



百果園®

好果築未來

環境、社會與管治報告

Quality Fruits build the Future

Environmental, Social and Governance Report

2023

目錄

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關於本報告

ABOUT THIS REPORT

報告概況

本報告是深圳百果園實業(集團)股份有限公司發布的第二份《環境、社會及管治報告》(以下簡稱ESG報告)，系統闡述公司在環境、社會及管治(以下簡稱「ESG」)管理、產品與服務質量、環境保護、員工權益與發展、供應鏈管理、社會公益等方面的實踐情況及相關績效，幫助利益相關方更加清晰、直觀及透明地了解公司的ESG表現。

編製依據

本報告編製採用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C2《環境、社會及管治報告指引》(以下簡稱「ESG報告指引」)。

報告原則

ESG報告的編製遵守以下匯報原則：

- 重要性：本報告在編製過程中識別重要利益相關方，以確保利益相關方關注的事件和信息均有披露。
- 量化：本報告採用量化數據的方式展現環境與社會層面的關鍵績效指標，並附帶說明，以闡述其目的和影響。
- 平衡：本報告遵循平衡原則，全面地呈報本公司的ESG表現，避免造成利益相關方解讀或判斷的偏差。
- 一致性：本報告中已披露統計方法，後續年度將採用與本報告保持一致的統計方法。

REPORT OVERVIEW

This report is the second *Environmental, Social and Governance Report (the ESG report)* issued by Shenzhen Pagoda Industrial (Group) Corporation Limited, which systematically describes the Company's practices and performance in environmental, social and governance ("ESG") management, product and service quality, environmental protection, employee rights and development, supply chain management, social welfare, etc., and helps stakeholders understand the Company's ESG performance more clearly, intuitively and transparently.

BASIS FOR PREPARATION

This report has been prepared in accordance with Appendix C2 *Environmental, Social and Governance Reporting Guide (the ESG Reporting Guide) of the Listing Rules of The Stock Exchange of Hong Kong Limited (the "Stock Exchange")*.

REPORTING PRINCIPLES

The ESG report is prepared in accordance with the following reporting principles:

- Materiality: This report has been prepared by the identification of material stakeholders to ensure that stakeholder concerns and information are disclosed.
- Quantitative: This report presents environmental and social KPIs using quantitative data, along with descriptions to illustrate their purposes and impacts.
- Balance: This report follows the principle of balance in presenting the Company's ESG performance in a comprehensive manner that avoids bias in the interpretation or judgment of stakeholders.
- Consistency: The statistical methods have been disclosed in this report and will be used in subsequent years in a manner consistent with this report.

關於本報告 ABOUT THIS REPORT

時間範圍

本報告時間跨度為2023年1月1日至2023年12月31日，部分內容往前後年度適度延伸。

TIME RANGE

This report covers the period from January 1, 2023, to December 31, 2023, with some modest extensions to prior and subsequent years.

報告範圍

本報告涵蓋深圳百果園實業(集團)股份有限公司(以下簡稱「百果園」、「集團」、「公司」或「我們」)，以及其主要附屬公司：

REPORTING SCOPE

This report covers Shenzhen Pagoda Industrial (Group) Corporation Limited ("Pagoda", the "Group" the "Company" or "We") and its principal subsidiaries:

- 深圳市百果互動科技有限公司，以下簡稱「百果科技」；
- 廣東百果園果製品有限公司，以下簡稱「果製品」；
- 海陽津成泰農產品發展有限公司，以下簡稱「海陽津成泰」；
- 江西王品農業科技開發有限公司，以下簡稱「江西王品」；
- 海南王品農業科技開發有限公司，以下簡稱「海南王品」；
- 百果農資(青島)有限公司，以下簡稱「百果農資」；
- 深圳市百果種業有限公司，以下簡稱「百果種業」；
- 優果聯品牌管理有限公司，以下簡稱「優果聯」。
- Baiguo Technology (Shenzhen) Co., Ltd. ("Baiguo Technology")
- Guangdong Pagoda Fruit Products Co., Ltd ("Fruit Products")
- Haiyang Chiang Mai Thai Agri-products Co., Ltd. ("Haiyang Jinchengtai")
- Jiangxi Wangpin Agricultural Technology Development Co., Ltd. ("Jiangxi Wangpin")
- Hainan Wangpin Agricultural Technology Development Co., Ltd. ("Hainan Wangpin")
- Baiguo Agricultural Means (Qingdao) Co., Ltd ("Baiguo Agricultural Means")
- Shenzhen Pagoda Seeds Co., Ltd ("Pagoda Seeds")
- Youguolian Brand Management Co., Ltd ("Youguolian")



關於本報告 ABOUT THIS REPORT

數據來源

本報告所引用財務數據來源於經過審計的深圳百果園實業(集團)股份有限公司年報，其他數據來源於公司的公開信息、內部正式文件和相關統計。如無特殊說明，報告中涉及的貨幣金額均以人民幣為計量單位。

報告獲取方式

本報告以繁體中文、英文兩種文字發布，在文本理解發生歧義時，請以繁體中文文本為準。您可在公司網站查閱下載本報告的電子文檔，網址為<https://www.pagoda.com.cn/>，若需獲取紙質版報告，或對本報告有任何疑惑、建議和意見，您可以直接聯繫我們。

DATA SOURCE

The financial data quoted in this report are obtained from the audited annual report of Shenzhen Pagoda Industrial (Group) Corporation Limited. Other data is sourced from the Company's public discourse, internal official documents and relevant statistics. Unless otherwise specified, all monetary amounts reported are measured in RMB.

REPORT ACCESS

This report is published in both traditional Chinese and English. In the event of a discrepancy between the two languages, the traditional Chinese version shall prevail. You may view and download this report electronically from the website of the Company (<https://www.pagoda.com.cn/>). If you need a paper copy of this report, or have any question, suggestion and comment on this report, you can feel free to contact us directly.

董事長寄語 CHAIRMAN'S STATEMENT



百果園董事長
Chairman of Pagoda
余惠勇
Yu Huiyong

尊敬的股東們、合作夥伴們、員工們及顧客們，

回顧過去一年，對百果園及我們每一個人來說，都是充滿挑戰和機遇的一年。面對全球經濟環境的波動，以及環保、社會責任日益凸顯的背景下，百果園堅守「良知、信任、利他、創新、成果」的企業文化，不僅堅持「好吃」的承諾，更在「高品質」的戰略征程上邁出堅實步伐。

Dear Shareholders, partners, employees and customers,

Taking our memory back to last year, it was a year full of challenges and opportunities for Pagoda and for each and every one of us. Confronted with fluctuations in the global economic environment, and in the context of increasingly significant environmental protection and social responsibility, Pagoda has upheld the corporate culture of “conscience, trust, altruism, innovation and results”. This is not only demonstrated in our commitment to offering “delicious” fruits, but also in our making solid strides on the strategic journey of “high quality”.



董事長寄語

CHAIRMAN'S STATEMENT

戰略升級：「成為高品質水果專家與領導者」

一部百果園的成長史，也是一部中國高品質水果行業的發展史。百果園黃金十年全新戰略已經發佈，吹響了未來十年高品質水果大局的新號角，我們將堅定不移地朝着「成為高品質水果專家與領導者」的目標邁進。百果園始終堅持長期主義，不斷鞏固和發展百果園的核心競爭力，保持對品質的執着追求，以滿足人們對美好生活的向往。我們認為，高品質包含好吃，但不限於好吃，在達成消費者好吃的核心需求之外，更涵蓋了對消費者多元需求的深刻理解和滿足。同時，百果園肩負着一肩挑兩民的重任，一肩挑農民，一肩挑市民。為此，我們不僅要幫助農民增收致富，助力鄉村振興，持續為消費者提供安全、健康的高品質農產品，還要努力為社會創造更大的價值，引領社會朝着更健康的方向發展。

管治：築牢企業發展基石

百果園始終將社會責任與環境保護視為企業發展的核心。我們建立了全面的ESG治理體系，通過董事會及ESG委員會的共同努力，確保公司在每一個決策和行動中都能體現對環境和社會的深切關懷。我們正逐步探索並推動ESG目標的設定，確保經濟效益與社會效益、短期利益與長遠利益的平衡發展。我們不斷強化內部的商業道德和誠信經營，以營造一個公正、透明的商業環境。

STRATEGY UPGRADE: "BECOMING AN EXPERT AND LEADER IN HIGH-QUALITY FRUITS"

The growth history of Pagoda records the development of high-quality fruit industry in China. Pagoda has unveiled its new strategy for the golden decade, defining the landscape for the next decade of high-quality fruits. To that end, we will steadfastly move towards the goal of "becoming an expert and leader in high-quality fruits". Staying true to the long-termism, Pagoda has sustained in enhancing its core competitiveness, and remained a persistent pursuit of quality, with an aim to satisfy people's desire for a better life. We believe that high quality encompasses deliciousness, but means more than deliciousness. In addition to fulfilling the core demand of consumers for deliciousness, it also covers a deep understanding of the diversified needs of consumers and satisfies them. Meanwhile, Pagoda remains its commitment to "farmers and citizens on one shoulder (一肩挑兩民)". To this end, we will help farmers to increase their income and wealth, contribute to the rural revitalization, and to provide consumers with safer and healthier agricultural products of higher quality. Moreover, we will endeavor to create greater value for the community, and lead the community for sound development.

GOVERNANCE: REINFORCING THE CORNERSTONE OF COMPANY DEVELOPMENT

Pagoda has always put social responsibility and environmental protection on the first priority for company development. We have established a comprehensive ESG governance system, and ensure that the Company is much concerned with the environment and society in every decision and action through the joint efforts of the Board of Directors and the ESG Committee. We gradually explore and drive the establishment of ESG goal in order to ensure a balanced development of economic and social benefits, and short-term and long-term interests. We continue to strengthen the internal business ethics and integrity for the purpose of creating a fair and transparent business environment.

董事長寄語

CHAIRMAN'S STATEMENT

產品與服務：追求卓越品質

我們希望，百果園開到哪里，這份信任就帶到哪里，為此，我們在水果品質上不懈努力，追求更高品質，走向更高品質。我們創新性地提出了「四度一味一安全」的水果分級標準，在保持水果「好吃」的同時，滿足顧客多元需求，並於2023年底實現分級體系的「高品質化」升級，為「好吃」和「高品質」的定義賦予了新的高度。我們的「線上線下一體化+店倉一體化」模式，讓顧客更便捷地購買到高品質水果。同時，我們的「三無退貨」政策，也在行業中樹立了新的服務標準，讓消費者買得放心、買得安心。

PRODUCTS AND SERVICES: PURSUING EXCELLENCE IN QUALITY

We hope that this kind of trust will be upheld wherever the Pagoda opens, and to this end, we have made unremitting efforts in the quality of fruits, pursuing higher quality and moving towards higher quality. We have innovated the fruit grading standard based on the “sweetness and sourness, freshness, crispness, softness, flavor and safety” for the sake of meeting the diversified needs of customers while maintaining the “deliciousness” of fruits. We realized the “high quality” upgrade of the grading system in the end of 2023, redefining the “deliciousness” and “high quality”. Our model featuring “online and offline integration + store and warehouse integration” makes it easier for customers to buy high quality fruits. At the same time, our service of “Instant refund” has set a new standard in the industry, allowing consumers to buy with satisfaction and peace of mind.



董事長寄語

CHAIRMAN'S STATEMENT

產業鏈：共建可持續產業生態

我們在產業鏈上不斷往下扎根，與產業鏈上的夥伴們共同致力於構建可持續的產業鏈。2023年，金色莊園的草莓產品獲得了國內首張SGS水果行業ISO 14067產品碳足跡核查證書，並簽訂碳中和宣告核證服務協議，彰顯百果園產業生態體系的減排實效，體現了百果園對環境保護和可持續發展的堅定承諾。同時我們提供種植標準化的賦能，從育苗開始，土壤、灌溉、施肥、播種、採摘等每個環節都進行嚴格的技術管理，保障種植端的品質。不僅草莓，包括蘋果、獼猴桃、橙子等各種水果，從田間地頭到消費者，百果園扎根產業鏈的全流程，以科學、安全的種植技術，嚴格的採收和運輸標準，縝密的質檢體系到入庫水果把好關口。在供應商的可持續發展上，我們也將ESG標準傳遞至供應商等合作夥伴，我們倡導供應商遵守環境保護、商業道德、產品高品質質量等標準，還積極推動綠色採購，優先選擇環保包材，並升級數智化配送系統，提高供應鏈效率和可持續性。未來，我們持續加大在農業產業鏈上的研發投入，促進全產業鏈提檔升級，打造公司長足發展的競爭優勢。

INDUSTRY CHAIN: BUILDING A SUSTAINABLE INDUSTRY ECOSYSTEM THROUGH CONCERTED EFFORTS

We penetrate further into the lower-tier industrial chain and work with our partners to build a sustainable industrial chain. In 2023, the strawberry products of Jinse Zhuangyuan received the first ISO 14067 product carbon footprint verification certificate from SGS for the fruit industry in China. Meanwhile, a carbon neutral declaration and verification service agreement was signed, which demonstrated the effectiveness of our industrial eco-system in reducing emissions, and our firm commitment to environmental protection and sustainable development. Furthermore, we empower the planting standardization, and carry out strict technical management over seedling, soil, irrigation, fertilization, sowing and picking, etc., in the hope of ensuring the planting quality. In addition to strawberries, fruits like apples, kiwi fruits and oranges are under strict supervision by Pagoda for the whole process of the industrial chain from fields to warehouses and then consumers, by leveraging scientific and safe planting techniques, strict harvesting and transportation standards, and a meticulous quality inspection system. In terms of supplier sustainability, we have also passed on ESG standards to our suppliers and other partners. We advocate suppliers to comply with standards on environmental protection, business ethics, and high product quality. We also actively promote green procurement by prioritizing the selection of eco-friendly packaging materials and upgrading our digital distribution system, all of which aim to improve the efficiency and sustainability of our supply chain. Going forward, we will increase more investments in research and development in the agricultural industry chain to promote the upgrading of the entire industry chain, and create a competitive advantage for the Company's long-term development.

董事長寄語

CHAIRMAN'S STATEMENT

環境保護：守護綠色家園

環境保護一直是百果園工作的重點。在黨的二十大報告中，習總書記指出，「我們要加快發展方式綠色轉型，實施全面節約戰略，發展綠色低碳產業，倡導綠色消費，推動形成綠色低碳的生產方式和生活方式。」鑑於行業特性，百果園是天生的「綠色低碳」公司。我們積極應對氣候變化，通過節能減排戰略規劃，識別氣候風險，並設立溫室氣體排放目標。我們的配送中心通過合同能源管理(EMC)項目實施節能減排措施，預計每年減少約110噸碳排放量。我們率先引入BLOF生態和諧型理論和技術體系，通過土壤改良和生態化種植，減少化肥及農藥對環境的影響。在下游端，我們努力提高可生物降解包裝材料的使用比例，減少環境污染，並通過精細化運營，在全鏈路上有效控制單位能耗。

ENVIRONMENTAL PROTECTION: PROTECTING THE GREEN HOMELAND

Environmental protection has always been the top priority of Pagoda. In the report to the 20th National Congress of CPC, General Secretary Xi Jinping pointed out that “We should accelerate the transition to green development by implementing a comprehensive conservation strategy, developing green and low-carbon industries, advocating green consumption, and further driving the green and low-carbon mode of production and lifestyle”. Given the nature of the industry, Pagoda is born as a “green and low-carbon” company. We are making every effort to cope with climate change by identifying climate risks and setting greenhouse gas emission targets through strategic planning for energy saving and emission reduction. Our distribution centers are expected to reduce carbon emissions by approximately 110 tons per year in virtue of the implementation of energy saving and emission reduction measures through an Energy Management Contract (EMC) program. We pioneer in introducing the BLOF eco-harmonious theory and technology system, which reduces the impact of chemical fertilizers and pesticides on the environment through soil improvement and eco-planting. At the downstream end, we strive to increase the proportion of biodegradable packaging materials, reduce environmental pollution, and effectively control unit energy consumption along the entire chain by refining our operations.



董事長寄語

CHAIRMAN'S STATEMENT

員工發展：培育未來的棟樑

員工的成長與發展始終是百果園最為重視的核心。我們堅信，每一位員工的成長不僅是個人價值的實現，也是百果園持續進步的動力。因此，我們致力於維護員工權益，提供公平的工作環境和豐富的職業發展機會。我們推行合規僱傭，加強民主管理，完善績效薪酬體系，並推出股份獎勵計劃。我們還注重員工的培訓和發展，通過多樣的培訓項目和課程，提升員工的專業技能和職業素養。在關愛員工方面，我們建立了完善的員工關懷機制，從職業健康與安全到真誠溝通，我們用心為員工打造一個溫馨、和諧的工作氛圍。

加盟商：共同成長的夥伴

百果園與加盟商是「一損俱損，一榮俱榮」的命運共同體。加盟連鎖對各類企業來說都是非常大的考驗，我們希望維持的是加盟商長期穩定的利益。在黃金十年的高品質戰略中，我們將持續加強與加盟商的信任建設，提升加盟服務，包括標準化和規範化的直採體系，品控，採後研發及配送支持，全方位運營管理體系，培訓輔導，營銷宣傳支持及各類幫扶政策等。另外，我們更加重視管理底線，持續升級品牌手冊與一體化運營標準，提升顧客服務體驗。我們深刻認知，加盟商的服務標準直接影響了公司的品牌和聲譽，我們將持續為加盟商提供最有效的支持，共創長期品牌。

EMPLOYEE DEVELOPMENT: NURTURING FUTURE LEADERS

The growth and development of our employees matters most to Pagoda. We are convinced that the growth of each employee is not only the realization of personal value, but also the driving force for the continuous progress of Pagoda. Therefore, we are committed to safeguarding the rights and interests of our employees, providing a fair working environment and enriching career development opportunities. We have implemented employment compliance, strengthened democratic management, improved our performance-based remuneration system and introduced a Share Award Scheme. We also focus on the training and development of employees. Our wide range of training programs and courses are designed to enhance the professional skills and vocational qualities of employees. In terms of caring for our employees, we have established a sound employee care mechanism. We are dedicated to creating a warm and harmonious working atmosphere for our employees in an all-round way from occupational health and safety to sincere communication.

FRANCHISEES: PARTNERING FOR MUTUAL GROWTH

Pagoda and its franchisees work together as a community with shared interests. Franchising means big test for all enterprises, and we hope to maintain the long-term and stable interests of our franchisees. In the golden decade of high-quality strategy, we will further strengthen the trust building with franchisees and enhance franchise services, including standardized and regulated direct procurement system, quality control, post-pickup research and development and distribution support, a full range of operations management system, training and counseling, marketing and promotional support and assistance policies. In addition, we are placing greater emphasis on the management bottom line by continuously upgrading our brand manuals and integrated operational standards, with an aim to enhance the customer experience. We are deeply aware that the franchisee service standards directly affect the Company's brand and reputation, and we will therefore continue to provide the most effective support to our franchisees to create a long-term brand.

董事長寄語

CHAIRMAN'S STATEMENT

社會責任：肩負鄉村振興和社會擔當

作為一家有社會責任感的企業，百果園始終秉持「利他」的精神，積極履行企業社會責任，投身鄉村振興、教育助學和志願服務等公益事業，為促進社會和諧與進步做出積極貢獻。我們與20個國家級鄉村振興重點幫扶縣開展產銷合作，助力當地農業發展和農民增收，2023年，採購金額約6,383萬元。我們還與多方基金會合作，為留守兒童捐建「佳果好學屋」，提供更好的教育環境。在志願服務方面，2023年，我們共計捐款超159萬元，參與愛心獻血、志願服務等項目人數超100人。

SOCIAL RESPONSIBILITY: BEING TASKED WITH RURAL REVITALIZATION AND SOCIAL COMMITMENT

As a socially responsible enterprise, Pagoda has been a strong champion of the “altruism” spirit. To that end, Pagoda is making great efforts to fulfill its corporate social responsibility, and devoted in public welfare undertakings such as rural revitalization, education assistance, and voluntary services. All these efforts will contribute more to the social harmony and progress. We have entered into production-marketing cooperation with a total of 20 supported counties under the national rural revitalization strategy to help local agricultural development and income increase for farmers, which recorded a total purchasing amount of approximately RMB63,830,000 in 2023. We have also partnered with various foundations to donate the “Zespri Learning House” for left-behind children in order to provide them with a better educational environment. In terms of volunteerism, in 2023, we donated over RMB1,590,000 in total, and recorded over 100 people who participated in programs such as blood donation and volunteer services.



董事長寄語

CHAIRMAN'S STATEMENT

展望未來：共築可持續未來， 實現價值共贏

展望未來，百果園將繼續秉承可持續發展理念，不斷提升ESG管理水平，加強與各利益相關方的溝通與合作，共同推動社會、經濟和環境的和諧發展。我們堅信，通過我們的共同努力，百果園集團將為社會創造更大的價值，滿足人們對高品質生活的向往。

在此，我要特別感謝每一位員工的辛勤付出，每一位合作夥伴的堅定支持，以及每一位顧客的信任與厚愛。讓我們攜手共進，共同書寫百果園更加輝煌的未來篇章！

謝謝大家！
百果園實業(集團)股份有限公司
董事長
余惠勇

LOOKING FORWARD: BUILDING A SUSTAINABLE FUTURE, AND REALIZING WIN-WIN VALUES

Looking ahead, Pagoda will remain committed to sustainable development by further enhancing ESG management and strengthening communication and cooperation with stakeholders, in the expectation of promoting the harmonious development of society, economy and the environment. We firmly believe that through our joint efforts, Pagoda Group will create greater value for the society, and satisfy people's desire for a high quality of life.

I would like to express my special thanks to each and every employee for their hard work, each and every partner for their unwavering support, and each and every customer for their trust and favor. Let's work hand in hand to reach for a more brilliant future of Pagoda!

Thank you all!
Pagoda Industrial (Group) Corporation Limited
Yu Huiyong
Chairman

董事會聲明 BOARD STATEMENT

本公司及董事會遵循中國證監會《上市公司治理準則》及香港聯交所《企業管治守則》《ESG報告指引》的各項要求，持續推動公司完善ESG治理，加強董事會對公司ESG事宜的監督與管理，積極主動將ESG融入公司發展戰略、重大決策與生產經營。

我們已建立自上而下的ESG治理架構和有效的ESG治理機制。董事會是百果園ESG治理事宜的最高責任及決策機構，對ESG戰略、管理及表現承擔最終責任；定期檢視及批准公司的ESG策略、優先事項、倡議聲明和目標，以及支持目標達成的政策及框架。

董事會下設ESG委員會，以有效協助董事會管理公司ESG相關事宜。ESG委員會負責指導和審閱公司ESG願景、策略的制定和實施；評估和梳理ESG相關風險及機遇；關注與公司業務相關的ESG事項的重要信息；負責審議公司年度ESG報告並向董事會匯報及提出建議；協同其他專門委員會和公司管理部門將ESG納入戰略規劃、風險管理、內部控制、薪酬激勵等範疇，向董事會匯報ESG執行成果和重大計劃。

我們堅持和各利益相關方保持緊密聯繫，結合宏觀政策和經濟環境、行業發展趨勢動態、公司戰略規劃和業務發展情況，定期開展ESG重要性評估工作，並由董事會進行最終審閱和確認評估結果（具體評估流程和本年度結果請見本報告「利益相關方溝通」和「重要性議題評估」小節）。

The Company and the Board of Directors (the “Board”) follow the requirements of the *Guidelines for the Governance of Listed Companies* of the China Securities Regulatory Commission (the “CSRC”) and the *Corporate Governance Code* and the *ESG Reporting Guide* of the Hong Kong Stock Exchange to continuously promote the improvement of the Company’s ESG governance, to strengthen the Board’s supervision and management of the Company’s ESG matters, and to proactively incorporate ESG into the Company’s development strategy, major decision-making, and production and operation.

We have established a top-down ESG governance structure and an effective ESG governance mechanism. The Board is the highest responsible and decision-making body for ESG governance matters of Pagoda, with ultimate accountability for ESG strategy, management and performance. The Board regularly reviews and approves the Company’s ESG strategy, priorities, advocacy statements and objectives, as well as policies and frameworks to support the achievement of objectives.

The Board has established the ESG Committee to effectively assist the Board in managing ESG-related matters of the Company. The ESG Committee is responsible for guiding and reviewing the formulation and implementation of the Company’s ESG vision and strategy; evaluating and identifying ESG-related risks and opportunities; paying attention to important information on ESG matters related to the Company’s business; reviewing the Company’s annual ESG report and reporting to the Board with recommendations; and coordinating with other specialized committees and the Company’s management department to incorporate ESG into the areas of strategic planning, risk management, internal control, compensation and incentives, etc., and reporting to the Board on the results of ESG implementation and major plans.

We insist on maintaining close contact with our stakeholders and regularly conduct ESG materiality assessment in light of the macro policy and economic environment, industry development trend, the Company’s strategic planning and business development. The Board shall conduct final review and confirm the assessment results (please refer to the sections headed “Stakeholder Communications” and “Material Issues Assessment” in this report for the specific assessment process and annual results).



董事會聲明

BOARD STATEMENT

我們重視ESG風險管理，將氣候變化風險等ESG相關風險納入公司風險管理體系。本年度，我們已識別對公司可能產生影響的氣候變化實體風險、轉型風險和潛在機遇，並開展相應行動（具體內容請見本報告「應對氣候變化」小節）。

本報告期內，我們搭建了ESG目標管理機制，在應對氣候變化、食品安全與質量、加盟商管理、供應商管理、信息安全、勞工管理、社區投資等方面均設立短至中期的ESG目標（具體內容請見本報告「ESG目標」小節），並由董事會及ESG委員會審閱和確認。ESG領導小組負責動態跟蹤各部門目標實現情況，並向董事會及ESG委員會報告進展。在目標年內，我們將持續提升自身ESG管理，推動本階段ESG目標順利達成。未來，我們將不斷完善ESG目標管理機制，實現公司ESG常態化管理。

本報告詳盡披露公司於2023年度（及適當往前後年度延伸）的ESG工作進展與成效，由董事會審議通過。公司董事會及全體董事保證本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，並對其內容的真實性、準確性和完整性承擔個別及連帶責任。

We focus on ESG risk management and have incorporated ESG-related risks such as climate change risk into our risk management system. During the year, we have identified physical climate change risks, transformation risks and potential opportunities that may impact the Company and have taken action accordingly (see the “Responding to Climate Change” section of this report for details).

During the Reporting Period, we established an ESG target management mechanism and set short to medium-term ESG targets in the areas of climate change, food safety and quality, franchisee management, supplier management, information security, labor management and community investment (please refer to the section on “ESG Targets” in this report for details), which were reviewed and confirmed by the Board and the ESG Committee. The ESG leadership team is responsible for dynamically tracking the achievement of each department’s goals and reporting progress to the Board and the ESG Committee. During the target year, we will continue to enhance our ESG management and promote the successful achievement of our ESG targets at this stage. In the future, we will continue to improve the ESG target management mechanism and realize the normalized management of ESG.

This report discloses in detail the progress and effectiveness of the Company’s ESG efforts in 2023 (and some modest extensions to prior and subsequent years) and is considered and approved by the Board. The Board and all directors of the Company warrant that the content of this report does not contain any false or misleading statements or material omissions, and they accept individual and joint responsibility for the truthfulness, accuracy and completeness of the content hereof.

關於百果園 ABOUT PAGODA

深圳百果園實業(集團)股份有限公司2001年成立於深圳，是一家集水果源頭採購、採後保鮮、物流倉儲、品質分級、種植技術支持、營銷拓展、品牌運營、門店零售、信息科技、科研教育於一體的大型連鎖企業，也是中國最大的水果零售經銷商，於2023年1月在香港交易所主板市場上市(股票代碼：2411.hk)。

百果園深耕水果行業，專注於好果研發，成立22年以來，百果園已擁有300人專業採購團隊，遍布新西蘭、智利、秘魯等26國，合作超800個水果基地，直採近1,000種好水果。公司深度參與育種與研發，目前已擁有37個獨家水果品牌，如獼宗品牌獼猴桃、大芭品牌貓山王、紅芭蕾品牌草莓、良枝品牌蘋果等。

Shenzhen Pagoda Industrial (Group) Corporation Limited, established in Shenzhen in 2001, is a large chain enterprise integrating fruit sourcing, post-harvest preservation, logistics and warehousing, quality grading, planting technology support, marketing development, brand operation, store retail, information technology and research and education. The Group is also the largest fruit retail operator in China. We were listed on the Main Board of the Hong Kong Stock Exchange in the PRC in January 2023 (stock code: 2411.hk).

Remaining committed to the fruit industry, Pagoda has been focusing on the research and development of quality fruits. In the 22 years since its establishment, Pagoda now has a professional purchasing team of 300 people, spreading over 26 countries such as New Zealand, Chile, Peru, etc., cooperating with more than 800 fruit bases, and sourcing close to 1,000 kinds of quality fruits directly. The Company is deeply engaged in breeding and research and development, and now owns 37 exclusive fruit brands, such as Mizhong kiwi fruit, Daba (大芭) musang king (貓山王) durian, Hongselei (紅芭蕾) strawberries, and Liangzhi apples.



關於百果園

ABOUT PAGODA

公司重視果品全流程的品質管控，在全球首創「四度一味一安全」果品分級體系與「不好吃三無退貨」服務標準，通過引進全球領先的BLOF種植技術、應用科學採摘與保鮮技術、智能化倉儲物流配送系統、八大環節品質驗收、四重食品安全監測，實現從種植端到門店端的全鏈路食品質量安全把關。公司四大主體和東莞倉、佛山倉兩大初加工倉已通過ISO 22000:2018食品安全管理體系認證證書。截至2023年底，百果園門店數量已突破6,000家，進駐城市超170個，會員數量超8,000萬，消費超18億人次，構建了全鏈路、全場景、線上線下一體化及店倉一體化的水果專營零售網絡，此外，我們已通過京東、美團、抖音等多元化線上渠道觸達客戶，為客戶提供便捷高效的多元化線上購物選擇。

The Company attaches importance to the quality control of the whole process of fruit products, and is the first company in the world to create the fruit grading system based on the “sweetness and sourness, freshness, crispness, softness, flavor and safety” and the service standard of “instant refund to consumers if our products do not taste good”. The Company realizes the whole chain of food quality and safety control from the planting to the store through the introduction of the world’s leading BLOF planting technology, the application of scientific picking and preservation technology, intelligent warehousing, logistics and distribution system, eight stages of quality acceptance, and four-level food safety monitoring. The Company’s four major participants and two primary processing warehouses, including the Dongguan warehouse and the Foshan warehouse, have passed the ISO 22000:2018 food safety management system certification. As of the end of 2023, Pagoda saw the number of stores exceeding 6,000, covering more than 170 cities, over 80 million members, and more than 1.8 billion visits for sales. We constructed an all-chain, all-scene, online and offline fruit retail network with integrated stores and warehouses. In addition, we have reached our customers through diversified online channels, such as JD.com, Meituan, and Douyin, and have provided customers with convenient and efficient online shopping options.

關於百果園 ABOUT PAGODA

堅守品質、顧客為先是百果園一直不變的初心。本年度，基於對市場發展趨勢和行業領先地位的理解，百果園將「好吃」戰略升級為「高品質水果專家與領導者」，並作為指導、激勵公司下一個黃金十年發展的新戰略。我們致力於通過品牌升級、資源賦能，帶動各利益相關方朝着可持續發展方向奮勇前行。在助農增收方面，我們持續布局產業鏈上游，以農業技術、信息技術及資本資源賦能種植基地合作夥伴，幫助農民增收致富；在To B事業板塊，我們已拓展一件代發、代客送禮、單位福利發放等全新業務模式，並於2023年10月控股般果B2B交易平臺，與上下游合作夥伴持續共享百果園全球供應鏈資源；在國際化事業方面，我們整合「買全球賣全球」的供應鏈優勢，積極探索全球加盟連鎖商業模式，帶動水果行業革新升級。

未來，公司將繼續秉持可持續發展理念，持續做好全生命周期的產品品質管控，加強線上線下一體化的運營管理，持續為消費者提供健康、安全的高品質農產品，並積極投入鄉村振興和公益事業，引領行業和社會朝着高質量、穩健、永續的方向發展。

Staying true to quality and being customers-oriented are what Pagoda is all about. During the year, based on our understanding of market trends and our leading position in the industry, we have upgraded our “delicious” strategy to “high quality fruit expert and leader”, which will serve as a new strategy to guide and inspire the Company’s development in the next golden decade. We are committed to driving our stakeholders towards sustainable development through brand upgrading and resource empowerment. In terms of helping farmers to increase their income, we continue to position ourselves in the upper reaches of the industry chain, empowering our planting base partners with agricultural technology, information technology and capital resources to help farmers increase their income and become rich. In the “To B” segment, we have expanded new business models such as one-piece delivery (一件代發), delivery of gifts for customers, and distribution of benefits to units, etc., and will take control of the B2B trading platform of Banguo in October 2023, so as to continue to share the global supply chain resources of Pagoda with both upstream and downstream partners. In terms of internationalization, we have integrated our supply chain advantage of “buying and selling globally” and actively explored the global franchise business model to drive the innovation and upgrading of the fruit industry.

In the future, the Company will continue to uphold the concept of sustainable development, enhance the whole life cycle of product quality control, and strengthen the integrated online and offline operation management with an aim to provide consumers with healthy, safe and high-quality agricultural products. Meanwhile, the Company will actively invest in the rural revitalization and public welfare undertakings, to lead the industry and the community towards high-quality, sound and sustainable development.



企業文化

CORPORATE CULTURE

戰略 Strategy

升級為「高品質水果專家與領導者」
Upgrade to “**expert and leader**
in high quality fruit”

「讓天下人享受**水果好生活**」
“Allow everyone to enjoy **a good life with fruits**”

- 讓越來越多的人享受到好吃不貴的水果
• Let more and more people enjoy delicious and affordable fruits
- 向越來越多的人傳播水果知識和文化
• Spread fruit knowledge and culture to more and more people
- 讓越來越多的人因百果園而健康快樂
• Bring more and more people health and happiness

使命 Mission

願景 Vision

「成為全球領先的**果業生態科技型公司**」
“To become a world-leading **fruit eco-technology**
company”

「**根、莖、葉、花、果**」
“**Root, stem, leave, flower and fruit**”

- **根 - 良知**：良知就是良心，在百果園做任何事都要以良知為根基
• **Root-Conscience**: Conscience comes first, and everything we do in Pagoda should be based on conscience
- **莖 - 信任**：無信不立，沒有信任文化，就不會有百果園
• **Stem-Trust**: Trust is the coin of the realm. Without a culture of trust, Pagoda wouldn't be here
- **葉 - 利他**：利他，是百果園最重要的行動指南
• **Leaf-Altruism**: Altruism, serves as the most important action guide of Pagoda
- **花 - 創新**：百果園因創新而誕生、生存和發展
• **Flower-Innovation**: Pagoda was born, survives and develops with innovation
- **果 - 成果**：在百果園，凡事都要講成果
• **Fruit-Results**: In Pagoda, everything is about results

核心價值觀 Core values

2023 亮點 ESG 績效

2023 ESG PERFORMANCE HIGHLIGHTS

| | | | |
|---|--|---|--|
| <p>銷售業績 全國水果連鎖銷售額 全國水果連鎖門店數 水果外賣及時達銷售額 第一</p> <p>Sales performance Sales of fruit chain stores nationwide Number of fruit chain stores nationwide Sales of fruit delivery on time No. 1</p> | <p>品牌規模 進駐城市170+ 會員數達8,000萬</p> <p>Brand size Covering 170+ cities 80 million members</p> | <p>供應商廉潔 所有供應商均已簽署 《反商業賄賂協議》 簽署率100%</p> <p>Supplier integrity All suppliers have signed the <i>Anti-Commercial Bribery Agreement</i> Signature rate of 100%</p> | <p>廉潔自律宣導 春節、國慶2次廉潔自律 教育宣導覆蓋學習人數 2,686人 宣導目標達成率100%</p> <p>Integrity and self-discipline advocacy Two integrity and self-discipline education campaigns covering 2,686 people on the Chinese New Year and the National Day Advocacy rate of 100%</p> |
| <p>合規培訓 營銷合規培訓參與人數 271人次 學習時長總計 423.68小時</p> <p>Compliance training 271 participants in marketing compliance training Total of 423.68 hours of study</p> | <p>新能源配送車輛 新增新能源車達64台 新能源車輛達178台 新能源車輛佔比達21%</p> <p>New energy delivery vehicles 64 new energy vehicles added New energy vehicles amounted to 178 units New energy vehicles accounted for 21% of the fleet</p> | <p>電子標籤 預計每年能夠節約 3,660千克紙張</p> <p>Electronic label Expected to save 3,660 kg of paper per year</p> | <p>環境保護 降解袋使用比率達32.8% 門店塑料袋使用量同比 減少1,467萬個</p> <p>Environmental protection Degradable bag utilization rate of 32.8% Reduction of 14.67 million plastic bags in stores year-on-year</p> |



2023 亮點 ESG 績效

2023 ESG PERFORMANCE HIGHLIGHTS

| | | | |
|--|---|--|---|
| <p>零售包材 同比下降12%</p> <p>Retail of packaging materials</p> <p>12% decrease year-on-year</p> | <p>溫室氣體排放 同比下降 32%</p> <p>Greenhouse gas emission</p> <p>32% decrease year-on-year</p> | <p>用水量 同比下降 33%</p> <p>Water consumption</p> <p>33% decrease year-on-year</p> | <p>深度試吃 深度試吃活動圓滿落幕， 3萬心享會員共品7大果品</p> <p>In-depth tasting</p> <p>In-depth tasting event ends successfully, 30,000 Xinxiang members taste 7 major fruits</p> |
| <p>產品創新 品鑑國內外新品種1,000+ 涉及品類大類21個 簽訂合作單位超過10家， 計劃孵化品種6個</p> <p>Product innovation</p> <p>Tasting of 1,000+ new domestic and foreign varieties Covering 21 major categories Signing of more than 10 cooperation units Plans to incubate 6 varieties</p> | <p>巡倉巡檢 共計開展店倉安全巡查 349,164次 潛在隱患問題解決率100%</p> <p>Warehouse inspections</p> <p>A total of 349,164 safety inspections of store warehouses were conducted 100% resolution of potential problems</p> | <p>食品安全審核 食品安全內部審核共計 3次，包含1次獨立內部 審核、2次聯合內部審核</p> <p>Food safety audit</p> <p>Total of 3 internal food safety audits, including 1 independent internal audit and 2 joint internal audits</p> | <p>知識產權 累計申請專利83項 累計申請IT軟件著作權 105件 累計申請商標1,567件</p> <p>Intellectual property</p> <p>Cumulative total of 83 patent applications Cumulative total of 105 IT software copyright applications Cumulative total of 1,567 trademark applications</p> |

2023 亮點 ESG 績效

2023 ESG PERFORMANCE HIGHLIGHTS

| | | | |
|--|--|---|---|
| <p>員工多元化 女性員工佔比42.13% 少數民族員工佔比4.14%</p> <p>Employee diversity Female employees make up 42.13% of the workforce Minority employees make up 4.14% of the workforce</p> | <p>員工福利 正式推出股份獎勵計劃，在公開市場對公司股份進行回購後，為管理層人員及核心員工按照一定價格進行授予。</p> <p>Employee benefits Formally launched the Share Award Scheme, which is granted to management personnel and core employees at a certain price after the repurchase of the Company's shares in the open market.</p> | <p>員工培訓 搭建並開發線上培訓課程785門 線上學課培訓時長達60.44萬小時</p> <p>Employee training Launched and developed 785 online training courses 604,400 hours of training in online classes</p> | <p>員工培訓 百果園共有842名講師，全年開展2,055個培訓班，賦能18.19萬人次，合力講授6,259門課程，授課時長長達10,496.5小時</p> <p>Employee training A total of 842 instructors at Pagoda conducted 2,055 training courses throughout the year, empowering 181,900 people, and collectively taught 6,259 courses for 10,496.5 hours of instruction</p> |
| <p>職業安全 2023年簽訂安全責任書7,240份</p> <p>Occupational safety 7,240 signed security responsibility letters in 2023</p> | <p>安全培訓 員工安全培訓708場次 共計參與人次13,175</p> <p>Safety training Employee safety training for 708 sessions 13,175 participants in total</p> | <p>消費扶貧 與四川、雲南等共計20個國家級鄉村振興重點幫扶縣開展產銷合作採購金額約6,383.3萬元</p> <p>Consumption for poverty alleviation Production and marketing cooperation with a total of 20 national key counties for rural revitalization, including Sichuan and Yunnan, with a purchase amount of approximately RMB63.833 million</p> | <p>教育助學 第三期「佳果好學屋」項目啟動期間，門店每賣出1顆佳沛奇異果，活動承辦方將捐贈0.1元作為愛心善款。本次項目共計銷售佳沛奇異果436.688萬顆</p> <p>Education support During the third phase of the "Zespri Learning House" project, organizers of the event will donate RMB0.1 to the charity fund for every Zespri kiwi fruit sold in the stores. A total of 4,366,880 kiwi fruits were sold during this project</p> |



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本章節響應的SDGs
SDGs responded to in this chapter



卓越治理： 構築高品質企業之基

GOVERNANCE EXCELLENCE: BUILDING THE FOUNDATION OF A HIGH-QUALITY ENTERPRISE

秉持可持續發展理念，百果園以聯合國2030可持續發展目標SDGs為指導，力求將可持續發展管理融入日常運營中。我們致力於打造廉潔誠信、高效運轉的企業治理機制，以誠信合規經營為理念，夯實公司可持續發展根基，共建可持續發展的和諧商業生態。

Adhering to the concept of sustainable development, Pagoda is guided by the 2030 Sustainable Development Goals (SDGs) of the United Nations and strives to integrate sustainable management into its daily operations. We are committed to building a clean, honest and efficient corporate governance mechanism and to operating with integrity and in a compliant manner in order to strengthen the foundation of the Company's sustainable development and to build a harmonious business ecosystem for sustainable development.

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1.1 夯實ESG治理

可靠的ESG治理體系為實現可持續發展提供保障。我們已建立體系化的可持續發展規劃、搭建並持續完善可持續發展架構，推動可持續發展戰略項目落地實施，力求將ESG責任融入集團的每一個業務營運環節中。

1.1.1 ESG目標

百果園致力於打造一個從種植到零售的綠色生態產業鏈，深信可持續性已成為新零售農業行業創新與未來發展的核心驅動力。作為負責任的企業公民，我們不僅將企業自身對環境、社會的負面影響降到最低，更需將可持續發展要求拓展並滲透至上下游，並竭力朝此方向奮勇前進。我們擁有豐富的果蔬種植與加工經驗，我們積極運用現有資源、技術及經驗，積極實現全產業鏈管理及數字化賦能，同時對上游供應商輸出標準化品質要求及種植技術支持，對下游加盟商進行標準化運營管控。我們通過全面對標聯合國可持續發展目標(SDGs)，結合百果園自身業務實際，匹配公司「高品質水果專家與領導者」的新戰略，抓住新時代可持續發展變革機遇，聚焦治理、食品安全、產業鏈、員工、環境及社會責任等領域，持續發力，積極回應內外部利益相關方對本公司的關注與期望。以下是我們的ESG目標與行動方向：

1.1 STRENGTHENING ESG GOVERNANCE

A reliable ESG governance system guarantees the realization of sustainable development. We have established a systematic sustainability plan, built and continuously improved our sustainability framework, and promoted the implementation of our sustainability strategy projects, with a view to integrating ESG responsibilities into every aspect of the Group's business operations.




1.1.1 ESG TARGETS

Pagoda is committed to creating a green ecological industry chain from cultivation to retail and is convinced that sustainability has become the core driver of innovation and future development in the new retail agriculture industry. As a responsible corporate citizen, we shall not only minimize our negative impact on the environment and society but also expand and penetrate the sustainability requirements into the upstream and downstream. We must strive to move towards this goal. We enjoy rich experience in fruit and vegetable planting and processing, so we are making great efforts in realizing the whole industry chain management and digital empowerment by leveraging our existing resources, technology and experience. We are exporting standardized quality requirements and planting technical support to upstream suppliers, and standardized operational control over downstream franchisees. To fully align with the Sustainable Development Goals (SDGs) of the United Nations, we are taking into account our own business reality and matching with our new strategy of "high quality fruit expert and leader". To that end, we are making efforts to seize the transformation opportunity of sustainable development in the new era. To be specific, we will focus on areas such as governance, food safety, industrial chain, employees, environment and social responsibility, and respond in a timely manner to the concerns and expectations of internal and external stakeholders. Our ESG targets and actions are detailed as follows:

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| 我們的方向 Targets | 涉及的 重要性議題 Material issues | 對SDGs的 主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|---------------------------------|---|---|--|
| <p>卓越治理：構築高品質企業之基 Governance excellence: Building the Foundation of a High-quality Enterprise</p> | <p>商業道德 Business ethics</p> | | <ul style="list-style-type: none"> 誠信經營是實現業務可持續發展的基石 Integrity in business is the cornerstone of sustainable business development | <ul style="list-style-type: none"> ✓ 搭建廉潔治理架構，完善廉潔合規體系建設 ✓ Establish a clean governance framework and improve the construction of a clean compliance system ✓ 公開內外部舉報渠道，做好舉報人保護措施 ✓ Publicize internal and external reporting channels and put in place protection measures for whistleblowers ✓ 推進誠信文化建設，加強供應商廉潔管理 ✓ Promote the development of an integrity culture and strengthen the integrity management of suppliers |

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|---|--|--|--|---|
| <p>精益求精：追求高品質產品與服務 Striving for Excellence: Pursuing High Quality Products and Services</p> | <p>食品安全與質量 Food safety and quality</p> |  <p>3 良好健康與福祉 GOOD HEALTH AND WELL-BEING</p>  <p>12 負責任消費和生產 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <p>9 產業、創新和基礎設施 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p> | <ul style="list-style-type: none"> • 食品安全管理是公司立足之根本，立業之保障 • Food safety management is the foundation of the Company and the guarantee of our business • 持續的創新突破可以為公司增加營業收入 • Continued innovation and breakthroughs can increase revenue for the Company | <ul style="list-style-type: none"> ✓ 成立食品安全委員會，強化食品安全文化建設 ✓ Establish the Food Safety Committee and strengthen the building of a food safety culture ✓ 在果品生命周期的每個環節設立嚴格的品質控制標準和機制 ✓ Set up strict quality control standards and mechanisms at every stage of the fruit life cycle ✓ 參與食品安全管理體系認證評估，落實食品安全審核與檢測工作 ✓ Participate in food safety management system certification and assessment, and implement food safety auditing and testing work ✓ 開展質量與食品安全研究，探究食品質量控制和安全保障技術 ✓ Conduct research on quality and food safety, and explore technologies for food quality control and safety assurance |



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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|---|---|--|--|
| 精益求精：追求高品質產品與服務 Striving for Excellence: Pursuing High Quality Products and Services | 客戶溝通與服務 Customer communication and service |     | <ul style="list-style-type: none"> 高質量的服務品質可贏得更多客戶關注，為公司打造良好口碑 High quality of service will win more customers' attention and build up a good reputation for the Company | <ul style="list-style-type: none"> ✓ 搭建數字化客戶服務系統，推出智能在線客戶服務平台 ✓ Build a digital customer service system and launch an intelligent online customer service platform |
| | | | <ul style="list-style-type: none"> 有效的客戶溝通機制有利於優化客服管理，提高客戶體驗，加強市場競爭力 Effective customer communication mechanism helps to improve customer service management, enhance customer experience, and strengthen market competitiveness | <ul style="list-style-type: none"> ✓ 定期開展客服專項培訓，夯實員工業務知識，提升客服服務水平 ✓ Regularly carry out customer service special training to strengthen employees' business knowledge and enhance customer service level ✓ 舉辦多樣化的客戶體驗活動，包括產地游以及深度試吃等 ✓ Carry out diversified customer experience activities, including production site tours and in-depth food tasting, etc. ✓ 開展客戶滿意度調研與淨推薦值調研，根據客戶需求進行服務管理優化 ✓ Carry out customer satisfaction research and net promoter score survey to optimize service management according to customer needs |

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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|-------------------------------|--|---|--|
| 精益求精：追求高品質產品與服務 Striving for Excellence: Pursuing High Quality Products and Services | 營養與健康 Nutrition and health |     | <ul style="list-style-type: none"> 生態種植可以為客戶帶來健康的果蔬產品 Eco-growing can bring healthy fruit and vegetable products to our customers <ul style="list-style-type: none"> 高品質的果蔬產品是吸引客戶及宣傳品牌的重要基礎 High-quality fruit and vegetable products serve as an important foundation for attracting customers and promoting our brand | <ul style="list-style-type: none"> ✓ 推廣生態種植技術，建設種植示範區 ✓ Promote eco-planting techniques and build model planting areas ✓ 引進BLOF生態和諧型技術，推出「三個零」蔬菜 ✓ Introduce the BLOF eco-harmony technology and launch the “Three Zeroes” vegetables ✓ 成立果品標準體系委員會，建立「四度一味一安全」果品質量分級體系 ✓ Establish the Fruit Standard System Committee and a fruit quality classification system based on the “sweetness and sourness, freshness, crispness, softness, flavor and safety” ✓ 制定不同蔬菜品種的「三個零」蔬菜標準，加強儲存過程中的溫度控制與品質管理 ✓ Establish the “Three Zeroes” vegetable standards for different vegetable varieties, and strengthen temperature control and quality management in the storage process |



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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|--|--|--|--|
| 精益求精：追求高品質產品與服務 Striving for Excellence: Pursuing High Quality Products and Services | 負責任營銷 Responsible marketing |   | <ul style="list-style-type: none"> 保障消費者合法權益可獲得更多客戶信任，提高公司品牌形象 Protecting consumers' legitimate rights and interests can gain more customer trust and enhance the Company's brand image | <ul style="list-style-type: none"> ✓ 制定宣傳營銷管理方針，加強合規營銷意識宣導 ✓ Formulate management guidelines on publicity and marketing, and strengthen the awareness of compliant marketing ✓ 建立多維度客戶投訴渠道和客訴及時響應機制 ✓ Establish multi-dimensional customer complaint channels and a mechanism for timely response to customer complaints ✓ 推出「不好吃三無退貨」服務 ✓ Launch the service of "Instant refund to consumers if our products do not taste good" |
| | 知識產權管理 Intellectual property management |     | <ul style="list-style-type: none"> 尊重他人知識成果並同步維護自身利益是維護公司利益的重要手段 Respecting the knowledge of others and protecting one's own interests is an important tool for protecting the Company's interests | <ul style="list-style-type: none"> ✓ 完善知識產權全流程管理，規範商標品牌的使用授權，落實知識產權的全鏈條保護 ✓ Improve the intellectual property management process, standardize the authorization of trademark brand use, and implement the protection of intellectual property rights along the whole chain |

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| 我們的方向 Targets | 涉及的重要議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|---|--|---|--|
| <p>精益求精：追求高品質產品與服務 Striving for Excellence: Pursuing High Quality Products and Services</p> | <p>數據安全與隱私保護 Data security and privacy protection</p> |  | <ul style="list-style-type: none"> 保障網絡安全和客戶隱私是為顧客創造長久價值的基礎 Protecting network security and customer privacy is the foundation for creating lasting value for our customers | <ul style="list-style-type: none"> ✓ 成立技術委員會，獲得ISO 27001信息安全管理体系認證和ISO 20000 IT信息技術服務管理体系認證 ✓ Establish technical committee and obtain the ISO 27001 information security management system certification and ISO 20000 IT information technology service management system certification ✓ 制定網絡安全應急預案，定期開展信息安全審計和數據安全意識培訓 ✓ Formulate network security contingency plans and conduct regular information security audits and data security awareness training ✓ 制定消費者隱私政策，合法處理客戶個人信息 ✓ Develop consumer privacy policies and handle customer personal information legally |



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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|--|---|---|--|
| <p>共生共榮：構建高品質產業生態圈 Co-Existence and Co-Prosperity: Building a High-Quality Industrial Ecosystem</p> | <p>可持續供應鏈 Sustainable supply chain</p> |  <p>8 體面工作和經濟增長</p>  <p>8 DECENT WORK AND ECONOMIC GROWTH</p>  <p>12 負責任消費和生產</p> | <ul style="list-style-type: none"> • 優化全產業鏈管理，以實際行動貫徹讓天下人享受水果好生活的使命 • Optimize the management of the whole industry chain and implement the mission of allowing everyone enjoy life with delicious with practical actions | <ul style="list-style-type: none"> ✓ 依循「Q. C. D. S」原則，嚴格進行供應商全流程管理 ✓ Strictly manage the whole process of suppliers according to the “Q.C.D.S (quality, cost, delivery and service)” principle ✓ 制定《供應商行為準則》，明確供應商應遵守的行動要求 ✓ Develop the <i>Code of Conduct for Suppliers</i> to specify the operational requirements for suppliers to comply with |
| | |  <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>  <p>13 氣候行動</p>  <p>13 CLIMATE ACTION</p>  <p>17 促進目標實現的夥伴關係</p>  <p>17 PARTNERSHIPS FOR THE GOALS</p> | <ul style="list-style-type: none"> • 攜手合作夥伴，彼此共同進步，促進水果產業健康發展 • Join hands with partners to make progress together and promote the healthy development of the fruit industry | <ul style="list-style-type: none"> ✓ 注重供應鏈的負責任管理，將ESG風險因素納入採購決策和供應商全流程管理中 ✓ Focus on responsible management of the supply chain, incorporating ESG risk factors into procurement decisions and supplier management throughout the entire supply process ✓ 與佳沛簽訂《戰略性可持續發展協議》，共同推進綠色環保和可持續發展經營 ✓ Sign a <i>Strategic Sustainable Development Agreement</i> with Zespri to jointly promote green environmental protection and sustainable operation |

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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|--|--|--|---|
| <p>共生共榮：構建高品質產業生態圈 Co-Existence and Co-Prosperity: Building a High-Quality Industrial Ecosystem</p> | <p>零農藥、零化肥、零激素 Zero pesticides, zero fertilizers and zero hormones</p> |  | <ul style="list-style-type: none"> 減少化肥和農藥對環境的負面影響，發展可持續農業 Reduce the negative impact of fertilizers and pesticides on the environment and develop sustainable agriculture | <ul style="list-style-type: none"> ✓ 通過生態技術賦能，增加水果草生栽培種植技術與「三個零」蔬菜BLOF種植技術的農作面積 ✓ Increase the farming area of fruit grass cultivation and the “Three Zeroes” vegetable BLOF cultivation technology through eco-technology empowerment ✓ 通過BLOF技術賦能，實現進行精準施肥，改善土壤條件 ✓ Enable by BLOF technology for precise fertilizer application and improve soil conditions ✓ 優化病蟲防護體系，採取多種生產管理手段以減少病蟲對作物的危害 ✓ Optimize pest and disease defense systems and adopt various production management measures to reduce crop damage caused by pests and diseases |



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|--|--|--|---|---|
| | 綠色門店 Green stores |   | <ul style="list-style-type: none"> 降低門店裝修工程對資源的消耗和環境的污染，經營綠色門店 Reduce the consumption of resources and environmental pollution caused by store renovation, and operate green stores | <ul style="list-style-type: none"> ✓ 推進「使用符合國家環保標準的建築材料，推廣經濟版裝修方案」的工作 ✓ Continue to promote “the use of construction materials that meet national environmental standards and promote economical renovation programs” ✓ 規範門店裝修中的用水細則，嚴禁隨意排放廢水廢物 ✓ Regulate the use of water in store renovation and prohibit the direct discharge of waste water and waste |
| 綠色承諾：展現高品質環保作為 Green Commitment: Demonstrate High Quality and Environmentally Friendly Behavior | 應對氣候變化 Responding to climate change |   | <ul style="list-style-type: none"> 科學管理氣候風險可增強業務韌性，有利於抓住低碳發展機遇 Scientific management of climate risk enhances business resilience and helps the Company to capture low-carbon development opportunities | <ul style="list-style-type: none"> ✓ ESG委員會對氣候應對事宜進行監督和指導，ESG領導小組負責落實氣候風險管理工作 ✓ The ESG Committee provides oversight and guidance on climate response issues, and the ESG leadership team is responsible for implementing climate risk management ✓ 制定全業務鏈路的節能減排戰略規劃，識別氣候風險，評估其對公司的影響 ✓ Develop strategic planning for energy saving and emission reduction across the business chain, identify climate risks and assess their impact on the Company ✓ 計算溫室氣體範圍一和範圍二排放量，設立溫室氣體排放目標 ✓ Calculate scope 1 and scope 2 greenhouse gas emissions and setting greenhouse gas emission targets |

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|--|---|---|--|---|
| <p>綠色承諾：展現高品質環保作為 Green Commitment: Demonstrate High Quality and Environmentally Friendly Behavior</p> | <p>能源管理 Energy management</p> |     | <ul style="list-style-type: none"> 降低能耗並提升能效可降低生產運營成本並助力公司低碳轉型 Reducing energy consumption and improving energy efficiency can reduce production and operating costs and contribute to the Company's low-carbon transformation | <ul style="list-style-type: none"> ✓ 推動耗能設備節能減排升級，探索清潔能源使用場景 ✓ Promote energy-saving and emission reduction upgrades for energy-consuming equipment and explore the use of clean energy ✓ 強化員工節能意識，倡導綠色辦公理念 ✓ Strengthen staff's awareness of energy conservation and advocate green office concepts ✓ 上海、鄭州及廣州配送中心與第三方簽署EMC開展綜合性的節能減排項目 ✓ Distribution centers in Shanghai, Zhengzhou and Guangzhou sign EMCs with third parties for comprehensive energy saving and emission reduction projects |
| | <p>水果／蔬菜包裝管理 Fruit/vegetable packaging management</p> |   | <ul style="list-style-type: none"> 節約包裝的使用量並減少廢棄包裝的產生，節省包裝物料等開支 Save packaging usage and reduce waste packaging so as to reduce expenditures on packaging materials | <ul style="list-style-type: none"> ✓ 主動選擇具有環保體系認證的包材供應商 ✓ Proactively select package material suppliers with environmental system certification ✓ 在轉運環節使用大體積包裝箱，減少轉運箱的使用 ✓ Reduce the use of transit boxes by utilizing large volume boxes in the transshipment process |



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| 我們的方向 Targets | 涉及的重要性議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|---|--|---|---|
| 綠色承諾：展現高品質環保作為 Green Commitment: Demonstrate High Quality and Environmentally Friendly Behavior | 食物損耗及廢棄物管理 Food consumption and waste management |   | <ul style="list-style-type: none"> 推動生產資料變革，致力減少廢棄物產生，降低資源消耗 Promote changes in production materials to reduce waste generation and resource consumption | <ul style="list-style-type: none"> ✓ 對各類廢棄物制定對應的處置方案 ✓ Formulate corresponding disposal plans for various types of wastes ✓ 獨立妥善處理廠區的污水和廢水 ✓ Properly treat sewage and wastewater in the plant independently ✓ 嚴格管理廢氣產生，保障廢氣合規排放 ✓ Conduct stringent management of exhaust gas generation to ensure compliant emission of exhaust gas |
| | 水資源管理 Water resources management |   | <ul style="list-style-type: none"> 減少水資源浪費，加強節水措施管理，降低業務成本 Reduce water resources waste, strengthen management of water conservation measures, and reduce operational costs | <ul style="list-style-type: none"> ✓ 使用節水灌溉技術以及節水工藝設備，提高水資源利用效率 ✓ Use the water-saving irrigation technology and water-saving technology and equipment to improve the water utilization efficiency |
| | 循環經濟 Circular economy |   | <ul style="list-style-type: none"> 最大限度減少資源消耗，減少廢棄物產生，提高資源的再利用和回收率 Minimize resource consumption, reduce waste generation, and increase the reuse and recycling rate of resources | <ul style="list-style-type: none"> ✓ 對必須物料制定回收流程，回收配送中心使用的紙箱 ✓ Establish a recycling process for necessary materials and recycle cartons used in distribution centers ✓ 鼓勵供應商用可回收循環的運轉箱替代紙箱 ✓ Encourage suppliers to use recyclable transit boxes instead of cardboard boxes |
| | 生物多樣性 Biodiversity |   | <ul style="list-style-type: none"> 維護生態系統平衡，以增強農業種植的環境效益 Maintain the balance of ecosystems to enhance the environmental benefits of agricultural farming | <ul style="list-style-type: none"> ✓ 使用生態種植技術改善土壤質量，增加土壤的生物多樣性，助力恢復生態系統平衡 ✓ Use ecological planting techniques to improve soil quality, increase soil biodiversity and help restore ecosystem balance |

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| 我們的方向 Targets | 涉及的 重要性議題 Material issues | 對SDGs的 主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|---|--|---|---|
| <p>價值共創：共築高品質和諧未來 Value Co-Creation: Create A High-quality and Harmonious Future</p> | <p>員工權益保障 Employee rights and benefits protection</p> |       | <ul style="list-style-type: none"> • 秉持「以人為本」的理念，致力於創造良好的工作環境，增強員工企業認同感 • Uphold the concept of “people-oriented” and strive to create a good working environment and strengthen the sense of corporate identity of employees | <ul style="list-style-type: none"> ✓ 推行合規僱傭，加強民主管理 ✓ Conduct compliant employment and implement democratic management ✓ 提供多維度招聘渠道，積極開展校企合作 ✓ Provide multi-dimensional recruitment channels and actively develop school-enterprise cooperation ✓ 完善績效薪酬體系，推出股份獎勵計劃 ✓ Improve the performance-based remuneration system and introduce the Share Award Scheme |
| | <p>職業健康與安全 Occupational health and safety</p> |   | <ul style="list-style-type: none"> • 強化運營場所的日常安全預防與管理，保障員工健康與安全 • Strengthen the daily safety prevention and management of the operation site to protect the health and safety of employees | <ul style="list-style-type: none"> ✓ 開展安全巡檢，對發現隱患的問題及時跟進整改 ✓ Conduct safety inspections and follow up on potential problems in a timely manner ✓ 組織開展專項安全活動，提高員工的應急響應能力和事故防範能力 ✓ Organize special safety activities to improve the emergency response capability and accident prevention capability of employees |



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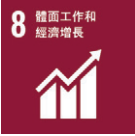





| 我們的方向 Targets | 涉及的 重要性議題 Material issues | 對SDGs的 主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|--|---|---|--|
| 價值共創：共築高 品質和諧未來 Value Co-Creation: Create A High- quality and Harmonious Future | 員工培訓發展 Employee training and development |   | <ul style="list-style-type: none"> • 注重員工的可持續發展，助力員工實現個人的職業價值 • Focus on the sustainable development of employees and help them realize their professional value <ul style="list-style-type: none"> • 秉持「公司經營、文化先行」理念，向員工傳達有溫度的企業文化 • Uphold the concept of “culture-oriented company management” and convey a moderate corporate culture to our employees | <ul style="list-style-type: none"> ✓ 搭建暢通的員工職業發展通道，設立針對不同業務的人才全面培養項目 ✓ Build a smooth career development channel for employees and set up comprehensive talent development programs for different businesses <ul style="list-style-type: none"> ✓ 對企業文化進行升級迭代，推出全新系列的企業文化培訓課程 ✓ Upgrade and iterate the corporate culture and launch a new series of corporate culture training courses <ul style="list-style-type: none"> ✓ 開展專項培訓，聚焦員工心態、產品、領導力的提升 ✓ Conduct special training to focus on employee mindset, product and leadership improvement |

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| 我們的方向 Targets | 涉及的重要議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|--|--|---|---|
| <p>價值共創：共築高品質和諧未來 Value Co-Creation: Create A High-quality and Harmonious Future</p> | <p>平等、包容與多元化 Equality, inclusion and diversity</p> |       | <ul style="list-style-type: none"> 堅持公平、公正、公開原則，致力於消除內部一切不平等現象 Adhere to the principles of fairness, impartiality and openness, and strive to eliminate all internal inequalities | <ul style="list-style-type: none"> ✓ 落實同工同酬政策，嚴格抵制宗教、種族、性別等歧視 ✓ Implement the policy of equal pay for equal work, and strictly resist discrimination against religion, race, gender, etc. <hr/> <ul style="list-style-type: none"> ✓ 關愛女性員工，幫扶困難員工 ✓ Care for female employees and help employees in difficulty |



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| 我們的方向 Targets | 涉及的重要議題 Material issues | 對SDGs的主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|--------------------------------|---|---|--|
| 價值共創：共築高品質和諧未來 Value Co-Creation: Create A High-quality and Harmonious Future | 加盟商管理 Franchisee management |       | <ul style="list-style-type: none"> 規範加盟商管理機制有利於擴大公司規模並深化品牌影響力 Standardized franchisee management mechanism helps to expand the Company's scale and deepen the brand influence <ul style="list-style-type: none"> 獨特的加盟發展模式可為公司增加收入 Our unique franchisee development model increases revenue for the Company | <ul style="list-style-type: none"> ✓ 制定加盟店管理規定，規範加盟門店經營活動 ✓ Continuously promote the work of "establishing franchisee management rules and regulating the business activities of franchised stores" <ul style="list-style-type: none"> ✓ 加強與加盟商交流溝通，提供全套的賦能方案 ✓ Enhance communication with franchisees and provide a full set of empowerment programs |

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| 我們的方向 Targets | 涉及的 重要性議題 Material issues | 對SDGs的 主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|---|-----------------------------------|--|--|---|
| <p>大愛無疆：肩負高品質社會擔當 Boundless Love: Shoulder High Quality Social Commitment</p> | <p>社區公益 Community welfare</p> |       | <ul style="list-style-type: none"> • 持續關注社會需求，深入參與公益事業，踐行企業社會責任 • Pay more attention to social needs, participate in public welfare and practice corporate social responsibility | <ul style="list-style-type: none"> ✓ 倡導「奉獻精神」，鼓勵員工積極參與志願活動 ✓ Promote the “spirit of giving” and encourage staff to actively participate in voluntary activities |



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| 我們的方向 Targets | 涉及的 重要性議題 Material issues | 對SDGs的 主要貢獻 Major contributions to SDGs | 我們的驅動力 Driving force | 我們的行動 Actions |
|--|---------------------------------|---|--|--|
| 大愛無疆：肩負高 品質社會擔當 Boundless Love: Shoulder High Quality Social Commitment | 社區公益 Community welfare |       | <ul style="list-style-type: none"> 投身鄉村振興、抗疫救災、教育助學、志願服務事業，助力社會美好發展 Contribute to the development of society through rural revitalization, pandemic relief, education assistance, and volunteer services | <ul style="list-style-type: none"> ✓ 提出「鄉村振興根本是產業振興，產業振興首先是銷售拉動」的理念，發揮在助農增收、鄉村振興上的先天優勢 ✓ Put forward the concept that “rural revitalization is fundamentally based on the revitalization of industries, and the revitalization of industries is first and foremost driven by sales”, and give full play to its inherent advantages in helping farmers increase their income and rural revitalization <ul style="list-style-type: none"> ✓ 攜手多方基金會與優質資源，為學生創造受教育的平等機會 ✓ Join hands with various foundations and quality resources to create equal opportunities for students to have access to education |

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1.1.2 ESG 治理體系

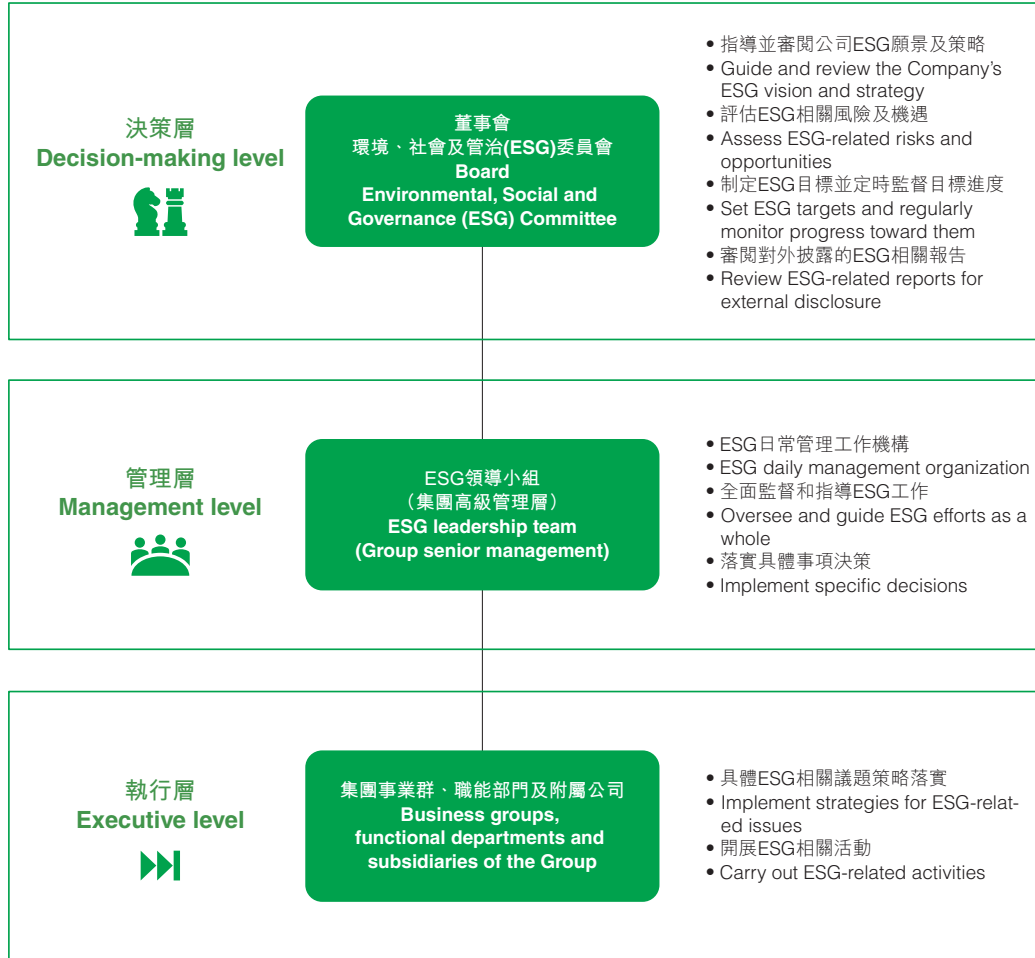
基於2022年發布的《公司董事會環境、社會及管治委員會職權範圍》，我們搭建了三級ESG治理體系。在董事會層面，董事會是百果園ESG治理事宜的最高責任及決策機構，對ESG戰略、管理及表現承擔最終責任；董事會下設ESG委員會，定期檢視、評估並指導可持續發展相關工作，並負責審批ESG信息披露內容。我們的ESG委員會由三名董事組成，成員由董事長、半數以上獨立（非執行）董事或者三分之一以上全體董事提名，並由董事會選舉產生，每年至少召開一次會議。ESG委員會下設管理層面的ESG領導小組負責指導日常ESG工作及具體事項決策，集團各事業群、職能部門及下屬公司負責開展ESG的具體行動。

1.1.2 ESG GOVERNANCE SYSTEM

Based on the *Terms of Reference of the Environmental, Social and Governance Committee of the Board* issued in 2022, we have formulated a three-tier ESG governance system. At the Board level, the Board of Directors is the highest responsible and decision-making body for ESG governance matters of Pagoda, and bears the ultimate responsibility for ESG strategy, management and performance. The Board has set up an ESG Committee, which regularly reviews, evaluates and guides the work related to sustainability, and is responsible for approving the content of the disclosure of ESG information. Our ESG Committee consists of three directors, nominated by the Chairman, more than half of the independent (non-executive) directors or more than one-third of all directors, and elected by the Board of Directors, and meets at least once a year. Under the ESG Committee, the ESG leadership team at the management level is responsible for guiding the daily ESG work and decision-making on specific issues, while the Group’s business groups, functional departments and subsidiaries are responsible for implementing specific ESG initiatives.



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百果園ESG治理架構
Pagoda ESG GOVERNANCE STRUCTURE

我們的ESG委員至少每半年開展一次ESG相關會議，定期審視公司在ESG目標方面的進展與成果。此外，我們正逐步探索並推動ESG目標的設定，以有效的激勵機制推動ESG工作落地，同時提升全體員工ESG意識，為公司長期的可持續發展構建堅實基礎。

Our ESG Committee conducts ESG-related meetings at least semiannually to regularly review the Company's progress and results with respect to its ESG targets. In addition, we are progressively exploring and promoting the establishment of ESG goals to promote the implementation of ESG work through an effective incentive mechanism. Meanwhile, we aim to enhance the ESG awareness of all employees, so as to build a solid foundation for the Company's sustainable development in the long term.

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1.1.3 利益相關方溝通

我們對利益相關方設立多樣化的溝通渠道，擬定溝通及識別管理機制，積極與利益相關方開展深入溝通，以及時了解各利益相關方的訴求和期望，評估對公司業務相關、有顯著影響的相關議題，同步基於其訴求設定可持續發展目標，制定改善計劃及針對性舉措，推動相關實踐落地，踐行可持續發展理念。基於百果園業務特性、發展階段以及行業動態，我們識別出包括顧客、員工、加盟商、股東和投資人、供應商、政府和監管部門及社區在內的7類主要利益相關方。我們現行的利益相關方溝通情況可概括如下：


1.1.3 STAKEHOLDER COMMUNICATION

We have established diversified communication channels for our stakeholders, formulated a communication and identification management mechanism, and actively engaged in in-depth communication with our stakeholders in order to timely understand the demands and expectations of our stakeholders, and assess relevant issues that are related to our business and have a significant impact on our business. Meanwhile, we simultaneously set sustainable development objectives based on the demands of stakeholders, formulate improvement plans and targeted measures, and promote the realization of relevant practices in order to put the concept of sustainable development into practice. Based on the business characteristics of Pagoda, its stage of development and the dynamics of the industry, we have identified seven categories of key stakeholders, including customers, employees, franchisees, shareholders and investors, suppliers, government and regulatory authorities and the community. Our current stakeholder communications can be summarized as follows:

| 利益相關方 Stakeholders | 對百果園的意義 Significance to Pagoda | 關注議題 Concerns | 溝通方式 Communication channels | 回應章節 Responding chapters |
|--|--|---|--|---|
| 顧客 Customers  | 關注百果園的產品質量與客戶服務，注重百果園之營運、食品安全的主要利益相關方 Major stakeholders focusing on the product quality and customer service of Pagoda, and attaching importance to the operations and food safety of Pagoda | <ul style="list-style-type: none"> • 高品質安全的產品 • High quality and safe products • 優質的客戶服務 • Excellent customer service • 暢通的溝通渠道 • Smooth communication channel • 多元化的產品選擇 • Diversified product selection | <ul style="list-style-type: none"> • 門店直接溝通 • Direct communication in stores • 消費者服務熱線 • Consumer service hotline • 消費者滿意度調查 • Consumer satisfaction survey • 社交媒體 • Social media • 在線服務 • online services | 第2章 精益求精：追求高品質產品與服務 Chapter 2 Striving for Excellence: Pursuing High Quality Products and Services |



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| 利益相關方 Stakeholders | 對百果園的意義 Significance to Pagoda | 關注議題 Concerns | 溝通方式 Communication channels | 回應章節 Responding chapters |
|---|---|--|--|---|
| 員工 Employees  | 作為百果園重要的人力資本，員工是百果園不斷繁榮發展的重要相關方 As the important human capital of Pagoda, employees serve as an important stakeholder in the continued prosperity of Pagoda | <ul style="list-style-type: none"> 健康與安全 Health and safety 工資與福利保障 Salary and benefit security 職業發展機會 Career development opportunities 公平的職場環境 Fair workplace environment 彈性的工作時間 Flexible working hours | <ul style="list-style-type: none"> 員工溝通平台 Employee communication platform 員工滿意度調查 Employee satisfaction survey 員工大會 Employee meeting 員工培訓交流 Employee training and communication | 第5章 價值共創：共築高品質和諧未來 Chapter 5 Value Co-Creation: Create a High-quality and Harmonious Future |
| 政府和監管部門 Government and regulatory authorities  | 監督百果園對食品安全、營運與各項法律法規遵循的情況，及政策推動及影響行業發展的主要利益相關方 Major stakeholders overseeing the food safety, operations and compliance with laws and regulations by Pagoda, as well as driving the policies and influencing the development of the industry | <ul style="list-style-type: none"> 食品安全與質量 Food safety and quality 環境合規 Environmental compliance 合規運營 Compliant operations 依法納稅 Tax paying according to the law 行業發展帶動 Industry development drive | <ul style="list-style-type: none"> 監管考核 Regulatory assessment 主動納稅 Proactive taxation 定期工作會議 Regular working meetings 研討會 Seminar 公眾問詢回覆 Responses to public inquiries | 參考各章節法律法規遵循披露 Refer to the disclosure of compliance with laws and regulations in each section |
| 加盟商 Franchisee  | 把百果園高品質產品帶到中國各個社區的重要利益相關方 Key stakeholders in bringing high quality products of Pagoda to communities across China | <ul style="list-style-type: none"> 專業發展支持 Professional development support 品牌建設 Branding | <ul style="list-style-type: none"> 加盟商委員會 Franchisee Committee 加盟商說明會 Franchisee briefing 加盟商滿意度調查 Franchisee satisfaction survey 加盟商溝通平台 Franchisee communication platform | 第5章 價值共創：共築高品質和諧未來 Chapter 5 Value Co-Creation: Create a High-quality and Harmonious Future |

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| 利益相關方 Stakeholders | 對百果園的意義 Significance to Pagoda | 關注議題 Concerns | 溝通方式 Communication channels | 回應章節 Responding chapters |
|---|--|--|--|---|
| 股東／ 投資人 Shareholders/ Investors  | 作為百果園的投資人，同時也最關注百果園的營運績效和發展的重要利益相關方 Key stakeholders who are investors in Pagoda and who are most concerned about the operational performance and development of Pagoda | <ul style="list-style-type: none"> 投資回報 Return on investment 信息披露 Information disclosure ESG管理和績效 ESG management and performance | <ul style="list-style-type: none"> 年度股東大會 Annual general meeting of shareholders 年度和半年度報告 Annual and semi-annual reports 公告及通函 Announcements and circulars 投資者關係網站 Investor relations website | 請參考年報 Please refer to the annual report |
| 供應商 Suppliers  | 為百果園種植並供應高品質產品的主要利益相關方 Key stakeholders who grow and supply high quality products to Pagoda | <ul style="list-style-type: none"> 踐行責任採購 Practicing responsible sourcing 帶動業務發展 Driving business development 助推供應鏈發展 to facilitate supply chain development | <ul style="list-style-type: none"> 供應商大會 Supplier conference 供應商拜訪 Supplier visits 供應商幫扶 Supplier support 供應商培訓 Supplier training | 第3章 共生共榮：構建高品質產業生態圈 Chapter 3 Co-Existence and Co-Prosperity: Building a High-Quality Industrial Ecosystem |
| 社區 Community  | 受百果園營運影響或受社會關注的弱勢群體，也是百果園作為一家重視企業社會責任最為關切的利益相關方 Vulnerable groups that are affected by Pagoda's operations or are of social concern also serve as the stakeholders that Pagoda, as a company that values corporate social responsibility, is most concerned about | <ul style="list-style-type: none"> 促進社區就業 Promoting community employment 帶動地方經濟發展 Driving local economic development 助力鄉村振興 Supporting rural revitalization 社區發展與福祉 Community development and well-being | <ul style="list-style-type: none"> 提供就業崗位 Providing employment opportunities 推動地方產業發展 Promoting the development of local industries 完善基礎設施建設 Improving infrastructure construction 公益慈善 Philanthropy | 第5章 價值共創：共築高品質和諧未來 Chapter 5 Value Co-Creation: Create a High-quality and Harmonious Future |



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1.1.4 重要性議題評估

為了解不同ESG議題對於百果園業務營運、長遠發展以及對不同利益相關方的影響範疇及深遠程度，以持續改善本集團的可持續發展管理及相關信息披露，我們將業務發展情況、行業特點及國家政策環境等與利益相關方的期望相結合，通過與利益相關方的密切溝通、意見反饋以及行業分析等方式對2023年重要性議題進行綜合評定及排序。

我們2023年的重要性評估主要採取以下七個步驟：

1.1.4 MATERIAL ISSUES ASSESSMENT

In order to continuously improve the Group's sustainable development management and related information disclosure through the understanding of the scope and extent of the impact of different ESG issues on business operations and long-term development as well as on different stakeholders of Pagoda, we have combined the business development situation, industry characteristics and national policy environment with the expectations of stakeholders, and conducted comprehensive assessment and ranking of material issues for 2023 by means of close communication with stakeholders, feedbacks and industry analysis.

Our 2023 materiality assessment took the following seven main steps:

步驟1 – 搜集ESG議題

Step 1 – Collecting ESG issues

以香港聯交所ESG報告指引、聯合國可持續發展目標、行業相關特定議題及ESG評級機構關注指標作為此次ESG議題的搜集基礎

The ESG issues were collected based on the ESG Reporting Guide of the Hong Kong Stock Exchange, the UN Sustainable Development Goals, industry-specific issues and indicators of interest to ESG rating agencies

步驟2 – 匯總ESG議題

Step 2 – Aggregating ESG issues

由ESG領導小組成員分析並匯總各類ESG議題

Analysis and summary of ESG issues by ESG leadership team members

步驟3 – ESG問卷調查

Step 3 – ESG questionnaire survey

透過問卷調查方式，了解利益相關方對ESG議題的關注程度，讓利益相關方挑選其希望了解的ESG信息的需求。

A questionnaire was used to understand the interest in ESG issues by stakeholders and to allow stakeholders to select their needs for ESG information they would like to know.

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步驟4 – 分析反饋回來的問卷調查數據

Step 4 – Analyzing survey results

透過ESG領導小組收集的數據，分析對公司ESG的影響程度，影響程度的考量包括商譽、認可、環境衝擊、社會衝擊、治理等方面，並篩選出重要性議題。

ESG leadership team members collected the feedback to analyze the impact on the Company's ESG. Impact degree assessment shall take into account the goodwill, recognition, environmental shock, social impact, governance, etc., and identify material issues.

步驟5 – 重要性議題排序

Step 5 – Prioritizing material issues

基於利益相關方對每個議題的關注程度，結合議題對公司ESG及對運營影響的程度，把兩者分數做相乘的總分，排序每個議題的優先次序。

Each issue was prioritized by multiplying the score of each issue in terms of its concern to stakeholders and its impact on the Company's ESG and operations.

步驟6 – 董事會審查

Step 6 – Review by the Board

ESG領導小組將排序出來的ESG重要性議題匯報至董事會ESG委員會。

The ESG leadership team reported the ESG materiality issues to the ESG Committee of the Board of Directors.

步驟7 – 針對議題推出相應的提升措施

Step 7 – Introducing enhancements to the issues

針對每個重大的ESG議題制定管理舉措，設立中長期的管理目標，並每年進行進度檢討。

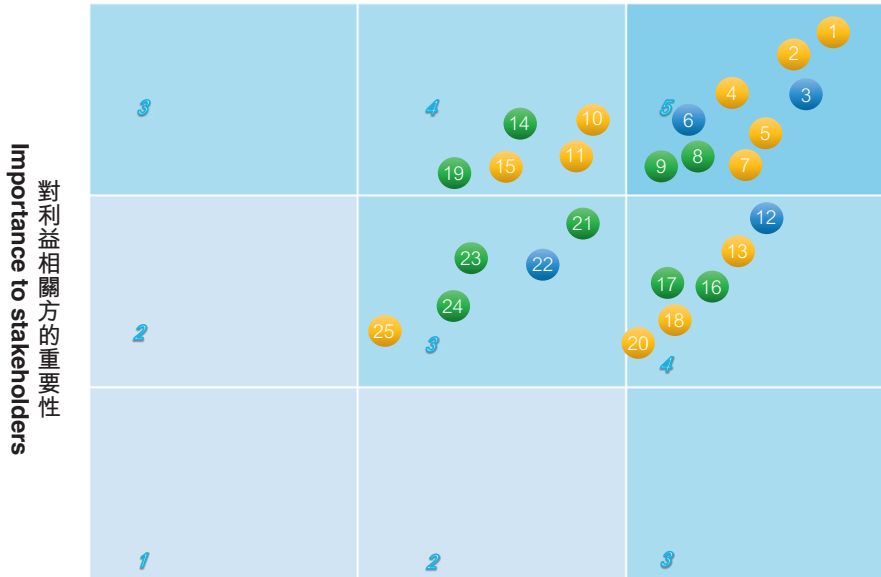
Develop management initiatives and set medium-term and long-term management targets for each material ESG issue, and review the progress annually.



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經上述流程，2023年度我們的重要性議題排序如下：

In view of the above process, our materiality issues for 2023 are ranked as follows:



對百果園的重要性 Importance to Pagoda

百果園2023年度ESG重要性議題矩陣
ESG Materiality Issue Matrix of Pagoda for 2023

- | | | |
|---|--|--|
| 1 食品安全與質量 Food safety and quality | 9 應對氣候變化 Response to climate change | 17 食物損耗及廢棄物管理 Food consumption and waste management |
| 2 營養與健康 Nutrition and health | 10 可持續供應鏈 Sustainable supply chain | 18 平等、包容與多元 Equality, inclusion and diversity |
| 3 反貪污 Anti-corruption | 11 數據安全與隱私保護 Data security and privacy protection | 19 綠色門店 Green stores |
| 4 負責任營銷 Responsible marketing | 12 知識產權管理 Intellectual property management | 20 員工發展與培訓 Employee training and development |
| 5 員工權益保障 Employee rights protection | 13 職業健康與安全 Occupational health and safety | 21 循環經濟 Circular economy |
| 6 商業道德 Business ethics | 14 零農藥、零化肥、零激素 Zero pesticides, zero fertilizers, zero hormones | 22 數字化經濟 Digital economy |
| 7 客戶溝通與服務 Customer communication and service | 15 加盟商管理 Franchisee management | 23 水資源管理 Water management |
| 8 水果/蔬菜包裝管理 Fruit/vegetable packaging management | 16 能源管理 Energy management | 24 生物多樣性 Biodiversity |
| | | 25 社區公益 Community welfare |

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1.2 貫徹商業道德

百果園始終以最高商業道德標準要求自身開展業務及運營，持續完善合規管控體系，強化全員廉潔認知，提升反賄賂、反貪污的風險管理能力，力求打造風清氣正的廉潔文化。

1.2.1 健全制度建設

公司搭建了全面的廉潔治理架構，在高管層面成立廉潔自律委員會作為廉潔事項的最高領導及決策機構，監督、指導廉潔自律工作的順利開展。我們嚴格遵循《中華人民共和國公司法》《中華人民共和國反壟斷法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》及《中華人民共和國勞動合同法》等法律法規，制定《員工手冊》《反舞弊反腐敗制度》《關於防止以權謀私的四項規定》《廉潔自律監察管理規定》《員工廉潔自律管理規定》及《利益衝突管理制度》等內部制度，嚴禁董事及員工利用職務便利或者明示、暗示、默許他人利用職務便利，為自己親友或其他利益相關方提供特殊便利、優惠政策、機會及資源，對腐敗行為零容忍，力求規範管理日常業務開展，保障運營合法合規。我們持續完善廉潔合規體系建設，於2023年更新完成《廉潔自律監

1.2 ETHICAL BUSINESS PRACTICES

Pagoda has always held itself to the highest standards of business ethics in its business and operations, continued to improve its compliance and control system, strengthened the awareness of integrity among its staff, enhanced its anti-bribery and anti-corruption risk management capabilities, and striven to build a clean and upright integrity culture.

1.2.1 SOUND SYSTEM CONSTRUCTION

The Company has established a comprehensive integrity governance structure, and set up the Integrity and Self-discipline Committee at the senior management level as the highest leadership and decision-making body on integrity matters, so as to supervise and guide the smooth implementation of integrity and self-discipline work. We strictly comply with laws and regulations such as the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Anti-Monopoly Law of the People's Republic of China* (《中華人民共和國反壟斷法》), the *Anti-Money Laundering Law of the People's Republic of China* (《中華人民共和國反洗錢法》), the *Anti-Unfair Competition Law of the People's Republic of China* (《中華人民共和國反不正當競爭法》) and the *Labor Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》). Meanwhile, we have formulated internal systems such as the *Employee Handbook* (《員工手冊》), the *Anti-Fraud and Anti-Corruption System* (《反舞弊反腐敗制度》), the *Four Provisions on Prevention of Using Power for Personal Gain* (《關於防止以權謀私的四項規定》), the *Administrative Regulations on Integrity and Self-Discipline Supervision* (《廉潔自律監察管理規定》), the *Administrative Regulations on Employee Integrity and Self-Discipline* (《員工廉潔自律管理規定》), and the *Conflict of Interest Management System* (《利益衝突管理制度》). We strictly prohibit directors and employees to take advantage of their positions or to express, imply, or acquiesce in others taking advantage of their position to provide special facilitation, preferential policies, opportunities and resources for their relatives, friends or other stakeholders. We hold zero tolerance for corruption, and we strive to regulate the management of our daily business activities and safeguard the legality and compliance of our operations. We have



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察管理規定》，進一步強化自身廉潔管理能力。我們要求所有員工簽訂《個人廉潔承諾書》，承諾嚴格遵守「防範以權謀私四項規定」，同時嚴格遵守「員工廉潔自律‘六禁止一要求’」。

此外，為加強內部廉潔管理能力，我們每年通過內部審計對關鍵領域開展內部控制有效性檢視，並對供應商管理、配送服務等重點領域開展專項監察，對舉報事件第一時間進行違規違紀案件調查，並對發現的問題及漏洞及時監督整改。本報告期內，我們未涉及與貪腐、貪污及賄賂相關的訴訟事件。

continued to improve our integrity compliance system by updating and completing the *Administrative Regulations on Integrity and Self-Discipline Supervision in 2023* to further strengthen our integrity management capabilities. We require all employees to sign a *Personal Integrity Pledge* (《個人廉潔承諾書》), pledging to strictly comply with the “Four Provisions on Prevention of Using Power for Personal Gain”, and at the same time strictly follow the “six prohibitions and one requirement for employee integrity and self-discipline”.

In addition, in order to strengthen our internal integrity management capabilities, we implement annual internal control effectiveness reviews of key areas through internal audits, and special monitoring of key areas such as supplier management and distribution services. We conduct investigations into cases of non-compliance and disciplinary violations concerning the reported incident at the earliest opportunity, and monitor and rectify problems and loopholes identified in a timely manner. During the Reporting Period, we were not involved in any litigation related to corruption, embezzlement and bribery.

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1.2.2 舉報機制與舉報人保護

百果園搭建了完善的舉報管理機制，鼓勵員工、消費者、加盟商、供應商及公眾等各界利益相關方檢舉發腐敗行為，並以嚴格保密的方式處理檢舉受理、調查等各個環節，切實保障舉報管理工作順利進行。

我們設置包括熱線電話、電子郵件及信箱在內的多元舉報渠道，並通過加盟門店展示牌、官網、微信公眾號等方式向員工以及所有與公司有直接或間接經濟關係的利益相關方公布，保障舉報渠道暢通、公開透明。此外，我們接受內外部利益相關方，以實名、匿名等形式提出的舉報事項，充分做好舉報人的保密措施，保障舉報人的隱私和安全，禁止任何人以任何形式對舉報人的打擊報復。

1.2.2 REPORTING MECHANISM AND WHISTLEBLOWER PROTECTION

Pagoda has set up a comprehensive report management mechanism, encouraging employees, consumers, franchisees, suppliers and the public and other stakeholders to report and uncover corruption, and handles all aspects of report acceptance and investigation in a strictly confidential manner, so as to ensure that the report management work is carried out smoothly.

We have set up multiple reporting channels, including hotlines, emails and mailboxes, and announced them to our employees and all stakeholders with direct or indirect economic relationships with the Company through display boards in our franchised stores, our official website, and our WeChat official account, to ensure that the reporting channels are smooth, open and transparent. In addition, we accept reports from internal and external stakeholders in real names or anonymously. We will fully keep the confidentiality of whistleblowers, safeguard their privacy and safety, and prohibit anyone from retaliating against whistleblowers in any form.

百果園舉報渠道

Pagoda reporting channels

公布舉報專用電話：147-3744-5857

Published special telephone number for whistle-blowing: 147-3744-5857

公布舉報固定電話：0755-25774770；400-181-1212

Published fixed telephone number for whistle-blowing: 0755-25774770; 400-181-1212

舉報郵箱：jc@pagoda.com.cn；zongjl@pagoda.com.cn

E-mail for reporting: jc@pagoda.com.cn; zongjl@pagoda.com.cn

郵寄地址：廣東省深圳市龍崗區平吉大道1號建昇大廈B座11樓

Mailing address: 11th Floor, Tower B, Jiansheng Building, No. 1 Pingji Road, Longgang District, Shenzhen, Guangdong Province



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1.2.3 誠信文化建設

公司致力於打造廉潔誠信合規的企業文化氛圍，持續加強董事及員工的廉潔自律意識。我們為全體董事及員工提供了多渠道、多層次、多領域的反貪腐培訓，包括線上廉潔學堂、案例宣導材料、線下宣導大會等，提升全員的商業道德認知，營造內部風清氣正的工作環境。2023年，我們在兩次重大節假日開展廉潔自律教育宣導，其中春節宣導學習人數1,406人，中秋國慶宣導學習人數1,280人，宣傳目標達成率100%。

1.2.4 供應商廉潔管理

我們亦倡導所有商業合作夥伴共同防範賄賂、勒索、欺詐等違反商業道德的不當行為，要求所有供應商在合作開展前簽訂《反商業賄賂協議》，在協議中公示供應商投訴舉報電話及郵箱，所有員工和供應商均可舉報潛在或疑似貪污事件。2023年，公司所有供應商均已簽署《反商業賄賂協議》，實現簽署率100%。此外，對存在商業賄賂行為的供應商予以違約金處罰並列入黑名單，以身作則建立誠信透明的商業生態。

1.2.3 INTEGRITY CULTURE CONSTRUCTION

The Company is committed to fostering a corporate culture of integrity, honesty and compliance, and continues to strengthen the sense of integrity and self-discipline among its directors and employees. We provide multi-channel, multi-level and multi-disciplinary anti-corruption training to all directors and employees, including online integrity classroom, case study advocacy materials and offline advocacy meetings, etc., to enhance the awareness of business ethics of all employees and to create a clean and positive working environment internally. In 2023, we launched education and promotion on cleanliness and self-discipline during two major holidays, including 1,406 people in Spring Festival and 1,280 people in Mid-Autumn and National Day, and achieved 100% of the publicity target.

1.2.4 SUPPLIER INTEGRITY MANAGEMENT

We also advocate all business partners to work together to prevent bribery, extortion, fraud and other misconduct that violates business ethics. We require all suppliers to sign an *Anti-Commercial Bribery Agreement* (《反商業賄賂協議》) prior to cooperation, in which the telephone number and mailbox for reporting by suppliers are publicized, so that all employees and suppliers can report potential or suspected cases of corruption. In 2023, all of the Company's suppliers have signed the *Anti-Commercial Bribery Agreement*, achieving a 100% signature rate. In addition, suppliers who engage in commercial bribery are penalized with liquidated damages and blacklisted, so as to set an example in building an honest and transparent business ecosystem.

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同時，我們致力為打造誠信合規的價值鏈生態貢獻自身力量。我們每年面向全體合作供應商開展反貪腐監督，積極組織自查自糾行動，建立供應商回訪機制，通過多向宣導、信訪舉報、隨機抽檢等多種方式，將反貪腐體系建設納入供應商履約考核評價中，助力供應商廉潔能力建設。2023年，我們在參與人數超1,500人的年度供應商大會上持續宣貫國家最新反腐相關法律法規、百果園廉潔要點及合作供應商查處警示案例，強化合作夥伴反貪腐認知。

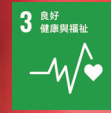
At the same time, we are committed to contributing to the creation of an honest and compliant value chain ecosystem. Every year, we launch anti-corruption supervision for all cooperative suppliers, actively organize self-examination and self-correction actions, establish a mechanism for suppliers to make return visits, and incorporate the construction of anti-corruption systems into the evaluation of suppliers' contract performance through multi-directional publicity, reports through letters and interviews, and random sampling inspections, in order to help build suppliers' capacity for cleanliness. In 2023, we continued to publicize the latest anti-corruption laws and regulations, key points of Pagoda cleanliness, and warning cases investigated by our suppliers at our annual supplier conference, which was attended by more than 1,500 participants, to strengthen our partners' awareness of anti-corruption.



百果園供應商大會廉潔宣導
INTEGRITY ADVOCACY AT PAGODA SUPPLIER CONFERENCE



本章節響應的SDGs
SDGs responded to in this chapter



精益求精： 追求高品質產品與服務

Striving for Excellence: Pursuing High Quality Products and Services

百果園致力於成為深耕水果產業二十餘年的專家與領導者，始終堅持對高品質的追求，嚴格把控從種植到銷售的每一個環節，將高品質的要求貫穿於產業鏈全過程、各環節，用心守護水果從「枝頭」到「舌尖」的旅程。

Pagoda is committed to becoming an expert and leader in the fruit industry for more than 20 years, and has always insisted on the pursuit of high quality, strictly controlled every step from planting to sales, and put the requirements of high quality throughout the whole process of the industrial chain and all steps, with an aim to guarded the journey of fruits from the "branch" to the "tip of the tongue" with care.

第 2 章 CHAPTER 2

2.1 卓越食品品質

百果園充分發揮在果品全產業鏈標準化體系的先發優勢，將食品安全文化融入公司治理，持續優化食品質量與安全管理的標準與控制流程，追求品質卓越，為客戶提供安全、健康的高品質農產品。

2.1.1 質量與食品安全治理

百果園推進構建食品安全治理架構，深化食品安全文化建設，嚴格落實食品安全主體責任，推動食品安全治理水平持續提升。

食品安全治理架構

百果園已成立由集團常務副總裁領導食品安全委員會，該委員會成員包括採購、運營、品控採後研發、法務等部門負責人。該委員會主要負責百果園食品安全管理體系、制度及流程的建設，食品安全管理人員的配備、培訓、考核機制的建立，監督各部門食品安全及其相關工作的落實情況，以及主導食品安全重大事件的處理等事項。2023年，食品安全委員會共召開3次會議，重點審議了食品安全標準、供應鏈食品安全、食品安全風險的匯總及預警等議題。

食品安全文化建設

百果園堅守「人人有責、預防為主、閉環管理、行業先鋒」的食品安全方針，定期向總部及門店的全體員工開展深入且多元的食品安全培訓，持續強化員工的食品安全意識；同時，我們將食品安全納入加盟商的培訓體系當中，確保每一位加盟商充分理解並遵循百果園對於食品安全的原則和方針。2023年，百果園共開展5次食品安全培訓，員工參與78,032人次。

2.1 EXCELLENCE IN FOOD QUALITY

By taking full advantage of its pioneering position in the standardization system of the entire fruit industry chain, Pagoda has integrated the culture of food safety into its corporate governance, continued to optimize the standards and control processes of food quality and safety management, and pursued excellence in quality in order to provide customers with safe, healthy and high-quality agricultural products.

2.1.1 QUALITY AND FOOD SAFETY GOVERNANCE

Pagoda promotes the construction of a food safety governance structure, deepens the construction of a food safety culture, strictly implements the main responsibility for food safety, and promotes the continuous improvement of food safety governance.

FOOD SAFETY GOVERNANCE STRUCTURE

Pagoda has set up a food safety committee headed by the Group's executive deputy general manager and comprised of heads from the procurement, operations, quality control, post-harvest research and development, and legal affairs departments. The committee is responsible for establishing a food safety management system corresponding procedures, establishing a mechanism for staffing, training and evaluation of food safety management, supervising the implementation of food safety and related work in all departments, and leading the handling of major food safety incidents. In 2023, the Food Safety Committee met three times, focusing on topics such as food safety standards, food safety in the supply chain, and aggregation and warning of food safety risks.

FOOD SAFETY CULTURE CONSTRUCTION

Pagoda adheres to the food safety policy of "everyone's responsibility, prevention-oriented, closed-loop management, and industry pioneer", and regularly launches in-depth and diversified food safety training for all employees at the headquarters and stores in order to further strengthen their awareness of food safety. Meanwhile, we incorporate food safety into our franchisee training system to ensure that every franchisee fully understands and follows the principles and guidelines of Pagoda on food safety. In 2023, Pagoda conducted five food safety trainings with 78,032 employee attendances.



第 2 章 CHAPTER 2

| 食品安全重點培訓項目 Food safety key training programs | | |
|--|---|---|
| 培訓項目 Training programs | 受訓人員 Trainees | 培訓介紹 Training introduction |
| 《猴哥有話說-315守護食品安全及客訴處理技巧》 Monkey's Talk – 315 Food Safety and Customer Complaint Handling Skills 《猴哥有話說-315 守護食品安全及客訴處理技巧》 | 總部及門店員工、加盟商 Employees in the head office and stores, franchisees | 培訓內容重點圍繞食品安全的相關法規及標準知識和操作標準，以及食品中常見的危險因素以及預防措施，該培訓參訓人員共計3,083人次。 The training focused on knowledge of food safety regulations and standards and operational standards, as well as common hazards in food and preventive measures, and was attended by a total of 3,083 trainees. |
| 門店食品安全類視頻拍攝及推送學習 Food Safety Video Shooting and Push Learning in Stores | 總部及門店員工 Employees in the head office and stores | 為了更直觀傳達食品安全知識和操作規範，培訓以視頻拍攝及推送學的形式展開，包括《門店消毒操作》和《化學品管理規定》等操作規範。 In order to convey food safety knowledge and operation regulations more intuitively, the training was carried out in the form of video shooting and push learning, including operation regulations such as <i>Store Disinfection Operation</i> 《門店消毒操作》 and <i>Chemical Management Regulations</i> 《化學品管理規定》。 |

2.1.2 質量與食品安全標準

百果園遵循《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》《食用農產品市場銷售質量安全監督管理辦法》及《中華人民共和國農產品質量安全法》等國家法律法規和行業標準，制定《果品標準管理規定》《食品從業人員管理規定》及《門店食品安全管理手冊》等規範文件，為公司運營提供明確的操作指南和管理準則，全力做好質量與食品安全保障工作。

2.1.2 QUALITY AND FOOD SAFETY STANDARDS

In compliance with the *Food Safety Law of the People's Republic of China* 《中華人民共和國食品安全法》，the *Regulation on the Implementation of the Food Safety Law of the People's Republic of China* 《中華人民共和國食品安全法實施條例》，the *Provisions for the Administration of Quality and Safety Monitoring for the Sale of Edible Agricultural Products* 《食用農產品市場銷售質量安全監督管理辦法》，the *People's Republic of China on the Quality and Safety of Agricultural Products* 《中華人民共和國農產品質量安全法》 and other national laws and regulations and industry standards, Pagoda has formulated standardized documents such as the *Fruit Standard Management Requirements* 《果品標準管理規定》，the *Management Regulations for Food Practitioners* 《食品從業人員管理規定》，and the *Food Safety Management Manual for Stores* 《門店食品安全管理手冊》 in order to provide clear operational guidelines and management standards for the Company's operation and to make every effort to secure quality and food safety.

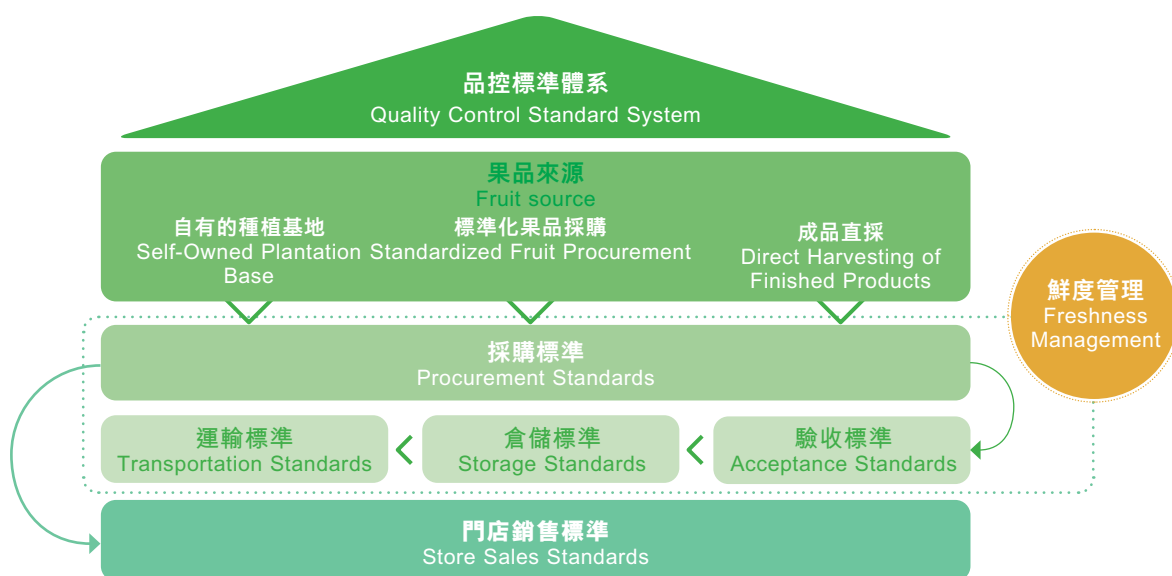
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果品全生命周期品控

百果園建立了覆蓋全產業鏈的品質控制標準體系，通過綜合全套的標準化技術標準及操作要求，嚴格確保運營過程中產品質量控制系統的有效性，致力於保障我們的水果自農場至餐桌的最佳質量，讓顧客吃得安心。

FRUIT QUALITY CONTROL FOR THE WHOLE LIFE CYCLE

Pagoda has established a quality control standard system covering the entire industry chain. Leveraging the comprehensive set of technical standards and operational requirements, we strictly ensure the effectiveness of the fruit quality control system during the operation process. We are committed to ensuring the best quality of our fruits from the farm to tables, so that customers feel confident about the safety of our fruits.



果品品控標準

百果園持續完善品控標準體系，在果品生命周期的每個環節設立了嚴格的品質控制標準和機制，涵蓋採購、驗收、倉儲、運輸、門店銷售運營過程的所有重大方面，夯實果品品控管理基礎；同時，通過黏貼在產品外包裝箱的二維碼，實現產品供應商、批次等信息的溯源。

FRUIT QUALITY CONTROL STANDARDS

Pagoda constantly improves quality control standard system and set up strict quality control standards and mechanisms in every stage of the fruit life cycle, covering all major aspects of the operational process such as purchasing, inspection, storage, transportation, store sales. This helps strengthen the foundation of our fruit quality control management. We also trace such information as product suppliers and batches through the QR codes pasted on the outer packing boxes of products.



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採購與驗收環節 Procurement and Acceptance

針對不同的採購渠道採用統一的採購標準，果品品質驗收標準與採購標準保持一致。採購標準包含果品的外觀、口感、鮮度、病害、檢驗檢疫指標等品質及安全要求；同時，將果品採後分級及處理、包裝及運輸等作為採購標準的輔助要求。

Uniform procurement standards are adopted for different procurement channels. The fruit quality inspection and acceptance standards are consistent with the procurement standards, which include quality and safety requirements such as appearance, taste, freshness, disease, inspection and quarantine indexes, etc. Meanwhile, the post-harvest grading and handling, packaging and transportation of fruits are included as auxiliary requirements of the procurement standards.

針對準備開發的產品，不定期組織專題選品會，對評分優秀的產品進行下一步的開發工作，以此確定產品引進，確保引入高質量、安心、值得客戶信賴的食品。

For products that are ready to be developed, we organize panel discussion for product selection from time to time, and carry out the next step in the development of products with excellent ratings as a way of determining product introductions to ensure the introduction of high-quality, reassuring, and trustworthy food products for our customers.



倉儲環節 Storage

全國範圍內建立了6個不同的溫控保鮮區，滿足不同果品倉儲要求，並根據《果品入庫儲存溫區及最佳安全期明細表》將鮮果存放到對應溫區的冷庫。採納「先進先出」及「先熟先出」政策，對易腐水果規定限時出清。

Six different temperature-controlled preservation zones have been established to meet the storage requirements of different fruits. The fresh fruits are stored in the cold storage of corresponding temperature zones according to the *Table of Temperature Zones and Optimal Safety Period for Fruit Storage* (《果品入庫儲存溫區及最佳安全期明細表》). We adopt the policy of “first-in-first-out” and “first-ripen-first-out” policy and require perishable fruits to be delivered within a specific period of time.

果品入倉後，通過倉儲管理信息系統(WMS)，記錄果品的品名、重量、入庫時間等信息，跟蹤果品在倉內的移動、分裝等工序。

After the fruits are put into the warehouse, we will record the name, weight, warehousing time and other information of the fruits, and track the movement, subpackaging and other procedures of the fruits in the warehouses with the warehouse management system (WMS).

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運輸環節 Transportation

運輸過程中冷凍食品、冷藏食品與常溫食品需分開擺放，運輸車輛司機需將車輛製冷機設置成產品需要的溫度。到貨後區域配送品控部品控員導出隨車溫度記錄數據，檢查運輸全程的溫度是否符合標準。

Frozen food, refrigerated food and room temperature food should be separated during transportation, and the driver of the transport vehicle should set the vehicle chiller to the temperature required for the product. After arrival, the quality controller of the quality control department for regional distribution will export the temperature record data to check whether the temperature of the whole transportation meets the standard.



門店銷售環節 Store Sales

銷售產品不可有過期，腐爛，發霉，皺皮、失水、變質、變色、枯枝敗葉、損傷果。通過對果品知識的普及，提升門店員工對果品知識的專業度；果品銷售過程中對果品的包裝物料、陳列方式、鮮度管理等環節提出要求。

The products for sale must not be expired, rotten, moldy, crumpled, dehydrated, deteriorated, discolored, damaged or with dead twigs and withered leaves. We enhance the professionalism of store staff through the popularization of fruit knowledge. We also make a request for the fruit packaging materials, exhibits on display and freshness management.

建立「神秘客」檢查機制，聘請第三方神秘客對門店開展隨機抽樣檢查，對門店食品安全和衛生管理進行客觀、公正的打分，且打分計入門店績效考核。同時，我們將每個月的食品安全和衛生的自查自糾結果在微信公眾號上進行公示。

We have established the “mystery shopper” inspection mechanism, engaging a third-party mystery shopper to carry out random sampling inspections of stores and provide objective and fair scores on food safety and hygiene management, which are counted in the performance appraisal of the stores. At the same time, we publicize the results of our monthly self-inspection and self-correction of food safety and hygiene on our official WeChat public account.



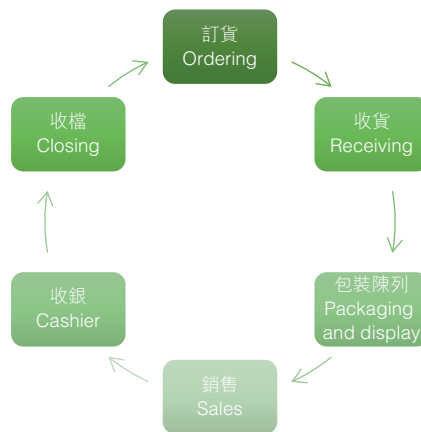
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果品鮮度經營

百果園秉持「根據鮮度決定經營，通過經營把控鮮度」的理念，將鮮度經營作為果品品質管控的興衰線。我們結成果品特性，從訂貨、收貨、包裝陳列、銷售、收銀、收檔六大環節出發，制定了相應的鮮度經營標準，實現損耗控制，提升門店果品鮮度，保障果品的品質，為顧客提供更加優質、新鮮的購買體驗。2023年，百果園對鮮度助手進行優化並推廣使用，大力提升了門店果品鮮度及顧客的使用滿意度。

FRUIT FRESHNESS MANAGEMENT

Upholding the concept of “deciding the operation according to the freshness, controlling the freshness during the operation”, Pagoda takes the freshness management as the key to prosperity and decline of fruit quality control. Therefore, we set the freshness management standards for six steps of ordering, receiving, packaging and display, sales, cashier, and closing taking into account the characteristics of fruits. This helps realize loss control, improve the freshness of fruit in stores, and ensure the fruit quality, thus providing customers with a better and fresher purchasing experience. In 2023, Pagoda optimized and promoted the use of the Freshness Assistant, which greatly enhanced the freshness of fruit in stores and customer satisfaction.



百果園鮮度管理六大環節

Six Steps of freshness management in Pagoda

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門店鮮度管理：

Store freshness management:

我們採取使用「鮮度標籤」「日期標貼」「周循環售罄系統」及「鮮度助手」等鮮度管理工具，實現鮮度經營。

We achieve freshness management using tools such as the "freshness label", "date sticker", "weekly cycle sell-out system", and "Freshness Assistant".

分類管理：根據果品的包裝、品種、到貨日期等因素對果品進行分類管理，針對特殊果品（椰子類、藍莓類、冰糖梨類等）使用日期標貼，監控上架果品的鮮度情況。

Classification management: We conduct classification management based on the packaging, variety and arrival date, and monitor the freshness of the fruit on the shelves using date stickers for special fruits (coconut, blueberry, stewed pear with rock sugar, etc.).

出清管理：搭建「周循環系統」，收銀機每天固定時間彈出當天需售罄的果品。為確保當日需售罄果品能全部出清，門店設置特惠折扣出清區域，於特價水果上張貼「鮮度標籤」，並結合社群和APP渠道，積極進行導購和推廣，在保障鮮度前提下，以折扣價格出售給顧客。

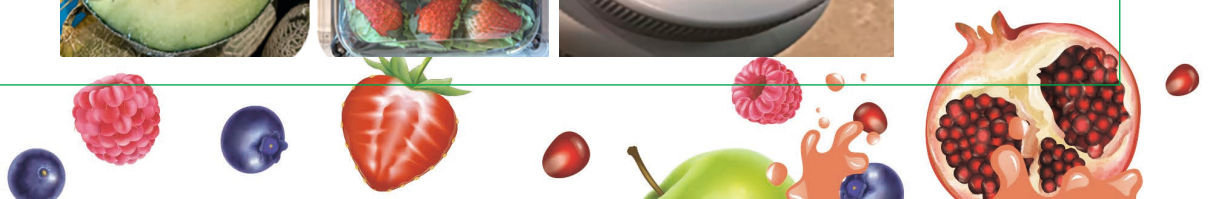
Clearance management: we have set up a "weekly cycle system", in which the cash register pops up the fruit to be sold on the day at a fixed time every day. To ensure that all the fruit to be sold on the day are emptied, the store sets up a special discount area and puts "freshness labels" on the special-priced fruit. Meanwhile, the store actively works on the shopping guide and promotion through the community and App channels to sell fruits to customers at discount prices while guaranteeing the freshness.

標籤機及效期管理

Labeler and expiration management

百果園為實現有效的鮮度管理，在標籤和效期管理方面實施了重要升級。2023年，百果園在門店引入了標籤打印機和四種標籤模板，確保顧客清晰了解果品鮮度，增強顧客對百果園果品鮮度的認知。此外，百果園在效期管控方面取得了顯著成果，已有9款「果製品」、3款「奶製品」和1款「幹果」完成了效期管控方案的確認、測試及上線鋪市，門店可通過系統自動判定過期商品，有效避免過期商品的銷售，保障顧客權益。

Pagoda has implemented significant upgrades in labeling and expiration management for effective freshness management. In 2023, Pagoda introduced label printers and four types of label templates in its stores to ensure that customers have a clear understanding of the freshness of fruits and to enhance their perception of the freshness of Pagoda fruits. In addition, Pagoda has achieved significant results in expiration control, with 9 "fruit products", 3 "dairy products" and 1 "dried fruit" having completed the confirmation of the expiration control program, testing and marketing. The stores can automatically determine expired products through the system, avoiding the sale of expired products and protecting customers' rights and interests.



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果品質量分級體系

百果園在中國率先建立了全面、系統的以口感為導向的果品質量分級體系，通過品質分幫助顧客清晰、直觀地分辨果品品質。我們按照涵蓋糖酸度、新鮮度、爽脆度、細嫩度、風味、安全性的「四度一味一安全」量化維度，以及大小、顏色及無缺陷等其他指標，將鮮果分為招牌、A級、B級、C級等多個級別。

百果園為完善果品標準體系的管理和監督，在集團總部成立果品標準體系委員會，由聘請的水果專家與採購、品控採後研發、配送、運營及營銷等業務版塊負責人組成，負責果品標準體系的建設、審核及優化等日常管理及監督等事宜。2023年，果品標準體系委員會共召開4次會議，重點審議了高品質果品標準的升級、新戰略下的採購標準等議題。

FRUIT QUALITY CLASSIFICATION SYSTEM

We have pioneered in China in establishing a comprehensive and systematic flavor-oriented fruit quality classification system, which helps consumers clearly and intuitively distinguish fruit quality. We divide fresh fruits into Excellent (招牌), Grade A, B, C and other grades based on the sweetness and sourness, freshness, crispness, softness, flavor and safety, as well as other metrics such as size, color, and absence of defects.

In order to improve the management and supervision of the fruit standard system, Pagoda has established a fruit standard system committee at the Group headquarters, which is composed of fruit experts hired and the heads of procurement, quality control, post-harvest research and development, distribution, operation and marketing, etc. The committee is responsible for the construction, review and optimization of our fruit standard system and other daily management and supervision. In 2023, the fruit standard system committee held four meetings, focusing on topics such as the upgrading of high-quality fruit standards and purchasing standards under the new strategy.

| | |
|--|---|
| <p>招牌類 Excellent</p> | <p>滿足高品質標準且百果園獨有的、能代表百果園專業水準的差異化果品，價值獨特珍貴的果品，以及市面少有且產量極少的果品。 These are typically fruits that are exclusively provided by us with highest quality standards and are highly differentiated with other fruits available in the market. Fruits that are unique and precious in value, rarely available on the market and are produced in very small quantities.</p> |
| <p>A級 Grade A</p> | <p>「四度一味一安全」的全部或部分指標略高於行業平均水平的差異化果品。 The sweetness and sourness, freshness, crispness, softness, flavor, safety of such fruits are better than the average products in the market in terms of all or part of the above mentioned parameters.</p> |
| <p>B級 Grade B</p> | <p>除「大小規格」以外的綜合品質與行業基本水準相同的無差異果品。 The overall quality of such fruits is the same as the industry's basic standard except for "size".</p> |
| <p>C級 Grade C</p> | <p>仍可食用且綜合品質差於市場平均水平的果品。 These are edible fruits and are in poorer quality than those in the market.</p> |

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「三個零」蔬菜標準

百果園在中國首次推出「三個零」蔬菜標準，引進 BLOF (BioLogical Farming) 生態和諧型技術，為顧客提供種植生產過程中不使用化學農藥、不使用化學合成肥料、不使用化學激素的「三個零」蔬菜。

百果園結合每個蔬菜的特點，制定不同蔬菜品種的《「三個零」蔬菜標準》，並制定《「三個零」蔬菜生產及採後處理技術規程》，嚴格規範從蔬菜產品種植前的產地選擇到種植過程中的種苗、土壤管理，再到採後的處理、運輸及檢驗等環節的操作標準與技術標準。2023年，百果園制定《「三個零」蔬菜庫存溫控管理要求及批次管理要求》《「三個零」蔬菜庫內加工管理標準要求》，進一步加強「三個零」蔬菜儲存過程中的溫度控制與品質管理，以及加工過程中的操作規範。

2.1.3 質量與食品安全管理與控制

百果園持續完善食品安全管理體系，強化食品安全風險防控，精準識別食品安全問題，及時消除食品安全隱患。

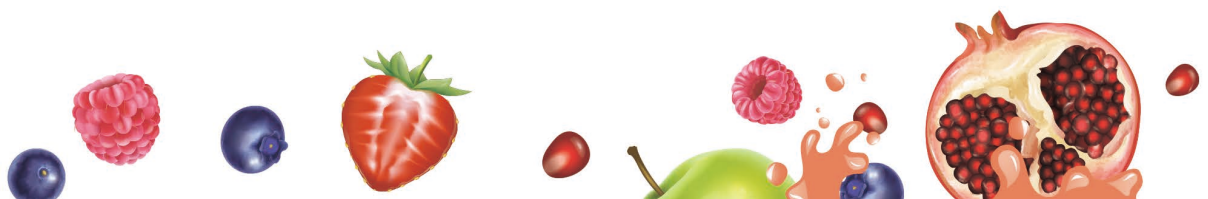
THE "THREE ZEROS" VEGETABLE STANDARD

For the first time in China, Pagoda launched the "Three Zeros" vegetable standard, introducing BLOF (BioLogical Farming) ecological harmony technology to provide customers with "Three Zeros" vegetables, which are grown without the use of chemical pesticides, synthetic fertilizers and hormones.

By combining the characteristics of each vegetable, Pagoda has formulated the 'Three Zeroes' Vegetable Standards for different vegetable varieties (《「三個零」蔬菜標準》) and the 'Three Zeroes' Vegetable Production and Post-harvest Handling Technical Procedures (《「三個零」蔬菜生產及採後處理技術規程》), which strictly regulate the operation standards and technical standards from the selection of vegetable production site prior to planting to seedling and soil management during the planting process, and to post-harvest handling, transportation and inspection. In 2023, Pagoda formulated the 'Three Zeroes' Vegetable Storage Temperature Control Management Requirements and Batch Management Requirements (《「三個零」蔬菜庫存溫控管理要求及批次管理要求》) and the 'Three Zeroes' Vegetable Storage Processing Management Standard Requirements (《「三個零」蔬菜庫內加工管理標準要求》) with an aim to further strengthen the temperature control and quality management during the storage process of "Three Zeroes" vegetables and the operation specifications during the processing.

2.1.3 QUALITY AND FOOD SAFETY MANAGEMENT AND CONTROL

Pagoda continues to improve its food safety management system, strengthen food safety risk prevention and control, accurately identify food safety problems, and eliminate hidden food safety hazards in a timely manner.



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質量與食品安全認證管理

百果園為提高食品安全管理水平，加強顧客對於百果園食品安全管理的信心，鼓勵百果園各家實體積極參與食品安全管理體系認證評估，持續完善食品安全管理體系。截至2023年末，百果園實業、百果園供應鏈、鑫陳水果店及百果園農產品初加工共四家實體參與並通過了ISO 22000食品安全管理體系認證。同時，我們的全資子公司海陽津成泰通過了ISO 9001質量管理體系認證、ISO 22000食品安全管理體系認證、FSSC 22000食品安全體系認證等產品質量及食品安全體系認證，建立了高水平的食品安全治理能力；果製品工廠已在本年度申請FSSC 22000食品安全體系認證，計劃將在2024年第一季度順利取得。

QUALITY AND FOOD SAFETY CERTIFICATION MANAGEMENT

In order to improve food safety management and strengthen customers' confidence in the food safety management of Pagoda, Pagoda entities are encouraged to actively participate in food safety management system certification and assessment, and to continuously improve the food safety management system. As of the end of 2023, a total of four entities, namely Pagoda Industrial, Pagoda Fruit Investment Management, Xincheng Fruit Store and Pagoda Agricultural Products Primary Processing, participated in and passed the ISO 22000 food safety management system certification. Meanwhile, our wholly-owned subsidiary, Haiyang Jinchengtai, has passed the ISO 9001 quality management system certification, ISO 22000 food safety management system certification, FSSC 22000 food safety system certification, and other product quality and food safety system certifications, demonstrating its high level of food safety management capability. Fruit products factories have applied for FSSC 22000 food safety system certification in the current year and plans to obtain such certification successfully in the first quarter of 2024.

質量與食品安全管理體系認證

Quality and Food Safety Management System Certification

| | |
|---|--|
| ISO 22000 食品安全管理體系 ISO 22000 Food Safety Management System | 深圳百果園實業(集團)股份有限公司 Shenzhen Pagoda Industrial (Group) Corporation Limited |
| | 深圳市百果園供應鏈管理服務有限公司 Pagoda Fruit Investment Management (Shenzhen) Service Co., Ltd. |
| | 深圳市龍華區觀湖百果園鑫陳水果店 Guanhu Pagoda Xincheng Fruit Store of Longhua District, Shenzhen (深圳市龍華區觀湖百果園鑫陳水果店) |
| | 廣東百果園農產品初加工有限公司 Guangdong Pagoda Agricultural Products Preliminary Processing Co., Ltd. (廣東百果園農產品初加工有限公司) |
| | 海陽津成泰農產品發展有限公司 Haiyang Chiang Mai Thai Agri-products Co., Ltd. |
| FSSC 22000 食品安全體系認證 FSSC 22000 Food Safety System Certification | 海陽津成泰農產品發展有限公司 Haiyang Chiang Mai Thai Agri-products Co., Ltd. |
| ISO 9001 質量管理體系認證 ISO 9001 Quality Management System Certification | 海陽津成泰農產品發展有限公司 Haiyang Chiang Mai Thai Agri-products Co., Ltd. |

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食品安全審核與檢測

百果園全面落實食品安全審核與檢測工作，加強對食品安全管理體系的監督和控制，促進公司食品安全規範管理。

FOOD SAFETY AUDIT AND TESTING

Pagoda has fully implemented food safety audits and tests to strengthen the supervision and control of its food safety management system and to promote the standardized management of the Company's food safety.

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|---------------------------------|---|
| <p>內部審核 Internal audit</p> | <ul style="list-style-type: none"> 我們制定《百果園食品安全內部審核管理規定》，按照國內外相關法律法規、ISO 22000、公司內部管理制度等標準開展內部審核。 We have formulated the <i>Administrative Regulations on the Internal Audits of Food Safety of Pagoda</i> (《百果園食品安全內部審核管理規定》) and conducted internal audits in accordance with relevant domestic and foreign laws and regulations, ISO 22000, the Company internal management system and other standards. 我們在食品安全管理體系運行的第一年，每3個月組織開展一次內部審核；第二年，每年至少組織開展一次內部審核。2023年，我們進行了3次食品安全內部審核，包含1次獨立內部審核、2次聯合內部審核。我們在2次內部聯合審核中識別出共48個不合格項，通過及時採取改善措施，所有不合格項已全部關閉。 We should organize and conduct an internal audit every three months during the first year of operation of the food safety management system, and at least an internal audit once a year from the second year onwards. In 2023, we conducted 3 internal audits on food safety, consisting of 1 independent internal audit, and 2 joint internal audits. We identified a total of 48 non-conformities in 2 joint internal audits and through timely implementation of improvement measures, all non-conformities have been closed. |
| <p>供應商審核 Supplier audit</p> | <ul style="list-style-type: none"> 我們定期對供應商開展質量稽查，對稽查結果出具考察報告，並向問題供應商發送《質量稽查問題整改措施驗證表》，要求供應商在限定期限內完成整改。2023年，我們持續對採購量較大及風險較高的預包裝食品生產供應商進行質量稽查，並向19家供應商提出整改意見，17家供應商按時完成整改，將2家未回覆的供應商納入為擬淘汰供應商。 We regularly conduct quality audits on our suppliers, issue inspection reports on the audit results, and send the Rectification Measures and Verification Form for Quality Audit Issues to the supplier in question, requiring them to complete the rectification within a limited period of time. In 2023, we continued to conduct quality audits on prepackaged food production suppliers with large procurement volume and high risk, and provided rectification advice to 19 suppliers, of which 17 suppliers completed the rectification on time, and 2 suppliers with no response were included as those to be eliminated. 我們對發生過質量類客戶投訴的供應商進行飛行檢查，並對嚴重的問題供應商提出停產通知。2023年，我們對出現質量客訴較多的預包裝食品生產供應商進行了飛行檢查，所有問題供應商完成整改後實現復產。 We conduct unannounced inspections of suppliers with quality-related customer complaints and issue suspension notices to suppliers with serious problems. In 2023, we conducted unannounced inspections of prepackaged food production suppliers with a high number of quality complaints, and all problem suppliers completed corrective actions and resumed production. 2023年，我們限制了檢測機構的接受範圍，僅接受部分檢測機構出具的第三方產品檢測報告，有效遏制了供應商提供虛假第三方檢測報告的現象。 In 2023, we limited the acceptance scope of testing institutions and only accepted third-party product testing reports issued by some testing institutions, which effectively curbed the provision of false third-party testing reports by suppliers. |



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百果園為全面開展農藥殘留、營養素及食品添加劑定量檢測及分析，分別在鄭州、東莞設立了食品安全檢測中心。2023年，百果園東莞檢測中心順利通過檢測機構資質(CMA)認定複查評審，再次證明了百果園在農產品檢驗檢測領域的專業實力。

In order to fully carry out quantitative testing and analysis of pesticide residues, nutrients and food additives, Pagoda has set up food safety testing centers in Zhengzhou and Dongguan, respectively. In 2023, the Dongguan Testing Center of Pagoda successfully passed the China Inspection Body and Laboratory Mandatory Approval (CMA) accreditation review, which once again proved our professional strength in agricultural product inspection and testing.



CMA資質認定證書
CMA Qualification Certificate

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| 食品檢測中心 Food Testing Center | 2023年亮點工作 2023 Highlights |
|-------------------------------|---|
| 東莞 Dongguan | <ul style="list-style-type: none"> 按照監管要求及國家標準，開展平行檢測，新增果品中脫氫乙酸、三氯蔗糖的檢測方法。 In accordance with regulatory requirements and national standards, parallel testing has been initiated, and new testing methods for dehydroacetic acid and sucralose in fruits have been added. 開展內外部培訓20次，涉及檢驗檢測技術、儀器操作維護、化學品安全、微生物操作等各方面。 20 internal and external trainings were conducted on inspection and testing techniques, instrument operation and maintenance, chemical safety and microbiological operations. 2023年，東莞檢測中心共檢測農殘定量樣品5,374批次，篩查超標樣品448批次。 In 2023, a total of 5,374 batches of quantitative samples for pesticide residues were tested at the Dongguan Testing Center, and 448 batches of samples were screened for exceeding standards. |
| 鄭州 Zhengzhou | <ul style="list-style-type: none"> 增加多項農殘定量檢測的液質項目，水果套餐從142項增項至158項，蔬菜套餐從158項增項至166項。 A number of liquid items for quantitative testing of pesticide residues have been added, from 142 items to 158 items for the fruit package and from 158 items to 166 items for the vegetable package. 2023年，鄭州檢測中心共檢測農殘定量樣品710批次，篩查超標樣品48批次。 In 2023, a total of 710 batches of pesticide residue quantitative samples were tested at the Zhengzhou Testing Center, and 48 batches of samples were screened for exceeding the standard. |
| 上海 Shanghai | <ul style="list-style-type: none"> 2023年1月至5月開展多項農殘檢測，水果142項，蔬菜158項，檢測農殘樣品218個。 From January to May 2023, a number of tests for pesticide residues were conducted, 142 for fruits and 158 for vegetables, with 218 samples tested for pesticide residues. 2023年5月，回遷至東莞檢測中心，從人員、儀器方面全面支持百果園東莞檢測中心完成CMA認證實驗室質量管理體系、CNAS國家實驗室認可體系的搭建和完善。 In May 2023, it was relocated back to Dongguan Testing Center to fully support Pagoda Dongguan Testing Center in terms of personnel and equipment to complete the construction and improvement of CMA certified laboratory quality management system and CNAS national laboratory accreditation system. |



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產品召回

百果園為確保產品存在食品安全、衛生等損害顧客健康的問題時進行有效召回及處理，制定了《食品撤回／召回管理規定》，規範產品召回機制。我們根據食品安全風險的嚴重和緊急程度，採用三級分級處理，並規定啟動召回和完成召回的時限，要求一級召回在24小時內啟動召回，自發布公告起10個工作日內完成召回；二級召回在48小時內啟動召回，自發布公告起20個工作日內完成召回；三級召回在72小時內啟動召回，自發布公告起30個工作日內完成召回。我們根據召回產品的不合格情形，採取相應的處置措施，並按照《糾正和糾正措施管理辦法》，對召回管理規定和管理體系存在的問題採取必要的糾正措施。此外，若未發生召回事件，我們每年至少組織一次召回模擬演練，強化對於產品召回的應對能力。報告期內，我們未發生召回產品的事件。

2.1.4 質量與食品安全研究

百果園持續深化質量與食品安全研究，探究果品採前、採後的質量控制和安全保障技術，為構建安全、健康的食品環境提供有力支撐。2023年，我們主要在以下領域開展了研究課題：

PRODUCT RECALL

Pagoda has worked out the *Administrative Regulations on Food Withdrawal/Recall* (《食品撤回／召回管理規定》) that regulates the product recall mechanism, to ensure the recall and handling of products with food safety, hygiene and other problems, which are harmful to customers' health. We adopt a three-tier hierarchical handling method depending on the severity and urgency of food safety risks. We set a time frame for initiating and completing the recall, requiring a level 1 recall to be initiated within 24 hours and completed within 10 working days from the announcement; a level 2 recall to be initiated within 48 hours and completed within 20 working days from the announcement; and a level 3 recall to be initiated within 72 hours and completed within 30 working days from the announcement. We take measures to handle the nonconforming recalled products, and fix the problems in the recall management regulations and systems in accordance with the *Administrative Measures for Corrective Action* (《糾正和糾正措施管理辦法》). In addition, in case that there are no recalls, we will organize simulation drills at least once a year to strengthen our capability in this respect. During the Reporting Period, we had no recalls.

2.1.4 RESEARCH ON QUALITY AND FOOD SAFETY

Pagoda continues to deepen its research on quality and food safety, exploring pre-harvest and post-harvest quality control and safety assurance technologies, providing strong support for the construction of a safe and healthy food environment. In 2023, we initiated research topics mainly in the following areas:

研究課題

Research topics

草莓的採後問題及應對策略

Post-harvest problems of strawberries and strategies to cope with them

胡蘿卜採前、採後因素及加工對品質的影響

Effects of pre-harvest and post-harvest factors and processing on the quality of carrots

香蕉採後品質、技術和減少供應鏈損失的策略

Banana post-harvest quality, technology and strategies to minimize losses in the supply chain

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2.2 產品創新

百果園聚焦產品創新，加強知識產權管理，持續提升核心競爭力，為給顧客帶來更高品質的產品。

2.2 PRODUCT INNOVATION

By focusing on product innovation and strengthening intellectual property management, Pagoda continues to enhance its core competitiveness in order to bring customers higher quality products.

2.2.1 果蔬育種

百果種業聚焦果蔬育種領域，深化行業交流合作，推進新品種孵化和推廣，促進農業產業的持續創新與發展。

2.2.1 FRUIT AND VEGETABLE BREEDING

Focusing on fruit and vegetable breeding, Pagoda Seeds deepens the exchange and cooperation in the industry, drives the incubation and promotion of new varieties, and facilitates the continuous innovation and development of the agricultural industry.



- 走訪育種單位7家，累計走訪國內外育種單位45家，簽訂合作單位超10家；
- Visited 7 breeding units, visited a total of 45 domestic and foreign breeding units, and signed more than 10 cooperation units;
- 品鑑國內外新品種1,000多個，涉及品類21個大類，簽訂合作單位超過10家，通過試種和試銷售，計劃孵化品種6個。
- Tasted more than 1,000 new domestic and foreign varieties involving 21 major categories, signed more than 10 cooperation units, and planned to incubate 6 varieties through trial planting and trial sales.



- 完成「金都3號」百香果種植推廣2,200畝，不斷優化並淘汰不合格的基地，篩選出一批優秀且具有潛力的種植戶。
- Completed 146 hectares of "Jindu No. 3" (金都 3 號) passion fruit planting and promotion, continuously optimized and eliminated unqualified bases, and screened out a number of excellent and promising growers.
- 開展「葎食」品牌發布會，開展門店試吃活動，積極滲透各大零售渠道。
- Launched the "Xianshi" (葎食) brand, tasting activities in stores, and active penetration of major retail channels.



「葎食」品牌發佈會
Launch of the brand "Xianshi"



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2.2.2 技術賦能

百果園攜手優果聯，通過建設種植示範區，提供種植技術支持，持續推動果品產業升級。

2.2.2 TECHNOLOGY EMPOWERMENT

Together with Youguolian, Pagoda further promotes the upgrading of the fruit industry through the construction of planting demonstration areas and the provision of planting technology support.

冰糖梨示範園

Stewed pear with rock sugar Demonstration Garden

冰糖梨示範園位於山東省煙台市萊陽市，是優果聯山東冰糖梨技術服務部的自營試驗示範基地、技術幹部實訓基地。萊陽市周邊五龍河流域兩岸的河水沖積淤沙土非常適合高品質梨栽培，蜜凰冰糖梨果形圓潤，果肉白色，口感酥脆爽口水分足，肉質細嫩無渣，風味濃鬱。經我們努力，蜜凰冰糖梨做到可固含量 $\geq 12\%$ 的比例超90%，平均糖度在12-14。2023年，冰糖梨示範試掛果約3萬斤，平均畝產約600斤，全部達到招牌蜜凰等級。

Stewed pear with rock sugar demonstration garden, located in Laiyang City, Yantai City, Shandong Province, is a self-operated experimental demonstration bases and technical cadres training bases of Youguolian Stewed pear with rock sugar Technical Services Department in Shandong. The alluvial silt on both sides of the Wulong River Basin around Laiyang City is very suitable for the cultivation of high-quality pears. Mihuang (蜜凰) stewed pear with rock sugar is round in shape with white flesh, tastes crisp with abundant water, and is tender without dregs, but rich in flavor. Through our efforts, the proportion of solid content $\geq 12\%$ in Mihuang stewed pear with rock sugar exceeds 90%, and the average sugar content is 12-14. In 2023, the fruit bearing of the stewed pear with rock sugar demonstration garden reached about 15,000 kg, and the average yield was about 4,500 kg per hectare, all reaching the signature Mihuang grade.



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2.2.3 知識產權管理

百果園嚴格遵守《中華人民共和國商標法》《中華人民共和國商標法實施條例》《中華人民共和國專利法》《中華人民共和國專利法實施細則》及《中華人民共和國著作權法》等法律法規，制定《商標管理規定》《專利管理規定》和《著作權管理規定》等知識產權保護政策，尊重他人知識產權的同時，積極採取自主知識產權保護措施。

公司逐步完善知識產權全流程管理，規範知識產權創造、管理、應用、保護等環節，壓實各部門主體職責，加強知識產權風險識別、梳理及防範能力，為有效開展知識產權保護工作提供強有力的保障。為全面落實知識產權的全鏈條保護，公司在與加盟商簽訂的特許經營協議中加入知識產權保護條款，規定加盟商在日常業務、營銷及促銷活動過程中須確保對知識產權、商業秘密等敏感信息嚴格保密，並要求獲授權使用公司品牌、商標等知識產權的加盟商按協議規範使用，避免侵害他人權益，損害公司的信譽和聲譽。2023年，公司申請商標137件；截至報告期末，公司累計申請專利83項，累計申請IT軟件著作權105件，累計申請商標1,567件。

2.3 優質客戶服務

百果園夯實「守護好吃，愉悅服務」的服務理念，不斷完善客戶服務管理體系，加強與客戶的良好溝通，致力於為客戶提供優質貼心的服務，以高質量的服務品質贏得更多客戶的滿意。

2.2.3 INTELLECTUAL PROPERTY MANAGEMENT

Pagoda strictly complies with the *Trademark Law of the People's Republic of China* (《中華人民共和國商標法》), the *Regulation on the Implementation of the Trademark Law of the People's Republic of China* (《中華人民共和國商標法實施條例》), the *Patent Law of the People's Republic of China* (《中華人民共和國專利法》), the *Detailed Rules for the Implementation of the Patent Law of the People's Republic of China* (《中華人民共和國專利法實施細則》), the *Copyright Law of the People's Republic of China* (《中華人民共和國著作權法》) and other laws and regulations. Pagoda has established the *Trademark Management Regulations* (《商標管理規定》), the *Patent Management Regulations* (《專利管理規定》) and the *Copyright Management Regulations* (《著作權管理規定》). While respecting the intellectual property of others, the Company takes measures to protect its own intellectual property.

The Company gradually improves the whole process management of intellectual property, standardizes the creation, management, application and protection of intellectual property, ensures the fulfillment of the main responsibilities by each department, and strengthens the ability to prevent, identify and sort out intellectual property risks. By making these efforts, the Company provides a strong guarantee for protecting its intellectual property. For fully implementing the whole chain protection of intellectual property, the Company has included clauses regarding intellectual property protection in the franchise agreements signed with franchisees. The clauses stipulate that franchisees shall keep confidential sensitive information such as intellectual property and commercial secrets in their daily business, marketing and promotional activities. The clauses also require franchisees authorized to use the Company's brands, trademarks and other intellectual properties to use them in accordance with the agreements, so as to avoid infringing on the rights and interests of others and damaging the Company's reputation and credibility. In 2023, the Company applied for 137 trademarks. As of the end of the Reporting Period, the Company had filed 83 cumulative patent applications, 105 cumulative IT software copyright applications and 1,567 cumulative trademark applications.

2.3 EXCELLENT CUSTOMER SERVICE

Championing the service concept of "guarding delicious food and delightful service", Pagoda has kept bettering the customer service management system and strengthened communication with customers, to provide quality and caring services to customers. This move makes more customers satisfied.



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2.3.1 負責任營銷

百果園嚴格遵守《中華人民共和國廣告法》《網絡直播營銷管理辦法(試行)》及《規範促銷行為暫行規定》等宣傳營銷相關的法律法規，制定《集團廣告宣傳管理規定》《對外發布數據(信息)管理規定》《新媒體運營管理規定》《品牌設計管理辦法》及《品牌管理規定》等規範文件，嚴格落實廣告和宣傳物料對外發布前的管理和審核工作，確保我們所有廣告和宣傳物料使用的信息真實、準確，避免對消費者產生誤導，保障消費者合法權益。2023年，百果園高度重視宣傳營銷的合規管理，明確了以合規為底線，強調文責自負，在合規框架內尋求創新的宣傳營銷管理方針。

2.3.1 RESPONSIBLE MARKETING

Pagoda strictly complies with the *Advertising Law of the People's Republic of China* (《中華人民共和國廣告法》), the *Administration of Live Streaming Marketing (for Trial Implementation)* (《網絡直播營銷管理辦法(試行)》), the *Interim Provisions on the Regulation of Promotional Behavior* (《規範促銷行為暫行規定》) and other laws and regulations. We have formulated regulatory documents such as the *Regulations on the Advertising and Publicity Management of the Group* (《集團廣告宣傳管理規定》), the *Regulations on the Management of External Data (Information) Release* (《對外發佈數據(信息)管理規定》), the *Regulations on the Management of New Media Operation* (《新媒體運營管理規定》), the *Regulations on the Management of Brand Design* (《品牌設計管理辦法》) and the *Regulations on the Management of Brand* (《品牌管理規定》) to strictly manage and review advertising and promotional materials before they are released. We ensure that all information used in our advertising and promotional materials is true, accurate and not misleading, so as to protect the legitimate rights and interests of consumers. In 2023, Pagoda attached great importance to the compliance management of publicity and marketing, and clearly defined the management approach of publicity and marketing that takes compliance as the bottom line, emphasizes on self-responsibility, and seeks innovative promotion and marketing management approaches within the framework of compliance.

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|-------------------------------------|---|
| <p>物料製作 Material Production</p> | <ul style="list-style-type: none"> • 我們提倡使用內部原創素材，包括圖片和視頻，從源頭減少對外部素材的依賴，減少因使用未獲版權的素材帶來的違規風險。 • We advocate the use of original internal materials, including images and videos, to reduce the reliance on external materials at the source and mitigate the risk of non-compliance arising from the use of non-copyrighted materials. |
| <p>物料審核 Material Review</p> | <ul style="list-style-type: none"> • 我們要求所有業務部門對外發布信息前須經過與物料相匹配的內部審核或系統審核流程，審核過濾不規範的內容和未經授權的素材，禁止未經審核的信息對外發布。 • We require all business departments to go through an internal review or systematic review process that matches the materials before publishing information, to review and filter out irregular content and unauthorized materials and prohibit the release of information that has not been reviewed. |

第 2 章 CHAPTER 2

合規營銷意識 Compliant Marketing Awareness

- 我們定期向業務部門及供應商提供合規營銷相關培訓，深化員工與合作夥伴的合規營銷意識。2023年，我們分別開展針對部門負責人及重要崗位人員、廣告業務相關人員的營銷合規培訓，參與人數271人次，學習時長總計423.68小時。
- We provide regular training on compliant marketing to our business units and suppliers to deepen the awareness of our employees and partners on compliant marketing. In 2023, we carried out marketing compliance training for department heads and key position holders, as well as those related to the advertising business, with a total of 271 participants and a total of 423.68 hours of learning time.
- 我們要求廣告相關業務人員簽署《廣告崗位合規責任書》，將廣告宣傳的責任落實到崗、明確到人，提高員工對合規性的重視程度。2023年，廣告相關業務人員《廣告崗位合規責任書》簽署率達100%。
- We require advertising business staff to sign the *Letter of Responsibility for Advertising Post Compliance* (《廣告崗位合規責任書》), so that the responsibility for advertising and publicity can be realized to the post and the person concerned, and to raise the staff's awareness of compliance importance. In 2023, the signing rate of the *Letter of Responsibility for Advertising Post Compliance* by advertising business personnel reached 100%.

2.3.2 客戶服務與滿意度

百果園始終將提升客戶服務水平和滿意度作為重要任務，聚焦客戶體驗，持續創新客戶服務模式，為顧客創造提供更加個性化、便捷的服務。

服務標準建設

我們持續推進服務標準化建設，深化客戶溝通機制，用心傾聽客戶心聲，以切實行動為客戶提供滿意的服務。

➤ 客戶滿意度管理

百果園為更好地了解客戶對於我們的產品和服務的滿意程度，持續加強常態化的客戶滿意度管理工作，每年開展客戶滿意度調研與淨推薦值調研(NPS)。2023年，百果園將消費環境、市場競爭、運營策略作為三個關鍵要素，針對典型區域，成熟區域，競爭區域開展了全面的NPS調研工作，NPS指標體系覆蓋門店環境、水果品質、售後服務等32個指標，調研結果顯示，深圳市NPS為42%，杭州市NPS為49%。

2.3.2 CUSTOMER SERVICE AND SATISFACTION

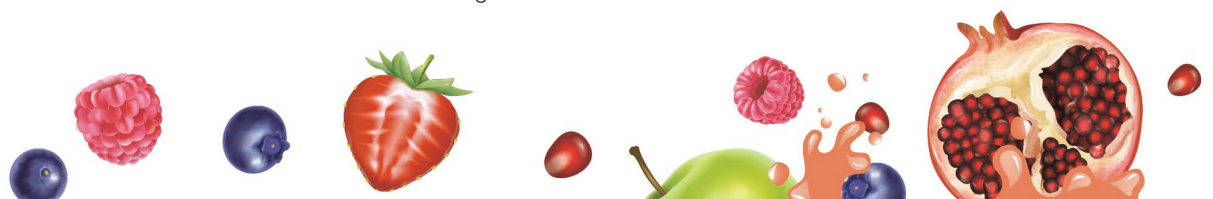
Pagoda has always taken the improvement of customer service level and satisfaction as an important task, focusing on customer experience and continuing to innovate the customer service model to create and provide more personalized and convenient services for customers.

SERVICE STANDARDIZATION

We continue to promote the standardization of our services, deepen our customer communication mechanism, listen to our customers, and take concrete actions to provide satisfactory services to our customers.

➤ CUSTOMER SATISFACTION MANAGEMENT

In order to better understand the customer satisfaction with our products and services, Pagoda continues to strengthen the regularized customer satisfaction management efforts by conducting annual customer satisfaction surveys and net promoter score (NPS) surveys. In 2023, Pagoda took the consumption environment, market competition and operation strategy as three key elements and launched a comprehensive NPS survey focusing on typical regions, mature regions and competitive regions. The NPS indicator system covered 32 indicators such as store environment, fruit quality and after-sales service, etc. The survey results showed that the NPS of Shenzhen was 42% and the NPS of Hangzhou was 49%.



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➤ 客戶體驗活動

百果園舉辦多樣化的客戶體驗活動，創造卓越的客戶體驗的同時，幫助客戶更深入了解我們的產品與服務，為我們切實提升客戶體驗提供信任基礎。

➤ CUSTOMER EXPERIENCE ACTIVITIES

We organize diversified activities to deliver an excellent customer experience. These activities help them understand our products and services more profoundly and provide a foundation of trust to improve the customer experience.

百果園、南非仁果園藝公司、兒童故事機品牌「火火兔」聯名

Co-branded by Pagoda, Hortgro Pome, and children's storytelling machine brand "ALILO" (火火兔)

2023年7月1日，百果園、南非仁果園藝公司、兒童故事機品牌「火火兔」聯名舉辦「小小牛頓奇妙樂園」線下主題活動，邀請多組家庭現場感受南非牛頓蘋果的鮮甜，一口瞬移南非。百果園更是攜手「火火兔」品牌，聯合開發《神奇水果在哪裡－南非牛頓蘋果》課程欄目，在「火火兔」故事機和APP上線。此外，百果園在深圳區、上海區、南昌區等片區選取20家門店舉辦牛頓蘋果主題活動，通過買牛頓蘋果送貼紙、牛頓蘋果免費試吃活動，讓更多大小朋友品嚐到南非的美味。

On July 1, 2023, Pagoda, Hortgro Pome, and children's storytelling machine brand "ALILO" jointly organized the "Little Newton's Wonderland" (小小牛頓奇妙樂園) offline themed activity, inviting several groups of families to taste the freshness and sweetness of South African Newton apples on-site, and to experience the instantaneous transfer to South Africa through a bite. Pagoda also joined hands with the "ALILO" brand to develop the program with the theme of "Where is the Magic Fruit – Newton Apple in South Africa" (《神奇水果在哪裡－南非牛頓蘋果》), which was launched on the "ALILO" storytelling machine and APP. In addition, Pagoda selected 20 stores in Shenzhen, Shanghai, Nanchang and other districts to organize Newton apple theme activities. More people of all ages were able to taste the deliciousness of South Africa through the free sticker with purchase of Newton apples and the free tasting of Newton apples.



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深度試吃活動圓滿落幕，心享會員共品7大果品

In-Depth Tasting Event Ends Successfully, Xinxiang Members Taste 7 Major Fruits

百果園於2023年12月11日圓滿結束了2023年度的深度試吃活動，共吸引約3萬名心享會員參與，品鑑7大精選果品。在活動中，顧客們不僅品嚐到了優質果品，更通過品鑑環節，深入了解了果品的產地、種植過程及口感特點。同時，百果園通過深度試吃活動，收集到了大量真實、有價值的顧客反饋和口碑，以指導種植和生產，打造更優質、差異化的果品。 Pagoda successfully concluded its 2023 in-depth tasting event on December 11, 2023, which attracted around 30,000 Xinxiang members to participate and taste 7 selected fruits. During the event, customers not only tasted high-quality fruits, but also gained an in-depth understanding of the fruits' origins, growing process and taste characteristics. At the same time, through the in-depth tasting event, Pagoda collected a large number of real and valuable customer feedback and word-of-mouth, in order to guide the planting and production, and create better quality and differentiated fruit products.



售後服務體系

我們根據《百果園客戶服務管理規定》《門店投訴處理管理規定》落實銷售者主體責任，建設暢通多元的服務與投訴渠道，通過搭建客戶投訴受理、處理、質檢、分析及閉環管理的客戶投訴管理體系，及時有效處理客戶訴求。

AFTER-SALES SERVICE SYSTEM

We implement the main responsibility of sellers in accordance with the *Pagoda Regulations on Customer Service Management* (《百果園客戶服務管理規定》) and the *Regulations on Store Complaint Handling Management* (《門店投訴處理管理規定》), and establish a smooth and diversified service and complaint channel to handle customer demands in a timely and effective manner. This is achieved through the establishment of a customer complaint management system that includes customer complaint acceptance, handling, quality inspection, analysis and closed-loop management.



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➤ 服務與投訴渠道

我們全面受理及監控客戶在投訴熱線、線上平台、公眾媒體留下的訴求，認真對待每一項訴求並及時進行跟進及處理，直至徹底解決客戶訴求。2023年，我們新增區域服務投訴渠道，提供一個更加便捷、高效的平台，以快速響應和解決顧客的各種需求。

➤ SERVICE AND COMPLAINT CHANNELS

We fully accept and monitor customers' requests on the complaint hotline, online platform and public media. Taking each complaint seriously, we follow up and deal with it in a timely manner until the customer's complaint is thoroughly settled. In 2023, we added a new regional service complaint channel to provide a more convenient and efficient platform to quickly respond to and resolve customer needs.

400熱線服務 400 Hotline service

百果園通過400-181-1212(百果園品牌)、400-005-1527(果多美品牌)電話熱線提供服務。

Pagoda provides services via 400-181-1212 (Pagoda brand), 400-005-1527 ("Guo Duo Mei (果多美)") telephone hotline.

在線服務 Online service

百果園提供公眾號、百果園 APP、百果園+小程序、百果園拼團、企業購商城、企業微信渠道的在線服務。

Pagoda provides online services through its official account, Pagoda App, Pagoda+ applet, Pagoda group purchases, Enterprise shopping mall and Enterprise WeChat.

現場服務 On-site service

現場管理人員協助客服專員處理疑難問題、客服部現場管理崗員工巡場監控客戶服務工作情況。

On-site managerial personnel assist customer service specialists in handling difficult issues, and assist on-site personnel holding management positions in the customer service department in patrolling the site to monitor customer service.

315投訴 315 Complaint

百果園跟進及處理來自315消費者投訴平臺的客戶投訴。

Pagoda follows up and handles customer complaints from the 315 consumer complaint platform.

微博投訴 Weibo complaint

百果園受理客戶在「新浪微博」及「新浪微博-黑貓投訴」等渠道提出的客戶投訴。

Pagoda receives customer complaints on "Sina Weibo" and "Sina Weibo - Black cat complaint".

門店及門店社群投訴 Store and community complaint

百果園門店通過現場服務及果粉社群，為客戶提供日常投訴處理渠道。

Pagoda stores provide daily complaint handling channels for customers through on-site services and fruit fan communities.

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➤ 客戶投訴處理

我們建立的客戶投訴響應機制明確，客戶服務人員正式受理客戶投訴後，責任部門需要在24小時內響應客戶，並於72小時內制定解決方案，協助客戶處理問題。此外，為更加針對性地分析客戶投訴並改善客戶服務，我們將客戶投訴按照不同的業務類型進行分類處理。截至2023年末，百果園共受理37,595件投訴，其中受理服務及品質類投訴25,843件，其他類型的投訴11,752件；報告期內，百果園已對所有投訴進行了妥善處理，並成功解決了36,254件投訴。

➤ 數字化智能客戶服務

我們借助科技賦能，搭建數字化客戶服務系統，發揮其信息化、智能化的優勢，實現客戶生態圈的客戶服務智能化管理，進一步優化我們的客戶服務流程，提升服務質效。

➤ CUSTOMER COMPLAINT HANDLING

Our complaint response mechanism specifies that after customer service personnel receive a customer complaint, the responsible department needs to respond to that customer within 24 hours and develop a solution within 72 hours. In addition, we classify customer complaints by business type to analyze them in a more targeted manner and improve customer service. As of the end of 2023, Pagoda received 37,595 complaints, of which 25,843 were service and quality complaints, 11,752 were other types of complaints; During the Reporting Period, Pagoda has handled all the complaints appropriately and has successfully resolved 36,254 complaints.

➤ DIGITAL INTELLIGENT CUSTOMER SERVICE

We have built a digital customer service system through technology empowerment. By taking the advantage of the system in informatization and intelligence, we achieve the intelligent management of customer service in the customer ecosystem, which further optimizes our customer service process and enhances service quality and efficiency.

客戶之聲

Voice of customers

- 借助AI分揀顧客評價與三無退客訴，同時運用AI分析將數據重組，形成以門店、果品為對象，客訴體系為維度的數值、比例、趨勢、圖譜信息。
- With the help of AI for sorting customer evaluation and customer complaints on instant refund service, we use the AI analysis to reorganize the data to form numerical, proportional, trend, and graphical information with store and fruit as objects and customer complaint system as dimensions.

智能回評

Intelligent feedback

- 智能提取數據進行情感、產品、價格等多維度分析，迅速識別客戶在購物的痛點。
- Intelligent extraction of data for multi-dimensional analysis of emotions, products, prices, etc., to quickly identify customer pain points in shopping.
- 通過情感分析實現有針對性的個性化回評，並根據客戶反饋優化運營服務與產品設計。
- Sentiment analysis helps achieve targeted personalized feedback, and optimize the operation of services and product design based on customer feedback.



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智能在線客服系統

Intelligent online customer service system

- 智能在線客戶服務系統可以實現0延遲響應、24小時全天候服務，全面提升顧客服務體驗和效率。
- Intelligent online customer service system can realize zero latency response and 24-hour round-the-clock service, which comprehensively improves customer service experience and efficiency.

➤ 客服專項培訓

我們持續為員工提供多元的客服專項培訓，強化員工服務認知，夯實員工業務知識，全面提升客服服務水平。

➤ SPECIAL CUSTOMER SERVICE TRAINING

We continue to provide diversified customer service training for our staff to strengthen their service awareness, consolidate their business knowledge and enhance their overall customer service level.

核心城市聯動培訓，打造卓越門店服務

Core city linkage training to create excellent store services

隨着客戶體驗經濟時代的到來，穩定的產品、有溫度的服務、高效的訴後處理成為提升客戶體驗的關鍵觸點。為持續提升門店員工對服務的認知、服務能力，百果園於2023年在深圳、廣州、東莞、北京、上海、武漢、海南等核心區域，成功開展了一系列線下培訓活動。該系列培訓涵蓋《客訴五步法》《降訴專家》《備戰315》《案例實戰演練》等具體實戰經驗和門店服務提升的相關內容，共有1,300名以上的員工參與培訓，滿意度高達96.10%。

With the arrival of the era of customer experience economy, stable products, warm service, and efficient complaint handling have become the key touch points to enhance customer experience. In order to continuously improve the store staff's knowledge of service and service ability, Pagoda successfully conducted a series of offline training activities in the core regions of Shenzhen, Guangzhou, Dongguan, Beijing, Shanghai, Wuhan, and Hainan in 2023. The series of trainings covered specific practical experience and store service enhancement such as the Five Steps for Customer Complaints, the Complaints Reduction Expert, the Preparation for 315, the Case Practice Exercise, etc. More than 1,300 employees participated in the trainings, with a satisfaction rate as high as 96.10%.



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打造客服精英團隊，全面提升服務質效

Build an elite customer service team to enhance service quality and efficiency

為向顧客提供更優質的客戶體驗，培養客服人才庫儲備中堅力量，百果園於2023年針對60名客服部內部員工開展了專項培訓，涵蓋《客服服務質量月》《服務質量校准會》《服務質量案例會》《果品知識》等30個課程。完成培訓後，全員達到上崗崗位要求，同時我們對受訓人員提出了客戶滿意度、服務準確率的要求，確保培訓成果得到有效應用。

In order to provide customers with a better customer experience and to cultivate the backbone of the customer service talent pool reserve, Pagoda carried out special training for 60 internal employees of the customer service department in 2023, covering 30 courses such as the Customer Service Quality Month, the Service Quality Calibration Meeting, the Service Quality Case Study Meeting, and the Fruit Knowledge. After completing the training, all the staff met the requirements of the induction position. At the same time, we put forward the requirements of customer satisfaction and service accuracy to the trainees to ensure the training results are effectively applied.



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行業交流，數字化鏈接客戶心聲

Industry communication, digital links to the voice of the customer

2023年，百果園作為行業從事數字化服務領域的領先者，受邀參與了「客戶觀察•2023(第七屆)華南峰會」以「數字化服務轉型新視角」為主題，與業內專家及企業代表共同探討了數字化服務的發展趨勢和挑戰，並分享了其在數字化服務領域的最新實踐和成果。

In 2023, as an industry leader in the field of digital services, Pagoda was invited to participate in the “Customer Insight-2023 (7th) South China Summit” with the theme of “New Perspectives on Digital Service Transformation”, discussing the development trends and challenges of digital services and sharing its latest practices and achievements with industry experts and enterprise representatives.



第 2 章 CHAPTER 2

➤ 三無退貨

水果作為自然產物，無法確保每個果品都沒有瑕疵，為此我們推出了信任服務體系「三無退貨」（即無小票、無實物、無理由可退貨），為數千萬顧客構建了一個沒有後顧之憂的消費場景。根據我們的「不好吃三無退貨」規則，顧客在百果園公司指定銷售渠道購買商品後，一旦有任何不滿意，自當日起算至第7天，可在門店或App上享受信任退貨服務。顧客可在我們的官網詳細了解「不好吃三無退貨」規則。

➤ INSTANT REFUND SERVICE

We cannot ensure that every fruit, as a natural product, is free from defects. Therefore, we launched a trust service system of “Instant refund” (no receipt, no physical goods, no reason to return) to create a consumption without worries for tens of millions of customers. According to our “Instant refund” rule, customers who are dissatisfied with any of the products purchased through the sales channels designated by Pagoda can enjoy the refund service in stores or on the App within seven days starting from that day. Customers can learn more about the “Instant refund to consumers if our products do not taste good” rules on our website.



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2.3.3 數據與隱私保護

百果園根據《中華人民共和國數據安全法》《中華人民共和國網絡安全法》及《中華人民共和國個人信息保護法》等相關法律法規及行業監管和風控要求，針對數據安全和消費者隱私保護制定了《數據安全(個人信息保護)管理規定》《數據運維管理規範》《百果園隱私政策》及《百果園客服保障服務隱私政策》等一系列內部制度，涵蓋信息的收集、存儲、分級分類、使用加工、脫敏、安全事件應急處理及隱私保護等方面，打造了完善的信息安全和隱私保護制度體系，保障顧客信息安全。2023年，為更好地適應公司業務發展需求，提高數據管理水平，我們對《數據運維管理規範》進行了全面更新，保障數據安全和穩定運行。

數據安全

百果園成立了技術委員會，由百果科技負責人擔任主任。技術委員會作為公司安全、數據安全和個人信息保護管理方面的最高決策機構，負責審閱和決策重大數據安全技術問題，確保相關策略與決策的高效與準確。

2.3.3 DATA AND PRIVACY PROTECTION

In accordance with the *Data Security Law of the People's Republic of China* (《中華人民共和國數據安全法》), the *Cybersecurity Law of the People's Republic of China* (《中華人民共和國網絡安全法》), the *Personal Information Protection Law of the People's Republic of China* (《中華人民共和國個人信息保護法》) and other relevant laws and regulations as well as industry regulatory and risk control requirements, Pagoda has developed a range of internal policies on data security and consumer privacy protection, including the *Regulations on the Management of Data Security (Personal Information Protection)*, the *Management Specification on Data Operation and Maintenance*, the *Pagoda Privacy Policy*, and *Pagoda Privacy Policy on Customer Service Protection*, covering information collection, storage, classification, usage and processing, desensitization, emergency response to security incidents and privacy protection. We establish a comprehensive system of information security and privacy protection to ensure the safety of customer information. In 2023, in order to better meet the needs of the Company's business development and to improve our data management, we conducted a comprehensive update of our *Management Specification on Data Operation and Maintenance* to ensure data security and stable operation.

DATA SECURITY

Pagoda has set up a technology committee, headed by the person in charge of Baiguo Technology (Shenzhen) Co., Ltd. The technology committee serves as the highest decision-making body for the management of corporate security, data security and personal information protection, and is responsible for reviewing and making decisions on major data security technical issues so as to ensure that related strategies and decisions are efficient and accurate.

第 2 章 CHAPTER 2

管理舉措：

Management initiatives:

- 信息安全審計：**我們已建立針對軟件、硬件、數據庫、網絡的日常監控和維護的機制，並積極開展第三方信息安全審計工作，盡早排查信息安全風險漏洞，確保信息安全系統與管理的有效性及可靠性。2023年，我們聘請第三方對信息系統開展外部審計，覆蓋數據訪問、網絡安全、信息技術環境等方面，並根據提升建議，逐步推進整改措施的落實。
- Information security audit:** We have established a mechanism for daily monitoring and maintenance of software, hardware, database and network. We carry out third-party information security audits to detect and eliminate information security risks and loopholes as early as possible, to ensure the effectiveness and reliability of information security system and management. In 2023, we engaged a third party to conduct an external audit of the information system, covering areas such as digital access, network security, and the information technology environment, and progressively took forward the implementation of corrective measures based on the enhancement recommendations.
- 安全技術：**我們按照網絡安全等級保護制度的要求，採取入侵防範、身份鑑別、安全審計等防範危害網絡安全行為的技術措施，並使用雲監控平台監測、記錄服務器端網絡運行狀態、網絡安全事件，並保留對應日誌時間不少於6個月。
- Security technology:** Based on the policy on protection of network security, we adopt technical measures to prevent network security hazards such as intrusion prevention, identity authentication and security audit. We also monitor and record the network operation status and network security events on the server side with the cloud monitoring platform, and keep the corresponding logs for at least 6 months.
- 預防數據洩露：**我們為防範外部攻擊與數據洩露事件發生，制定針對性的網絡安全應急預案，並制定《數據安全容災備份與恢復管理規定》，規範數據備份要求、備份周期、備份模式等相關安全要求，採取數據加密、網絡鑑權、權限訪問控制等技術措施，以保障網絡免受干擾、破壞或者未經授權的訪問，訪問網絡數據洩露或者被竊取、篡改。截至2023年末，我們全年未發生重大數據安全事件。
- Preventing data leakage:** In order to prevent external attacks and data leakage incidents, we have formulated specific network security contingency plans. We have also drawn up the *Regulations on the Management of Disaster Recovery and Backup of Data Security* (《數據安全容災備份與恢復管理規定》), which provide for data backup, backup cycle, backup mode and other related security aspects. We have also adopted technical measures such as data encryption, network authentication and privileged access to protect the network from interference, damage or unauthorized access, and prevent network data from being leaked, stolen or tampered with. As of the end of 2023, we had no significant data security incidents throughout the year.
- 外部認證：**我們已獲得ISO 27001信息安全管理体系認證、ISO 20000 IT信息技術服務管理体系認證和ISO 9001質量管理体系認證。我們的百果園App系統和百果園一體化會員管理系统獲得了深圳市網絡安全等級保護三級證書。
- External certification:** We have obtained the ISO 27001 information security management system certification, ISO 20000 IT information technology service management system certification and ISO 9001 quality management system certification. The App system and integrated membership management system of Pagoda have been awarded the level 3 certificate in network security protection in Shenzhen.
- 意識提升：**我們定期向員工開展數據安全意識培訓，全力普及法律法規新動向和應對舉措，講解國家法律法規，宣導公司數據安全管理制度。2023年，我們擴大了培訓範圍，面向全體員工組織開展數據安全培訓。
- Awareness raising:** We regularly conduct data security awareness training for our employees, popularize new trends in laws and regulations and measures to deal with them, explain national laws and regulations, and publicize the Company's data security management system. In 2023, we expanded the scope of training by organizing data security training for all employees



第 2 章 CHAPTER 2

隱私保護

百果園嚴格遵守《個人信息保護法》《數據安全法》《消費者權益保護法》及《深圳經濟特區數據條例》等要求，合法處理消費者的個人信息，並在個人信息收集過程中遵循數據最小化原則，僅收集、使用為業務開展所必須的信息。我們在涉及收集個人隱私數據的關鍵環節如客戶服務、會員登陸等制定了一系列隱私政策，並實施多項具體措施充分保護消費者的隱私。此外，我們成立專門的數據團隊領導實施及審查內部數據隱私保護政策及操作。

我們在處理個人信息的產品環節均公示了隱私政策，包括《百果園APP&百果園+微信小程序隱私政策》《百果園兒童個人信息保護規則及監護人須知》及《百果園+支付寶小程序隱私政策》等，其中說明了公司收集、使用、委託處理、對外提供、轉移、公開個人信息的情況，並通過彈窗等顯著方式向用戶展示並獲得用戶的同意。在涉及處理敏感個人信息等情形下，我們還制定獨立《個人信息授權協議》，並通過彈窗、勾選等顯著方式進行公示並獲得用戶的同意。

PRIVACY PROTECTION

In strict accordance with the *Personal Information Protection Law* (《個人信息保護法》), the *Data Security Law* (《數據安全法》), the *Law on the Protection of Consumer Rights and Interests* (《消費者權益保護法》), and the *Regulations of Shenzhen Special Economic Zone On Data* (《深圳經濟特區數據條例》), Pagoda handles consumers' personal information lawfully and follows the principle of data minimization in collecting personal information, only collecting and using information that is necessary for the development of its business. We have formulated a mix of privacy policies in key links involving the collection of personal data, such as customer service and member login, and have implemented measures to adequately protect consumer privacy. We have also established a dedicated data team to lead the implementation and review of our internal data privacy policies and practices.

We have published our privacy policies in the links that handle Personal Information, including the *Privacy Policy of Pagoda App & Pagoda+WeChat Mini Program* (《百果園App&百果園+微信小程序隱私政策》), the *Rules for the Protection of Children's Personal Information and Notice to Guardians of Pagoda* (《百果園兒童個人信息保護規則及監護人須知》) and the *Privacy Policy of Pagoda+Alipay Mini program* (《百果園+支付寶小程序隱私政策》). The privacy policies provide for the information collected, used, entrusted, provided to the public, transferred and disclosed by the Company and displayed to the users through pop-up windows and in other prominent ways with the consent of users. In cases involving the handling of sensitive personal information, we also have a separate *Authorization Agreement on Personal Information* (《個人信息授權協議》), which is publicized with the consent of users through pop-ups and checkboxes and in other prominent ways.

第 2 章 CHAPTER 2

我們的《數據(個人信息)存儲管理規定》和《數據安全(個人信息保護)管理規定》中有明確規定，僅在實現處理目的所必要的最短時間內對個人信息進行存儲，並在個人信息存儲期限屆滿後予以刪除或匿名化處理，同時留存響應記錄。此外，我們的《數據銷毀、刪除管理規定》也對敏感個人數據採取了加密存儲、授權訪問、去標識化展示等隱私保護措施。用戶註銷賬號後，我們會及時地刪除其個人敏感信息，如手機號碼、地址等，僅按照法律規定將訂單數據、交易數據繼續留存3年以上。

The *Regulations on the Management of Data (Personal Information) Storage* (《數據(個人信息)存儲管理規定》) and the *Regulations on the Management of Data Security (Personal Information Protection)* (《數據安全(個人信息保護)管理規定》) stipulate that personal information shall be stored only in the shortest time necessary for processing and be deleted or anonymized after the expiration of the storage period, and the corresponding records shall be kept. In addition, our *Regulations on the Management of Data Destruction and Deletion* (《數據銷毀、刪除管理規定》) set forth privacy protection measures such as encrypted storage, authorized access, and de-identified display of sensitive personal data. After users cancel their accounts, we will promptly delete their sensitive information such as phone numbers and addresses. Only order data and transaction data will be kept for more than 3 years pursuant to legal requirements.



第3章 CHAPTER 3

本章節響應的SDGs
SDGs responded to in this chapter



共生共榮： 構建高品質產業生態圈

Co-Existence and Co-Prosperity: Building a High-Quality Industrial Ecosystem

百果園致力於與產業鏈合作夥伴共同踐行可持續發展理念，在實現商業價值的同時創造更多社會與環境價值。我們協同供應商合作夥伴積極打造責任供應鏈，探索生態種植技術，以保護自然環境及生物多樣性，實現產業生態圈的可持續發展。

Pagoda is committed to working with its industry chain partners to practice sustainable development and create more social and environmental values while realizing business values. We collaborate with our suppliers and partners to actively build a responsible supply chain and explore eco-planting technologies to protect the natural environment and biodiversity, achieving the sustainable development of the industrial ecosystem.

第 3 章 CHAPTER 3

3.1 攜手共創可持續供應

百果園積極發揮公司在整個產業鏈上的影響力，致力於建立圍繞百果園的大型標準化優質供應商生態網絡。公司嚴格履行責任管理，持續以農業技術、信息技術及資本資源賦能種植基地合作夥伴；積極落實負責任採購，將ESG風險評估納入供應商准入和審核的評估要求，優先選用在ESG方面表現優秀的供應商；亦倡導供應商使用綠色環保包材，並升級數智化配送系統，積極打造可持續的供應鏈夥伴關係。

3.1 WORKING TOGETHER FOR SUSTAINABLE SUPPLY

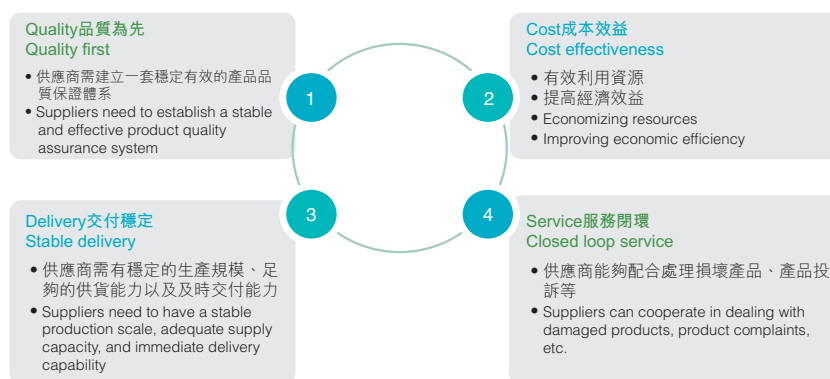
By leveraging the Company's influence in the entire industry chain, Pagoda is committed to building a large-scale standardized ecological network of quality suppliers centering on Pagoda. The Company strictly fulfills responsible management and continues to empower its planting base partners with agricultural technology, information technology and capital resources. The Company actively implements responsible purchasing, incorporates ESG risk assessment into the requirements for supplier admission and auditing, and prioritizes suppliers with excellent ESG performance. Meanwhile, the Company advocates the use of green and environmentally friendly packaging materials by suppliers and upgrades its digital distribution system in order to build a sustainable supply chain partnership.

3.1.1 供應商管理

公司建立完善的供應鏈可持續發展審核體系。本報告期內，公司修訂並貫徹《國產鮮果供應商管理規定》《進口鮮果供應商管理規定》《果品標準管理規定》及《鮮果供應商准入管理規定》等管理制度，繼續推動供應商尋源、考察、准入、過程管理、績效評估、淘汰等管理工作有序合規開展。我們遵循「Q.C.D.S」原則，即堅持品質(Quality)、成本(Cost)、交付(Delivery)與服務(Service)原則，綜合考慮與公司長期發展戰略和核心競爭力的適配性，公平公正評估供應商的可合作性。

3.1.1 SUPPLY CHAIN MANAGEMENT

The Company has established a sound supply chain sustainability audit system. During the Reporting Period, the Company revised and implemented its management systems, including the *Regulations on Supplier Management of Domestic Fruits* (《國產鮮果供應商管理規定》), the *Regulations on Supplier Management of Imported Fresh Fruits* (《進口鮮果供應商管理規定》), the *Regulations on Fruit Standards* (《果品標準管理規定》), and the *Regulations on Access of Fresh Fruit Suppliers* (《鮮果供應商准入管理規定》). The Company continued to promote the orderly and compliant management of supplier sourcing, inspection, access, process management, performance evaluation and elimination of suppliers. We follow the "Q.C.D.S" principle, namely Quality, Cost, Delivery and Service, taking into account the suitability of the Company's long-term development strategy and core competitiveness, and evaluating the cooperativeness of suppliers in a fair and impartial manner.



百果園「Q. C. D. S」供應商准入四項原則

THE FOUR PRINCIPLES OF "Q. C. D. S" SUPPLIER ACCESS FOR PAGODA

第3章 CHAPTER 3

公司按採購額將供應商劃分為核心供應商、主力供應商、新供應商和普通供應商。公司根據不同類型的供應商，制定了多元化的供應商評估考核機制。水果品類供應商作為百果園的主要供應商，公司在考察前積極了解被考察供應商的鮮果品種、產區、產品產量、種植情況等基本信息，並優先安排在果品開發或產品上市之前進行實地考察。經實地考察後通過的意向供應商，我們將其列入候選供應商，並由責任採購人員對供應商自身風險和產品、服務風險進行准入前綜合風險評估。同時，公司每個月會對供應商開展1次履約評估，並於當年結束後對供應商開展1次績效評估。2023年，我們共計對國內外供應商開展6392次履約評估，其中國內6121次、國際271次，評估覆蓋率達100%，符合標準的供應商比例為99%。

The Company categorizes its suppliers into core suppliers, main suppliers, new suppliers and general suppliers based on the amount of purchases. The Company has developed a diversified supplier evaluation and assessment mechanism based on different types of suppliers. Fruit suppliers are the main suppliers of Pagoda. The Company actively seeks to understand the basic information of the suppliers under inspection, such as fruit varieties, production areas, product yields and planting conditions, and prioritizes onsite inspections prior to the development of fruits or the launch of products. For those suppliers who have passed the on-site inspections, we will include them in the candidate suppliers, and the responsible procurement staff will conduct a comprehensive risk assessment on the supplier's own risk and the risk of products and services before admission. Meanwhile, the Company conducts a monthly compliance assessment of suppliers and a performance evaluation of suppliers at the end of the year. In 2023, we conducted a total of 6,392 compliance assessments on domestic and foreign suppliers, including 6,121 domestic and 271 international assessments, with a 100% assessment coverage rate and 99% of suppliers complying with the standards.



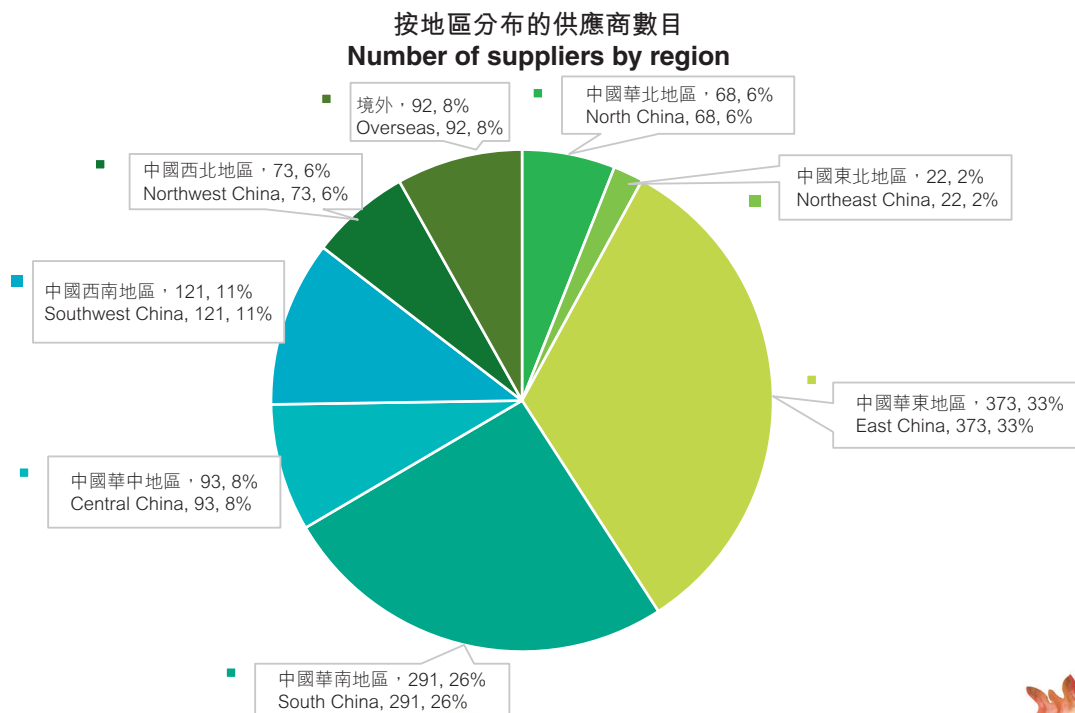
第 3 章 CHAPTER 3

公司持續滲透上游供應鏈，對水果全生長周期進行嚴格品質管理。本年度，為進一步提高當地果農生產優質水果的能力，我們新推出了農業技術推廣計劃。我們為不同品類的招牌果訂單農戶安排專業技術人員提供技術交流指導並協助方案落地，促使其果品在採收期前品質達到招牌標準。截至2023年12月31日，共計66名供應商已參與我們的新農業技術轉讓計劃。此外，為有效加強供應商品質管控，我們要求供應商在發貨前需出具經第三方權威機構檢測合格的產品檢驗報告且隨貨發送；公司在果品入庫檢測時，由品控人員負責檢驗報告真實性並對產品進行抽檢，若發現存在多次檢驗不合格情況，我們將對供應商增加飛檢工作，切實加強對於供應商供貨品質的管理。本年度，我們經定期審查評估後淘汰或暫停的供應商共計159家。

The Company continues to penetrate the upstream supply chain and conducts stringent quality management of the entire fruit growth cycle. This year, to further enhance the capacity of local fruit farmers to produce quality fruits, we have launched a new agricultural technology promotion program. We have arranged for professional technicians to provide technical exchange guidance and assist in the implementation of the program for farmers ordering different types of signature fruits, so as to promote the quality of their fruits to reach the signature standard before the harvesting period. As of December 31, 2023, a total of 66 suppliers have participated in our new agricultural technology transfer program. In addition, in order to effectively strengthen the quality control of our suppliers, we require our suppliers to issue product inspection reports that have been tested by a third-party authoritative organization prior to shipment and send them with the shipment. When the Company inspects the fruits in the warehouse, our quality control personnel will be responsible for the truthfulness of the inspection reports and conduct sampling inspections of the products, and if it is found that there is repeated failure in the inspections, we will increase the number of unannounced inspections of the suppliers, so as to practically strengthen the management of suppliers' product quality. During the year, we eliminated or suspended a total of 159 suppliers after regular review and assessment.

截至2023年12月31日，公司已擁有供應商1,133家，其中國內供應商1,041家、國際供應商92家。

As of December 31, 2023, the Company had 1,133 suppliers, including 1,041 domestic suppliers and 92 international suppliers.



第3章 CHAPTER 3

3.1.2 供應商ESG風險評估

公司注重供應鏈的負責任管理，致力於降低供應鏈中的環境、社會、治理風險。百果園在甄選供應商時已主動將環境保護、合規僱傭、產品質量等環境與社會風險因素納入採購決策和供應商准入考核、績效評估、退出等環節的管理中，並開展基於風險的盡職調查，對於不符合環境和社會標準的供應商，本公司將考慮終止合作，避免與不符合我們長期可持續發展願景的供應商建立聯繫。

在供應商准入環節，我們已制定《供應商自身風險評估表》和《產品、服務風險評估表》，要求採購人員對候選供應商開展准入前風險評估。以國產鮮果為例，我們除關注供應商生產環境、產品產量等基本信息，還將ISO 9001質量管理體系認證、FSSC 22000食品安全體系認證、美國食品藥品監督管理局(FDA)認證等食品質量安全相關認證納入考核評分點，最終通過現場實地考察和集中評審並形成考察報告後，方可進入供應商名錄。

為確保供應商的相關道德、安全、健康和人權準則與我們一致，公司制定《供應商行為準則》，從反腐敗、人權、勞工管理、健康安全、多元化與公平、環境保護、國際採購等方面明確供應商應遵守的行動要求。

- 環境保護：供應商應遵守當地的環境法律，避免使用環境有害的材料(包括化學品)。供應商應鼓勵開發和使用有利於環境可持續性發展的材料。

3.1.2 ESG RISK ASSESSMENT FOR SUPPLIERS

The Company focuses on responsible management of the supply chain and is committed to reducing environmental, social and governance risks in the supply chain. In selecting suppliers, Pagoda has taken the initiative to incorporate environmental and social risk factors such as environmental protection, employment compliance and product quality into the management of procurement decisions and supplier admission assessment, performance evaluation and withdrawal, and to conduct risk-based due diligence. For suppliers that do not comply with the environmental and social standards, the Company will consider terminating the cooperation, and will avoid establishing relationships with suppliers that are not in line with our long-term sustainable development vision.

In the section of supplier access, we have formulated the *Supplier's Own Risk Assessment Form* (《供應商自身風險評估表》) and the *Product and Service Risk Assessment Form* (《產品、服務風險評估表》), and required our procurement staff to carry out pre-access risk assessment on the candidate suppliers. Taking domestic fresh fruits as an example, in addition to paying attention to the supplier's production environment, product output and other basic information, we incorporate ISO 9001 quality management system certification, FSSC 22000 food safety system certification, the U.S. Food and Drug Administration (FDA) certification and other food quality and safety certifications into the assessment and evaluation points. Only those who have passed the on-site inspection and centralized evaluation will be admitted to the supplier list after inspection report has been formed.

To ensure that suppliers' ethical, safety, health and human rights standards are in line with ours, the Company has established the *Supplier Code of Conduct* (《供應商行為準則》), which specifies the action requirements for suppliers to comply with in the areas of anti-corruption, human rights, labor management, health and safety, diversity and fairness, environmental protection, and international sourcing.

- Environmental protection: Suppliers should comply with local environmental laws and avoid using environmentally hazardous materials (including chemicals). Suppliers should encourage the development and use of materials that are conducive to environmentally sustainable development.

第 3 章 CHAPTER 3

- 勞工管理：供應商必須遵守當地法律有關最低員工年齡的規定，且工人的最低年齡不得低於 16 歲。禁止強迫勞工、抵債性勞工、契約勞工、奴工以及任何形式的非人道用工。
- Labor management: Suppliers must comply with local laws regarding the minimum age of employees, which shall not be less than 16 years old. Forced labor, bonded labor, indentured labor, slave labor, and any form of inhumane labor are prohibited.
- 健康安全：供應商應遵守經營所在國家／地區對工作場所健康和安全的法律標準。為員工提供一個乾淨、安全和健康的工作環境。
- Health and safety: The supplier shall comply with all legal standards for health and safety in the workplace in the country/region in which it operates. We are committed to providing a clean, safe and healthy working environment for our employees.

3.1.3 綠色採購

百果園將可持續發展融入產品採購環節的各個流程，通過產品包裝與運輸等多個環節助力公司實現增效提質，節能減碳，積極應對氣候變化。

公司持續推動綠色運輸，從提高配送效率到逐步增加新能源物流車輛比例，不斷用實際行動減少溫室氣體排放。2023 年，公司已上線新版物流運輸管理系統(TMS)，並打通TMS與企業資源規劃系統(ERP)、供應商管理系統(WMS)、供應商平台系統的連接，實現了訂單自動拆並、在途溫度監控、配送線路優化，節約運輸成本的同時縮短訂單的響應時間，提高了貨物裝車環節效率。此外，在新能源物流車輛替換方面，截至2023年12月31日，公司已有新能源配送車共計178台，佔總車輛數比例為21%。未來三年，我們將以每年20台車輛的速度，逐年增加公司配送中心新能源車輛，到2026年，我們預計擁有新能源車輛達260台，佔總車輛數比例30%。

3.1.3 GREEN PROCUREMENT

By integrating sustainable development into all processes of product procurement, Pagoda aims to realize efficiency and quality improvement, energy saving and carbon reduction, as well as active response to climate change through various aspects of product packaging and transportation.

The Company continues to promote green transportation, from improving distribution efficiency to gradually increasing the proportion of new energy logistics vehicles, to reduce greenhouse gas emissions through continuous practical actions. In 2023, the Company launched a new version of the logistics and Transport Management System (TMS) and connected the TMS with the Enterprise Resource Planning (ERP) system, the Warehouse Management System (WMS), and the Supplier Platform System, realizing the automatic splitting and combination of orders, in-transit temperature monitoring, and optimization of the distribution routes. This helped save the transportation costs and shortened the response time of orders, and increased the efficiency of goods loading. In addition, in terms of replacement of new energy logistics vehicles, as of December 31, 2023, the Company had a total of 178 new energy distribution vehicles, accounting for 21% of the total number of vehicles. In the next three years, we will increase the number of new energy vehicles in the Company's distribution centers at a rate of 20 vehicles per year. By 2026, we expect to have 260 new energy vehicles, which will account for 30% of the total number of vehicles.



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在綠色包裝方面，我們使用的各種包裝材料分為全生物降解、環保可回收塑料、紙製品等。公司在本年度與供應商的合同中新增「包裝物應符合國家強制性規定」的相關要求，從法律方面對包材的環保性要求做出強制規範。同時，我們在2023年8月-9月對產地合作的包材供應商開展了現場調研，通過了解包材的運作模式、使用場景，分析包材集中採購的可行性。未來，公司將積極探索對不同產區的產品包裝進行集中採購的模式，以替換過度包裝材料，助力公司實現運營降本增效。

此外，百果園已將環境保護相關要求納入供應商行為準則，鼓勵供應商開發和使用有利於環境可持續性發展的材料，攜手供應商推動行業綠色可持續發展。

In terms of green packaging, we use a variety of packaging materials such as fully biodegradable, environmentally friendly recyclable plastics and paper products. The Company has added the requirement that “*packaging materials shall comply with the national mandatory requirements*” to the contracts with suppliers this year, making the environmental protection requirements of packaging materials mandatory in terms of the law. Meanwhile, we initiated an on-site survey on package material suppliers in August and September 2023 with which we cooperated at the production sites, and analyzed the feasibility of centralized procurement of package materials by understanding the operation mode and usage scenarios of package materials. In the future, the Company will make more efforts to explore the mode of centralized procurement of product packaging for different production areas with an aim to replace excessive packaging materials and help the Company achieve cost reduction and efficiency increase in operations.

In addition, Pagoda has incorporated environmental protection requirements into its supplier code of conduct, encouraging suppliers to develop and use materials that are conducive to environmentally sustainable development, joining hands with suppliers to promote the industry’s green and sustainable development.

百果園與佳沛簽訂《戰略性可持續發展協議》

Pagoda signed Strategic Sustainable Development Agreement with Zespri

2023年7月，百果園集團與佳沛簽訂《戰略性可持續發展協議》，進一步深化合作，共同推進綠色環保和可持續發展經營；

In July 2023, Pagoda entered into a Strategic Sustainable Development Agreement with Zespri to further deepen the cooperation and jointly promote green and sustainable operations;



2023年11月，百果園榮獲佳沛頒發的「2023佳沛環保包裝傑出碳減排獎」。

In November 2023, Pagoda was honored with the 2023 Carbon Reduction Award for Excellence in Eco-Packaging by Zespri.



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3.2 打造生態種植產業鏈

百果園嚴格遵守國家生態環境保護要求，通過引進生態環保技術落實生態環境質量改善目標，加速公司業務低碳轉型的同時持續提升種植環節的生態系統技術開發。為減輕農作物對生態環境和生物多樣性的影響及保證食品安全，我們通過利用生態種植技術進行化學肥料減量、採用環保防蟲技術替代化學農藥等舉措，切實保護種植端的生態環境，提高農業環境效益，打造可持續的有機種植產業鏈。

3.2 CREATING AN ECOLOGICAL PLANTING INDUSTRY CHAIN

By strictly complying with the national ecological and environmental protection requirements, Pagoda implements the goal of improving the quality of the ecological environment through the introduction of ecological and environmental protection technologies, accelerating the low-carbon transformation of the Company's business while continuing to enhance the development of ecological system technologies in the planting sector. In order to reduce the impact of crops on the ecological environment and biodiversity, and to ensure food safety, we have taken measures such as reducing the amount of chemical fertilizers through eco-planting techniques, and replacing chemical pesticides with environmentally friendly pest control techniques, so as to protect the ecological environment at the planting stage, improve the environmental benefits of the agriculture industry, and build a sustainable chain of organic planting industries.

3.2.1 生態種植與土壤改良

生態種植技術

土壤是打造生態農業的基礎，健康土壤的原生生物近二十萬種，但過度使用化肥會導致土壤生態惡化，化肥利用率邊際效益遞減，形成惡性循環。百果園始終堅持推廣生態種植模式，我們通過技術賦能的方式增加水果草生栽培種植技術與「三個零」蔬菜BLOF種植技術的農作面積，使用有機肥以助力土壤改良，提高土壤有機質含量和土壤生物多樣性，促進作物健康生長，發展可持續的生態農業。

3.2.1 ECOLOGICAL PLANTING AND SOIL IMPROVEMENT

ECOLOGICAL PLANTING TECHNOLOGY

Soil is the foundation of ecological agriculture, and there are nearly 200,000 species of native organisms in healthy soil. However, excessive use of chemical fertilizers will lead to the deterioration of soil ecology, and the marginal benefit of fertilizer utilization will decrease, forming a vicious cycle. Pagoda has always insisted on promoting the ecological planting mode. We increase the farming area of fruit grass cultivation planting technology and the "Three Zeroes" vegetable BLOF planting technology by means of technological empowerment. We use organic fertilizers to help improve the soil, increase the soil organic matter content and soil biodiversity, and promote the healthy growth of crops, so as to develop the sustainable ecological agriculture.



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我們致力於2025年水果種植技術賦能面積佔比百果園合作總面積70%以上，其中35%實現草生栽培（即有機肥改土3萬畝以上），20%實現土壤地力提升。基於此，我們在自有與合作的水果基地積極推廣應用優果聯生態種植技術，本年度，水果種植技術賦能面積19,720畝均已接受草生栽培概念及有機肥使用技術指導，且均已採用有機肥或農家肥進行改土。

優果聯的水果種植使用中國台灣可持續生態技術，該體系以草生栽培為基礎，通過施用有機肥，補充土壤有機質、培養根圈有益微生物、科學設計施肥結構和灌溉方式，大幅減少化學肥料和化學農藥的使用，並通過搭建水平網架為作物營造通風透光的良好生長環境，通過疏花疏果合理負載確保產量和品質的平衡，以出產生態自然的高品質水果。2023年，優果聯草生栽培技術賦能的果品包括冰糖梨、橙子、草莓、青棗、蘋果、柚子、葡萄、獼猴桃、西梅等數十種，覆蓋山東、江西、四川、陝西、新疆等全國多個省或自治區共19,720畝種植面積，技術賦能種植面積同比2022年增加16.3%。

We are committed to having our fruit cultivation technology-enabled area account for more than 70% of the total area of Pagoda's cooperation in 2025, with 35% of the area realizing grass cultivation (namely more than 2,000 hectares of organic fertilizers to reclaim the soil), and 20% of the area realizing soil geotechnical enhancement. To that end, we have actively promoted the application of Youguolian's ecological cultivation technology in our self-operated and cooperating fruit bases. In the current year, over 1,314 hectares of fruit cultivation technology-enabled area have received technical guidance on the concept of grass cultivation and the use of organic fertilizers, and all of them have been reformed by using organic fertilizers or farmyard manure.

Youguolian's fruit cultivation adopts the sustainable ecological technology of Taiwan, China, which is based on grass cultivation. Through the application of organic fertilizers, replenishment of soil organic matter, cultivation of beneficial microorganisms in the rhizosphere, scientific design of the fertilizer structure and irrigation methods, the use of chemical fertilizers and chemical pesticides is significantly reduced. The construction of a horizontal net frame for the crop creates a good environment for growth with ventilation and light penetration. The rational loading of flowers and fruits ensures a balance between yield and quality and thus produce ecologically and naturally high quality fruits. In 2023, several dozen kinds of fruits enabled by the Youguolian's grass cultivation technique included stewed pear with rock sugar, oranges, strawberries, jujubes, apples, pomelos, grapes, kiwi fruit, plums, and so on, covering over 1,314 hectares of cultivation area in Shandong, Jiangxi, Sichuan, Shaanxi, Xinjiang, and other provinces and autonomous regions, representing an increase of 16.3% in technology-enabled cultivation area compared with that of 2022.



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百果園的「三個零」蔬菜種植使用日本BLOF技術，該體系利用廢棄農作物，根據不同種植基地的土壤性狀及作物特點，設計適宜的有機肥料組合及配比，並進行精準施肥，為蔬菜作物精準供給碳水化合物、氨基酸、礦物元素三大營養；同時通過太陽熱養生處理技術改善土壤狀態，讓土壤更疏鬆，物理性、化學性和生物性均達到最佳狀態。BLOF技術因地制宜地改善土壤條件，顯著提升作物抗逆能力，從而可以在不施用化學合成肥料、化學合成農藥、化學合成激素的條件下生產出高品質、高產量、高營養的農產品。2023年，蔬菜業務BLOF技術賦能的「三個零」蔬菜品種包括娃娃菜、生菜、西蘭花、南瓜、黃瓜、青椒、聖女果等數十種，合作基地覆蓋寧夏、雲南、北京、廣東、江蘇等全國各區域，種植面積共2,090畝餘。

Pagoda’s “Three Zeros” vegetable cultivation adopts Japan’s BLOF technology, which utilizes waste crops to design appropriate organic fertilizer combinations and ratios according to the soil properties and crop characteristics of different planting bases, and conducts precise fertilization to supply vegetable crops with the three major nutrients of carbohydrates, amino acids, and mineral elements. Meanwhile, we improve the soil condition through solar thermal treatment technology, so that the soil is more loosened and the physical, chemical and biological properties are all in the best condition. BLOF technology improves soil conditions according to local conditions and significantly enhances crop resilience, thus enabling the production of high-quality, high-yield and high-nutrition agricultural products without the use of synthetic fertilizers, pesticides and hormones. In 2023, the “Three Zeros” vegetable varieties empowered by BLOF technology for the vegetable business included dozens of varieties of baby lettuce, lettuce, broccoli, pumpkin, cucumber, green peppers, cherry tomatoes, etc., and the cooperative bases covered various regions of China including Ningxia, Yunnan, Beijing, Guangdong, and Jiangsu, with a total of more than 139 hectares of planting area.



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我們於各地開展生態種植技術試驗，試驗檢測報告表明應用了生態種植技術的作物品質優異。例如，固原基地上海青對比試驗表明，海拔1,500米以上的「三個零」寧夏基地種植的上海青，糖度更高、菜味濃鬱、風味更好；內蒙基地聖女果對比試驗中使用了BLOF技術的聖女果外觀品相、酸度口感等整體品質參數均優於普通種植聖女果。

有機肥料開發

有機肥料是生態種植技術的重要組成部分，百果園不斷優化有機肥料開發業務，一對一設計適合農作物生產的肥料配方，增加各類有機肥料的差異性，以提高精準施肥效果，增強土壤改良效益，支持生態種植技術長效發展。

有機肥的生產原材料來自米糠、牡蠣殼粉、甘蔗渣、蘑菇渣，木薯渣，豆渣等廢棄農畜物，選擇原材料時按照纖維類原材料易分解、無霉變、無毒害；蛋白質類無霉變、無腐敗；畜禽糞便類新鮮、無惡臭、無腐敗等作為挑選標準。

We have launched trials of ecological planting techniques in various places, and the test reports show that crops with ecological planting techniques demonstrate excellent quality. For example, the comparison test on pakchoi cabbages of Guyuan base showed that pakchoi cabbage grown in the Ningxia base featuring “Three Zeros” at an altitude of 1,500 meters above sea level had a higher brix, stronger vegetable flavor and better flavor. The comparison test on cherry tomatoes of Inner Mongolia base showed that cherry tomatoes using the BLOF technology were superior to the common ones in terms of appearance, acidity and taste, and other overall quality parameters.

ORGANIC FERTILIZER DEVELOPMENT

Organic fertilizer is an important component of ecological planting technology. Pagoda has been optimizing its organic fertilizer development business by designing targeted fertilizer formulas that are suitable for crop production and increasing the differentiation of various types of organic fertilizers in order to improve the effect of precise fertilization, enhance the benefits of soil improvement and support the long-term development of ecological planting technology.

Raw materials from organic fertilizer come from agricultural and livestock waste material, such as rice bran, oyster shell powder, bagasse, mushroom residue, cassava residue, soybean dregs. The choice of raw materials is subject to the easy decomposition, non-moldy, non-toxic for fibrous raw materials; non-moldy and non-corrosive for proteins; and fresh, non-odorous, non-corrosive for livestock and poultry manure.

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我們通過取樣檢測目標基地的土壤的基本理化性質、含水率、容重、pH、有機質、速效氮磷鉀等指標，根據不同種植基地的土壤形狀、作物特點及農戶需求，研製不同的有機肥配方，有針對性地選取肥料種類、設計適宜的肥料組合及配比，通過假堆、發酵、陳化後熟等工藝生產有機肥料。例如，2023年根據農戶要求，我們將補充鈣元素的產品摻混到有機肥產品中，使其不需再單獨購買補充土壤鈣元素的肥料，並且節約了撒施不同肥料的時間成本。

We test the basic physical and chemical properties, water content, weight, pH, organic matter, quick-acting nitrogen, phosphorus, potassium and other indicators of the soil at the target sites through sampling. We develop different organic fertilizer formulas according to the soil shapes, crop characteristics and farmers' needs in different planting sites. We select fertilizers in a targeted manner, design appropriate fertilizer combinations and proportions, and produce organic fertilizers through the fake pile, fermentation, aging, and maturation processes. For example, in 2023, at the request of farmers, we blended calcium-supplemented products into organic fertilizer products, eliminating the need to purchase separate soil calcium-supplemented fertilizers and saving the cost of the time it takes to spread the different fertilizers.



有機肥料生產現場

ORGANIC FERTILIZER PRODUCTION SITE

土壤改良效益

生態種植技術可大幅減輕傳統種植技術對自然土壤的化學污染與破壞，顯著改善土壤疏鬆度、pH值及有機質含量等指標，可增加土壤的生物多樣性，有助於恢復生態系統平衡，打造自然和諧的可持續農業體系。

SOIL IMPROVEMENT BENEFITS

Eco-planting technology can significantly reduce the chemical pollution and damage to the natural soil caused by traditional planting techniques, significantly improve indicators such as the soil looseness, pH value and organic matter content, and increase the biodiversity of the soil, which can help restore the balance of the ecosystem and create a natural and harmonious sustainable agricultural system.

2023年，百果園土壤改良工作效益良好，多個項目或試驗案例表明，我們的生態種植技術及有機肥在優化土壤生態條件的同時提高了農作物產量與品質。

In 2023, Pagoda harvested effective soil improvement. A number of projects or trial cases have shown that our ecological planting techniques and organic fertilizers have improved crop yields and quality while optimizing soil ecological conditions.

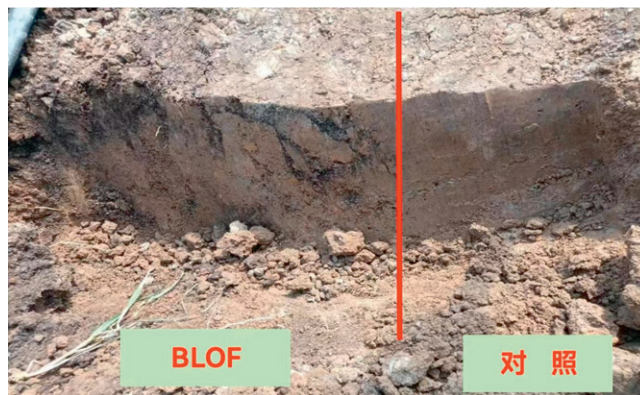


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土壤改良案例及效益

Soil improvement cases and benefits

- 江西王品實施的草生栽培技術，夏季可降低土壤溫度，增加土壤保水保肥能力，冬季還耕亦能提高土壤有機質含量，增加土壤團粒結構；
- The grass cultivation technique implemented by Jiangxi Wangpin can lower the soil temperature in summer and increase the soil water and fertilizer retention capacity, while increasing the organic matter content of the soil and the soil aggregate structure when we return the soil to the ground in the winter;
- 於固原自有基地利用有機肥進行土壤改良，處理後的土壤疏鬆層達到60cm，對比未處理的地塊土壤疏鬆層在40cm左右，土壤疏鬆層深度增加50%左右；
- Soil improvement using organic fertilizers at our base in Guyuan has resulted in a soil loosening layer of 60cm, which is about 50% deeper than that of the untreated plots where the soil loosening layer was about 40cm;
- 於寧夏地區完成種植面積2000畝的蔬菜農田改良項目，當地農戶反映經改良後的土壤地塊作物產量提高，而且土壤pH亦有所改善；
- In Ningxia, we completed a vegetable farmland improvement project with a planting area of 133 hectares, and local farmers stated that the improved soil plots had increased crop yields and improved soil pH;
- 於雲南勐海縣開展應用BLOF技術種植西瓜及改良土壤試驗，實驗進行半年左右時發現試驗土壤深度36cm的位置出現蚯蚓，試驗土壤中微生物有明顯的擴繁表現，且其團粒性好、孔隙度高，試驗土壤的微生物豐富度以及土壤結構明顯優於未施用BLOF有機肥的土壤。
- The experiment of applying BLOF technology to plant watermelon and improve soil was carried out in Menghai County, Yunnan Province. Earthworms appeared in the test soil at a depth of 36cm about half a year after the experiment, and the microorganisms in the test soil showed obvious propagation, with good granulation and a high porosity. The microorganism abundance of the test soil and the soil structure were obviously better than that of the soil without BLOF organic fertilizers.



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綠色除草技術

百果園提倡草生栽培理念，要求所有優果聯的服務基地及與其有訂單關聯的果園禁止使用除草劑。我們根據成本、機械適用性、環境條件等實際情況設計並採用多種草生栽培配套的綠色除草技術，通過物理或生物除草手段替代化學除草劑。

- ✓ 機械除草：對於規模化種植的基地，適宜採取機械除草，人工成本低且除草效率高；
- ✓ 施撒綠肥：通過施撒其它植物種子充當綠肥的方式，對果園內的惡性雜草進行壓制，以此提高果品品質和商品果率；
- ✓ 太陽熱養生處理：在種植基地溫度適宜的條件下按照既定的操作規程進行太陽熱處理，以此殺滅病原菌和雜草，破解土壤板結層，提高土壤有機質，緩解水土流失情況。

3.2.2 環保病蟲防護體系

百果園持續優化病蟲防護體系，主要採取生物及物理防護措施，盡力減少化學殺蟲劑的使用。我們綜合利用各類措施以建立多道防蟲防線，並優化園區種植管理手段，有效減緩害蟲對作物的侵蝕、降低病菌的傳播，維護種植區的生態平衡並減少環境污染。

我們的病蟲防護觀念由傳統的見蟲殺蟲轉變為病蟲防治，主動建立病蟲觀察體系，每年記錄病蟲害發生規律並製作病蟲害物候期年曆，以作為防治參考。並且，我們在病蟲的孵化、幼齡、初期提早進行防治，以減少用藥量。

GREEN WEED CONTROL TECHNOLOGY

Pagoda advocates the concept of grass cultivation and requires all Youguolian service bases and the orchards with which it has orders to prohibit the use of herbicides. We design and adopt a variety of green weed control techniques for grass cultivation based on cost, mechanical suitability, environmental conditions, etc., replacing chemical herbicides with physical or biological weed control.

- ✓ Mechanical weeding: Mechanical weeding is suitable for large-scale planting bases with low labor cost and high weeding efficiency;
- ✓ Spreading of green manure: By spreading other plant seeds as green manure, we can suppress the vicious weeds in the orchard, so as to improve the fruit quality and the commercial fruit rate;
- ✓ Solar thermal nutritional treatment: The solar thermal treatment is carried out at the planting site under favorable temperature conditions and according to the established operating procedures, thus killing pathogenic bacteria and weeds, cracking the soil crust, improving soil organic matter and mitigating soil erosion.

3.2.2 ENVIRONMENTAL PEST AND DISEASE CONTROL SYSTEM

Pagoda continues to optimize its pest and diseases control system, mainly by adopting biological and physical control measures and minimizing the use of chemical pesticides. We have integrated various measures to establish multiple lines of defense against pests and optimized planting management tools in the orchard to effectively mitigate pest infestation of crops, reduce the spread of diseases, maintain the ecological balance of the planting area and reduce environmental pollution.

Our concept of pest and diseases control has changed from the traditional seeing and killing pests to pest and diseases control. We have taken the initiative to set up a pest and disease observation system, record the pest and disease occurrence pattern every year, and make a calendar of pest and disease climatic periods for control reference. Moreover, we control the pest and disease early at their hatching, juvenile, and early stages to minimize the amount of insecticide.



第 3 章 CHAPTER 3

生物防蟲 Biological pest control



- **以菌治蟲**
- **Pest control with a bacterium**

有針對性地使用微生物菌劑擾亂害蟲的生態系統，以達到保護作物的目的，例如江西王品本年度採取微生物菌劑防蟲措施，通過影響害蟲的腸道系統，使害蟲停止進食；

Targeted use of microbial fungicides disrupts the ecosystem of pests for crop protection, e.g. microbial fungicide for pest control was adopted by Jiangxi Wangpin in this year to stop pests from feeding by affecting their intestinal system;
- **以菌治菌**
- **Bacterium control with another bacterium**

主要利用微生物在代謝中產生的抗生素來消滅病菌，此項技術已成為部分種植基地的常規防菌措施；

The main use of antibiotics produced by microorganisms during metabolism to eliminate pathogens has become a regular anti-bacterial measure in some of the planting bases;
- **動物防蟲**
- **Pest control with animals**

豐富園區的生物類型，支持並鼓勵員工養殖禽畜，將種植園區分為多個區塊，各區塊均不同程度地養殖雞、鴨、鵝等禽畜，同時禁止捕殺鳥類、蛙類等生物，通過避免破壞物種多樣性以維護生態平衡，進而達到較好的防蟲效果；

Enriching the biological types in the planting area, supporting and encouraging employees to raise livestock, dividing the planting area into several blocks, with each block raising livestock such as chickens, ducks and geese to varying degrees, and at the same time forbidding the hunting and killing of birds, frogs and other organisms, so as to maintain ecological balance by avoiding the destruction of species diversity, and thus achieve a better effect of pest control;

第 3 章 CHAPTER 3

物理防蟲 Physical pest control



化學防蟲 Chemical Pest Control



- **防蟲網**
- **Pest control net**
物理方式隔離，適用於作物全生長周期，防治害蟲的種類比較廣泛，防效大概90%以上；
Physical isolation, applicable to the whole growth cycle of crops, controls a wide range of pests, with control effect of about 90% or more;
- **誘捕器**
- **Trapper**
根據害蟲特性安裝誘蟲燈、誘殺球、黏蟲板等防蟲設備以殺滅害蟲，同時誘捕器亦可起到定期監測並觀察害蟲出沒規律的作用，以便及時根據蟲害規律制定防蟲措施；
Based on the characteristics of pests, pest control equipment such as trap lights, trapping balls, sticky boards, etc. has been installed to kill pests. Trappers can also play a role in regular monitoring and observation of pest regularity to formulate timely pest control measures based on pest regularity;
- 使用無人機飛防，減少農藥使用量和打藥次數
- Reduce the amount of pesticides and the frequency of dosing by using drones for spraying



環保防蟲措施
ENVIRONMENTAL PEST CONTROL MEASURES



第 3 章 CHAPTER 3

在上述防蟲措施的基礎上，我們還採取了多種生產管理手段以減少病蟲對作物的危害，例如：

- 使用抹芽、打頂、摘心等生產技術，以控制農作物的嫩梢周期，從而減少病蟲害基數；
- 密植種植防護林，一定程度上可防止木虱、紅蜘蛛等蟲害的傳播；
- 制定嚴格的病樹管理制度，執行病株清除以及消毒機制，減少病毒傳染等。

Based on the above pest control measures, we have also adopted various production management tools to minimize crop damage caused by pests and diseases, for example:

- Production techniques such as bud removal, topping and pinching are used to control the shoot cycle of crops, thereby reducing the pest and disease base;
- Dense planting of shelterbelts can, to a certain extent, prevent the spread of pests such as woodlice and red spiders;
- Formulate a stringent management system for diseased trees, and implement a mechanism for the removal of diseased plants and disinfection so as to minimize the spread of viruses.

第4章 CHAPTER 4

本章節響應的SDGs
SDGs responded to in this chapter



綠色承諾： 展現高品質環保作為 Green Commitment: Demonstrate High Quality and Environmentally Friendly Behavior

百果園堅守綠色可持續發展承諾，積極應對氣候變化，制定全鏈路節能減排規劃，系統評估及管理氣候風險，制定溫室氣體減排目標並開展低碳行動。我們深入高品質環保實踐，持續優化能源和資源管理，合規處理環境污染排放物，推行循環經濟發展，促進綠色包裝使用及物料回收利用。

In keeping with its commitment to green and sustainable development, Pagoda proactively responds to climate change, formulates whole-chain energy conservation and emission reduction program, systematically evaluates and manages climate risks, sets greenhouse gas emission reduction targets and carries out low-carbon actions. We are dedicated to high-quality environmental practices, continuously optimizing our energy and resource management, complying with regulations on environmental emissions, promoting the development of a circular economy, and facilitating the use of green packaging and material recycling.

第 4 章 CHAPTER 4

4.1 應對氣候變化

公司深知應對氣候變化的急迫性，為保障可持續發展，我們參考氣候相關財務信息披露工作組(TCFD)的披露框架，從管治、策略、風險管理、目標和指標四個支柱分別展示自身的氣候管理實力。

4.1.1 管治

百果園深知應對氣候變化的重要性，積極開展體系化的氣候管治工作。公司ESG委員會對氣候應對事宜進行統一規劃管理，負責識別、評估氣候變化相關風險及機遇，並有針對性地制定氣候策略，訂立氣候應對目標，定期監察並檢討相關氣候目標進度；ESG領導小組根據ESG委員會的氣候策略要求監督和指導氣候風險管理工作的落實工作，定期向ESG委員會匯報氣候應對相關工作績效；集團各事業群、職能部門及附屬公司負責執行、檢討、評估及改進各項氣候應對措施，開展並落實全鏈路節能減排工作，以達成既定氣候目標，並適時向ESG領導小組報告。

此外，我們正逐步將氣候管理績效納入對各基礎業務的考核中，並匹配激勵機制，以此提升全體員工應對氣候變化的意識和積極性，並促使公司不斷優化氣候應對策略，加快低碳轉型進程，以合理規避氣候風險，緊抓氣候機遇，提升業務韌性。

4.1 RESPONDING TO CLIMATE CHANGE

The Company is fully aware of the urgency of addressing climate change. In order to safeguard our sustainable development, we refer to the disclosure framework of the Task Force on Climate-Related Financial Disclosures (TCFD) and demonstrate our climate management strength in each of the four pillars, namely, governance, strategy, risk management, and metrics & targets.

4.1.1 GOVERNANCE

Being fully aware of the importance of addressing climate change, Pagoda has been actively engaged in systematic climate management work. The ESG Committee of the Company carries out unified planning and management of climate response issues, and is responsible for identifying and evaluating risks and opportunities related to climate change, formulating targeted climate strategies, setting climate response targets, and regularly monitoring and reviewing the progress of the relevant climate targets. The ESG leadership team monitors and guides the implementation of climate risk management work in accordance with the ESG Committee's climate strategy, and reports the performance of climate response to the ESG Committee on a regular basis. The Group's business groups, functional departments and subsidiaries are responsible for implementing, reviewing, evaluating and improving various climate response measures, and carrying out energy-saving and emission reduction work throughout the entire chain, so as to achieve the established climate objectives, and report to the ESG leadership team in a timely manner.

In addition, we are gradually incorporating climate management performance into the assessment of each of our basic businesses and matching it with an incentive mechanism, so as to raise the awareness and motivation of all staff in responding to climate change, and to encourage the Company to continuously optimize its climate response strategy and accelerate the process of low-carbon transformation. All these efforts aim to reasonably avoid climate risks, seize climate opportunities and enhance business resilience.

第 4 章 CHAPTER 4

4.1.2 策略

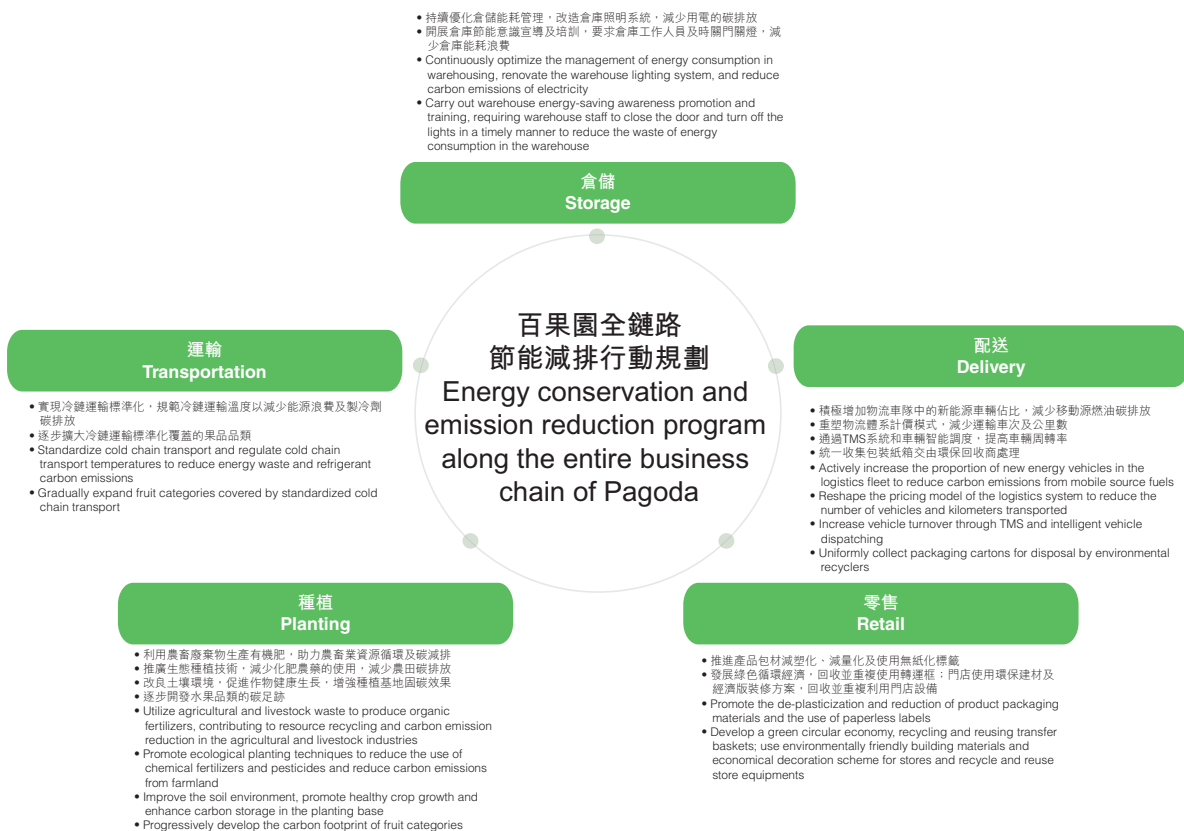
節能減排行動規劃

為助力「雙碳」目標的實現，公司制定了全業務鏈路的節能減排戰略規劃，並設立相關工作目標以保障氣候應對行動的實際落地，推動公司自身及上下游綠色低碳轉型。

4.1.2 STRATEGY

ENERGY SAVING AND EMISSION REDUCTION PROGRAM

In order to contribute to the realization of the "carbon peaking and carbon neutrality goals", the Company has formulated a strategic plan for energy conservation and emission reduction along the entire business chain, and set up relevant work objectives to ensure the actual implementation of climate response actions, and to promote the green and low-carbon transformation of the Company and its upstream and downstream businesses.



第 4 章 CHAPTER 4

氣候變化風險與應對

我們積極開展氣候風險分析與應對，識別實體及轉型氣候風險，評估其發生的時間範圍（短期1-3年、中期3-5年、長期5-10年）及對公司的影響，並根據各類氣候風險特點，有針對性地採取應對措施。

CLIMATE CHANGE RISKS AND RESPONSES

We are actively engaged in climate risk analysis and response, identifying physical risk and transition risk, assessing the timeframe of their occurrence (short-term for 1-3 years, medium-term for 3-5 years and long-term for 5-10 years) and their impact on the Company. This enables the Company to adopt targeted countermeasures based on the characteristics of each type of climate risk.

極端天氣預警 Extreme weather warning

百果園使用天氣氣象軟件對各類天氣及多種氣象參數進行高精度預測和及時預警；另外還可結合農作物生長發育和產量形成的生理氣象指標，幫助公司高效決策，及時採取氣候變化應對措施。

Pagoda uses weather and meteorological software to make high-precision forecasts and timely warnings for all types of weather and a wide range of meteorological parameters; in addition, it can help the company make efficient decisions and take timely measures to respond to climate change based on physiological and meteorological indicators of crop growth and yield.



極端天氣應急 Extreme weather emergency response

百果園於種植、運輸、倉儲、配送及門店等全業務環節均制定一極端天氣應急預案，針對各類氣候特點採取科學合理的生產調度與運營保障，並施以安全防護手段，有效提高自身業務的氣候韌性。

In the whole business chain of planting, transportation, warehousing, distribution and stores, Pagoda has formulated extreme weather contingency plans, adopted scientific and reasonable production scheduling and operation safeguard measures in response to various climatic characteristics, and implemented safety protection means to effectively improve the climate resilience of its business.



第 4 章 CHAPTER 4

| 風險分類 Risk Category | | 時間範圍 Time Range | 風險描述及影響 Risk Description and Impact | 風險應對措施 Risk Response Measures |
|------------------------|-------------|--------------------|---|--|
| 實體風險 Physical risks | 急性 Acute | 短期 Short-term | <p>高溫及乾旱： High temperatures and drought:</p> <ul style="list-style-type: none"> - 提高作物病蟲害發生概率，加速果蔬產品腐壞 - Increases the probability of crop pests and diseases and accelerates the spoilage of fruits and vegetables - 增加運輸及儲存環節的產品保鮮難度與用能成本 - Increases the difficulty and energy cost of keeping products fresh in transportation and storage - 土壤含水量下降，影響作物品質 - Decrease in soil moisture content, affecting crop quality - 易使戶外工作人員中暑 - Prone to heat stroke among outdoor workers | <ul style="list-style-type: none"> ✓ 採用環保病蟲防護技術，減少病蟲害的發生，保障植株健康 ✓ Adopt environmentally friendly pest control technology to minimize the occurrence of pests and diseases and protect the health of plants ✓ 進行果品套袋，減少高溫及太陽灼傷 ✓ Bag fruit to reduce heat and sunburn ✓ 作物採摘後於田間地頭散熱，降溫後再裝車運輸，運輸時注意通風、避光 ✓ After picking, the crops will be cooled down in the field and then loaded into trucks for transportation; pay attention to ventilation and keep crops away from light ✓ 規範產品運輸及儲存溫控標準，嚴控產品品質及鮮度 ✓ Regulate temperature control standards for product transportation and storage to strictly control product quality and freshness ✓ 利用草生栽培技術，增加土壤保水能力，降低地表溫度和蒸發量 ✓ Increase soil water retention capacity and reduce surface temperature and evapotranspiration by utilizing herbaceous cultivation ✓ 安裝水肥一體化系統，及時補充樹體水分及土壤濕度，降低溫度 ✓ Install water-fertilizer integrated system, timely increase water in the tree and soil humidity, and lower temperature ✓ 為戶外工作的員工提供解暑措施與高溫補貼 ✓ Provide heat relief measures and high temperature subsidies for employees working outdoors |

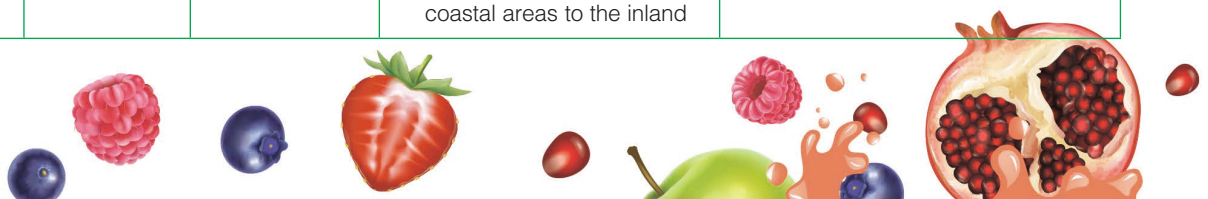


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|------------------------|-------------|--------------------|---|--|
| 實體風險 Physical risks | 急性 Acute | 短期 Short-term | <p>颱風、暴雨及洪水： Typhoons, rainstorms and floods:</p> <ul style="list-style-type: none"> - 折損植株，導致大面積減產 - Damage to plants, resulting in extensive yield loss - 水土流失，破壞種植環境 - Soil erosion occurs and damage to the planting environment - 果品供應及配送受阻，影響日常銷售 - Disrupt fruit supply and distribution, affecting daily sales - 生產設備受損，導致運營中斷並增加維修成本 - Damage to production equipment, resulting in operational disruptions and increase repair costs - 危害員工人身安全 - Endanger the physical safety of workers | <ul style="list-style-type: none"> ✓ 使用BLOF生態種植技術，增強植株抗逆性 ✓ Enhance plant resistance by using BLOF ecological planting technology ✓ 增強防風林及果園綠化建設，減少果實花皮及機械傷情況，提高商品果率 ✓ Enhance windbreaks and orchard greening to reduce fruit peeling and mechanical injuries and increase the commercial fruit rate ✓ 加固大棚支架，保護植株免受強風暴雨等天氣損害 ✓ Reinforce greenhouse supports to protect plants from strong winds and heavy rains ✓ 拓展產區和單品，彌補某些特定產區因天氣減產的問題 ✓ Expand production areas and individual products to make up for the reduction in production in certain specific production areas due to weather conditions ✓ 採取極端天氣生產設備防護措施，儲備應急物資並加強安全檢查 ✓ Adopt protective measures for production equipment in extreme weather, stockpiling emergency supplies and stepping up safety inspections ✓ 及時調整工期，定期開展極端天氣應急演練及培訓，加強員工的安全防範意識和能力 ✓ Adjust work schedules in a timely manner and carry out emergency drills and training on a regular basis in response to extreme weather, so as to enhance employees' awareness and ability to take precautionary measures |

第 4 章 CHAPTER 4

| 風險分類 Risk Category | 時間範圍 Time Range | 風險描述及影響 Risk Description and Impact | 風險應對措施 Risk Response Measures |
|-----------------------|--------------------|--|---|
| | | <p>極寒： Extremely cold:</p> <ul style="list-style-type: none"> - 植株遭受低溫凍害，果品供應短缺 - Low-temperature frost damage to plants causing shortage of fruit supply | <ul style="list-style-type: none"> ✓ 採取植株低溫防禦措施，如冬季樹干塗白，降低樹體凍害；冬季噴灑生物製劑，增加樹體對低溫的抗性 ✓ Adopt preventive measures against low temperature, such as whitening tree trunks in winter to reduce frost damage, spraying biological agents in winter to increase the resistance of trees to low temperature and so on ✓ 採取運輸保溫措施，採用草簾或棉被覆蓋車身，保證透氣且防止凍傷 ✓ Adopt insulation measures in transportation, using straw curtains or quilts to cover the body of the vehicle to ensure ventilation and prevent frostbite ✓ 產區受災後及時尋找未受凍資源，確保穩定貨源 ✓ Promptly search for unfrozen resources after the disaster in the production area to ensure a stable supply of goods |
| | | <p>冰雹： Hail:</p> <ul style="list-style-type: none"> - 折損植株，導致提前落果，影響品質 - Damage to the plant, leading to early fruit drop and affecting quality | <ul style="list-style-type: none"> ✓ 使用防蟲網等物理措施預防冰雹 ✓ Take physical measures such as the use of insect nets to prevent hail |
| 慢性 Chronic | 長期 Long-term | <p>海平面升高： Sea-level rise:</p> <ul style="list-style-type: none"> - 沿海地區的運營實體向內地遷移，固定資產受損或提前報廢導致生產成本增加 - Increase in production costs due to the damage or early retirement of fixed assets caused by the relocation of operating entities from coastal areas to the inland | <ul style="list-style-type: none"> ✓ 持續關注海平面上升趨勢 ✓ Ongoing concern about sea-level rise ✓ 運營地點選址考慮海平面上升的影響 ✓ Take into account the impact of sea-level rise when selecting the site of operation |



第 4 章 CHAPTER 4

| 風險分類 Risk Category | | 時間範圍 Time Range | 風險描述及影響 Risk Description and Impact | 風險應對措施 Risk Response Measures |
|-------------------------|----------------------------|-------------------------------|--|---|
| 轉型風險 Transition risk | 政策及法律 Policies and laws | 短中期 Short – to medium-term | 碳排放管理政策法規趨嚴： Carbon emission management policies and regulations are becoming more stringent: <ul style="list-style-type: none"> – 碳排放合規成本增加 – Increase cost of carbon emission compliance – 碳排放披露義務加強 – Enhance carbon emission disclosure obligations | <ul style="list-style-type: none"> ✓ 關注運營所在地的碳排政策及法規動態，以合理應對政策及法律的更新 ✓ Keep an eye on the carbon policy and regulation of the place of operation so as to respond reasonably to the update of the policy and law ✓ 加強碳盤查及產品碳足跡管理，嚴格遵守披露要求，保證合規運營 ✓ Enhance carbon inventory and product carbon footprint management, and strictly comply with disclosure requirements to ensure compliant operation |
| | 技術 Technology | 短中期 Short – to medium-term | 向低碳排放技術過渡： Transition to low-carbon emission technologies: <ul style="list-style-type: none"> – 高耗能設備的提前淘汰導致運營成本增加 – Increase in operating costs due to early retirement of energy-consuming equipment – 研發並應用清潔能源或創新低碳技術的支出增加 – Increase expenditure on research and development and application of clean energy or innovative low-carbon technologies | <ul style="list-style-type: none"> ✓ 選用低能耗生產設備，主動開展節能減排項目 ✓ Select low energy consumption production equipment and proactively launch energy saving and emission reduction projects ✓ 增加第三方車隊中的新能源車輛比例 ✓ Increase the proportion of new energy vehicles in the third-party fleet ✓ 升級車輛調度管理體系，優化運輸路線減少碳排放 ✓ Upgrade the vehicle dispatch management system to optimize transport routes and reduce carbon emissions ✓ 使用生物質燃料，降低化石能源使用量及其碳排放 ✓ Use biomass fuels to reduce fossil energy use and its carbon emissions |

第 4 章 CHAPTER 4

| 風險分類 Risk Category | | 時間範圍 Time Range | 風險描述及影響 Risk Description and Impact | 風險應對措施 Risk Response Measures |
|-----------------------|----------------------------------|---|---|----------------------------------|
| 市場 Market | 短中期 Short – to medium-term | 生產成本升高： Higher production costs: – 資源和能源投入和廢棄物處理成本變化導致生產成本提高 – Higher production costs due to changes in resource and energy inputs and waste disposal costs | <ul style="list-style-type: none"> ✓ 推進包裝的減塑化及減量化，發展循環經濟 ✓ Promote reduction of plasticization and packaging, and develop a circular economy ✓ 使用綠色可降解包裝和無紙化標籤 ✓ Use green biodegradable packaging and paperless labels | |
| | 中長期 Medium – to long-term | 消費者偏好向低碳產品轉變： Consumer preferences are shifting towards low-carbon products: – 消費者生態環保意識增強，更傾向於選擇綠色低碳的產品 – Consumers have more awareness of eco-environmental protection and are more inclined to choose green and low-carbon products | <ul style="list-style-type: none"> ✓ 利用農畜廢棄物生產有機肥，助力農畜業資源循環及碳減排 ✓ Utilize agricultural and livestock wastes to produce organic fertilizers, contributing to resource recycling and carbon emission reduction in the agricultural and livestock industries ✓ 打造生態種植體系，減少化學藥劑用量，促進作物健康生長，減少環境污染 ✓ Create an ecological planting system, reduce the use of chemicals, promote healthy crop growth, and reduce environmental pollution ✓ 施用有機肥獲得土壤改良效益，增加農田的固碳效果 ✓ Apply organic fertilizers to obtain soil improvement benefits increasing carbon storage on farmland ✓ 金色莊園草莓產品獲得業界首個碳足跡認證，且其碳排放低於同行平均值 ✓ Strawberry products of Jinse Zhuangyuan receive the industry's first carbon footprint certification, and their carbon emissions are lower than the average of their peers | |



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| 風險分類 Risk Category | | 時間範圍 Time Range | 風險描述及影響 Risk Description and Impact | 風險應對措施 Risk Response Measures |
|-----------------------|------------------|------------------------------|---|---|
| | 聲譽 Reputation | 中長期 Medium – to long-term | <p>社會關注公司應對氣候變化及可持續發展的表現：</p> <p>The community is concerned about the Company's performance in addressing climate change and sustainable development:</p> <ul style="list-style-type: none"> – 利益相關方可能期望公司承擔更多減排責任，若未提早開展低碳轉型規劃，可能導致聲譽受損 – Stakeholders may expect the Company to take on more responsibility for emission reduction, which may result in reputational damage if the Company fails to start planning for a low-carbon transition in advance | <ul style="list-style-type: none"> ✓ 發揮果蔬種植業務的天然固碳優勢，打造健康生態的種植產業鏈，通過果林及蔬菜植株的光合作用吸收環境中的CO₂，以助力社會減碳 ✓ Utilize the natural carbon storage advantage of the fruit and vegetable plantation business to create a healthy and ecological plantation industry chain, and help society reduce carbon emissions by the absorption of CO₂ in the environment through photosynthesis of fruit and vegetable plants ✓ 制定全業務鏈路的節能減排戰略規劃，設立節能減排目標，並定期披露落實進度，展現公司減碳績效與可持續發展決心 ✓ Formulate strategic planning for energy conservation and emission reduction across the entire business chain, set energy saving and emission reduction targets, and regularly disclose the progress of implementation to demonstrate the Company's carbon reduction performance and determination for sustainable development ✓ 與合作夥伴簽訂可持續戰略協議，開展包裝回收及去塑化等減碳環保活動，助推價值鏈綠色低碳轉型 ✓ Sign sustainable strategic agreements with partners to launch carbon reduction and environmental protection activities, such as packaging recycling and de-plasticization, in order to promote the green and low-carbon transformation of the value chain |

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應對氣候變化的轉型機遇

應對氣候變化是社會全行業的共同使命，我們提早識別氣候變化所帶來的發展機遇，梳理整體應對策略，未來將不斷提高自身的氣候韌性，堅持貫徹可持續發展理念。

TRANSFORMATIONAL OPPORTUNITIES IN RESPONSE TO CLIMATE CHANGE

Responding to climate change is a common mission for all sectors of society. We have identified the development opportunities brought about by climate change at an early stage, organized our overall response strategy, and will continue to improve our climate resilience and adhere to the concept of sustainable development in the future.

| 機遇類型 Type of opportunity | 機遇描述 Description of opportunity | 應對策略 Response strategy |
|--------------------------------|---|--|
| 資源效率 Resource efficiency | 更高效的生產、分銷流程和資源使用率 More efficient production, distribution processes and resource utilization | 引進智能高效的新型生產運營技術，提升運營效率，降低成本；促進能源、水資源、包裝等物料消耗的減量化、循環化及資源化 Introducing new intelligent and efficient production and operation technologies to enhance operational efficiency and reduce costs; promoting the reduction, recycling and resource utilization of energy, water resources, packaging and other materials |
| 能源來源 Source of energy | 清潔能源使用 Clean energy use | 能源結構中加入更多的水電、光伏發電、風電、生物質能等清潔能源，降低未來能源價格上漲和碳排放交易的風險 Incorporating more clean energy such as hydropower, photovoltaic power, wind power and biomass energy into the energy structure, so as to minimize the risks of energy price rises and carbon emission trading in the future |
| 產品和服務 Products and services | 開發和擴大低碳產品和服務 Developing and expanding low-carbon products and services | 積極開發低碳的農業產品、推廣生態技術賦能，提高果林減碳效益，增強提供低碳產品和服務的能力 Actively developing low-carbon agricultural products, promoting eco-technology empowerment, enhancing the carbon reduction benefits of orchard forests, and strengthening the ability to provide low-carbon products and services |
| 適應力 Adaptability | 低碳轉型 Low carbon transformation | 積極識別和管理氣候變化所帶來的機遇，制定節能減排計劃，積極採取低碳環保行動，不斷提升低碳轉型的反應速度和適應能力 Proactively identifying and managing the opportunities brought about by climate change, formulating energy conservation and emission reduction plans, taking low-carbon environmental protection actions, and continuously enhancing the speed of response and adaptability to low-carbon transition |



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4.1.3 風險管理

公司以年度為單位，定期檢討和監察氣候相關的實體和轉型風險，識別及更新風險清單，評估風險帶來的潛在影響，並制定針對性減緩措施。我們將氣候風險納入公司整體風險管理體系，於日常業務運營中聯動種植、運輸、倉儲、配送及零售環節相關的內部職能部門與外部業務夥伴，以公司氣候風險應對策略為基礎，全方位開展系統性的風險管理措施。

4.1.4 指標和目標

範圍一、二溫室氣體排放總量和強度

公司已核算自身運營中範圍一和範圍二的溫室氣體排放，核算範圍覆蓋全國自營的16個配送中心、位於東莞和上海的2個果製品工廠、深圳總部和其他全資子公司的辦公室。溫室氣體排放類型、對應來源及排放量請詳見下表：

4.1.3 RISK MANAGEMENT

The Company regularly reviews and monitors climate-related physical and transition risks on an annual basis, identifies and updates its risk list, assesses the potential impacts of risks and develops targeted mitigation measures. We have incorporated climate risk into our overall risk management system. In our daily business operations, we integrate internal functional departments and external business partners in the planting, transportation, warehousing, distribution and retailing segments, and carry out systematic risk management measures in an all-round manner on the basis of the Company's strategy to cope with climate risk.

4.1.4 INDICATORS AND TARGETS

TOTAL GREENHOUSE GAS EMISSIONS AND INTENSITY WITHIN SCOPE 1 AND SCOPE 2

The Company has accounted for greenhouse gas emissions of Scope 1 and Scope 2 from its own operations, which cover 16 of self-operated distribution centers across China, two fruit factories in Dongguan and Shanghai, offices of Shenzhen headquarters and other wholly-owned subsidiaries. Please refer to the following table for the type of greenhouse gas emissions, the corresponding sources and the amount of emissions:

| 溫室氣體類別 Greenhouse gas category | | 2023年 2023 | |
|-----------------------------------|--|---|--|
| 範圍 Scope | 主要排放源 Main sources of emissions | 排放量 (噸二氧化碳當量) Emissions (tCO ₂ e) | 排放密度 (噸二氧化碳當量/ 百萬元收入) Emission intensity (tCO ₂ e/million RMB revenue) |
| 範圍一 Scope 1 | 配送中心冷庫的製冷劑消耗與公司自有車輛燃油 Refrigerant consumption in cold storage of distribution centers and fuel use in company-owned vehicles | 18,035.50 | 1.58 |
| 範圍二 Scope 2 | 配送中心的冷庫、果製品工廠的生產設備、各運營實體辦公用電 Cold storage of distribution centers, production equipment in fruit factories, and office electricity in each operating entity | 13,345.08 | 1.17 |
| 總計 Total | / | 31,380.59 | 2.75 |

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另外，我們逐漸加強產品碳足跡管理工作，百果園合營企業南京金色莊園農產品有限公司的草莓產品獲得了國內首張SGS水果行業ISO14067產品碳足跡核查證書，並簽訂碳中和宣告核證服務協議，有力展現百果園產業生態體系的減排實效。

In addition, we have gradually strengthened the carbon footprint management of our products. The strawberry products of Nanjing Jinse Zhuangyuan Agricultural Products Co., Ltd, a joint-venture of Pagoda, were awarded the first ISO14067 product carbon footprint verification certificate for the fruit industry in China by SGS. Meanwhile, a carbon neutral declaration and verification service agreement was signed, which strongly demonstrates the effect of our industrial eco-system in reducing emissions.

南京金色莊園是位於溧水的一家主要從事草莓種植、加工與銷售的農業產業化國家重點龍頭企業，擁有草莓種植基地8000畝，創建了草莓品牌「莓小兔」。

Nanjing Jinse Zhuangyuan is a national key leading enterprise in agricultural industrialization mainly engaged in strawberry planting, processing and sales in Lishui, with a strawberry planting base of 533 hectares and a strawberry brand "Meixiaotu" (莓小兔).

南京金色莊園與專業的第三方檢測和認證機構SGS合作，開展碳足跡認證工作。此次認證主要圍繞企業產品原材料使用量、運輸和種植階段能源資源消耗等信息，對產品範圍內周期數據識別、監測、採集、核定，量化評價了上一個草莓季從定植草莓苗到包裝完畢進入市場的全過程碳活動數據，精確計算出金色莊園生產1噸「莓小兔」產品的碳足跡為1.619噸碳當量，低於全球平均測算數據2.94噸碳當量，並頒發國內首張SGS水果行業碳足跡認證證書。

Nanjing Jinse Zhuangyuan cooperates with SGS, a professional third-party testing and authentication organization, to carry out carbon footprint authentication. The authentication mainly focuses on the use of raw materials, energy resource consumption at transportation and planting phases of the enterprise's products, and other information. It conducts the identification, monitoring, collection and verification of cyclical data within the product range, quantitatively evaluates the carbon activity data of the whole process from planting strawberry seedlings to packaging and entering the market in the last strawberry season, and accurately calculates the carbon footprint of 1 ton of "Meixiaotu" products produced by Jinse Zhuangyuan to be 1.619 tons of carbon equivalents, which is lower than the global average data of 2.94 tons of carbon equivalents. Jinse Zhuangyuan is thus issued the first SGS carbon footprint certification for the fruit industry in China.



金色莊園ISO14067產品碳足跡核查證書
Jinse Zhuangyuan ISO 14067 Greenhouse Gases
Carbon Footprint of Products



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溫室氣體排放目標

百果園以自身溫室氣體排放量為基礎，結合全鏈路節能減排行動規劃，公司職能部門及附屬子公司分別以2023年為基準年，訂立了減碳目標。我們主要通過能源及資源管理達成相關目標，具體的減碳措施請詳見「4.2深入綠色實踐」章節。未來，我們將跟蹤並定期檢討下述目標進度，確保目標的實現。

- ◆ 以2023年為基準年，到2025年，百果農資、果製品工廠、海陽津成泰、海南王品將實現5%的減碳目標。
- ◆ 到2026年，配送中心新能源車輛佔總城配車輛的比例達到30%。

4.2 深入綠色實踐

作為負責任的企業公民，百果園積極承擔環境責任，建立健全自身環境管理體系，將綠色環保理念融入日常業務運營中，力求實現經濟效益與環保效益的雙向共贏。

4.2.1 資源管理

百果園始終將妥善管理環境資源作為我們可持續發展道路上的重要一環。我們相信，減少對能源的消耗及依賴能夠有效推動氣候行動的成功，節省對水資源的消耗亦有助於生態環境的保護。我們已識別業務中的重點耗能及耗水環節，同步針對性制定節能節水目標及相應舉措，致力於從業務運營中的每一個環節入手減少資源浪費，打造綠色低碳的商業生態。

GREENHOUSE GAS EMISSION TARGETS

Based on its greenhouse gas emissions and in conjunction with the whole chain energy saving and emission reduction program, Pagoda's functional departments and subsidiaries have set a carbon reduction target with 2023 as the base year. We will achieve these targets mainly through energy and resource management. For specific carbon reduction measures, please refer to the section "4.2 IN-DEPTH GREEN PRACTICES". In the future, we will track and regularly review the progress of the following targets to ensure that they are met.

- ◆ With 2023 as the base year, by 2025, Baiguo Agricultural Means, fruit products factories, Haiyang Jinchengtai and Hainan Wangpin will have achieved the 5% carbon reduction target.
- ◆ By 2026, the proportion of new energy vehicles in distribution centers to total city distribution vehicles will reach 30%.

4.2 IN-DEPTH GREEN PRACTICES

As a responsible corporate citizen, Pagoda actively undertakes environmental responsibility, establishes and improves its environmental management system, and integrates green concepts into daily business operations, with an aim to realize a win-win situation between economic benefits and environmental benefits.

4.2.1 RESOURCE MANAGEMENT

Pagoda has always recognized the proper management of environmental resources as an important part of our sustainable development path. We believe that reducing energy consumption and reliance is an effective way to promote the success of climate action, and that saving water resources will help protect the ecosystem. We have identified the key energy and water consumption segments of our business and formulated targets for energy and water consumption savings and measures in a synchronized manner. We are committed to minimizing resource wastage in every aspect of our business operations and creating a green and low-carbon business ecosystem.

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能源管理

百果園響應國家「3060雙碳」政策，持續推動耗能設備節能減排升級，探索清潔能源使用場景，多措並舉提升能源使用效率。我們分析並識別運營過程中的重點耗能環節及耗能設備，有針對性地制定節能減排方案，如安裝聲控節能燈、加強冷庫保溫設施、定期對製冷設備進行保養與檢查等，減少不必要的能源消耗。同時，我們持續推動面向員工的綠色低碳宣貫工作，強化員工節能減排意識，鼓勵員工將「人走電停、低碳通勤」等綠色理念融入日常辦公中。

ENERGY MANAGEMENT

In response to the national "3060 carbon peaking and carbon neutrality goals" policy, Pagoda has continued to promote energy conservation and emission reduction upgrading of energy-consuming equipments, explored the use of clean energy, and taken various measures to enhance the efficiency of energy use. We analyze and identify energy-intensive processes and equipment in the operation process, and formulate targeted energy conservation and emission reduction programs, such as installing sound-activated energy-saving lights, strengthening cold storage temperature-keeping facilities, and conducting regular maintenance and inspection of refrigeration equipment, so as to reduce unnecessary energy consumption. Moreover, we continue to promote green and low-carbon publicity for our employees, strengthen their awareness of energy conservation and emission reduction, and encourage them to incorporate green concepts into their daily work, such as "powering down while leaving and low-carbon commuting".

配送中心 合同能源管理EMC項目

Distribution Center Energy Management Contract (EMC) Project

合同能源管理(EMC)是一種由第三方專業服務公司為主導，為公司提供包括能源審計、節能改造方案、節能設備採購等服務內容在內的綜合性節能服務方案。2023年，百果園上海、鄭州配送中心已通過與第三方簽署EMC開展綜合性的節能減排項目，預計2024計劃在廣州、粵西配送中心升級節能設備，預計每年減少110噸碳排放量。

Energy Management Contract (EMC) is a kind of comprehensive energy-saving service program led by a third-party professional service company, aiming to provide companies with services including energy audits, energy conservation renovation programs and energy conservation equipment procurement. In 2023, Shanghai and Zhengzhou distribution centers of Pagoda have carried out comprehensive energy conservation and emission reduction projects by signing EMCs with third parties. The Company plans to upgrade energy conservation equipment in the distribution centers in Guangzhou and western Guangdong in 2024, which is expected to reduce carbon emissions by 110 tons per year.

此外，照明系統是我們EMC中的重要耗能部分。我們計劃在完成照明系統的數據收集及分析後製定進一步節能方案，力求在保障照明效果的前提下減少其10%的碳排放量。

In addition, the lighting system is a significant energy-consuming part of our EMC. We plan to develop further energy conservation solutions after completing the data collection and analysis of the lighting system, aiming to reduce its carbon emissions by 10% while ensuring the lighting effect.



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我們亦關注綠色低碳運輸，積極響應交通運輸部《綠色交通「十四五」發展規劃》政策，以智能化手段提升燃料使用效率，推動清潔能源運輸車輛的廣泛應用。數字智能化是推動低碳運輸的重要途徑，我們通過智能運輸管理系統(TMS)智能調度優化配送車輛配送路線，縮短不必要的運輸路徑，降低車輛的能源消耗。2023年，我們已完成全國範圍內的TMS上線工作，碳排放量同比減少500噸二氧化碳當量。

我們逐步推動清潔能源車輛在整個價值鏈上的使用。對自有車輛，我們積極使用電動叉車替代燃油叉車，使用油混電的公務車替代純燃油車；對第三方車隊，我們鼓勵供應商升級使用新能源車輛，共同打造綠色低碳運輸鏈條。截至2023年末，百果園配送中心年度新增新能源車輛達64台，新能源車輛總數達178台，新能源車輛總佔比達21%。我們還制定了循序漸進的新能源車輛升級計劃，逐步提升新能源車輛在百果園車隊中的比例，引領行業共同推動低碳運輸轉型。

我們持續關注清潔能源的升級可能，探索更多的清潔能源使用場景，積極推動各業務場景低碳轉型，助力實現國家「3060雙碳」戰略目標。

We are also concerned about green and low-carbon transportation and have actively responded to the *14th Five-Year Plan for Green Transportation Development* policy of the Ministry of Transportation to enhance the efficiency of fuel use through intelligent means and promote the extensive use of clean energy transportation vehicles. Digital intelligence is an important way to promote low-carbon transportation. We optimize the distribution routes of our delivery vehicles through the intelligent dispatching of our Transport Management System (TMS), which shortens unnecessary transportation routes and reduces the energy consumption of our vehicles. In 2023, we have completed the nationwide application of TMS and reduced our carbon emissions by 500 tCO₂e year-on-year.

We are progressively promoting the use of clean energy vehicles throughout the value chain. For company-owned vehicles, we actively replace our fuel forklifts with electric forklifts and replace pure fuel vehicles with hybrid fuel-electric business vehicles. For third-party fleets, we encourage suppliers to upgrade to new energy vehicles, so that we can work together to create a green and low-carbon transportation chain. As of the end of 2023, Pagoda distribution center added 64 new energy vehicles in a year, and the total number of new energy vehicles reached 178, accounting for 21% of the fleet. We have also formulated a progressive new energy vehicle upgrade plan to gradually increase the proportion of new energy vehicles in the Pagoda fleet, leading the industry to jointly promote the transformation of low-carbon transportation.

We will continue to pay attention to the possibility of upgrading clean energy, explore more scenarios for the use of clean energy, and proactively promote the low-carbon transformation of various business scenarios for the purpose of helping realize the country's "3060 carbon peaking and carbon neutrality" strategic goals.

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報告期內，百果園的各類能源消耗數據如下表所示：

During the Reporting Period, the energy consumption by Pagoda is listed below:

| 能源消耗 Energy consumption | | 單位 Unit | 2023年 2023 |
|---|---|---|---------------|
| 直接能源消耗 Direct energy consumption | | | |
| 可再生能源 Renewable energy | 生物質燃油耗量 Biomass fuel consumption | 千個千瓦時 kWh in '000s | 2.45 |
| 不可再生能源 Non-renewable energy | 煤炭耗量 Coal consumption | 千個千瓦時 kWh in '000s | 914.21 |
| | 液化石油氣耗量 Consumption of liquefied petroleum gas | 千個千瓦時 kWh in '000s | 73.66 |
| | 煤氣耗量 Gas consumption | 千個千瓦時 kWh in '000s | 4.80 |
| | 汽油耗量 Gasoline consumption | 千個千瓦時 kWh in '000s | 155.82 |
| | 柴油耗量 Diesel consumption | 千個千瓦時 kWh in '000s | 160.94 |
| 間接能源消耗 Indirect energy consumption | | | |
| 電力耗量 Electricity consumption | | 千個千瓦時 kWh in '000s | 23,400.11 |
| 能源消耗總量 Total energy consumption | | 千個千瓦時 kWh in '000s | 24,711.99 |
| 能源消耗總密度 Total energy consumption intensity | | 千個千瓦時／百萬元收入 kWh in '000s/million RMB revenue | 2.17 |



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水資源管理

百果園致力於科學管理水資源耗用，對重點耗水業務環節進行識別管理，通過節水灌溉、開發安裝水循環系統、定期開展排水系統檢查及維修、規範施工用水要求、加強節水宣傳等多項舉措，降低日常運營中的水資源浪費，確保水資源的有效利用。報告期內，百果園未發現在獲取水資源方面存在問題。

- **節水灌溉：**依據國家《農田灌溉水質量標準》進行澆灌用水的水質淨化，並基於不同作物的需水特點、種植土壤保水率及不同灌溉方式的優缺點，為各類作物制定個性化的灌溉方案，以提高灌溉用水的利用效率；
- **節水設備：**於果製品工廠凍干冷卻水塔安裝並啟用循環水系統，對部分水資源重複利用，以節省大量水資源消耗；
- **節水施工：**規範門店裝修中的用水細則，制定《百果園加盟店裝修現場安全管理細則》中指導施工單位在裝修過程中及時檢查水龍頭及閥門狀態，嚴禁跑冒滴漏等情況的發生。

WATER RESOURCES MANAGEMENT

Pagoda is committed to scientific management of water consumption, identifying and managing key water-consuming business segments. Through water-saving irrigation, development and installation of water recycling systems, regular inspection and maintenance of the drainage system, standardization of water consumption requirements for construction work and strengthening of water-saving promotion, Pagoda has been able to reduce the wastage of water in its daily operations, and to ensure the effective use of water resources. During the Reporting Period, there were no difficulties in accessing water resources in Pagoda.

- **Water-saving irrigation:** Purification of water for watering is carried out in accordance with the national *Standards for Irrigation Water Quality* (《農田灌溉水質量標準》). Based on the water demand characteristics of different crops, water retention rate of the planting soil, and the advantages and disadvantages of different irrigation methods, we develop personalized irrigation plans for various types of crops in order to increase the efficiency of the use of irrigation water;
- **Water-saving equipment:** Installation and commissioning of water recycling system in the freeze-dry cooling water tower of the fruit product factory ensures the reuse of some water resources in order to save a large amount of water consumption;
- **Water-saving construction:** we regulate water use in store renovations. Our *Rules of Pagoda for On-site Safety Management for Franchise Decoration* (《百果園加盟店裝修現場安全管理細則》) requires construction units to conduct a timely inspection of faucets and valve status during construction, and prohibit the occurrence of water leak.

三個零蔬菜 – 智能化節水灌溉系統

Vegetables Featuring “Three Zeros” - Intelligent Water Saving Irrigation System

我們所有的三個零蔬菜種植基地都採用了智能化節水灌溉技術，通過在田間安裝土壤濕度探頭，實時監測土壤濕度，搭載滴灌和微噴技術的灌溉設備則基於土壤濕度指標對土壤進行智能精準灌溉，在保障作物土壤濕度條件的前提下極大節省了水資源。

All of our vegetable planting bases featuring “Three Zeros” have adopted intelligent water-saving irrigation technology, which monitors soil moisture in real time by installing soil moisture probes in the fields, while irrigation equipment equipped with drip irrigation and spray irrigation technology carries out intelligent and precise irrigation on the soil based on soil moisture indexes, which greatly saves water resources under the prerequisite of keeping the soil moisture conditions of crops.

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三個零蔬菜 – 固原基地NETAFIM水肥一體化系統

Vegetables Featuring "Three Zeros" - NETAFIM Water-Fertilizer Integration System in Guyuan Base

三個零蔬菜寧夏回族自治區固原市基地，在灌溉環節採用了全球先進的 NETAFIM水肥一體化系統，借助北鬥導航技術，在土地起壟階段利用起壟鋪滴管一體機將地理式滴灌管按照合理間距埋入土壤中，灌溉系統能夠通過滴管上的滴孔將水分及養分更精準地輸送到蔬菜的根部，精準助力蔬菜生長的同時提升了用水效率。

Vegetables featuring "Three Zeros" based in Guyuan City, Ningxia Hui Autonomous Region adopt the globally advanced NETAFIM water-fertilizer integration system in the irrigation process. With the help of BeiDou navigation technology, the ground-embedded drip irrigation tubes are buried in the soil at a reasonable spacing with the use of an integrated machine for ridging and laying drip tubes during the ridging stage, so that the irrigation system can more accurately deliver water and nutrients to the roots of vegetables through the drip holes on the drip tubes to precisely assist the growth of vegetables while improving the water use efficiency.

本報告期內，百果園的水資源消耗情況詳見下表：

During the Reporting Period, the water resources consumed by Pagoda are detailed below:

| 水資源消耗 Water consumption | 單位 Unit | 2023年 2023 |
|--|--|---------------|
| 水資源使用量 Water consumption | 立方米 m ³ | 236,123.02 |
| 水資源使用密度 Water consumption intensity | 立方米／百萬元收入 m ³ /million RMB revenue | 20.73 |

4.2.2 排放物管理

即便我們的業務並不涉及嚴重污染生態環境的場景，我們仍堅持推動綠色環保的生產經營模式，嚴格遵循《中華人民共和國環境保護法》等環保相關的法律法規，規範固體廢棄物及廢水等環境排放物管理，保證合規排污，盡可能降低因自身運營對環境造成的負面影響。

4.2.2 EMISSIONS MANAGEMENT

Even though our business does not involve serious pollution of the ecological environment, we still insist on promoting a green production and operation mode, strictly complying with the *Environmental Protection Law of the People's Republic of China* and other environmental protection-related laws and regulations. To do that, we will regulate the discharge management such as solid waste and wastewater, ensuring compliant discharge and minimizing the negative impacts on the environment caused by our operations.



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固體廢棄物

我們十分關注固體廢棄物的產生及處置，將固體廢棄物劃分為無害固體廢棄物及有害固體廢棄物，對各類廢棄物制定對應的處置方案。

SOLID WASTE

We are closely concerned about the generation and disposal of solid waste. We categorize solid waste into non-hazardous solid waste and hazardous solid waste, and have formulated targeted disposal plans for each type of waste.



固體廢棄物處理舉措

Solid Waste Disposal Initiative



水果類廢棄物：我們將配送中心產生的壞果及果製品工廠產生的果皮等類型的廢棄物干濕分離處理後投放至園區指定的垃圾桶，之後交統一交由第三方服務商進行處理，或回收為有機肥。

Fruit waste: We put the bad fruits generated by the distribution center and the peelings and other types of waste generated by the fruit product factories into the designated garbage bins in the park after wet separation treatment, and then hand them over to the third-party service provider for treatment, or recycle them back into organic fertilizers.



可回收垃圾：對於果品供應商處回收的包裝紙箱及辦公廢紙等可回收垃圾，我們將進行統一收集管理，而後一齊交由環保回收商處理。

Recyclable waste: We will collect and manage recyclable waste such as packaging boxes and office scrap paper collected from fruit suppliers, and then hand them over to environmental recyclers for disposal.



辦公室有害廢棄物：對辦公室產生的廢硒鼓、廢墨盒等有害廢棄物，我們將進行統一收集，並一齊交由環保回收商處理。

Office hazardous waste: Hazardous waste such as waste toner cartridges and waste ink cartridges generated in the office will be collected and handed over to environmental recyclers for disposal.



廢棄建築材料：在門店裝修期間，我們對廢氣建築材料要求做到「日產日清」，嚴禁亂堆亂放；對於含乳膠漆和水泥砂漿的廢料，我們將按要求統一清運至政府指定的垃圾堆放點。

Waste building materials: During the renovation of stores, we are required to do "daily clearance of the waste", and it is strictly prohibited to pile up indiscriminately. For the wastes containing latex paint and cement mortar, we will be required to transport them to the government-designated garbage dumping site.

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本報告期內，百果園產生的各類固體廢棄物數據具體如下表所示：

During the Reporting Period, the waste of all kinds produced by Pagoda is listed below:

| 固體廢棄物排放 Discharge of solid waste | 單位 Unit | 2023年 2023 |
|---|-------------------------------------|---------------|
| 無害固體廢棄物 Non-hazardous solid waste | | |
| 食品垃圾重量 Weight of food waste | 噸 tons | 3,332.24 |
| 生活垃圾重量 Weight of domestic waste | 噸 tons | 4.42 |
| 無害固體廢棄物排放總量 Non-hazardous solid waste total discharge | 噸 tons | 3,336.66 |
| 無害固體廢棄物排放總密度 Non-hazardous solid waste total discharge intensity | 噸／百萬元收入 tons/million RMB revenue | 0.29 |
| 有害固體廢棄物 Hazardous solid waste | | |
| 廢硒鼓／墨盒 Waste toner cartridge/ink cartridge | 千克 kg | 119.00 |
| 有害固體廢棄物排放總量 Hazardous solid waste total discharge | 千克 kg | 119.00 |
| 有害固體廢棄物排放總密度 Hazardous solid waste total discharge intensity | 千克／百萬元收入 kg/million RMB revenue | 0.01 |

* 加盟門店裝修建材等工程垃圾為非百果園自身產生的廢棄物，因此不計入。

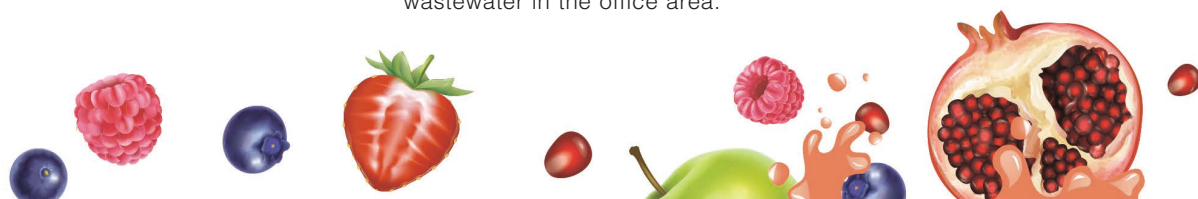
* The construction waste from decoration materials for franchised stores is not generated by Pagoda so it is not included.

廢水

我們的廢水主要來自果製品工廠的清洗廢水以及果製品的實驗室廢水，種植基地不產生灌溉廢水。針對涉及生物的實驗廢水，我們會對廢水進行高壓滅菌，之後與清洗廢水一同收集交由廠區內的污水處理設施進行三級處理，當廢水經內部處理達到《污水綜合排放標準》三級標準後，再與辦公區的生活廢水統一排放至市政管網，由城市污水廠進行處理。

WASTEWATER

Our wastewater mainly comes from the cleaning wastewater of our fruit product factories and the wastewater of our fruit product laboratories, and no irrigation wastewater is generated at our plantation base. Experimental wastewater involving biology will be autoclaved first, and then collected with cleaning wastewater for tertiary treatment by sewage treatment facilities within the plant. When the wastewater reaches the third level standard of the *Integrated Wastewater Discharge Standard* after internal treatment, it will be discharged to the municipal pipe network and treated by the municipal sewage plant together with the wastewater in the office area.



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我們在廠區落實雨污分流處理，在廠區屋頂安裝自動排水系統，雨水經管道直接排入特定雨水管道，再由雨水管道流入市政雨水管道，確保雨水與污水的獨立妥善處理。

廢氣

百果園嚴格遵循《中華人民共和國大氣污染防治法》，嚴格管理廢氣產生，保障廢氣合規排放。我們目前的主體業務暫不涉及大規模的廢氣排放，僅少量公務車燃油和供暖鍋爐燃煤產生小部分廢氣排放。

本報告期內，我們各類廢氣排放數據如下表所示：

| 廢氣排放 Exhaust gas emissions | 單位 Unit | 2023年 2023 |
|---|------------------------------------|---------------|
| 氮氧化物 Nitrogen oxides | 千克 kg | 495.54 |
| 硫氧化物 Sulfur oxides | 千克 kg | 416.75 |
| 顆粒物 Particulates | 千克 kg | 36.25 |
| 廢氣排放總量 Total exhaust gas emissions | 千克 kg | 948.54 |
| 廢氣排放總密度 Total exhaust gas emission intensity | 千克／百萬元收入 kg/million RMB revenue | 0.08 |

4.2.3 循環利用

循環經濟實現可持續商業生態的必經之路。百果園持續探索適用於自身的循環經濟場景，以自身產品包裝及運營物料為起點，發現適宜物料的綠色循環再利用機會並推動落實，推動包裝可持續發展，建立健全內部資源循環利用機制，減輕因物料浪費對環境造成的負擔。

We have implemented rainwater and sewage segregation in our factory by installing an automatic drainage system on the roof of the factory, whereby rainwater is discharged directly into specific rainwater pipes, which then flow into municipal rainwater pipes to ensure that rainwater and sewage are treated independently and appropriately.

EXHAUST GAS

Pagoda strictly complies with the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, manages the generation of exhaust gas and ensures that the emission of exhaust gas is in compliance with the law. Our current main business does not involve large-scale emissions for the time being, with only a small amount of emissions arising from the combustion of fuel for official vehicles and coal for heating boilers.

During the Reporting Period, our exhaust gas emission data is shown in the table below:

4.2.3 RECYCLING

The circular economy is the path to a sustainable business ecology. Pagoda continues to explore its own circular economy scenario, starting with its product packaging and operational materials, identifying opportunities for green recycling of suitable materials and promoting their implementation. In addition, the Company promotes the sustainable development of packaging, establishes a sound internal resource recycling mechanism, and alleviate the burden on the environment caused by material wastage.

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綠色包裝

秉持綠色環保理念，我們持續優化產品各生命周期的包裝方案，通過使用可回收循環的運轉箱、增加可降解包裝材料使用、加強包裝物料管理等舉措，在各個環節減輕繁重物料使用對環境產生的負面影響。

GREEN PACKAGING

Adhering to the concept of green environmental protection, we continue to optimize the packaging solutions for each life cycle of our products. Through the use of recyclable shipping boxes, increasing the use of biodegradable packaging materials, and strengthening the management of packaging materials, we have been able to mitigate the negative impacts of the use of large amount of materials on the environment in all aspects of our business.



產品全生命周期的綠色物料方案

Green material program for the whole product life cycle



種植環節
Planting

物料回收：對大棚膜、保溫地膜、防蟲網等必需物料制定年度回收流程，每年使用後按時回收利用，達到固定年限後統一交由廢品站合規處理。

Material recycling: Develop an annual recycling process for essential materials such as greenhouse film, insulation mulching film, insect-proof nets and so on, recycle them on time after each year's use and hand them over to the waste station uniformly for compliant processing after reaching a fixed lifespan.

物料替代：將單果套袋技術升級為防蟲網使用，同時減少塑料及殺蟲劑的使用。

Material substitution: Upgrade the single-fruit bagging technology to the use of insect-proof nets, and reduce the use of plastics and insecticides.



運輸環節
Transportation

包裝減重：果品包裝避免使用過多的包裝層和裝飾，專注於基本的保護和保鮮功能，並持續通過市場調研和消費者反饋，了解必要的包裝程度，避免不必要的過度包裝。

Packaging weight reduction: Fruit packaging avoids the use of excessive packaging layers and decorations, focusing on the basic protection and preservation function and understanding the necessary packaging through market research and consumer feedback, so as to avoid unnecessary over-packaging.

紙箱回收：回收果蔬供應端到配送中心使用的紙箱，每年回收紙箱2,000多噸，並交由第三方進行處理。同時，我們鼓勵果蔬供應商使用可回收循環的轉運箱替代傳統紙箱。

Carton recycling: We recycle cartons used from the supply of fruits and vegetables to distribution centers. Over 2,000 tons of cartons are recycled annually and handed over to a third party for disposal. At the same time, we encourage fruit and vegetable suppliers to use recyclable transit boxes to replace traditional cartons.

周轉筐回收利用：配送中心到門店的包裝使用可重複利用的周轉筐及保溫箱。可折疊周轉筐依靠其可折疊、耐用性高、可回收利用的特點，能夠在保障產品運輸質量的同時減少包裝物料的耗用，踐行循環利用理念。

Recycling of circulation baskets: Packaging from distribution centers to stores uses reusable circulation baskets and heat preservation boxes. Foldable circulation baskets rely on their collapsible, highly durable and recyclable features to ensure the quality of product transportation while reducing the consumption of packaging materials, practicing the concept of recycling.



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包裝供應：在選擇零售包裝供應商的過程中，更傾向於選擇擁有ISO9001質量管理體系、ISO14001環境管理體系認證及FSC森林認證的環保供應商。

Packaging supply: In the process of selecting retail packaging suppliers, we prefer environmentally friendly suppliers with ISO9001 quality management system, ISO14001 environmental management system certification and FSC forest certification.

包裝減塑：

Packaging plastic reduction:

- 全部吸管、部分購物袋及果品包裝盒採用包括甘蔗渣在內的生物可降解材料
- Use biodegradable materials, including bagasse, for all straws, some shopping bags and fruit boxes
- 普通產品包裝盒、包裝袋、果切盒採用食品接觸級的環保塑料
- Ordinary product boxes, bags, and fresh-cut fruits boxes are made of food contact grade and environmentally friendly plastics
- 水果禮品盒或禮品籃等採用不含塑料物料的紙質材料
- Fruit gift boxes or gift baskets and so on are made of paper with no plastic materials
- 產品外賣使用可重複利用的環保無紡布袋
- Use reusable, environmentally friendly non-woven bags for product takeaways
- 鼓勵到門店的消費者使用自帶購物袋
- Encourage shoppers to bring their own bags to stores

我們持續與佳沛在低碳轉型方面開展深度合作，協議將1/6的商品替換為環保包裝，在試點城市逐步採用可循環再利用的、食品可接觸級的牛卡紙和瓦楞紙替代傳統包裝，並計劃在2026年實現佳沛奇異果品類包裝的100%可回收、可再用或可堆肥使用，打造標桿性的綠色產品方案，引領行業綠色包裝轉型。2023年11月，百果園榮獲佳沛頒發的2023佳沛環保包裝傑出碳減排獎。

We have continued to cooperate with Zespri in low-carbon transformation, and have agreed to replace 1/6 of our products with eco-friendly packaging. We gradually adopt recyclable, food-accessible kraft paper and corrugated paper to replace traditional packaging in pilot cities. We also plan to realize that 100% of Zespri kiwifruit packaging will be recyclable, reusable, or compostable by 2026, so as to create a benchmark green product solution and lead the industry in green packaging transformation. In November 2023, Pagoda was honored with the 2023 Carbon Reduction Award for Excellence in Eco-Packaging by Zespri.

此外，我們為進一步優化可持續的包裝方案，開展了深度的產地包材調研，通過走訪廣西南寧、四川涼山彝族自治州、湖南常德、江西九江、雲南玉溪、福建漳州等產區，了解當前包裝材料的使用現狀，識別包裝過度、用料使用不當等問題，探索優化包裝可行性，在保障包裝美觀度及支撐性的前提下鼓勵包裝物料集中採購，推動產品包裝綠色轉型，踐行綠色環保理念。

In addition, in order to further optimize the sustainable packaging solutions, we carried out an in-depth survey of packaging materials in the production areas, through visits to Nanning of Guangxi, Liangshan Yi Autonomous Prefecture of Sichuan, Changde of Hunan, Jiujiang of Jiangxi, Yuxi of Yunnan, Zhangzhou of Fujian and so on. These efforts helped the Company understand the current status of the use of packaging materials, identify the problems of over-packaging and improper use of materials, with an aim to explore the feasibility of optimizing the packaging, and to encourage centralized procurement of packaging materials while ensuring the aesthetics and support of packaging. This facilitated the green transformation of product packaging and practiced the concept of green and environmental protection.

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綠色包裝優化案例

Green Packaging Optimization Case

藍莓

Blueberries

我們計劃在現有的包裝方案上去除非必要的鐳射燙金及局部UV工藝，以減少不可再生資源的使用，預計每年可減少14,300平方米的燙金料及374千克的UV油。

We plan to reduce the use of non-renewable resources by removing non-essential laser foil stamping and localized UV processes from our existing packaging solutions, which is expected to result in a reduction of 14,300 square meters of foil stamping and 374 kilograms of UV oil per year.



冰糖梨

Stewed pear with rock sugar

我們預計進一步精簡冰糖梨產品的包裝紙箱設計，在保障包裝支撐性的基礎上減少面紙及坑紙芯紙的使用，預計每年可減少1,710千克的紙張使用。

We expect to further streamline the design of the packaging cartons for our stewed pear with rock sugar products and reduce the use of top paper and corrugated paper while keeping the support of the packaging, which is expected to reduce the use of paper by 1,710 kilograms per year.



獼猴桃

Kiwi fruit

我們希望使用可回收利用的牛皮卡盒以替代當前獼猴桃品類產品的PET塑料透明盒，預計每年減少58,000千克的塑料材料使用，減少不可降解塑料對環境造成的損害。

We hope to use recyclable kraft paper boxes to replace the current PET plastic clear boxes for kiwifruit category products, which is expected to reduce the use of plastic materials by 58,000 kg per year and reduce the environmental damage caused by non-biodegradable plastics.



同時，我們還大力推動電子標籤的使用，以減少傳統紙質標籤造成的紙張浪費，預計每年能夠避免3,660千克的紙張使用，減少不必要的資源消耗。

Meanwhile, we are vigorously promoting the use of electronic labels to reduce the waste of paper caused by traditional paper labels, which is expected to avoid the use of 3,660 kilograms of paper per year and reduce unnecessary consumption of resources.



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本報告期內，我們的降解袋使用比率達32.8%，門店塑料袋使用量同比減少1,467萬個，相當於減少了15噸的PE材料使用。

During the Reporting Period, we achieved a degradable bag usage rate of 32.8%, with a year-on-year reduction of 14.67 million plastic bags used in our stores, equivalent to a reduction of 15 tons of PE material used.

本報告期內，百果園產生的包裝材料消耗數據具體如下表所示：

During the Reporting Period, the specific data on the consumption of packaging materials generated by Pagoda is set out in the table below:

| 包裝材料消耗 Packaging material consumption | | 單位 Unit | 2023年 2023 |
|--|---|-------------------------------------|---------------|
| 轉運紙箱消耗量 Transportation carton consumption | | 噸 tons | 2,776.48 |
| 零售包裝消耗量 Retail packaging consumption | 可生物降解塑料 Biodegradable plastics | 噸 tons | 730.63 |
| | 環保塑料 Environmentally friendly plastics | 噸 tons | 6,513.71 |
| | 紙 Paper | 噸 tons | 2,544.32 |
| 包裝消耗總量 Total packaging consumption | | 噸 tons | 12,565.14 |
| 包裝消耗總密度 Total packaging consumption intensity | | 噸／百萬元收入 tons/million RMB revenue | 1.10 |

裝修物料回收

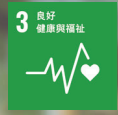
我們亦探索門店裝修物料循環利用的可能。我們保障所有門店環保合規裝修，在裝修過程中盡可能回收再利用建材邊角料，提升資源使用效率；同時，我們還充分探索門店中間置資產的再利用可能，將已閉店、但仍在可使用狀態的資產調動至需要門店，包括飲水機、空調等，延長固定資產的使用壽命，避免了冗余的資產採購。2023年，我們成功調撥共計207件工程資產。

RENOVATION MATERIAL RECYCLING

We have also explored the possibility of recycling store decoration materials. We ensure that all our stores are environmentally friendly and compliant, and we recycle and reuse building material trimmings as much as possible during the renovation process to enhance the efficiency of resource utilization. At the same time, we also fully explore the reuse possibilities of idle assets in our stores, and mobilize assets where the stores have been closed but assets are still in a usable condition to stores in need of them, including water dispensers and air-conditioners. This extends the service life of our fixed assets and avoids redundant purchases of assets. In 2023, we successfully mobilized a total of 207 project assets.

第5章 CHAPTER 5

本章節響應的SDGs
SDGs responded to in this chapter



價值共創： 共築高品質和諧未來

Value Co-Creation: Create a High-quality and Harmonious Future

百果園致力於打造從種植到零售的綠色生態產業鏈，將自身的可持續發展要求拓展並滲透至上下游，以自身力量貢獻建成共同富裕社會，與員工、加盟商等夥伴共同助力高品質和諧未來。

Pagoda is committed to building a green eco-industrial chain that integrates cultivation and retail, expanding its own sustainability requirements to the upstream and downstream chains. We pursue to construct a society with common prosperity, and boost a high-quality and harmonious future together with employees, franchisees and other partners.

第 5 章 CHAPTER 5

5.1 維護員工權益

我們嚴格遵循《中華人民共和國勞動法》《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》等法律法規，制定《百果園總部員工手冊》《百果園總部招聘管理規定》等人事管理制度，規範員工僱傭流程、解聘流程平等合規，按相關法律法規規定員工工作時數、工作假期等福利，鼓勵員工參與民主管理，完善薪酬福利體系，切實保障員工權益。

5.1.1 合規僱傭

秉承公開、公正、公平的原則，百果園根據業務發展的實際需求開展招聘工作，杜絕任何因年齡、性別、國籍、種族、宗教信仰、健康狀況等因素造成的歧視和偏見，嚴禁一切僱傭童工、強迫勞動、職場騷擾等行為發生。本報告期內，我們未發生任何使用童工、強迫勞動、歧視和騷擾的事件。

我們打造了校園招聘、內部招聘、社會招聘三種招聘渠道，通過開展校企合作、內部推薦活動、校招宣講等多樣化的招聘活動，提升公司品牌形象，吸引優秀人才，強化人才儲備。截至2023年末，我們女性員工佔比42.13%，少數民族員工佔比4.14%。

5.1 SAFEGUARDING EMPLOYEES' RIGHTS AND INTERESTS

Pagoda is in strict conformity with *the Labor Law of the People's Republic of China, Labor Contract Law of the People's Republic of China, the Law of the People's Republic of China on the Protection of Minors* and other laws and regulations, and has formulated the *Pagoda Headquarter Employee Handbook (<<百果園總部員工手冊>>)*, the *Regulations of Pagoda Headquarter on Recruitment (<<百果園總部招聘管理規定>>)* and other human resources management policies. We are intended to assure the equality and compliance of the employment flow and dismissal flow, and stipulate the working hours, holidays and other welfares of employees. We encourage employees to take part in democratic management, improve the remuneration and welfare system and effectively protect the rights and interests of employees.

5.1.1 COMPLIANT RECRUITMENT

The Company's recruitment is conducted in the principles of fairness, justice and openness and based on the actual business development needs. That means resisting any discrimination and bias against age, gender, nationality, race, religious belief, health status and other factors. We prohibit any form of child labor, forced labor and workplace harassment. We had no incident of child labor, forced labor, discrimination or harassment during the Reporting Period.

Pagoda has established three recruitment channels, namely campus recruitment, internal recruitment and public recruitment. In addition, through college-enterprise cooperation, internal recommendation event, campus recruitment promotion and other diversified recruitment forms, it improves the brand image and attracts excellent talents, therefore strengthen our talent reserve. As of the end of 2023, the proportion of female employees in Pagoda was 42.13% and the proportion of ethnic minority employees was 4.14%.

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校園招聘

Campus Recruiting

在春招及秋招期間招聘院校畢業生，定向培養公司專業與管理骨幹人才。

Recruit college graduates during the spring and autumn recruitment periods, and cultivate targeted professional and management backbone talents for the Company.



內部招聘

Internal Recruiting

在人力資源服務窗口向員工推送公開競聘信息，為員工提供廣闊的發展機會。

Publish open competition information to employees at the human resources service window, providing them with wide range of development opportunities.



社會招聘

Social Recruitment

通過網絡招聘、人才市場等方式聘請經驗豐富的專業人才，賦能人才隊伍。

Empower the talent team by hiring experienced professionals through online recruitment, talent markets, and other means.

在校園招聘方面，我們走進校園與學生們親切交流，聯合多個部門開展宣講活動。2023年，我們號召10位業務領導擔任宣講官參與了12所本科院校的校招活動，與候選人們分享了豐富的行業經驗及百果園文化，獲得廣泛好評。在雲南農業大學的宣講活動中更是全場滿座，參與人數總計達530人。

As to campus recruitment, we walked into campuses to conduct amicable exchanges with students and collaborated with a number of departments to organize roadshow events. In 2023, 10 business leaders of the Company participated in the campus recruitment events as the spokespersons at 12 universities, and shared our rich industry experience and Pagoda culture, which were extensively commended. In particular, the roadshow event at Yunnan Agricultural University attracted a total of 530 participants, who took all seats.



百果園2023年校園宣講會現場
Pagoda's campus roadshow in 2023



第 5 章 CHAPTER 5

我們積極與學校開展校企合作，通過向學校提供實訓活動、共享校企講師資源、提供專業培訓等方式，助力學生提升專業技能、全方位成長的同時，亦為行業儲備了全面發展、綜合素質高、應用能力強的優秀人力資源。

We were active to collaborate with universities and helped students improve professional skills and grow in every aspect by providing practical training opportunities for universities, sharing lecturer resources of both parties and organizing professional trainings. At the same time, we also reserved excellent human resources with comprehensive development, good comprehensive quality and strong application ability for the industry.

| 合作項目 Cooperation Project | 合作院校 College Partner |
|--|---|
| <p>戰略深度合作 In-depth strategic cooperation</p>  | <p>江西陶瓷工藝美術職業技術學院 銅仁職業學院 等13所學校 Jiangxi Arts & Ceramics Technology Institute Tongren Polytechnic College and other 13 colleges</p> |
| <p>學徒制試點項目 Pilot project for apprenticeship system</p>  | <p>廣東科貿職業學院 廣東工貿職業學院 廣西經貿職業學院 黑龍江農業經濟職業學院 等4所學校 Guangdong Polytechnic of Science and Trade Guangdong Polytechnic of Industry and Commerce Guangxi Economic and Trade Vocational Institute Heilongjiang Agricultural Economy Vocational College 4 colleges</p> |

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| 合作項目 Cooperation Project | 合作院校 College Partner |
|--|---|
| <p>「訂單班」人才培養 Talent development at “Order Class”</p>  | <p>貴州電子商務職業學院 貴州食品工程職業學院 漳州城市職業學院 和其他4所學校 Guizhou Electronic Commerce Vocational College Guizhou Vocational College of Foodstuff Engineering Zhangzhou City Vocational College and the other 4 colleges</p> |

百果園校企合作項目一覽

A list of Pagoda's college-enterprise cooperation projects



百果園榮獲2023年中國人力資源(天狼星)獎——「最受大學生歡迎僱主品牌」

Pagoda won the 2023 China Human Resources Sirius Awards - "The Most Popular Employer Brand for College Students"



第 5 章 CHAPTER 5

5.1.2 民主管理

百果園持續加強民主管理，建立健全職工代表大會運行機制，在日常業務中充分保障員工的知情權、參與權、表達權和監督權，鼓勵員工參與本公司的民主決策、民主管理及民主監督流程，共同助力公司可持續發展。我們不定期召開職工代表大會，審議通過集體合同、員工手冊、勞動安全衛生協議等協議文件，審議討論企業獎懲辦法等涉及職工切身利益的重要規章制度，切實保障職工的合法權益及主人翁地位。

5.1.3 薪酬激勵與福利

我們搭建了完善的績效薪酬體系，制定《薪酬管理辦法》《股權獎勵計劃》等內部制度，旨在為員工提供具有競爭力的薪酬之餘，保障薪酬績效核算與發放的合理性。為吸引和留住優秀人才、激發員工的工作激情與潛能，我們不斷在現有的員工激勵舉措基礎上完善，探索落實包括品類總經理績效激勵方案、抖音直播業務提成獎金在內的創新激勵方式，打造合理有效的薪酬激勵機制。

2023年，我們正式推出員工股份獎勵計劃，在公開市場對公司股份進行回購後，為管理層人員及核心員工按照一定價格進行授予。該計劃旨在調動高級管理層及核心骨幹員工的積極性，將股東利益、公司利益及員工利益實現有效融合，激勵各方共同助力實現公司長期戰略目標。截至2023年末，我們已完成股權激勵計劃的股東大會決議，正進一步推動股權回購及股權授予相關工作。

5.1.2 DEMOCRATIC MANAGEMENT

Pagoda has kept strengthening democratic management and set up the operation mechanism of the workers' congress. In daily operation, we fully guarantee employees' right to know, right to participate, right to express and right to supervise. We encourage employees to participate in the Company's democratic decision-making, management and supervision for the common development of the Company. We held the workers' congress irregularly. It reviews and approves the collective contract, employee handbook, labor safety and health agreement and other agreement documents. It examined and discussed the measures of rewards and punishments as well as other important rules and regulations concerning the immediate interests of the employee, so as to guarantee the lawful rights and interests of the employees and their positions of masters.

5.1.3 REMUNERATION INCENTIVES AND WELFARES

We have established a sound performance and remuneration system and made the *Remuneration Management Measures* (《薪酬管理辦法》), the *Stock Award Plan* (《股權獎勵計劃》) and other internal policies to assure the reasonable accounting and distribution of the performance-based remunerations while providing competitive remunerations for employees. To attract and retain excellent talents and inspire the working enthusiasms and potential of employees, we have explored, perfected and implemented innovative incentive modes, including the performance incentive plan for the category managers and commission for the TikTok live business to design a reasonable and effective remuneration incentive mechanism on the basis of the current incentive measures for employees.

In 2023, we declared the employee Share Award Scheme, repurchased our shares on the open market and then granted them to the management team and core employees at certain prices. The plan is launched to inspire the senior executives and core employees, effectively combine the interests of the shareholders, the Company and employees and inspire all stakeholders to jointly help the Company deliver the long-term strategic objectives. At the end of 2023, we adopted the resolution of the shareholders' meeting concerning the share incentive plan. Now, we are further working on the share repurchase and grant.

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此外，我們建設了全面的員工福利體系，除五險一金等法定常規福利外，還提供傳統節日禮品、內部員工充值贈送、團建活動、優秀員工獎勵旅遊等公司福利，提升員工幸福感與認可度。

In addition, we have also established an all-round employee welfare system. Besides normal welfares such as the five social insurances and housing provident fund, we also provide gifts on traditional festivals, gifts for internal employees' charges, organizational event and tourism award for excellent employees to improve their sense of happiness and acknowledgment.

5.2 培養優秀人才

秉持「激勵成長，包容錯誤」的育人理念，百果園致力於為員工建立多樣化的職業發展通道，搭建健全的員工培訓體系，提升員工專業技能及職業素養，助力每一位員工全面成長，實現個人價值。

5.2 CULTIVATE EXCELLENT TALENTS

Dedicated to the education philosophy of "Encouraging Growth and Tolerating Mistakes", Pagoda is committed to establishing diversified occupational development paths for employees and building a sound employee training system to enhance their professional skills and occupational quality and help every employee realize comprehensive growth and personal values.

5.2.1 職業發展路徑

百果園十分重視員工的個人職業發展，制定《百果園集團幹部管理規定》《培訓計劃與培訓費用預算管理規定》《學習平台在線考試管理規定》等內部制度，為所有員工提供多重職業發展平台，並按照崗位層級及區域為員工提供了管理序列、技術序列、職能序列及操作序列四條職業發展通道，保障所有員工均能獲得適合自己的職場發展路徑及機會。

5.2.1 OCCUPATIONAL DEVELOPMENT PATHS

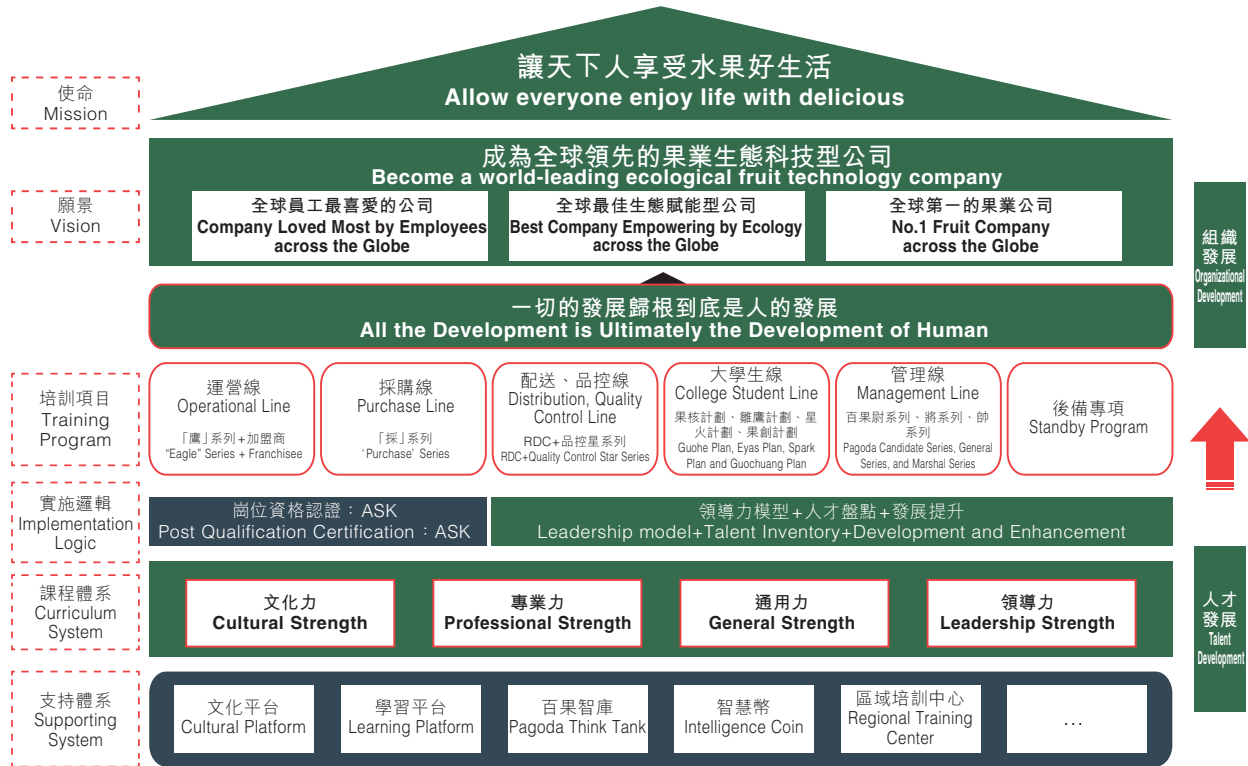
Highly attentive to the personal career development of employees, Pagoda has formulated the *Regulations of Pagoda on the Management of Cadres* (《百果園集團幹部管理規定》), the *Regulations of Pagoda on the Management of Training Plan and Training Expense Budget* (《培訓計劃與培訓費用預算管理規定》), the *Regulations of Pagoda on the Management of Online Test on the Learning Platform* (《學習平台在線考試管理規定》) and other internal regulations, and provided diverse career development platforms for all employees. Moreover, we have provided four career development paths, including management line, technological line, functional line and operational line, based on position levels and regions to assure all employees access suitable career development paths and opportunities.

為助力百果園長期戰略的實現，我們基於公司戰略地圖梳理了對應條線的人才能力戰略，識別關鍵崗位的人才畫像與能力模型，對應繪製崗位認證學習地圖，賦能員工職業能力成長。我們同時制定了人才儲備管理流程，為後備店長打造了集人才盤點、人才入池、人才培養、培養驗收、上任帶教的系列環節，為公司的高質量發展儲備力量。

To boost the realization of the long-term strategy, we have sorted out the professional capacity strategies for corresponding lines based on the strategic map of the Company, identified the professional profiles and capacity models of key positions and drawn the corresponding certification and learning maps for positions to empower employees' occupational capacity growth. At the same time, we have also designed the reserve talent management flow and forged a series of links for reserve store managers, including talent identification, pooling of talent, talent cultivation, cultivation acceptance, previous teaching, to reserve the force for the Company's high-quality development.



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百果園員工培訓體系
Pagoda's employee training system

此外，我們設立了門店運營條線的「鷹系列」、供應鏈採購條線的「探系列」等一系列針對不同業務的人才全面培養項目，以及培育專業型人才的大學生果核計劃、培育管理類型人才的星火計劃及雛鷹計劃，保障所有員工能得到適合自己的成長機會。2023年，我們還推陳出新了「黃埔講師訓練營」及面向品類總經理的「銅牆鐵壁計劃」。

In addition, we have initiated a series of comprehensive talent cultivation projects targeting talents from different lines, including the "Eagle Series" for the store operation line and the "Purchasing Series" for the supply chain & purchasing line, as well as the University Student Kernel Plan targeting the cultivation of professional talents, the Star Plan and the Eaglet Plan aimed to cultivate management talents to assure all employees have suitable growth opportunities. In 2023, we also launched two innovative plans, including the "Huangpu Lectures' Training Camp" and the "Impassable Barrier Plan" targeting the general managers of product lines.

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5.2.2 多元培訓

為持續賦能員工及加盟商全方面成長，我們為百果園員工和加盟店員工打造了配稱業務需求的培訓體系，通過線上學習平台、知識庫、智慧幣及全國各培訓中心向員工提供文化類、通用類、專業力類、領導力類培訓課程，夯實員工職業發展能力基礎。2023年，我們搭建並開發了785門線上培訓課程，線上學課培訓時長達60.44萬小時。

文化類培訓

秉承「公司經營，文化先行」理念，我們於2023年對企業文化進行升級迭代，並為加速、加深員工對新版企業文化的理解，推出了系列企業文化培訓課程，提升全體百果園員工對公司文化的認同感、信任感。截至2023年末，最新版企業文化課程培訓已覆蓋集團總部、區域總部及各加盟店長。

5.2.2 DIVERSIFIED TRAINING

To continuously empower the comprehensive growth of employees and franchisees, we have forged the training system commensurate with business needs for employees of both the Company and franchisees, and provide training, general, expertise and leadership training courses for employees through online learning platforms, knowledge base, intelligence coin and training centers nationwide to cement the foundation for their occupational development capacity. In 2023, we developed 785 online training courses and recorded a total of 604,400 learning hours for the online training courses.

CULTURAL TRAINING

In 2023, upholding the “Corporate Operations Begin with Culture” concept, we iterated the corporate culture, and launched a series of corporate culture training courses to accelerate and deepen employees’ understanding of the new corporate culture and enhance their acknowledgment and trust in the corporate culture. As at the end of 2023, the latest corporate culture training course has covered the Group Headquarters, regional headquarters and store managers of the franchisees.



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百果園企業文化培訓現場
Pagoda's corporate culture training

此外，我們加強了文化講師的能力建設，對如何講好文化課、如何使文化落地以及如何通過體驗課帶動、激勵門店員工等關鍵問題對文化講師進行培訓賦能，為公司打造高素質的區域講師隊伍，有效傳播並弘揚了最新企業文化。

In addition, we also strengthened the capacity building among cultural lecturers, trained them as to how to teach the culture class, how to put the culture in practice, how to drive and inspire store employees through the experience class and other key issues. We developed a high-caliber regional lecturer team and effectively communicated and promoted the latest corporate culture.

百果園企業文化4.0升級項目

Upgrade of Pagoda Corporate Culture to 4.0

基於百果園企業文化3.0版本，我們對包括百果園員工及加盟商員工開展了電話調研及面對面隨機調研，了解其在落地培訓中的問題並提出改進措施，正式推出企業文化4.0版本，助力全體員工攜手共赴新征途。

Based on the Corporate Culture 3.0 of Pagoda, we have conducted telephone surveys and face-to-face random surveys on employees of Pagoda and franchisees to understand their problems by on-site training and propose improvement measures. We have officially launched the Corporate Culture 4.0 version to help all employees join hands on a new journey.



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專項培訓

為夯實員工職業能力，我們向員工提供了多元豐富的各專項培訓，在提供崗位專業能力培訓的基礎上，還聚焦職業心態、食品安全、領導力等領域，從各能力維度幫助員工獲得全方位的能力提升。

SPECIAL TRAININGS

To strengthen employees' occupational capacity, we provided diverse and rich special trainings for them, focused on occupational mindset, food safety, leadership and other fields on basis of the professional capacity trainings for positions to help them improve their capacity in all dimensions.

食品安全專項培訓4.0升級項目

Upgrade of Training on Food Safety to 4.0

食品安全一直是百果園運營發展過程中的重要關注點。為將食品安全責任貫徹落實，我們持續加強食品安全意識宣貫，對全體員工及加盟商員工開展全面體系的食品安全專項培訓。2023年，我們推出了最新的直播培訓模式，以供學員們在直播課堂中學習食品安全的相關法規及標準知識和操作標準，並了解食品中常見的危害因素以及預防措施。同時我們亦持續開發視頻及推送類課程，為員工們生動形象地講解食品安全內容，提升員工的學習興趣及參與度，強化員工食品安全意識。

Food safety is always an important concern in the operation and development of Pagoda. To carry out the food safety responsibility, we have continuously strengthened the communication of food safety awareness, and provided the special training in this regard for all employees and franchisees' employees. In 2023, we launched the latest live training mode for trainees to learn laws, regulations, standards and operating standards related to food safety in the live class, and understand common hazards and preventive measures in foods. At the same time, we have continuously developed video and push courses that vividly interpret food safety contents to employees, improve their learning interest and participation, and reinforce their awareness of food safety.



《猴哥有話說-315守護食品安全及客訴處理技巧》直播現場

Live site of "Brother Monkey Has Something to Say – Safeguard Food Safety on March 15 and Skills of Handling Customer Complaints"



食品安全視頻課程
Food safety video course



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2023年，百果園對全員領導力培訓項目進行了迭代更新，梳理基、中、高層不同培養階段的員工能力訴求，明確各階段的能力培養重點，分集團及區域進行領導力培養方案設計，以清晰的培養對象及培養目的打造更有力的領導力培訓體系。

In 2023, Pagoda updated the leadership training project for all, combed the capacity needs of employees at the basic, medium and senior levels, and identified the priorities at different stages. We designed the leadership cultivation plans at the group level and the regional level, and built a more effective leadership training system with clear cultivation targets and purposes.

區域核心經營班子賦能訓練營

Empowerment Training Camp for Regional Core Management Team

百果園對各區域區總、運營經理、商品經理等核心經營班子提供了一場覆蓋136人的線下集訓，通過專業知識講述、頭腦風暴討論等形式，幫助學員增強了對零售行業的認知、對不同風格下屬的管理方式與技巧等專業力、領導力及溝通力。培訓後，30個區域成功輸出各區域的「十月客流與銷售落地方案」和「區域行動改善方案」，培訓效果顯著。

Pagoda has provided an offline training that covers the core management members, including 136 regional general managers, operation managers and commodity managers in different regions. We have strengthened their perception of the retail industry, method and skills to manage subordinates with different styles, leadership and communicative strength in such forms as narration of professional knowledge and brainstorm. After the training, 30 regions have successfully output the “Customer Traffic & Sales Landing Plan for October” and the “Regional Action Improvement Scheme”, and the training has made an evident effect.



第 5 章 CHAPTER 5

講師隊伍建設

百果園致力於打造一支優質優量、有效轉化工作知識經驗、準確傳承企業文化精神、助力公司發展的講師隊伍，全面賦能公司的員工培訓能力。2023年，我們持續完善講師隊伍建設工作，通過迭代更新講師管理制度、開展半年度講師評優工作、加強講師文化氛圍的打造及榮譽體系建設等舉措，激發講師積極性並提升講師專業能力。

截至2023年末，百果園共有842名講師，全年開展2,055個培訓班，賦能18.19萬人次，合力講授6,259門課程，授課時長長達10,496.5小時，切實助力公司健康發展。

5.3 用心關愛員工

我們關心關懷每一位百果園員工，通過打造健康安全的工作環境、提供暢通的溝通渠道、建立完善的員工關懷機制，保障員工基本權益，讓員工實現快樂工作、快樂生活。

5.3.1 職業健康與安全

員工的健康與安全一直是百果園長久關注的問題。我們嚴格遵守《中華人民共和國安全生產法》《生產安全事故應急預案管理辦法》等法律法規，制定《安全生產經營管理規定》等規範文件，不斷完善運營場所的日常安全預防與管理工作，守護員工的健康與安全。

COMMITMENTS TO THE LECTURER TEAM

Pagoda is committed to shaping a high-quality lecturer team that can truly empower the development of the Company by transforming working knowledge and experience and inheriting the essence of the corporate culture to empower the Company's capacity for employee training in an all-round manner. In 2023, we continuously refined the lecture team and inspired lecturers' enthusiasms and improved their professional capacity by taking a series of measures, including updating the lecturer management system, implementing the interim excellent lecturer rating and strengthening the construction of the lecturer culture and honorary system.

As of the end of 2023, Pagoda was staffed with 842 lecturers, offered 2,055 training courses, empowered 181,900 attendances, and taught 6,259 courses with 10,496.5 teaching hours to truly secure the sound development of the Company.

5.3 CARE FOR EMPLOYEES WITH HEART

We care for every employee of Pagoda and make them work with happiness and live with happiness by providing a healthy and safe working environment, building smooth communication channels, establishing a sound employee care mechanism and safeguarding their basic rights and interests.

5.3.1 OCCUPATIONAL HEALTH AND SAFETY

The health and safety of employees are always an issue that Pagoda has long paid attention to. We strictly observe the *Work Safety Law of the People's Republic of China*, the *Guidelines for enterprises to develop emergency response plan for work place accidents* and other laws and regulations, formulated such regulation documents as the *Regulations on the Management of Safety Production and Operation* (《安全生產經營管理規定》) and other normative documents. Moreover, we have kept improving the daily safety prevention and management on the workplace to safeguard employees' health and safety.



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講師「雙節」活動

“Two Festivals” Event for Lecturers

為加強百果園講師成就感及歸屬感，讓講師被更多百果園學子看見，我們在植樹節及教師節分別舉辦了「植樹育人節」及「尊師感恩節」講師專屬活動，為講師及學員提供趣味遊戲並對優秀講師進行表彰，讓全體員工放鬆身心之餘了解百果園講師的辛勤付出。

In order to enhance the sense of achievement and belonging of the lectures at Pagoda and make them more visible to students, we have held the “Arbor and Education Day” and “Teacher Respecting & Thanksgiving Day”, two exclusive events for instructors, during Arbor Day and Teacher’s Day respectively. We provided fun games for lecturers and students and commended outstanding lecturers, which has allowed all employees to relax and understand the hard work and dedication of Pagoda’s lecturers.



講師「植樹育人節」活動
'Arbor and Education Day' event for lecturers

「尊師感恩節」講師活動
'Teacher Respecting & Thanksgiving Day' event for lecturers

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我們持續完善員工健康與安全管理架構，於集團層面成立安全管理委員會負責指導統籌開展各項安全管理工作，並於2023年在全資子公司設立安全管理小組，負責各項安全事項的具體執行。此外，為確保安全主體責任落實及責任到具體人員，我們努力推動安全責任書的簽訂工作，並於2023年簽訂安全責任書7,240份。為加強百果園安全管理能力，我們每季度組織人員對配送中心、員工宿舍等地點進行飛行安全檢查，對發現隱患的問題及時跟進整改，降低安全事故的發生風險。截至2023年12月底，我們共計開展349,164店次／倉次的安全巡查，涵蓋門店安全日自查及安全員抽查等多種方式，潛在隱患問題解決率100%。

百果園秉承「安全管理，理念為先」的核心理念，將安全作為企業文化的重要組成部分。我們組織開展多項安全活動，強化全員安全意識，豐富員工安全知識儲備，有效提高員工的應急響應能力和事故防範能力。2023年，百果園在全國共組織開展員工安全培訓708場次，共計參與人次13175。

We have continuously improved the employees' health and safety management architecture, and set up the safety management committee at the group level to instruct and coordinate the safety management. Also in 2023, we set up the safety management team at the exclusively-owned subsidiaries to take charge of specific implementation of safety affairs. In addition, to ensure the implementation of the safety subjects and attribution to specific personnel, we strived to sign the letter of safety responsibility. In 2023, we signed 7,240 letters of safety responsibility. To strengthen the safety management capacity of Pagoda, we sent people to perform the flight safety inspection against the distribution center, employees' dormitory and other sites, followed up the rectification of the hidden hazards found to reduce the safety accident risk. As at the end of December 2023, we organized a total of 349,164 safety inspections against stores and warehouses, which covered the self-inspection of the stores on the safety day and the selective inspection by the safety specialist, and resolved 100% of potential hazards.

Pagoda upholds the core concept of "Concept Is First for Safety Management" and regards safety as an important element of the corporate culture. We organized a number of safety campaigns to strengthen the safety awareness of all employees, enrich their safety knowledge and effectively improve their emergency capacity and accident prevention capacity. In 2023, Pagoda organized a total of 708 safety trainings for 13,175 attendees altogether nationwide.



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「人人講安全、人人會應急」

“Everyone Stresses Safety, Everyone Knows Emergency”

百果園於2023年8月開展了主題為「人人講安全、個個會應急」的安全月活動，通過開展線上線下宣導培訓、內外部教育學習)、應急演練及隱患治理等四種類型活動，提升全員安全意識及安全管理能力。活動期間，我們共計通過線上平台推送推文17篇，在30個區域邀請內外部講師開展了多元化安全培訓，於全國28個配送倉進行消防應急疏散及器材實操。

In August 2023, Pagoda organized a safety month event themed “Everyone Stresses Safety, Everyone Knows Emergency”, which has enhanced all employees’ safety awareness and safety management skills with four types of contents, including online/offline communication, internal & external education and learning, emergency drill and hazard treatment. During the event, we pushed a total of 17 articles on the online platform, invited internal and external lecturers to organize diversified safety trainings in 30 regions, and drilled fire excavation and instrument operation at 28 distribution warehouses nationwide.



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應急救護專項培訓

Special Training on Emergency Rescue

2023年，百果園工會聯合深圳市第三人民醫院，邀請專業救護人員通過專業知識介紹、現場演示及操作指導的教學模式，為員工們開展應急救護專項培訓，旨在通過學習心肺復甦、應急止血、AED使用等專業應急知識，幫助員工掌握基本急救技能，提高應急救護能力，以便在緊急情況下能夠及時採取措施，保護自己和他人的生命安全。

In 2023, Pagoda and Shenzhen Third People’s Hospital invited professional rescuers to provide the special training on emergency rescue for employees in the forms of professional knowledge sharing, on-site demonstration and instruction guide. The training was intended to help employees master basic emergency rescue skills and improve the capacity for emergency rescue for the purpose of taking measures in time in case of an emergency and protect the life safety of theirs and others by teaching the cardiopulmonary resuscitation, emergency hemostasis, use of AED and other professional emergency knowledge.



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5.3.2 真誠溝通

百果園重視每一位員工的意見，通過開展員工樂業度調查、建設員工投訴渠道、舉辦員工座談會等方式，為員工打造真誠、友善、良好的溝通環境。

5.3.2 HEARTFELT COMMUNICATION

Pagoda pays attention to the voice of every employee and builds a sincere, friendly and good communication environment through the employee pleasure survey, whistle-blowing channel and employees' seminar.



員工溝通渠道

Employees' communication channels



樂業度調查
Pleasure
survey

通過員工樂業度調查，客觀了解員工對公司投入智慧、感情和承諾的程度，及時調整管理中可能存在的問題。2023年，我們的員工樂業度第四季度調查結果為4.24（滿分5.0），全年得分呈上升趨勢。

The pleasure survey on employees is intended to objectively measure the extent to which employees contribute their wisdom, emotion and commitment to the Company, and resolve possible management problems. In 2023, our Q4 pleasure survey against employees ended with a mark of 4.24 (full mark 5.0), representing a rising trend in the full year.



員工投訴
Employee
complaint

設置信箱、電話熱線反饋意見等員工投訴渠道供員工反饋意見，並對所有的投訴採取保密措施，加強投訴人保護，暢通投訴渠道。

We keep in place the mail box, telephone hotline, opinion feedback and other employee compliant channels for employees to give opinions, take the measure to keep confidential all complaints, strengthen the protection for complainants and maintain the smooth compliant channel.



員工座談會
Employee
seminar

每月固定舉辦員工座談會，加強新老員工的感情，讓老員工起到「傳、幫、代」的標桿作用，增強員工歸屬感。

Every month, we organize the employees' seminar to strength the feelings between new employees and old ones, allow old employees play the benchmark role of "transmission, help and guide", and strengthen employees' sense of belonging.

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此外，我們為提高公司員工凝聚力，減少員工流失，及時了解離職員工去向，針對集團總部因個人原因離職的員工進行不同的離職回訪安排，並根據回訪結果匯總分析，及時發現公司管理的提升點，完善員工留存管理。

In addition, to improve the cohesive force of employees, reduce the employee drainage and know whereabouts of resigning employees, we arrange for different visits to employees of the Group Headquarters who resign for personal reasons, and summarize and analyze the findings to identify where the Company can improve the management and enhance the employee retention management.

5.3.3 員工關愛

人才一向是百果園實現可持續發展不可替代的寶貴資產。我們堅持不斷健全員工關懷體系，悉心關愛每一位員工。

5.3.3 CARE FOR EMPLOYEES

Talents are always the irreplaceable valuable asset that underpins the sustainable development of Pagoda. We continuously perfect the employee care system and care for every employee with heart.

女性關懷

我們用心關愛女性員工群體，組織開展女神節活動，提供女性心理諮詢，並建設母嬰室，為女性提供工作環境中的關懷服務。同時，百果園成立女職工委員會組織，為女性員工提供權益保障及貼心關懷。

CARE FOR FEMALE EMPLOYEES

Pagoda takes care of its female employees, organizes activities for International Women’s Day, and builds mother and baby rooms, and provides care services for female employees in the working environment. In addition, Pagoda has set up a female employee committee, which is committed to protecting the rights and interests of and offering considerate care to female employees.



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情暖女神節，提升女性員工幸福感

Care on International Women's Day to Enhance the Sense of Happiness of Female Employees

我們於每年的3月8日婦女節開展系列活動，致力於通過豐富女職工業餘活動，挖掘表彰先進女職工事跡，提升女性員工成就感與幸福感。2023年，除為女性員工提供半天的休假福利外，百果園女職工委員會組織開展百果園第一屆「三八紅旗手」評選、女職工祝福及「女神節」打卡活動。

On the International Women's Day on March 8, we organize a series of events and are committed to improving female employees' sense of achievement and happiness by enriching after-work activities for female employees and exploring and commending the merits of excellent female employees. In 2023, in addition to the half-day holiday welfare, the Pagoda Female Employee Committee organized the rating of the first "March Eighth Red Flag Barriers", wishes to female employees and card punching event on the International Women's Day.



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員工活動

我們致力於幫助員工實現工作與生活的雙向平衡，鼓勵員工積極參與社團、團建等員工活動，在工作之餘舒緩身心，實現勞逸結合。我們用心打造家文化，持續為員工打造豐富多彩的活動，提升員工的幸福感。

2023年，我們組建了足球社、長亭書社、一舞社等9個員工興趣社團，以活動經費支持、組織方式指導等方式大力推動社團發展，極大豐富了員工的文化生活，有效引導員工形成積極向上的精神。

EMPLOYEE ACTIVITIES

We are always committed to helping employees strike a two-way balance between work and life and encourage them to take an active part in society, organizational development and other activities to relax themselves after work and combine work and pleasure. Pagoda builds a family culture with its whole being, and organizes rich and diverse activities for employees to improve the happiness of employees.

In 2023, we organized the football club, the Long Pavilion Book House, the Dancing Club among a total of 9 interest groups of employees, and vigorously promoted their development by providing the financial support and instructing the organizing method. This has greatly enriched employees' cultural life and effectively guided their positive and optimistic spirit.



足球社
Football Club



長亭書社
Long Pavilion Book House



果敢籃球社
Pagoda Basketball Club



一舞社
Dancing Club



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同時我們還持續為員工提供節日活動、文化活動、暖心活動等趣味活動，致力於在提升員工的幸福感的同時促進員工交流、增進感情。

At the same time, we continuously provide festival event, cultural event, heart-warming event and other interesting events and are committed to promoting exchanges and feelings between employees.



「濃情端午·‘粽’享歡樂」端午DIY活動
DIY event themed "Enjoy the Emotional Dragon Boat Festival"



「何止七夕·但願朝夕」活動
"More than July Seventh, But Only for Every Day" Event

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5.4 攜手加盟商共贏

百果園相信，加盟商是我們實現可持續發展道路上一榮俱榮，一損俱損的命運共同體。我們致力於幫助加盟商提升經營能力，通過與加盟商的持續溝通、交流和培訓，賦能其實現業務增長，提升加盟商對百果園文化和戰略的認同感，建立互信互愛的可持續發展關係。截至報告期末，百果園共有2,622位加盟商夥伴，加盟門店總數超6,000家。

5.4.1 加盟商溝通與賦能

加盟商一直是百果園長期戰略合作夥伴。我們與加盟商保持密切溝通，輸出門店標準化運營規範，在其經營過程中至始至終提供多維度的幫助，並通過樹立模範門店的方式，將績效表現突出的加盟商優秀經營和管理方法分享給其他加盟商，實現產業鏈的良性競爭，業績共贏。

我們持續通過由加盟商為主要成員的百果園加盟商委員會（以下簡稱「加委會」），鼓勵全國、各區域加盟商舉行相互之間的交流學習、座談會、巡店幫扶、日常提議反饋等活動，旨在發揮優秀加盟商的正能量，傳播百果園利他文化精神，通過溝通機制的建立，傳遞榜樣和標桿的能量，賦能加盟商共同成長，形成良好的加盟環境和氛圍。

5.4 JOIN HANDS WITH FRANCHISEES TO WIN TOGETHER

Pagoda believes that Pagoda and franchisees are of a community sharing "both loss and glory" on the way of sustainable development. We are committed to helping franchisees improve their business capabilities, empowering them to achieve business growth through continuous communication, exchange and training, enhancing their sense of identification with Pagoda culture and strategy, and establishing a sustainable development relationship of mutual trust and love. As of the end of the reporting period, Pagoda had a total of 2,622 franchisee partners and more than 6,000 franchised stores.

5.4.1 COMMUNICATION AND EMPOWERMENT FOR FRANCHISEES

Franchisees are always Pagoda's long-term strategic partners. We maintain close communication with our franchisees, output standardized operating practices for our stores, and provide multi-dimensional assistance throughout their operations. We also set up model stores to share the excellent operation and management methods of franchisees with outstanding performance to other franchisees for the purpose of achieving benign competition and mutual prosperity in the industrial chain.

By means of the Pagoda Franchisee Committee ("Franchisee Committee") mainly composed of franchisees, we continuously encourage franchisees nationwide and in different regions to carry out exchange of learning, seminar, mutual support, daily suggestion, feedback and other activities for the purpose of exerting the positive energy of excellent franchisees, and communicating the spirit of Pagoda's altruism culture. Also, we have established the communication mechanism to transmit the energy of examples and benchmarks, empower common growth of franchisees and develop a good franchising environment and climate.



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加盟商選址賦能

Empower franchisees in site selection

在幫助加盟商選址開店方面，我們規範管理加盟商門店選址及評估，並聘請專業第三方選址公司對商圈定位、店鋪位置等要素對地點進行評估，協助加盟商選址開店抉擇。

To help a franchisee select a store site, we manage its site selection and assessment in a compliant manner, and invite a third-party company to assess the site based on the positioning of the commercial circle, store location and other factors, and help the franchisee decide on the site.

門店設計與裝修賦能

Empower store design and decoration

我們幫助每一位加盟商夥伴開展門店設計和裝修工作，制定了門店裝修標準管理相關內部制度，以嚴格要求選擇符合資質的施工方，並對施工結果進行驗收。

We help every franchisee partner carry out the store design and decoration work, establish internal systems related to store decoration standard management, strictly require the selection of qualified construction parties, and inspect the construction results.

數字化賦能

Digital Empowerment

百果園不斷提升加盟商門店運營的數字化能力，向廣大加盟商推廣數字化經營管理系統，實現門店數字化運營。我們的ERP系統已成功為加盟商提供包含智能訂貨、智能定價、智能化動態銷管以及關鍵運營指標提升等信息化系統和功能，極大程度提升了加盟門店經營效率。

Pagoda continuously enhances the digital capabilities of franchisee for store operations, promotes digital management systems to franchisees, and achieves digital store operations. Our ERP system has successfully provided franchisees with information systems and functions, including intelligent ordering, intelligent pricing, intelligent dynamic sales management and key operational indicator improvement, and the system has greatly improved the operational efficiency of franchised stores.

運營支持

OPERATION SUPPORT

百果園能夠基於門店所處商圈周邊的動態數據，通過智能訂貨系統為門店匹配個性化產品組合、定價及促銷活動，幫助門店實現精細化運營，降低加盟商運營難度。同時，我們會協助加盟商的品牌宣傳及營銷活動，如提供節假日專項營銷方案及傳播渠道等。

Based on the dynamic data of the surrounding business districts of stores, Products can match personalized product mix, pricing and promotional activities for stores through the intelligent ordering system, to help stores achieve refined operation and help alleviate the difficulties faced by franchisees in operation. At the same time, we will assist franchisees in brand promotion and marketing activities, such as providing holiday specific marketing plans and communication channels.

教育培訓賦能

EMPOWERING EDUCATION AND TRAINING

我們對加盟商店長、店員搭建了成熟的培訓體系，培訓內容涵蓋食品安全、營銷方法等方面。此外，我們會為門店指派區域運營和督導經理，對其經營和管理進行指導。

Pagoda has a mature franchisee-specific training system for store managers and employees of the franchisee. The training content covers food safety, marketing method and other aspects. In daily operations, we also assign regional operation and supervisory managers to provide guidance on store operation and management.

第 5 章 CHAPTER 5

此外，自加盟商加入百果園後，我們便提供了全套的賦能方案。在加盟門店人才方面，我們對加盟門店各個關鍵崗位節點開展多維度的賦能和培訓，旨在提升加盟商及門店員工的文化認同感及門店經營管理能力。2023年，我們更新制定了《「百果園」品牌加盟店經營管理規定》《加盟費優惠政策》等內部政策，逐步完善加盟商激勵體系，鼓勵加盟商與百果園共同成長。此外，我們為加盟商打造了包括門店選址、開業支持、員工培訓、業務運營指導及IT系統支持在內的體系化加盟商幫扶機制，全流程賦能加盟商實現業務穩定增長。

Besides, after a franchisee joins Pagoda, we will provide the full package of empowerment plans. As to the human resources of a franchised store, we will provide multidimensional empowerment and training for various key positions and nodes of the store to improve the cultural identification of the franchisee and its employees as well as their operation and management ability. In 2023, we updated the *Administrative Regulations on the Operation of Branded Franchised Stores of Pagoda* (《「百果園」品牌加盟店經營管理規定》), the *Preferential Policy for Franchise Fee* (《加盟費優惠政策》) and other internal policies, gradually refined the franchisee incentive system and encouraged them to grow together with Pagoda. Moreover, we have systematic franchisee support and incentive mechanism, covering store site selection, opening support, employee training, business operation guidance and IT system support, empowering franchisees in all aspects from access to store operation and management, in order to empower franchisees to realize stable business growth.



第 5 章 CHAPTER 5

百果共創營-新晉外部加盟商集訓

Pagoda Common Creation Camp – Collective Training for New External Franchisees

我們針對2023年新加盟商於深圳開展了線下集訓賦能，圍繞「融文化 • 熟經營」，為其提供涵蓋文化、經營、政策解讀的相關課程培訓，提高其對公司文化及認知，提升專業素養及技能，並增強加盟商對百果園的歸屬感及認可感。

We have implemented the offline collective training and empowerment for the franchisees who joined us in 2023 in Shenzhen, and provided relevant courses focusing on “Integrating into Culture, Familiarizing with Operation” and covering culture, operation and policy interpretation. This was intended to improve their perception of the corporate culture, enhance their professional expertise and skills and strengthen their identification to Pagoda and acknowledgement.



5.4.2 加盟商管理

我們持續加強加盟商經營規範管理，依據《中華人民共和國食品安全法》《中華人民共和國消費者權益保護法》等法律法規的規定，制定《百果園品牌加盟店經營管理規定》，指導加盟商規範開展經營活動。

5.4.2 FRANCHISEE MANAGEMENT

We have continuously strengthened the standardized management of franchisee stores. In accordance with the *Food Safety Law of the People's Republic of China* (《中華人民共和國食品安全法》), the *Law of the People's Republic of China on Protection of Consumer Rights and Interests* (《中華人民共和國消費者權益保護法》) and other laws and regulations, the Company has formulated the *Administrative Regulations on the Operation of Branded Franchised Stores of Pagoda* (《百果園品牌加盟店經營管理規定》) to instruct franchisees in carrying out compliant business activities.

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為助力門店標準化運營，我們制定了運營「五行標準」，從食品安全、環境體驗、服務導購、出品管理和好吃不貴五個維度設立考核指標，按月就任意維度對加盟門店開展嚴格考核及評審，切實保障產品質量、食品安全及消費者體驗符合百果園標準。我們就此標準建立「神秘顧客」明訪暗訪機制，聘請第三方神秘客對「線上／線下門店」開展隨機標準抽查。此外，我們於2023年通過線上監控檢查、線下門店現場檢查的方式對40家門店開展了食品安全飛行檢查，將問題點第一時間對門店反饋並跟進整改，提升門店的經營管理能力。

我們還設立了加盟店違規評審小組，負責審批涉及加盟店經營管理的規章制度，對加盟店底線違規行為的處理作出最終裁決，對加盟店底線違規行為的申訴終審以及對加盟店違規管理工作進行監督和審查，規範加盟店運營，管控加盟店違規風險。

To help the stores' standardized operation, we have developed the 'five criteria' for operation, which sets the evaluation indicators in five dimensions, including food safety, environmental experience, shopping guide service, product quality management, and delicious and affordable. Also, we conduct monthly stringent evaluation and review against franchised stores in any dimension to effectively assure the product quality, food safety and consumer experience comply with Pagoda's standards. Meanwhile, we have established a "mystery shopper" mechanism, hiring third-party mystery customers to spot checks on "online/offline stores" based on the criteria. Besides, in 2023, we performed a flight inspection of food safety against 40 stores through the online surveillance check and offline store check, informed the stores of the problem points at the first opportunity. We followed up the rectification to improve their operation and management ability.

In addition, we have established a violation review panel for franchised stores, which is responsible for approving rules and regulations on the operation and management of franchised stores, making final decisions on the handling of violations by franchised stores, finalizing appeals against the violations, and monitoring and reviewing the violation management of franchised stores to regulate their operation and control their non-compliance risk.



第6章 CHAPTER 6

本章節響應的SDGs
SDGs responded to in this chapter



让“莓”好发生·西部计划支教青年专项资助项目探访活动

大愛無疆： 肩負高品質社會擔當

Boundless Love: Shoulder High Quality Social Commitment

百果園積極履行社會責任，持續關注社會訴求。自2018年提出「百果百縣」扶貧攻堅戰略後，公司積極深入國家深度貧困地區，發揮產業鏈及技術優勢，開展果業產業扶貧工作；公司與合作夥伴一起開展系列公益助學活動，持續助力山區基礎教育發展。同時，我們呼籲所有員工積極參與社會公益志願活動，將微小善舉凝成社會大愛，為促進社會可持續發展持續做出貢獻。

Pagoda actively fulfils its social responsibility and continuously pays attention to social aspirations. After establishing the “Pagoda 100-county Ambition”, a poverty alleviation strategy, in 2018, the Company has actively penetrated into deep poverty-stricken regions of China, and exerted our strengths in industrial chain and technology in the hope of alleviating poverty with the fruit industry. The Company and partners organized a series of philanthropic student aid activities and boosted the fundamental education development in the mountainous regions. At the same time, we call all employees to take an active part in social and philanthropic volunteer activities, fuse tiny charitable actions into the great love for the society and contribute to the sustainable development of the society.

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6.1 鄉村振興

百果園積極響應國家戰略，持續鞏固脫貧攻堅成果。在有效助力鄉村振興方面，公司提出「鄉村振興根本是產業振興，產業振興首先是銷售拉動」的理念，通過經營鏈接上游的農產種植與下游的民生消費，大力發揮公司在助農增收、鄉村振興上的先天優勢，積極踐行企業社會責任。

6.1 RURAL REVITALIZATION

Pagoda has actively echoed the national strategies and continuously consolidated the fruits of poverty alleviation. To effectively boost rural revitalization, the Company has advocated the concept that "the key to rural revitalization is the industrial revitalization, and the priority of industrial revitalization is sales driving". Linking the agricultural planting on the upper reach and people's consumption on the lower reach, the Company has given full play to our inherent advantages in helping farmers increase the income and promoting rural revitalization, and actively practiced the corporate social responsibility.

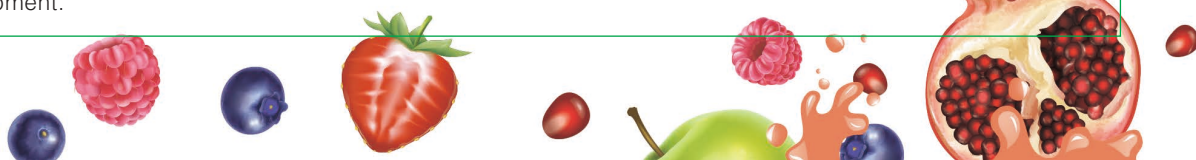
百果百縣戰略

Pagoda 100-county Ambition

2018年8月31日，百果園與中國扶貧志願服務促進會達成「百果百縣」全面戰略合作，計劃選擇100個果品品類，在100個國家深度貧困地區，持續採取產銷合作、種植基地合作等方式開展果業產業扶貧。目前我們已與湖南麻陽縣、陝西周至縣、新疆喀什、寧夏、海南等簽訂扶貧戰略合作簽約，通過「公司+貧困戶+基地」模式，助力科學種植，帶動農民實現增收。2023年，百果園進一步與甘肅、貴州、內蒙古、四川、雲南等共計20個國家級鄉村振興重點幫扶縣開展產銷合作，共計採購金額約6,383萬元。

On August 31, 2018, Pagoda forged a comprehensive strategic partnership of "Pagoda 100-county Ambition" with China Poverty Alleviation Promotion of Voluntary Service Promotion to select 100 fruit categories from 100 poverty-stricken regions in China and to alleviate poverty continuously through cooperation in production, marketing and with plant bases in the fruit industry. So far, we have signed the strategic partnership agreement on poverty alleviation with Mayang County of Hunan Province, Zhouzhi County of Shaanxi Province, Kashi City of Xinjiang Autonomous Region, Ningxia Autonomous Region, Hainan Province and other regions, and adopted the "Company & Poor Household & Base" mode to boost scientific planting and help farmers increase the income. In 2023, Pagoda further entered into production-marketing cooperation with a total of 20 supported counties under the national rural revitalization strategy, including Gansu, Guizhou, Inner Mongolia, Sichuan and Yunnan, and recorded a total purchasing amount of approximately RMB63.83 million.

- 2023年4月，為助力寧夏農業高質量發展合力推進鄉村全面振興，百果園率隊赴寧夏進行深入考察與交流，並與當地大型國企寧夏農墾集團、德商匯達成戰略合作。三方將充分利用各自優勢資源，在種植技術、三產融合、產銷對接、資源整合等方面達成全面、深度合作，互利共贏，長遠發展。
- In April 2023, Pagoda went to Ningxia to conduct in-depth investigation and exchanges, and reached a strategic cooperation with the local large-scale state-owned enterprises Ningxia Agricultural Group, and Deshanghui (Shenzhen) Digital Technology Co., Ltd, to boost the high-quality agricultural development and promote the comprehensive rural revitalization in the autonomous region. The three parties will leverage respective advantages and resources to enter into comprehensive and profound cooperation in planting technology, integration of three industries, production-marketing linkage, resource integration and other aspects and achieve mutual benefit, win-win and long-term development.



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- 2023年9月，深圳市對口支援新疆工作前方指揮部聯合百果園集團共同舉辦第五屆新疆水果節，旨在借勢新疆瓜果大量上市節點，重點推介新疆好水果與產地，讓新疆瓜果走上更多家庭餐桌，共同助推疆果出疆，助力全面鄉村振興。
- In September 2023, the Shenzhen Counterpart Support Work Front Command in Xinjiang and Pagoda cosponsored the Fifth Xinjiang Fruit Festival for the purpose of mainly promoting good fruits and origins of Xinjiang at the mass marketing of local fruits, helping local fruits to show up on more families' tables, jointly promoting the external sales of local fruits and boosting the rural revitalization in every aspect.



第 6 章 CHAPTER 6

打造「紫玉胡蘿卜」品類品牌並成立品類公司

Built the “Purple Jade Carrot” Brand and Established a Product Company

百果園始終致力於發展農產品品牌，將渠道品牌和品類品牌的建設作為公司戰略的核心引擎。公司已推出「領航計劃」，目前已推出30余種品類品牌，並計劃最終形成100個農產品品類品牌，引領並帶動全行業的發展。於報告期內，百果園與雲南洱源縣簽訂戰略合作協議，參與建立種苗種源基地、產業示範基地、產業化應用開發基地等，協助當地打造特色水果品類，推動當地農業產業發展。截至2023年末，公司已成功發布「紫玉胡蘿卜」品類品牌，並成立了品類公司——大理好果源農業發展有限公司。

Pagoda is always committed to developing agricultural product brands, and makes channel branding and category branding the core drivers of its strategy. The Company has launched the “Navigation Plan”. So far, we have released more than 30 product brands with the plan to form 100 agricultural product brands in the end and drive the development of the entire industry. In the reporting period, Pagoda signed a strategic cooperation agreement with Eryuan County of Yunnan Province, whereby Pagoda will participate in the establishment of seed and seedling source bases, industrial demonstration bases and industrial application development bases, and assist in the local development of characteristic fruit categories and promote the development of local agricultural industries. As at the end of 2023, the Company successfully announced the “Purple Jade Carrot” brand and established a product company – Dali Hao Guo Yuan Agricultural Development Co., Ltd.

- 2023年1月進行雲南紫玉胡蘿卜考察，並決定打造紫玉胡蘿卜品類品牌。
- In January 2023, we surveyed the purple jade carrot in Yunnan, and decided to build a product brand.



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- 2023年5月，公司和洱源縣人民政府就紫玉水果胡蘿卜產品長期穩定發展簽署了戰略合作協議，集政府、企業和農戶力量一起助力當地紫玉胡蘿卜產業發展。同月，品類公司——大理好果源農業發展有限公司成立。
- In May 2023, the Company and the People's Government of Eryuan County signed a strategic cooperation agreement on the long-term stable development of the Purple Jade fruit carrot product, and joined the forces of the government, the Company and rural households to boost the development of the local Purple jade Carrot industry. In the same month, the Company established a product company – Dali Hao Guo Yuan Agricultural Development Co., Ltd.



- 2023年11月，百果園與洱源縣人民政府在雲南大理州洱源縣舉辦了生鮮品類品牌領航計劃暨紫玉水果胡蘿卜上市發布會，正式宣布紫玉水果胡蘿卜首發，標誌紫玉水果胡蘿卜項目第一階段的奮鬥見到了成果。百果園希望通過紫玉水果胡蘿卜項目落地洱源，讓農戶實實在在受益，幫助農民脫貧致富，讓消費者品嘗到更多安全、健康、優質的農產品，全面助力鄉村振興。
- In November 2023, Pagoda and the People's Government of Eryuan County hosted the launch event for the Navigation Plan focusing on live and fruit product brands and the Purple Jade Fruit Carrot in Eryuan County, Dali Prefecture, Yunnan Province. The official announcement of the first launch of the Purple Jade Fruit Carrot marks the fruition of the first phase of our project. Pagoda hopes that after landing in Eryuan, the Purple Jade Fruit Carrot Project will truly benefit rural households, help them rise from poverty into prosperity, allow consumers to taste more safe, healthy and high-quality agricultural products, and boost the rural revitalization in every aspect.

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- 截至2023年末，我們已建設紫玉水果胡蘿卜BLOF種植試驗田，提供技術指導以及銷售幫扶，帶動合作農戶實現收益超過77萬元，帶動當地勞動就業人數29人，真正實現了農民增收、農業增效。
- As at the end of 2023, we built the BLOF planting experiment farm for the Purple Jade Fruit Carrot, and provided the technological instruction and sales support. This has helped rural households earn an income of more than RMB0.77 million and provide the local employment to 29 people, and truly achieved an income increase for rural households and benefit increase for agriculture.



第 6 章 CHAPTER 6

「秭歸臍橙暖春助農」再行動

“Zigui Navel Orange Helps Farmers in Warm Spring” Came Again

本年度是百果園第四年助力秭歸臍橙銷售。2023年3月至5月活動期間，百果園整合了線上線下全鏈路資源，從門店秭歸臍橙的爆品PK活動，到微博、門店社群等渠道發布助農海報引導至百果園APP、小程序線上銷售，不僅持續幫扶秭歸縣農民實現了創收，同時也讓越來越多的秭歸臍橙以更實惠的價格走上了消費者的餐桌。報告期內，我們綜合採購臍橙181.87萬公斤。

This year is the fourth year when Pagoda helped the sales of Zigui Navel Orange. During the event from March to May 2023, Pagoda integrated online and offline channel resources, organized the best-seller PK event for the Zigui Navel Orange at the stores, and published farmer-assisting posters on Weibo, store community and other channels to guide the online sales through Pagoda's application and mini program. This has continuously helped local farmers increase the income and also brought more and more Zigui Navel Oranges to consumers' dinner table at a more affordable price. During the reporting period, we purchased 1,818,700kg of navel oranges.



第 6 章 CHAPTER 6

助力新疆地區少數民族果農增收

Helped Ethnic Minority Farmers in Xinjiang Increase the Income

本年度，我們通過開展現場培訓，向新疆地區果農傳授種植技術、消費扶貧、優先吸納當地勞動力等形式，助力新疆地區少數民族果農共同打贏脫貧攻堅戰。

This year, Pagoda provided on-site trainings to help ethnic minority farmers in Xinjiang Autonomous Region jointly win the poverty alleviation campaign by teaching planting technologies to local farmers, alleviating poverty through consumption and first absorbing local labor force.

1. 傳授種植技術

Taught planting technologies

- 新疆吐魯番鄯善縣迪坎鄉是公司火洲黃杏的主要產區，種植戶95%以上都是維吾爾族果農，由於缺乏果樹種植技術，多年來果樹保持原始自然生長，少有修剪的習慣。
- Dikan Town, Shanshan County, Turpan in Xinjiang is the major origin of the Company's Huozhou Yellow Apricot. More than 95% of the planters are Uygur farmers, who lack the planting technology for fruit trees, leave them natural growing for years, and almost have no habit of trimming.



- 為提升當地農戶在迪坎鄉火洲黃杏品類的種植技術，公司邀請優果聯杏李專家於2023年2月為當地少數民族果農和植保站的工作人員現場培訓杏類果樹的修剪方法。
- In February 2023, to improve local farmers' planting technology for the Huozhou Yellow Apricot in Dikan Town, the Company invited the apricot and plum experts from Youguolian to train ethnic minority farmers and staff from the plant protection station in the region on how to trim apricot trees on the site.
- 通過果樹的修剪，使果園通風透光性增強，火洲黃杏的商品率和品質均實現提升。2023年，公司共採購火洲黃杏66噸，相比22年增加了35%。
- Through the pruning of the fruit trees, the ventilation and light penetrability of the orchard was strengthened, and the commercialization rate and quality of Huozhou yellow apricots were improved. In 2023, the Company purchased a total of 66 tons of Huozhou Yellow Apricot, representing an increase of 35% over 2022.



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2. 吊干杏收購

Acquisition of Hanging Dried Apricot

- 喀什地區伽師縣二鄉25村以西梅種植為主，但有17戶少數民族果農種植了50多畝吊干杏。由於吊干杏在該縣種植規模較小，當地少數民族果農缺乏專業、科學的種植方法，果品商品率偏低，外地果商收購率較低。
- The 25th Village, Second Town, Jiashi County, Kashgar Prefecture mainly plants prune trees, but 17 ethnic minority farmers plant more than three hectares of the Hanging Dried Apricot. Alien fruit distributors only buy a small proportion of the Hanging Dried Apricot, because the fruit covers a small planting area in the county, local ethnic minority farmers are poorly aware of professional and scientific planting methods and the commodity rate is rather low.
- 為有效促進當地鄉村振興，解決當地吊干杏收購難問題，百果園下屬品類公司——喀什百果安達智慧農業有限公司克服困難，依照公司採購品質要求，將村里所有符合標準的吊干杏統一進行高價收購，有效解決了當地果農銷售難的問題。
- To effectively promote the local rural revitalization and resolve the hindered procurement of the Hanging Dried Apricot in the region, Kashi Pagoda Anda Intelligent Agriculture Co., Ltd., a product company under the flag of Pagoda, met the challenge and bought all Hanging Dried Apricots that conformed to the quality standard of the Company at a high price, which has effectively solved the sales problem of local farmers.



第 6 章 CHAPTER 6

3. 提供就業機會

Provided job opportunities

- 新疆喀什莎車縣恰瓦克鄉卡迪那農場是百果園特約西梅供應基地。近年來，公司基地常年僱傭附近少數民族貧困戶村民，共計80余人，其中「60後」3人，「70後」9人。
- Kadina Farm in Qiawake Town, Shache County, Kashgar Prefecture, Xinjiang is the franchised base supplying prunes to Pagoda. In recent years, the company's base has been employing more than 80 poor ethnic minority villagers in the neighbourhood all year round, among them, 3 are "post-60s" and 9 are "post-70s".
- 百果園不僅為他們提供了工作機會，還在工作中傳授嫁接、修剪和簡單的果樹栽培技術，助力當地貧困戶通過提升勞動技能，實現脫貧增收。
- Pagoda not only provides them with job opportunities, but also teaches them grafting, pruning and simple fruit tree cultivation techniques, helping local poor households to achieve poverty alleviation and income generation by upgrading their labour skills.



第 6 章 CHAPTER 6

促就業和增收

Promote Employment and Income Increase

為有效解決當地貧困戶就業難的問題，百果園在產品採摘和加工環節積極僱傭當地中老年人和寶媽人群，增加其家庭收入來源。同時，公司積極成立品類公司，採用集中收購模式，有效增加當地農戶的收入。

To effectively resolve the hard employment of local impoverished households, Pagoda actively hires local middle-aged, elderly and young mother groups to pick and process products for the purpose of increasing their incomes. At the same time, the Company has actively established product companies that adopt the centralized procurement mode to effectively increase the incomes of local rural households.

- 阜寨鎮塔兒村位於咸陽和興平交界處，當地農戶種植管理水平和創收均處於較低水平。
- Taer Village of Fuzhai Town is situated along the border between Xianyang and Xingping, and local farmers suffer a low planting management and income level.
- 百果園公司的草莓供貨基地位於此處。每年秋冬農閒時間，基地為當地中老年人提供適合的田間採摘工作，同時隨着產業完善，部分工人和農戶也加入種植隊伍。公司通過為當地中老年人提供工作，助力家庭實現營收。
- Pagoda's strawberry supply base is located here. In the slack season of autumn and winter every year, the base provides the picking work for local middle-aged and elderly groups on the farm. Meanwhile, some workers and rural households have also joined the planting force amid the industrial improvement. The Company provides job opportunities for local middle-aged and elderly groups to help their families earn incomes.



第 6 章 CHAPTER 6

6.2 教育助學

百果園致力於向家庭困難學子提供力所能及的資助，通過引資、引智相結合的方式，為努力學習的學生創造平等的受教育機會。我們攜手多方基金會與優質資源，通過善款捐贈等方式，持續提升留守兒童受教育環境和教學質量。

6.2 EDUCATION SUPPORT

Pagoda is committed to providing financial assistance to students with family difficulties as far as possible. By combining the introduction of investment and intelligence, we creates the equal educational opportunity for students who study hard. We join hands with several foundations and quality resources, and continuously enhance the educational environment and teaching quality of left-behind children through the philanthropic donation and other methods.

打造第三期「佳果好學屋」，繼續關愛留守兒童

Initiated the Third Phase of the Zespri Learning House Project, and Continued to Care for Left-behind Children

百果園與佳沛、愛德基金會於2021年共同發起了「佳果好學屋」關愛留守兒童公益項目。自項目啟動以來，我們已完成了多次善款籌集，並將善款用於捐建四川涼山州及南充兩市6個縣16所鄉村學校的16間「佳果好學屋」多功能活動室，目前已服務超11,346名鄉村師生，並將持續為改善山區兒童教育助力。

In 2021, Pagoda joined hands with Zespri and Amity foundation to jointly initiate the Zespri Learning House, a philanthropic project caring for left-behind children. After the project was initiated, we have completed several philanthropic donations and used the donations to build the multifunctional event rooms of 16 "Zespri Learning Houses" in 16 rural schools of 6 counties in Liangshan Prefecture and Nanchong City of Sichuan Province. Now, they have served more than 11,346 rural teachers and students and will continue to boost the children's education in the mountainous region.

2023年8-9月，第三期「佳果好學屋」項目順利啟動，期間，百果園全國門店每賣出1顆佳沛奇異果，活動承辦方將捐贈0.1元作為愛心善款。本次項目共計銷售佳沛奇異果4,366,880顆，承辦方追加捐款總計50萬元，用於「佳果好學屋」多功能教學室建設。

In August-September 2023, the third phase of the "Zespri Learning House" project was smoothly launched. During this period, organizers donated RMB0.1 as the philanthropic donation for each Zespri kiwifruit sold in more than 5,000 stores of Pagoda nationwide. The project sold a total of 4,366,880 Zespri kiwifruits. Finally, the organizer increased their donation to RMB500,000, which was earmarked for the construction of multi-functional teaching rooms of the "Zespri Learning House".



第 6 章 CHAPTER 6

2023年12月,「佳果好學屋」第三期線下探訪活動落地開展,百果園及佳沛的志願者與當地學生和老師進行面對面交流互動。我們借助「佳果好學屋」多功能教學室中的多媒體設備和現代化信息手段,為四川省南充市儀隴縣石佛小學的孩子們帶來一場別開生面的公開課,並向全校師生捐贈愛心禮袋,為孩子們帶來冬日里的暖暖甜意。

In December 2023, the offline visit event under the third phase of the “Zespri Learning House”, and the volunteers from Pagoda and Zespri exchanged face to face with local students and teachers. We used the multimedia equipment and modern information technologies in the multifunctional teaching room of the “Zespri Learning House” to give an unusual open class for the students from Shifo Primary School, Yilong County, Nanchong City, Sichuan Province, and donated philanthropic gift bags to the teachers and students of the school, extending the warm love to these children in winter.



第 6 章 CHAPTER 6

讓「莓」好發生•西部計劃支教青年專項資助項目

“Make ‘Berry’ Happiness Happen” - Special Financial Aid Project for Education Supporting Youth under the Western Region Plan

百果園與怡穎莓 (Driscoll’s) 攜手中國鄉村發展基金會開展西部支教項目，通過公益項目籌集愛心善款。助力60余名高校研究生前往雲南、甘肅地區學校進行為期一年的支教活動。

Pagoda and Driscoll’s joined hands with the China Foundation for Rural Development to initiate an education support project for the western region and fund raising through public welfare projects to help more than 60 graduate students go to the mountainous schools in Yunnan and Gansu provinces for one-year volunteer teaching activities.

2023年4月，怡穎莓與百果園聯合打造的公益紀錄片——《力》正式發布。以三位項目受益人代表（研究生支教團成員）在雲南會澤縣文淵中學的真實支教故事為題材，多方位展示西部計劃對欠發達地區教育的改變。

In April 2023, a philanthropic newsreel – the Force – jointly produced by Driscoll’s and Pagoda was officially released. The newsreel displays in multiple dimensions the changes the Western Region Plan has made to the education in the underdeveloped regions based on the true stories of three representatives of the project’s beneficiaries (members of the postgraduate education support mission) at Wenyuan Middle School, Huize County, Yunnan Province.



第 6 章 CHAPTER 6

6.3 員工志願服務

百果園一貫倡導「奉獻精神」，積極履行社會責任，投身公益慈善。報告期內，百果園在志願服務、扶貧濟困、健康防護、愛心捐贈、應急救援等方面發揮企業力量，利用自身高質量資源與社會各界共建和諧美好社會。本年度，公司共計捐款超159萬元，參與愛心獻血、志願服務等項目人數超100人，針對公益活動開展將以項目形式鼓勵、引領職工積極承擔社會責任。

6.3 VOLUNTEER SERVICES

Pagoda always advocates the “Dedication Spirit”, actively performs its corporate social responsibility and devotes itself to philanthropy and charity. During the reporting period, Pagoda wielded our corporate strengths in volunteer service, poverty alleviation, health protection, philanthropic donation, emergency rescue and other aspects, and leveraged our own high-quality resources to construct a harmonious and good society with all stakeholders. During the year, the Company donated a total of more than RMB1.59 million, and more than 100 employees participated in philanthropic blood donation, volunteer service and other projects. We will encourage and guide our employees to actively bear the social responsibility under philanthropic projects.

聯合「褚氏農業」送上「橙」意滿滿新年禮

Collaborated with CHU'S AGRICULTURE and Presented the New Year's Gift with Oranges

2023年1月5日，褚氏農業與百果園積極聯手展開公益活動，為杭州市余杭區、臨平區7,000余名環衛工人送出了共計620筐，超13噸的雲冠橙，希望給風吹日曬的環衛工人們送去營養及關愛。

On January 5, 2023, CHU'S AGRICULTURE and Pagoda initiated a philanthropic event hand in hand and donated a total of 620 baskets and over 13 tons of Yunguan Orange to more than 7,000 sanitary workers in Yuhang District and Linping District of Hangzhou City, in the hope of extending nutrition and care to these weathered sanitary workers.



第 6 章 CHAPTER 6

關愛孤寡老人，點亮暮年時光

Care for the Old Living Alone, Kindle the Light in Their Late Years

百果園公益基金會聯合百果園義工小隊在武漢市漢陽區芳草苑小區開展了「關愛孤寡老人，點亮暮年時光」公益活動。通過本次活動，為孤寡、獨居、空巢老年人群體帶去百果園「果愛的力量」。

Pagoda Philanthropy Foundation and Pagoda Volunteer Team initiated a philanthropic event themed "care for the old living alone, kindle the light in their late years" in the Fragrant Grass Community, Hanyang District, Wuhan City. The event extended the "force of fruit's love" to those old people who lived alone without children or became widowed.



第 6 章 CHAPTER 6

積極響應鹽田區「廣東扶貧濟困日」募捐並榮獲銅獎

Actively Responded to the Donation to the "Guangdong Poverty Alleviation and Needy Support Day" and Won the Copper Award

百果園公益基金會積極響應政府號召，塑造企業品牌，展現企業社會責任。2023年，公司向鹽田區慈善會捐贈5萬元整，並在百果園公益基金會業務範圍之內，積極參與社會公益，塑造公益品牌。

Pagoda Philanthropy Foundation actively responded to the government's call to shape its corporate brand and demonstrate the corporate social responsibility. In 2023, the Company donated RMB50,000 to Yantian Charity Foundation. Moreover, we actively took part in social philanthropy and shaped our philanthropy brand within the business scope of Pagoda Philanthropy Foundation.



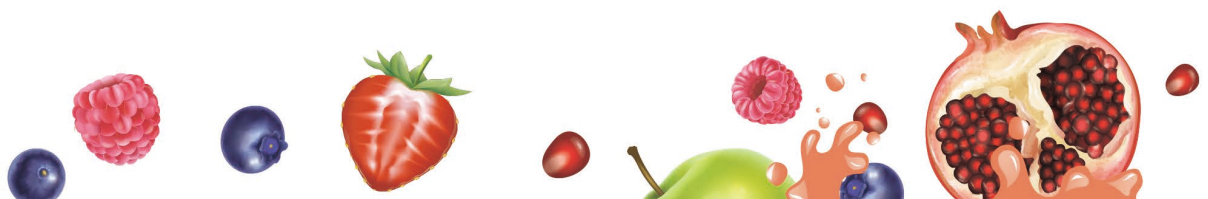
第 6 章 CHAPTER 6

為「首屆深圳鹽田山海半程馬拉松」贊助水果

Sponsored the "First Shenzhen Yantian Mountain & Sea Half Marathon" with Fruits

2023年3月，由深圳市鹽田區人民政府主辦，深圳市文化廣電旅遊體育局支持，鹽田區文化廣電旅遊體育局承辦，並獲得中國田徑協會認證及廣東省田徑協會指導的首屆深圳鹽田山海半程馬拉松鳴槍開跑，百果園為參賽選手和現場嘉賓提供了6,000斤香蕉和800斤聖女果，為參賽運動員補充能量，將健康理念和熱血運動充分結合。

In March 2023, the First Shenzhen Yantian Mountain & Sea Half Marathon, sponsored by the People's Government of Yantian District, Shenzhen Municipality, supported by Shenzhen Culture, Radio, Television, Tourism and Sport Bureau, undertaken by the Yantian District Culture, Radio, Television, Tourism and Sport Bureau, certified by the Chinese Athletics Association and instructed by Guangdong Athletics Association, kicked off, and Pagoda provided 3,000kg of bananas and 400kg of cherry tomatoes to supplement energy for the participating athletes and fully combine the health concept and the zealous sport.



第 6 章 CHAPTER 6

同舟共濟，讓愛不孤單

Survive in the Same Boat and Make Love not Alone

2023年8月，涿州發生洪澇災害時，百果園立即調動資源，與廣東天之瓜共同展開援助行動，將3萬多斤西瓜送往了受災區域，為受災群眾和一線工作人員供應了新鮮的水果。

In August 2023, when Zhuozhou was stricken by a flood disaster, Pagoda immediately mobilized resources, initiated a joint action with Guangdong Tianzhigua, and transported more than 15,000kg of watermelons to the stricken area, supplying fresh fruits to the affected residents and first-line staff.



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「情暖金秋·好喝相伴」果汁愛心捐贈活動

Philanthropic Donation of Fruit Juices Themed "Love Warms Golden Autumn, Delicious Juices Stay with You"

2023年10月，百果園向深圳鹽田區海山街道、梅沙街道、龍崗區南灣街道等多個街道辦進行了6.55噸的果汁捐贈，將果汁送到基層一線員工和環衛工人手中，為他們送去一份清涼和關懷。

In October 2023, Pagoda donated 6.55 tons of fruit juices to a number of sub-district offices, including Haishan Sub-district and Meisha Sub-district of Yantian District as well as Nanwan Sub-district of Longgang District, Shenzhen, and sent the fruit juices to the first-line employees and sanitary workers, extending the cooling sense and care to them.

2023年11月，百果園通過與喀什當地政府的對接，將共計6.3噸的果汁全部捐贈給喀什馬拉松活動，為參賽選手們增強營養補給。

In November 2023, Pagoda collaborated with the local government of Kashi, and donated a total of 6.3 tons of fruit juices to the Kashi Marathon event to strengthen the nutrition supply for the participating athletes.



附錄 APPENDIX

ESG 關鍵績效指標

ESG KEY PERFORMANCE INDICATORS

環境範疇

ENVIRONMENT

| 環境範疇績效指標 Environmental Key Performance Indicators | | 單位 Unit | 二零二三年 2023 | 二零二二年 2022 |
|--|--|---|---------------|---------------|
| A1 排放物 A1 Emissions | | | | |
| 廢氣排放 Exhaust gas emissions | 氮氧化物排放量 Nitrogen oxides emission | 千克 kg | 495.54 | 453.61 |
| | 硫氧化物排放量 Sulphur oxides emission | 千克 kg | 416.75 | 431.83 |
| | 顆粒物排放量 Particulates emission | 千克 kg | 36.25 | 31.7 |
| | 廢氣排放總量 Total exhaust gas emissions | 千克 kg | 948.54 | 917.13 |
| | 廢氣排放總密度 Total exhaust gas emission intensity | 千克/百萬元收入 kg/million RMB revenue | 0.08 | 0.08 |
| 溫室氣體排放 Greenhouse gas emissions | 溫室氣體排放量(範圍一) Greenhouse gas emission (Scope 1) | 噸二氧化碳當量 tCO ₂ e | 18,035.50 | 29,416.77 |
| | 溫室氣體排放量(範圍二) Greenhouse gas emission (Scope 2) | 噸二氧化碳當量 tCO ₂ e | 13,345.08 | 17,033.18 |
| | 溫室氣體總排放量 Total greenhouse gas emissions | 噸二氧化碳當量 tCO ₂ e | 31,380.59 | 46,449.95 |
| | 溫室氣體總排放密度 Total greenhouse gas emission intensity | 噸二氧化碳當量/百萬元收入 tCO ₂ e/million RMB revenue | 2.75 | 4.11 |

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| 環境範疇績效指標 Environmental Key Performance Indicators | | 單位 Unit | 二零二三年 2023 | 二零二二年 2022 |
|--|---|-------------------------------------|---------------|---------------|
| 無害廢棄物排放 Non-hazardous waste discharge | 食品垃圾重量 Weight of food waste | 噸 tons | 3,332.24 | 955.05 |
| | 生活垃圾重量 Weight of domestic waste | 噸 tons | 4.419 | 0.003 |
| | 無害廢棄物總量 Total non-hazardous waste | 噸 tons | 3,336.66 | 955.053 |
| | 無害廢棄物總密度 Total non-hazardous waste intensity | 噸／百萬元收入 tons/million RMB revenue | 0.29 | 0.08 |
| 有害廢棄物排放 Hazardous waste discharge | 廢硒鼓／墨盒重量 Weight of waste toner cartridge/ink cartridge | 千克 kg | 119 | 12.51 |
| | 有害廢棄物總量 Total hazardous waste | 千克 kg | 119 | 12.51 |
| | 有害廢棄物總密度 Total hazardous waste intensity | 千克／百萬元收入 kg/million RMB revenue | 0.01 | 0.001 |



附錄

APPENDIX

| 環境範疇績效指標 | | 單位 | 二零二三年 | 二零二二年 | |
|---|---------------------------------------|---|-----------------------|-----------|-----------|
| Environmental Key Performance Indicators | | Unit | 2023 | 2022 | |
| A2資源使用 | | | | | |
| A2 Use of Resources | | | | | |
| 能源消耗 Energy consumption | 直接能源消耗 Direct energy consumption | | | | |
| | 可再生能源 Renewable energy | 生物質燃油消耗量 Biomass fuel consumption | 千個千瓦時 kWh in '000s | 2.45 | 2.45 |
| | 不可再生能源 Non-renewable energy | 煤炭消耗量 Coal consumption | 千個千瓦時 kWh in '000s | 914.21 | 947.15 |
| | | 液化石油氣消耗量 LPG consumption | 千個千瓦時 kWh in '000s | 73.66 | 104.96 |
| | | 煤氣消耗量 Gas consumption | 千個千瓦時 kWh in '000s | 4.8 | 4.8 |
| | | 汽油消耗量 Gasoline consumption | 千個千瓦時 kWh in '000s | 155.82 | 237.78 |
| | | 柴油消耗量 Diesel consumption | 千個千瓦時 kWh in '000s | 160.94 | 163.2 |
| | 間接能源消耗 Indirect energy consumption | | | | |
| | 電力消耗量 Electricity consumption | | 千個千瓦時 kWh in '000s | 23,400.11 | 20,841.84 |
| | 能源消耗總量 Total energy consumption | | 千個千瓦時 kWh in '000s | 24,711.99 | 22,302.18 |
| 能源消耗總密度 Total energy consumption intensity | | 千個千瓦時／百萬元收入 kWh in '000s/million RMB revenue | 2.17 | 1.97 | |

附錄 APPENDIX

| 環境範疇績效指標 Environmental Key Performance Indicators | | 單位 Unit | 二零二三年 2023 | 二零二二年 2022 | |
|--|--|--|---------------|---------------|-----------|
| 用水量 Water consumption | 用水量 Water consumption | 立方米 m ³ | 236,123.02 | 349,991.34 | |
| | 用水密度 Water consumption intensity | 立方米／百萬元收入 m ³ /million RMB revenue | 20.73 | 30.94 | |
| 包裝使用 Packaging consumption | 轉運紙箱消耗量 Transportation carton consumption | 噸 tons | 2,776.48 | 2,242.97 | |
| | 零售包裝消耗量 Retail packaging consumption | 可生物降解塑料 Biodegradable plastics | 噸 tons | 730.63 | 11,068.18 |
| | | 環保塑料 Eco-friendly plastics | 噸 tons | 6,513.71 | |
| | | 紙 Paper | 噸 tons | 2,544.32 | |
| | 包裝消耗總量 Total packaging consumption | 噸 tons | 12,565.14 | 13,311.15 | |
| | 包裝消耗總密度 Total packaging consumption intensity | 噸／百萬元收入 tons/million RMB revenue | 1.10 | 1.18 | |

環境數據與系數說明

1. 環境數據的時間跨度為二零二三年一月一日至二零二三年十二月三十一日；數據收集範圍覆蓋百果園自營的16個配送中心、2個果製品工廠、集團總部辦公室以及下屬5個全資子公司（優果聯、百果科技、百果農資、海陽津成泰和海南王品）。

EXPLANATIONS FOR ENVIRONMENTAL DATA AND COEFFICIENTS

1. The environmental data spanned from January 1, 2023 to December 31, 2023; the data collected covered 16 distribution centers, 2 fruit products factories, the headquarter office of the Group and 5 wholly-owned subsidiaries (Youguolian, Baiguo Technology, Baiguo Agricultural Means, Haiyang Jinchengtai and Hainan Wangpin).



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2. 溫室氣體排放(範圍一)主要來自機械設備與公務車輛的燃料消耗, 溫室氣體排放(範圍二)主要產生於外購電力消耗, 數據來源為相關費用的繳費單以及行政統計台賬。二零二三年範圍一直接能源排放系數參考香港聯交所發布的《環境關鍵績效指標匯報指引》; 範圍二外購電力的溫室氣體排放系數參考國家生態環境部發布的《關於做好2023 – 2025年發電行業企業溫室氣體排放報告管理有關工作的通知》, 範圍二排放量隨國家電力排放系數下降而有所減少。
3. 集團消耗的能源類型包括機械設備及公務車輛用燃料、外購電力, 數據來源為相關費用的繳費單以及行政統計台賬。二零二三年能耗轉換系數參考國際能源署提供的轉換因子、國家《GB/T2589 – 2020綜合能耗計算通則》及《排放源統計調查產排污核算方法和系數手冊》、政府間氣候變化專門委員會《2006年IPCC國家溫室氣體清單指南》等。
4. 集團用水來源於市政管網供水, 數據來源為財務記錄以及行政統計台賬。
5. 無害廢棄物為果皮等食品垃圾以及生活垃圾, 二零二三年無害廢棄物隨業務擴張而增加。
6. 有害廢棄物為廢棄硒鼓及墨盒, 二零二三年有害廢棄物因收集範圍新增配送中心而有所增加。
7. 包裝類型包括轉運紙箱及門店零售包裝, 二零二三年包裝材料主要為紙類及塑料類包材, 暫不涉及金屬及玻璃類包材。
2. Greenhouse gas emissions (Scope 1) were mainly from the fuel consumption of mechanical equipment and official vehicles, while greenhouse gas emissions (Scope 2) were mainly from the consumption of purchased electricity, and the data sources were the related expense receipts and administrative statistics ledgers. The direct energy emission factor (scope 1) in 2023 was referred to the Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange. For the greenhouse gas emission factor of the purchased electricity (scope 2), we referred to the Circular on Greenhouse Gas Emission Reporting and Management of Power Generation Enterprises in 2023-2025. The emissions (scope 2) fell a little after the Chinese electric emission factor declined.
3. The types of energy consumed by the Group included fuel for mechanical equipment and official vehicles, as well as purchased electricity. The data source was the bill of payment of relevant expenses and the administrative statistical ledgers. For the energy consumption conversion factor, we referred to the ones provided by the International Energy Agency, GB/T2589 – 2020 General Rules for Calculation of the Comprehensive Energy Consumption, the Manual on Accounting Methods and Coefficients of Pollutant Discharge from Statistical Survey of Emission Sources and the 2006 IPCC Guidelines for National Greenhouse Gas Inventory issued by the Intergovernmental Panel on Climate Change.
4. The water consumption of the Group was from the municipal pipe network, and the data was from the financial records and the administrative statistics ledgers.
5. Non-hazardous waste was food waste such as fruit peel and domestic waste and rose with the business expansion in 2023.
6. Hazardous waste was scrap toner cartridge and ink cartridges and rose after the scope of collection added the distribution center in 2023.
7. Packaging came in transportation cartons and retail packaging in stores. In 2023, the packaging materials were mainly paper and plastic package materials, and temporarily didn't involve metal and glass materials.

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社會範疇

SOCIAL

| 社會範疇績效指標 Social Performance Indicators | | 二零二三年 2023 | |
|--|-----------------------------------|--------------------------------|-------------------------|
| B1 僱員 B1 Employees | | | |
| 按性別、僱傭類型、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type, age group and geographical region | | 員工人數(人) Number of employees | 佔比(%) Percentage (%) |
| 員工總人數 Total number of employees | | 2,583 | 100 |
| 按性別劃分 By gender | 男 Male | 1,502 | 58.15 |
| | 女 Female | 1,081 | 41.85 |
| 按僱傭類型劃分 By employment type | 全職 Full-time employees | 2,583 | 100 |
| | 兼職 Part-time employees | 0 | 0 |
| 按職級劃分 By employee category | 高層 Senior management employees | 11 | 0.43 |
| | 中層 Middle management employees | 306 | 11.85 |
| | 基層 Grass-roots employees | 2,277 | 88.15 |
| 按年齡組別劃分 By age group | 30周歲以下 Below 30 | 979 | 37.90 |
| | 31-50周歲 31-50 | 1,525 | 59.04 |
| | 50周歲以上 Above 50 | 79 | 3.06 |



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| 社會範疇績效指標 Social Performance Indicators | | 二零二三年 2023 | |
|---|------------------------------------|--|-----------------------------|
| 按地區劃分 By geographical region | 中國華北地區 North China | 103 | 3.99 |
| | 中國東北地區 Northeast China | 0 | - |
| | 中國華東地區 East China | 302 | 11.69 |
| | 中國華南地區 South China | 2,023 | 78.32 |
| | 中國華中地區 Central China | 71 | 2.75 |
| | 中國西南地區 Southwest China | 80 | 3.10 |
| | 中國西北地區 Northwest China | 0 | - |
| | 港澳台 Hong Kong, Macao and Taiwan | 3 | 0.12 |
| | 境外 Overseas | 1 | 0.04 |
| 按性別、年齡組別及地區劃分的僱員流失比率 Employee turnover rate by gender, age group and geographical region | | 離職人數(人) Number of employees leaving office (person) | 離職率(%) Turnover rate (%) |
| 全體員工離職人數 Number of all the employees leaving office | | 821 | 24.12 |
| 按性別劃分 By gender | 男 Male | 485 | 24.41 |
| | 女 Female | 336 | 23.71 |

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| 社會範疇績效指標 Social Performance Indicators | | 二零二三年 2023 | |
|---|------------------------------------|---------------|-------|
| 按年齡組別劃分 By age group | 30周歲以下 Below 30 | 458 | 31.87 |
| | 31-50周歲 31-50 | 349 | 18.62 |
| | 50周歲以上 Above 50 | 14 | 15.05 |
| 按地區劃分 By geographical region | 中國華北地區 North China | 19 | 15.57 |
| | 中國東北地區 Northeast China | 0 | - |
| | 中國華東地區 East China | 140 | 31.67 |
| | 中國華南地區 South China | 616 | 23.34 |
| | 中國華中地區 Central China | 20 | 21.98 |
| | 中國西南地區 Southwest China | 26 | 24.53 |
| | 中國西北地區 Northwest China | 0 | - |
| | 港澳台 Hong Kong, Macao and Taiwan | 0 | - |
| | 境外 Overseas | 0 | - |



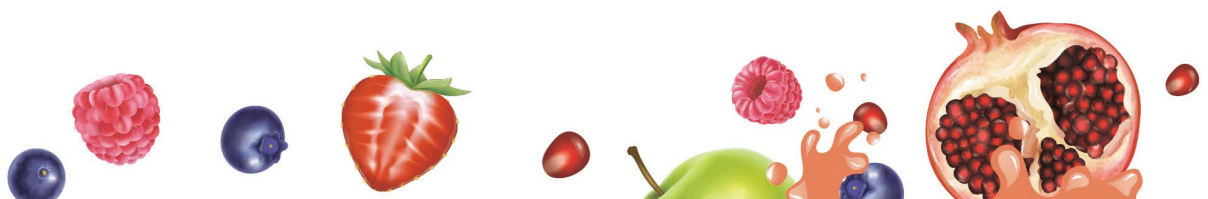
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| 社會範疇績效指標 Social Performance Indicators | | 二零二三年 2023 |
|---|-----------------------------------|---|
| B2 健康與安全 B2 Health and Safety | | |
| 因工死亡的人數(人) Number of work-related fatalities (person) | | |
| 2023 2023 | | 1 |
| 2022 2022 | | 0 |
| 2021 2021 | | 0 |
| 因工傷損失的工作日數(天) Lost days due to work injury (day) | | 0 |
| B3 發展及培訓 B3 Development and Training | | |
| 按性別及僱傭類別劃分的受訓僱員百分比 The percentage of employees trained by gender and employee category | | 受訓百分比(%) percentage of employees trained (%) |
| 按性別劃分 By gender | 男 Male | 58.15 |
| | 女 Female | 41.85 |
| 按職級劃分 By employee category | 高層 Senior management employees | 0.43 |
| | 中層 Middle management employees | 11.85 |
| | 基層 Grass-roots employees | 88.15 |

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| 社會範疇績效指標 Social Performance Indicators | | 二零二三年 2023 |
|--|-----------------------------------|--|
| 按性別及僱員類別劃分的受訓平均時數 Average training hours completed per employee by gender and employee category | | 受訓平均時數 (小時) Average training hours (hour) |
| 按性別劃分 By gender | 男 Male | 35.94 |
| | 女 Female | 45.44 |
| 按職級劃分 By employee category | 高層 Senior management employees | 23.22 |
| | 中層 Middle management employees | 26.17 |
| | 基層 Grass-roots employees | 41.65 |
| B5 供應鏈管理 B5 Supply Chain Management | | |
| 按地區劃分的供應商數目 Number of suppliers by region | | 供應商數目 (家) Number of suppliers |
| 中國大陸地區及境外供應商 Suppliers in China Mainland and overseas suppliers | | 1,133 |
| 中國華北地區 North China | | 68 |
| 中國東北地區 Northeast China | | 22 |
| 中國華東地區 East China | | 373 |
| 中國華南地區 South China | | 291 |
| 中國華中地區 Central China | | 93 |
| 中國西南地區 Southwest China | | 121 |
| 中國西北地區 Northwest China | | 73 |
| 境外 Overseas | | 92 |



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| 社會範疇績效指標 Social Performance Indicators | 二零二三年 2023 |
|--|---------------|
| B6 產品責任 B6 Product Responsibility | |
| 客戶投訴數量(次) Number of customer complaints (case) | 37,595 |
| 處理客戶投訴數量(次) Number of handled customer complaints (case) | 36,254 |
| 服務及品質投訴數量(次) Number of complaints about service and quality (case) | 25,843 |
| 因安全及健康召回的產品百分比(%) Percentage of products recalled due to safety and health concerns (%) | 0 |
| B7 反貪污 B7 Anti-corruption | |
| 貪污訴訟案件數量 Number of anti-corruption lawsuits | 0 |

社會數據說明：

1. 社會數據的時間跨度為二零二三年一月一日至二零二三年十二月三十一日；僱員數據範圍覆蓋百果園總部及子公司。

Explanations of social data:

1. The social data spanned from January 1, 2023 to December 31, 2023. The employee data covered the headquarter of Pagoda and its subsidiaries.

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| A1.2 | <p>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(如以每產量單位、每項設施計算)</p> <p>Direct (Scope 1) and energy direct (Scope 2) greenhouse gas emissions (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)</p> | <p>4.1 應對氣候變化</p> <p>4.1 Responding to Climate Change</p> <p>附錄ESG關鍵績效指標</p> <p>Appendix ESG Key Performance Indicators</p> |
| A1.3 | <p>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)</p> <p>Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)</p> | <p>4.2 深入綠色實踐</p> <p>4.2 Deep green practice</p> <p>附錄ESG關鍵績效指標</p> <p>Appendix ESG Key Performance Indicators</p> |
| A1.4 | <p>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)</p> <p>Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)</p> | <p>4.2 深入綠色實踐</p> <p>4.2 Deep green practice</p> <p>附錄ESG關鍵績效指標</p> <p>Appendix ESG Key Performance Indicators</p> |
| A1.5 | <p>描述所訂立的排放量目標及為達到這些目標所採取的步驟</p> <p>Description of emission target(s) set, and steps taken to achieve them</p> | <p>4.1 應對氣候變化</p> <p>4.1 Responding to Climate Change</p> <p>4.2 深入綠色實踐</p> <p>4.2 Deep green practice</p> |
| A1.6 | <p>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</p> <p>Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them</p> | <p>4.1 應對氣候變化</p> <p>4.1 Responding to Climate Change</p> <p>4.2 深入綠色實踐</p> <p>4.2 Deep green practice</p> |

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| 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) | 4.2深入綠色實踐 4.2 Deep green practice 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| 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) | 4.2深入綠色實踐 4.2 Deep green practice 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| A2.3 | 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟 Description of energy use efficiency target(s) set, and steps taken to achieve them | 4.2深入綠色實踐 4.2 Deep green practice |
| 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 | 4.2深入綠色實踐 4.2 Deep green practice |
| A2.5 | 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced | 4.2深入綠色實踐 4.2 Deep green practice 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |



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| 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 | 3.2 打造生態種植產業鏈 3.2 Build an ecological planting industrial chain |
| 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 | 3.2 打造生態種植產業鏈 3.2 Build an ecological planting industrial chain |
| 層面A4 Aspect A4 | 氣候變化 Climate change | |
| 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氣候相關事宜的政策 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer | 4.1 應對氣候變化 4.1 Responding to Climate Change |
| A4.1 | 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及其應對行動 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them | 4.1 應對氣候變化 4.1 Responding to Climate Change |
| B. 社會 B. Social | | |
| 層面B1 Aspect B1 | 僱傭 Employment | |
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| 議題 Topic | 披露項 Disclosure Item | 對應章節 Corresponding section |
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| B1.2 | 按性別、年齡組別及地區劃分的僱員流失比率 Employee turnover rate by gender, age group and geographical region | 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
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| 一般披露 General Disclosure | 有關提供安全工作環境及保障僱員避免職業性危害的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (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 | 5.3 用心關愛員工 5.3 Care for employees with heart 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| B2.1 | 過去三年（包括匯報年度）每年因工亡故的人數及比率 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year | 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
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| 一般披露 General Disclosure | 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 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities | 5.2培養優秀人才 5.2 Cultivate excellent talents |
| B3.1 | 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比 The percentage of employees trained by gender and employee category (e.g. senior management, middle management) | 5.2培養優秀人才 5.2 Cultivate excellent talents 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| B3.2 | 按性別及僱員類別劃分，每名僱員完成受訓的平均時數 The average training hours completed per employee by gender and employee category | 5.2培養優秀人才 5.2 Cultivate excellent talents 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| 層面B4 Aspect B4 | 勞工準則 Labour Standards | |
| 一般披露 General Disclosure | 有關防止童工或強制勞工的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of child or forced labour | 5.1維護員工權益 5.1 Safeguarding employees' rights and interests |
| B4.1 | 描述檢討招聘慣例的措施以避免童工及強制勞工 Description of measures to review employment practices to avoid child and forced labour | 5.1維護員工權益 5.1 Safeguarding employees' rights and interests |
| 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 | 5.1維護員工權益 5.1 Safeguarding employees' rights and interests |

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| 議題 Topic | 披露項 Disclosure Item | 對應章節 Corresponding section |
|----------------------------|---|--|
| 層面B5 Aspect B5 | 供應鏈管理 Supply Chain Management | |
| 一般披露 General Disclosure | 管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain | 3.1 攜手共創可持續供應鏈 3.1 Join hands to create sustainable supply chains |
| B5.1 | 按地區劃分的供貨商數目 Number of suppliers by geographical region | 3.1 攜手共創可持續供應鏈 3.1 Join hands to create sustainable supply chains 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| B5.2 | 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目，以及相關執行及監察方法 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored | 3.1 攜手共創可持續供應鏈 3.1 Join hands to create sustainable supply chains |
| B5.3 | 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored | 3.1 攜手共創可持續供應鏈 3.1 Join hands to create sustainable supply chains |
| B5.4 | 描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored | 3.1 攜手共創可持續供應鏈 3.1 Join hands to create sustainable supply chains |



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| 議題 Topic | 披露項 Disclosure Item | 對應章節 Corresponding section |
|----------------------------|--|---|
| 層面B6 Aspect B6 | 產品責任 Product Responsibility | |
| 一般披露 General Disclosure | 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (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 of products and services provided and methods of redress | 2.1卓越食品品質 2.1 Outstanding food quality 2.3優質客戶服務 2.3 High-quality customer service |
| 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 | 2.1卓越食品品質 2.1 Outstanding food quality 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| 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 | 2.3優質客戶服務 2.3 High-quality customer service |
| 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 | 2.2產品創新 2.2 Product innovation |
| 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 | 2.1卓越食品品質 2.1 Outstanding food quality |
| 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 | 2.3優質客戶服務 2.3 High-quality customer service |

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| 議題 Topic | 披露項 Disclosure Item | 對應章節 Corresponding section |
|----------------------------|---|---|
| 層面B7 Aspect B7 | 反貪污 Anti-corruption | |
| 一般披露 General Disclosure | 有關防止賄賂、勒索、欺詐及洗黑錢的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering | 1.2 貫徹商業道德 1.2 Carry out business ethics |
| B7.1 | 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果 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 | 1.2 貫徹商業道德 1.2 Carry out business ethics 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators |
| B7.2 | 描述防範措施及舉報程序，以及相關執行及監察方法 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored | 1.2 貫徹商業道德 1.2 Carry out business ethics |
| B7.3 | 描述向董事及員工提供的反貪污培訓 Description of anti-corruption training provided to directors and staff | 1.2 貫徹商業道德 1.2 Carry out business ethics |



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| 議題 Topic | 披露項 Disclosure Item | 對應章節 Corresponding section |
|----------------------------|---|---|
| 層面B8 Aspect B8 | 社區投資 Community Investment | |
| 一般披露 General Disclosure | 有關以社區參與來了解營運所在小區需要和確保其業務活動會考慮社區利益的政策 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 | 6.1 鄉村振興 6.1 Rural revitalization 6.2 教育助學 6.2 Education support 6.3 員工志願服務 6.3 Volunteer services |
| 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) Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture and sport) | 6.1 鄉村振興 6.1 Rural revitalization 6.2 教育助學 6.2 Education support 6.3 員工志願服務 6.3 Volunteer services |
| B8.2 | 在專注範疇所動用資源(如金錢或時間) Resources contributed (e.g. money or time) to the focus area | 6.1 鄉村振興 6.1 Rural revitalization 6.2 教育助學 6.2 Education support 6.3 員工志願服務 6.3 Volunteer services |

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讀者反饋表

尊敬的讀者：

感謝您閱讀本集團《2023年環境、社會及管治報告》，為更好地向利益相關方提供有價值的信息，提高履行社會責任的能力和水平，本集團誠摯邀請您對本報告提出寶貴意見和建議。

您可填寫反饋表，並通過以下方式反饋給本集團：

地址：廣東省深圳市龍崗區平吉大道1號建昇大廈B座11樓
電話：400-181-1212/0755-84656341
Email：pagodazq@pagoda.com.cn

1. 您對本集團環境、社會及管治報告的總體評價：

非常滿意 滿意 不太滿意 不滿意

2. 您對本集團履行經濟、社會、環境責任的評價：

READER'S FEEDBACK FORM

Dear reader,

Thank you for reading the 2023 Environmental, Social and Governance Report of the Group. To better provide valuable information to stakeholders and improve the ability and level of fulfilling social responsibility, the Group sincerely invites you to provide valuable opinions and suggestions on this Report.

You may fill out the feedback form and provide feedback to the Group through the following methods:

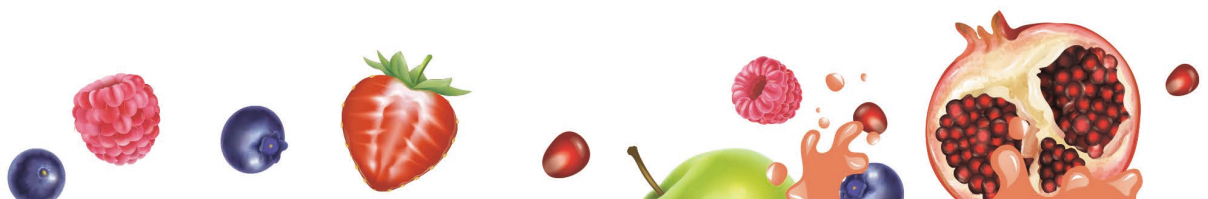
Address: 11F, Building B, Jiansheng Building, No. 1 Pingji Avenue, Longgang District, Shenzhen, Guangdong Province
Tel: 400-181-1212/0755-84656341
Email: pagodazq@pagoda.com.cn

1. Your overall comment on the ESG Report of the Group:

Extremely Satisfied Satisfied Not very satisfied Unsatisfied

2. Your comment on the economic, social and environmental responsibilities of the Group:

| | |
|--------------------------------------|--|
| 經濟責任 Financial responsibility | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |
| 社會責任 Social responsibility | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |
| 環境責任 Environmental responsibility | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |



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3. 您認為本報告能否反映本集團的ESG責任實踐對經濟、社會、環境的影響？

能很好反映 能較好反映 能一般反映
 不太能反映 不能反映

3. Do you think this Report can reflect the economic, social and environmental impacts from the ESG responsibility practices of the Group?

Reflect well Reflect fairly Reflect a little
 Unable to reflect very much Not reflect

4. 您認為本報告披露信息和數據的清晰度、準確度和完整性如何？

4. How do you like the clarity, accuracy and integrity of the information and data disclosed in this Report?

| | |
|------------------|--|
| 清晰度 Clarity | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |
| 準確度 Accuracy | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |
| 完整性 Integrity | <input type="checkbox"/> 非常滿意 <input type="checkbox"/> 滿意 <input type="checkbox"/> 不太滿意 <input type="checkbox"/> 不滿意 <input type="checkbox"/> Extremely Satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Not very satisfied <input type="checkbox"/> Unsatisfied |

5. 您認為本報告的內容安排和版式設計是否方便閱讀？

是 一般 否

5. Do you think the content arrangement and layout design of this Report are easy to read?

Yes Ordinary No

6. 您對本集團ESG工作和本報告的其他意見和建議：

6. Your other suggestions and advice on the ESG work and this Report of the Group:
