

Beisen北森

Stock Code 股份代號: 9669

北森控股有限公司*

Beisen Holding Limited

(A company incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

2023/2024

環境、社會及管治 (ESG) 報告

Environmental, Social and Governance (ESG) Report

* for identification purpose only

*僅供識別



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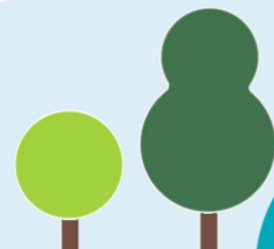
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關於本報告

About This Report

本報告是北森控股有限公司* 發佈的第一份獨立環境、社會及管治 (ESG) 報告, 是對公司 ESG 管理與履責實踐的真實反映。

This is the first independent Environmental, Social, and Governance (ESG) report released by Beisen Holding Limited with true disclosure of the Company's ESG management and practices.

報告主體與稱謂

Reporting Subject and References

本報告主體為北森控股有限公司*。為便於表述, 在報告中也以「北森」「公司」或「我們」表示。

The reporter is Beisen Holding Limited. For better expression, "Beisen", "the Company" or "We" are also referred to as Beisen Holding Limited in the report.

報告週期

Reporting Period

如無特別註明, 本報告涵蓋時間範圍為 2023 年 4 月 1 日至 2024 年 3 月 31 日, 與公司財務報告一致。為保障信息的完整性和連續性, 報告中部分內容可能包括超出此時間範圍的事項。

Unless otherwise specified, this report covers the period from April 1, 2023 to March 31, 2024, which is consistent with the Company's financial report. To ensure the completeness and continuity of information flow, the report may disclose matters beyond this time frame.

報告範圍

Reporting Scope

除另有說明外, 本報告的披露範圍包含本公司直接運營和管理業務範圍。報告披露環境績效覆蓋中國內地主要辦公場所, 分佈在 12 個省及 4 個直轄市內。因為公司暫無自有數據中心, 僅有租用數據中心, 租用數據中心的環境績效暫未包含在披露範圍內。

Unless otherwise specified, the scope of disclosure for this report is the ESG performance of businesses directly operated and managed by the Company. The scope of disclosure of the environmental key performance indicators (KPI) cover the main office spaces distributed in 12 provinces and 4 municipalities within Chinese mainland. We do not currently have self-owned data centres, and the environmental data of the rented data centres are not included in our scope of disclosure.

報告標準

Reporting Standards

本報告依據《香港聯合交易所有限公司 (「聯交所」) 證券上市規則》(以下簡稱「上市規則」) 附錄 C2《環境、社會及管治報告指引》(以下簡稱「指引」) 編寫。

The report is prepared in accordance with *Appendix C2 Environmental, Social and Governance Reporting Guide* (hereinafter referred to as the *ESG Reporting Guide*) in the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules")*.

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數據說明

Data Description

本報告中所涉及的財務數據均摘自公司 2024 財年年度報告, 如有差異, 請以年度報告為準, 其他數據均來自公司的正式文件。

The financial data cited in this report are all extracted from the Company's FY2024 Annual Report. In case of discrepancies, the Annual Report shall prevail. Other data are sourced from the Company's official documents.

如無特別說明, 本報告涉及的貨幣計量幣種均為人民幣。

Unless otherwise specified, the currency mentioned in this report is RMB.

報告原則

Reporting Principles

重要性 Materiality

本報告已披露重要 ESG 議題的識別過程及準則; 我們也已識別並於 ESG 報告中披露重要利益相關者, 以及利益相關者參與的過程和結果。具體遵循情況詳見後文對應部分。

The report has disclosed the identification process and rationale for the determination of material ESG topics. We have also identified and disclosed our significant stakeholders as well as stakeholder engagement mechanisms and outcomes. Please see the corresponding sections below for more details.

量化 Quantitative

本報告中定量關鍵績效指標的統計標準、方法、假設及/或計算工具, 以及轉換因素的來源, 均在報告釋義中進行說明。

The statistical criteria, methodologies, assumptions and/or calculation tools for the quantitative key performance indicators (KPIs) in this report as well as the sources of conversion factors are indicated in the explanatory notes.

平衡 Balance

本報告不偏不倚地呈報公司報告期內的表現, 避免可能會不恰當地影響報告讀者決策或判斷的表述。

The report provides an unbiased picture of the Company's performance during the reporting period and avoids descriptions that may inappropriately influence the decisions or judgements of report readers.

一致性 Consistency

本報告披露數據所使用的統計方法均保持一致。

The data methodologies used in this report are consistent.

報告獲取

Report Access

本報告以電子版發佈。電子版報告可在本公司網站 (<https://www.beisen.com/>) 和香港聯合交易所「披露易」網站 (https://www.hkexnews.hk/index_c.htm) 查閱和下載。

This report is published in electronic format. You can review and download the electronic version of the report on our company's website (<https://www.beisen.com/>) and HKEX news website (https://www.hkexnews.hk/index_c.htm).

關於北森 About Us

公司簡介

Company Profile

北森品牌成立於 2002 年，通過一體化 HR SaaS 及人才管理平臺 iTalentX，為企業提供 HR 軟件、人才管理技術、員工服務生態、低代碼平臺的端到端整體解決方案，幫助企業實現從招募、入職、管理到離職的人才全生命週期數位化管理，已累計幫助超過 6,000 家中大型企業獲得業務提升。公司於 2023 年在香港聯合交易所主板上市。

The Beisen brand was founded in 2002. Through the use of integrated HR SaaS and talent management platform, iTalentX, we provide companies with end-to-end total solutions for HR software, talent management methodology, employee service ecosystems and low-code platforms. We help enterprises achieve digital management across the entire employee lifecycle including recruitment, onboarding, management and offboarding. Beisen was listed on the Main Board of the Hong Kong Stock Exchange in 2023 and has helped over 6,000 large and medium-sized enterprises achieve business growth.

企業文化

Corporate Culture



榮譽與認可

Honours and Recognitions

2022CEIA 中國企業 IT 大獎—最佳 HR SaaS 提供商
2022 China Enterprise IT Award - Best HR SaaS Provider

企業網、信眾智、中國企業數位化聯盟
D1Net, CIOALL, China Enterprise Digital Alliance

「甲子 20」2023 中國最具商業潛力榜
"Jiazi 20" 2023 China's Most Promising Business List

甲子光年
JAZZYEAR

2023 大中華區卓越 HR 服務品牌
2023 Greater China Outstanding HR Service Brand

三人行人力資源公益服務聯盟
Three HR Management Public Service Alliance

2023HRTech 年度大獎（產品類）
2023 HRTech Annual Award (Product Category)

HRTech

董事會聲明 Board Statement

北森始終堅持長期主義，高度重視公司在環境、社會及治理（ESG）方面的管理和履責表現，持續將 ESG 理念融入企業運營和發展的各個環節。公司積極推進 ESG 治理架構的建設和運行，加強對 ESG 實踐的監督和管理，提升 ESG 風險評估和應對能力，以創造環境、社會、經濟多重價值，為公司可持續發展構建堅實底座。

Beisen has always adhered to long-termism, placing high importance on the Company's management and responsibility fulfilment in environmental, social, and governance (ESG) aspects. While continuously integrating ESG principles into various aspects of corporate operations and development, the Company actively promotes the establishment and operation of ESG governance structures, strengthens supervision and management of ESG practices, and enhances ESG risk assessment and response capabilities. Our ultimate goal is to create multiple values in environmental, social, and economic aspects, and build a solid foundation for sustainable corporate development.

董事會是公司 ESG 事宜的最高決策機構，負責全面監督公司 ESG 管理和實踐，推動 ESG 理念的全面融入。董事會負責審查 ESG 相關風險和機遇及其對公司業務運行和財務表現的當期及預期影響，確保公司設立合適及有效的 ESG 風險管理機制及內控舉措，並監督 ESG 風險管理體系的有效運行，每年對 ESG 管理方針、策略及各項目標的完成情況進行追蹤審查，就 ESG 相關目標定期檢討公司表現，並就下一年度的策略調整、目標設定進行討論和審定。董事會每年對實質性議題影響的重要性及其優先順序進行審閱，確保在業務決策流程中切實融入對 ESG 要素的考量。

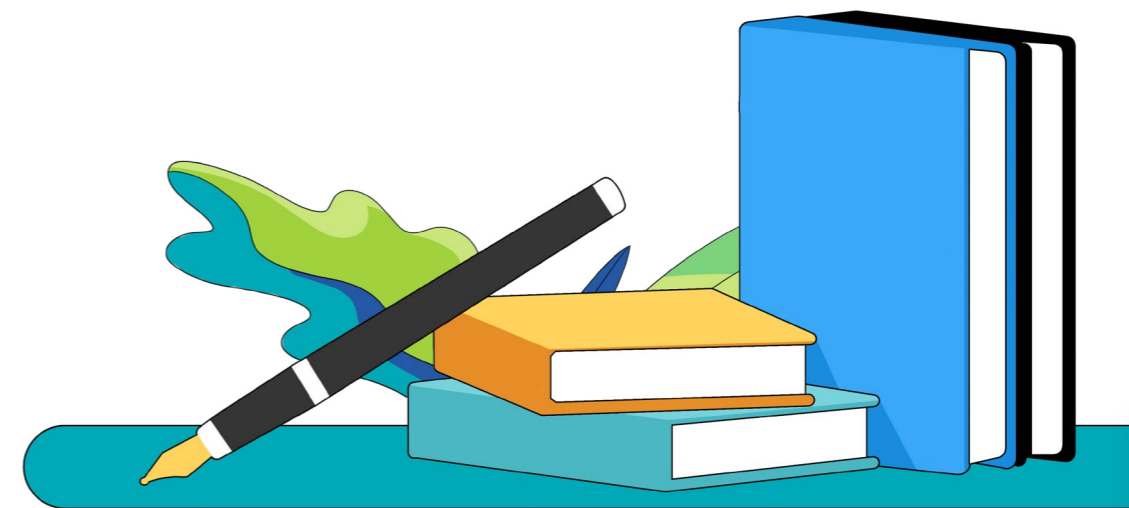
The Board of Directors serves as the highest decision-making body for ESG matters within the Company, responsible for overseeing the comprehensive management and practices of ESG, and driving the full integration of ESG principles. The Board reviews ESG-related risks and opportunities and their current and expected impacts on the Company's business operations and financial performance. The Board ensures that the Company establishes appropriate and effective ESG risk management mechanisms and internal controls, and oversees the effective operation of the ESG risk management system. The Board will conduct an annual review of the Company's ESG management policy, strategy and achievement of targets, regularly review the Company's performance against ESG-related targets, and discuss and approve strategic adjustments and target setting for the following year. The Board annually reviews the significance and priority order of substantial issues' impacts, ensuring the practical integration of ESG elements into the business decision-making process.

管理層是董事會 ESG 決策的重要統籌協同機構，支持董事會進行各項計劃和政策的落實，監督和推動各項 ESG 目標的達成。ESG 工作小組作為 ESG 工作的執行層，負責推進各項具體工作的落地開展，保障 ESG 工作的有效落實。

The management team acts as a key coordinating body for ESG decisions of the Board, supporting the implementation of various plans and policies, and overseeing and driving the achievement of ESG goals. The ESG Working Group, as the executive body for ESG work, is responsible for advancing the implementation of specific tasks, thus ensuring the effective implementation of ESG work.

董事會將持續提升 ESG 治理效能，加強氣候相關風險和機遇的系統性識別和應對，強化 ESG 風險和機遇管理對企業運營管理及產品研發創新的指導作用，為公司和利益相關者的可持續發展提供更強動力。

The Board will continue to enhance the effectiveness of ESG governance, strengthen the systematic identification and response to climate-related risks and opportunities, and reinforce the guiding role of ESG risk and opportunity management in corporate operations and product research and development innovation. This gives a stronger impetus for the sustainable development of the Company and stakeholders.



ESG 管理 ESG Management

北森將 ESG 管理與實踐視為公司核心競爭力之一，系統推進 ESG 管理體系建設，不斷提高公司可持續發展能力，攜手各利益相關者創造長期價值。

Beisen regards ESG management and practices as one of the core competencies of the Company, so we systematically advance the development of the ESG management system, continuously enhance our sustainability capabilities, and collaborate with all stakeholders to create long-term value.

ESG 治理架構

ESG Governance Structure

我們不斷優化 ESG 治理架構，強化董事會對 ESG 事宜的監督和決策。公司形成了由董事會擔任最高決策機構，經營管理團隊（EMT）、ESG 工作小組共同參與的三層治理架構，各層次分工科學、協作高效。

We continuously optimize the ESG governance structure, to strengthen the Board's supervision and decision-making on ESG matters. We have established a three-tier governance structure with the Board acting as the highest decision-making body, and the Executive Management Team (EMT) and ESG Working Group involved. Each tier is assigned specific responsibilities scientifically, ensuring efficient collaboration.



- 對公司的 ESG 事務進行監督
Supervise the Company's ESG matters;
- 評估重大 ESG 相關風險及機遇，監督公司 ESG 風險管理機制及內控舉措設立的有效性
Assess and manage material ESG-related risks and opportunities, and monitor whether the ESG risk management mechanisms and internal control measures are effective;
- 審閱公司的 ESG 管理方針、策略、優先順序及目標，並就 ESG 相關目標定期評估公司表現
Review the Company's ESG management policy, strategy, priorities and targets, and regularly assess the Company's performance against ESG-related targets;
- 審批 ESG 報告、董事會聲明等 ESG 相關資料
Approve ESG-related materials such as ESG reports and Board statements;
- 營造自上而下的 ESG 文化氛圍，確保將 ESG 因素考量納入業務決策流程
Create a top-down ESG culture to ensure that ESG considerations are integrated into business decision-making processes.

- 推動董事會的計劃及政策落實，總體推動公司 ESG 相關事宜，制定 ESG 綱領
Promote the implementation of the Board's plan and policies, advance the Company's ESG-related matters, and formulate ESG initiatives;
- 制定 ESG 管理方針、策略，監督 ESG 工作開展情況及 ESG 目標的達成進度
Develop ESG management policies and strategies and oversee the progress of ESG work and towards ESG targets;
- 定期向董事會匯報並提供建議
Regularly report to the Board and offer suggestions.

- 根據下達的 ESG 目標，採取措施並跟蹤進展，定期向管理層匯報並提供建議
Take measures and track progress according to the assigned ESG targets, and regularly report to the management and offer suggestions;
- 組織 ESG 培訓，進行 ESG 意識宣貫
Organise ESG trainings, publicise and implement ESG concept;
- 組織 ESG 報告編制等信息披露工作
Organise information disclosure work such as ESG report preparation.

利益相關者溝通

Stakeholder Communication

為了有效提升公司的 ESG 表現，我們通過多種渠道與各利益相關者建立常態化溝通機制，精準評估和回應利益相關者的期望和訴求。

To effectively improve the Company's ESG performance, we have established a regular communication mechanism with stakeholders through various channels, so as to accurately evaluate and respond to their concerns and demands.

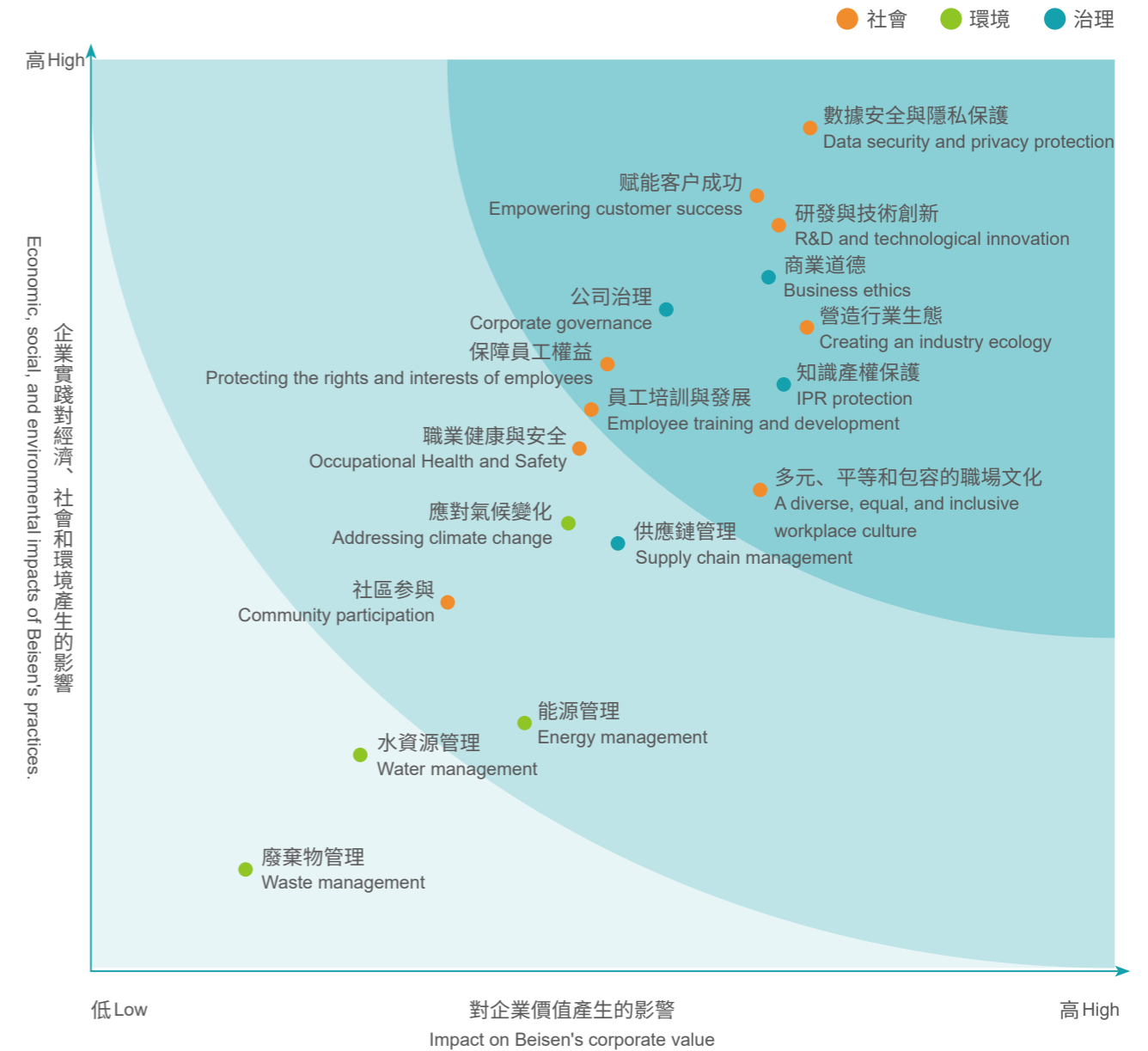
利益相關者 Stakeholders	 股東 / 投資者 Shareholders/investors	 政府 / 監管機構 Governmental and regulatory authorities	 客戶 Clients	 員工 Employees	 供應商 / 合作夥伴 Suppliers and partners	 社區公眾 Communities/the public
期望與訴求 Expectations and Demands	<ul style="list-style-type: none"> 保障股東權益 Protection of shareholders' rights and interests 投資回報 Return on investment 信息披露 Information disclosure 合規經營及管理 Compliance operations and management 	<ul style="list-style-type: none"> 法律及監管合規 Compliance with laws and regulations 依法納稅 Tax payment in accordance with the law 業務及經濟發展 Business and economic development 社會貢獻 Social contribution 安全運營 Safe operation 加強環境保護 Strengthening environmental protection 	<ul style="list-style-type: none"> 數據隱私保護 Data privacy protection 優質服務體驗 High quality service experience 產品研發創新 Product R&D and innovation 	<ul style="list-style-type: none"> 保障員工權益 Protection of employees' rights and interests 職業健康與安全 Occupational health and safety 改善員工福利 Improvement of employee welfare 平等就業機會及多元化發展 Equal opportunity in employment and diversified development 	<ul style="list-style-type: none"> 長期業務關係 Long-term business relationship 公平合理價格 Fair and reasonable pricing 產品品質保證 Guarantee of product quality 	<ul style="list-style-type: none"> 社區參與 Community engagement 公益項目 Public welfare programmes
溝通方式 Communication Channels	<ul style="list-style-type: none"> 新聞稿及公告 Press releases and announcements 公司財報 The Company's financial report 公司官網 The Company's official website 投資者會議及路演 Investor meetings and roadshows 	<ul style="list-style-type: none"> 合規報告 Compliance report 實地檢查 Field inspection 參與會議 / 研討會 Conference/seminar attendance 特別查詢 / 檢查 Special enquiry/examination 匯報文件 Reporting document 環境檢查 Environmental inspection 	<ul style="list-style-type: none"> 公司官網 The Company's official website 產品平臺 Product platform 社區媒體平臺 Social media platforms 多種客服渠道 Various customer service channels 客戶滿意度調查 Customer satisfaction survey 	<ul style="list-style-type: none"> 勞動合同 Labour contract 員工大會 Staff meeting 辦公平臺 Office platforms 日常交流活動 Daily communication activities 	<ul style="list-style-type: none"> 實地考察 Field inspection 日常交流 Daily communication 定期會議 Regular meetings 	<ul style="list-style-type: none"> 公益慈善活動 Public service activities 公司官網 The Company's official website 社交媒體平臺 Social media platforms

實質性議題評估

Materiality Assessment

公司於每個報告期開展實質性議題重檢和影響評估。我們綜合監管政策、行業趨勢、熱點時事分析理解所處背景的變化，結合公司實際情況進行實質性議題重檢，通過實質性議題調查問卷引入利益相關者和 ESG 專家意見，綜合評估議題影響的重大程度並進行優先排序，評估結果作為報告編制和 ESG 工作提升的重要參考。本報告期評估情況如下：

The Company conducts materiality reassessment and impact assessments in each reporting period. We integrate regulatory policies, industry trends, and current affairs analysis to understand the changing context, conduct materiality reassessment based on the Company's actual situation, and introduce stakeholder and ESG experts' opinions through materiality surveys. We then comprehensively assess the significance of the topics and prioritize them, with the assessment results serving as important references for report preparation and enhancing ESG work. The assessment for this reporting period is as follows:



北森 2024 財年實質性議題重要性矩陣
Beisen's FY2024 Materiality Matrix



01 治理共鑄 夯實永續發展根基

Fortifying Governance to Consolidate the Foundation for Sustainable Development

北森將高水準的公司治理視為可持續發展的根基，持續優化治理體系，加強董事會多元化建設，強化風險管理水準，恪守商業道德，為公司的長期健康發展構築穩健根基。

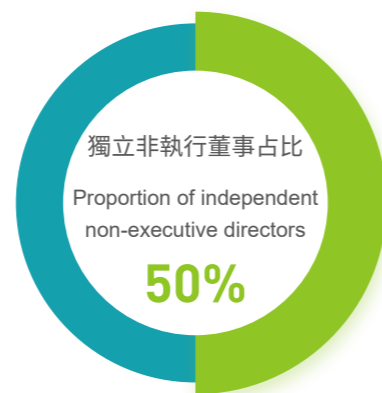
Beisen regards high-level corporate governance as the foundation of sustainable development. With adherence to business ethics, we continuously optimize our governance system, enhance the Board diversity, and strengthen risk management practices. Those initiatives build a solid foundation for the company's long-term healthy development.

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董事會治理 Board Governance

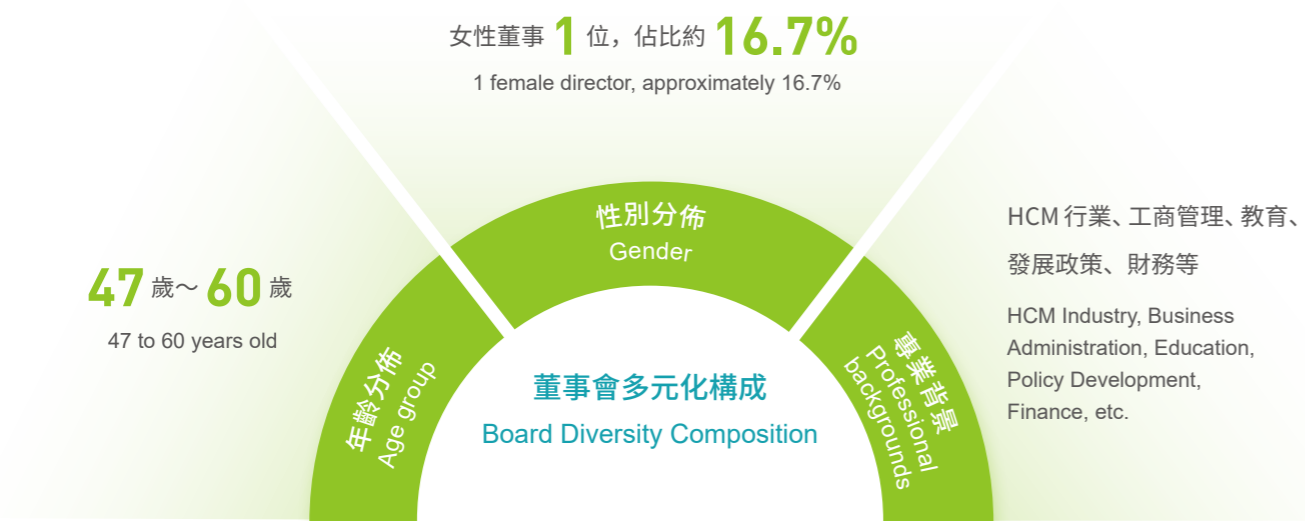
董事會由6位董事構成，其中獨立非執行董事3位，佔比50%。
董事會成立三個委員會，即審核委員會、薪酬委員會及提名委員會，在董事會授權下對特定範疇的事務進行監察。

The Board comprises 6 directors, with 3 independent non-executive directors, accounting for 50% of the Board. The Board establishes three committees: the Audit Committee, the Remuneration Committee, and the Nomination Committee, empowered by the board to oversee specific areas of affairs.



我們嚴格執行《董事會多元化政策》，從性別、年齡、文化和教育背景、專業經驗、技能、知識、種族、服務年限等維度評估候選人，加強董事會多元化建設。提名委員會對《董事會多元化政策》的實施進行審查和監督，參與討論和協商董事會多元化量化目標的設定，並開展年度公開信息披露。

We strictly deliver the *Board Diversity Policy*, evaluating candidates based on dimensions such as gender, age, cultural and educational backgrounds, professional experience, skills, knowledge, race, and years of service, with an aim to enhance the the Board diversity. The Nomination Committee reviews and supervises the implementation of the *Board Diversity Policy*, participates in discussions and negotiations on setting quantifiable diversity goals for the board, and conducts annual public disclosures.



風險管理 Risk Management

我們持續完善風險制度體系和管理體系的建設，通過實施內部監控和風險管理，不斷提升公司風險管理水準，保護重要資產和股東的各項權益，確保公司長期健康發展。

We are continuously enhancing the development of our risk control and management systems. Our internal controls and risk management practices have elevated the Company's risk management capabilities, safeguarded vital assets, and protected shareholders' rights and interests, thus securing the long-term healthy growth of the Company.

風險管理架構 Risk management framework

公司風險管理體系以董事會為最高責任機構，各戰區業務及職能部門、風險控制部門、內部審計部門協同參與風險管理工作。董事會擁有內部監控與風險管理的決策權，負責評估與制定風險管理政策與策略、審閱風險管理和內部監控制度，持續監控風險管理成效。審核委員會負責審閱管理層在風險管理及內部監控系統方面的建設、執行及監督工作，檢驗風險管理及內部監控系統的有效性。

Our risk management framework places the Board as the highest responsible body, with various business units, functional departments, risk control departments, and internal audit departments collaborating in risk management efforts. The Board holds decision-making authority over internal control and risk management, responsible for assessing and formulating risk management policies and strategies, reviewing risk management and internal control systems, and continuously monitoring the effectiveness of risk management. The Audit Committee is tasked with reviewing the management's efforts in the development, execution, and supervision of risk management and internal control systems to ensure their effectiveness.



基於「全面性、重要性、客觀性、統一性、及時性」五大原則，公司制定了《內部控制管理制度》，嚴格推行涵蓋信息系統、監管合規、人力資源、財務報告等方面的風險管理政策，運行「三道線」風險管控模式，保障各類風險鑑別與管理工作的全面開展。

Based on the five principles of "comprehensiveness, materiality, objectivity, unity, and timeliness" the Company has established the *Regulations on Internal Control Management*. Accordingly, we strictly implement risk management policies covering aspects such as information systems, regulatory compliance, human resources, and financial reporting, and operate the "Three Lines of Defence" risk control model, to implement the risk identification and management tasks on all fronts.



「三道線」風險管控模式
The "Three Lines of Defence" Risk Control Model

風險管理流程

Risk management process

我們執行全生命週期風險管理流程，對風險進行識別、評估、應對和監控，持續提升風險管理水準。

We implement a full life cycle risk management process to identify, assess, respond to, and monitor risks, continuously improving the level of risk management.



風險敞口識別和應對
Identification and Response to Risk Exposure

根據《北森內部審計章程》，我們於2023財年完成內部審計職能建設，審核委員會每年對公司內部監控制度進行審核。截至報告期末，審核委員會認為，公司內部監控及風險管理制度在各重大方面基本符合企業管治守則D.2.1條的有關規定，運行有效、充分。

According to the *Beisen Internal Audit Charter*, we completed the establishment of internal audit functions in FY2023, and the Audit Committee reviews the Company's internal control system annually. As of the end of the reporting period, the Audit Committee believed that the Company's internal control and risk management systems generally comply with the requirements of Corporate Governance Code D.2.1 in all material aspects, operating effectively and adequately.

風險意識提升

Enhancing risk awareness

通過面授培訓、線上培訓等多種形式，公司不斷強化員工風險管理意識，宣導全員參與風險管理，持續提升公司風險管理能力。法務部、安全管理部、財務部等部門，面向全體員工開展商業道德、數據安全與隱私保護、資金安全等主題培訓和宣貫活動，提高員工的風險鑑別、防範、應對能力和責任感。

Through various forms of training such as face-to-face training and online training, the Company continuously strengthens employees' risk management awareness, advocates for the participation of all staff in risk management, and continuously enhances the Company's risk management capabilities. Departments such as legal affairs, safety management, and finance launch thematic training and promotional activities on business ethics, data security and privacy protection, fund security, and other topics for all employees, enhancing employees' risk identification, prevention, response capabilities, and sense of responsibility.

商業道德

Business Ethics

公司致力於建立高水準的商業道德標準，嚴格防範各類違法違規、不道德的商業行為，營造誠信、透明、守信的企業氛圍。

The Company is committed to establishing high-level business ethics standards, rigorously preventing all types of illegal, unethical behaviour, and creating an atmosphere of integrity, transparency, and trustworthiness within the organization.

商業行為準則

Code of business conduct

公司制定了《北森商業行為準則》，明確反腐敗和賄賂、騷擾與歧視、職業健康與安全、保密信息、利益衝突、反洗錢、反不正當競爭等方面的基本原則和重要政策，切實執行舉報與舉報人保護機制。對於任何違反準則的行為均進行處罰，視情節嚴重程度，執行紀律處分或解僱等處置措施。報告期內，對《北森商業行為準則》進行了優化和修訂。

The Company has established the *Beisen Business Code of Conduct*, which clearly outlines basic principles and important policies regarding anti-corruption and bribery, harassment and discrimination, occupational health and safety, confidential information, conflicts of interest, anti-money laundering, anti-unfair competition, and other aspects. Additionally, we effectively implement the reporting mechanism and protects whistleblowers. Any behaviour that violates the code is punished, with disciplinary measures or dismissal depending on the severity of the violation. During the reporting period, the *Beisen Business Code of Conduct* was optimized and revised.

反腐敗

Anti-corruption

我們嚴格遵守《中華人民共和國刑法》有關反貪污、反賄賂的規定及《中華人民共和國公司法》《中華人民共和國反不正當競爭法》《中華人民共和國反洗錢法》等相關法律法規，確保《北森反腐敗政策》《北森商業行為準則》的有效執行，加強反腐敗、反舞弊管理。公司明確要求所有董事、高管及員工遵守反腐敗相關法律法規及政策，並在《員工手冊》中對員工進一步提出廉潔要求，對任何形式的腐敗、賄賂、欺詐、挪用等違規行為秉承「零容忍」態度，建立風清氣正、陽光透明的工作氛圍。

We strictly adhere to the anti-corruption and anti-bribery provisions of the *Criminal Law of the People's Republic of China*, as well as other related laws and regulations such as the *Company Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, and the *Anti-Money Laundering Law of the People's Republic of China*. We ensure the effective implementation of the *Beisen Anti-Corruption Policy* and the *Beisen Business Code of Conduct*, strengthening anti-corruption and anti-fraud management. The Company explicitly requires all directors, executives, and employees to comply with anti-corruption laws, regulations, and policies, and further outlines integrity requirements for employees in the *Employee Handbook*. We maintain a "zero tolerance" stance towards any form of corruption, bribery, fraud, or embezzlement, fostering a clean, upright and transparent work environment.

為了提升全體的廉潔合規意識，公司要求全體員工接受廉潔培訓，通過內部學習平臺提供各類培訓和支持資源，全體中高管需完成《北森領導者綱要》學習並進行考試。

To raise the integrity and compliance awareness of all employees, the Company mandates that all staff undergo integrity training. Various training and support resources are provided through an internal learning platform. All middle and senior management must complete the Beisen Leadership Programme training and pass an exam.



舉報與處置

Whistleblowing and handling

公司鼓勵對舞弊和收受賄賂行為，損害信息安全行為，霸凌、騷擾及性騷擾行為等違法違規行為的實名舉報，建立了暢通的內外部舉報途徑。公司《舉報政策》明確規定了對不當行為的舉報機制與調查程序、懲戒措施，並設置了完善的舉報人保護制度，承諾對舉報人和配合調查的相關人員進行嚴格保護。

The Company encourages the anonymous reporting of fraudulent activities, bribery, breaches of information security, bullying, harassment, and sexual harassment, with open internal and external reporting channels established. The Company's *Whistleblowing Policy* clearly outlines the reporting mechanism, investigation procedures for misconduct, disciplinary measures, and a robust system for protecting whistleblowers. It pledges strict protection for whistleblowers and individuals cooperating with investigations.





02 客戶共成 建設一流專業能力

Empowering Clients with Leading Professional Expertise

北森秉承「科技成就人才，幫助中國企業擁有世界領先的人才管理能力」的企業使命，以一體化 HR SaaS 為支點，持續推動產品與服務的研發創新。強化客戶隱私保護，不斷完善客戶成功服務體系，為客戶提供卓越的解決方案和全方位支持。

Beisen upholds the mission of "To create talents through the means of technology and to help Chinese enterprises to equip themselves with world-leading talent management capabilities." Leveraging integrated HR SaaS as a pivot, Beisen consistently drives research and development (R&D) innovation in products and services. We also strengthen customer privacy protection and continuously enhance the customer success service system to provide customers with outstanding solutions and comprehensive support.

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賦能客戶成功 Empowering Customer Success	39

卓越產品與服務

Excellence in Products and Services

北森持續投資面向未來的產品研發與創新，以客戶需求為導向不斷推出新產品、新特性，以人力資源科技，助力釋放每個人才的潛力和每個組織向上的力量。

Beisen continues to invest in future-oriented product research and innovation, introducing new products and features guided by customer needs. Enabled by human resources technology, we work to unleash the potential of every individual and empower organizations to reach new heights.

研發與創新

R&D and innovation

聚焦前沿技術及解決方案創新，公司致力於以客戶為中心的端到端開發，為不同行業客戶解決人力資源管理痛點。為此，公司建立了完善的產品研發組織管理體系，產品市場委員會負責新產品研發與投資的決策，嚴格按 IPD 流程執行產品研發工作，通過各階段評審，保障設計和開發品質，提升產品的可靠性、穩定性。

Focusing on cutting-edge technology and innovative solutions, the Company is dedicated to end-to-end development centred around customers, addressing pain points in human resources management for various industries. To this end, we have established a comprehensive organizational management system for product research and development. The Product Market Committee makes decisions on new product research and investment and strictly follows the Integrated Product Development (IPD) process. By conducting stage reviews, we ensure design and development quality and enhance product reliability and stability.

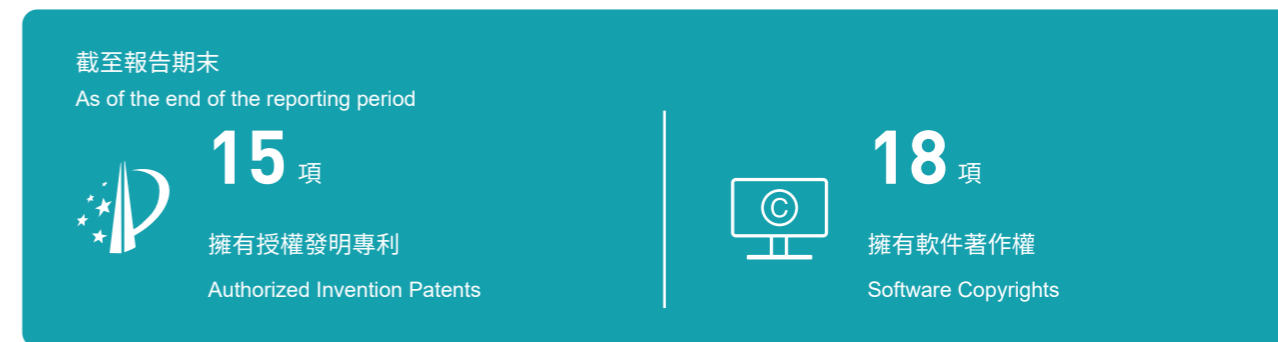
我們嚴格遵守《中華人民共和國商標法》《中華人民共和國專利法》《中華人民共和國著作權法》等相關法律法規，制定了《知識產權管理制度》《北森專利管理制度》等管理制度。知識產權管理工作由專業知識產權保護團隊指導、管理、檢查與監督，知識產權管理體系獲得「知識產權管理體系認證證書」。此外，我們持續開展知識產權風險監測和預警工作，圍繞核心產品對多個網絡平臺進行盜版監測，保障公司和客戶的各項權益。

The Company strictly abides by laws and regulations such as the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, and the *Copyright Law of the People's Republic of China*, and has established management systems including the *Intellectual Property Management System* and the *Beisen Patent Management System*. Intellectual property management is guided, managed, inspected, and supervised by a professional intellectual property protection team, and the intellectual property management system has obtained the "Intellectual Property Management System Certification." Additionally, the Company continuously conducts intellectual property risk monitoring and early warning work, conducting piracy monitoring on multiple online platforms around core products to safeguard the rights and interests of the Company and customers.



報告期內，公司在《商業行為準則》中明確要求員工尊重公司及他人知識產權，杜絕侵犯他人知識產權的行為，對查證的侵權行為，公司將根據相關法律法規及內部規定進行處理。

During the reporting period, the Company emphasized the importance of respecting intellectual property rights (IPRs) of both the Company and others as outlined in the *Code of Business Conduct*, in order to prevent any infringement on IPRs. In case of a proven IPRs infringement, the Company will address it in compliance with relevant laws and regulations, and internal policies.



創新成果

Innovative achievements

秉承「體驗優先」產品研發準則，以「業人一體，為員工而設計」為產品理念，北森發佈全面升級的「iTalentX 7.0」，引領從「為HR而設計」轉向「為員工而設計」的創新趨勢，助力客戶人力資源管理質效躍升。

Adhering to the "Experience-First" product development principles and the product concept of "Business-people Integration, Designed for Employees," the Company has released the "iTalentX 7.0," leading the innovation trend from being "designed for HR" to "designed for employees". This comprehensive upgrade will empower customers to significantly enhance the quality and efficiency of human resources management.



iTalentX 7.0

報告期內，圍繞風險應對、前沿科技應用等要素，基於 iTalentX 7.0 不斷深化新產品、新特性的研發和創新，實現對客戶多元化需求的精準挖掘和賦能。

During the reporting period, with a focus on elements such as risk mitigation and the application of cutting-edge technologies, the Company continuously deepened research and innovation in new products and features based on iTalentX 7.0. This enabled the precise exploration and empowerment of diverse customer needs.

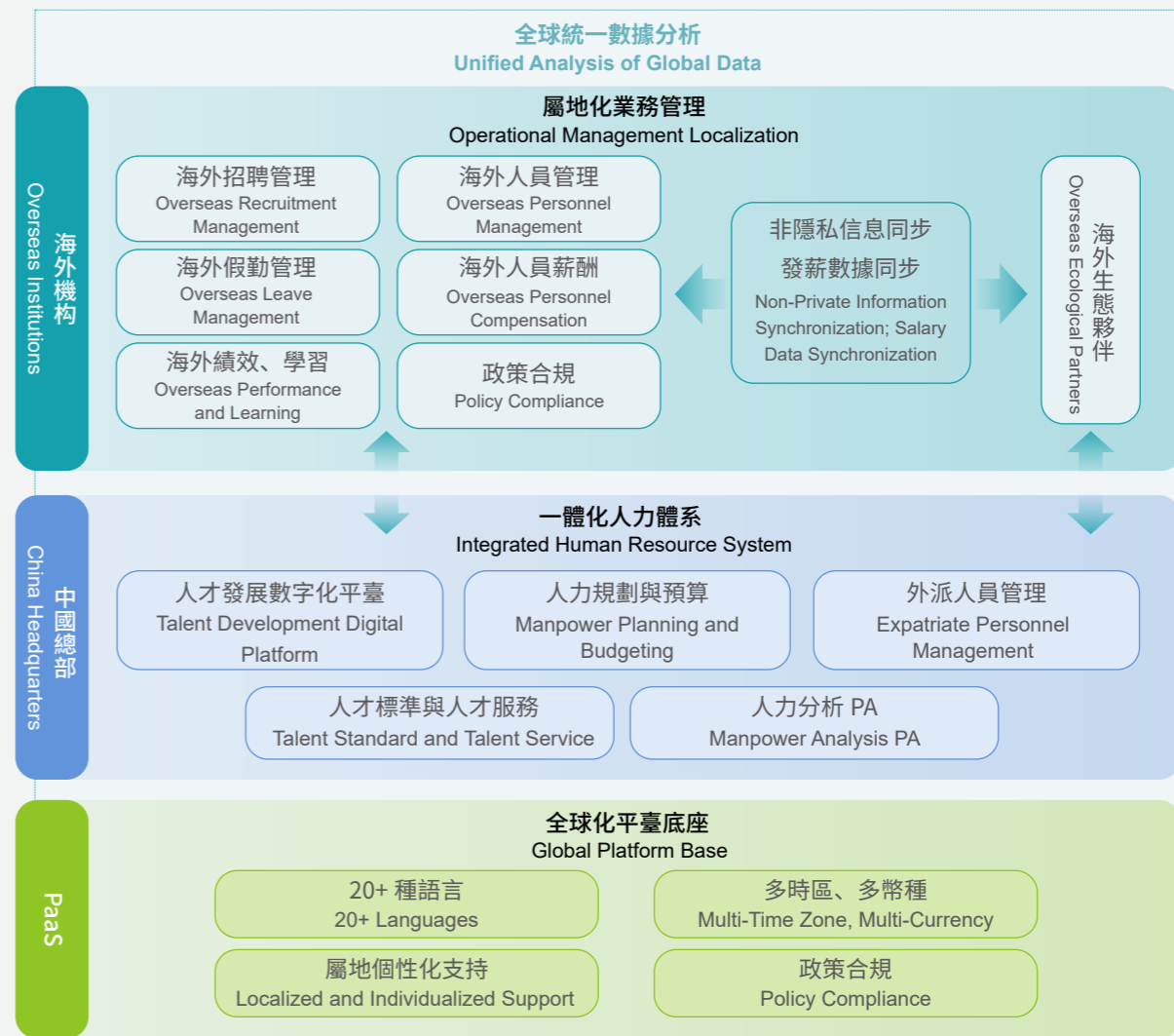
助力應對新興風險和機遇

Empowering the response to emerging risks and opportunities

案例 Case 全球一體化 HR SaaS 解決方案護航中國企業出海
Supporting Chinese enterprises' global expansion with an integrated HR SaaS solution

創新發佈「全球一體化 HR SaaS 解決方案」，為不同出海階段、不同策略類型的客戶打造差異化出海人員管理解決方案。該產品具有多語言、多時區、多幣種全球化能力，支持 80 多個國家的 20 多種語言；全面融入海外國家和地區的合規要求；實現多數據實時和流程閉環，助力客戶打造全球柔性組織。

Beisen innovatively launched a "Global Unified HR SaaS Solution," creating differentiated personnel management solutions for customers at various stages of global expansion and with different strategic approaches. This product boasts global capabilities in multiple languages, time zones, and currencies, supporting more than 20 languages for over 80 countries. It fully integrates compliance requirements of overseas countries and regions, achieves real-time multi-data and closed-loop processes, and assists customers in establishing flexible global organizations.



全球一體化 HR SaaS 全景架構
Structure of global unified HR SaaS solution

新興技術支持企業人才決策 Leveraging emerging technologies to support talent decisions

案例 Case 加強行業縱深深耕，快速回應客戶服務需求
Deepening industry expertise and rapidly responding to customer service needs

面向製造業、連鎖業等勞動力密集型行業企業，推出「勞動力管理」新產品，幫助客戶解決人力成本壓力大、精益運營需求強、合規日益收緊、員工體驗要求高等關鍵痛點，響應客戶對精細化勞動力管理的需求。

Targeting labour-intensive industries such as manufacturing and retail chains, Beisen has introduced a new product called "Workforce Management." This product assists customers in addressing key pain points such as high labour costs, the need for lean operations, tightening compliance regulations, and high employee experience requirements. It responds to customers' demands for refined workforce management in these industries.



勞動力管理系統全景圖
Workforce management system

案例 Case 探索生成式 AI 賦能，重塑員工體驗
Exploring generative AI empowerment to reshape employee experience

公司基於自研魯班 PaaS 平臺底座，打造 SenGPT 人力大模型，面向智能招聘、人才測評、人才培養、領導力發展、智能員工服務、組織與人才洞察等環節，打造 HR 全場景智能服務解決方案「AI Family」。公司不斷擴充 AI Family 產品家族，新增 AI 面試官、AI 做課、AI 員工助手、AI 測評、個人領導力教練 Mr.Sen 等基於 AI 大模型能力的 AI 原生應用，致力成為「HR 的好幫手，管理者的好參謀，員工的好朋友」。

Building upon their proprietary LuBan PaaS platform, Beisen has developed the SenGPT Human Resources Large Model, focusing on intelligent recruitment, talent assessment, talent development, leadership development, intelligent employee services, and organizational and talent insights. We have created the "AI Family" HR full-scenario intelligent service solution. By continuously expanding the AI Family product line, we have introduced AI Interviewer, AI Course Creator, AI Employee Assistant, AI Assessment, and the personal leadership coach MR.Sen, all based on AI large model capabilities. Our aim is to become "HR's good assistant, managers' good advisor, and employees' good friend."

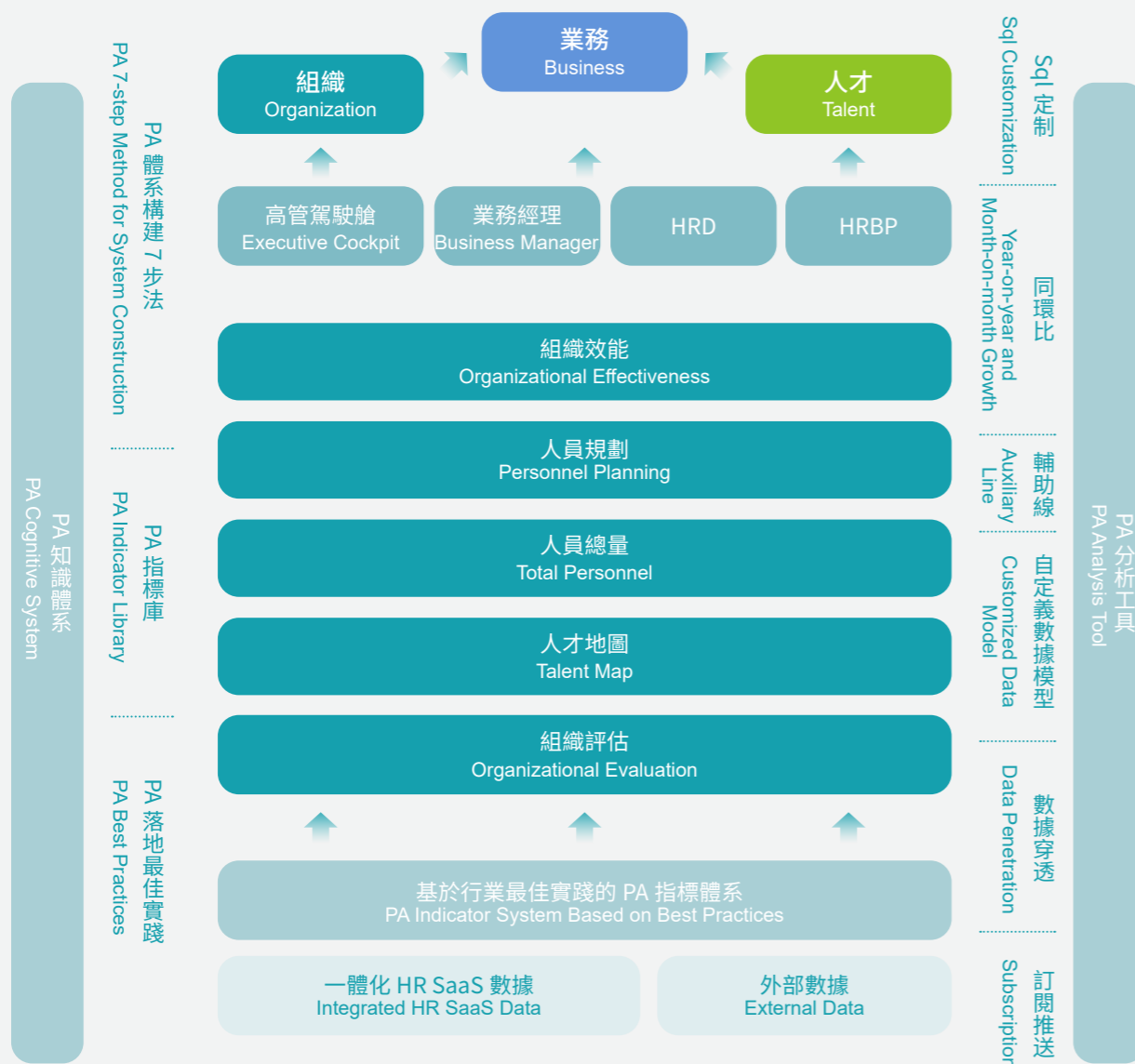


北森 AI Family: 更懂人才的人力資源全場景 AI 助手
Beisen AI Family: A Full-scenario AI assistant that Knows Talent Better

案例 洞察風險和機遇，賦能人才管理關鍵決策
Case Discerning risks and opportunities and empowering key talent management decisions

公司於 2021 年推出初代 People Analytics 解決方案，旨在幫助企業管理者和人力資源從業者高效利用人力資源管理數據資源，實現風險和機遇的預測。報告期內，公司推出了功能創新、模型創新、算法和體驗升級的 People Analytics 3.0，幫助管理者讀懂組織，找到人效切入點。

In 2021, we launched the first-generation People Analytics solution, designed to help business managers and HR professionals efficiently utilize human resources management data to predict risks and opportunities. During the reporting period, we introduced People Analytics 3.0 with functional innovation, model innovation, algorithm enhancements, and improved user experience, assisting managers in understanding their organizations and identifying points for improving workforce efficiency.



People Analytics 解決方案 3.0 框架全景圖
People Analytics Solution 3.0 Framework

塑造有韌性的人才文化
Shaping a resilient talent culture

案例 凝聚人才，助力打造韌性企業文化
Case Uniting talent to empower a resilient corporate culture

發佈「北森 Inspiring 2.0」，聚焦文化落地、員工激勵、員工關懷三大關鍵場景，覆蓋員工全生命週期，助力客戶打造提升人才凝聚力、增強員工歸屬感的企業文化。

We have launched "Beisen Inspiring 2.0," focusing on three key scenarios: cultural implementation, employee motivation, and employee care. This initiative covers the entire employee lifecycle and assists our clients in building a corporate culture that enhances talent cohesion and strengthens employee belonging.



網絡與隱私安全

Cyber and Privacy Security

網絡安全是公司發展的生命線，公司建立了完善的信息安全管理體系與隱私信息管理體系，不斷優化安全技術框架，持續提升信息安全防護水準，保障系統和信息的安全性與可靠性。

Cyber security is the lifeblood of the Company's development. The Company has established a comprehensive information security management system and privacy information management system. We continuously optimize security technology frameworks, enhance information security protection, and ensure the security and reliability of systems and data.

網絡安全管理架構

Cyber security management structure

網絡與信息安全工作由 CEO 領導的網絡與信息安全領導小組進行統籌，負責監督安全策略原則的有效落實，核心部門副總裁級管理人員共同組成管理層，嚴格保護系統和數據的生命週期安全。報告期內，公司對《北森雲計算有限公司管理體系崗位職責》進行了修訂，進一步完善相關職責分工。

The work of cyber and information security is coordinated by the cyber and information security leadership group. Led by our CEO, the group is responsible for overseeing the effective implementation of security policy principles. Vice presidents of core departments jointly form the management team, strictly protecting the lifecycle security of systems and data. During the reporting period, we revised the *Roles and Responsibilities of Beisen Management System Positions Specification*, further improving relevant division of responsibilities.



網絡安全管理體系

Network security management system

公司建立了《信息安全策略總綱》《信息安全檢查與審計管理制度》《網絡信息安全事件報告和處置管理制度》《網絡與信息安全應急回應制度》等綜合性制度，針對研發、運營等關鍵環節制定了《安全設計原則》《安全編碼規範》《安全測試規範》等流程規範，持續提升安全管理效能和安全保障能力。

The company has established comprehensive systems such as the *Information Security Policy Outline*, *Information Security Inspection and Audit Management System*, *Network Information Security Incident Reporting and Handling Management System*, and *Network and Information Security Emergency Response System*. Specific process standards like *Security Design Principles*, *Security Coding Standards*, and *Security Testing Standards* have been developed for key areas like research and development and operations to continuously enhance security management efficiency and security assurance capabilities.

體系管理小組組長協同 8 大核心部門，每年開展信息安全與隱私信息管理體系的內部審核。報告期內，審核結果為管理體系運行狀況良好。

The System Management Committee, in coordination with the eight core departments, conducts internal audits of the information security and privacy information management systems annually. The audit results for the reporting period indicate that the management systems are operating well.

截至報告期末，獲得的信息安全相關體系認證

As of the end of the reporting period, the company has obtained the following information security-related system certifications:



為持續強化全體員工的信息安全意識和能力，公司設計開發了豐富的網絡安全線上培訓課程，將線上線下培訓與考試相結合，營造全員參與的良好安全文化氛圍。

To continuously enhance the information security awareness and capabilities of all employees, the Company has developed a rich variety of online cyber security training courses. These courses combine online and offline training with examinations to foster a positive security culture of full employee participation.



客戶信息安全與隱私保護

Customer data security and privacy protection

公司制定了《北森客戶信息安全與隱私保護制度》，嚴格規範全體員工、所有供應商和第三方生態夥伴的信息安全保護管理，規定接觸客戶信息的全體人員學習並簽署《北森客戶信息安全與隱私保護承諾書》，給予客戶信息最高秘密級別的安全保護。

The Company has established the *Beisen Customer Information Security and Privacy Protection System*, which strictly regulates information security protection management for all employees, suppliers, and third-party ecosystem partners. It mandates that all personnel who come into contact with customer information must study and sign the *Beisen Customer Information Security and Privacy Protection Commitment*, protecting customer information security at the highest secrecy level.

基於《中華人民共和國個人信息保護法》和《GB/T 35273 個人信息安全規範》等法律和標準的要求，我們制定並發佈了公開的《北森 iTalentX 隱私保護政策》，以及針對官方網站等端口、測評等產品的專項隱私保護政策，同時支持用戶使用自己的隱私政策，通過知情同意、最小必要性原則全面保障客戶管理隱私數據的權利。出現數據安全或隱私洩露事件時，公司將依據《糾正和預防措施控制程序》和《北森信息網絡安全應急預案》開展補救工作。報告期內，公司未發生數據安全或隱私洩露事件。

In accordance with the requirements of the *Personal Information Protection Law of the People's Republic of China* and the *GB/T 35273 Personal Information Security Specification* and other laws and standards, we have developed and published the public *Beisen iTalentX Privacy Protection Policy*. We have also created specialized privacy protection policies for official websites, assessment products, and other interfaces, while supporting users to use their own privacy policies. Through informed consent and the principle of minimum necessity, we comprehensively safeguard the rights of customers to manage privacy data. In the event of data security or privacy breaches, the Company will carry out remedial work in accordance with the *Control Procedures for Corrective and Preventive Measures* and the *Beisen Information Network Security Emergency Plan*. During the reporting period, the Company did not experience any data security or privacy breaches.



客戶可公開獲悉的隱私保護權利
Customer Rights to Privacy Protection Publicly Disclosed

賦能客戶成功 Empowering Customer Success

作為中國領先的雲端人力資源管理解決方案提供商，以客戶為中心的理念始終貫穿公司從研發設計到產品和服務實施的全流程，保障客戶的良好服務體驗，助力企業獲得成功。

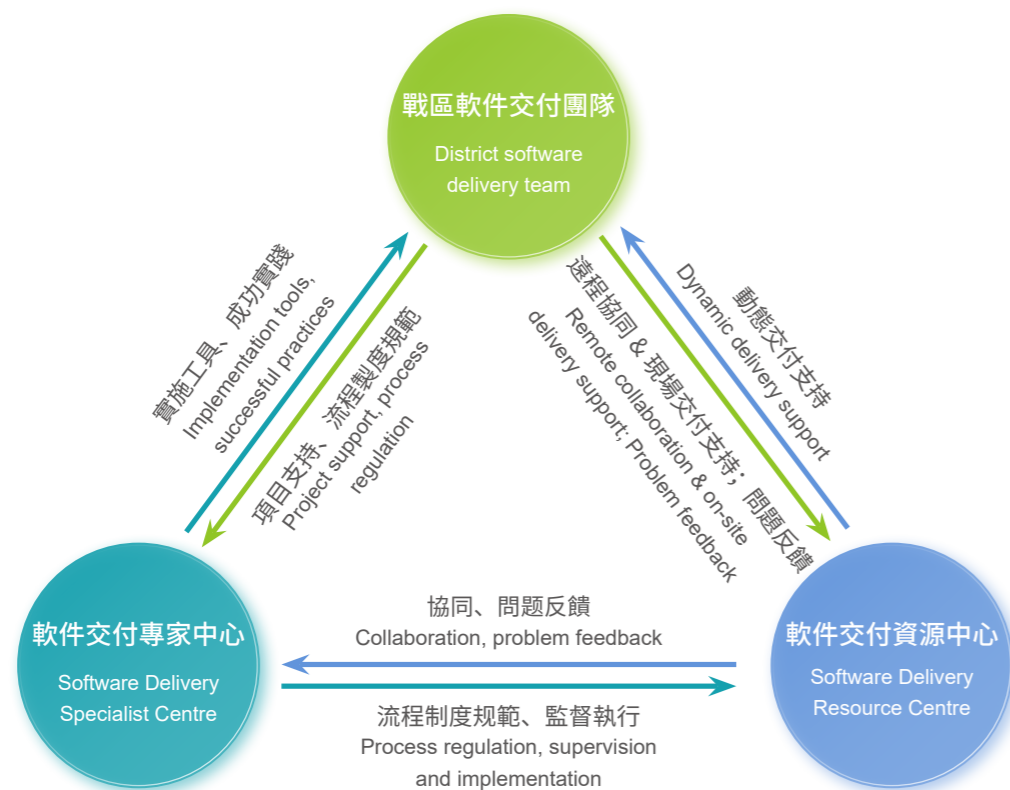
As a leading provider of cloud-based human resource management solutions in China, we have weaved the customer-centric concept into the entire process from R&D, design to product and service implementation, ensuring a good service experience for customers and helping enterprises achieve success.

客戶服務體系

Customer service system

公司對標全球領先標準建立服務體系，依託專業技能、客戶成功體系、優秀的部署服務團隊，為客戶提供高品質、快速回應的服務。同時，通過持續提升實施交付團隊能力，強化客戶成功服務體系建設，不斷提升客戶滿意度。

The Company benchmarks world-leading standards to establish a service system. Relying on professional skills, customer success systems, and an excellent deployment service team, we provide customers with high-quality and rapid response services. At the same time, we have enhanced the capabilities of the implementation and delivery team, as well as the development of the customer success service system, thus constantly improving customer satisfaction.



交付體系「三支柱」架構

“Three-pillar” Structure of the Delivery System



FR 實施交付
Fulfill Responsibility

- 提供行業領先 SaaS 實施服務
Providing industry-leading SaaS implementation services
- 快速導入北森成功實踐應用
Rapid introduction of Beisen's successful practice applications
- 搭建企業內部支持體系
Establishing internal support systems within the enterprise
- 幫助客戶業務成功
Helping customers achieve business success



CS 客戶服務
Customer Service

- 高效服務保障
Efficient service guarantee
- 多元支持計劃
Diverse support plans
- 7x24 小時支持
24/7 support
- 1 小時迅速回應
Rapid response within 1 hour



CSM 客戶成功服務
Customer Success Management

- 探索需求，資深專家一站式諮詢
Identifying needs with one-stop consultation by senior experts
- 平滑演進，提升業務創新效率
Improving business innovation efficiency seamlessly
- 協同資源，全流程發力服務客戶
Coordinating resources and providing full-process services to customers

客戶成功體系

Customer Success Management

提升服務效能

Enhancing service efficiency

公司執行涵蓋主動服務、被動服務、投訴響應的客戶服務流程規範，優化客戶訴求閉環管理機制，及時響應和解決產品全生命週期的客戶反饋。公司針對每項客戶投訴均設置專門投訴服務人、客戶成功負責人和投訴處理組，協同開展客戶投訴的受理、核查、解決、回訪等重點工作。

The Company implements standardized customer service processes covering proactive service, passive service, and complaint response, optimizes the customer demand closed-loop management mechanism, and promptly responds to and resolves customer feedback throughout the product lifecycle. Dedicated complaint service personnel, customer success managers, and complaint handling teams are assigned for each customer complaint. They collaborate with each other to complete key tasks such as complaint acceptance, verification, resolution, and follow-up.

報告期內，公司重點開展了客戶服務效能改善工作，通過多產品模塊交叉培訓，強化服務顧問的全產品一體化能力，實現客戶服務體系內客戶諮詢 100% 閉環解決，提升使用者體驗和客戶滿意度。

During the reporting period, the Company focused on improving customer service efficiency. They strengthened the integrated product capabilities of service consultants through cross-module training, achieving 100% closure of customer inquiries within the customer service system, and thus enhancing user experience and customer satisfaction.

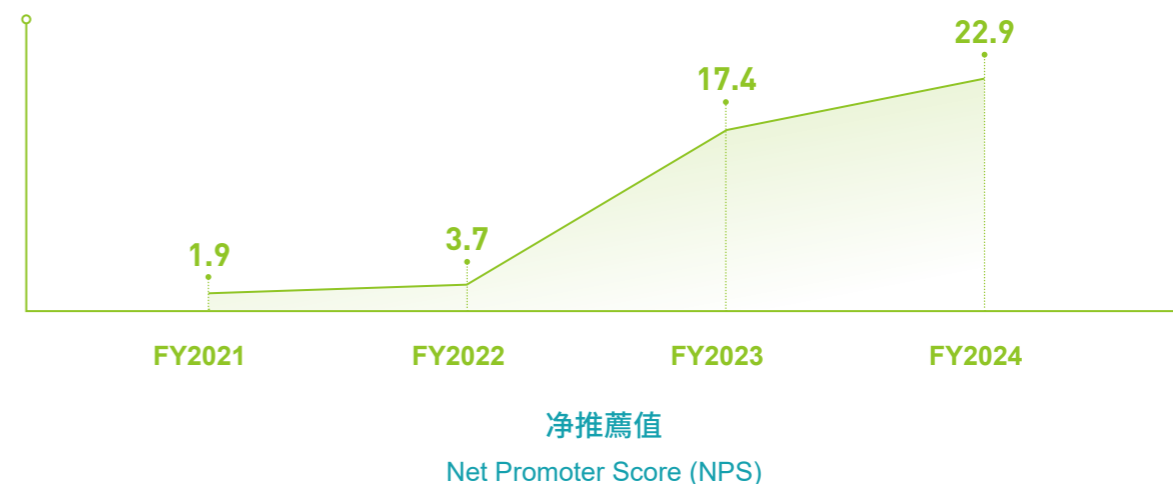


報告期內
During the reporting period

<p>90%+</p> <p>具備一體化能力的顧問佔比 Consultants with integrated capabilities</p>	<p>3 分鐘 minutes</p> <p>平均排隊時長縮短到 Average queue time reduced to</p>
<p>84%</p> <p>整體服務效能提升 Overall service efficiency improved</p>	<p>40 個</p> <p>接受客戶投訴 Customer complaints received</p>
<p>100%</p> <p>投訴解決率 Complaint resolution rate</p>	

為了檢視產品與服務質量，確保客戶成功體系的有效實施，我們每年開展 NPS 調查（Net Promoter Score，淨推薦值），NPS 管理年度目標由 CEO 領導制定。

To assess product and service quality, ensure the effective implementation of the customer success system, we conduct an annual Net Promoter Score (NPS) survey, with the NPS management annual goals set by the CEO.



案例
Case

搭建用戶社區，陪伴用戶成長
Building a user community to support user growth

公司為用戶搭建了由知識庫、線上學習課程等組成的用戶社區，旨在提升使用者的系統應用能力和水準。報告期內，對用戶社區進行持續構建和迭代，完成基於用戶角色的線上課程與學習路徑搭建。報告期內，組織線上學習訓練營 7 場，赋能 1,000 家客戶的 1,600 個用戶，更新知識庫 3,500 篇，知識庫利用率超過 55%。

The Company has established a user community consisting of a knowledge base, and online learning courses, etc., aimed at enhancing users' system application capabilities. During the reporting period, continuous construction and iteration of the user community were carried out, with online courses and learning paths built based on user roles. Seven online learning boot camps were organized during the reporting period, empowering 1,600 users from 1,000 customer companies. Over 3,500 knowledge base articles were updated, with a knowledge base utilization rate exceeding 55%.

開展責任營銷

Implementing responsible marketing

公司嚴格根據相關法律法規確保廣告投放的合法性，承諾各類宣傳材料均引用可靠來源，廣告內容真實可靠，堅決避免誇大、誤導性陳述，保障營銷工作的誠信、透明。對於供應商和生態夥伴，通過合同規定等方式，嚴格開展宣傳內容溯源和審查，確保素材合法可靠。

The Company strictly adheres to relevant laws and regulations to ensure the legality of advertising placements. Committed to citing reliable sources in all types of promotional materials, the Company ensures that advertising content is truthful and reliable, steadfastly avoiding exaggeration and misleading statements to uphold the integrity and transparency of marketing activities. For suppliers and ecosystem partners, the Company rigorously conducts source tracing and reviews of promotional content through methods such as contract provisions to ensure the legality and reliability of materials.



03 生態共繪 竭力守護綠色家園

Protecting the Ecological Home

北森重視生態文明建設，制定並公開發佈《北森環境保護政策》，持續推進節能減排、廢棄物循環利用等工作，不斷加強綠色運營規範化管理，逐步開展氣候相關風險和機遇的識別和管理，致力於實現企業運營與生態環境的共贏共生。

Beisen values the ecological civilization. We formulated and publicly released the *Beisen Environmental Protection Policy*, continuously promoting energy conservation, emission reduction, and waste recycling. We constantly strengthen standardized management of green operations and conduct identification and management of climate-related risks and opportunities, striving to achieve a win-win coexistence between corporate operations and the ecological environment.

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推動節能減排

Promoting Energy Conservation and Emission Reduction

我們嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染防治法》《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》等法律法規，持續強化節約用能管理，加強能源與資源節約意識宣導，減少廢棄物的產生，努力實現環境友好的目標。公司環境管理體系已通過 ISO 14001 環境管理體系認證。

We strictly abide by 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 Energy Conservation*, the *Law of the People's Republic of China on the Prevention and Control of the Environmental Pollution of Solid Wastes*, the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, and the *Water Pollution Prevention and Control Law of the People's Republic of China*. By further strengthening energy conservation management, advocating the awareness of energy and resource conservation, and reducing waste generation, we work to achieve environmental friendliness. The Company's environmental management system has been certified by the ISO 14001 Environmental Management System.



北森 ISO 14001 管理體系認證證書
Beisen ISO 14001 Environmental Management System Certification

用電管理

Electricity management

電力是公司使用的主要能源，我們堅持在運營過程中從點滴做起，加強節約用電知識宣貫，優先選擇開展智能化能源管理的辦公場所，最大限度提升電力使用效率。此外，公司積極探索清潔能源的使用，倡導供應商開展能源的高效管理。

Electricity is the main energy source of Beisen. We focus on details in our operations to strengthen the promotion of electricity-saving knowledge. We prefer offices that adopt intelligent energy management to maximize electricity usage efficiency. In addition, the Company proactively explores the use of clean energy and encourages suppliers to carry out efficient energy management.

智能化能源管理 Intelligent energy management

辦公場地優先租賃節能大廈，實行早上七點至晚上八點空調統一使用管理，目前共有 3 個辦公室位於節能管理場所。

We prefer energy-saving buildings as offices, and adopt unified air conditioning management from 7 AM to 8 PM. Currently, there are 3 offices located in energy-saving management buildings.

機房和數據庫使用 Computer room and database usage

除支持工區辦公網絡的部分設備外，總部服務器和數據中心採取託管模式；確保 IT 基礎設施供應商符合節能環保資質要求，確保供應鏈的高效能源管理。

Except for some equipment supporting the office network in the workplace, the headquarters servers and data centres are in hosted mode. We ensure that IT infrastructure suppliers meet requirements for energy-saving and environmental protection qualification, guaranteeing efficient energy management of the supply chain.

用水管理

Water management

公司主要用水為辦公用水，通過在當眼位置張貼「節約用水」標識等多種舉措，持續提升員工節約用水意識。此外，我們定期安排專人檢查輸水管道等設施，全面避免水資源浪費現象。我們將持續推進更多有效節水措施，探索制定切實可行的節約用水目標。本公司用水來源為市政用水，在求取合適水源上不存在問題。

Our main water usage in the Company is for offices. Through various measures such as posting "save water" signs in prominent positions, we call on employees to raise the awareness of water conservation. We also regularly assign specialized personnel to check water pipelines and other facilities to avoid water resource waste. Meanwhile, more effective water-saving measures will be taken based on feasible water-saving goals. The water resources used by the Company come from municipal water supply, and there are no concerns in sourcing water.

廢棄物管理

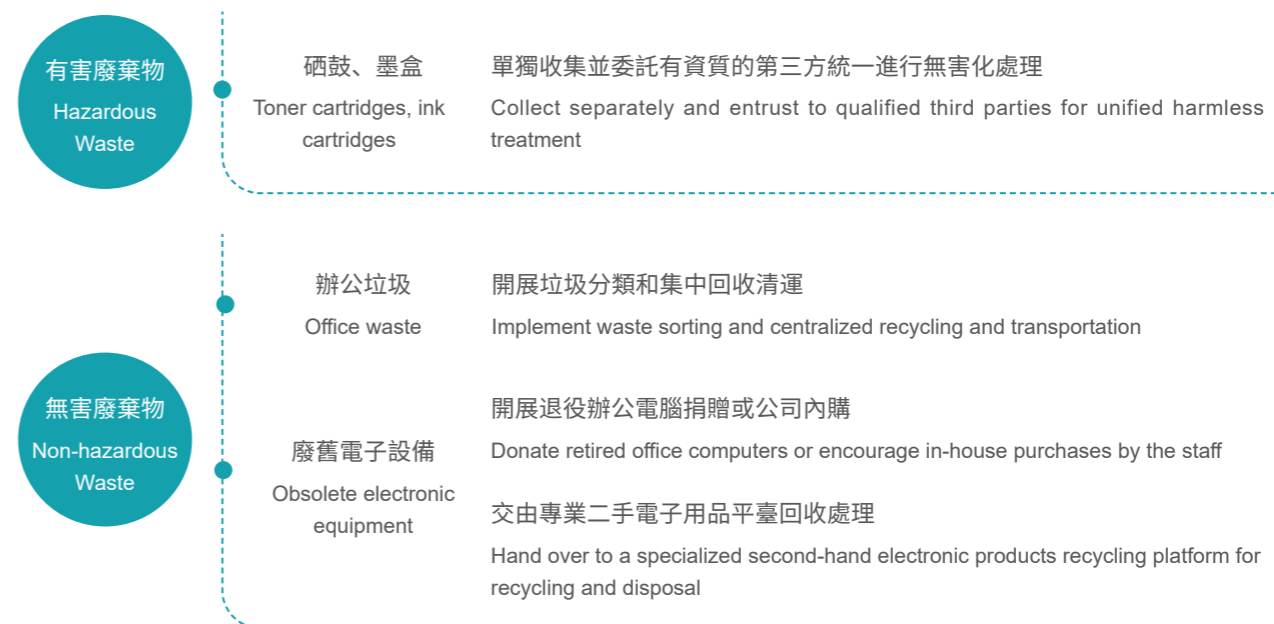
Waste management

公司持續開展廢棄物日常分類管理，提高電子廢棄物資源化利用水準，確保對廢棄物的規範化處置和再利用。報告期內，我們深化開展年度資產盤點和日常資產管理工作，進一步優化對二手電子用品的處置和循環利用。

The Company continuously carries out daily management of waste sorting to improve the resource utilization of electronic waste, as well as standardized disposal and recycling of waste. During the reporting period, we have deepened the annual asset inventory and daily asset management, further optimizing the disposal and recycling of second-hand electronic products.

廢棄物種類和處置方式

Types and Disposal Methods of Waste



開展綠色運營 Practicing Green Operations

依託公司在數字化方面的豐富經驗，我們全面提升無紙化辦公水平，加強固定資產的數字化管理，開展綠色辦公宣傳活動，建立全員低碳運營意識。

Relying on the Company's rich experience in digitalization, we strive to create a paperless office on all fronts. Through digital management of fixed assets and green office promotion activities, we raise the awareness of low-carbon operations among all employees.



案例 case 熄燈一小時，強化節約用電理念 Lights out for one hour to strengthen electricity saving philosophy

為宣導低碳生活觀念、傳播環保節能知識，廣州工區積極響應環保號召，策劃了「地球1小時」公益活動，通過熄燈1小時的方式，幫助員工形成能源資源節約與環境保護的意識。活動取得良好成效，實現每週節省5小時用電，全年節省約240小時用電。

To advocate for low-carbon lifestyle and spread the knowledge about environmental protection and energy saving, the Guangzhou Branch actively responded to the call for environmental protection and planned the "Earth Hour" public welfare activity. By turning off the lights for one hour, employees were encouraged to be more aware of energy and resource conservation and environmental protection. The activity achieved good results, saving 5 hours of electricity per week and about 240 hours of electricity annually.



應對氣候變化 Addressing Climate Change

公司高度重視氣候相關風險和機遇的管理，主動識別、評估和應對氣候變化帶來的風險和機遇，探索將氣候相關風險納入戰略、業務和財務規劃，提升自身氣候變化韌性。

The Company attaches great importance to the management of climate-related risks and opportunities. By proactively identifying, assessing, and responding to risks and opportunities brought about by climate change, we incorporate climate-related risks into strategic, business, and financial planning to enhance our resilience to climate change.



減排目標 Emission reduction target	節能目標 Energy saving target	減廢目標 Waste reduction target
在 2024 財年基礎上，維持或減少溫室氣體排放強度	在 2024 財年基礎上，維持或減少能源消耗強度	確保公司伺服器、顯示器、電腦設備等由有資質的回收商進行 100% 合規處理
Maintain or reduce greenhouse gas emission intensity based on FY2024	Maintain or reduce energy consumption intensity based on FY2024	Ensure 100% compliance disposal of servers, monitors, computer equipment, etc., by qualified recyclers

風險與機遇識別結果和應對措施
Identification Results of Risks and Opportunities and Response Measures

風險 / 機遇類型 Risk/Opportunity Type	風險 / 機遇名稱 Risk/Opportunity Name	風險 / 機遇對業務影響描述 Description of Risk/Opportunity Impact on Business	時間範圍 Timeframe	應對措施 Response Measures
物理風險 Physical Risks	● 急性物理風險 Acute	極端天氣 Extreme weather 颶風、洪水、極寒、高溫、降雨等極端天氣事件的發生，主要會影響公司運營，造成服務中斷、財產損失與數據丟失等，進而給公司營業收入與聲譽造成損失。	短期 Short-term	<ul style="list-style-type: none"> 通過採取居家辦公、調整辦公時間等靈活辦公的活動形式，保障員工人身安全及運營秩序。 Ensure employee safety and operational order through flexible working arrangements such as remote work and adjusted office hours. 於服務器上配置不間斷供電系統，以避免極端天氣對終端運營產生的影響。 Configure uninterruptible power systems for servers to avoid impacts of extreme weather on terminal operations.
	● 慢性物理風險 Chronic	平均氣溫不斷上升 Rising average temperature 平均氣溫的不斷上升，增加辦公場所通風、製冷需求，影響企業經營的長期運營成本。	長期 Long-term	<ul style="list-style-type: none"> 開展高溫天氣監測，保障運營安全。 Monitor high-temperature weather monitor to ensure operational safety. 制定高溫相關應急預案。 Develop emergency plans responding to high temperatures.
轉型風險 Transition Risks	● 政策和法律風險 Policy and Legal	日益嚴格的環境監管，碳減排與生態保護政策出臺 Increasingly stringent environmental regulation, and release of carbon reduction and ecological protection policies 企業低碳經營成本上升，合規成本增加，可能出現因未及時合規而導致罰款、聲譽受損和客戶流失；項目開發成本增加。	短期 Short-term 長期 Long-term	<ul style="list-style-type: none"> 推進實施節能降耗措施，加快低碳轉型。 Implement energy-saving measures and accelerate low-carbon transition. 及時擬定或更新內部相關政策。 Timely draft or update the relevant internal policies. 在准入、考核階段關注服務器託管供應商的環境政策合規性，發現不合規情況時及時止損。 Pay attention to the environmental policy compliance of server hosting suppliers during the entry and assessment stages, and promptly mitigate losses if non-compliance is found.
	● 市場風險 Market	全球市場關注的改變 Changes in global market concerns 投資者、客戶對於企業排放和資源使用、提供低碳產品和服務能力的關注日益增加，未來市場的競爭壓力變大。	長期 Long-term	<ul style="list-style-type: none"> 推進適合行業發展趨勢的綠色運營模式，持續提升數字化管理水準，監測客戶滿意度。 Promote green operation models suitable for industry development trends, continuously enhance digital management levels, and monitor customer satisfaction.
	● 技術風險 Technical	低碳技術 Low carbon technology 隨著國家政策驅動，公司在低碳技術研發和應用上的投入將會增加。	短期 Short-term 長期 Long-term	<ul style="list-style-type: none"> 推進節能減排技術應用。 Promote the application of energy-saving and emission-reduction technologies.
機遇 Opportunity	● 市場機遇 Market	產品服務創新 Product and service innovation 企業關注建立韌性人才團隊，對人才的可持續發展戰略、目標、披露需求將會上升。	短期 Short-term 長期 Long-term	<ul style="list-style-type: none"> 創新產品特性，佈局更加全面的人才可持續發展資料收集和洞察工具，從而建立有效的人才可持續發展戰略、目標並進行高效、透明的信息披露。 Innovate product features, adopt more comprehensive data collection and insight tools for talent sustainable development, and thereby establish effective sustainable talent development strategies, goals, and conduct efficient, transparent information disclosure.

備註：根據業務開展模式，風險與機遇清單中定義時間範圍短期為 1—3 年；中期為 3—5 年；長期為 5 年及以上。

Note: According to our business operational model, the defined timeframes for risks and opportunities are: short-term (1-3 years), medium-term (3-5 years), and long-term (5 years and above).



04 員工共進 打造健康成長環境

Creating a Healthy Growth Environment for Employees

北森始終堅持「員工成功」的理念，依託自身人力資源數字化管理的經驗和技術優勢，建立暢通的人才職業發展渠道和相匹配的培養體系，為員工營造工作與生活相平衡的辦公氛圍，以「業人一體」為業務和實踐的目標，和員工共享公司業務與發展成果。

Beisen always adheres to the concept of "employee success". Leveraging our experience and technical advantages in HR digital management, we have established smooth career development channels and matching training systems to create a working environment where employees can balance their work and life. With the concept of business-people integration for business and practice, Beisen shares the business and development achievements of the Company with employees.

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保障員工權益

Protecting the Rights and Interests of Employees

公司致力於打造「溫暖、高效、專業」的用人氛圍，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》《中華人民共和國未成年人保護法》《禁止使用童工規定》等政策法規，保障員工的各項合法權益，堅決防範僱傭童工及強制勞工等非法僱傭行為，塑造多元、平等與包容的職場文化。

The Company is committed to creating a "warm, efficient, and professional" employment atmosphere. In accordance with laws and regulations such as the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on Protection of Minors*, and the *Provisions on the Prohibition of Using Child Labour*, we safeguard the legitimate rights and interests of employees, resolutely prevent illegal employment behaviours such as child labour and forced labour, and foster a diverse, equal, and inclusive workplace culture.

合法僱傭

Legal employment

依據《北森人權承諾書》《北森反歧視反騷擾政策》等制度，公司秉承公平競爭和擇優錄取的用人原則，保障人才在招聘、僱傭各階段不因性別、種族、年齡、國籍、宗教信仰等因素受到區別對待或歧視，堅持平等僱傭。同時，我們積極吸納多元化人才，並為弱勢群體提供就業機會。對於部分崗位優先考慮退伍軍人、殘疾人群等群體的就業需求。公司將《員工手冊》《內部招聘管理制度》等各項涵蓋招聘、晉升、解僱等流程的管理制度及政策規範均在內部制度平臺進行公開供員工查閱，並對各項制度進行適時修訂，以確保符合法律法規要求。

Based on systems such as the *Beisen Human Rights Commitment* and the *Beisen Anti-Discrimination and Anti-Harassment Policy*, the Company follows the principles of fair competition and merit-based recruitment. We guarantee that talents are not treated differently or discriminated against due to gender, race, age, nationality, or religious beliefs at any stage of recruitment or employment, making sure the prevailing of equal employment. Meanwhile, we actively welcome diverse talents and provide employment opportunities for vulnerable groups. For certain positions, we prioritize the employment needs of veterans and individuals with disabilities. Various management systems and policies covering recruitment, promotion, and dismissal processes, such as the *Employee Handbook* and the *Internal Recruitment Management Code*, are available on the internal system platform for employees to review. We make timely revisions of various systems to ensure compliance with laws and regulations.

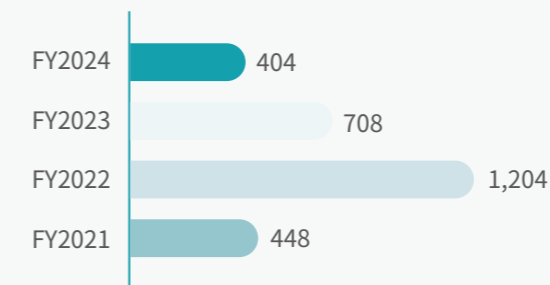
公司本著自願原則與候選人簽訂勞動合同，在招聘、入職過程中核實候選人身份信息、開展背景調查，確保篩選出合適的候選人。我們將依據法律法規及公司要求對任何僱傭童工及強制勞工行為進行嚴肅處理並採取相應的補救措施。自成立以來，公司未發生僱傭童工及強制勞工等非法僱傭行為。

The Company signs labour contracts with candidates based on the principle of voluntariness. We verify the identity information of candidates and conduct background checks during recruitment and onboarding to ensure the selection of suitable candidates. We strictly handle any employment of child labour or forced labour and take corresponding remedial measures according to laws, regulations, and Company requirements. Since its establishment, no illegal employment of child labour or forced labour has occurred in the Company.

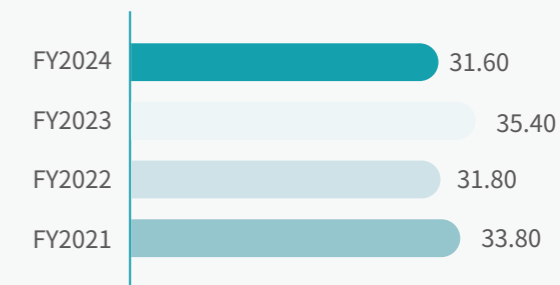
報告期內
During the reporting period



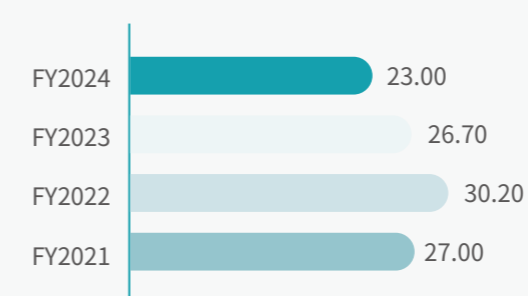
○ 新僱傭員工總數(人)
Total number of newly hired employees



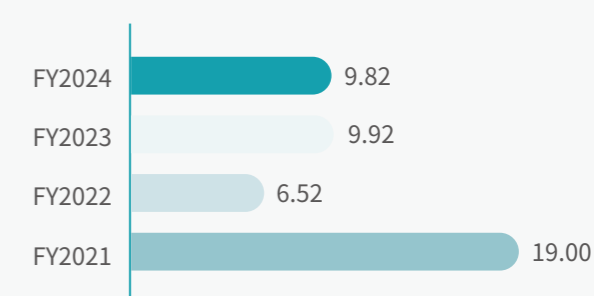
○ 員工總流失率 (%)
Total turnover rate



○ 員工自願離職率 (%)
Voluntary turnover rate



○ 內部招聘佔比 (%)
Internal recruitment ratio



績效激勵

Performance incentives

我們倡導以「重視人才、績效文化」為核心的薪酬理念，制定有《薪酬福利管理制度》《北森外派人員補助制度》《激勵制度》等，實行定崗定薪，保障同工同酬，根據職位序列和職級標準公平公開制定員工的薪酬及激勵結構，為全體員工提供具有競爭力的薪酬體系。

We advocate for a remuneration principle that revolves around talent and performance appreciation. According to the systems such as the *Remuneration and Benefits Management System*, the *Beisen Expatriate Subsidy Policy*, and the *Incentive Policy* of the Company, we tailor salaries based on position requirements to ensure equal pay for equal work. We fairly and openly formulate employee salary and incentive structure based on job sequences and grading standards, providing a competitive salary system for all employees.



績效管理流程

Performance Management Process

為高級管理層以下的員工開設激勵計劃，主要形式為股份期權與受限制股份單位，覆蓋比例達到 25%—30%

Offering incentive plans for employees below the senior management level, mainly in the form of stock options and restricted stock units, covering 25%-30% of employees

嚴格落實「以責任貢獻為導向、以奮鬥者為本」的文化，強調長期與短期績效平衡，嚴格落實北森績效管理制度，對員工績效進行季度管理與評估

Strictly implementing the culture of "Responsibility and Contribution-Oriented and Striver First", with the emphasize on the balance of long-term and short-term performance; strictly implementing Beisen's performance management system, and managing and accessing employee performance on a quarterly basis

績效激勵措施

Performance Incentive Measures

溝通與交流

Communication and exchange

與員工的雙向溝通是保障人才團隊向心力的重要一環。通過設置公開郵箱反饋渠道，開展形式多樣的員工對話活動，公司內部形成了暢通的雙向溝通橋樑。我們對收集的所有意見和建議進行 100% 反饋，並不斷優化溝通機制、拓寬溝通渠道，促進員工之間的相互理解和信任，營造公正、透明和高效的工作環境。

The two-way communication with employees is an integral part of improving cohesion of the talent team. By setting up a public email for feedback and carrying out various forms of employee dialogues, the Company has formed a smooth two-way internal communication bridge. We provide 100% feedback on all collected opinions and suggestions, continuously optimize communication mechanism and broaden communication channels to promote mutual understanding and trust among employees, creating a fair, transparent, and efficient working environment.

案例 case 舉行 iOpen 活動，開展員工對話 Organizing iOpen activity to communicate with employees

公司聯動「春耕行動」和 21 週年司慶舉行 iOpen 活動，公司高管以直播形式向員工傳遞公司戰略週期之下的倡導和行動策略，營造自上而下一條心的團隊氛圍；與員工進行交流，瞭解員工心聲和大家最關心的話題，答疑解惑，解決實際問題。

Taking the opportunity of "Spring Plowing Plan" and the 21st Company Anniversary celebration, we organized the iOpen activity. Senior management conveyed the Company's advocacy and action strategies under the Company strategic cycle to employees via live broadcasts, creating a top-down united team. They engaged in dialogues with employees to listen to their voices and address their actual concerns.

通過此次活動，我們對員工心之所向的高頻問題做出官方回應，在森 Spire 文化激勵系統進行發佈。

At this event, we provided official responses to the high-frequency issues that employees were concerned about and published them in the Beisen Spire cultural incentive system.



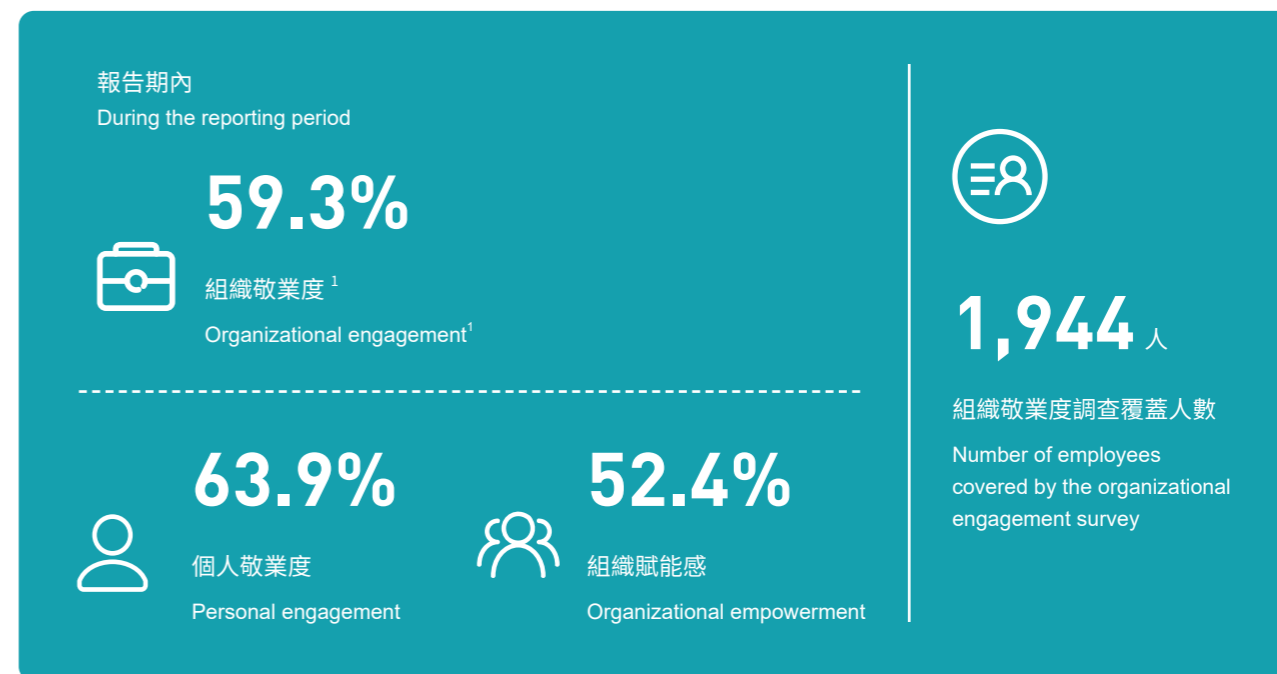
活動宣傳海報
Activity promotion poster

基於多年的專業經驗積澱，公司建立了獨有的敏捷組織敬業度模型，並每年開展員工敬業度調查。通過對調查數據進行分析總結，根據年度數據波動瞭解驅動原因變化，為人才團隊建設和發展提供有益指導。

Based on years of professional experience, the Company has established a unique Agile Organizational Engagement Model and conducts employee engagement survey annually. By analysing and summarizing the survey data, we can understand the changes in driving factors based on annual data fluctuations, thereby providing useful guidance for talent team building and development.



北森敏捷組織敬業度模型
Beisen Agile Organizational Engagement Model



¹ 組織敬業度調查採用 1-6 分描述認可度，以高認可度員工比例計算總體得分。組織敬業度由個人敬業度與組織賦能感共同構成，採用公司組織敬業度模型進行綜合計算。

¹ The organizational engagement survey uses a 1-6 scale to describe the level of approval, with the total score calculated based on the proportion of highly approved employees. Organizational engagement is composed of individual engagement and organizational empowerment, comprehensively calculated using the Company's organizational engagement model.

賦能員工成功 Empowering Employee Success

我們建立了科學合理、空間廣闊的員工職業發展體系，不斷優化相匹配的培養體系，提升員工職業發展能力，激發員工價值創造力。

We have established a scientific, reasonable, and spacious employee career development system. By continuously optimizing the matching training systems, we work to enhance employees' career development capabilities and stimulate their value creation abilities.

發展路徑

Development path

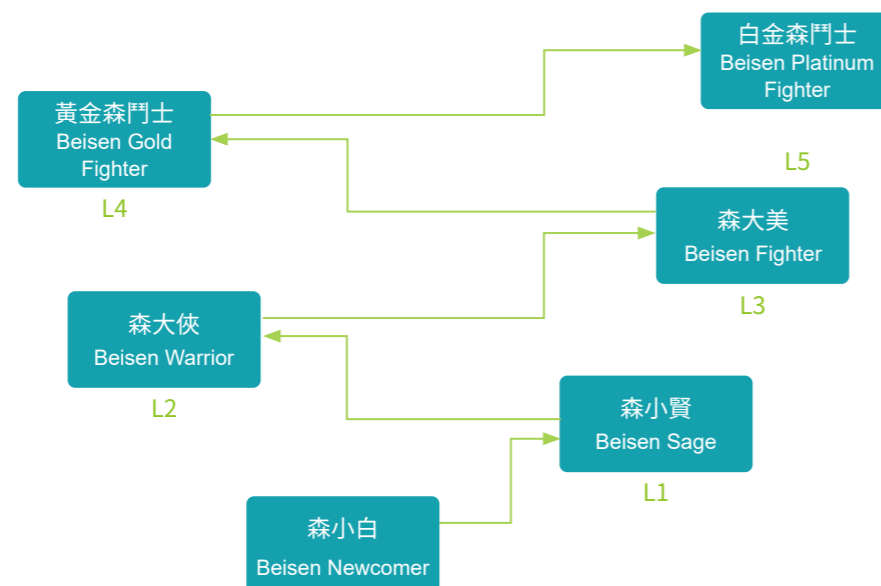
我們制定《職業發展管理制度》，並以此為指導，公司的員工職業發展管理機構職責、職位職級體系構成、職業發展路徑、晉升結果與申訴、職級應用管理、職級關聯應用等關鍵要素清晰明確。我們實行管理與專業雙通道職業發展路徑，專門面向校招生建立成長路徑項目，保障具有不同職業優勢、處於不同發展階段的員工擁有適宜的發展空間，讓員工能夠發揮所長，實現快速成長。

We have formulated and followed the *Career Development Management Policy*, which clearly defines the Company's employee career development management department responsibilities, position and grading system, career development paths, promotion results and appeals, grade application management, and grade-related applications. We implement a dual-channel career development path of management and profession and establish special growth path cases for campus recruits, ensuring that employees with different professional strengths and at different stages of development have suitable development spaces, allowing them to maximize their strengths and achieve rapid growth.

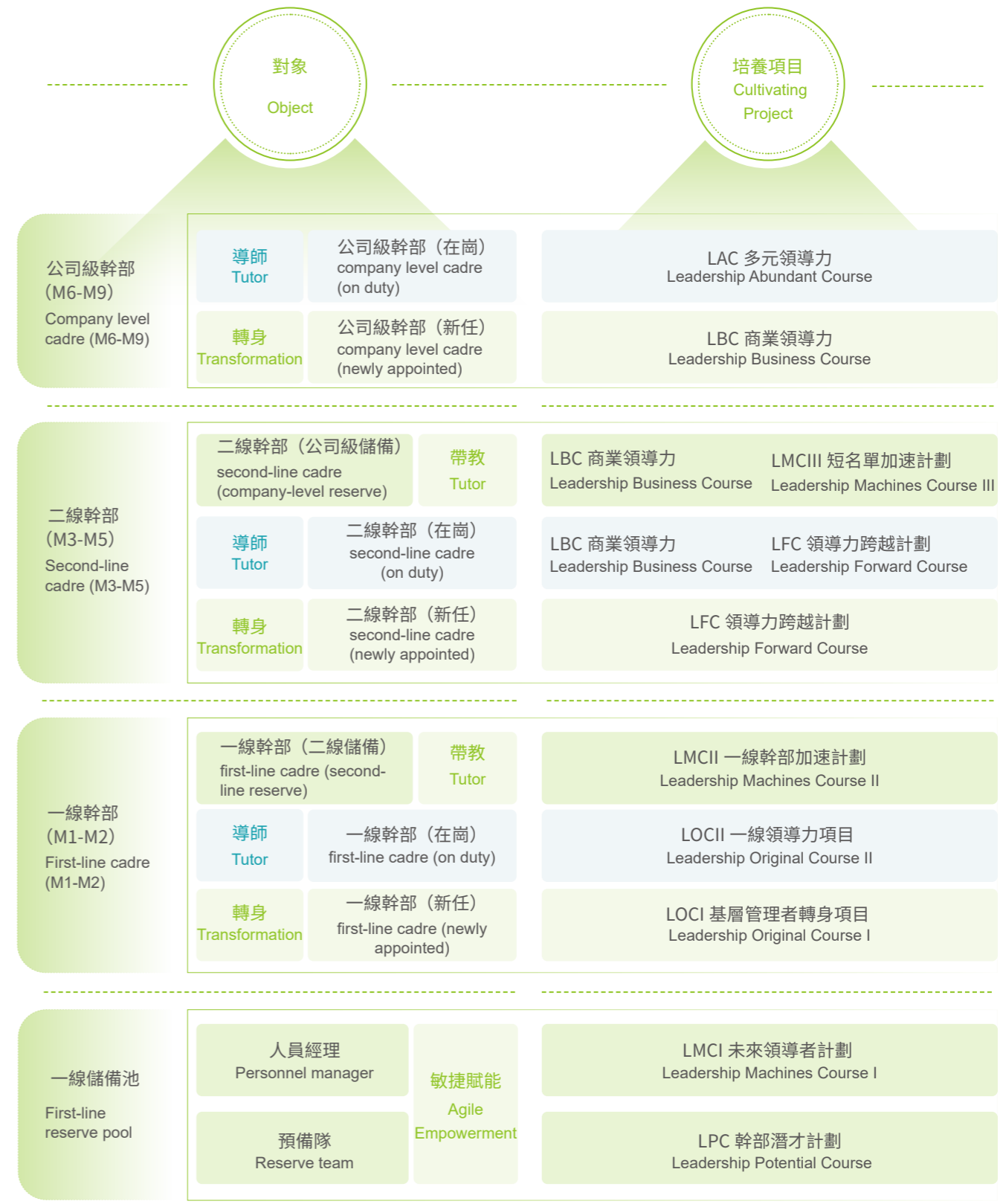
「專業」培養路徑 Professional Development Path

針對各層級所需的專業能力不同，將專業成長路徑劃分為新入職、L1-L5 層級

According to the different professional abilities required at each level, the professional growth path is divided into new recruitment, and L1-L5 levels:



「幹部」培養路徑 Leadership Development Path



「森π生」成長路徑設置 “Sen π Student” Growth Path Setting



為滿足員工的職業發展需求，我們支持員工根據自身優勢承擔相應的工作，並為員工提供內部調崗與晉升的多種選擇，在管理崗位的選拔中，優先為內部員工提供充足的機會。

To meet the career development needs of employees, we support employees in undertaking corresponding work based on their own advantages and provide various choices for internal job transfers and promotions. In the selection of management positions, priority is given to in-house employees of the Company.

案例 case 組織關鍵業務核心參與者專項培訓 Organizing special training for core participants in key businesses

在新舊財年切換的關鍵網繆期，面向創新業務的核心參與者特別舉辦升維賦能體驗式學習主題工作坊，旨在為其創造一次學習、感知、體悟、點燃、行動的旅程，在面向未知與未來的過程中實現螺旋上升與發展。

During the critical preparation period for the transition between fiscal years, special upgrading and empowerment experiential learning workshops were held for core participants in innovative businesses. The aim was to create a journey of learning, perceiving, experiencing, igniting, and taking action for them to achieve spiral ascent and development in facing the unknown and the future.



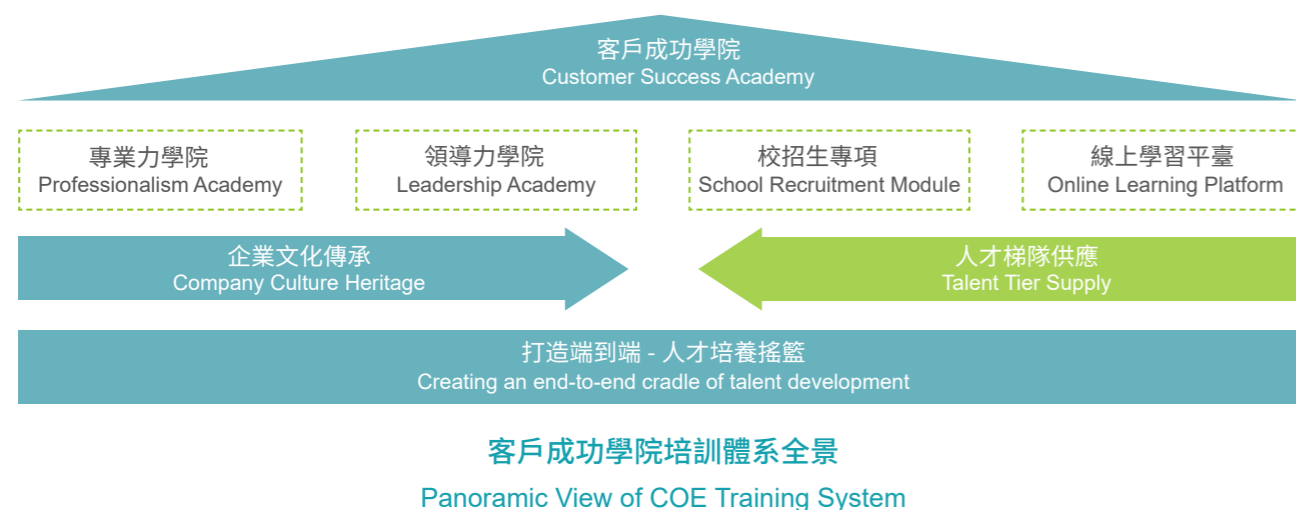
人才管理業務創新升維培訓現場
Training session on talent management business innovation and upgrading

培訓體系

Training system

我們通過客戶成功學院為員工提供全面系統的培訓，打造端對端的人才培養搖籃，形成人才梯隊供應，實現北森企業文化傳承。制定科學明確的培訓路徑，在員工的每個成長環節設置標準化認證流程，讓員工的成長有依據、有評價。

Through the Customer Success Academy (COE), we provide comprehensive and systematic training for employees, creating an end-to-end talent cultivation cradle, forming a talent tier supply, and achieving the inheritance of Beisen's corporate culture. We formulate a scientifically clear training path and set standardized certification processes at each growth stage of employees, providing basis and evaluation for employee growth.



我們致力於為員工提供適宜的培訓體系，建立「專家培養體系、骨幹培養體系、生力軍培養體系」北森三層次專業力打造體系，助力員工全面發展。
We are committed to providing an appropriate training system for employees. With the Three - tiered Professional Development of Beisen, consisting of Specialist Training System, Backbone Training System, and Campus Recruit Training System, we assist the comprehensive growth of employees.

專家培養體系
Specialist Training System

依託軟件專家條線「行研社」、測評專家條線「高研社」，面向高級專家開展產學研一體的賦能發展項目。
Replying on the software experts "Industry Research Institute" and assessment experts "Advanced Research Institute," we carry out the empowerment projects that integrate industry, universities and research institutes for senior experts.

骨幹培養體系
Backbone Training System

對腰部力量的骨幹員工，圍繞任職資格中的關鍵能力項、關鍵跨越項，開展專業能力認證，為職級向上發展提供能力支撐。
For the backbone employees that compose the Company's central force, professional capability certification programs are carried out revolving around the key abilities and key leapfrogging skills that pertain to vocational qualifications, so as to provide capability support for the upward development of the career echelon.

生力軍培養體系
Campus Recruit Training System

針對校招生群體，開展為期三年的培養項目，關注校招生群體從搖籃到騰飛的全成長過程，助力其在知識儲備、專業能力、價值觀、職業化方面的全面勝任。
A three-year training program is carried out for Beisen's campus recruited employees, focusing on the entire career growth process from cradle to maturity, and helping them to be fully competent in terms of knowledge reserve, professional ability, values and professionalism.

分層分類培訓體系
Beisen's Tiered Training System

崗位學習計劃與專項學習結合，分層分類落實員工培訓課程設置。
Our employee training curriculum is categorized and implemented in accordance with position levels and job learnings with specialized skills.





公司為員工提供豐富的培訓課程與形式，保障不同類型的培訓內容與培訓形式、員工崗位相匹配，提升培訓效率和成效。

The Company provides employees with diverse training courses in different forms to match the training content and forms with employee job positions, enhancing training efficiency and effectiveness.



打造幸福職場 Building a Happy Workplace

北森致力於為員工營造健康、幸福的工作環境，通過開展多維度的健康關懷項目、組織豐富多樣的文體活動，建設有凝聚力、向心力、文化認同感的人才團隊。

Beisen spares no effort to create a healthy and happy work environment for employees. By conducting multi-dimensional health care projects and organizing rich and diverse cultural and sports activities, we are dedicated to building a cohesive, centripetal, and culturally recognized talent team.

健康與安全

Health and safety

公司高度關注員工身心健康，根據《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等法律法規，制定了《北森職業健康與安全政策》，人力部門負責整體監督管理員工健康安全相關措施的落實情況。我們持續為員工營造良好舒適、健康可靠的辦公環境，提供相關的培訓教育支持，不斷提升員工體驗。公司已通過 ISO 45001 職業健康與安全管理體系認證。

The Company pays close attention to the physical and mental health of employees. In accordance with the *Work Safety Law of the People's Republic of China* and the *Prevention and Control of Occupational Diseases Law of the People's Republic of China* and other laws and regulations, we formulate the *Beisen Occupational Health and Safety Policy*. The HR department is responsible for overall supervision and management of the implementation of employee health and safety-related measures. We devote continuous efforts to create a sound, comfortable, healthy, and reliable working environment for employees and provide relevant training and education support, further improving employee experience. The Company has obtained the ISO 45001 Occupational Health and Safety Management System certification.



活力與文化

Vitality and culture

我們制定並嚴格按照《考勤管理制度》規範管理員工工作時間，保障員工工作與生活的平衡，提升員工幸福感。我們還為員工提供生日賀禮、假期福利、員工內購、租房福利等多維福利關懷，開展健身社團組建、節假日趣味活動等豐富多彩的文化活動，充實員工精神文化生活，提升人才團隊凝聚力和向心力。

We formulate and strictly follow the *Attendance Management Policy* to standardize the employees' working hours, ensuring the work-life balance of employees and enhancing their sense of happiness. In addition, we provide various welfare benefits such as birthday gifts, holidays gifts, in-house employee purchases, rental subsidies, etc., and organize a variety of cultural activities such as fitness clubs and holiday fun activities, enriching employees' spiritual and cultural life and enhancing the cohesion and affinity of the talent team.



六一兒童節 Children's Day (June 1)

「童趣嘉年華，潮玩森未來」主題活動：開展兒童節快樂親子日、食光小賣部、成功歡樂穀等多種活動
"Childhood Carnival in Beisen" Theme Activities: Organizing parent-child activities on the Children's Day, childhood snack stall, happy valley, and other activities.

端午節 Dragon Boat Festival

「仲夏歡趣，粽享端午」：發放端午定制禮，開展創意 DIY 活動
"Enjoy Dragon Boat Festival in the Mid-Summer Time": Distributing customized Dragon Boat Festival gifts and organizing creative DIY activities.

夏日特別活動 Special Summer Activities

「夏日清涼大作戰」：在工區設立「夏日充能站」，提供雪糕等夏日清涼好物
"Fighting against Summer Heat": Setting up "Summer Cooling Station" in work areas and providing ice cream and other summer cooling items.

程序員專屬節日 Exclusive festival for programmers

「碼力十足，猿氣滿滿」——開展線上能量幣+線下盲盒活動，在活動中融入公司文化產品，提升文化認同感
"Pep Up Programmers": Carrying out online energy coin and offline blind box activities, integrating the Company's cultural products into the activities to enhance cultural recognition.

三八婦女節 International Women's Day (March 8)

「女神節」：為女性員工提供專屬禮品和鮮花
"Goddess Festival": Providing exclusive gifts and flowers for female employees.

中秋節 Mid-Autumn Festival

「月動森球」：發放中秋定制禮，開展中秋主題下午茶活動
"Beisen Moon Moves": Distributing customized Mid-Autumn Festival gifts and holding Mid-Autumn themed afternoon tea activities.

HR 從業者專屬節日 Exclusive festival for HR practitioners

「Hello,HR!」：結合公司戰略落地，開展五大戰役集貼活動，增強歸屬感與自豪感
"Hello, HR!": While implementing the Company's strategies, carrying out five sticker collection activities to enhance the sense of belonging and pride.



員工文化活動一覽
Overview of Employee Cultural Activities



05 社會共興 攜手共赴美好未來

Working Together for Shared Prosperity and a Bright Future

回應合作夥伴、社區等利益相關者的期望和訴求是公司長久發展的支柱之一。我們聯合供應鏈夥伴共建負責任供應鏈，依託專業優勢助力構建向上向前的行業生態，利用科技力量助力社區解決痛點問題，攜手社會各方共同實現長期價值創造。

Responding to the expectations and demands of partners, communities and other stakeholders is one of the pillars of the company's long-term development. We work with supply chain partners to build a responsible supply chain, and contribute to a positive industrial ecology with our advantages. We help the community to solve key problems with the power of science and technology and work together with all parties to create long-term value.

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打造負責任供應鏈 Building a Responsible Supply Chain

我們致力於攜手合作夥伴共建負責任的供應鏈，為此，我們重視對供應鏈 ESG 風險的追蹤和管理，逐步建立起供應商 ESG 評審標準，加強對採購人員和供應商的廉潔管理，共同打造公平透明、和諧共贏的供應鏈生態。

We are committed to building a responsible supply chain with partners. To this end, we attach great importance to tracking and managing ESG risks in supply chain, gradually establish supplier ESG evaluation criteria, and strengthen integrity management of procurement personnel and suppliers, so as to jointly create a fair, transparent, harmonious and win-win supply chain ecology.

陽光採購管理 Transparent procurement management

我們不斷加強面向自身採購人員的腐敗風險管理和日常監管，開展年度廉潔培訓，強化採購人員廉潔與合規意識。報告期內，抽查發現採購崗位員工貪腐行為 0 宗。

We keep improving corruption risk management and daily supervision targeting our procurement personnel, and carry out annual integrity training to strengthen their integrity and compliance awareness. During the Reporting Period, no cases of corruption among employees in procurement positions were reported.

陽光採購管理舉措

Measures for transparent procurement management

腐敗風險管理 Corruption risk management

基於公開貪腐案件資料開展業務風險分析，建立腐敗風險的預警和溝通機制，主動做好預防和內控工作。

We conduct business risk analysis based on open materials of corruption cases, establish an early warning and communication mechanism for corruption risks, and actively carry out prevention and internal control.

廉潔培訓 Integrity training

每年固定開展兩次常態化培訓，包括員工守則廉潔與合規要求、反腐專題培訓。

Regular training is conducted twice a year, including special training on employee code of conduct, integrity and compliance requirements, and anti-corruption.

日常監管 Daily supervision

通過採購線上系統開展採購人員關聯關係排查和預警；組織不定期採購人員廉潔情況抽查；向採購人員和供應商統一發送《陽光採購倡議書》。

We investigate relationship of procurement personnel through the procurement online system and carry out early warning. Random checks on the integrity of procurement personnel have been done irregularly. We send *Transparent Procurement Proposal* to both procurement personnel and suppliers.

供應鏈 ESG 管理 Supply chain ESG management

依據《北森供應商管理辦法》《北森採購管理制度》，我們形成了面向全體合作供應商的“開發、評審、考察、入庫、履約評價”供應商全生命週期管理，全面啟動供應商線上化管理，提升供應鏈風險管理水準。

In accordance with the *Beisen Supplier Management Measures* and *Beisen Procurement Management System Policy*, we have formed a supplier lifecycle management system covering development, review, inspection, input and performance evaluation for all our suppliers, and comprehensively launched online supplier management to improve supply chain risk management.

公司正加快探索和推行在評審環節應用供應商 ESG 評審標準，定期評估和降低供應鏈各環節的環境與社會風險，優先考慮提供具有 ESG 屬性（如環保、公益等）產品的供應商，關注供應商的企業社會責任履責情況。

The company speeds up efforts to explore and implement supplier ESG evaluation criteria during assessment, and assesses and reduces environmental and social risks in all aspects of the supply chain regularly. The Company gives priority to suppliers who provide products with ESG attributes (such as environmental protection, public welfare, etc.) and pays attention to suppliers' CSR due diligence.

供應鏈風險評估與供應商 ESG 評審標準

Supply Chain Risk Assessment and Supplier ESG assessment criteria

風險評估類型

Risk assessment aspects

勞工、員工權益等風險，
穩定性與安全性風險
Risks such as labour and employee rights and interests, as well as stability and security risks

社會
Society

環境排污風險、環境
保護政策風險
Environmental pollution risk and environmental conservation policy risk

環境
Environment

評審標準

Assessment criteria

環境維度
Environmental dimension

- 施行雙碳規劃，有明確的減碳路徑
To implement the dual carbon plan with a clear carbon reduction path.
- 具有降低供應鏈環境污染方面的實際舉措，推進綠色供應鏈
To take practical measures to reduce environmental pollution caused by supply chain and promote a green supply chain.
- 使用經濟適用的清潔能源，推廣綠色辦公
To use affordable and clean energy to promote green office.
- 施行綠色採購政策及相關措施
To implement green procurement policies and related measures.

社會維度
Social dimension

- 具備數據安全方面的高質量管理
To be capable of conducting high-quality management over data security.
- 關愛員工健康，守護員工福祉
To care for employees' health and protect their well-being.

治理維度
Governance dimension

- 建立合規制度，開展合規管理
To establish a compliance system and carry out compliance management.

為降低供應鏈的腐敗事件風險，我們通過簽署承諾、開展培訓等方式加強對供應商廉潔從業的管理和資源支持。

To reduce the risk of corruption in the supply chain, we sign commitments and carry out training, as a means to strengthen management of and resource support for suppliers' integrity practices.

反腐培訓 Anti corruption training

通過日常溝通、書面溝通等方式向供應商夥伴宣貫反腐敗要求。

We publicize and implement anti-corruption requirements to suppliers through daily communication and written communication.

協議承諾 Agreement

與大額採購供應商簽署《廉潔合作協定》，報告期內簽署比例為 100%。

We signed the *Integrity Cooperation Agreement* with suppliers, with 100% signing during the reporting period.

構築行業生態

Fostering an Industrial Ecology

依託在人才管理領域的資源和經驗積累，我們積極為行業培養優秀人才，持續輸出先進研究成果，構建高校、行業組織、企業等生態共建者的交流平臺，支持行業高質量發展。

With our resources and experience in talent management, we actively cultivate outstanding talents for the industry, continuously produce advanced research results, build an exchange platform for universities, industrial organizations, enterprises and other ecological co-builders, to support the high-quality development of the industry.

培育行業人才

Cultivating talents for the industry

與高校合作推進課程建設和實踐，為學生提供豐富的學習資源和實踐機會，通過行業經驗分享和技術能力支持，吸引更多人才投身人力資源行業，為行業培養、儲備優秀人才。

We cooperate with colleges and universities to promote curriculum construction and practice, and provide students with rich learning resources and practical opportunities. We attract more talents devoted to HR through industry experience sharing and technical capability support, cultivating and reserving outstanding talents for the industry.

案例 Case 攜手高校開展學科共建 Together with colleges and universities to jointly develop disciplines

公司以多元化方式與多所高校共同推進課程建設，參加北京師範大學題庫建設與計算機測評專家研討會、浙江大學心理學本科生《管理心理學》課程實踐講座、浙江師範大學應用心理專業碩士《尖峰卓越心理講堂》講座，分享行業實踐經驗、理論應用和新興發展趨勢。

The Company promoted course construction with several colleges and universities through multiple ways, including participating in the Beijing Normal University expert seminar on question bank construction and computer evaluation, the lecture of "Management Psychology" for undergraduate psychology students of Zhejiang University, and the lecture of "Excellent Psychology Lecture" for masters of applied psychology of Zhejiang Normal University, to share practical experience, theoretical application and emerging trends in the industry.



支持高校學科建設實景
Supporting discipline construction in universities and colleges

搭建交流平臺

Building a communication platform

聚焦組織管理與人才管理的前沿理念與實踐，協同企業客戶廣泛開展參訪、交流活動，促進人才數字化管理先進理論和技術的交流。報告期內，組織2,000餘位HRD/HRVP和企業HR赴優秀企業走訪，組織走進知名企業活動56場，線上線下共計賦能企業HRIS數千人。

Focusing on the cutting-edge concepts and practices of organizational management and talent management, we cooperate with enterprises to conduct extensive visits and exchange activities to promote the exchange of advanced theories and technologies in talent digital management. During the reporting period, more than 2,000 HRD/HRVP and HR were organized to visit outstanding enterprises, and 56 such activities were organized, empowering thousands of HRIS online and offline.

案例 Case 舉辦首屆「英雄大會」，共享行業成功經驗 Holding the first "HRIS GO" to share successful experience in the industry

2023年9月，公司召開首屆「HRIS GO」2023北森用戶英雄大會，大會首次聚焦以數字化轉型落地一線用戶HRIS，匯聚1,600餘位北森HRIS/HRD/HRVP用戶、HR數字化專家、北森產品專家，進行一體化HR SaaS、招聘運營、績效&學習等場景下的數字化實戰分享，開展生成式AI、PaaS等新技術的應用落地以及HRIS職業成長經驗交流，為參會者提供相互學習、相互賦能的平臺。

In September 2023, the Company held the first "HRIS GO", focusing on the transformation and application of HRIS for frontline user through digital technologies for the first time. More than 1,600 Beisen HRIS/HRD/HRVP users, HR digital experts, and Beisen product experts were brought together to share practical experience of digitalization in multiple scenarios including integrated HR SaaS, recruitment and operation, and performance & study, and conduct exchanges on the application of new technologies such as generative AI, PaaS as well as experiences in HRIS career growth. This conference provided a platform for participants to learn from each other and empower each other.



2023 北森用戶英雄大會
2023 HRIS GO

案例
Case

舉辦第九屆未來人才管理論壇暨中國人才管理典範企業頒獎典禮，探討人才管理新趨勢
Holding the 9th Future Talent Management Forum and China Talent Management Model Enterprise Award Ceremony to discuss the new trend of talent management

該活動由北森人才管理研究院於 2015 年發起，旨在為人才管理領域具有卓越成就、先進思考、前沿應用和創新實踐的中國企業，搭建行業各方共同交流的平臺，推動中國企業組織和人才管理能力的提升。

This activity was launched by Beisen Talent Management Research Institute in 2015, aimed at building a communication platform for Chinese enterprises with remarkable achievements, advanced ideas, cutting-edge application, and innovative practices in talent management, so as to improve the organizational ability and talent management of China's enterprises.

2023 年 11 月，第九屆未來人才管理論壇暨中國人才管理典範企業頒獎典禮於深圳啟動，論壇主題聚焦「以人為本，以效為先」，邀請組織管理思想領袖、人力資源管理專家、領先企業 HR 高管、人才管理數字化實戰精英等，共同探討當今時代下組織管理與人才管理的前沿理念、精彩實踐。

On November 2023, the 9th Future Talent Management Forum and China Talent Management Model Enterprise Award Ceremony was held in Shenzhen, with the theme of "People-centred and Efficiency-prioritized". Organizational management thought leaders, HR management experts, HR executives of leading enterprises, and elites with practical experience in digitalized talent management were invited to discuss the cutting-edge concepts and wonderful practices of organizational management and talent management in this era.



第九屆未來人才管理論壇暨中國人才管理典範企業頒獎典禮
The 9th Future Talent Management Forum and China Talent Management Model Enterprise Award Ceremony

共享科研成果

Sharing results of scientific research

我們積極參與技術標準編制，廣泛開展人才管理趨勢、案例研究並輸出公開報告，與合作夥伴、用戶等各方共享研究成果。

We actively participate in the formulation of technical standards, conduct a wide range of research on talent management trends, and case studies and release public reports. Results of our research are shared with partners, users, and other parties.

發佈時間 Publishing time	標準成果 Standards
2022	《CSA 雲安全聯盟標準》 CSA Cloud Security Alliance Standard
	《雲應用安全技術規範》 Cloud Application Security Technology Specification
	《雲原生安全技術規範》 Cloud Native Security Technology Specification
2023	《物聯網安全規範》 IoT Security Specification
2023	中國電子信息行業聯合會標準《信息技術服務數據安全能力模型》 Standard of the China Electronic Information Industry Federation: Information Technology Service: Data Security Capability Model
2024	《中國信通院鑄基計劃——人力資源管理數字化系列標準》 Strengthening Foundation Plan of China Academy of Information and Communication Technology - Human Resource Management Digital Standards

主導 / 參與編制的相關標準

Standards the Company takes the lead/participate in formulation

成果 Achievements	合作方 Partners
《2024 企業招聘年度觀察》 Annual Insight into Corporate Recruitment 2024	—
《零售連鎖行業人才管理解決方案及案例集》 Talent Management Solutions and Case Collection in Retail Chain Industry	—
《2024 中國保險代理人崗位研究報告》 2024 China Insurance Agent Research Report	—
《央國企人才管理解決方案及案例集》 Talent Management Solutions and Cases Collection of Central SOEs	—
《第五屆人力資源技術研究報告》 The 5th Research Report on HR Technology	智享會 HREC
《北森 2023 年度企業人力資源數字化轉型案例合集》 Beisen 2023 Case Collection of HR Digital Transformation in Enterprises	—

2024 財年公開發佈的研究報告
Research report published FY2024

投身公益慈善

Dedicating to Public Welfare Activities

北森始終將社會責任視為企業責任的一部分，積極投身公益項目，倡導員工參與公益慈善活動，以實際行動為社會創造更多價值。

Beisen always regards social responsibility as a part of corporate responsibility, actively participates in public welfare programs, and encourages employees to participate in charity activities. The Company creates more value for the society with practical actions.

人才賦能

Talent empowerment

依託人才管理專業能力和豐富工具，多方參與公益人才賦能項目，組建公益諮詢團，為更廣泛的人才提供專業化知識和技術支持，讓更多求職者享受平等就業機會。

With the professional capabilities and various tools of talent management, we participate in the talent empowerment project together with various parties and set up a non-profit advisory group, aiming to provide professional knowledge and technical support to a wider range of talents, and help more job seekers enjoy equal job opportunities.



鄉村教育

Rural education

教育在鄉村振興中發揮著基础性、先導性作用，高質量教育是為鄉村振興賦能增效的關鍵。我們積極投身鄉村教育振興事業，以自身優勢稟賦支持鄉村教育人才供給。

Education plays a fundamental and leading role in rural revitalization, and high-quality education is the key to empowering and increasing the efficiency of rural revitalization. We actively devote ourselves into the revitalization of rural education and support the supply of rural education talents with our own advantages.

案例 Case 助力公益從業者能力導航項目 Supporting the "Public Welfare Talent Capability Navigation" project

公司長期支持墨德瑞特發起的「公益人才能力導航項目」，為公益人才的能力測評系統提供工具支持，幫助公益從業者獲得精準的能力評估和發展建議。報告期內，約 5,400 個森豆²參與支持公益人才測評，投入金額約為 7.02 萬元。

The Company provide long-term support to the 'Public Welfare Talent Capability Navigation' project initiated by Moderate, which provides tools to the competency assessment system of public welfare talents, and helps them obtain accurate competency assessment and development suggestions. During the Reporting Period, about 5,400 Sendou participated in the evaluation of public welfare talents, with an investment of about RMB70,200.



² 森豆即測評系統的通用「貨幣」，通過森豆可以無障礙應用測評中心的所有測評產品（需要租戶開通相應產品），避免了測評產品切換的複雜流程。

³ Sendou is the "currency" of the evaluation system, through which all products in the evaluation centre can be evaluated without obstacles (tenants need to open corresponding products), avoiding complicated process of switching products during evaluation.

案例 Case 支持人才投身鄉村教育事業 Giving support to talents devoted to rural education

自 2018 年起，我們持續賦能馬雲公益基金會的鄉村教育計劃，為甄選鄉村師範生、鄉村教師和鄉村教育家（校長）甄選提供諮詢和技術支持。通過創建人才劃像、發佈研究報告、參與面試、提供測評工具和線上培訓等方式，累計賦能 3,298 人完成測評甄選。

We have made efforts to empower the rural education program launched by Jack Ma Foundation since 2018, providing counselling services and technical support to the selection of teachers, education specialists, and students majoring in education, all of which from rural regions. A total of 3,298 people was assessed and selected by creating talent profiles, publishing research reports, participating in interviews, providing assessment tools and online training.



北森參加鄉村教師面試評選活動
Beisen participated in the interview of rural teachers

慈善捐助

Donations

積極參與慈善捐贈活動，建立「源於社會、反哺社會」的良性循環，不斷提升社區福祉。

We actively participate in donations, and establish a virtuous circle of "from the society, back to the society" to continuously improve the well-being of the community.



災後援助
Post-disaster assistance

- 向涿州市民政局捐贈 10 萬元，幫助涿州市受災群眾。
- Donating RMB100,000 to Zhuozhou Municipal Civil Affairs Bureau to assist the victims.
- 向甘肅省慈善聯合總會捐贈 10 萬元，支持「12.18 積石山縣 6.2 級地震」抗震救災。
- Donating RMB100,000 to Gansu Provincial Charity Federation to support disaster relief efforts in the "12.18 M_s 6.2 Jishishan earthquake".



社區共建
Community co-construction

- 參與桂溪街道「99 公益日」活動，為轄區困境群體捐贈愛心物資。
- Participating in the "99 Charity Day" activity organized by Guixi Street, and donating supplies to the difficult groups in the district.
- 成為桂溪街道月牙湖社區企業合作夥伴。
- Becoming a corporate partner of the Yueyahu Community of Guixi Street.



教育捐助
Educational Donations

- 向「歌路營」捐贈 22 台電腦，幫助山區學校建設電子閱讀室。
- Donating 22 computers to Growing Home, and helping mountain schools to build electronic reading room.

案例 匯聚全員力量支持公益事業

Case Bringing together all efforts to support public welfare undertakings

2023 年公司首次啟動「益」路向北——百日公益活動，活動包含「公益行走捐」「榮譽表彰捐」「幹部讀書捐」三部分，以趣味多樣的形式倡導員工積極參與公益事業。活動得到了員工的積極響應，累計捐贈公益金額超過 6.5 萬元。

In 2023, the Company launched the "Charity Journey Hundred-day Public Welfare Activity", including three parts, "Charity Walk" "Charity Honour", and "Cadres Charity Reading", encouraging employees to participate in public welfare through various ways. Employees actively responded and donated more than RMB65,000.

展望未來

Future Outlook

2024 財年是挑戰與革新之年，我們堅持以客戶為中心，不畏艱難險阻，憑藉卓越的人力資源數字化管理產品和服務助力客戶成功。同時，我們聚焦公司可持續發展能力建設，加強 ESG 管理和實踐，致力於在環境、社會、經濟等多個維度實現更大價值。

The fiscal year 2024 presents numerous challenges and opportunities. Upholding a people-centred approach, we give our customers a boost on the road to success through outstanding digital products and services in HR management showing no fear of difficulties. Simultaneously, with a focus on the Company's sustainability, we strengthen ESG management and practices, striving to create greater value in the environment, society, economy, and other dimensions.

奔騰不息，綿延流長。2025 財年，我們仍然面臨前所未有的複雜環境和國際趨勢，及以 AIGC 大模型為代表的產品和服務創新機遇。北森將不斷夯實長期主義基石，保持研發創新的不竭動力，為客戶的高效人才管理保駕護航，為國內 HR SaaS 領域的變革式發展貢獻力量。

Time keeps flowing like a river. In the fiscal year 2025, we continue to face an increasingly complex environment and international trends than ever, and presented with opportunities brought by innovative products and services, such as the AIGC large model. Beisen will maintain a long-term focus and harness the power of research and innovation, to assist customers in effective talent management and contribute to the transformative development of HR SaaS products in China.

堅守卓越產品與服務。不斷深化「業人一體，為員工而設計」的創新產品理念，堅定創新研發投入，為員工、管理者等多元化角色創新更多高效、高質的產品和服務，推動人力資源數字化管理真正從 HR Tech 走向 People Tech。深耕員工激勵領域，圍繞員工體驗、文化建設不斷創新產品特性，支持客戶建設更具

韌性的人才團隊。實施生態戰略，開啟「HR 生態聯盟」計劃，廣泛聯合行業合作夥伴打造無場景斷點的流暢人才服務，支持構建相互賦能、協同發展的 HR SaaS 行業生態。

Keeping providing excellent products and services.

We are committed to further develop concept of "business-people integration, designed for employees" in innovating products, and firmly make investments in research and development to create more effective and higher-quality products and services to various roles, such as employees and managers, to drive the transformation of HR digital management from HR Tech to People Tech. We dive deep into employee motivation, continuously innovating products with a focus on employee experience and cultural building, and supporting customers in building a more resilient talent team. By implementing the ecological strategy and launching the "HR Ecological Alliance" plan, we create smooth talent services covering all scenarios with a wide range of partners, and support the development of an HR SaaS industry ecology featuring mutual empowerment and coordinated development.

強化可持續發展能力。夯實 ESG 治理架構，強化董事會在 ESG 事宜方面的監督力度。積極應對氣候變化，深化綠色運營，攜手各方共同守護綠色家園。加強可持續相關風險和機遇的識別、評估和管理，深入分析可持續相關風險和機遇的當期和預期影響，為公司的戰略和財務規劃提供洞察，保障公司的長期穩健發展。

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Strengthening sustainable capabilities.

We consolidate the ESG governance structure and strengthen the Board's oversight on ESG matters. We are actively addressing climate change, promoting green operation, and collaborating with all parties to safeguard the green homeland. Intensified efforts have been made to identify, assess, and manage sustainability-related risks and opportunities. We also analyse current and potential impacts of them, to provide insights for the Company's strategic and financial planning and ensure the Company's long-term stability and development.

績效匯總表³ Performance Table³

環境績效

Environmental performance

溫室氣體排放

GHG emission

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
範圍一與範圍二溫室氣體排放總量 ⁴ Total Scope 1 and Scope 2 GHG emissions ⁴	噸二氧化碳當量 tCO2e	865.99	872.36	/
單位經營收入範圍一與範圍二溫室氣體排放總量 Total Scope 1 and Scope 2 GHG emissions per unit revenue	噸二氧化碳 / 百萬元 tCO2e/RMB million	1.01	1.16	/
直接溫室氣體（範圍一）排放量 Direct GHG (Scope 1) emissions	噸二氧化碳當量 tCO2e	0	/	/
間接溫室氣體（範圍二）排放量 Indirect GHG (Scope 2) emissions	噸二氧化碳當量 tCO2e	865.99	/	/
範圍三溫室氣體排放總量 ⁵ Total Scope 3 GHG Emissions ⁵	噸二氧化碳當量 tCO2e	281.82	/	/

³ 標“/”為部分無法統計的歷史數據，我們將持續追蹤相關指標情況。

³“/” indicates some unavailable historical data, and we will continue to track the relevant indicators.

⁴ 本公司能源消耗來源為外購電力，故範圍一溫室氣體排放總量為0；範圍二溫室氣體來自外購電力，排放量根據全國電網平均排放因子計算得出。

⁴ The Company's energy consumption comes from purchased electricity, explaining the zero Scope 1 emissions. Scope 2 are from purchased electricity, and the GHG emissions are calculated based on the national grid average emission factor.

⁵ 本公司範圍三溫室氣體排放來源主要為商務旅行，本年度範圍三溫室氣體排放量僅統計商務旅行活動數據。範圍三溫室氣體排放因子來源於中國產品全生命週期溫室氣體排放係數庫。

⁵ Scope 3 primarily originates from business travel, and the year 2023's Scope 3 emissions data only include business travel activities. The Scope 3 emission factors are sourced from the China Products Carbon Footprint Factors Database.

廢棄物管理

Waste management

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
有害廢棄物總量 Total hazardous waste	噸 tonne	0.05	0.09	/
單位經營收入有害廢棄物 ⁶ Total hazardous waste per unit revenue ⁶	噸 / 百萬元 tonne/RMB million	0.00	0.00	/
無害廢棄物總量 Total non-hazardous waste	噸 tonne	76.90	188.10	/
單位經營收入無害廢棄物 Total non-hazardous waste per unit revenue	噸 / 百萬元 tonne/RMB million	0.09	0.25	/
焚燒且能量回收的廢棄物總量 Total waste generated through incineration and energy recovery	噸 tonne	5.78	/	/

能源消耗

Energy consumption

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
能源消耗量 Total energy consumption	千瓦時 kWh	1,555,295.43	1,529,645.20	1,196,055.31
單位經營收入能源消耗量 Total energy consumption per unit revenue	千瓦時 / 百萬元 kWh/RMB million	1,819.61	2,037.04	1,759.87
用水量 ⁷ Total water consumption ⁷	噸 tonne	1,096.80	1,246.80	897.00
單位經營收入用水量 Total water consumption per unit revenue	噸 / 百萬元 tonne/RMB million	1.28	1.66	1.32

⁶ 2023財年本公司單位營業收入有害廢棄物實際為0.00012噸 / 百萬元，2024財年被公司單位營業收入有害廢棄物實際為0.00006噸 / 百萬元，上表所列數據為四捨五入保留兩位小數的結果。

⁶ The Company's actual hazardous waste per unit revenue in the FY 2023 was 0.00012 tonnes / RMB million, and 0.00006 tonnes / RMB million in the FY 2024. The data presented in the table are rounded to two decimal places.

⁷ 本公司用水數據僅包含市政用水，其他用水量為0。

⁷ The Company's water usage data includes only municipal water supply, with no other water consumption.

社會績效

Social performance

員工組成⁸

Workforce breakdown⁸

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
僱員總人數 Total number of employees	人 -	1,854	2,085	2,105
按僱傭類型劃分 Number of employees by employment type	全職 Full-time	1,854	2,085	2,105
	兼職 Part-time	0	0	0
按性別劃分 Number of employees by gender	男性 Male	918	982	1,016
	女性 Female	936	1,103	1,089
按年齡劃分 Number of employees by age group	30歲(不含)以下 Under age 30	698	973	963
	30-40歲(不含) Age 30-40 (not included)	1,029	1,003	1,042
	40-50歲(不含) Age 40-50 (not included)	125	108	98
	50歲(含)以上 Age 50 and above	2	1	2
按地區劃分 ⁹ Number of employees by geographic region ⁹	東北地區 Northeast China	58	25	0
	華北地區 North China	689	798	831
	華東地區 East China	613	693	686
	華南地區 South China	207	237	251
	華中地區 Central China	62	58	62
	西北地區 Northwest China	7	3	3
	西南地區 Southwest China	218	271	272

⁸ 無特殊說明，本報告中員工數據均為全職員工範疇。

⁸ Unless otherwise specified, the employee data in this report pertain exclusively to full-time employees.

⁹ 本財年，公司對地區劃分拆細項進行了更新，按東北、華北、華東、華南、華中、西北、西南七大區域對員工相關指標涉及地區拆分的數據進行了披露和回溯。

⁹ In the current fiscal year, the Company updated the detailed breakdown of regional divisions, and disclosed and reviewed employee-related metrics according to seven regions: Northeast China, North China, East China, South China, Central China, Northwest China, and Southwest China.

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
按民族劃分 Number of employees by ethnicity	漢族 Han	1,769	1,995	2,017
	滿族 Manchu	35	34	33
	蒙古族 Mongolian	13	12	9
	其他民族 Other ethnic groups	37	43	45
	其他國籍 Other nationalities	0	1	1
按學歷劃分 Number of employees by educational background	博士 Doctor's degree	3	4	4
	碩士 Master's degree	322	399	355
	本科 Bachelor's degree	1,343	1,490	1,485
	大專及以下 College degree or below	186	192	261

員工多元化

Employee diversity

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
管理層中的女性總佔比 Total proportion of women in the management team	%	42.00	42.10	40.70
高級管理層中女性佔比 Proportion of women in the senior management	%	20.00	20.80	20.00
中級管理層中的女性佔比 Proportion of women in the middle management	%	44.00	43.50	38.00
初級管理層中的女性佔比 Proportion of women in the junior management	%	44.00	43.90	43.90
創收部門中擔任管理層的女性佔比 Proportion of women managers in revenue generating departments	%	41.00	42.00	37.30
STEM 職位的女性佔比 Proportion of women in STEM positions	%	17.00	16.10	15.00

員工培訓¹⁰ Employee training¹⁰

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022	
員工受訓總數 Total number of employees trained	人 -	1,852	2,057	1,498	
員工受訓百分比 Percentage of employees trained	%	99.89	98.66	71.16	
員工培訓總投入 Total investment in employee training	萬元 RMB 10,000	303.62	184.90	171.40	
全職員工平均培訓投入 Average training investment for full-time employees	萬元 / 人 RMB 10,000/ person	0.16	0.09	0.08	
按性別劃分員工受訓比例 Percentage of employees trained by gender	男性 Male	%	100.00	98.98	70.57
	女性 Female	%	99.79	98.37	71.72
按管理層級劃分員工受訓比例 Percentage of employees trained by management rank	高級 Senior	%	100.00	100.00	/
	中級 Middle	%	100.00	100.00	/
	初級 Junior	%	100.00	100.00	/
按性別劃分的受訓人數 Number of employees trained by gender	男性 Male	人 -	918	972	717
	女性 Female	人 -	934	1,085	781
按僱傭類型劃分的受訓人數 Number of employees trained by employment type	全職 Full-time	人 -	1,852	2,057	1,498
	兼職 Part-time job	人 -	0	0	0
按管理層級劃分的受訓人數 Number of employees trained by management rank	高級 Senior	人 -	24	28	/
	中級 Middle	人 -	64	88	/
	初級 Junior	人 -	87	109	/
員工受訓總時數 Total training hours of employees	小時 hour	18,819.00	63,270.00	34,439.00	

¹⁰ 本財年對僱員相關培訓數據統計口徑進行優化，FY23及FY22財年的員工培訓數據以最新披露為準，公司將對績效統計方式進行持續優化。

¹⁰ The company optimized employee training data statistics for the current financial year, and the data for FY23 and FY22 are subject to the latest disclosure. The Company will continue to optimize its performance statistics.

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022	
按性別劃分的平均受訓小時數 Average training hours of employees by gender	男性 Male	小時 / 人 hour/person	9.72	27.60	20.66
	女性 Female	小時 / 人 hour/person	10.60	33.68	25.13
按僱傭類型劃分的平均受訓小時數 Average training hours of employees by employment type	全職 Full-time	小時 / 人 hour/person	10.16	30.76	16.36
	兼職 Part-time	小時 / 人 hour/person	0.00	0.00	0.00
按管理層級劃分的平均受訓小時數 Average training hours of employees by management rank	高級 Senior	小時 / 人 hour/person	2.52	21.61	/
	中級 Middle	小時 / 人 hour/person	6.83	28.98	/
	初級 Junior	小時 / 人 hour/person	10.66	31.60	/

員工流失率 Employee turnover rate

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022	
員工總流失率 Total turnover rate	%	31.60	35.40	31.80	
員工自願離職率 Employee voluntary turnover rate	%	23.00	26.70	30.20	
按管理層級劃分的員工流失率 Employee turnover rate by management rank	高級 Senior	%	0.10	0.05	0.00
	中級 Middle	%	0.40	0.20	0.30
	初級 Primary	%	0.90	1.10	1.20
按性別劃分的員工流失率 Employee turnover rate by gender	男性 male	%	15.00	/	/
	女性 female	%	17.00	/	/
按年齡劃分的員工流失率 Employee turnover rate by age group	30歲(不含)以下 Under age 30	%	16.00	/	/
	30-40歲(不含) Age 30-40 (not included)	%	14.40	/	/
	40-50歲(不含) Age 40-50 (not included)	%	1.10	/	/
	50歲(含)以上 Age 50 and above	%	0.10	/	/

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022	
按地區劃分的員工流失率 Employee turnover rate by geographic region	華北地區 North China	%	9.48	11.11	11.93
	華東地區 East China	%	11.11	11.14	10.30
	東北地區 Northeast China	%	1.33	0.24	0.00
	華南地區 South China	%	4.89	5.80	4.82
	華中地區 Central China	%	0.87	1.40	1.12
	西北地區 Northwest China	%	0.00	0.05	0.06
	西南地區 Southwest China	%	3.92	5.26	3.58
按民族劃分的員工流失率 Employee turnover rate by ethnicity	漢族 Han	%	30.10	33.60	30.50
	滿族 Manchu	%	0.50	0.58	0.60
	蒙古族 Mongolian	%	0.20	0.14	0.10
	其他民族 Other ethnic groups	%	0.90	0.72	0.60
	其他國籍 Other nationalities	%	0.10	0.00	0.00
按學歷劃分的員工流失率 Employee turnover rate by educational background	博士 Doctor's degree	%	0.10	0.05	0.00
	碩士 Master's degree	%	6.10	5.60	5.30
	本科 Bachelor's degree	%	22.40	24.60	22.70
	大專及以下 College degree or below	%	3.00	4.80	3.80

人員招聘

Personnel recruitment

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
新僱傭員工總數 Total number of new hires	人 -	404	708	1,204
內部候選人填補內部空缺職位的百分比 Percentage of internal candidates for internal vacancies	人 -	9.82	9.92	6.52
按管理層級劃分的新僱傭員工數量 Number of newly hired employees by management rank	高級 Senior	人 -	0	0
	中級 Middle	人 -	9	6
	初級 Primary	人 -	12	17
按性別劃分新僱傭員工數量 Number of newly hired employees by gender	男性 Male	人 -	230	351
	女性 Female	人 -	174	357
按年齡劃分的新僱傭員工數量 Number of newly hired employees by age group	30歲(不含)以下 Under age 30	人 -	209	475
	30-40歲(不含) Age 30-40 (not included)	人 -	189	224
	40-50歲(不含) Aged 40-50 (not included)	人 -	5	9
	50歲(含)以上 Age 50 and above	人 -	1	0
按地區劃分的新僱傭員工數量 Number of newly hired employees by geographic region	東北地區 Northeast China	人 -	58	28
	華北地區 North China	人 -	83	202
	華東地區 East China	人 -	142	241
	華南地區 South China	人 -	74	103
	華中地區 Central China	人 -	19	24
	西北地區 Northwest China	人 -	3	1
	西南地區 Southwest China	人 -	25	109

指標名稱 KPI		單位 Unit	FY 2024	FY 2023	FY 2022
按民族劃分的新僱傭員工人數 Number of newly hired employees by ethnicity	漢族 Han	人 -	378	676	1,153
	滿族 Manchu	人 -	10	13	13
	蒙古族 Mongolian	人 -	4	6	3
	其他民族 Other ethnic groups	人 -	12	13	34
	其他國籍 Other nationalities	人 -	0	0	1
按學歷劃分的新僱傭員工人數 Number of newly hired employees by educational background	博士 Doctor's degree	人 -	0	0	3
	碩士 Master's degree	人 -	44	135	164
	本科 Bachelor's degree	人 -	307	505	872
	大專及以下 College degree or below	人 -	53	68	165
按管理層劃分內部招聘員工人數 Number of internally recruited employees by management rank	普通員工 Ordinary	人 -	30	58	69
	初級 Primary	人 -	10	18	15
	中級 Middle	人 -	20	40	54
	高級 Senior	人 -	14	20	15
按性別劃分內部招聘員工人數 Number of internally recruited employees by gender	男性 Male	人 -	17	30	37
	女性 Female	人 -	27	48	47
按年齡劃分內部招聘員工人數 Number of internally recruited employees by age group	30歲(不含)以下 Under age 30	人 -	17	23	23
	30-40歲(不含) Age 30-40 (not included)	人 -	23	38	42
	40-50歲(不含) Age 40-50 (not included)	人 -	4	16	15
	50歲(含)以上 Age 50 and above	人 -	0	1	4

指標名稱 KPI		單位 Unit	FY 2024	FY 2023	FY 2022
按地區劃分內部招聘員工人數 Number of newly hired employees by geographic region	華北地區 North China	人 -	10	20	30
	華東地區 East China	人 -	9	17	18
	華南地區 South China	人 -	9	13	16
	華中地區 Central China	人 -	4	6	5
	西南地區 Southwest China	人 -	6	12	7
	西北地區 Northwest China	人 -	0	0	0
	東北地區 Northeast China	人 -	6	10	8
按民族劃分內部招聘員工人數 Number of internally recruited employees by ethnicity	漢族 Han	人 -	40	68	71
	滿族 Manchu	人 -	2	4	4
	蒙古族 Mongolian	人 -	0	2	5
	其他民族 Other ethnic groups	人 -	2	4	4
按學歷劃分內部招聘員工人數 Number of internally recruited employees by educational background	其他國籍 Other nationalities	人 -	0	0	0
	博士 Doctor's degree	人 -	0	4	2
	碩士 Master's degree	人 -	11	20	21
	本科 Bachelor's degree	人 -	31	45	54
	大專及以下 College degree or below	人 -	2	9	7

職業健康與安全

Occupational health and safety

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
因工死亡人數 Number of work-related fatalities	人 -	0	0	0
因工死亡人數比率 Rate of work-related fatalities	%	0	0	0
因工傷損失工作日數 Lost days due to work injury	日 day	20	0	0
員工失時工傷頻率 (LTIFR) Employees' lost time injury frequency rate (LTIFR)	/	0.02	0.00	0.00
參加體檢員工比例 Proportion of employees participating in health check-ups	%	100	100	100

供應鏈管理

Supply chain management

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022	
供應商總數 Total number of suppliers	個 -	345	316	327	
按地區劃分的供應商數目 ¹¹ Number of suppliers by geographic region ¹¹	華北地區 North China	個 -	127	/	/
	華東地區 East China	個 -	110	/	/
	華南地區 South China	個 -	70	/	/
	華中地區 Central China	個 -	14	/	/
	西南地區 Southwest China	個 -	13	/	/
	西北地區 Northwest China	個 -	6	/	/
	東北地區 Northeast China	個 -	3	/	/
	其他地區 Other regions China	個 -	2	/	/

¹¹ 本財年，公司對地區劃分細項進行了更新，按東北、華北、華東、華南、華中、西北、西南七大區域對供應商的地區細分數據進行統計和披露。

¹¹ In the fiscal year 2023, the Company updated the detailed breakdown of regional divisions and disclosed supplier data according to seven regions: Northeast China, North China, East China, South China, Central China, Northwest China, and Southwest China.

客戶服務與投訴

Customer service and complaints

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
客戶投訴總數 Total customer complaints	宗 case	40	21	/
客戶投訴解決率 Customer complaint resolution rate	%	100	100	/
淨推薦值 Net Promoter Score (NPS)	/	22.90	17.40	3.70

公益慈善

Public welfare engagement

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
公益總投入 Total public welfare investment	萬元 RMB 10,000	151.91	107.95	284.54
志願服務總時長 Total duration of volunteer service	小時 hour	40	40	40
公益活動項目數 Number of public welfare activities	個 -	7	2	2
參與公益志願者員工人數 Number of employee volunteers	人 -	285	2	2

治理績效

Governance performance

信息安全與隱私保護

Information security and privacy protection

指標名稱 KPI	單位 Unit	FY 2024	FY 2023	FY 2022
網絡安全事件數量 Number of network security incidents	件 -	0	0	0
網絡安全影響的客戶、顧客、員工總數 Total customers, consumers, and employees affected by network security	人 -	0	0	0

《環境、社會及管治報告指引》內容索引

Environmental, Social and Governance Reporting Guide Index

強制披露規定 Mandatory Disclosure Requirements	頁碼 Page
<p>由董事會發出的聲明，當中載有以下內容： A statement from the board containing the following elements:</p> <p>(i) 披露董事會對環境、社會及治理事務的監管； (ii) 董事會的環境、社會及治理管理方針及策略，包括評估、優先排序及管理重要的環境、社會及治理相關事宜（包括對發行人業務的風險）的過程；及 (iii) 董事會如何按環境、社會及治理相關目標檢視進度，並解釋它們如何與發行人業務有關連。</p>	P5-8
<p>管治架構 Governance structure</p> <p>描述或解釋在編制環境、社會及治理報告時如何應用下列匯報原則：重要性、量化、平衡、一致性 A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality, Quantitative, Balance, Consistency</p>	P2
<p>匯報範圍 Reporting boundary</p> <p>解釋環境、社會及治理報告的匯報範圍，及描述挑選哪些實體或業務納入環境、社會及治理報告的過程。若匯報範圍有所改變，發行人應解釋不同之處及變動原因。 A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.</p>	P1

主要範疇、層面、一般披露及關鍵績效指標 Subject areas, aspects, general disclosures and KPIs	頁碼 Page number
A. 環境 A. Environment	
<p>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： Information on: (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。 Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulfur hexafluoride. Hazardous wastes are defined by national regulations.</p>	P46
<p>一般披露 General Disclosure</p> <p>註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulfur hexafluoride. Hazardous wastes are defined by national regulations.</p>	
A1： 排放物 A1: Emissions	
A1.1 排放物種類及相關排放數據。 The types of emissions and respective emissions data.	P82
A1.2 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P81
A1.3 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P82
A1.4 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	P82
A1.5 描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of emission target(s) set and steps taken to achieve them.	P47-49
A1.6 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	P46; P50

A2: 資源使用 A2: Use of Resources	一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources including energy, water and other raw materials. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 Note: Resources can be used for production, storage, transportation, buildings, electronic equipment, etc.	P45-47
	A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	P82
	A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	P82
	A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	P49
	A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	P46
	A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	報告期內，本公司主要業務開展過程中不涉及生產過程，沒有製成成品。 During the reporting period, the Company's main business activities did not involve production processes or the creation of finished products.
A3: 環境及天然資源 A3: The Environmental and Natural Resources	一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	P45
	A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P45
A4: 氣候變化 A4: Climate Change	一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	P48-50
	A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	P48-50
B. 社會 B. Society			

僱傭及勞工常規 Employment and labour practices			
B1: 僱傭 B1: Employment	一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, antidiscrimination, and other benefits and welfare.	P53; P67-68
	B1.1	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full or part-time), age group and geographical region.	P83
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	P86-87
		一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.
B2: 健康與安全 B2: Health and Safety	B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	P91
	B2.2	因工傷損失工作日數。 Lost days due to work injury.	P91
	B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	P66
B3: 發展及培訓 B3: Development and Training	一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 註：培訓指職業培訓，可包括由僱主付費的內外部課程。 Note: Training refers to vocational training and may include internal and external courses paid for by the employer.	P62-65
	B3.1	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。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	P85-86
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	P85-86

B4: 勞工準則 B4: Labour Standards	一般披露 General Disclosure	有關防止童工或強制勞工的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	P53
	B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	P53
	B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	P53
營運慣例 Operating practices			
B5: 供應鏈管理 B5: Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	P71-72
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	P91
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P71-72; P91
	B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P71-72
	B5.4	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。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P71-72
B6: 產品責任 B6: Product Responsibility	一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P42

B6: 產品責任 B6: Product Responsibility	B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	本公司主要提供一體化 HR SaaS 及人才管理平臺服務，故不涉及產品因安全與健康理由回收 The Company primarily provides integrated HR SaaS and talent management platform services, and therefore, does not involve product recalls for safety and health reasons.
	B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	P41-42
	B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	P26
	B6.4	描述品質檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	本公司業務不涉及產品回收 The Company's business does not involve product recalls.
	B6.5	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。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	P33-38
B7: 反貪污 B7: Anti-corruption	一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P20-22
	B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	P21
	B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	P22
	B7.3	描述向董事及員工提供的反貪污培訓。 Description of the anti-corruption training provided to directors and staff.	P21
社區 community			
B8: 社區投資 B8: Community Investment	一般披露 General Disclosure	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 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.	P77
	B8.1	專註貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	P77-79
	B8.2	在專註範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. money or time) to the focus area.	P92

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