



海昌海洋公园

HAICHANG OCEAN PARK

(Incorporated in the Cayman Islands with Limited Liability 於開曼群島註冊成立之有限公司)
Stock Code 股份代號: 2255



育梦·有爱·有快乐
DREAM LOVE JOY

2023 | 环境、社会及管治报告
ENVIRONMENTAL, SOCIAL AND
GOVERNANCE REPORT

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

1 ABOUT THIS REPORT

1.1 Reporting Scope

Haichang Ocean Park Holding Co., Ltd. (hereinafter referred to as “**the Group**” or “**Haichang Ocean Park**” or “**Haichang**”) has published Environmental, Social and Governance (“**ESG**”) reports since 2016. This is our eighth ESG report, which covers the ESG performance of the Group for the period from 1 January 2023 to 31 December 2023, and some of the content relates to the period outside such time frame.

The scope of entities of our 2023 ESG report (“**scope of entities of 2023 ESG report**”) includes the headquarters of the Group and 7 large-scale self-owned theme parks, including Shanghai Haichang Ocean Park, Zhengzhou Haichang Ocean Resort, Dalian Haichang Discoveryland Theme Park, Sanya Haichang Fantasy Town, Dalian Laohutan Ocean Park, Chongqing Haichang Caribbean Water Park and Yantai Haichang Ocean Park.

1.2 Reporting Standards

This report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (“**the ESG Reporting Guide**”) under Appendix C2 to the Rules Governing the Listing of Securities (“**the Listing Rules**”) published by The Stock Exchange of Hong Kong Limited (“**HKEX**”), comprising the mandatory disclosure requirements and “comply or explain” provisions. The report has also complied with the Reporting Principles of Materiality, Quantitative, Balance and Consistency set out in the ESG Reporting Guide.

The report disclosed the details of the progress and effect of ESG work of Haichang Ocean Park Holding Ltd. in 2023 and was reviewed and approved by the board of directors of the Company (the “**Board**”) on 26 March 2024.

1 關於本報告

1.1 報告範圍

海昌海洋公園控股有限公司（以下簡稱「**本集團**」或「**海昌海洋公園**」或「**海昌**」）自2016年起開始發布環境、社會及管治（以下簡稱「**ESG**」）報告。本報告為本集團發布的第八份ESG報告，涵蓋本集團2023年1月1日至2023年12月31日的ESG表現，部分內容超出上述範圍。

本年度我們的ESG報告主體範圍（以下簡稱「**2023ESG主體報告範圍**」）包括本集團總部及上海海昌海洋公園、鄭州海昌海洋旅遊度假區、大連海昌發現王國主題公園、三亞海昌夢幻海洋不夜城、大連老虎灘海洋公園、重慶海昌加勒比海水世界、煙台海昌海洋公園7個集團大型自有主題公園。

1.2 編製依據

本報告依據香港聯合交易所有限公司（「**香港聯交所**」）刊發的證券上市規則（「**上市規則**」）附錄C2所載之《環境、社會及管治報告指引》強制披露規定及「不遵守就解釋」條文而編撰，並遵從該指引載列的重要性、量化、平衡及一致性披露原則。

本報告詳盡披露了海昌海洋公園2023年ESG工作的進展與成效，並於2024年3月26日呈報董事會審議通過。

1.3 Reporting Principles

Materiality: Haichang Ocean Park aimed to enhance the specificity of reporting, further identify ESG issues and assess their materiality in accordance with the ESG Reporting Guide of the Hong Kong Stock Exchange (HKEX) to ensure the comprehensiveness and accuracy of the information disclosure in the report and high connectivity between the issues and the stakeholders.

Quantitative: Haichang Ocean Park regularly compiled statistics on the indicators of key quantified disclosures of all “Environmental” areas and certain “Social” areas stated in the ESG Reporting Guide. Such statistics were collected during the year for the preparation of this final report for public disclosure. Details of the quantified ESG data are presented in the “KPIs of The HKEX ESG Reporting Guide” section of the report.

Consistency: The information disclosed in the report was summarized based on the collective information gathering procedure and working mechanism set up by the Group to ensure consistency and comparability.

1.4 Access to the Report

This report is available in both Traditional Chinese and English, which can be accessed on the HKEX website and the Group’s website at <https://www.haichangoceanpark.com>.

1.5 Feedback

In addition to fulfilling the responsibilities of non-financial reporting, this report is also committed to becoming a communication platform that can strengthen our understanding with various stakeholders and provide informative guidance on the sustainable development of the Group. We welcome people from all walks of life to provide valuable comments and suggestions on the content of this report, the way it is presented and our sustainable development performance. You can contact us at investor@haichangoceanpark.com.

1.3 匯報原則

重要性原則：海昌海洋公園旨在提升報告針對性，依據聯交所《環境、社會及管治報告指引》要求，識別ESG重要性議題，保證報告披露的全面性、準確性，以及議題和持份者的高度關聯性。

量化原則：海昌海洋公園對包括ESG報告指引中所有「環境」範疇及部分「社會」範疇的量化關鍵披露指標進行定期統計，並於年內進行匯總，最終形成本報告對外披露。ESG量化數據詳見本報告「香港聯合交易所ESG指引關鍵績效指標」章節。

一致性原則：本報告中披露的數據均根據集團建立的統一信息收集流程、工作機制進行統計，以保證數據連年可比。

1.4 獲取方式

本報告具備中文及英文版本，並刊載於香港聯交所網站及本集團網站：<https://www.haichangoceanpark.com>。

1.5 意見反饋

本報告在履行有關非財務報告的責任之外，更致力於成為一個能加強我們與各持份者瞭解的溝通平台，為本集團可持續發展提供具參考價值的指引。我們歡迎各界人士就本報告內容、報告方式及我們的可持續發展表現提供寶貴的意見及建議，並通過investor@haichangoceanpark.com與我們聯繫。

2 MESSAGE FROM THE BOARD

In 2023, the global concern for sustainable development has reached an unprecedented level. The highest temperature of different regions have broken records many times in the year, and extreme climate events occurred frequently. Addressing climate and environmental changes has thus increasingly become a huge challenge to human survival and development.

A consensus has been reached on the implementation of low-carbon emission reduction and its climate action under this context. The European Union has accelerated the Green Deal legislation and remained at the forefront of the international regulatory policy monitoring; the 28th Conference of the Parties to the United Nations Framework Convention on Climate Change (COP28) was held successfully, further clarified the goals and progress of low-carbon transformation, climate financing, and reached a collective agreement on many issues such as just transition. In China, the concept of sustainable development has been further promoted. The “1+N” policy system of carbon peaking and carbon neutrality has also been increasingly improved, which provided a strong support for the action of low-carbon transition.

As a leader in the theme park industry in China, Haichang Ocean Park adheres to its core philosophy of integrating ESG elements into its daily management and park operations. With the vision of “Forging the No. 1 ocean culture and traveling entertainment brand in China and building a traveling entertainment platform featured international ocean culture”, the Group is fully aware of its ecological and social responsibilities. We have also been putting efforts into every aspect of business operation that creates a harmonious ecosystem, maintaining the safety and health of employees and consumers, and promoting the transparency of corporate governance to serve as a goal and a driving force for us to continuously move forward.

2 董事會致辭

2023年，全球對可持續發展的關注達到了前所未有的高度。這一年裏，多個地區的最高氣溫屢破紀錄，極端氣候事件頻繁發生，應對氣候與環境變化愈發成為人類社會生存與發展的巨大挑戰。

在此背景下，落實低碳減排、採取氣候行動已達成共識。歐盟加快綠色新政立法的步伐，在監管政策上始終走在國際前列；聯合國氣候變化框架公約第28次締約方大會(COP28)成功召開，進一步明確了低碳轉型、氣候融資的目標與進展，也在公正轉型等多項議題上達成共識。放眼國內，可持續發展理念進一步推廣，碳達峰•碳中和「1+N」政策體系日益完善，為落實低碳減排行動提供了有力支撐。

作為國內主題公園行業的領軍者，海昌海洋公園堅持一直以來的核心理念，將環境、社會及管治(ESG)要素融入日常管理與園區運營中。我們秉承「打造中國海洋文化旅遊休閒品牌、國際化海洋文化特色的旅遊休閒平台型企業」的願景，深知自身所肩負的生態與社會責任，在運營的每一環節，營造和諧生態、維護員工與消費者的安全健康、促進公司治理廉潔透明，作為我們不斷前進的目標與動力。

In 2023, Haichang Ocean Park has achieved remarkable results in its ESG performance. In terms of the environment, we have committed to reducing greenhouse gas emissions, saving energy and minimizing waste and pollution by optimizing operational processes and improving resource efficiency. With respect to animal conservation, we have a long-term endeavor to carry out our functions in polar and marine conservation and science education. We also have focused on performing research on biological conservation and protection, assisting competent authorities in the rescue and release of aquatic wildlife, as well as promoting the science of animal conservation to the public.

With respect to our social responsibility, we have paid close attention on issues such as employees' well-being, community development, and public welfare, etc. We have devoted to enhancing the workplace safety and welfare of our employees, actively supporting the development and improvement of local communities. We also have promoted the development of the educational and health sectors through public welfare activities such as organizing "Theme Month for Caring for Autistic Children" and establishing "Starlight Autism Healing Base". Additionally, we focused on improving customer service, developing new cultural and tourism products from the perspective of customer experience. We brought novel and joyful experiences to visitors through a variety of colorful activities such as the Killer Whale Splashing Music Festival and the Haichang Discovery Academy Science Tour.

Regarding our corporate governance, we maintain fairness, justice, transparency and efficiency to improve our governance structure and systems and ensure a sound and compliant operation. We value the independence and supervisory functions of the Board of Directors, the strengthening of internal controls, the monitoring of auditing and risk management, and the engagement and participation of shareholders and other stakeholders in order to jointly promote the long-term development and maximize benefits of the Group.

2023年，海昌海洋公園在ESG領域取得了顯著的成績。在環境方面，我們通過優化運營流程、提高資源利用效率的方式，致力於降低溫室氣體排放、節約能源、減少廢棄物和污染。針對動物保育，長期以來我們努力踐行極地、海洋生物保護及科普教育職能，致力於生物保育及保護研究，協助主管部門開展水生野生動物救助、放生以及面向大眾的動物保護科普工作。

在社會責任上，我們關注員工福祉、社區發展、公益慈善等議題。我們致力於提升員工的工作環境安全和福利，積極支持當地社區的發展和改善，通過舉辦「孤獨症關愛月」、成立「星光孤獨症療愈基地」等公益活動，推動教育、健康領域發展。同時，我們從客戶體驗出發，將提升客戶服務、開發創新文旅產品作為年度工作的重心，藉助虎鯨潑水音樂節、海昌探索學院科普行等多種形式的繽紛活動，不斷為遊客帶來新奇與歡樂體驗。

在管治上，我們堅持公平公正、透明高效，持續健全治理結構和制度，保障公司運作穩健合規。我們重視董事會的獨立性和監督職能，加強內部控制、監察審計和風險管理，重視股東等持份者溝通和參與，共同促進公司的長期發展和利益最大化。

During the reporting period, Haichang Ocean Park has engaged ERM, an internationally renowned ESG consultancy, to conduct a review and analysis of the Group's ESG efforts, on the basis of which this ESG report has been developed. Haichang Ocean Park and ERM will also continue to discuss the ESG strategic framework for the Group's future development direction, framework and system improvement to provide support on the Group's achievable future on sustainability.

Haichang Ocean Park well recognized its important role in connecting people's daily behavior with marine conservation. Looking ahead, the Group will continue to communicate with different stakeholders and improve its ESG management and practices based on the existing basis. With a great attention being paid to animal welfare, ecological environment protection and the fulfillment of corporate and social responsibility in our business and operations, the Group will respond to the public's concerns through its own practical actions. We will also strengthen the biodiversity protection and the sustainable development of the polar marine environment in contributing to build a better planet for all.

報告期間，為進一步落實ESG管理工作，海昌海洋公園聘請了國際知名ESG諮詢機構ERM就本集團ESG工作進行了梳理分析與建議，並在此基礎上形成本報告。雙方將持續對本集團在可持續發展方向、框架與制度體系完善上進行探討，為集團未來落實可持續發展提供支撐。

海昌海洋公園深知，自身已成為人們日常行為與海洋保護之間的重要紐帶。展望未來，海昌海洋公園將持續與各持份者溝通，在現有基礎上不斷提升ESG管理水平與實踐，通過在自身業務和運營中關注動物福利、保護生態環境、多方位踐行企業環境和社會責任，以自身的實際行動回應社會大眾的關切，加強生物多樣性保護極地海洋環境的可持續發展，為構建美好地球家園貢獻自身的力量。

3 ABOUT US

3.1 Company Profile

Haichang Ocean Park Holdings Ltd. (2255.HK) is a leading group in China specialising in providing integrated tourism and leisure services with oceanic culture as its core. The Group owned and operated seven large-scale marine culture-based theme parks under the brand name of “Haichang”, While improving visitors’ experience and product offerings in theme parks, the Group gradually diversified its business to tourism and leisure services and solutions, and IP operation new consumption. As the Group continues to deliver its comprehensive tourism and leisure resources and premium IP merchandises across China, more consumers are able to fully enjoy the Group’s wide range of high-quality culture-based tourism and leisure consumer products. The goal of the Group is to become a company helping people to have fun to the fullest by creating a place filled with “Dream, Love, Joy”, which can continue to satisfy consumers’ demand for high-quality tourism and leisure products.

Haichang Ocean Park Holdings Ltd. has successfully listed on the Main Board of the HKEX since 13 March 2014. The Company has been selected as a constituent stock of a number of indexes under the Hang Seng Family of Indexes such as the Hang Seng Composite Index, the Hang Seng LargeCap & MidCap (investable) Index, the Hang Seng Consumption Index and the Hang Seng Stock Connect Hong Kong Index, and has been included in the MSCI China All Shares Small Cap Index and the FTSE Global Equity Index Series.

Brand Vision:

Forging the No. 1 Ocean Culture and Travelling Entertainment Brand in China.

Building a Travelling Entertainment Platform Featured International Ocean Culture.

3 關於我們

公司簡介

海昌海洋公園控股有限公司(2255.HK)是以海洋文化為核心的中國領先的綜合性文旅集團。集團在全國範圍內擁有並運營7家以「海昌」為品牌、以海洋文化為主題的大型主題公園。在提升主題公園遊客體驗和產品的同時，集團逐漸將業務拓展至文旅服務及解決方案業務、IP運營新消費業務，通過持續的將我們的文旅綜合資源和優秀的IP零售產品輸出到全國各地，本集團的目標是成為一家讓大家玩得更好的公司，希望能打造一個「有夢•有愛•有快樂」的地方，不斷滿足人們對高質量文旅消費產品的需求。

2014年3月13日，海昌海洋公園控股有限公司在聯交所主板成功上市。公司目前已獲選為恒生綜合指數、恒生大中小型股(可投資)指數、恒生消費指數、恒生港股通指數等多項恒生指數系列的成分股，且已獲納入MSCI中國全股票小型股指數及富時全球股票指數系列。

品牌願景：

打造中國海洋文化旅遊休閒品牌。

國際化海洋文化特色的旅遊休閒平台型企業。

4 ESG AWARDS AND HONORS

4 ESG 獎項與榮譽

Award Name 獎項名稱	Award Winners 獲獎單位	Issuing Institution 頒發機構
The First China Fortune “Golden Lion” Excellent Practice Cases of High-Quality Development – “Golden Lion” Excellent Case for Biodiversity Protection 第一屆中國財富「金獅」高質量發展優秀實踐案例—「金獅」生物多樣性保護優秀案例	Haichang Ocean Park 海昌海洋公園	China Fortune Media Group Limited 中國財富傳媒集團有限公司
2023 VCON Awards – Most Socially Responsible Charity Brand of the Year 2023第三屆VCON星創獎—年度最具社會責任公益品牌	Haichang Ocean Park 海昌海洋公園	New (Shanghai) Digital Technology Co., Ltd. 新的(上海)數字科技有限公司
“2021 Evaluation Report of China Theme Park Competitiveness” and 2023 China Theme Park Development Forum – 2023 Outstanding Innovative Enterprise in Cultural Tourism and Theme Park, Successful International IP Cooperation Award 《2023年中國主題公園競爭力評價報告》暨2023中國主題公園發展論壇—2023文旅與主題公園優秀創新企業、國際IP合作成功獎	Haichang Ocean Park 海昌海洋公園	Institute for Theme Park Studies in China East China Normal University Shanghai Jiao Tong University Global Innovation Institute Shanghai Normal University Leisure and Tourism Research Center 中國主題公園研究院 華東師範大學 上海交通大學全球創新研究院 上海師範大學休閒與旅遊研究中心
Group Third Prize in “Safety & Emergency Response for all” 2023 Safe Production Month Promotion Meeting and Safety Knowledge Competition Final 「人人講安全•個個會應急」2023年「安全生產月」宣貫會暨安全知識大比武決賽團體三等獎	Shanghai Haichang Polar Ocean Park Limited 上海海昌極地海洋世界有限公司	China (Shanghai) Pilot Free Trade Zone Lin-Gang Special Area Management Committee Comprehensive Law Enforcement Brigade 中國(上海)自由貿易試驗區臨港新片區管理委員會綜合執法大隊
2023 Pudong New Area Fire Safety Advanced Group 2023年浦東新區消防安全先進集體	Shanghai Haichang Polar Ocean Park Limited 上海海昌極地海洋世界有限公司	Shanghai Pudong New Area Fire Safety Professional Committee 上海市浦東新區消防安全專業委員會

5 ESG MANAGEMENT

5.1 ESG Management Framework

Haichang Ocean Park continues to improve the cross-divisional ESG operational structure to promote the implementation of the Group's ESG efforts based on the key responsibilities of each department. We have set up an ESG Information Working Group at the Group's core departments, consisting of the Corporate Development Center, Operations Center, Cost Procurement Department, Human Resources Administration Department, Supervision Audit Department, Finance Department, as well as central departments/subsidiaries of the Group. The Group's ESG Information Working Group is responsible for leading the development of ESG action plans, collecting and collating ESG information, arranging the preparation and preliminary review of ESG reports and coordinating the presentation of ESG reports to the Board. ESG information management officers are also designated to regularly collect, report and review ESG information and ensure that the data and information are complete and accurate.

In 2023, the Group further improved its ESG governance structure by subdividing the ESG-related responsibilities of each department on the existing functions. We plan to further establish a dedicated ESG working group to execute all ESG-related resolutions of the Board, including regularly communicate with the relevant stakeholders, identify significant ESG risks and opportunities in the process of the Group's business development, and report to the Board and the management on a timely basis.

5 ESG管理

5.1 ESG管理架構

海昌海洋公園持續完善跨部門的ESG組織架構，基於各部門的主要職責，推進集團ESG工作得到落實。我們已在集團總部層面建立了ESG信息工作小組，由企業發展中心、經營中心、成本採購部、人力行政部、監察審計部、財務部及上海海昌極地海洋生物科技有限公司、海昌文旅研究院等集團中心部門/附屬公司構成，牽頭ESG行動計劃編製、ESG信息收集與整理、ESG報告委託編製與初審，併配合董事會匯報ESG報告。針對各部門與項目公司，我們設置了ESG信息管理專員，定期手機、匯報與審核各項目公司ESG信息，確保相關數據和信息的準確性、完整性。

2023年，本集團進一步完善ESG治理架構，在原有基礎上細分了各部門ESG相關工作職責。我們計劃進一步成立ESG專門工作小組，以落實董事會ESG各項決議，與持份者開展溝通，識別集團在經營發展過程中的重要ESG風險及機遇，並及時向董事會與管理層傳達。

5.2 Stakeholder Engagement and Materiality Assessment

Haichang Ocean Park understands that stakeholder communication and management is an important component of our sustainability philosophy, thus we demonstrate our commitment to recognize and respond to the needs and concerns of different stakeholders. We have established a regular communication mechanism with our stakeholders through daily business communication, forums, meetings, shareholders' meetings and trainings, etc. to understand and respond to the concerns of all parties in a timely manner and continuously improve the Group's operations and decision-making processes.

5.2 持份者溝通與實質性評估

海昌海洋公園深知，持份者溝通與管理是踐行可持續發展理念的重要組成部分，表明對於理解、應對不同持份者需求和關切的承諾。我們通過日常業務交流、論壇、會議、股東大會、培訓等方式，與持份者建立常態化溝通機制，深入瞭解、及時響應各方訴求與關切事項，不斷完善公司的運營和決策流程。

Key Stakeholders 主要持份者	Key Concerns/Issues 主要關注點／關鍵議題	Communication Channels 溝通方式
Government and regulatory authorities 政府及監管機構	Legal operation Risk management Social responsibility Information disclosure Driving local economic development Employment promotion Operation safety 合法經營 風險管理 社會責任 信息披露 推動地區經濟發展 促進就業 安全管理	Paying taxes proactively Conducting regular information disclosure Providing employment opportunities Inspecting recreation facilities regularly to ensure compliance Government exchanges and cooperation 主動納稅 定期開展信息披露 提供就業崗位 定期檢查遊樂設施，確保合規 開展政府交流及合作

Key Stakeholders 主要持份者	Key Concerns/Issues 主要關注點／關鍵議題	Communication Channels 溝通方式
Shareholders and investors 股東及投資者	Earnings returns Compliant operation Information disclosure Corporate governance Involvement in decision-making process 收益回報 合規運營 信息披露 企業管治 參與決策程序	Compliance operation Shareholders' general meeting Annual or periodic reports Group announcement update Special report Roadshow and seminar 合規管理 舉辦股東大會 披露年度或定期報告 更新集團公告 專題匯報 路演和研討會
Employees 員工	Legal rights and interests Health and safety Remuneration and benefits Staff care Career development 合法權益 健康安全 薪酬福利 員工關懷 職業發展	Staff communication meeting Staff physical examination Salary and benefit system Professional training Staff activities 員工溝通交流會 員工體檢 薪資福利體系 專業培訓 團建活動
Customer 客戶	Quality services Legal rights and interests Continuous communication Privacy protection 優質服務 合法權益 持續溝通 隱私保護	Complaint mechanism Hotline Customer feedback Customer satisfaction survey 投訴機制 熱線電話 顧客反饋 客戶滿意度調查
Suppliers 供應商	Openness and fairness Honesty and trustworthiness Performance of contracts 公開公正 誠實守信 合同履約	Open tendering Equal consultation Periodic evaluation 公開招標 公平磋商 定期審查

Key Stakeholders 主要持份者	Key Concerns/Issues 主要關注點／關鍵議題	Communication Channels 溝通方式
Community 社區	Organizing community and charity services Caring for special groups 關愛社區公益 關愛特殊群體	Staff volunteer service Charity donation Caring for autistic children 員工志願者服務 公益慈善捐贈 關愛孤獨症兒童
Industry associations 行業組織	Peer interaction Compliance with standards Reaching consensus 行業互動 遵循標準 樹立共識	Formulation of industry standards Participation in industry forums 制定行業標準 參與行業論壇
Social organizations 社會組織	Animal protection Energy conservation Waste disposal Green office 動物保護 能源節約 廢棄物處置 綠色辦公	Saving wildlife Promoting animal protection Energy saving and emission reduction measures 救助野生動物 宣傳動物保護 節能減排措施

5.2.1 Materiality Matrix

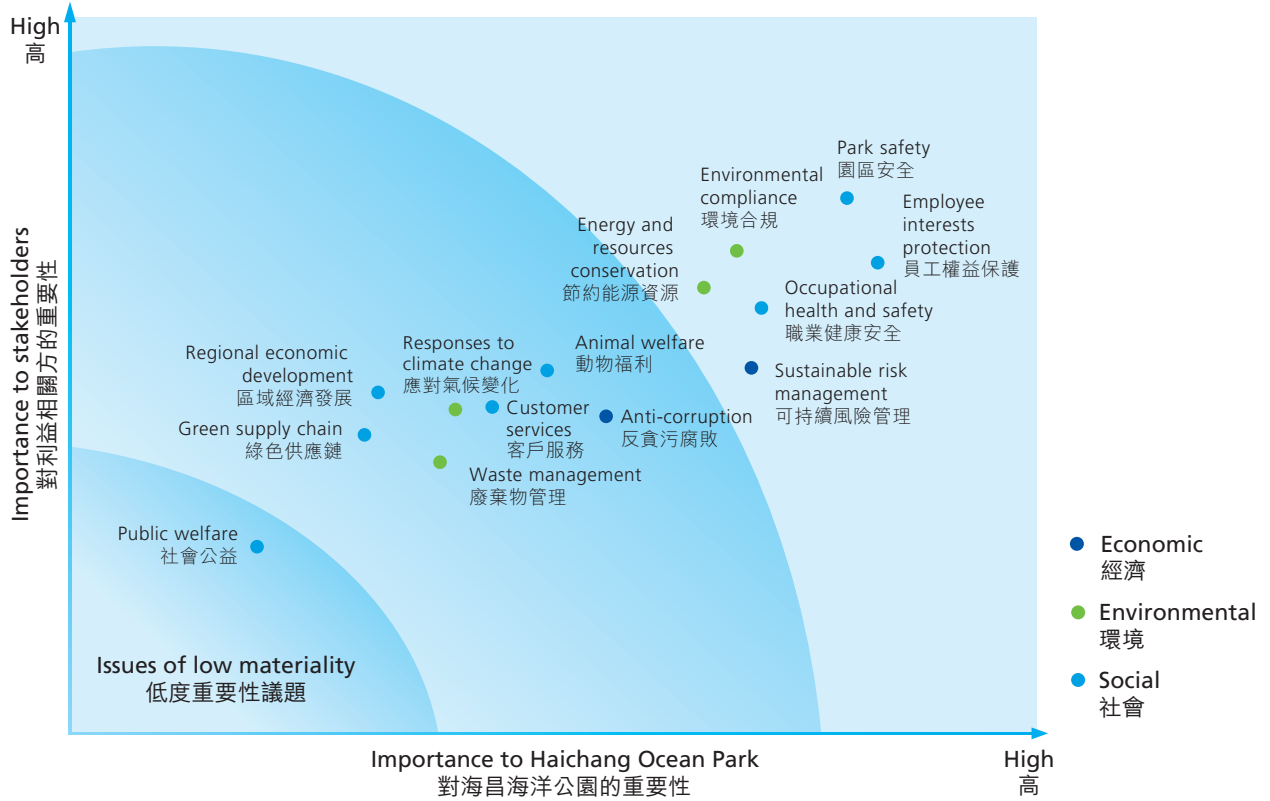
Haichang Ocean Park regularly conducts comprehensive and in-depth research and identifies on ESG material issues. During the reporting period, we invited stakeholders, including shareholders and investors, government and regulatory authorities, customers, employees, industry associations and the community to participate in a questionnaire survey. The survey considered the development of Group's history and future trends in order to identify the ESG materiality priorities that the Group and its stakeholders share.

5.2.1 實質性矩陣

海昌海洋公園定期對ESG實質性議題進行全面深入的調研與判定。報告期間，我們結合集團發展歷程和未來發展趨勢，邀請股東及投資者、政府及監管部門、客戶、員工、行業協會及社區在內的持份者參與問卷調查，識別出公司與持份者共同關注的ESG實質性議題優先級。

The Group has summarized and analyzed the issues and arranged the materiality issues into a matrix in view of their materiality to stakeholders and Haichang Ocean Park. In 2023, we have updated the ESG materiality matrix based on the results of the questionnaire survey. We will use it as an important reference for the future strategy development, target setting and information disclosure of the Group.

本集團從各ESG實質性議題對持份者的重要性、對海昌海洋公園的重要性兩個維度，對議題進行統計分析，將ESG實質性議題以矩陣的形式呈現。2023年，我們基於問卷調查結果對ESG實質性議題矩陣進行更新，並將其作為未來海昌海洋公園戰略制定、目標設置與開展信息披露的重要參考。



6 IMPROVING CORPORATE GOVERNANCE

6.1 Corporate Governance Framework

The Group adheres to the principles of responsible operation and integrity and continues to improve the established risk organization framework. We also continuously strengthen the Group's compliance construction to protect shareholders' interests and enhance the corporate's value and accountability.

The Board is responsible for the overall leadership, strategic decisions supervision and business and performance monitoring of the Group. The Audit Committee, Remuneration Committee, Nomination Committee, Risk Management Committee, Corporate Governance Committee and Independent Board Committee have been established under the Board. The Group focuses on the diversity of Board members. All appointments are based on the principle of meritocracy. Factors such as gender, age, cultural and educational background, professional experience, knowledge and skills are fully measured when considering candidates to bring extensive professional business experience and promote the efficiency and effective operation of the Board.

In terms of internal control and risk management, we continue to improve our internal audit monitoring, identify and evaluate major risks in operations and development, and enhance corporate risk management. During the reporting period, we have updated the Supervision and Audit System to clarify the scope of the Group's supervision and audit responsibilities, the required professional qualifications and ethics, and the main processes and notes in carrying out the supervision and audit. The system is to ensure that relevant staff carry out their work in accordance with the international standards for professional practices of internal auditing. Therefore, they can effectively analyze and avoid operational risks and formulate risk-response strategies based on the different levels.

The details of this section can be referred together with the "Corporate Governance Report" section of Haichang Ocean Park's 2023 Annual Report.

6 夯實治理根基

6.1 公司治理架構

本集團秉持負責任經營與廉潔誠信的原則，持續完善已制定的風險組織框架，幫助企業不斷強化合規建設，以保障股東利益及提升企業價值和問責性。

董事會負責本集團的整體領導、監督本集團的策略決策及監控業務與表現。在董事會下成立了審核委員會、薪酬委員會、提名委員會、風險管理委員會、企業管治委員會及獨立董事委員會。本集團注重董事會成員多元化，所有委任均以用人唯才為原則，在考慮人選時充分考量性別、年齡、文化與教育背景、專業經驗、知識技能等因素，為董事會的高效及有效運行帶來廣泛且專業的業務經驗。

在內控與風險管理上，我們持續完善內部監察審計工作，識別與評估企業運營及發展中的主要風險，提升企業風險管理水準。報告期間，我們更新了《監察審計制度》，明確了集團下監察審計的職責範圍、所需專業資質及職業道德、開展監察審計工作的主要流程及注意事項，確保從業人員依照國際內部審計專業實務標準執行工作，基於不同風險層級有效分析、規避經營風險，制定風險應對策略。

本章節詳細內容，可與海昌海洋公園2023年度報告「企業管治報告」部分一併參考。

6.2 Anti-Corruption and Anti-Bribery

Haichang Ocean Park adheres to the values of honesty, trustworthiness and integrity, and always holds a “zero-tolerance” attitude towards any unethical or illegal behavior. We strictly comply with the *Company Law of the People’s Republic of China*, the *Securities Law of the People’s Republic of China*, the *Anti-corruption and Bribery Law of the People’s Republic of China*, and other national and local policies and regulations on anti-corruption, integrity promotion and business ethics, and have formulated a code of business conduct for all employees of the Group to prevent the occurrence of relevant violations.

To integrate the corporate value of integrity management into our daily work, Haichang Ocean Park actively conveys to all employees the attitude of zero tolerance for fraud, corruption and other illegal or improper behaviors. In accordance with relevant laws and regulations, the Group has established an effective integrity mechanism and set up a supervisory and audit department to identify potential corruption and bribery-related risks. The Group has also provided a comprehensive reporting mechanism through email and phone lines. We will also treat all information and their providers with strict confidentiality and prohibit any form of retaliatory actions against the providers to protect their basic rights and interests. During the reporting period, the Group was not aware of any major illegal or improper events or any litigation relating to corruption.

The supervision and audit department of Haichang Ocean Park was entrusted to handle the following complaints relating to the misconducts of employees:

1. accept any form of bribery or other undue benefits including kickback, bribery, and gifts, banquets, travel and other improper benefits for personal interests or lead to infringement of the Company’s interests;
2. implement bribery or introduce bribery out of improper purposes;

6.2 反腐敗與反賄賂

海昌海洋公園奉行誠實守信、廉潔從業的價值觀，對任何不道德不合法的行為始終秉持「零容忍」態度。我們嚴格遵守《中華人民共和國公司法》《中華人民共和國證券法》《中華人民共和國反貪污賄賂法》等國家及地方反腐倡廉、商業道德相關政策法規，制定覆蓋公司全體員工的商業行為準則，杜絕相關違規行為的發生。

為了將廉潔經營的企業價值觀滲透到日常工作中，海昌海洋公園積極向全體員工傳遞對舞弊、腐敗和其他違法違規行為絕不容忍的態度。根據相關法律法規要求，本集團建立了有效的廉潔機制，設立了監察審計部來識別潛在腐敗、賄賂相關風險；通過郵箱和舉報電話提供完善的舉報渠道，並對所有信息提供者及所提供的資料嚴格保密，嚴禁以任何形式對舉報人採取報復行為，以保障舉報人的基本權益。報告期內，本集團未發生重大違法違規事件以及任何貪污腐敗相關的訴訟案件。

以下涉及員工違紀的舉報均由海昌海洋公園監察審計部受理：

1. 謀取個人利益或損害公司利益，如接受供應商以及其他合作夥伴任何形式的賄賂或回扣、索賄、禮品、饋贈、宴請、旅遊等不正當利益；
2. 為不適當的目的支付賄賂或介紹賄賂等行為；

- | | |
|--|---|
| <p>3. embezzlement, theft, misappropriation of funds, misappropriation of assets of the Company, favoritism, which is detrimental to the interests of the Company, and other illegal behaviors or misconducts;</p> | <p>3. 職務侵佔、盜竊、挪用資金、侵佔公司資產以及徇私舞弊損害公司利益等違法違紀行為；</p> |
| <p>4. collude with some suppliers to rig in bid invitation;</p> | <p>4. 與某些供應商勾結進行操縱招標等行為；</p> |
| <p>5. collude with some distributors on bad debts;</p> | <p>5. 與某些渠道商勾結進行倒票等行為；</p> |
| <p>6. abuse power and use the position convenience for undue personal interests or interests for interest-related persons or others;</p> | <p>6. 濫用職權，利用職務之便為自己、利害關係人或他人謀取不正當利益；</p> |
| <p>7. leak confidential businesses or technologies;</p> | <p>7. 洩露公司的商業方案或技術秘密；</p> |
| <p>8. conduct connected transactions or breach the terms of conflict of interest; and</p> | <p>8. 實施關聯方交易或違反利益衝突條款實；及</p> |
| <p>9. breach management rules or other behaviors or other corruption that would cause damage to the Company's economy or result in operational risks.</p> | <p>9. 違反公司各項管理規定、其他損害公司經濟利益、致使公司存在經營風險的行為或其他腐敗舞弊行為。</p> |

The Group has devoted to internal capacity building in anti-corruption and integrity. We have organized business ethics training for all employees to continuously enhance their awareness and create a clean, honest and upright corporate atmosphere. During the reporting period, 1,023 number of management staff and employees participated in anti-corruption and other related training.

本集團重視反腐倡廉內部能力建設，面向全體員工開展商業道德培訓，持續提升員工的反貪腐意識，營造清正廉潔的企業氛圍。報告期內，海昌海洋公園集團共有1,023人次管理工作人員及員工參與了反腐敗等相關培訓。

		Employees 員工	Management 管理層
The number of people participated in anti-corruption training (person-time)	參加反貪腐培訓人數(人次)	936	87
The hours of anti-corruption training (hour)	參加反貪腐培訓時長(小時)	1,458	157

6.3 Intellectual Property Protection

Haichang Ocean Park has valued highly to IP-related work, strictly complied with a series of laws and regulations including the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and the *Copyright Law of the People's Republic of China*. We have established the IP Management System internally to strengthen the management of IP rights including patent rights, copyrights, and trademark rights.

At the same time, the Group fully respects the IP rights of others, encourages and supports fair competition, prevents unfair competition and strives to protect its own and others' legitimate rights and interests from infringement. We have regulated the process of IP research and development application and development, trademark and copyright registration in the Measures Concerning the Supervisory Regime for IPs Development of Haichang Ocean Park. We have also clarified the implementation specifications of IP external authorization, including export and market commercial cooperation through the Measures Concerning the Regulation and Management of IPs Application of Haichang Ocean Park and the Principles and Measures Concerning the Licensing Management of IPs of Haichang Ocean Park. These measures were set out according to the regulations over the licensing, marketing and commercial cooperation in respect of IPs to promote the realization of their value in accordance with laws and regulations.

In the maintenance process of IP, the Group's Corporate Development Center is responsible for coordinating the management, the use and maintenance of IP rights, guiding the Human Resources and Administration Department to establish the IP Rights Classification Ledger, classifying and archiving IP rights, and implementing dynamic daily tracking and management. The Marketing Center, Cultural Tourism Business Department, Derivative Consumption Center and other relevant departments are responsible for paying close attention to the markets around the world. If any information suspected of infringing on the Group's IP rights is found, they will promptly feed back to the Corporate Development Center and work together to collect evidence of the infringement facts and carry out rights protection actions.

6.3 知識產權保護

海昌海洋公園高度重視知識產權相關工作，嚴格遵守《中華人民共和國專利法》《中華人民共和國商標法》《中華人民共和國著作權法》等一系列法律法規，在內部制定《知識產權管理制度》，加強對專利權、著作權、商標權等知識產權的管理。

同時，本集團充分尊重他人知識產權，鼓勵和支持公平競爭，制止不正當競爭行為，盡力維護自身與他人自身合法權益不受侵害。我們在《關於海昌海洋公園IP開發管理制度的辦法》中規範了IP研發申請和開發、商標權和著作權註冊的流程；通過《關於海昌海洋公園IP應用規範管理的辦法》《關於海昌海洋公園IP授權管理原則和辦法》，明確IP對外授權輸出和市場商業合作的實施規範，力求在合法合規的基礎上推動價值變現。

在知識產權維護流程上，集團企業發展中心負責統籌知識產權的管理、使用和維護工作，指導人力行政部建立《知識產權分類台帳》，對知識產權進行分類存檔，並實行動態日常跟蹤管理。營銷中心、文旅事業部、衍生消費中心等各相關部門負責密切關注各地市場，如發現涉嫌侵犯公司知識產權的信息，將及時反饋至企業發展中心，併與企業發展中心共同收集侵權事實的證據，開展維權行動。

7 PROTECTING ECOLOGICAL ENVIRONMENT

With the increase of global consciousness, addressing to climate change, promoting low-carbon emission reduction, and implementing green operations have become a major trend in the industry. With the European Union to speed up the pace of legislation of the Green Deal and the COP 28 on further clarification of the ambition and action plans on the low-carbon transformation, China is also promoting energy transformation and biodiversity conservation from various perspectives including policy and legislation and improvement of the market environment, in order to realize the “30•60” carbon peaking and carbon neutrality goal.

As the largest marine theme park operator in China, Haichang Ocean Park is aware of its corporate responsibility as a bridge to connect people and nature to environmental protection. We are committed to minimizing the environmental impacts of our daily operations through the establishment and improvement of our environmental management system, the review and update of policies and regulations, and the implementation of environmental improvement projects. At the same time, from the perspective of ecosystem protection, we have launched a variety of ecological protection campaigns for different groups to raise the environmental awareness of employees, tourists, and the public. These campaigns can create a green ecosystem by bringing a virtuous cycle of symbiotic development among the Group, people and the environment.

7.1 Environmental Management

Haichang Ocean Park is actively taking the responsibility to protect the environment. We have established a sound and complete long-term management mechanism and carried out environmental management in an organized, well-planned and responsible manner. We coordinate the Group's headquarter and local parks to continue to improve relevant policies and institutional procedures in waste management, energy conservation, water resource utilization, etc. In order to jointly promote a green and low-carbon operation, we also combine technological innovation practices with industry partners to promote energy conservation and consumption reduction, improve the usage efficiency of energy and resources, and reduce the generation and discharge of waste.

7 保護生態環境

在全球高度關注的背景下，應對氣候變化、推進低碳減排、貫徹綠色運營已成為行業大勢所趨。隨著歐盟加快綠色新政立法步伐、COP28上進一步明確對低碳轉型的雄心與行動計劃，國內也通過政策立法、改善市場環境等多個角度推進能源轉型與生物多樣性保護進程，落實「30•60」碳達峰與碳中和的目標。

作為中國最大的海洋主題公園運營商，海昌海洋公園深知自身作為鏈接人與自然之橋樑的企業重任，高度重視環境保護議題，從環境管理體系建立與完善、政策法規審閱與更新、環境改善項目落實等方面，致力於將日常運營的環境影響降到最低。同時，站在生態系統保護的角度，我們面嚮不同群體開展多樣化的生態保護宣導工作，提升企業內員工、遊客與社會公眾等群體的環保意識，實現企業、人與環境共生發展的良性循環，鑄就綠色生態圈。

7.1 環境管理

海昌海洋公園始終積極承擔保護環境的責任，建立健全完備的長效管理機制，有組織、有規劃、負責任地開展環境管理工作。我們統籌集團總部及各地園區，在廢棄物管理、能源節約、水資源利用等領域持續完善相關政策與制度流程，並結合技術創新實踐，聯合行業合作夥伴共同推進節能降耗，提升能源與資源使用率，減少廢棄物的產生與排放，共同推進綠色低碳運營。

Haichang Ocean Park sets its environmental management goals at the beginning of each year and implements them from the Group's headquarter to local parks to ensure that the Group conducts top-down implementation of specific environmental management tasks. For 2023, our wastewater emission reduction target was 46,006 tons, the energy saving target was 166.2 tons of standard coal, and the water conservation target was 28,500.5 tons.

7.1.1 Emissions Management

In strict compliance with the relevant laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on Prevention and Control of Environment Pollution by Solid Wastes*, and other national laws and regulations of locations where the parks operate, Haichang Ocean Park conducts unified management, monitoring and follow-up actions on the implementation of the environmental system of the Group and each park. We also regularly carry out emission monitoring of the "three wastes" including waste gas, waste water and solid waste to ensure the normal operation of environmental protection facilities and that relevant indicators are in line with the national and local environment standards and adhere to environmental management compliance.

The major sources of solid wastes are construction wastes and household refuse, while the hazardous waste is mainly from waste engine oil during the operation of Haichang Ocean Park. We have formulated robust procedures and requirements for the disposal and transportation of wastes, which are compliant with the relevant national laws and regulations as well as the requirements of the administrative authorities for environmental hygiene of the local governments. We collected and transported to the designated refuse transfer stations in time every day to ensure the

海昌海洋公園於每年年初制定環境管理目標，從集團總部落實到各個園區，確保公司自上而下地執行環境管理具體工作。2023年，我們的廢水減排目標為46,006噸，節約能耗目標為166.2噸標準煤，節約用水目標為28,500.5噸。

7.1.1 排放物管理

海昌海洋公園嚴格遵守《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國水污染防治法》《中華人民共和國固體廢棄物污染環境防治法》等國家及園區運營所在地法律法規，統一管理、監測與跟進集團及各園區的環境制度落實情況，定期開展廢氣、廢水與廢棄物「三廢」排放監測工作，確保環保設施正常運行，相關指標符合國家和地方環境標準，堅守環境管理合規。

海昌海洋公園在運營過程中所產生的一般廢棄物類型主要為建築垃圾和生活垃圾，危險廢棄物主要為廢機油。我們依據國家法律法規、園區運營所在地政策的要求，編製與更新廢棄物清運管理程序及規定。我們每天將園區內所有垃圾進行收集、運送到指定垃圾中轉站，保證園區的衛生清潔；分揀可回收與不可回收垃圾，可

clearness of the park; divided the wastes into recyclables and non-recyclables with the recyclable waste being used for secondary use; the non-recyclables were loaded into a compactor for compression; and the compressed non-recyclable waste was loaded into a special waste removal vehicle and transported to a government-designated landfill to be detoxified and landfilled to avoid polluting environment. For hazardous waste, we assigned qualified third-party hazardous waste treatment organizations, file joint statements on the transfer of hazardous waste and report them to the national system for filing to ensure the implementation of environmental compliance.

For visitors to the parks, we have launched environmental protection knowledge promotion campaigns, enhanced our efforts in cleaning, and disposed of different types of waste in a timely manner to ensure that the environment of the parks aligns with the policy standards and the needs of our visitors. Other types of waste, such as retired equipment and facilities, were dismantled by the Facilities Operation and Maintenance Department to recover the utilizable resources therein, which will help reduce waste generation and assist in the recycling of resources.

The sources of sewage produced by the Group mainly included husbandry and domestic consumption. The water used in husbandry was recirculated and filtered through the life-support system and then injected in the sedimentation tank for settlement before emission, whilst the domestic sewage was collected in the septic tank and then flew into the corporate sewage pipeline system. In 2023, the wastewater discharge of the Group was 5,115,761.4 tons.

Meanwhile, from the perspective of environmental protection and resource conservation, we recycled and reused packaging materials that may have a negative impact on the environment, such as plastics and paper, to help unify corporate efficiency, social interests and environmental protection.

回收垃圾進行二次利用，不可回收垃圾裝入壓縮器內進行壓縮處理；將壓縮後的不可回收垃圾裝入專用垃圾清理袋內，運送到政府指定的垃圾填埋場進行無害化處理和填埋。針對危險廢棄物，我們聘請有資質的第三方危廢處理機構進行處理，存檔危廢轉移聯單並上報國家系統存檔，確保落實環境合規。

面嚮園區遊客，我們在園區內開展環保知識宣傳活動，加大保潔力度，及時處置不同類型的廢棄物，確保園區環境符合政策標準與遊客的需求。其他類型的廢棄物，例如報廢的設備設施，將由設施運維部進行拆解，回收其中的可利用資源，幫助減少廢棄物的產生，助理資源循環利用。

我們在運營過程中產生的廢水類型主要為飼養用水和生活用水。飼養用水經維生繫統循環過濾後，注入沉澱池沉澱後排放；生活用水經過化糞池後注入市政管網排放。2023年，本集團共產生廢水5,115,761.4噸。

同時，我們從環境保護和節約資源的角度出發，回收再利用塑料、紙張等對環境可能產生負面影響的包裝材料，助力企業效益、社會利益與環境保護的統一。

7.1.2 Energy Conservation

Energy management is one of the core aspects of the implementation of low-carbon emission reduction of Haichang Ocean Park, and it is also the main concern of realizing green operation. We strictly comply with national laws and regulations such as the *Law of the People's Republic of China on Energy Conservation*. In order to supervise our staff to use energy rationally and raise their awareness of energy conservation, consumption reduction and environmental protection, we have internally formulated and updated regulations, systems and processes such as the Energy Management Regime, Energy Consumption Sources and Control Measures Table, and Energy Saving and Closing Operation Management Measures.

The Group has set up energy conservation committees to organize all the Group's existing projects. We have established a top-down energy conservation performance management system to integrate energy conservation and emission reduction into the Group's operation and development goals. From the perspectives of energy management, energy measurement, energy-saving assessment and incentives and punishments, we have established energy management plans. In order to implementing energy conservation and emission reduction systematically, the plans include the implementation of energy-saving technological reform projects, and the reinforcement of the corresponding responsibilities of the Group and the staff in charge of the local parks.

During the reporting period, from the perspectives of biomass maintenance system, front and rear air conditioning and lighting equipment, hotel operation management, and energy conservation management, inspection and supervision, we implemented the electricity consumption staggering plan, optimized the switch control requirements, adjusted the operating hours of the equipment as well as carried out regular inspections and reports on the systems and equipment in the parks to help achieving energy conservation and consumption reduction.

7.1.2 能源節約

能源管理是海昌海洋公園落實低碳減排的核心之一，也是實現綠色運營的主要抓手。我們嚴格遵守《中華人民共和國節約能源法》等國家法律法規，內部制定並更新《能源管理制度》《能耗源及控制措施表》《能源節降開閉操作管理辦法》等規章制度與流程，以督促員工合理利用能源，提升節能降耗、保護環境的意識。

本集團全部存量項目公司均成立了節能委員會統籌節能管理工作，自上而下建立節能績效管理體繫，並將節能減排融於企業運營發展目標，從用能管理、能源計量、節能考核與獎懲等角度出發，建立能源管理計劃，實施節能技改項目，壓實集團與各地園區負責人的對應職責，繫統性地落實節能減排。

報告期內，我們從生物維生系統、前後場空調及照明設備、酒店運營管理、節能管理與巡檢督察的角度，對園區內系統和設備執行错峰用電計劃、優化開閉管控要求、調整設備運營時間以及定期進行檢查與匯報，助力實現節能降耗。

Energy Conservation and Emission Reduction Measures of Haichang Ocean Park in 2023
海昌海洋公園2023年節能減排措施

Energy conservation and consumption reduction measures
節能降耗措施

Specific actions
具體內容



Biomass maintenance system adjustment

調整生物維生系統

- Cold water heating: from the original water temperature of 6-8°C to 12-13°C, saving one set of centrifugal units every day during cooling season;
- Cooling storage at night: turned on the cooling unit pools at night to store cold water, lowered the cooling power during the day and reduced the peak electricity use at high prices; and
- Added cooling and heating units: added independent cooling and heating units to some venue pools to avoid large units turned on for heating and cooling in small pools and reduced the consumption of heat and cold sources.
- 冷凍水升溫：由原出水溫度6-8°C提升至12-13°C，製冷季節每日白天節約一組離心機組；
- 夜間蓄冷：夜間開啟製冷機組水池蓄冷，降低白天製冷功率，減少峰值的高電價用電；及
- 增加冷暖機組：部分場館水池增加獨立冷暖機組，避免小水池開大機組製熱與製冷，減少熱源與冷源消耗。

Energy Conservation and Emission Reduction Measures of Haichang Ocean Park in 2023
海昌海洋公園2023年節能減排措施

Energy conservation and consumption reduction measures
節能降耗措施

Specific actions
具體內容



Front and rear air conditioning and lighting equipment adjustment

調節前後場空調及照明設備

- Energy consumption conservation: in winter, the air conditioning system was adjusted from the original room temperature of 18°C to 15°C, the vacuum boiler and lithium bromide unit were reduced to save gas consumption; in summer, the chiller unit was used to lower the temperature;
- Lighting renovation: in 2023, the original high power fluorescent lamps on the 1st to 3rd floors of the parking building and the back area were transformed into LED lamps with low power and high brightness by replacing the transformers and lamps;
- Switch management: outdoor lighting of the park at night after the park is closed has been changed from turning on 1/2 till dawn, to all being turned off after 10 p.m. Power in all back offices, rest areas in the park, and unitary and VRV air conditioners in the front area were cut off in non-cooling and heating seasons to avoid extra energy consumption; and
- Curtain renewal: all damaged curtains were replaced at the entrances and exits of park venues to prevent hot and cold air from flowing out.
- 節約能耗：冬季由原室溫18度開啟空調製熱，調整至15度開啟，夏季配合冷水機組降溫，冬季減少真空鍋爐及溴化鋰機組開機率，節約燃氣消耗；
- 照明改造：23年將原停車樓1-3樓，場館後場區域原高功率熒光燈通過更換變壓器與燈管，改造為功率小亮度高的LED燈；
- 開閉管理：公園夜間室外照明由原閉園後開啟1/2至天亮，變更為夜間十點後全部關閉，公園所有後場辦公、休息區，前場區域單體、VRV空調非製冷製熱季全部斷電，避免空調開機耗能；及
- 門簾更新：公園場館出入口門簾損壞的全部更換，避免管內冷熱空氣外流。

Energy Conservation and Emission Reduction Measures of Haichang Ocean Park in 2023
海昌海洋公園2023年節能減排措施

Energy conservation and consumption reduction measures
節能降耗措施

Specific actions
具體內容



Hotel operation safeguard improvement

完善酒店運營保障

- Switch management: lights adjusted from turning off at 12:00 a.m. to 9:30 p.m. for floodlights, and adjusted from the next morning to 12:00 a.m. for all streetlights.
- 開閉管理：由泛光夜間12點關閉調整至夜間9：30關閉，路燈由次日早晨調整為夜間12點全部關閉。



Follow-up on energy conservation management, inspection and supervision

跟進節能管理與巡檢督察

- Energy conservation inspection: an energy consumption inspection was conducted once a week after the park was closed at night during the energy consumption peak season, it mainly focused on the lighting of the work area and the switch of air conditioners. The Group regularly held weekly meetings to promptly report violations of management and operations.
- 節能巡檢：用能高峰季節期間，每周夜間閉園後進行一次用能巡檢，主要針對工作區照明、空調開閉事項。公司定期舉辦周例會，針對違規管理與操作及時通報。

At the same time, we focus on both project implementation and capacity building. We carry out energy-saving and consumption-reducing training and publicity for employees of all department. We also help employees establish low-carbon concepts in energy-saving awareness, energy-saving management organization and system, facility operation and maintenance, energy-saving and consumption-reducing methods, and equipment maintenance.

Through all these measures, Haichang Ocean Park has effectively reduced energy usage. In 2023, the integrated energy consumption of the Group amounted to 155,462.49 MWh with the energy consumption intensity being approximately 0.86 MWh/RMB ten thousand. The Group's total greenhouse gas emissions was 93,827.00 tons.

同時，我們注重項目落實與能力建設雙向並舉，面嚮全體部門員工開展節能降耗培訓與宣導，從節能意識樹立、節能管理組織與制度搭建、設施運維、節能降耗方式、設備保養等方面，幫助各部門員工樹立低碳觀念。

通過以上多項措施，海昌海洋公園有效降低了能源消耗量。2023年，本集團的綜合能耗量155,462.49兆瓦時，能耗密度約0.86兆瓦時／萬元，本集團溫室氣體排放總量93,827.00噸。

7.1.3 Water Conservation

Water is one of the most important resources used in the operation of the Haichang Ocean Park, and thus it is vital for the Group to achieve sustainable development through improving the water resources management system and water resource utilization. The Group mainly sources water from the municipal water network and seawater. We continue to strengthen water intake and water management, and effectively improve the utilization rate of water resources by adjusting the water use structure, improving water-consuming equipment, maintaining and managing water pipe networks, strengthening water use supervision and inspections, and promoting the secondary use of water resources. In 2023, the Group's annual water consumption was 574.07 tons, with a water intensity of 31.60 tons/RMB ten thousand and an annual water conservation of 6.19 tons.

We have implemented the policy on water conservation in our internal management and external park operation. In water management, we have communicated with the corresponding departments to control water consumption based on the data of visitor flows in different periods. We regularly record data from each water meter and perform cross comparisons to ensure that the overall water consumption is within a reasonable range. If an abnormality is found, the relevant departments will be notified immediately to investigate the cause and promote rectification and follow-up work. For some key points, we have strengthened regular inspections of water supply pipe networks, water facilities and appliances to prevent potential risks resulting from leaks due to equipment failures. For employees and tourists, we post water-saving signs in the park and carry out different forms of water-saving publicity activities to help everyone sort out the concepts of water conservation and water recycling.

7.1.3 水資源節約

作為運營海洋公園中使用的最重要資源之一，健全水資源管理體系、提升水資源使用率是本集團實現可持續發展的關鍵因素。我們的水資源主要來自市政網絡的自來水和原生海水。我們不斷加強取水和用水管理，通過調整用水結構、改善耗水設備、維護與管理用水管網、加強用水監督巡查、促進水資源二次利用等方式，有效提高水資源的利用率。2023年，本集團全年用水量為574.07萬噸，水資源使用密度為31.60噸／萬元，全年節水量6.19萬噸。

我們在內部管理、外部園區運營上均落實了節約水資源的方針。在管理上，我們根據不同時期的客流量數據，與對應部門溝通控制用水量，定期記錄各水表數據並進行交叉比對，確保用水量整體在合理範圍內。若發現異常，會立即通知相關部門調查原因並推進整改和後續跟進工作。針對部分關鍵點位，我們加強供水管網、用水設施和器具的定期巡查，避免因設備故障導致洩漏從而帶來風險。面嚮員工與遊客，我們在園區張貼節水標識，開展不同形式的節水宣傳活動，幫助大家梳理節水、循環用水的觀念。

Water Conservation Measures in Haichang Ocean Park

Key water conservation measures

1. control the water consumption for cleaning, do not use excessive amount of detergents and reduce the number of rinses;
2. reasonably adjust the hot and cold water mixing valves to reduce excessive use of hot water;
3. during the cleaning period, fire-fighting water shall not be used, and the rainwater collection system of the park shall be used when flushing the road surface of the park to make full use of recycled water resources;
4. the kitchen water should be turned on only when it is in use, and the phenomenon of long running water is strictly prohibited;
5. leakage and damage to faucets, sanitary ware, pipes, etc. should be reported in time for maintenance;
6. regularly record the water meter conditions in each area of the park, and check whether there are running, bubbling, dripping, and leaking phenomena according to the municipal main water meter; and
7. adjust the water pressure of the main water supply pipelines in each area in time to ensure normal water supply and avoid the waste of water resources caused by excessive pressure.

海昌海洋公園節水措施

重點節水措施

1. 控制保潔用水量，不得超量使用清潔劑，減少沖洗次數；
2. 合理調整冷熱水混合閥，減少過量使用熱水；
3. 保潔期間，不得使用消防水，沖洗園區路面時應使用園區雨水收集繫統，充分利用回收水資源；
4. 廚房用水做到隨用隨開，嚴禁長流水現象；
5. 發現水龍頭、潔具、管道等出現洩露與損壞現象，及時上報維修；
6. 定期記錄園區各區域水錶情況，對照市政總水錶查看是否存在跑、冒、滴、漏水現象；及
7. 對各區域主供水管道及時進行水壓力調整，保證正常供水，避免壓力過高造成水資源浪費。

7.2 Response to Climate Change

Responding to climate change has become a global consensus to implement green and low-carbon transformation, and to realize carbon peaking and carbon neutrality. Since the announcement of the “30•60” dual-carbon goal in 2019, China has continued to actively putting efforts in national policy making and market mechanisms promotion, leading the whole country to carry out extensive and profound economic and social systemic transformation. As an industry leader, Haichang Ocean Park has actively responded to the call of the national government, identified potential climate risks and opportunities in each business line, timely formulated climate risk policies in line with its own industry and corporate development direction, and prepared management solutions and countermeasures while exploring new development opportunities.

In 2023, we have conducted research on climate change-related impacts in accordance with the recommendations of the TCFD (Task Force on Climate-related Financial Disclosures). We followed the climate change risk and opportunity identification process and improved targeted response measures based on the list of climate change risks and opportunities identified.

7.2 應對氣候變化

應對氣候變化已成為全球範圍內落實綠色低碳轉型、實現碳达峰與碳中和的共識。自2019年宣佈「30•60」雙碳目標後，中國從國家政策、市場機制上持續積極發力，帶動全國上下開展廣汎而深刻的經濟社會系統性變革。在此背景下，作為行業的領先者，海昌海洋公園積極響應國家號召，在符合自身所屬行業及企業發展方向的情況下，識別出各業務領域潛在的氣候變化風險與機遇，及時制定氣候風險管理辦法與應對措施，同時探索新的發展機遇。

2023年，我們基於TCFD (Task Force on Climate-related Financial Disclosures，氣候相關財務披露工作小組)的建議開展氣候變化相關影響研究工作。我們遵循氣候變化風險和機遇識別過程，在已識別出的氣候變化風險與機遇清單的基礎上，進一步完善了針對性的應對舉措。

Climate change risk and opportunity identification process
氣候變化風險和機遇識別過程

Information Collection	Preliminary identification of climate-related topics
資料收集	<ul style="list-style-type: none"> • Government Planning • Policy • Historical records of extreme weather events 氣候相關議題初步確定 <ul style="list-style-type: none"> • 政府規劃 • 政策 • 極端天氣事件的歷史記錄
Risk Identification	Identification of relevant climate risks and opportunities
風險識別	<ul style="list-style-type: none"> • Identify and determine the climate change-related issues involved at both the physical risk and transition risk aspects, taking into account industry best practices and the Group's business 相關氣候風險和機遇識別 <ul style="list-style-type: none"> • 從物理風險、轉型風險兩個層面，結合行業最佳實踐和本集團業務識別併確定涉及到的與氣候變化相關的議題
Data Collection and Risk Assessment	Related Climate Risk and Opportunity Assessment
數據收集與風險評估	<ul style="list-style-type: none"> • Utilize databases and tools to assess climate change risks for the Group based on the RCP8.5 scenario • Generate a list of climate change risks and opportunities for the Group 相關氣候風險和機遇評估 <ul style="list-style-type: none"> • 利用數據庫和工具，基於RCP8.5情景評估本集團的氣候變化風險 • 生成本集團氣候變化風險與機遇清單

The List of Climate Change Risks of Haichang Ocean Park

海昌海洋公園氣候變化風險清單

Transition Risks 轉型風險		Risk Description 風險描述
Policy and Legal 政策和法律	<p>Increase in pricing of GHG emissions</p> <p>Government authorization and supervision on current products and services</p> <p>上漲的溫室氣體排放定價</p> <p>現有產品和服務的強制要求和監管</p>	<p>Some government departments in some countries (e.g., France and Mexico) have rolled out taxes that encourages the reduction in GHG emission and energy consumption.</p> <p>Haichang Ocean Park needs to bear compliance costs, operating costs, and shoulder the potential responsibilities as required by laws and requirements in respect of environment, health, and safety such as fines due to the lack of relevant permits.</p> <p>一些國家的政府部門已設置旨在鼓勵公司減少溫室氣體排放和能源消耗的稅種（如法國和墨西哥）。</p> <p>海昌海洋公園需承擔某些國家環境、健康和安全方面法律法規要求的合規成本、運營成本和潛在責任。如：缺少相關許可證導致的罰款。</p>
Market 市場	<p>Changes in Customer Behaviors</p> <p>不斷變化的消費者行為</p>	<p>Haichang Ocean Park needs to respond to the change of market demand given the increasing knowledge on environmental protection of the public and about the concern on the Company's carbon footprint by different stakeholders. For example, theme parks need to live up to the international admission of green building, including energy conservation, water conservation and pollution reducing.</p> <p>大眾環保知識的提升與大眾和持份者對公司減少碳足跡的關注，海昌海洋公園需要響應市場逐漸改變的需求。如：主題公園符合且擁有各項國際認可的綠色建築認證，涉及節能、節水、減廢等方面。</p>
Reputation 聲譽	<p>Higher attention from stakeholders/negative feedback</p> <p>持份者的擔憂增加或負面反饋</p>	<p>Changes in ownership/management methods, accidents or injury incidents, natural disasters, crimes, negative incidents of customers and similar circumstances may jeopardize the reputation of Haichang Ocean Park while relevant adverse publicity may result in loss of confidence from our customers. Haichang Ocean Park needs to show its business sustainability when encounters the above material events.</p> <p>所有權或管理方式變更、事故或傷害事件、自然災害、犯罪、客人的負面事件等類似情況可能會損害海昌海洋公園的聲譽，相關不利宣傳將導致客戶對其喪失信心。海昌海洋公園需展現其遭遇如上重大事件時的商業可持續性。</p>

Physical Risks 物理風險		Risk Description 風險描述
Acute 短期	Typhoon 颶風	Typhoons with heightened frequency and severity will raise the risk of financial losses (such as facility and equipment) and cause higher insurance expenses and even the unavailability of insurance. In addition, suspended operation of theme parks may cause shrinking income in the long term. 更頻繁和更嚴重的颶風將增加財產損失的風險（如設施設備），並且可能增加相關的保險費用或使保險難以獲得。同時，長期關閉主題公園會減少收入。
	Flood 洪水	Floods with heightened frequency and severity will raise the risk of financial losses and cause higher insurance expenses and even the unavailability of insurance. In addition, suspended operation of theme parks may cause shrinking income in the long term. 更頻繁和更嚴重的洪水的發生將增加財產損失的風險，併可能增加相關的保險費用或使保險難以獲得。同時，長期關閉主題公園會減少收入。
Chronic 長期	Extreme fluctuations in rainfall and weather pattern 降雨模式的變化和氣候模式的極端波動	Changes in rainfall precipitation will have an impact on fire incidents and biodiversity. Continuous rainfall/drought may disrupt the food supply chain and further the capability to provide services to customers. 降雨量的變化會對火災和生物多樣性產生影響，同時長期的降雨／乾旱可能會擾亂食品供應鏈，影響為客戶提供服務的能力。

8 ADVANCING PARK OPERATIONS AND SERVICES

Haichang Ocean Park places a high emphasis on the development of cultural industries, diligently crafting innovative operational models. Traditional culture and emerging trends are integrated into the Group's distinctive marine culture, expanding new thematic assets and further enhancing the sustainable derivative capabilities of IP. Furthermore, Haichang Ocean Park continues to construct an independent cultural IP ecosystem and deeply implements the core policy of sustainable development within the Group.

The Group adheres to compliance in operations, coordinating with routine inspections. It strengthens employee safety awareness through diverse social activities, optimizes service quality, and actively responds to negative feedback. By delving into past issues and potential risks, the Group continually upgrades its park management system to ensure high-quality development.

8.1 Ensuring Park Safety

Haichang Ocean Park upholds the core principle of “people-oriented” in conducting safety work, prioritizing life safety and continuously promoting the upgrading of safety management systems in all parks. Based on the three principles of “comprehensive implementation of safety management,” “gradual decomposition of safety responsibilities,” and “standardization of processes,” we establish a Safety, Health & Environment (SHE) management system, develop emergency plans, and contribute to the high-quality and safe development of the park.

In 2023, Haichang Ocean Park made safety-related investments totaling RMB2,722.09 million, surpassing the annual safety responsibility targets and achieving zero accidents. During the reporting period, the park incurred 1,427 days of work lost due to occupational injuries, with no major safety production responsibility accidents or work-related fatalities occurring.

8 優化園區運營和服務

海昌海洋公園高度重視文化產業發展，潛心打造創新運營模式，將傳統文化與新興潮流融入集團特色海洋文化中，擴展新主題資產，進一步增強IP可持續衍生能力，持續構建自主文化IP生態體系，深入貫徹集團可持續發展核心方針。

本集團堅守合規經營，配合例行督察，通過開展多元社會活動，強化員工安全運營意識，優化服務品質，積極回應負面反饋。深入分析過往問題及潛在風險，持續升級園區管理體系，保障集團的高質量發展。

8.1 保障園區安全

海昌海洋公園堅持「以人為本」為開展安全工作的核心，將生命安全放置首位，持續推進各園區安全管理體系升級。我們基於「安全管理全程貫徹」「安全責任逐級分解」「流程化、標準化」三大原則，搭建安全健康環境SHE(Safety, Health & Environment)管理體系、編製應急預案，助力園區的高質量安全發展。

2023年，海昌海洋公園安全相關投入達2,722.09萬元，超額完成年度安全責任目標，實現安全零事故。報告期內，海昌海洋公園因工傷損失工作日數為1,427天，未發生任何重大安全生產責任事故及因工死亡事故。

During the reporting period, Shanghai Haichang Ocean Park exceeded the annual safety goals:

1. There was 0 instance of non-liability safety accidents throughout the year.
2. The visitor injury rate was less than one in two hundred and fifty thousand (0.004%).
3. There was 0 incident of public health incidents throughout the year.
4. There was 0 minor incident (injuries to one person or direct economic losses less than 100 thousand yuan) throughout the year.
5. 100% participation rate in fire drills.
6. 100% participation rate in quarterly safety training for all employees.

8.1.1 Improving Management System

Haichang Ocean Park established a Safety Committee at the group level as well as Safety Committees at the subsidiary project company levels. The core members of the committee are the top executives, consisting of middle-level and above executives, with an executive director assisting the committee in implementing and advancing daily work. We developed the Operation Safety Management System of Haichang Ocean Park Holdings Ltd., Safety Management Measures, and Working System of the Safety Management Committee, standardizing the management of all facilities, equipment, and response to emergencies within the parks. During the reporting period, Haichang Ocean Park completed the update of the Standard Operating Procedures (SOP) for safety-related standards. Subsequently, Haichang Ocean Park will continue to follow up and revise corresponding operational systems and standards based on national regulations and changes in departmental business.

報告期內，上海海昌海洋公園超額達成全年安全目標：

1. 全年0起無責任性安全事故
2. 達成遊客受傷率低於二十五萬分之一（即0.004%）
3. 全年發生0起公共衛生事件
4. 全年0起微小事件（輕傷1人或直接經損<10萬元）
5. 消防演習參與人數達100%
6. 每季度全員安全培訓參訓率100%

8.1.1 完善管理制度

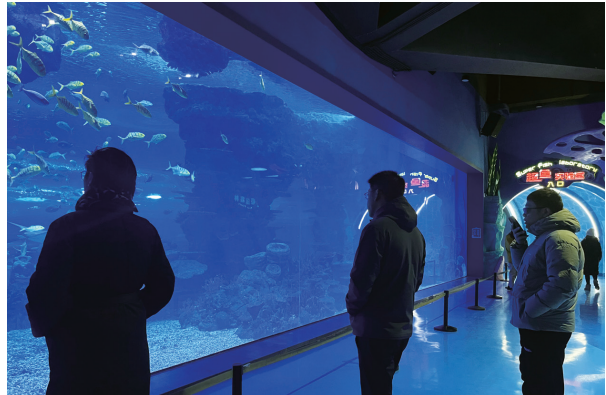
海昌海洋公園設立了集團安全委員會及下屬項目公司安全委員會，核心成員為第一負責人，由中層及中層以上幹部組成，另有執行主任協助委員會落實和推進日常工作。我們制定了《海昌海洋集團控股有限公司安全管理體系》《安全管理制度》和《安全管理委員會工作制度》，對園區內所有設施設備和突發事件的應對進行規範化管理。報告期內，海昌海洋公園已完成對安全相關標準作業流程手冊(SOP)的更新，後續將基於國家規範及各部門業務內容的變化，持續跟進與修訂對應運營制度和標準。

8.1.2 Safety Investigations and Inspections

Haichang Ocean Park focuses on the core principles of “Safety first, prevention as the main focus, comprehensive management”, placing a high importance on the development of park safety operations. It conducts in-depth identification and investigation of hidden dangers, optimizes on-site supervision and management processes, and promotes the upgrading of the SHE system. Safety inspections are implemented in a systematic, standardized, regulated, and systemic manner to improve safety production prevention mechanisms and minimize potential risks. Shanghai Haichang Ocean Park passed the Safety Production Standardization (Level 3) assessment, obtained the certificate for reaching Level 3 standardization, and implemented a Dual-prevention System for Enterprise Safety Risk Classification and Hidden Danger Investigation and Governance. Shanghai Haichang Ocean Park clearly stipulated system documents for risk prevention and control, hazard investigation, responsibility division, assessment mechanisms, and regular inspection procedures, to ensure that safety hazards are under control and to eliminate and reduce the occurrence of corporate production safety accidents.

8.1.2 安全調研與檢查

海昌海洋公園圍繞「安全第一、預防為主、綜合治理」核心主旨，高度重視園區安全運營發展，深入識別及排查隱患，優化現場監督管理流程，推進安全、健康與環境體系的升級以制度化、標準化、規範化、系統化的方式實施安全檢查，完善安全生產預防工作機制，盡可能規避潛在風險。報告期內，上海海昌海洋公園通過了安全生產標準化三級評審調研，同時取得安全生產標準化三級達標企業證書、企業安全風險分級管控和隱患排查治理雙重預防體系，明確規定風險防控、隱患排查的體系文件、責任劃分、考核機制與定期檢查流程，確保安全隱患處於受控狀態，杜絕與減少企業生產安全事故的發生。



Shanghai Haichang Ocean Park Conducts Safety Inspections on the Dolphin Roller Coaster, the Underwater World Pavilion Dynamic Zone, the Substation, and the Medical Office
上海海昌海洋公園對海豚過山車、海底世界館動綫區、變電所、醫務室進行安全檢查

During the reporting period, Haichang Ocean Park was honored with safety-related recognitions:

報告期內，海昌海洋公園榮獲安全相關稱號：

★ Shanghai Haichang Ocean Park
上海海昌海洋公園

“Advanced Collective in Security and Defense” by the Pudong District
上海市浦東區治安保衛先進集體

★ Shanghai Haichang Ocean Park
上海海昌海洋公園

“Advanced Collective in Security and Defense” by the Lingang New Area of Shanghai
上海市臨港新片區安全保衛先進集體

★ Shanghai Haichang Ocean Park
上海海昌海洋公園

“Advanced Collective for Fire Safety Work” by the Pudong New Area
浦東新區消防安全先進集體

8.1.3 Emergency Drills

In accordance with the requirements of the *Safety Production Law of the People's Republic of China*, the *Management Measures for Emergency Plans for Production Safety Accidents*, and the *Guidelines for the Formulation of Emergency Plans for Production Safety Accidents by Production and Business Units*, the Group has formulated the Park Operation Safety Control Standards (Visitor Safety Assurance Measures) and the Company Production Safety Emergency Plan. We strive to ensure the safety of visitors and employees in the park. In December 2023, Shanghai Haichang Ocean Park developed the Emergency Response Plan for Production Safety Incidents. It clearly defines the organizational structure and responsibilities involved in handling emergency incidents, the emergency response mechanism, subsequent processing and support, management of the emergency plans, and the development and execution of specific emergency plans to prevent accidents to the greatest extent possible. Additionally, the company has developed an annual drill plan to ensure the practical implementation of drills, including drills for summer flood prevention, fire rescue, accidents involving lifting machinery, emergency repairs of vehicle accidents within the park, elevator malfunctions, falls from heights, food poisoning, biological hazards, stampede incidents, and other high-risk accident types. During the reporting period, we conducted a total of 509 emergency drills.

8.1.3 應急演練

本集團依據《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》及《生產經營單位生產安全事故應急預案編製導則》要求，制定了《公園運營安全管控標準（遊客安全保證措施）》和《公司生產安全應急預案》，竭力保障園區內遊客和員工人身及財產安全。其中，上海海昌海洋公園於2023年12月編製了《生產安全事故應急預案》，明確處理應急事故流程中的組織機構與職責、應急響應機制、後期處理與保障、應急預案管理、專項應急預案制定與執行工作，最大程度預防事故的發生。同時，公司制定年度演練計劃確保演練實際落實，包括夏季防汛、火災撲救、起重機械事故、園內車輛事故搶修、電梯故障、高空墜落、食物中毒、生物傷人、踩踏事件等高風險事故類型。報告期內，我們共開展安全相關演練509場。



Case: A Joint Emergency Drill for “Water Fireworks Show” at Shanghai Haichang Ocean Park

案例：上海海昌海洋公園「水上煙火秀」聯合應急演練

Shanghai Haichang Ocean Park organized a joint emergency drill for the “Water Fireworks Show,” with a total of 50 participants, including 49 members from the operations support department and one medical staff member from the medical room. The drill consisted of scenario simulations, theoretical training, and practical exercises. It focused on simulating scenarios such as a visitor’s clothing catching fire and a fire breaking out in the grassy area of the viewing area. This exercise aimed to improve the teamwork and emergency management capabilities of on-site staff, ensuring the health and safety of visitors to the greatest extent possible.

上海海昌海洋公園組織進行「水上煙火秀」聯合應急演練，共50人參加（包括49位運營保障部員工及一位醫務室員工）。演習分為情景演練、理論培訓及实操環節，圍繞遊客衣物着火和觀演區草叢起火兩情景進行模擬演習，提升了現場工作人員的團隊協作與應急管理能力，儘最大可能保障遊客的健康安全。



Case: Shanghai Haichang Ocean Park Conducted an Emergency Drill for Amusement Ride Safety Malfunctions
案例：上海海昌海洋公園開展遊樂設施安全故障應急演練

Shanghai Haichang Ocean Park conducted an emergency drill for safety bar malfunctions, using the “Speedy Penguin Project” as a representative. A total of 13 personnel from the Facility Maintenance Department and the Operation Service Department participated. The drill included scenarios such as alerting operators to abnormal situations, organizing safety evacuations and calming guest emotions, conducting temporary safety inspections to ensure effective evacuation, and confirming the equipment’s reactivation status. This drill simulated real-life safety malfunctions, helping staff from the Facility Maintenance Department and Operations Service Department enhance their emergency management skills and effectively safeguard the park’s safety.

上海海昌海洋公園以「極速企鵝項目」為代表，開展安全壓桿故障應急演練，共有設施運維部及運營服務部13人參加。演練內容主要包括向操作人員反應異常情況、組織進行安全疏散並安撫遊客情緒、實施臨時安全檢測確保疏散有效進行、以及確認設備重新開發情況。本次演練模擬了現場安全故障的真實情況，幫助設施運維、運營服務部門員工提升應急管理技能，切實維護園區安全。



Drill Site
演練現場

8.1.4 Safety Training and Services

Haichang Ocean Park organizes employee participation in various safety-related trainings to strengthen employee safety awareness and foster a positive safety culture. These cover areas such as fire safety, traffic safety, special operations, special equipment safety, security, personnel and property safety, and hazard management. The Group requires at least one safety training session per year for the entire group, as well as quarterly safety training sessions for all project companies. Regular inspections are conducted to ensure effective implementation of safety training in all project companies and departments.

During peak holiday periods, the Group collaborates with the local government and relevant law enforcement agencies to jointly ensure emergency response, traffic, and overall safety in and around the park. Shanghai Haichang Ocean Park adhered to the philosophy of “Safety for Everyone, Emergency Response for Each Individual”, actively carried out activities related to Safety Production Month. These activities included various types such as safety officer symposiums, fire engine parades, safety lectures, and safety knowledge competitions. Meanwhile, the park has established a new Safety Experience Hall, open to all employees, to help them simulate and experience various safety training content. In 2023, the number of participants in safety training programs of the Group reached 5,293, with a safety investment of 27.2209 million yuan.

8.1.4 安全培訓與服務

為強化員工安全意識，營造良好的安全文化環境，海昌海洋公園有計劃地組織員工參與安全相關培訓，涵蓋消防安全、交通安全、特殊作業、特種設備安全、治安安全、人員及財產安全、危險源管理等方面。本集團要求每年至少組織一次集團安全知識培訓，每季度組織一次項目公司全員安全知識培訓，並定期進行監督檢查，以督促各項目公司及部門有效落實安全培訓工作。

在黃金假期時間段，本集團聯合當地政府及相應的執法部門，協同保障園區及周邊的應急、交通等安全。其中，上海海昌海洋公園堅持「人人講安全，個個會應急」理念，積極開展安全生產月活動，包括舉辦安全衛士座談會、消防戰車入巡遊、安全大講堂、安全知識大比拼等多種類型。同時，上海海昌海洋公園新設立安全體驗館，面嚮全體員工開放，以幫助員工模擬體驗安全培訓相關內容。2023年，本集團安全培訓項目受訓人次達5,293人次，安全投入2,722.09萬元。



Area of the Safety Experience Hall at Shanghai Haichang Ocean Park
上海海昌海洋公園安全體驗館區域

8.1.5 Food Safety

Haichang Ocean Park rigorously complies with the *Food Safety Law of the People's Republic of China* and the *Food Hygiene Law of the People's Republic of China*. Building upon this foundation, internal policies such as the Manual on Food Safety Management System, Workflow Management of the Park Catering Department, Catering Development Plan, and Management of Research and Development of New Products are formulated. Continuous efforts are made to improve the food safety assurance system, and a registration system is implemented for the inspection and acceptance of food and raw materials entering and exiting the warehouse. It maintains cleanliness in the food storage areas and installs insect prevention facilities. Regular health checks and food safety training are conducted for relevant personnel. Furthermore, Haichang Ocean Park also focuses on cold chain food safety, ensuring full traceability of relevant information.

8.1.5 食品安全

海昌海洋公園嚴格遵守國家《食品安全法》《食品衛生法》，在此基礎上制定《食品安全管理制度》《樂園餐飲部流程管理手冊》《餐飲發展規劃》《新品研發管理》等內部政策，持續完善食品安全保障體系，落實進出庫食品及原料驗收登記制度，保持食品存儲區域整潔並安裝防蟲設施，定期對相關從業人員進行健康檢查及食品安全知識培訓。關注冷鏈食品安全，確保相關信息全程可追溯。

Shanghai Haichang Ocean Park's Food Safety Management System regulations include:
上海海昌海洋公園食品安全管理制度規範：

- Strict enforcement of the provisions of the *Food Safety Law of the People's Republic of China*, with legal responsibilities duly assumed.
嚴格執行《中華人民共和國食品安全法》各項規定，並承擔法律責任。
- Diligent implementation of the food safety responsibility system, maintaining environmental hygiene at business premises and personal hygiene of staff.
認真落實食品安全責任制，做好經營場所環境衛生和工作人員個人衛生。
- Thorough inspection and registration of food and raw materials during warehousing, with rigorous checks at each level to ensure that toxic, harmful, insect-infested, moldy, or expired foods are neither consumed nor sold.
食品及原料進出庫做好驗收登記、索證索票工作，層層把關，有毒有害、蟲蛀、霉變及超保質期食品不得食用和銷售。
- The food warehouse is kept clean, with food storage organized by category and shelving, segregated from walls and off the ground, and equipped with pest control facilities.
食品倉庫整潔，食品存放做到分類分架、隔牆離地、設有防蟲害等設施。
- Food sales tools, dining utensils, work utensils, and containers are strictly managed with a "wash, rinse, disinfect, and clean" regime. Containers for raw and cooked food are stored separately with clear labeling to prevent cross-contamination.
食品銷售工具、餐飲具、工用具和盛器用後嚴格執行「一洗、二過、三消毒、四保潔」制度，生熟容器分開存放並由明顯的區分標誌，防止交叉污染。
- A designated person is responsible for food sampling and record-keeping.
落實專人，做好食品留樣、登記工作。
- Personnel who handle food that is directly consumed must undergo annual health checks and food safety training; only those who pass are allowed to operate.
從事接觸直接入口食品工作的從業人員每年必須進行健康檢查及食品安全知識培訓，合格後才可上崗操作。
- The principal responsible person of the food production and business enterprise must fulfill the main responsibility for food management within the enterprise, taking comprehensive responsibility for food safety.
食品生產經營企業主要負責人應落實企業食品管理主體責任，對本企業食品安全全面負責。
- Production and operation of food that is beyond the expiration date, spoiled, contains harmful substances, or is adulterated, as prohibited under Article 34 of the *Food Safety Law of the People's Republic of China*, is not allowed.
不生產與經營《中華人民共和國食品安全法》中第三十四條規定的超過保質期、腐敗變質、含有危害健康物質、摻假摻雜等食品。
- Prevent food safety incidents rigorously; in case of an incident, it must be promptly reported and investigated in cooperation with market regulatory authorities.
嚴防發生食品安全事件，一旦發生，應及時上報，並配合市場監管部門做好調查。

8.2 Improving Service Experience

Haichang Ocean Park adheres to the ideology of “Customer First” as a core corporate value. Based on the internally established Operational Service Standards of Haichang Park, which maintains a management model characterized by institutionalization, standardization, and regulation, catering to the diverse needs of different customer groups, striving to provide the highest quality, comprehensive, and humanized service experience.

The Group strictly complies with the *Law on Protection of the Rights and Interests of Consumers*, the *Tourism Law*, and the *Insurance Law*, actively pushing the Operating Performance Appraisal of Haichang Ocean Park and the Operation Service Standards to improve the overall operational management level of the Group. Meanwhile, the Group humbly accepts evaluations and opinions from various channels, adhering to the provisions of the Regulation of Rectifications of Negative Online Comments and promptly formulating rectification plans to ensure effective feedback to customers and enhance the quality of customer service.

The Group continuously improves the standardized operations for customer information collection and usage in accordance with relevant national laws and regulations, effectively safeguarding customer privacy rights while providing quality services. From a management perspective, the Group provides customer information security training to its staff, enhancing employees' awareness of protecting customer information security and resolutely preventing related risks triggered by individual customer information security incidents. From a technical standpoint, the Group limits bulk queries of information by staff and restricts information exports through technical means. For IT personnel, especially those responsible for maintaining databases containing customer information, strict control over permissions for back end systems and databases is implemented to prevent unauthorized operations or information leaks through technical means.

8.2 提升服務體驗

海昌海洋公園將「客戶至上」視為企業核心價值觀，基於公司內部制定的《海昌海洋公園運營服務標準》，堅持制度化、標準化、規範化管理模式，結合不同客戶群體需求，力求提供最優質、全面、人性化的服務體驗。

本集團嚴格遵守《消費者權益保護法》《旅遊法》《保險法》，積極實施《海昌海洋公園運營績效考核方案》《運營服務標準》以改進集團整體運營管理水平。同時，本集團虛心接受來自各渠道的評價及意見，踐行《網絡負評整改規範》規定並及時制定整改計劃，確保客戶獲得有效反饋，提升客戶服務品質。

本集團依照國家相關法律法規，持續完善客戶資訊收集和使用的規範化操作，在提供優質服務的同時有效保障客戶隱私權益。從管理端，集團對業務人員進行客戶資訊安全培訓，強化員工對保護客戶資訊安全的意識，堅決杜絕因個人客戶資訊安全觸發相關風險事件。從技術端，集團通過技術手段限制業務人員對資訊的批量查詢，限制信息的導出。對IT人員，特別是對負責維護含客戶資訊的資料庫的IT人員，對後台系統和資料庫的許可權進行嚴格控制，防止通過技術手段將資訊進行未經授權的操作或將資訊洩露。

The Group always adheres to the principles of “objectivity, fairness, initiative, efficiency, and handling according to regulations” in handling customer complaints, establishing a smooth complaint mechanism. Based on accurate analysis of visitor feedback, while ensuring the timeliness of incident handling, the Group continuously follows up and implements complaint handling results. During the reporting period, the operation of Haichang Ocean Park was efficient and smooth, with no safety accidents or major complaints throughout peak periods.

Haichang Ocean Park actively communicates with visitors online or offline regarding post-sales and other complaint issues, while also establishing a multi-channel complaint handling mechanism.

本集團始終堅守「客觀公正、積極主動、高效精準、按章辦理」的客訴處理原則，建立通暢的投訴機製，基於遊客反饋準確剖析事件原由，保證事件處理時效性的同時，持續跟進並落實投訴處理結果。報告期內，海昌海洋公園運營高效順暢，高峰期內全程無安全事故、無重大投訴。

海昌海洋公園積極就售後等投訴問題與遊客進行線上或線下溝通，同時建立多渠道的投訴處理機製。

Complaint Channels 投訴渠道	Handling Mechanism 處理程序
 <p>Business department handling</p> <p>業務直屬部門受理</p>	<ul style="list-style-type: none"> Received by the direct responsible manager or secretary manager of department; During the incident, customers will be taken to an independent reception to understand the situation and follow up to quickly evacuate the site. 由部門直屬責任經理、部長接收； 在事件發生時迅速撤離現場，隨後將客人帶到獨立會客室了解情況並跟進處理。

Complaint Channels 投訴渠道	Handling Mechanism 處理程序
 <p>Complaint hotline handling with phone</p> <p>投訴專線電話受理</p>	<ul style="list-style-type: none"> The complaint hotline and the switchboard announced to the outside world will answer the complaints received, apologize to the customers, and appease the customers' emotions; Understand the reasons, and leave the accurate contact information for a return visit; Complaint case will be transferred to the responsible department for processing, follow up the return visit after the event, and feed back to the customer service center to import the complaint summary. 對外公示的投訴專線及總接聽收到的投訴案件，向客人致歉，安撫其情緒 了解事因後，留下準備的聯繫方式待回訪； 事後將投訴案件轉至責任部門處理，跟進回訪，並反饋客服中心併入投訴匯總。
 <p>Customer service centers handling</p> <p>客服中心受理</p>	<ul style="list-style-type: none"> Complaints arising from unpleasant experiences of tourists in the park will be handled by the customer service center; Question-and-answer, talk, and response complains will be handled by the customer service center first, and then report back to the responsible department; Service attitude and related professional complaints will be resolved together with the responsible department. 由客服中心處理遊客在園區內不愉快的體驗而引起的投訴； 由客服中心先行處理問答諮詢型、傾訴型、反應問題型事件，事後上報至責任部門； 針對服務態度類及相關專業性抱怨事件，與責任部門協同解決。
 <p>Group 400 service center telephone acceptance and transferring</p> <p>集團400服務中心電話受理轉辦</p>	<ul style="list-style-type: none"> For non-inquiry incidents received by the Group's 4006016699 phone call, it will be classified by the customer service center after receiving and non-tourist problems will be transferred to relevant functional departments of the Company for processing; Tourist-related problems will be dealt with after returning to the customers to understand the situation with a treatment plan to discuss countermeasures and then transferred to other departments for return visits and feedback. 本集團設置4006016699熱線用以接收非問詢類事件，接收後由客服中心進行分類，將非遊客類問題轉至公司內相關職能部門處理； 遊客類問題待與客人回訪了解情況後擬定處理方案，商討對策解決，轉交他部處理完畢後進行回訪及反饋工作。

Complaint Channels 投訴渠道	Handling Mechanism 處理程序
 <p data-bbox="304 735 592 799">Administrative supervision department transferring</p> <p data-bbox="347 845 549 873">行政監管部門轉辦</p>	<ul data-bbox="632 513 1441 987" style="list-style-type: none"> • Complaints can be handled by hotline of 12345 Citizen Hotline, Market Supervision Administration, 12315 Consumer Protection Committee, Management Committee Urban Transportation Center, Tourism Advisory Hotline; • The customer service center will complete the feedback in time and the official seal will be affixed to the written document in a unified format to the relevant higher-level supervision department. In the process of handling, it needs to be dealt with by the department responsible. • 市民可撥打12345市民熱線、市場監督管理局、12315消保委、管委會城運中心、旅遊諮詢熱線等投訴案件； • 客服中心按時限完成，按統一格式書面文件加蓋公章的形式反饋至相關上級監管部門，處理過程中與責任部門協同處理。

Regarding the safety and health protection of visitors and employees, the Group focuses on health protection and emergency response within the park, including the provision of medical facilities and comprehensive first aid measures. During the reporting period, Shanghai Haichang Ocean Park conducted a total of 448 consultations and treated 660 individuals, effectively managing various emergencies such as visitor fevers, heatstroke, and accidental falls.

Haichang Ocean Park has launched the “Haichang Exclusive Service – VIP Deep Tour” service targeting deep tour customers and family groups to improve the visitor experience. This initiative aims to gather feedback and suggestions from VIP visitors, examining the effectiveness of Haichang’s operations and product quality, and further improving and enhancing service quality.

在保障遊客及員工安全健康方面，本集團聚焦園區遊客與員工健康保障及應急處理，配置醫務室及完善的急救配套措施。報告期內，上海海昌海洋公園共計出診448次，治療人數660人次，有效處理遊客發燒、中暑、意外摔跤等多項緊急狀況。

為提升遊客遊玩體驗，海昌海洋公園特別推出「海昌優享 – VIP深度游」服務，主要針對深度遊客戶、家庭群體等。旨在通過優享遊客提出的反饋建議，檢驗海昌運營效果及產品品質，進一步更新和提升服務質量。



Case: Shanghai Haichang Ocean Park Launched “Driverless Minibuses” and “Unmanned Retail Vehicles” to Build a Smart Park

案例：上海海昌海洋公園推出「無人駕駛小巴」和「無人零售車」，傾力打造智慧園區

During the reporting period, Shanghai Haichang Ocean Park introduced a new “Driverless Minibus” service, with routes covering various venues and attractions. The minibus is equipped with touch screens inside for visitors to browse real-time locations and nearby attraction explanations. With its automatic avoidance function, the minibus provides convenience to visitors while ensuring maximum safety for park traffic operations. The “Unmanned Retail Vehicle” accurately locates visitors through an intelligent algorithm system and initiates automatic navigation mode to deliver purchased items to visitors, greatly enhancing the park experience and ensuring convenient intra-park travel.

報告期內，上海海昌海洋公園新推出「無人駕駛小巴」，路線覆蓋各場館及景點，車內配備觸摸屏供遊客實時瀏覽所在位置及附近景點講解。小巴擁有自動避讓功能，為遊客提供便利的同時，最大程度保障園區交通安全運行。「無人零售車」可通過智能算法系統精準定位遊客所在位置，並開啓自動導航模式將購買物品送達給遊客，極大程度提升遊客的園區體驗，保障便捷的園內出行。

8.3 Promoting Innovative Development

In innovative business expansion, Haichang Ocean Park actively responds to the national policy guidelines of “14th Five-Year Plan” and “Belt and Road”, with a clear focus on smart tourism development and consumer experience improvement. Meanwhile, we are establishing overseas business cooperation to promote international development, creating diversified business models with innovation and technology, and comprehensively enhancing the Group’s service level.

We engage in strategic cooperation with various stakeholders, continuously improving service content while striving to enhance our social influence within the industry. During the reporting period, we successively established strategic partnerships with Saudi Arabian Ministry of Investment, Guangzhou Lehomes Cultural Entertainment, Beijing Tongzhou District People’s Government, Beijing Tongzhou Urban Construction Operation Group, and the Saudi Arabian Tourism Development Fund (TDF), pooling multilateral resources to jointly build an international brand for the future.

8.3 推動創新發展

在創新業務拓展上，海昌海洋公園積極響應國家「十四五規劃」「一帶一路」政策方針，明確智慧旅遊開發、消費者體驗改善等核心宗旨。同時，我們佈局海外業務合作，努力推進國際化發展，打造創新化、科技化的多元業態模式，全方位提升集團的服務水平。

我們與多邊持份者開展戰略合作，在不斷完善服務內容的同時，努力提升自身在行業內的社會影響力。報告期間，我們已依次與沙特阿拉伯投資部、廣州樂漫文化娛樂、北京市通州區人民政府、北京通城建集團、沙特阿拉伯旅遊發展基金 (Tourism Development Fund, TDF) 建立戰略合作夥伴關係，聚合多邊優勢資源，共建面嚮未來的國際化品牌。

Strategic Cooperation Overview of Haichang Ocean Park in 2023

海昌海洋公園2023年戰略合作一覽表

Cooperation Partner 合作機構	Signing Time 簽署時間	Main Cooperation Content 合作主要內容
Saudi Arabian Ministry of Investment	April 2023	Both parties jointly announced plans to develop Saudi Arabia's first large-scale ocean park, including an ocean park, aquarium, IP theme park, zoo, wildlife park, scientific research, and education center.
沙特阿拉伯投資部	2023年4月	<p>This cooperation is of great strategic significance, marking the first time Haichang Ocean Park has cooperated overseas with a national-level investment department. In the future, it will leverage the strengths of both parties to export marine and IP operation strategies and enhance its international brand.</p> <p>雙方聯合宣佈計劃開發沙特阿拉伯王國首個大型海洋公園，包括海洋公園、水族館、IP主題公園、動物園、野生動物園、科學研究及教育中心。</p> <p>此項合作具有重要戰略意義，是海昌海洋公園首次在海外與國家級投資部門合作，未來將凝聚雙方優勢資源，輸出海洋及IP運營雙驅動戰略優勢，梳理國際化品牌。</p>

Strategic Cooperation Overview of Haichang Ocean Park in 2023

海昌海洋公園2023年戰略合作一覽表

Cooperation Partner 合作機構	Signing Time 簽署時間	Main Cooperation Content 合作主要內容
Guangzhou Le homes Cultural Entertainment Co., Ltd. 廣州樂漫文化娛樂有限責任公司	April 2023 2023年4月	Both parties collaborate to create the “Shenzhen Haichang • Lehome Snow Wonderland Haiya Mega Mall Store,” an integrated family entertainment platform themed around ice and snow, incorporating entertainment, sports, education, animation, IP, catering, and social activities. The store officially opened on April 26. 雙方合力打造「深圳海昌•樂漫冰雪王國海雅繽紛城店」，以冰雪為主題，集娛樂、體育、教育、動漫、IP、餐飲及社交與一體的家庭文化娛樂綜合性平台，已於4月26日正式開業。
People’s Government of Tongzhou District, Beijing 北京市通州區人民政府	September 2023 2023年9月	Both parties signed a strategic cooperation agreement to jointly promote the “Beijing Haichang Ocean World” project in the Cultural Tourism District of the sub-center. The project will introduce a variety of marine, polar, and large marine terrestrial organisms, creating a multifunctional ocean ecological experience and entertainment center integrating ecology, popular science, research, interaction, performance, art, and specialty catering, constructing a new marine vacation lifestyle of “Ecology-Entertainment-Experience-Vacation.” 雙方簽署戰略合作協議，共同促進「北京海昌海洋世界」項目落地副中心文化旅遊區。項目將引入多樣化海洋生物、極低生物及大型海洋陸生生物，打造集生態、科普、研學、互動、表演、藝術、特色餐飲等多功能為一體的海洋生態體驗及娛樂中心，構建「生態—娛樂—體驗—度假」新型海洋度假生活方式。

Strategic Cooperation Overview of Haichang Ocean Park in 2023

海昌海洋公園2023年戰略合作一覽表

Cooperation Partner 合作機構	Signing Time 簽署時間	Main Cooperation Content 合作主要內容
Beijing Tongzhou Urban Construction Operation Group 北京通州城市建設運行集團	October 2023 2023年10月	Both parties officially announced that Beijing Haichang Ocean Park will be located in the Cultural Tourism District of the Beijing Sub-Center, becoming the first international-level large-scale marine cultural tourism project in the sub-center, and also the only new large-scale ocean theme park built in Beijing since 2000. 雙方正式宣佈北京海昌海洋公園即將落地北京城市副中心文化旅遊區，將成為副中心首個國際級大型海洋文旅項目，也是北京市2000年後唯一一個新建的大型海洋主題公園。
Saudi Arabian Tourism Development Fund 沙特阿拉伯旅遊發展基金	December 2023 2023年12月	Both parties signed a memorandum of cooperation, planning to develop the Saudi Arabia Kingdom Haichang Ocean Park Project according to Saudi Arabia's tourism strategic cooperation. 雙方簽署合作備忘錄，計劃根據沙特阿拉伯旅遊戰略合作開發沙特阿拉伯王國海昌海洋公園項目。

The Group is deeply involved in the research and experimentation of intelligent bionic technology, promoting innovation, product optimization, and implementation of intelligent bionic robot technology, integrating advanced technology with marine ecological culture to create innovative entertainment products. In 2023, we conducted technical iteration and upgrade of bionic technology products and showcased them in Haichang Ocean Park in Shanghai, Zhengzhou, and other parks, conducting exhibitions, performances, popular science activities, and other product presentations. We organized bionic whale shark popular science explanations, exhibitions, bionic technology popular science exhibitions, and popular science classes, and completed the preparation of the Bionic Product Planning Report and Bionic Whale Shark Popular Science Courseware. In Shanghai Haichang Ocean Park alone, more than 1,000 mermaid shows were held in 2023, effectively enhancing the publicity effect of the Group's popular science. In addition, popular science classes on biomimetics were conducted at Dalian Laohutan Ocean Park, using bionic finless porpoise models for teaching.

We have initiated projects such as the design of bionic models for finless porpoises, bionic darters, and bionic river dolphins. In the future, we will continue to develop bionic combination products and plan to research and develop more bionic products such as ancient extinct bionic organisms. While focusing on changes in the ecological environment, we aim to raise awareness among visitors about biological conservation. We also aim to present bionic representations of endangered species and functionally extinct animals in China, minimizing excessive reliance on natural biological resources.

本集團深耕智能仿生科技研發和試驗，推進智能仿生機器人技術革新、產品優化和落地實施，深入融合高新科技技術與海洋生態文化，打造創新型文娛產品。2023年，我們對仿生科技產品進行了技術疊代升級，並在海昌上海、鄭州等園區進行展示、演藝、科普及其他產品呈現，開展仿生鯨鯊科普講解、展演、仿生科技科普展及科普課堂等活動，完成編製《仿生產品規劃報告》《仿生鯨鯊科普課件》。其中，上海園區2023年累計參與美人魚展示演出1,000餘場，有效提升了海昌科普宣傳效應，並在大連老虎灘園區開展仿生生物科普課堂，使用仿生江豚模型教學。

我們已啓動白鱗豚、仿生鄧氏魚、仿生江豚內臟模型設計等項目。未來，我們將持續開發仿生組合產品，計劃研發遠古滅絕仿生生物等更多仿生產品，在關注生態環境變化的同時，提升遊客在生物保護方面的意識，嘗試對國內現存的瀕危物種、功能性滅絕動物進行仿生呈現，最大程度降低對自然生物資源的過度依賴。



Case: Haichang Ocean Park's Bionic Technology Products Participated in the China International Tourism and Leisure Industry Expo

案例：海昌海洋公園仿生科技產品參與中國國際旅遊休閒產業博覽會展示

In 2023, the bionic whale shark and related bionic products developed by Haichang Papua Marine Technology, a subsidiary of the Group, successfully completed their exhibition at the 37th China International Tourism and Leisure Industry Expo. The bionic whale shark was showcased in various scenes such as popular science research and performance, with the flexibility to be customized according to customer and venue requirements. In addition, Haichang Ocean Park's bionic products participated in the product exhibition at the Dalian Cultural and Tourism Industry Development Conference and conducted a seminar on "Marine Bio-bionic Technology and Scene Application."

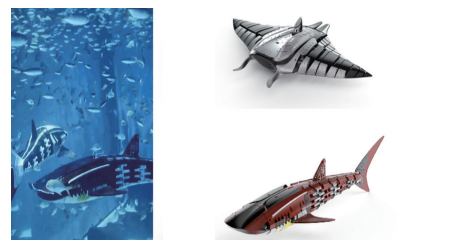
在2023年，本集團旗下上海海昌巴布亞海洋科技有限公司研發的仿生鯨鯊及相關仿生產品順利完成第37屆中國國際旅遊休閒娛樂產業博覽會展出，現場輸出仿生鯨鯊在科普研學、演藝等多重場景的應用，可根據客戶及場地需求靈活組合。除此之外，海昌海洋公園仿生產品參加大連市文化和旅遊產業發展大會放生產品展示，並開展了「海洋生物仿生科技及場景應用」演講。

Haichang Ocean Park, in collaboration with Shenyang Aerospace Xinguang Group, unveiled the world's first Mech Whale Shark and Mech Guitarfish at the Zhengzhou Haichang Ocean Resort, marking a milestone in China's manufacturing and marine technology empowering cultural tourism. The Mech Whale Shark measures 4.7 meters in length and weighs 400 kg, while the Mech Guitarfish is 2.8 meters long and weighs 550 kg. Guided by artificial intelligence and manufactured entirely mechanized, they can autonomously float and dive, highly replicating the movements of real biological prototypes. Additionally, they are equipped with various sensors to achieve functions such as water quality monitoring, photography, and videography. While showcasing the high-tech empowerment of marine life, the initiative also calls on the public to prioritize marine ecological conservation.

海昌海洋公園與瀋陽航天新光集團聯合研發的世界首款機甲鯨鯊及機甲鯊魚，正式亮相鄭州海昌海洋旅遊度假區，實現中國智造與海洋科技賦能文旅。機甲鯨鯊全身長4.7米，重達400kg，機甲鯊魚全身長2.8米，重達550kg。由人工智能制導、全機械化製造，可上浮下潛自助游動，並高度還原生物真實原型動態，同時搭載各類傳感器，以實現水質監測及攝影攝像等功能。在展示高科技賦能海洋生物的同時，呼籲公眾重視海洋生態保護。



The bionic whale shark exhibited at the 37th China International Tourism and Leisure Industry Expo. 仿生鯨鯊參展第37屆中國國際旅遊休閒娛樂產業博覽會



The Mech Guitarfish and Mech Whale Shark make their debut at the Zhengzhou Haichang Ocean Resort 仿生鯊魚及仿生鯨鯊現身鄭州海昌海洋旅遊度假區內

Haichang Ocean Park is actively developing new growth points in the IP industry and integrating IPs into leisure spaces. In 2023, Haichang Ocean Park signed agreements with PinkFong, Overseas Chinese Town Happy Valley, and Toei Animation to collaborate on the development of the IP ecosystem. Leveraging PinkFong's internationally renowned mature IPs such as PinkFong and Baby Shark, as well as its expertise in toy creative design and independent research and development capabilities, Haichang Ocean Park focuses on early childhood education themes and integrates educational and entertaining content with theme park formats, achieving a blend of online and offline ecosystems. Haichang Ocean Park collaborated with Baby Shark to launch the "Baby Shark Doo Doo Festival," promoting the catchy song "Baby Shark" and achieving 100 million online exposures, resulting in a powerful brand dissemination effect. To promote newly introduced IPs, Shanghai Haichang Ocean Park created interactive dances for simultaneous promotion. During the reporting period, a total of 412 interactive dance events were held, with approximately 76,594 participating visitors.

海昌海洋公園正全力開發IP產業創新增長點，將IP引入至度假休閒空間。2023年，海昌海洋公園分別與碰碰狐、華僑城歡樂谷和東映動畫簽署協議，合作推進IP生態的發展。海昌依託碰碰狐旗下的碰碰狐、鯊魚寶寶BabyShark等國際知名成熟IP，以及其專業的玩具創意設計、自主研發能力，圍繞幼兒啟蒙教育等主題，深度結合寓教於樂型內容與主題樂園業態，實現線上線下生態圈交融。海昌海洋公園聯合BabyShark，開展「鯊魚寶寶嘟嘟節」，通過推廣洗腦神曲《Baby Shark》，達到1億網絡曝光量，形成強有力的品牌傳播效應。為推廣新引進IP，上海海昌海洋公園自創互動舞蹈進行同步宣傳，報告期內共開展412場互動舞蹈，參與互動遊客約達76,594人。



Case: Haichang Ocean Park Collaborates with Overseas Chinese Town Happy Valley to Establish the "ULTRAMAN-themed pavilion" at Chengdu Happy Valley

案例：海昌海洋公園與華僑城歡樂谷攜手建立成都歡樂谷「奥特曼主題館」

On 1 June 2023, the first ULTRAMAN-themed pavilion in the western region located in the Chengdu Happy Valley theme park officially commenced operations. With a total area exceeding 2,500 square meters, the pavilion was jointly created by Haichang Ocean Park and Overseas Chinese Town Happy Valley Group. It includes five core areas: the ULTRAMAN-themed ice theater, ULTRAMAN-themed hero exhibition area, ULTRAMAN-themed shop, ULTRAMAN-themed restaurant, and ULTRAMAN GAME CENTER. During the 3+2 year cooperation period, all operational management and revenue belong to Haichang. Following the operation of this project, it effectively fills the gap in IP gaming experience in the western region, empowers the local cultural and tourism industry, and stimulates regional consumption growth.

2023年6月1日，位於成都歡樂谷園區內的西部地區首個奥特曼主題館正式投入運營。該主題館總面積超2,500平方米，由海昌海洋公園攜手華僑城歡樂谷集團打造，包含奥特曼冰封劇場、奥特英雄展覽區、奥特曼主題商店、主題餐廳、奥特曼GAME CENTER遊藝中心等五大核心區域，合作期3+2年內的經營管理及全部經營收入歸海昌所有。該項目運營後，有效彌補了西部地區IP遊玩體驗的空缺，也助力賦能當地文旅業態，刺激地區消費增長。



The first ULTRAMAN-themed pavilion in the western region settles in Chengdu Happy Valley

西部首個奥特曼主題館入駐成都歡樂谷



Case: Haichang Ocean Park in Shanghai Opens the New “ONE PIECE themed-pavilion” - Marking the Entry into the Era of Major IPs
 案例：上海海昌海洋公園新開設「航海王主題館」－自此步入大IP時代

During the reporting period, Haichang Ocean Park in Shanghai unveiled the official debut of the ONE PIECE IP products. Authorized by Toei Animation Co., Ltd., the “ONE PIECE” animation product matrix was created and positioned in the Shanghai Haichang “Limited-time” ONE PIECE Treasure Zone. This area deeply integrates ONE PIECE elements into its design, faithfully recreating the world of ONE PIECE. It establishes a distinctive treasure area featuring ONE PIECE-themed shops, restaurants, and cafes, bringing together dining, interactive entertainment, and retail experiences, providing visitors with an immersive ONE PIECE-themed experience.

報告期內，上海海昌海洋公園航海王IP產品正式亮相，由海昌經東映動畫企業有限公司授權打造的《航海王》動畫產品矩陣，落位上海海昌「期間限定」航海王寶藏區域。該區域將航海王元素深入融合進區域設計，還原了航海王世界，建立集航海王主題商店、主題餐廳、主題咖啡館於一體的特色寶藏區，匯聚餐飲、互動娛樂、購物業態，為遊客提供沉浸式航海王主題體驗。



The ONE PIECE-themed area at Shanghai Haichang Ocean Park officially opened for operation
 上海海昌海洋公園《航海王》主題區域正式投入運營



Case: Haichang Ocean Park Launches “Haichang – Night Time 3.0” Ecological Model

案例：海昌海洋公園推出「海昌 – 夜時光3.0」生態模式

After the Covid-19 pandemic, Haichang Ocean Park collaborated with Ctrip Travel Network to introduce a new upgrade - “Haichang – Night Time 3.0” system, catering to the innovative social and interactive needs of younger crowds. It consists of eight major “Haichang-Night Surprise” activities, including Night Revelry – Water Splashing Electric Music Festival, Night Shopping – ONE PIECE Treasure Hunt, Summer Limited-Time Return “Night Show – Dream of Mermen”, Night Observation – Starlight Fireworks Show, Night Feast – Ocean Gastronomic Feast, Night Stay – Themed Boutique Hotel, and Night Camping – Experiencing Sleep with Sharks. During the Ctrip BOSS live broadcast event at Haichang Ocean Park, the “Deep Blue Resonance – Tiger Whale Water Splashing Music Festival” was introduced for the first time. It invites a lineup of superstars every week at the ULTRAMAN-themed electronic music square, offering visitors a special summer experience.

疫情風波平息後，海昌海洋公園攜手攜程旅行網全新升級「海昌 – 夜時光3.0」體系，針對年輕化人群的創新社交、互動需求，構建八大「海昌 – 夜驚喜」玩法，包括夜嗨 – 潑水電音節、夜購 – 航海王寶藏、暑期限時返廠「夜秀 – 男美人魚之夢」、夜觀 – 星光焰火秀、夜賞 – 海洋饕餮盛宴、夜宿 – 特色主題酒店及夜營 – 體驗魚鯊同眠。在攜程BOSS直播海昌海洋公園專場中，首次推出「深藍回響 – 虎鯨潑水音樂節」，每周在奧特曼電音廣場，邀請超強明星陣容，帶給遊客特別的盛夏體驗。



“Haichang-Night Surprise”- New Upgraded Night Tour Experience

「海昌 – 夜驚喜」新升級夜游體驗

9 ENHANCING ANIMAL WELFARE

Haichang Ocean Park has always upheld the core value of “harmonious coexistence of humans and nature,” delving into animal conservation, marine biodiversity protection, and other technologies. The Group regularly refines its animal management system, continuously promotes marine animal popularization and wildlife rescue efforts. Over the years, it has achieved outstanding results in animal care and conservation research, becoming a true industry benchmark.

9.1 Animal Management

The Group considers “Safety, Professionalism, and Rigor” as the core value of animal management, strictly adhering to national industry management requirements such as the *Requirements for Aquatic Mammal Husbandry Facilities*, the *Requirements for Water Quality for Aquatic Mammal Husbandry in Aquariums*, the *Requirements for the Classification of Aquatic Mammal Domestication Techniques in Aquariums*, the *Operational Standards for Transportation of Cetaceans*, and the *Standards for Pedigree Record-keeping of Aquatic Mammals*. We focus on animal welfare guidelines, continuously upgrading and revising internal management standards such as the Biological Information Management System and Biological Data Report Management, checking and improving survival indicators such as water quality, air, light, and nutrition, and conducting regular health checks on park animals. During the reporting period, we actively implemented daily inspections of various project companies, provided reasonable guidance, strictly adhered to various management and operational regulations, and ensured the orderliness and standardization of animal management work to the greatest extent possible.

9 提升動物福利

海昌海洋公園始終堅持「人類與自然和諧共存」核心價值觀，深入研究動物保育、海洋生物資源保護等技術，定期優化動物管理體系，持續推進海洋動物科普宣傳及野生動物救助事業，多年來在動物飼養、保育研究方面取得了卓越成果，成為名副其實的行業標竿。

9.1 動物管理

本集團將「安全、專業和嚴謹」視為動物管理的核心，嚴格遵守《水生哺乳動物飼養設施要求》《水族館水生哺乳動物飼養水質要求》《水族館水生哺乳動物馴養技術等級劃分要求》《鯨類動物運輸操作規程》《水生哺乳動物譜系記錄規範》等國家行業管理要求。我們重點關注動物福利準則，不斷升級修訂《生物輿情管理制度》《生物數據報表管理》等內部管理標準，核查並有針對性地提升水質、空氣、光線、營養等生存指標，定期對園區動物實施體檢。報告期內，我們積極落實對各項目公司的日常督察，進行合理指導，嚴格遵守各項管理及操作規定，最大程度上保證動物管理工作的秩序化、規範化。

During the reporting period, our online animal information management platform is commissioned with significant analytical capabilities. It provides unified data management and real-time analysis of the biological species within the Group's projects and collaborative projects. The platform consists of master data (species management, animal profiles, business partners, medicines, etc.), statistical reports (animal indicators analysis, assets, breeding, medical, feeding, and environmental reports), the management of breeding, environment, medical, feeding, equipment and standard, etc. It can realize the functions of multi-dimensional technical data statistics and analysis on animal health, environmental upgrading and maintenance.

Haichang Ocean Group Animal Health Management Work Specification:

1. monitor pinnipeds body weight data throughout the year, with timely adjustment to animal husbandry management plans based on quantitative analysis of the data;
2. monitor water temperature of the water bodies in various biological venues throughout the year, adjust biological husbandry plans based on quantitative analysis of the data. Intuitively understand the most suitable feeding standards for organisms through big data analysis of water temperature and biological status. Monitor water temperature of the water bodies of various biological venues throughout the year, with timely adjustment to various indicators based on quantitative analysis of the data;
3. monitor the Escherichia coli and coliform bacteria in the water bodies of various biological venues throughout the year, adjust various indicators in a timely manner based on quantitatively analyzed data;

報告期間，我們已投入使用動物信息在線管理平台並加強系統分析能力，對目前集團自有項目、合作項目及所有海昌管轄範圍內的生物種類進行統一數據管理與實時分析。平台由主數據（品種管理、動物檔案、業務夥伴、藥品等）、統計報表（動物指標分析、資產、繁殖、醫療、飼養和環境報表）、繁殖管理、環境管理、醫療管理、飼養管理、設備和標準管理等版塊組成，可實現對動物健康、環境升級維護等多維度技術數據統計分析的功能。

海昌海洋集團生物健康管理工作規範：

1. 全年長期監測鰭腳類生物體重數據，根據數據量化分析後及時調整動物飼養管理方案；
2. 全年長期監測各生物場館水體水溫，根據數據量化分析調整生物飼養方案，根據水溫與生物狀態大數據分析可直觀地了解生物最適宜的飼養標準。全年長期監測各生物場館水體溫度，根據數據量化分析後及時調整各項指標；
3. 全年長期監測各生物場館水體大腸桿菌、大腸菌群，根據數據量化分析後及時調整各項指標；

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|---|--|
| <p>4. monitor air quality of various biological venues throughout the year, and strengthen the ventilation and air disinfection of Cetaceans Aquarium and the human-dolphin interaction square, and compile statistics based on monthly monitoring;</p> | <p>4. 全年長期監測各生物場館空氣質量，同時加強鯨豚館及人豚交流廣場的通風和空氣消毒，根據每月監測做好數據統計；</p> |
| <p>5. while monitoring various biological indicators, detailed emergency plans are formulated for sudden biological incidents, and regular staff training is conducted;</p> | <p>5. 在做好各項生物相關指標監控的同時，針對生物突發狀況制定了各項詳細的應急預案，定期開展員工培訓；</p> |
| <p>6. establish independent files for each creature and record relevant records on husbandry, training, medical treatment and breeding, so as to improve documentation and traceability; and</p> | <p>6. 對每一頭生物建立獨立檔案，記錄相關飼養、訓練、醫療與繁育記錄，實現有理可依、有據可查；及</p> |
| <p>7. work closely with veterinarians to develop specialized medical plans for specific conditions of the organisms and ensure strict implementation of such plans. Emphasize prevention as the main approach, and combine prevention with treatment.</p> | <p>7. 與獸醫實現密切配合，針對生物具體情況制定專項醫療方案並嚴格落實。做到預防為主，防治結合。</p> |

9.2 Animal Conservation

Haichang Ocean Park upholds the strategic ideology of national ecological civilization construction by actively engaging in aquatic animal conservation work. The Group strictly follows national industry regulations such as the *Requirements for Belugas Husbandry and Breeding*, the *Requirements for Spotted Seals Husbandry*, the *Requirements for Turtle Husbandry and Rearing*, and the *Requirements for Sea lions Husbandry and Breeding*. Additionally, it upgrades and optimizes eight bio-health internal standardization documents such as the *Biological Feeding Environment Index Internal Monitoring Standard System* and *Biological Nutrition Intakes Standard System* to enhance the level of biological conservation from both technical and managerial perspectives. This effort aims to gradually form a more scientific and secure biological conservation system. In 2023, the Group achieved over 95.5% internal biological survival rate, exceeding the annual target, and bred 35 heads/pcs of rare and large-sized animals, and successfully bred the second killer whale in the Shanghai Haichang Ocean Park.

9.2 動物保育

海昌海洋公園響應國家生態文明建設的戰略思想，積極開展水生動物保育工作。本集團嚴格遵照國家行業制定的《白鯨飼養繁育規範》《斑海豹飼養規範》《海龜養殖規範》《海獅飼養繁育規範》等管理要求，結合集團實際工作需求升級優化《生物飼養環境內控標準》《生物營養攝入標準》等8項生物健康內部標準化管理文件，從技術和管理層面上提升生物保育水平，逐步形成更科學化、安全化的生物保育體系。2023年，本集團內生物存活率超過95.5%，超額完成年度目標，共計繁育大型珍稀個體生物35頭／隻，並成功繁育出上海園區第二頭虎鯨。

In terms of industry regulations, the Group compiled documents such as the Collection of Biological Conservation Control System and the Biological Conservation Informatization Management Systems, covering areas such as marine mammal conservation and breeding research, fish breeding and medical care, jellyfish breeding and reproduction, venue fish tank design and construction, as well as aquatic and pet animal breeding and medical care. During the reporting period, there were no incidents of animals suffering injuries due to non-physiological reasons, and the mortality rate of animal death incidents was 0.

在行業制度上，本集團編製了《生物保育管理制度彙編》《生物保育信息化管理系統》等制度文件，覆蓋海洋哺乳動物保育繁育研究、魚類飼養醫療、水母飼養繁殖、場館魚缸設計建造、水生和萌寵動物飼養醫療等領域。報告期內，未出現過動物因非自身生理原因而遭受的傷害事件，動物死亡事件發生率為0。

During the reporting period, we gradually improved various management regulations and standard procedures related to animal health. The main achievements are as follows:

報告期間，我們逐步完善各項動物健康相關管理規定及標準流程，主要工作成果如下：

Work Achievements 工作成果	Content 具體內容
Improvement of management system 完善管理制度	<ul style="list-style-type: none"> Improve multiple management systems according to actual business conditions 根據業務實際情況，完善多項管理制度
Optimization of management process 優化管理流程	<ul style="list-style-type: none"> Continuously optimize management processes and establish new business line SOP 持續優化管理流程，建立新業務條線SOP
Development of management system 開發管理系統	<ul style="list-style-type: none"> Complete the foundation documents and templates for the modeling of the biological asset management system 完成生物資產管理系統建模基礎文件與模板
Application of Management Tools 應用管理工具	<ul style="list-style-type: none"> Utilize the OA platform to build company operation templates 利用OA平台，搭建公司運營模板

Work Achievements 工作成果	Content 具體內容
Management approach update 提升管理辦法	<ul style="list-style-type: none"> Executed plan operation management, assessed annual work achievement by week, executed budget control mechanism, and informed budget execution by month 執行計劃運營管理，按週考核年度工作達成情況，執行預算管控機制，按月通報預算執行情況
Increased work efficiency 提高工作效能	<ul style="list-style-type: none"> Carried out meeting plan management, improved the level of on-site meetings and meeting efficiency Made basic work preparations months before business promotion to ensure completion efficiency 開展會議計劃管理，提升現場會議等級，提高會議效能 業務推進前置數月做好基礎工作準備，確保完成效率
Implementation of management rules 落實管理細則	<ul style="list-style-type: none"> Professional trainings and science training sessions were organized throughout the year Sign contracts and file documents according to rules and regulations Employees were dispatched to the boutique aquarium 全年組織專業培訓與科普培訓 按規章制度簽署合同、收錄檔案 向精品海洋館外派員工進行支援

9.2.1 Animal Breeding

The Group actively introduces advanced equipment from domestic and international sources and establishes a professional and experienced conservation team covering areas such as feeding, medical care, and animal research. Meanwhile, we form breeding subgroups for penguins, cetaceans, polar bears, and pinnipeds. In addition, we incorporate specific considerations and design for bio-breeding into Zhengzhou Haichang Ocean Resort, aiming to conduct in-depth breeding of pinnipedia and penguins through the breeding environment optimisation and the rational species deployment. During the reporting period, we committed to protecting endangered species and treating sick animals through methods such as animal breeding, environmental enrichment, and medical upgrades.

9.2.1 動物引育

本集團積極引進國內外高精尖設備，建立專業、經驗豐富的保育團隊，涵蓋餵養、醫療健康及動物研究領域，同時成立了企鵝、鯨豚類、北極熊、鰭腳類動物繁育小組。另外，我們在鄭州海昌海洋旅遊度假區項目中對生物繁殖工作進行了重點考量及專項設計，通過飼養環境優化及種群，深入開展鰭腳類和企鵝的繁殖。報告期內，本集團堅持通過動物引育、環境豐榮、醫療升級等方式，保護瀕危物種，救治病弱動物。

By 2023, we established animal relocation conservation and breeding bases in different project parks, including:

截至2023年，我們分別在不同項目園區建立了動物遷地保護和繁殖基地，主要包括：



The Group continues to invest in breeding research, constantly expanding breeding achievements, with a significant increase in the breeding numbers and survival rates of penguins and avian species. During the reporting period, we successfully bred one tiger whale, 15 individuals of three pinniped species (South American sea lions, African fur seals, and spotted seals), 11 individuals of four penguin species (emperor penguins, king penguins, Papua penguins, and Adélie penguins), two individuals of one Arctic terrestrial species (Arctic wolves), and six individuals of two shark species (great white sharks and goblin sharks). Additionally, we successfully bred and raised 40 individuals of albino bamboo sharks for the first time. Furthermore, the Group continues its efforts in coral conservation and breeding, laying a solid foundation for achieving harmonious coexistence between humans and nature.

本集團持續投入繁殖研究，不斷擴大繁殖成果，企鵝及棲鳥類動物繁殖數量及成活率均有顯著提高。報告期內共繁殖虎鯨一頭、鰭腳類3種15隻（南美海獅、非洲毛皮海獅、斑海豹）、企鵝類4種11隻（帝企鵝、王企鵝、巴布亞企鵝、阿德利企鵝）、北極陸生類1種2隻（北極狼）、鯊魚和鰻魚類2種6尾（白鰭鯊、燕子鰻），並首次繁育成活40尾白化條紋斑竹鯊。同時，本集團亦持續開展珊瑚保護與繁育，為實現「人與自然和諧共生」打下堅實基礎。

In May 2023, Shanghai Haichang Ocean Park welcomed a litter of Arctic wolf triplets and a seal pup. To prevent stress reactions from the mother Arctic wolf, the park arranged for experienced conservationists familiar with Arctic wolves to care for and observe them closely. The wolf cubs are developing well and are growing healthily under the care of the park's professional conservation team.

2023年5月，上海海昌海洋公園喜添一組北極狼三胞胎及一隻海豹幼崽，為預防北極狼媽媽出現應激反應，園區特安排與北極狼熟悉的專業保育員看護觀察，狼寶寶現發育良好，在園區專業保育團隊的呵護下健康成長。



New-born Seal Pup
剛出生的海豹幼崽

9.2.2 Environmental Enrichment

Haichang Ocean Park is committed to creating a healthy, safe, and comfortable living environment for marine life. We actively work to improve various supporting measures, including living conditions, nutritional health, and animal healthcare, improving the welfare of the animals.

The Group has issued the quantitative management tools, such as the Environmental Enrichment Report Sheet, the Explanatory Notes on Environmental Enrichment Actions, and the Environmental Enrichment Journal, requiring all project companies to conduct comprehensive inspections of animal living environments regularly and make timely adjustments. Through the optimization and upgrading of survival indicators such as water quality, air, and lighting, we ensure the health level of the animals, allowing them to live and reproduce in a comfortable environment.

9.2.3 Medical and Healthcare Treatment

As a leader in the conservation of marine and polar wildlife, Haichang Ocean Park ranks first in the industry in terms of biological reserves, with over 50,000 rare marine and polar animals including killer whales. With over 20 years of experience in polar and marine wildlife conservation and care, we have established a comprehensive biological management system and have a team of professional and responsible animal caregivers, most of whom have years of nursing experience. We create individual profiles for each animal, conduct regular biological data analysis, closely monitor their daily activities to detect any issues early. Additionally, we have developed a set of comprehensive systems and procedures for animal care, tracking the entire animal care process from feed acquisition, inspection, storage, processing to feeding. We continue to invest in improving medical technology and facilities and develop detailed disease prevention measures and plans for the animals.

9.2.2 環境豐富

海昌海洋公園致力於為海洋生物創造健康、安全與舒適的生活環境，積極著手佈局改善各項配套措施，從生活環境、營養保健、動物醫療等方面不斷提高動物福利待遇。

本集團已開發《豐富報告表》《豐富工作說明單》和《豐富日誌》等量化管理工具，要求各項目公司定期對動物生活環境進行全面檢測，及時做出調整。通過對水質、空氣、照明等生存指標的優化升級，保障動物健康水平，讓其在舒適的環境下生活與繁殖。

9.2.3 醫療保健

作為海洋及極地生物保育領域的領導者，海昌海洋公園生物保有量居國內行業之首，擁有包括虎鯨在內的五萬餘隻珍稀海洋和極地動物。我們擁有超過20年的極地、海洋生物保育、飼養經驗，構建完善的生物管理體系，並擁有專業負責的動物養護團隊，其中多數團隊成員有多年護理經驗。我們為動物建立獨立個體檔案，定期進行生物數據分析，密切關注生物生活動態，以早發現存在問題。同時，我們就飼養動物制定了一套完善的系統及工作程序，跟蹤由飼料收購、檢查、儲存到加工及餵養的整條動物飼養流程；持續增加在提高醫療技術和醫療設施方面的投入，並為動物制定詳細的疾病預防措施和計劃。

Within the Group, the Shanghai Animal Research Center is the mainland's highest-equipped and internationally leading medical research center in the industry. It is equipped with an animal surgery room, medical laboratory, water quality and physical analysis laboratory, microbiology laboratory, molecular biology laboratory, ultra-low temperature storage room, and central pharmacy. Additionally, it is equipped with more than 50 types and over 70 pieces of equipment, including DR, endoscopes, color ultrasound, various blood analysis, environmental analysis, molecular biology experiments, etc. The biological experience diagnosis and environmental monitoring functions cover a leading domestic range. During the reporting period, all 19 technical employees in the center have bachelor's degrees or above, including 1 doctoral student and 6 master's students (including those currently studying).

With the aid of comprehensive medical facilities and talent reserves, we continue to develop biopharmaceuticals focusing on daily vitamin supplements and immune system boosters. Currently, we have introduced 6 products under the "Azure" series, covering marine mammals, seabirds, and cartilaginous fish species. Additionally, 3 new products, namely "Jianrutie," "Yushenghong," and "Zaotianxue," have entered into the market, attracting over 60 domestic clients. During the reporting period, we have developed 5 different specifications of health products, including "Haichang Weilan", "Zhengneng" immune enhancer, "Jiliping" health and liver protection, "Jiliding" gelatin moisturizing nutritional additive, and vitamin-rich supplements without VAD for animal feed assistance. In the future, we plan to develop health products such as salmon oil and deep-sea fish oil to prevent cardiovascular and cerebrovascular diseases in animals, as well as pet vitamins and marine mammal milk powder products.

本集團內，上海動物研究中心是中國內地配置最高、國際同行業領先的醫療研究中心，設有動物手術室、醫學檢驗實驗室、水質理化分析室、微生物實驗室、分子生物學實驗室、超低溫冷藏室、中心藥房；配備了包括DR、內窺鏡、彩超、各種血液分析、環境分析、分子生物學實驗等設備共計50餘種70餘台；生物體驗診療功能以及環境監測功能覆蓋面居國內領先。報告期內，中心19名技術人員全部擁有本科以上學歷，其中博士研究生1人，碩士研究生6人（含在讀）。

借助完備的醫療設施與人才儲備資源，我們持續開發維他命日常保健類、免疫力提升藥輔類等生物製藥技術保健品，目前已有6種蔚藍系列產品面市，涵蓋海洋哺乳類、海鳥類及軟骨魚類物種，另有「健如鐵」「羽生紅」「藻添雪」三種新品開始進入市場銷售，吸納60餘家國內客戶。報告期內，我們新研發了5種不同規格保健產品，包括「海昌蔚藍」「正能」免疫增強劑、「薊利平」保健護肝類藥物、「吉利丁」補水類營養添加劑、不含VAD—豐富品種類型的維生素等輔助動物飼養的藥物。未來，我們計劃研發三文魚油、深海魚油等有助於動物心腦血管疾病預防的保健品藥物，以及萌寵類維生素、海洋哺乳動物奶粉等產品。

9.3 Animal Research

Haichang Ocean Park has been committed to animal science research, and actively engaged in industrial communication while endeavoring to the field of animal management, to improve its animal conservation and aquatic animal rescue capabilities. During the reporting period, we conducted more than 10 biomedical and breeding-related training and specific workshops in collaboration with international experts, which effectively improved the level of biological taming and breeding techniques for each project.

In 2023, research projects undertaken by Haichang Ocean Park in collaboration with external entities include:

9.3 動物研究

海昌海洋公園致力於開展動物科學研究，在深耕動物管理領域的同時，積極參與行業交流，不斷提升動物保育水平和水生動物救助能力。報告期內，我們與國際專家共同開展生物醫療和繁育相關培訓及專項研討會10餘次，有效提高各項目整體生物馴演及繁育技術水平。

截至2023年底，海昌海洋公園與外部單位合作開展的研究項目包括：

Cooperative Entities 合作單位	Cooperative Content 合作內容	Cooperative Period 合作週期	Achievement and Significance 成果及意義
Institute of Hydrobiology, Chinese Academy of Sciences 中科院水生生物研究所	Cetaceans Artificial Breeding Project 豨養鯨豚類人工繁育項目	Five years 五年	Expand the breeding capacity of rare cetaceans, reduce wild capture, increase the number of cetaceans 擴大珍稀鯨豚類繁育能力，降低野外捕捉，增殖放流
National Laboratory for Marine Science 國家海洋實驗室	Marine Biomimetics Research Project 海洋生物仿生學研究項目	Medium/long term 中長期	The first oceanarium to participate in national scientific research and military projects in China. The results will be used in high-end scientific research and national defense. 中國首個參與國家級科研和軍事項目的海洋館，成果將用於高端科研和國防領域
Freshwater Fishery Research Center of Chinese Academy of Fisheries Sciences 中國水產科學院淡水漁業研究中心	Yangtze River Dolphin Conservation Research Project 長江江豚保育研究項目	Long term 長期	Protect the "Giant Panda of the Water"—Yangtze River Dolphin 保護「水中大熊貓」—瀕危長江江豚

Cooperative Entities 合作單位	Cooperative Content 合作內容	Cooperative Period 合作週期	Cooperative Achievement and Significance 成果及意義
Pacific Society of China 中國太平洋學會	Environmental Protection, Biological Conservation and Cultural Studies in Pacific Region 太平洋區域環境保護、生物保育和文化研究	Three years 三年	Cooperate in environmental investigation, environmental management and protection activities in the Pacific Ocean, and jointly promote the sustainability of marine resources in the Pacific Ocean 雙方將合作開展太平洋的環境考察和環境管理以及保護活動，共同促進太平洋區域海洋資源的可持續發展
Hainan Academy of Ocean and Fisheries Sciences 海南省海洋與漁業科學院	Research Collaboration on Wildlife Conservation 野生動物保護研究合作	Three years 三年	Carry out a series of cooperation around wildlife protection, research and public science 圍繞野生動物保護、研究及公眾科普開展系列合作
Institute of Deep Sea Research, Chinese Academy of Sciences 中科院深海所	Experiment on Marine Mammals and Marine Bioacoustics 海洋哺乳動物與海洋生物聲學實驗	Five Years 五年	Jointly build a marine bioacoustics laboratory and carry out research on related topics 雙方將共同打造海洋生物聲學實驗室，並開展相關課題研究

9.4 Protecting Marine Ecological Environment

Haichang Ocean Park actively implements the national strategic policy on ecological conservation, focusing on upgrading environmental management and promoting the construction of a harmonious habitat. Through popular science education campaigns and initiatives such as rescuing marine animals, we strengthen public awareness of marine ecological conservation. With energy conservation and emission reduction as the foundation, we aim to minimize environmental impact and strive for green development.

9.4 保護海洋生態環境

海昌海洋公園積極踐行國家生態保護的戰略方針，聚焦環境管理升級，推進和諧家園建設。我們通過科普教育宣傳及救助海洋動物等方式，加強公眾對海域生態環境的保護意識，以節能降耗為根本，降低環境影響，努力尋求綠色發展。

9.4.1 Popular Science Education

The Group actively engages the public in various types of popular science education activities, including penguin, jellyfish, and fish science classes, as well as interactive experiences such as feeding sessions, dolphin encounters, and photo opportunities with marine life. Among these initiatives, Zhengzhou Haichang Ocean Resort has introduced a “One-Day Research Camp” program, which involves group cooperation, interactive investigations, and zero-contact experiences with marine animals. This program aims to deepen children’s understanding of the marine ecosystem and foster appreciation for the harmonious coexistence of humans and animals. In 2023, Shanghai Haichang Ocean Park was included in the list of “Pudong New Area Student Social Practice Bases” and was also selected as the “National Marine Awareness Education Base” and “Pudong New Area Popular Science Base.” During the reporting period, Shanghai Haichang Ocean Park organized 17 “Aquatic Wildlife Conservation Month” promotional activities, deepening awareness of animal protection, reaching approximately 1,020 participants.

9.4.1 科普教育

本集團帶動公眾積極參與多種類型的科普教育活動，包括開展企鵝、水母及魚類科普課堂，以及餵食、海豚伴游、生物互動拍照等遊客互動體驗項目。其中，鄭州海昌海洋旅遊度假區推出「一日研學營」項目，以小組合作、調查互動等模式，與海洋動物零接觸，加深孩子對海洋生態圈的理解，感受人與動物和諧共生的美好。2023年，上海海昌海洋公園被納入「浦東新區學生社會實踐基地」名單，同時被評選為「全國海洋意識教育基地」及「浦東新區科普基地」。上海海昌海洋公園在報告期內組織開展17場「水生野生動物保護月」宣講活動，深化動物保護意識，覆蓋人數約達1,020人。



Popular Science Research Camp
科普研學活動



Interaction and Photo Session
with Gray Dolphins
與灰海豚互動及拍照



Biology Popular Science Class
生物科普課堂



Case: Shanghai Ocean Park Held a “World Dolphin Day” Special Celebration Event

案例：上海海洋公園舉辦「世界海豚日特色節慶活動」

During the reporting period, Shanghai Haichang Ocean Park held a public welfare event on “World Dolphin Day,” focusing on the theme of “Survival and Vitality of Dolphins.” Visitors were educated about the living environment and current situation of dolphins, encouraging the public to join in environmental protection and marine animal conservation efforts. According to statistics, approximately 321 people participated in the event, and there were 32 reposts about the event.

報告期內，上海海昌海洋公園在「世界海豚日」當日舉辦海豚保護公益活動，圍繞海豚的「生存與生機」主題，向遊客科普介紹海豚生存環境及現狀，鼓勵公眾加入環境保護、海洋動物愛護行動中。據統計，共有約321人參與活動，關於活動的轉載次數達32次。



Special celebration event for World Dolphin Day
世界海豚日特色節慶活動



Caption: The 5th Annual Spotted Seal Conservation Month event held at Dalian Laohutan Ocean Park

案例：大連老虎灘海洋公園舉辦「第五屆斑海豹保護月活動」

Dalian Laohutan Ocean Park launched the Spotted Seal Conservation Month in March 2023, organizing weekly educational activities at the Marine Animal Pavilion. These included experiences with spotted seal nutritionists, meet-and-greet sessions with seal celebrities, volunteer opportunities, and marine conservation classes. Each session recruited 20 elementary school students to form a Marine Conservation Junior Reporter Team, allowing them to learn about the lifestyle and habitat of the nationally protected species – spotted seals, through interactive sessions with park educators and animal keepers, and engage in close interaction with seal posters. This initiative helped the public understand the current status of marine animals, appreciate the significance of marine life conservation, and fostered a sense of animal protection among young people from an early age.

大連老虎灘海洋公園與2023年三月開啓斑海豹保護月活動，每周末在海獸館組織四期斑海豹科普活動，包括斑海豹營養師體驗、豹墩墩明星見面會、斑海豹志願者實踐及斑海豹海洋保護科普課堂。每期活動面嚮社會招募20名小學生組建海洋環保小記者團，在園區科普講師、動物飼養員的帶領下深入瞭解國家一級重點保護動物－斑海豹的生活習性、生存環境等科普知識，近距離與版海報互動。該活動幫助公眾理解海洋動物生存現狀，深刻體會海洋生物保護意義，培養青少年從小參與動物保護的意識。



On-site educational explanation during the 5th Spotted Seal Activity Month and the experience of feeding spotted seals
第五屆斑海豹活動月科普講解現場及投餵斑海豹體驗

9.4.2 Protective Action

Haichang Ocean Park actively assists local conservation authorities in carrying out rescue, rehabilitation, and protection work for aquatic wildlife and endangered species. Several projects under the park have been selected as bases for aquatic wildlife rescue and member units of the Endangered Species Rescue Alliance. Additionally, in collaboration with the Blue Ribbon Ocean Conservation Society, we have conducted a series of endangered animal rescue missions in Sanya, Hainan, to raise public awareness of animal and environmental protection. The Sanya Haichang Biological Conservation Center has participated in over 10 marine animal rescue missions. As of the end of the reporting period, we have assisted authorities in rescuing over 100 aquatic animals, including the critically endangered Yangtze River dolphin, sea turtles, spotted seals, and more than 1,800 other small and rare species.

9.4.2 保護行動

海昌海洋公園積極協助當地保護主管部門，共同開展水生野生動物救治、瀕危動物救護和康復馴化保護工作，旗下多個項目被選作水生野生動物救治基地、瀕危物種救護聯盟成員單位。同時，我們聯合藍絲帶動物組織在海南三亞開展一系列瀕危動物救助行動，提升公眾對動物、環境保護的關注意識，三亞海昌生物保育中心已參與海洋生物救治行動十餘起，截至報告期末，我們已累計協助主管部門救助水生生物100餘頭／隻，救助包括江豚、海龜、斑海豹等國家重點保護物種近百隻，其他小型珍稀生物1,800餘隻。



Haichang Ocean Park was awarded the “Golden Lion” by China Fortune for its outstanding biodiversity conservation practices
海昌海洋公園榮獲中國財富「金獅」生物多樣性保護優秀案例



Case: Sanya Haichang Biological Conservation Center Participated in Dwarf Sperm Whale Rescue

案例：三亞海昌生物保育中心參與侏儒抹香鯨救助

The Sanya Haichang Biological Conservation Center, upon receiving the distress call, immediately assembled a rescue team and brought medication and supplies to the scene. Collaborating with organizations such as the Blue Ribbon Ocean Conservation Society, they successfully rescued a stranded dwarf sperm whale measuring over 3 meters long and weighing around 500 pounds. The whale was then transferred to the conservation center for further observation and treatment. At the center, the injured whale received treatment including intravenous injections, blood tests, and round-the-clock care by conservationists.

三亞海昌生物保育中心在收到求助電話後，即刻組建救護隊伍，攜帶藥品等物資趕往現場，最終攜手藍絲帶海洋保護協會等多方機構成功救助一頭長達3米多、體重達500斤左右的擱淺侏儒抹香鯨，並轉至保育中心進一步觀察救治，保育中心對受傷抹香鯨進行靜脈注射、抽血化驗等治療，並安排保育員24小時看護。



Rescue scene of a stranded dwarf sperm whale

擱淺侏儒抹香鯨救助現場

10 CONTRIBUTING TO EMPLOYEES' GROWTH

Haichang Ocean Park supports the group spirit of sincerity and openness, recognizing the professional development and contributions of each employee. We always prioritize the safety and health of our employees, striving to create an equal, comfortable, diverse, and safe working environment. We empower our employees to enhance their personal value and professional skills, working together to build a high-quality, internationalized value chain for the Company.

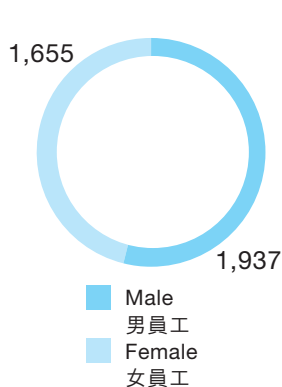
During the reporting period, the Group had a total of 3,592 employees, of which 1,655 were female, accounting for 46.07% of the total number of employees.

10 助力員工成長

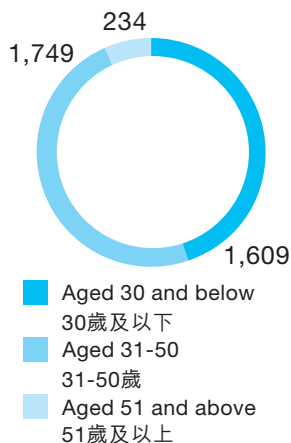
海昌海洋公園倡導真誠、開放的團隊精神，重視每位員工的職業發展及貢獻。我們始終將員工安全健康放在首位，努力為員工營造平等、舒適、多元與安全的工作環境，助力員工提升個人價值專業技能，攜手構建高品質、國際化的集團價值鏈。

報告期內，集團共有員工3,592人，其中女性員工1,655人，佔總人數的46.07%。

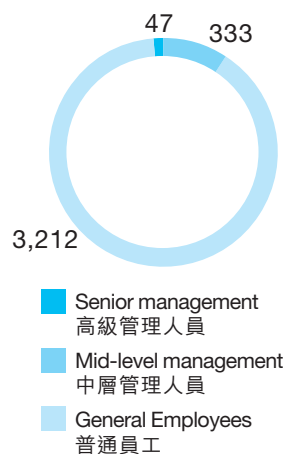
Number of Staff by Gender
按性別劃分員工數量



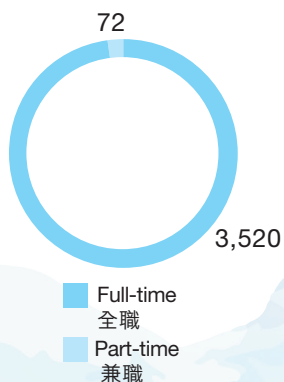
Number of Staff by Age
按年齡劃分員工數量



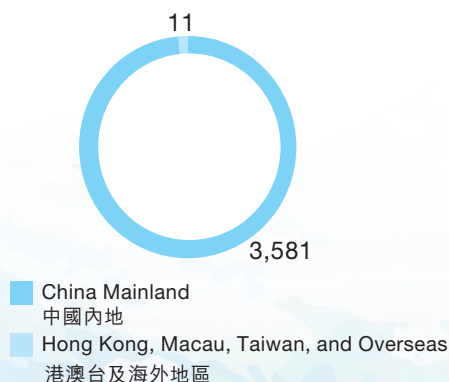
Number of Employees by Employee Category
按層級劃分員工數量



Number of Employees by Employee Type
按僱傭類型劃分員工數量



Number of Employees by Region
按地區劃分員工數量



10.1 Employee Rights and Benefits

Haichang Ocean Park strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Requirements on the Prohibition of Child Labor*, and the relevant local laws and regulations at operational sites. We firmly oppose any use of child labor or forced labor, strictly control the overtime limit for employees, and fully respect and protect the legitimate rights and interests of employees in recruitment, promotion, salary, and benefits. We encourage employees to communicate with management on operational and managerial issues.

We adhere to the principles of fairness and justice, and have zero tolerance for any unfair treatment of employees based on nationality, race, gender, position, family background, religion, education level, or any other factors. On the basis of ensuring employees' basic rights and benefits such as social insurance and paid annual leave, we establish a scientific and standardized performance and incentive management system, set qualitative and quantitative performance management goals, provide daily subsidies for communication, transportation, and meals, and create a positive and upward working atmosphere.

10.1 員工權益保護

海昌海洋公園嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《禁止使用童工規定》及各運營地當地的相關法律法規，堅決抵制任何使用童工或強迫用工的情況，嚴格控制員工加班加點時限，在招聘、晉升、薪酬福利等方面充分尊重和保護員工的合法權益，鼓勵員工就經營、管理等問題與管理層進行溝通。

我們秉持公平公正的原則，對所有員工在在民族、種族、性別、職位、家庭出身、宗教信仰、教育程度或其它情形中受到的不公平待遇零容忍。在保障員工五險一金、帶薪年假等基本權益的基礎上，我們建立科學規範、公平公正的績效和激勵管理體系，設置定性和定量相結合的績效管理目標，提供通訊、交通、蠶食等日常補助，營造積極向上的工作氛圍。

10.2 Training and Development

Haichang Ocean Park strengthens internal and external training to enhance the competence and skills of employees, in accordance with the internal management systems such as the Management System of Employee Development and the Management System of Employee Training. Internal training includes comprehensive training on company culture, regulations, management skills, professional skills, and overall personal development. For newly hired employees, we conduct a one-week online training program, requiring employees to master basic information such as the Group employee handbook, performance management system, group strategy, and company product matrix, and pass corresponding tests.

We focus on personal development and growth of our employees, providing customized career planning guidance to help them achieve their career goals. To encourage employees to make full use of fragmented time to enrich their professional skills, expand their knowledge structure, and enhance their personal competitiveness, during the reporting period, we comprehensively upgraded the online learning platform "Haichang Academy." This platform covers 164 high-quality courses, including leadership, workplace skills, and management courses. We value the training of internal trainers, and by the end of 2023, we had a total of 219 active internal trainers registered across four levels.

10.2 人才培養與發展

海昌海洋公園根據《員工發展管理制度》《員工培訓管理制度》等內部管理制度，強化開展內部和外部培訓，提升員工的整體素質和工作技能。內部培訓包含公司企業文化、規章制度、管理技能、專業技能和個人綜合素質提升等全方位培訓。針對新入職員工，我們實施為期一周的線上培訓，要求員工掌握集團員工手冊、績效管理制度、集團戰略、公司產品矩陣等基本信息並通過相應測試。

我們關注員工的個人發展和成長，為員工提供個性化的職業規劃指導，幫助員工實現職業目標。為鼓勵員工充分利用碎片充盈職業技能，豐富知識結構，提升個人職業競爭力，報告期內，我們全面升級在線學習平台「嗨唱學院」。該平台涵蓋164門優質課程，內容涉及領導力、職場技能、管理課程等。我們重視內訓師培養，截至2023年底，共擁有四個等級在冊活躍內訓師219位。

To expand the industry knowledge and careers of management personnel within the Group, and to keep up with the latest trends, during the reporting period, we invited several industry experts to provide specialized training for management personnel at the Group.

為拓展集團管理人員的行業事業，跟進前沿信息，報告期內，我們邀請多位行業專家走進海昌為管理人員進行專題培訓。

Training Topics 培訓課題	Instructor 講師	Number of Employees 覆蓋員工人數
Development and Enhancement of Tourist Attractions from the Perspective of Tourism Theater Theory 旅遊劇場理論視角下的旅遊景區開發與提升	Professor at the School of Tourism and Hotel Management, Dongbei University of Finance & Economics 東北財經大學旅遊與酒店管理學院教授	75
Interpretation of the New Version of the <i>Work Safety Law of the People's Republic of China</i> 新版《國家安全生產法》解讀	Professor in the Department of Safety Engineering at Shanghai Institute of Technology 上海應用技術大學安全工程系教授	115
Economy Policy Trends and Capital Market Trends 經濟政策走向與資本市場走向	Renowned Domestic Economist 國內知名經濟學家	48
Data Analysis and Interpretation 數據分析解析	Head of Business at Meituan 美團業務負責人	33
"Only With Culture Can We Traverse the Cycle" – The Way of Development for Chinese Theme Parks 只有文化，方可穿越周期 – 中國主題公園發展之道	President of Heisei Cultural Tourism Research Institute 平成文旅研究院院長	33
Special Sharing on Japanese IP Projects 日本IP項目專題分享	Internal Inspection Team for Japanese IP Projects 內部考察團	27

Measures of Employee Career Incentives

員工職業發展激勵措施

Job Skills Competition	The Job Skills competition is mainly planned and organized within each department. The rules were set up according to the differences in nature and profile of the positions for the purpose of enhancing position-specific skills. The competition shall be reasonably scheduled during the business hours without increasing the pressure on employees. The human resources department would finally report the competition results and the rewards.
崗位技能大賽	技能大賽主要在各部門內制定計劃和組織開展，各部門根據本部門的崗位特徵設計賽制，以不增加員工壓力、促進員工學習提升為主要宗旨。技能大賽可於經營期間自行合理安排，比賽結果和獎勵最後由人事科進行上報。
Incentive Card System	The Incentive cards were issued to the management members, trainers and visitors to collect their feedback on the performance of employees. The incentive card regime is a crucial part of training feedback which helps evaluate the effects of training. Also, the training feedback measures can collect reasonable suggestions and provide reference for improvement.
激勵卡片制度	激勵卡片的發放主體包括管理層、培訓者和遊客，通過發放卡片體現對員工表現的評價。激勵卡片制度能夠衡量培訓效果，是培訓反饋環節的組成部分。同時，培訓反饋環節也將合理聽取員工的建議，為改進培訓內容和形式提供參考。

10.3 Occupational Health and Safety

Haichang Ocean Park complies with the *Work Safety Law of the People's Republic of China*, the *Technical Specifications for Occupational Health Surveillance (GBZ 188-2014)*, and other relevant laws and regulations, and is committed to ensuring the health and safety of every employee at work. We strictly adhere to the *Labor Law of the People's Republic of China* and other national laws and regulations to provide employees with compliant office environments, facilities, supplies, labor safety and health facilities, and labor protection supplies. Shanghai Haichang Ocean Park organizes employees from various departments to conduct drills for high-risk accidents that may endanger occupational health and safety, including cold storage emergency evacuation, sudden kitchen fires, chemical spills, mechanical accidents, falls from heights, emergencies during underwater operations, and animal-related injuries. During the reporting period, Haichang Ocean Park did not experience any significant violations of occupational health and safety laws and regulations.

10.3 職業健康與安全

海昌海洋公園遵守《中華人民共和國安全生產法》《職業健康監護技術規範》(GBZ 188-2014)等法律法規要求，致力於保障每位員工在工作崗位上的健康安全。我們嚴格按照《勞動法》等國家法律法規為員工提供合規的辦公環境、辦公設施、辦公用品、勞動安全衛生設施和勞動防護用品。上海海昌海洋公園組織各部門員工進行冷庫安全逃生、突發廚房火災、化學品洩漏、機械威亞事故、高空墜落、水下作業突發事件、動物傷人等危害職業健康安全的高風險事故演練。報告期內，海昌海洋公園未發生重大違反職業健康安全法律及規例的事件。



Case: Shanghai Haichang Ocean Park Conducted Emergency Drills for Diving Safety

案例：上海海昌海洋公園開展潛水安全應急演練

The Group places high importance on ‘diving safety’ and standard operating procedures. During the reporting period, Shanghai Haichang Ocean Park organized emergency trainings for all employees of the “Sea Elephant Theater” on diving operations. These trainings mainly involved equipment inspection, compliance with equipment wearing, use of diving pressure gauges, emergency handling of oxygen leaks, and other core risk factors, which aimed to enhance the awareness of diving safety among operational personnel and familiarize them with standardized operating procedures.

本集團高度重視「潛水安全」及規範作業，報告期內，上海海昌海洋公園組織「海象劇場」全體員工參與潛水作業應急培訓，主要涉及裝備檢查、裝備穿戴合規、潛水壓力表使用、氧氣洩露應急處理幾大核心風險要素，提升作業人員對潛水安全問題的重視度，幫助其熟悉規範操作流程。

10.4 Employees’ Well-being

Haichang Ocean Park insists on implementing a “people-oriented” philosophy, prioritizing the physical and mental well-being of its employees. We value and listen to employee opinions and suggestions, organizing regular health check-ups for them. Through a variety of activities, we convey our care for the employees, such as distributing red envelopes during the Chinese New Year and hosting collective birthday parties every quarter. These events include fun games and interactive sessions to create a stress-relieving atmosphere and foster friendships among employees.

10.4 員工福祉

海昌海洋公園貫徹「以人為本」的理念，重視員工身心健康，關注並傾聽員工意見和建議，定期組織員工進行體檢。我們通過豐富多彩的活動向員工傳遞關懷之心，為員工發放開年紅包，定期在每季度為員工舉辦集體生日會，通過有趣的遊戲和互動環節，給予員工釋放壓力的氛圍，促進員工之間的友誼。

During the reporting period, Haichang Ocean Park held grand Christmas celebrations and Lantern Festival gatherings, preparing lavish Christmas dinners and gifts for employees. We organized lantern riddle guessing games to add to the festive atmosphere, aiming to enhance the sense of belonging among employees towards the company.

報告期內，海昌海洋公園舉辦盛大的聖誕節慶祝、歡聚元宵等活動，為員工準備豐富的聖誕大餐和禮物，設置猜燈謎遊戲環節，以增加節日趣味性，努力提升員工對公司的歸屬感。



Distributing red envelopes, celebrating the Chinese New Year
發放開年紅包，喜迎新春



Christmas Celebration and Lantern Festival Activities
聖誕節慶及元宵煮湯圓活動現場

The Group provides regular health check-up services for employees and has established an Employee Assistance Program to offer support such as psychological counselling and legal aid to help them resolve issues encountered in work and life. During the reporting period, we conducted a satisfaction survey among employees. The average comprehensive score was 4.32 (rated out of 5), covering both the headquarters and its subsidiaries. The survey was designed to address key areas of concern for central departments and project companies, including human resources services, financial support and consultation, convenience of office applications, work environment, and employee benefits.

11 PARTNERING FOR MUTUAL SUCCESS

Haichang Ocean Park upholds a green, open, transparent, and harmonious industrial ecology concept, with the goal of “selecting, cooperating with, and managing suppliers properly”. We collaborate closely with suppliers to continuously optimize management processes and incentivize partners to fulfill environmental and social responsibilities. While promoting our products and services to meet sustainability principles and standards, we are committed to building a sustainable supply chain system, striving to create a better ecological and culturally caring environment together. During the reporting period, the Group had a total of 1,073 suppliers, including 1,067 domestic suppliers and 6 overseas suppliers.

本集團為員工提供定期體檢服務，同時設立員工幫助計劃，為員工提供心理諮詢、法律援助等支持，幫助其解決在工作和生活中遇到的問題。報告期間，我們通過問卷形式向員工開展了滿意度調查（滿分5分），平均綜合得分為4.32分，涵蓋集團總部及下屬各公司，針對集團中心部門、各項目公司分別關心的重點領域設計調查問題，包括人力資源服務、財務支持與諮詢、辦公系列工具便捷度、工作環境、員工福利等方面。

11 攜手夥伴共贏

海昌海洋公園秉持綠色、公開、透明、和諧的產業生態理念，以「選好供應商、用好供應商、管好供應商」為目標，同供應商緊密合作，持續優化管理流程，激勵合作夥伴認真履行環境與社會責任，在推動我們產品與服務符合可持續發展理念和標準的同時，致力於搭建一個可持續的供應鏈體系，為共同打造美好生態與人文關懷的環境而努力。報告期內，集團供應商共有1,073家，其中國內供應商共計1,067家，海外供應商共計6家。

11.1 Supply Chain Management System

Haichang Ocean Group strictly complies with laws and regulations such as the *Work Safety Law of the People's Republic of China* and the *Environmental Protection Law of the People's Republic of China*. Based on the internally established the Suppliers' Management System, the Group elaborates on management processes and conducts assessments, aiming to build a stable, high-quality, efficient, and mutually beneficial ecosystem for park products and services.

At the management level, we adhere to lawful and compliant operations. We have developed and refined guidelines for supplier inspections, non-engineering procurement processes, and established internal procurement assessment indicators. We implement strict control measures throughout the supplier access, selection, and evaluation processes. Furthermore, we classify suppliers and compile evaluation management forms, performance evaluation forms, and inspection reports to facilitate regular reviews of supplier performance and ratings, ensuring follow-up on their implementation of sustainability rectification work. The Group assesses and manages environmental and social risks of headquarters, project companies, and each stage of the supply chain, ensuring that suppliers' products and services align with our principles and vision for sustainability.

We have internally compiled a Supplier Classification Master List which identifies 250 types of suppliers categorized as service, engineering, and goods providers for coding purposes. Additionally, based on the Supplier Information Summary Table, we collect names, grades, and basic operational information of different suppliers. During the supplier access and regular assessment processes, we develop inspection items according to the categories of different suppliers and conduct reviews to ensure that suppliers' products and services meet the requirements of Haichang Ocean Park.

11.1 供應鏈管理制度

海昌海洋集團嚴格遵守《中華人民共和國安全生產法》《中華人民共和國環境保護法》等法律法規，並基於集團內部制定的《供應商管理制度》，細化管理流程與開展評估的內容，打造穩定、優質、高效、共贏的園區產品與服務生態圈。

在管理層面，我們堅持守法合規經營，編製與完善了供應商考察工作指引、非工程類採購流程圖並制定了內部採購考核指標，從供應商准入、選擇、評估等流程採取嚴格的管控措施。對於供應商，我們進一步對供應商進行分類，編製了供應商評估管理表、履約過程評估表以及考察報告，便於定期審核供應商的表現與評分，跟進其落實的可持續發展整改工作。集團管理與評估總部、各園區以及供應鏈的每一階段的环境及社會風險，確保供應商的產品、服務原則與我們可持續發展的願景一致。

我們於內部編製了《供應商分類總表》，按照服務類、工程類、貨物類共識別出250種供應商類別進行編碼操作。同時，我們根據《供貨類供應商信息匯總表》收集不同供應商的名稱、等級以及基本經營信息，並在供應商准入與定期考核的過程中，按照不同供應商的類別分別制定考察項並進行審核，保證供應商的產品與服務能夠滿足海昌海洋公園的要求。

Supplier Classification Management Measures at Haichang Ocean Park

海昌海洋公園供應商分類管理措施

Supplier Evaluation Management Requirements

供應商評估管理要求

- The requirements cover various areas such as consulting services, engineering construction cooperation, supervision units, design units, clothing and linen cleaning, material and equipment supply, sea salt supply, on-site security, on-site cleaning, on-site performance services, on-site greening maintenance, catering ingredients, and feed supply.
- The inspection scope is mainly divided into the contract stage and cooperation phase. For specific suppliers, the inspection focuses on their performance in areas such as food safety, delivery timeliness, product and management quality, and occupational health and safety levels.
- 涵蓋諮詢服務單位、工程施工合作單位、監理單位、設計單位、服裝及布草清洗、材料設備供應、海鹽供應、現場保安、現場保潔、現場演藝服務、現場綠化養護、餐飲食材、餌料供應等領域。
- 考察範圍主要分成簽約階段、合作配合，針對部分特定供應商將考察食品安全、配送時效性、產品與管理質量、職業健康安全水平等領域的表現。

Preliminary Inspection

前期考察

- Preliminary inspection forms are prepared separately for construction suppliers, supervision companies, design units, goods suppliers, animal suppliers, feed suppliers, and marketing suppliers.
- For construction, supervision, and goods suppliers, a comprehensive assessment is conducted based on the company's basic inspection and on-site inspection, evaluating aspects such as business qualifications, performance, management structure, labor organization, technical strength, on-site work environment, and employee occupational health and safety. For animal and feed suppliers, the focus is mainly on on-site inspections to ascertain the source and safety of the corresponding animals/feed, channels, venue facilities, transportation, and quarantine systems, ensuring compliance with national and Haichang Ocean Park regulations concerning animal welfare and feed quality and safety.
- 按照施工類供應商、監理商、設計單位、貨物供應商、動物供應商、餌料供應商、營銷供應商分別編製前期考察表。
- 針對施工、監理及貨物供應商，將結合公司基本考察與現場實際考察情況，綜合評估企業經營資質與業績、企業管理架構與模式、勞務組織、企業技術力量、現場工作環境、員工職業健康安全等情況；針對動物與餌料供應商，將主要通過現場考察，明確相應的動物物種／餌料來源與供應安全程度、渠道、場地設施、運輸與檢疫體系等，確保在動物福利、餌料質量安全上符合國家與海昌海洋公園的法規要求。

Supplier Classification Management Measures at Haichang Ocean Park

海昌海洋公園供應商分類管理措施

Subsequent Assessment

後期評價

- The subsequent assessment mainly covers construction, trade, manufacturing, design and supply, and consulting service companies. In addition to inspecting the company's business qualifications, system construction, major achievements, and production office environment, the inspection for construction companies focuses on aspects such as occupational health and safety, quality management, material supply, labor cooperation, internal assessment, and audit systems, to comprehensively evaluate whether they can be listed as suppliers for Haichang Ocean Park.
- 主要涵蓋施工類、貿易類、製造類、設計供貨一體、諮詢服務類公司，除了對公司的經營資質、制度建設、主要業績以及生產辦公環境進行考察外，針對施工類公司將著重考察職業健康安全、質量管理、物料供應、勞務合作、內部考核與審核等制度體系與落實措施，綜合評估是否可被列為海昌海洋公園的供應商。

11.2 Supplier Classification and Management

Haichang Ocean Park has formulated the Guidelines for Supplier Performance Evaluation and Rating, which establish different evaluation criteria and processes for group-level and company-level suppliers. For suppliers found to violate company regulations, depending on the severity of the violation, we will impose penalties ranging from a three-year to permanent termination of cooperation, ensuring full compliance from suppliers throughout the process.

Based on the requirements from the Suppliers' Management System, after suppliers complete their contract obligations, relevant business departments and the Cost Procurement Department will assess and score suppliers according to the Supplier Evaluation Form. They will report to the Group for approval, ultimately determining the classification of suppliers. Based on the evaluation results, suppliers are categorized into four types, with long-term and in-depth cooperation established with active and high-quality suppliers.

11.2 供應商分類分級管理

海昌海洋公園制定了《供應商履約評估及定級工作指引》，分別對集團級供應商、公司級供應商制定了不同的評估標準與流程。針對違背公司規定的不合格供應商，我們將依據違規行為的嚴重程度給予取消合作三年至永久取消合作的處罰，確保供應商全程合規。

基於《供應商管理制度》相關要求，在供應商完成合同履約後，業務相關部門和成本採購部將參照《供應商評價表》對供應商進行評估打分，並向集團匯報審批，最終確定對供應商類別的判定。我們根據評估結果將供應商分為4類，積極與優質供應商開展長期和深度合作。

Supplier Classification Criteria of Haichang Ocean Park

海昌海洋公園供應商分類標準



12 PROMOTING SOCIAL INCLUSION

Haichang Ocean Park adheres to the principle of “Dream, Love, Joy”, bearing social responsibility and the mission to communicating marine culture, and actively creates and supports popular science education and social welfare activities. Based on the concept of “One Responsibility, One Sharing, One Companion, One Healing”, the Group is committed to integrating marine culture into grassroots communities, provides care and support for vulnerable groups, and actively contributes to creating a warm and inclusive society.

12.1 Deepening Collaboration between Schools and Enterprises

The Group has signed cooperation agreements with a number of vocational and technical schools through internship programs, joint teaching, and targeted training, to help youth students understand the real working environment and grasp necessary vocational skills, and promote the cultivation of talents for the industry. The list of some universities that have established long-term and in-depth cooperative relations is as follows:

- School of Tourism Management, Shanghai Normal University/Shanghai Institute of Tourism (Undergraduate/Junior College)
- School of Tourism and Hotel Management, Dongbei University of Finance and Economics (Undergraduate)
- Dalian Minzu University (Undergraduate)
- Liaoning Institute of Science and Technology (Undergraduate)

12 促進社會共融

海昌海洋公園始終秉持「有夢•有愛•有快樂」的理念，肩負社會責任與海洋文化使命感，積極開創和支持科普教育及社會公益活動，以「一份責任、一份分享、一份陪伴、一份治癒」為根本，聚焦海洋文化下沉社區，關愛幫扶特殊群體，為創造溫暖包容的社會積極貢獻力量。

12.1 深化校企合作

海昌海洋公園已與多家職業技術學校（學院）簽署合作協議，旨在通過實習項目、聯合教學、專業培養等多元化方式，支持在校青年掌握基本職業技能、瞭解真實的就業環境，有利于組織行業優秀人才團隊。本集團已建立長期深度合作關係的高校名單部分如下：

- 上海師範大學旅遊管理學院／上海旅遊專科學院（本科／專科）
- 東北財經大學旅遊與酒店管理學院（本科）
- 大連民族大學（本科）
- 遼寧科技學院（本科）

- Shenyang Vocational and Technical College (Junior College)
- Liaoning Vocational and Technical College of Forestry (College)
- Liaoning Vocational and Technical College of Modern Service (Junior College)
- Dalian University of Finance and Economics (Undergraduate)
- Dalian Maple Leaf Vocational and Technical College (Junior College)
- Liaoning Medical University (Undergraduate)
- Zhejiang Tourism College (Junior College)
- 瀋陽職業技術學院(大專)
- 遼寧林業職業技術學院(大專)
- 遼寧現代服務職業技術學院(大專)
- 大連財經學院(本科)
- 大連楓葉職業技術學院(大專)
- 遼寧醫科大學(本科)
- 浙江旅遊職業學院(大專)

12.2 Voluntary Activities

The parks within the Group have carried out a variety of public welfare activities around different theme, including caring for vulnerable groups, paying tribute to the coastline island keepers, organizing parent-child activities for families, and developing community marine cultural experiences, etc. Among them, Dalian Haichang Discoveryland Theme Park has established a “Starlight Autism Healing Base” to support rehabilitation of autistic children. During the reporting period, the company invested 2,128.5 hours in public welfare, conducted over RMB26.25 million external donations.

12.2 志願者活動

本集團內各地園區圍繞不同主題開展了多樣的公益活動，包括關愛特殊群體、致敬海岸綫守島人、組織家庭親子活動、開拓社區海洋文化體驗等。其中，大連海昌發現王國主題公園成立了「星光孤獨症療愈基地」，幫助孤獨症兒童實施康復治療。報告期內，本集團在公益方面的投入總時長達2,128.5小時，對外捐贈超2,625萬元。

Case: Haichang Ocean Park Successfully Held the 9th Charity Month Event
 案例：第九屆海昌海洋公園公益月成功舉辦

The Group has been organizing “Charity Month” for many years. In 2023, we upgraded the event to “Haichang Ocean Park Charity Month” with the participation of our 6 theme parks and 17 (ocean exploration) aquariums. We implemented a free park entry policy for families with autism of all ages in April to further promote care for vulnerable groups. The event was supported by more than 300 official organizations and industry brands including the Special Olympics Organization and the China Association of Persons with Psychiatric Disability and their Relatives. Meanwhile, the event influence was expanded through more than 40 core media outlets such as Xinhuanet, People’s Daily Online, China News Service, and Shanghai Television, realizing the linkage of Blue-V influencers and the offline large-screen, with the total exposure and broadcasting volume exceeding 200 million.

本集團已連續多年開展「公益月」活動，並於2023年將關愛孤獨症活動升級為「海昌海洋公園公益月」，旗下6家主題公園和17家海洋（探索）館參與其中。我們在4月實施了面嚮全年齡層孤獨症家庭的免費入園政策，以深入貫徹特殊群體關愛。該活動得到特奧組織、中國精協等300餘家官方機構、行業品牌的支持，同時通過新華網、人民網、中新社、上海電視台等40餘家核心媒體擴大影響力，實現藍v聯動與綫下大屏聯動，活動總曝光量與傳播量突破2億。



The 9th Haichang Ocean Park Charity Month Activities
 第九屆海昌海洋公園公益月活動現場



Case: Haichang Ocean Park Created "The 10th Haichang Little Travelers - Riding Fun Waves to Watch the Sea - Xisha Islands Tour"

案例：海昌海洋公園打造「第10屆海昌小小旅行家－趣浪去看海－西沙群島之旅」

In 2023, the 10th Haichang Little Travelers event was held in more than 30 cities across the country. Through selection, social promotion on Xiaohongshu and other methods to recruit "travelers", 30 families were selected for the activity, starting from Sanya Haichang Fantasy Town and embarking on a journey of exploration of patriotic education. During the five-day and four-night trip, the young travelers arrived at the Xisha Islands at 16 degrees north latitude. They learned about the natural ecology and cultural and historical background of the South China Sea at the Maritime Mobile Museum, experienced the intangible cultural heritage handicraft skills of weighing, and picked up coastline garbage. They also listened to the stories of the island keepers, had an in-depth understanding of the importance of protecting the motherland and the marine ecology, which effectively conveyed the social responsibility and mission of Haichang Ocean Park.

2023年，第10屆海昌小小旅行家活動在全國30多個城市歷經選拔、小紅書平台傳播等形式進行「旅行家」招募，甄選出30組家庭，從三亞海昌夢幻海洋不夜城出發，開啓富有愛國主義教育的探索之旅。在為期五天四晚的行程中，小小旅行家們抵達北緯16度的西沙群島，在「海上流動博物館」瞭解南海自然生態與人文歷史背景、體驗非遺手工技藝趕秤、撿拾海岸綫垃圾、傾聽守島人見聞，深入體會守護祖國、保護海洋生態的重要性，有效傳遞了海昌海洋公園堅守的社會責任及使命感。



Festival activities on World Dolphin Day
世界海豚日特色節慶活動



Case: Haichang Ocean Park Established a New Marine Cultural Community in Shanghai

案例：海昌海洋公園建立上海海洋文化新社區

In 2023, Haichang Ocean Park reached a strategic cooperation with the East Day and established the first batch of Shanghai marine science popularization community service stations, aiming to deliver colorful marine science popularization activities to various communities, and launch the slogan “Step out of the Door to See the Ocean”. We focused on topics including marine environmental protection science and marine biodiversity, provided residents with immersive new cultural tourism experience services and set a new benchmark for the cultural tourism industry. The first batch of service stations covers a total of 215 marine science communities. With the support of metaverse, virtual reality and other technologies, it provides digital science classroom services in the form of “cloud + offline interaction”, covering all age groups. This community has effectively promoted the implementation of the Shanghai marine cultural brands in the community, forming a good public park community penetration and influence promotion.

2023年，海昌海洋公園與東方網達成戰略合作，成立了首批上海市海洋科普社區服務站，旨在將豐富多彩的海洋科普活動傳遞至各社區，打響「走出家門即見海洋」的口號，聚焦海洋環境保護科普、海洋生物多樣性等主題，為廣大居民提供沉浸式的文旅新體驗服務，塑造文旅產業新標桿。首批服務站共涵蓋215個海洋科普社區，通過元宇宙、虛擬現實等技術加持，提供「雲平台+綫下互動」融合形式的數字科普課堂服務，覆蓋全年齡層。該社區有效推動了上海海洋文化品牌在社區範圍的落地實施，形成了良好的公園品牌社區滲透與影響力推廣。



Service Stations
服務站示意圖

13 KPIS OF THE HKEX ESG REPORTING GUIDE

13 香港聯合交易所ESG指引關鍵績效指標

Environmental Indicators				
環境指標				
KPIs	Units	2023	2022	2021
指標	單位	2023	2022	2021
Direct GHG emissions (Scope 1)	tCO ₂ e			
直接排放(範圍1)	噸二氧化碳當量	11,424.51	9,517.60	11,647.17
Indirect GHG emissions (Scope 2)	tCO ₂ e			
間接排放(範圍2)	噸二氧化碳當量	82,402.49	77,422.09	124,312.82
Total GHG emissions	tCO ₂ e			
溫室氣體排放總量	噸二氧化碳當量	93,827.00	86,939.69	135,960.00
GHG intensity	tCO ₂ e/RMB ten thousand			
溫室氣體排放密度	噸二氧化碳當量/萬元	0.52	1.10	0.50
Medical wastes	Tons			
醫療廢棄物	噸	1.000	1.006	0.618
Biological solid wastes	Tons			
生物固廢	噸	0.00	0.00	0.00
Waste machine oil	Tons			
廢機油	噸	2.53	0.41	0.66
Waste chemical containers	Tons			
廢化學品容器	噸	0.00	0.00	1.92
Ink boxes	Units			
墨盒	個	339	61	326
Toner cartridges	Units			
硒鼓	個	149	44	248
Waste light tubes	Units			
廢燈管	支	8	148	10
Total hazardous wastes	Tons			
有害廢棄物總量	噸	3.65	1.47	3.39
Hazardous waste intensity	Tons/RMB ten thousand			
有害廢棄物密度	噸/萬元	0.00002	0.00002	0.00001
Dead animals	Tons			
死亡動物	噸	0.10	0.30	4.73
Construction wastes	Tons			
建築垃圾	噸	736.60	1,481.50	4062.00
Administrative wastes	Tons			
辦公垃圾	噸	146.60	1.44	32.18

Environmental Indicators				
環境指標				
KPIs	Units	2023	2022	2021
指標	單位	2023	2022	2021
Household refuse	Tons			
生活垃圾	噸	2,546.60	1,291.26	2936.90
Food wastes	Tons			
餐廳垃圾	噸	924.00	1,522.72	2360.56
Total non-hazardous wastes	Tons			
無害廢棄物總量	噸	4,353.90	4,297.22	15028.87
Non-hazardous waste intensity	Tons/RMB ten thousand			
無害廢棄物密度	噸／萬元	0.02	0.05	0.06
Gasoline	MWh			
汽油	兆瓦時	511.00	4,870.65	458.74
Diesel	MWh			
柴油	兆瓦時	1,382.68	1,005.28	573.09
Natural Gas	MWh			
天然氣	兆瓦時	32,745.94	25,899.21	43,255.68
Purchased Electricity	MWh			
外購電力	兆瓦時	119,724.41	109,042.14	180,688.24
Liquefied Petroleum Gas	MWh			
液化石油氣	兆瓦時	1,098.45	1,123.84	425.09
Integrated Energy Consumption	MWh			
能源消耗總量	兆瓦時	155,462.49	141,941.12	225,400.84
Energy consumption intensity	KWh/RMB ten thousand			
能源消耗密度	兆瓦時／萬元	0.86	1.79	0.92
Total water consumption	Tons			
耗水總量	萬噸	574.07	530.41	605.00
Water consumption intensity	Tons/RMB ten thousand			
耗水密度	噸／萬元	31.60	66.89	22.12
Total packaging materials	Tons			
包裝材料總量	噸	6.20	4.00	87.34
Packaging material intensity	Tons/RMB ten thousand			
包裝材料密度	噸／萬元	0.00003	0.00005	0.00036

Note:

1. The statistical scope of environmental data in 2023 includes Shanghai Haichang Ocean Park, Sanya Haichang Fantasy Town, Zhengzhou Haichang Ocean Resort, Dalian Haichang Discoveryland Theme Park, Dalian Laohutan Ocean Park, Chongqing Haichang Caribbean Water Park, Yantai Haichang Ocean Park.
2. GHG Scope 1 (Direct emissions) includes GHG emissions from operations directly controlled or managed by the Group, while Scope 2 (indirect emissions) includes indirect emissions from purchased electricity outside of the Group.
3. Scope 1 Greenhouse Gas emissions are calculated based on the *Greenhouse Emission Accounting Methodology and Reporting Guidelines for Other industrial Enterprises*, converted from gasoline, diesel, natural gas, LPG, and coal; Scope 2 Greenhouse Gas emissions are calculated based on the *2012 China Regional Grid Baseline Emission Factors and the SEHK ESG Environmental Performance indicator Reporting Guidelines*, converted from purchased electricity.
4. The estimation of non-hazardous domestic waste is two-fold. Method one: domestic waste is divided food waste and office waste. Food waste is estimated by the daily generation of food waste × total number of days. The part of office waste sold to third party is based on the weight, and the part not sold to third party is estimated by the daily generation × total number of days. Method two: the generation of domestic waste = total number of staff × domestic waste generation and emission coefficient of residents × number of days (the average number of working days per quarter is taken as 65.25), and emission coefficient is calculated according to the *Manual of Urban Domestic Source Production and Discharge Coefficient (2008)*. For hazardous waste, the weight of ink cartridges, toner cartridges, and discarded light bulbs were calculated based on the average weight of products available on the market.
5. Energy consumption is calculated by converting various energy based on the standard coal reference coefficient according to *General Principles of Comprehensive Energy Consumption Calculation GBT2589-2008*.

註：

1. 2023年度環境數據統計範圍包括上海海昌海洋公園、三亞海昌夢幻海洋不夜城、鄭州海昌海洋旅遊度假區、大連海昌發現王國主題公園、大連老虎灘海洋公園、重慶海昌加勒比海水世界、煙台海昌海洋公園。
2. 溫室氣體範圍一（直接排放）包含由本集團直接控制或管理的業務所產生的溫室氣體排放，範圍二（間接排放）包含本集團外購電力所產生的間接排放。
3. 範疇一溫室氣體排放量計算依據《其他工業企業溫室氣體排放核算方法與報告指南》，由汽油、柴油、天然氣、液化石油氣換算得出；範疇二溫室氣體排放量計算依據《2012年中國區域電網基準線排放因子》及《聯交所ESG環境績效指標匯報指引》，由外購電量換算得出。
4. 生活垃圾含兩種估算方式。方式一：生活垃圾含廚餘垃圾、辦公垃圾兩類，廚餘垃圾由每日產生廚餘垃圾×總日數匯總估算，辦公垃圾中對外出售部分以售賣重量為準，非對外售賣部分按每日產生量乘以總日數估算。方式二：生活垃圾產生量=員工數量×居民生活垃圾產生和排放係數×天數（每季度平均工作天數取65.25），居民生活垃圾產生和排放係數根據《城鎮生活源產排污係數手冊》(2008)計算。有害廢棄物中，墨盒、硒鼓和廢燈管的重量取市面產品中的平均值分別計算得出。
5. 能源消耗量根據《綜合能耗計算通則GBT2589-2008》各種能源折標準煤係數計算得出。

Social Indicators				
社會指標				
KPIs	Unit	2023	2022	2021
指標	單位	2023	2022	2021
Total employees				
員工總數	Person 人	3,592	2,833	4,192
Classified by gender				
按性別劃分				
Female	Person			
女性	人	1,655	1,238	1,820
Male	Person			
男性	人	1,937	1,595	2,372
Classified by age				
按年齡劃分				
≤ 30	Person			
30歲及以下	人	1,609	1,088	1,620
31-50	Person			
31-50歲	人	1,749	1,576	2,311
≥ 51	Person			
51歲及以上	人	234	169	261
Classified by employment type				
按僱傭類型劃分				
Full-time	Person			
全職	人	3,520	2,676	-
Part-time	Person			
兼職	人	72	157	-
Classified by geographical region				
按地區劃分				
Mainland China	Person			
中國大陸	人	3,581	2,829	-
Hong Kong, Macau, Taiwan Region and Overseas	Person			
港澳台及海外地區	人	11		-

KPIs 指標	Social Indicators 社會指標			
	Unit 單位	2023 2023	2022 2022	2021 2021
Total number of employee turnover 員工流失總數	Person 人	824	624	1,396
Employee turnover rate by gender – Female 員工流失比例 – 女性	%	23.20	22.62	24.54
Employee turnover rate by gender – Male 員工流失比例 – 男性	Person 人	22.72	21.57	24.67
Employee turnover rate by age – ≤30 years old 員工流失比例 – 30歲及以下	%	32.19	34.47	33.36
Employee turnover rate by age – 31-50 years old 員工流失比例 – 31-50歲	%	15.89	14.72	18.28
Employee turnover rate by age – ≥51 years old 員工流失比例 – 51歲及以上	%	11.97	10.06	13.58
Employee turnover rate by region – Mainland China 員工流失比例 – 中國大陸	%	22.93	22.06	24.62
Employee turnover rate by region – Hong Kong, Macau, Taiwan Region and Overseas 員工流失比例 – 港澳台及海外地區	%	27.27	0	20
Total number of work-related fatalities 因工死亡人數 – 總數	Person 人	0	0	0
Rate of work-related fatalities 因工死亡比例	%	0	0	0
Lost days due to work injury 因工傷損失工作日數	Day 日	1,427	1,617	1,719
Total number of employees trained 總受訓人數	Person 人	3,229	2,315	–
Percentage of employees trained by gender – Female 受訓員工比例 – 女性	%	44.66	44.88	43.63
Percentage of employees trained by gender – Male 受訓員工比例 – 男性	%	55.34	55.12	56.37

Social Indicators				
社會指標				
KPIs	Unit	2023	2022	2021
指標	單位	2023	2022	2021
Percentage of employees trained by employee category – Senior management	%	1.86	1.99	2.24
受訓員工比例 – 高級管理人員				
Percentage of employees trained by employee category – Middle management	%	9.75	5.53	7.16
受訓員工比例 – 中層管理人員				
Percentage of employees trained by employee category – General employees	%	88.39	92.48	90.60
受訓員工比例 – 普通員工				
Average training hours per employee	Hour/person	19.73	19.08	25.99
平均受訓時數	小時／人			
Average training hours per employee by gender – Female	Hour	18.15	17.64	27.64
平均受訓時數 – 女性	小時			
Average training hours per employee by gender – Male	Hour	18.52	20.20	24.73
平均受訓時數 – 男性	小時			
Average training hours per employee by employee category – Senior management	Hour	18.25	15.70	–
平均受訓時數 – 高級管理人員	小時			
Average training hours per employee by employee category – Middle management	Hour	24.46	9.43	–
平均受訓時數 – 中層管理人員	小時			
Average training hours per employee by employee category – General employees	Hour	17.07	20.57	23.93
平均受訓時數 – 普通員工	小時			
Total number of suppliers	Number	1,073	1,988	1,569
供應商總數	個			
Number of suppliers by geographical region – Mainland China	Number	1,067	1,982	1,566
供應商總數 – 國內	個			
Number of suppliers by geographical region – Hong Kong, Macau, Taiwan Region and Overseas	Number	6	6	3
供應商總數 – 國外	個			

KPIs 指標	Social Indicators 社會指標			
	Unit 單位	2023 2023	2022 2022	2021 2021
Percentage of total products sold or shipped subject to recalls for safety and health reasons 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	%	0	0	–
Number of complaints received – Related to the products and services 接獲投訴數目 – 與產品及服務有關	Number 件	571	187	–
Number of concluded legal cases regarding corrupt practices brought against the Group or the employees 因公司或其員工貪污並已審結的法律訴訟案件數	Number 件	0	0	–
Number of people participated in anti-corruption training 參加反貪腐培訓人數	person-time 次	1,023	1,137	–

14 HKEX ESG REPORTING GUIDE CONTENT INDEX

This Report complies with the “Comply or explain” provisions set out in the *Environmental, Social and Governance Reporting Guide*.

14 香港聯合交易所ESG指引內容索引

本報告已遵守《環境、社會及管治報告指引》載列的「不遵守就解釋」條文。

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous wastes.	Protecting Ecological Environment
A1: 排放物	一般披露項	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	保護生態環境
	A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Protecting Ecological Environment KPIs of the HKEX ESG Reporting Guide 保護生態環境 香港聯合交易所ESG指引關鍵績效指標
	A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範疇1)及間接能源(範疇2)溫室氣體總排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Protecting Ecological Environment KPIs of the HKEX ESG Reporting Guide 保護生態環境 香港聯合交易所ESG指引關鍵績效指標

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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)。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 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)。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	A1.5	Description of emission target(s) set and steps taken to achieve them. 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。	Protecting Ecological Environment 保護生態環境
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 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。	Protecting Ecological Environment 保護生態環境

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
A2: Use of Resources A2：資源使用	General Disclosure 一般披露項	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	Protecting Ecological Environment 保護生態環境
	A2.1	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). 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）。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 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。	Protecting Ecological Environment 保護生態環境
	A2.4	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. 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。	Protecting Ecological Environment 保護生態環境
	A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
A3: The Environment and Natural Resources A3：環境及天然資源	General Disclosure 一般披露項	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Protecting Ecological Environment 保護生態環境
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述商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。	ESG Management Protecting Ecological Environment ESG管理 保護生態環境
A4: Climate Change A4：氣候變化	General Disclosure 一般披露項	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 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。	ESG Management Message from the Board Protecting Ecological Environment ESG管理 董事會致辭 保護生態環境
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	ESG Management Protecting Ecological Environment ESG管理 保護生態環境

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B1: Employment and Labour Practices	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Contributing To Employees' Growth
B1: 僱傭	一般披露項	有關薪酬及解僱、招聘及晉陞、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	助力員工成長
	B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標
	B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	Contributing To Employees' Growth
B2：健康與安全	一般披露項	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	助力員工成長
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括彙報年度）每年因工亡故的人數及比率。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標
	B2.2	Lost days due to work injury. 因工傷損失工作日數。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Contributing To Employees' Growth 助力員工成長

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Contributing To Employees' Growth
B3: 發展及培訓	一般披露項	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。	助力員工成長
	B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標
	B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Contributing To Employees' Growth KPIs of the HKEX ESG Reporting Guide 助力員工成長 香港聯合交易所ESG指引關鍵績效指標
B4: Labor Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced Labor.	Contributing To Employees' Growth
B4: 勞工準則	一般披露項	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	助力員工成長
	B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述並檢視招聘慣例的措施以避免童工及強制勞工。	Contributing To Employees' Growth 助力員工成長
	B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Contributing To Employees' Growth 助力員工成長

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B5: Supply Chain Management B5：供應鏈管理	General Disclosure 一般披露項	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Partnering For Mutual Success 攜手夥伴共贏
	B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Partnering For Mutual Success 攜手夥伴共贏
	B5.3	Description of practices used to identify the environmental and social risks along the supply chain, and how they are implemented and monitored. 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。	Partnering For Mutual Success 攜手夥伴共贏
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應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。	Partnering For Mutual Success 攜手夥伴共贏

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Advancing Park Operations and Services
B6 : 產品責任	一般披露項	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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	優化園區運營和服務
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。	KPIs of the HKEX ESG Reporting Guide 香港聯合交易所ESG指引關鍵績效指標
	B6.2	Number of products and services related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Advancing Park Operations and Services KPIs of the HKEX ESG Reporting Guide 優化園區運營和服務 香港聯合交易所ESG指引關鍵績效指標
	B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Advancing Park Operations and Services 優化園區運營和服務
	B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Advancing Park Operations and Services 優化園區運營和服務
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Advancing Park Operations and Services 優化園區運營和服務

Aspect 層面	Indicator Number 指標編號	Indicator Contents 指標內容	Chapter 所在章節
B7: Anticorruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Improving Corporate Governance
B7: 反貪污	一般披露項	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	夯實治理根基
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases. 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。	Improving Corporate Governance KPIs of the HKEX ESG Reporting Guide 夯實治理根基 香港聯合交易所ESG指引關鍵績效指標
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Improving Corporate Governance 夯實治理根基
	B7.3	Description of anti-corruption training provided to directors and staff 描述向董事及員工提供的反貪污培訓。	Improving Corporate Governance 夯實治理根基
B8: Community Investment	General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Promoting Social Inclusion
B8: 社區投資	一般披露項	有關以社區參與來瞭解營運所在社區需要和確保其商務活動會考慮社區利益的政策。	促進社會共融
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Promoting Social Inclusion 促進社會共融
	B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Promoting Social Inclusion KPIs of the HKEX ESG Reporting Guide 促進社會共融 香港聯合交易所ESG指引關鍵績效指標



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