.

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