



AuGroup (SHENZHEN) Cross-Border Business Co., Ltd.

傲基（深圳）跨境商務股份有限公司

（於中華人民共和國註冊成立的股份有限公司）

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

股份代號 Stock code : 02519

2024

環境、社會及管治報告
Environmental, Social and Governance Report

AUGroup

目錄

Contents

關於本報告	2	ABOUT THIS REPORT
可持續發展管理	4	SUSTAINABILITY MANAGEMENT
我們的環境	10	OUR ENVIRONMENT
我們的員工	17	OUR EMPLOYEES
我們的業務	26	OUR BUSINESS
我們的社區	40	OUR COMMUNITY
附錄一	41	APPENDIX I
附錄二	52	APPENDIX II



關於本報告

報告說明

本報告是本集團的2024年環境、社會及管治(「ESG」)報告，我們希望本報告能傳遞本集團於ESG方面的理念與管理實踐，促進各利益相關方對我們的瞭解和溝通。

報告範圍

本報告範圍覆蓋傲基(深圳)跨境商務股份有限公司及其附屬公司，時間覆蓋2024年1月1日至2024年12月31日的信息和數據，部分信息超出此範圍將另行說明。

報告編製原則

本公司按照《香港聯合交易所有限公司證券上市規則》(以下簡稱《上市規則》)所載之附錄C2《環境、社會及管治報告指引》(以下簡稱《ESG報告指引》)編製本報告。本報告已遵守《ESG報告指引》載列的「不遵守就解釋」條文，並且以重要性、量化、平衡、一致性等匯報原則作為編製基礎，力求充分反映本集團本年度在ESG方面的管理現狀及績效成果。

「重要性」：在編製過程中，本報告已識別主要利益相關方及其關注的ESG議題，並根據其關注議題的相對重要程度，對ESG事宜做出針對性披露。有關重要性評估工作的詳情參見後文「利益相關方溝通」與「重要性議題分析」章節。

「量化」：本報告採用量化數據的方式展現ESG層面的關鍵績效指標，有關本報告中關鍵績效指標的計量標準、方法、假設及／或計算工具、以及使用的轉換系數來源，均已在相應位置進行說明。

ABOUT THIS REPORT

Description

This is the 2024 Environmental, Social and Governance (“ESG”) report of the Group. We aim to disclose in this report the philosophy and management practices of the Group on ESG and to promote understanding and communication with our stakeholders.

Scope of the Report

Unless otherwise specified, this report covers the information and data of AuGroup (SHENZHEN) Cross-Border Business Co., Ltd. and its subsidiaries from 1 January 2024 to 31 December 2024.

Basis of Preparation

This report is prepared in accordance with Appendix C2 Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the “Listing Rules”). We stick to the “comply or explain” provisions stated in the ESG Reporting Guide, and follow the principles of materiality, quantitative, balance and consistency, and strive to fully represent our current management status and performance results in terms of environmental, social and governance during the Reporting Period.

“Materiality”: This report has been prepared to identify key stakeholders and their concerns about ESG issues, and to make targeted disclosures according to the relative importance thereof. The reporting is based on the results of the materiality assessment, which is described in more detail in the subsequent sections titled “Stakeholder Engagement” and “Materiality Assessment”.

“Quantitative”: This report presents key performance indicators (KPIs) in respect of ESG in quantitative terms. The measurement criteria, methodologies, assumptions and/or calculation tools for the KPIs in this report, as well as the sources of conversion factors used, are described in the corresponding places.

「平衡性」：本報告客觀披露正面及負面信息，確保內容不偏不倚地呈報報告期間本集團的ESG表現。

「一致性」：本報告為本集團第一份ESG報告。倘若所使用的統計方法或關鍵績效指標有任何變更，或有任何會影響作出有意義比較的其他相關因素出現，本集團將在後續報告中披露。

報告獲取

本報告可在香港交易所網站(www.hkexnews.hk)及本集團網站(www.augroup.com)下載瀏覽。

董事會聲明

董事會認同環境、社會及管治極為重要，不僅能提高本集團的價值及表現，亦可滿足各利益相關方不斷變化的期望。因此，董事會與管理層一起致力環境保護，承擔評估及識別與本集團環境、社會及管治事項相關風險的整體責任，並以在本集團僱員中普及環保及社會可持續發展的文化為己任，維護本集團的長遠發展。

董事會作為本集團ESG事宜的最高負責及決策機構，對本集團ESG策略及報告承擔最終責任，全面監察可能影響公司業務或運作，以及股東與其他利益相關方的ESG相關事宜。董事會定期對年內可持續發展績效和報告結果進行審視和檢討，持續跟進ESG事項，確保將環境、社會及管治事宜納入主要管治過程。同時，本集團董事會通過年度報告過程識別風險，強化董事層面對環境、社會及管治的監察。

董事會已於2025年3月28日審閱並通過環境、社會及管治報告。

“**Balance**”: This report objectively discloses both positive and negative information to present the Group's ESG performance during the Reporting Period in an unbiased way.

“**Consistency**”: This is the Group's first ESG report. The Group will disclose in subsequent reports any changes in the statistical methodology or key performance indicators used, or the emergence of any other relevant factors that would affect the making of meaningful comparisons.

Report Access

This report is available on the website of the Hong Kong Stock Exchange (www.hkexnews.hk) and the Group's website (www.augroup.com).

Board Statement

The Board recognizes the importance of environmental, social and governance in meeting the changing expectations of stakeholders while enhancing the value and performance of the Group. Hence the Board, working together with the management, has committed to environmental protection by taking on the overall responsibility of assessing and identifying risks associated with ESG matters of the Group, and also engaging in a mission to promote the environmental and socially sustainable culture among all our employees to maintain long-term growth of the Group.

The Board is the highest responsible and decision-making body for ESG matters of the Group. It takes the ultimate responsibility for the Group's ESG strategies and reports, and provide comprehensive oversight of the ESG-related matters that may affect the Group's business or operations, shareholders and other stakeholders. The Board regularly scrutinizes and reviews the sustainability performance and reporting results for the year and follows up on ESG matters on an ongoing basis to ensure that environmental, social and governance issues are incorporated into key governance processes. At the same time, the Board of the Group identifies risks through the annual reporting process and strengthens environmental, social and governance monitoring at the Board level.

This report was reviewed and approved by the Board on 28 March 2025.

可持續發展管理

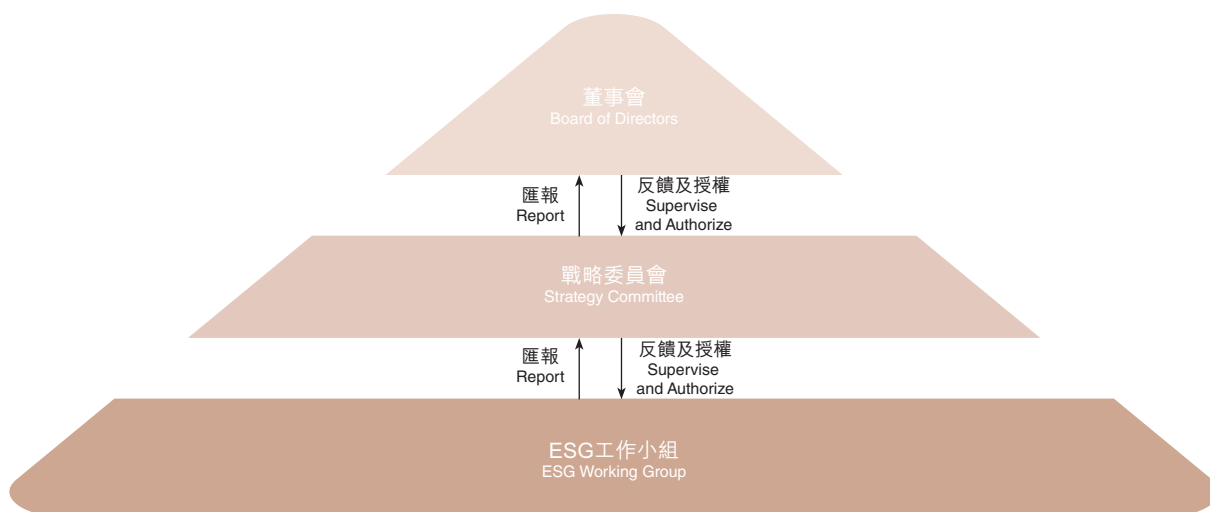
ESG管理

本集團高度重視ESG管治，通過建立ESG管治架構和ESG管理與履責的常態化機制，不斷增強自身ESG管治能力。我們設立了由董事會、戰略委員會、ESG工作小組構成的三層管理架構，積極將ESG因素融入我們的業務運營中。

SUSTAINABILITY MANAGEMENT

ESG Management

The Group attaches great importance to ESG governance and has continuously enhanced its ESG governance capability through the establishment of an ESG governance structure and a permanent mechanism for ESG management and compliance. We have set up a three-tier management structure comprising the Board of Directors, the Strategy Committee and the ESG Working Group to actively integrate ESG factors into our business operations.



董事會是本集團ESG工作的最高監督決策機構，主要決定本集團ESG發展方向、戰略和目標，批准本集團ESG管理制度、ESG報告和ESG重大事項。

The Board of Directors is the highest supervisory and decision-making body for the ESG work of the Group, primarily determining the ESG development direction, strategy and objectives of the Group, and approving the ESG management system, ESG reports and significant ESG matters of the Group.

戰略委員會是ESG工作的研究和指導機構，主要研究、分析和評估ESG等相關事項，指導ESG日常工作開展和ESG報告編製。

Being the research and guidance body for ESG work, the Strategy Committee mainly researches, analyses and evaluates ESG-related matters, guiding the daily implementation of ESG activities and the preparation of ESG reports.

ESG工作小組是本集團ESG事宜的執行層，是本集團ESG工作提升的統籌和推進小組，主要負責擬定公司ESG戰略、目標及長期規劃；確定各部門年度ESG工作計劃，總結各事項階段性目標完成情況；推動落實公司ESG工作細項，完善公司現有ESG相關管理制度，必要時制定ESG管理措施；組織公司ESG風險和機遇的識別工作，制定應對措施；以及組織開展利益相關方溝通工作。

The ESG Working Group, as the executive level for ESG matters of the Group, is the coordination and advancement team for ESG activities. Its main responsibilities include drafting our ESG strategy, objectives and long-term plans; determining the annual ESG work plans for each department, summarizing the completion status of various stage-specific goals; promoting the implementation of detailed ESG work plans, improving our existing ESG-related management systems and establishing new ESG management measures when necessary; organizing the identification and assessment of ESG risks and opportunities, and formulating response measures; and organizing stakeholder engagement activities.

利益相關方溝通

本集團積極與各利益相關方保持溝通，期望在最大程度上實現各利益相關方的期望與訴求。我們在結合業務特性與經營活動實際情況的基礎上，精心辨別出主要的利益相關方，以及其關注事項。同時我們根據各利益相關方的期望，開展多樣化的溝通渠道，以在ESG實踐中全面瞭解各利益相關方的意見與建議，積極對其進行回應。我們期待通過持續的溝通與合作，共同推動共生共贏的發展理念，共創可持續未來。

Communication with Stakeholders

The Group actively communicates with its stakeholders with a view to realizing their expectations and aspirations to the fullest extent possible. We have carefully identified key stakeholders and their concerns based on the characteristics of our business and the actual conditions of our operating activities. At the same time, we develop a variety of communication channels based on the expectations of each stakeholder, in order to fully understand the opinions and suggestions of each stakeholder in our ESG practices, and actively respond to them. We look forward to promoting the concept of win-win development and creating a sustainable future through continuous communication and co-operation.

主要利益相關方 Key stakeholders	期望與關切 Concerns and expectations	主要溝通和回應方式 Key communication channels and responses
股東及投資者 Shareholders and investors	<ul style="list-style-type: none"> 商業道德 Business ethics 業務活動對環境造成的影響 Impacts of business activities on the environment 合規僱傭 Compliant employment 	<ul style="list-style-type: none"> 股東周年會及其他不定期股東會議 Annual general meeting and Other occasional general meetings 中期報告與年報 Interim report and annual report 公司公告 Corporate announcement 股東／投資者參觀活動和實地考察 Site visits and field trips for shareholders/investors 業績發佈會 Results presentation
客戶 Customer	<ul style="list-style-type: none"> 產品及服務質量 Product and Service Quality 客戶隱私保護 Customer privacy protection 	<ul style="list-style-type: none"> 服務投訴與回應 Service complaints and response 公司網站 Company website 客服熱線 Customer service hotline 物流業務客戶經理探訪 Logistics customer relationship manager visits

主要利益相關方	期望與關切	主要溝通和回應方式
Key stakeholders	Concerns and expectations	Key communication channels and responses
員工 Employees	<ul style="list-style-type: none"> 員工權益 Employee rights 僱傭關係及員工溝通 Employment relationship and staff communication 合規用工 Employment Compliance 完善的培訓與發展體系 Well-developed training and development system 薪酬福利 Remuneration and benefits 健康與安全 Health and safety 	<ul style="list-style-type: none"> 員工意見調查 Employee opinion survey 工作表現評估和會談 Performance appraisal and assessments 研討會／工作坊／講座 Seminars/workshops/lectures 員工活動 Staff recreational activities 企業微信「同事吧」 Wechat Work Colleague Forum 專用郵箱 Dedicated mailbox
政府和監管機構 Government and regulatory authorities	<ul style="list-style-type: none"> 反腐敗與商業道德 Anti-corruption and business ethics 合規用工 Compliant employment 應對氣候變化 Responding to climate change 	<ul style="list-style-type: none"> 項目合作 Project cooperation 監督檢查 Supervision and inspection 會議交流 Meeting communication
供應商和業務合作夥伴 Suppliers and business partners	<ul style="list-style-type: none"> 供應商可持續發展管理 Supplier's sustainable development management 反腐敗與商業道德 Anti-corruption and business ethics 合作共贏 Win-win collaboration 	<ul style="list-style-type: none"> 供應商評估與審核 Supplier evaluation and review 供應商培訓 Supplier training 供應商交流會議 Meetings for communications with suppliers 現場考察 Site visits

主要利益相關方 Key stakeholders	期望與關切 Concerns and expectations	主要溝通和回應方式 Key communication channels and responses
社區和公眾 Community and public	<ul style="list-style-type: none"> 參與公益慈善與志願者活動 Engagement in public charity and volunteer activities 社區發展支持 Supporting community development 資源節約 Resources conservation 	<ul style="list-style-type: none"> 參與社區活動 Community involvement 公司網站／社交媒體平臺／公司公告 Company website/social media platform/corporate announcement 研討會／工作坊／講座 Seminars/workshops/lectures

重要性議題分析

我們通過持續與利益相關方溝通、開展實質性議題評估，識別對本集團及利益相關方重要或相關的ESG議題。我們定期通過專項調查問卷等多種渠道瞭解各利益相關方的訴求，以識別在當前業務環境下對本集團和利益相關方重要的ESG議題。我們基於實質性議題識別及分析結果，釐定本報告內容，幫助利益相關方更好地瞭解本集團的ESG表現。

Materiality Assessment

We continuously communicate with stakeholders, conducting substantive issue assessments to identify ESG issues that are important or relevant to the Group and stakeholders. We regularly understand the demands of stakeholders through various channels to identify ESG issues that are important to the Group and stakeholders in the current business environment. Based on the results of the substantive issue identification and analysis, we have defined the content of this report to help stakeholders better understand the Group's ESG performance.

重要性議題評估流程

Materiality Assessment Process

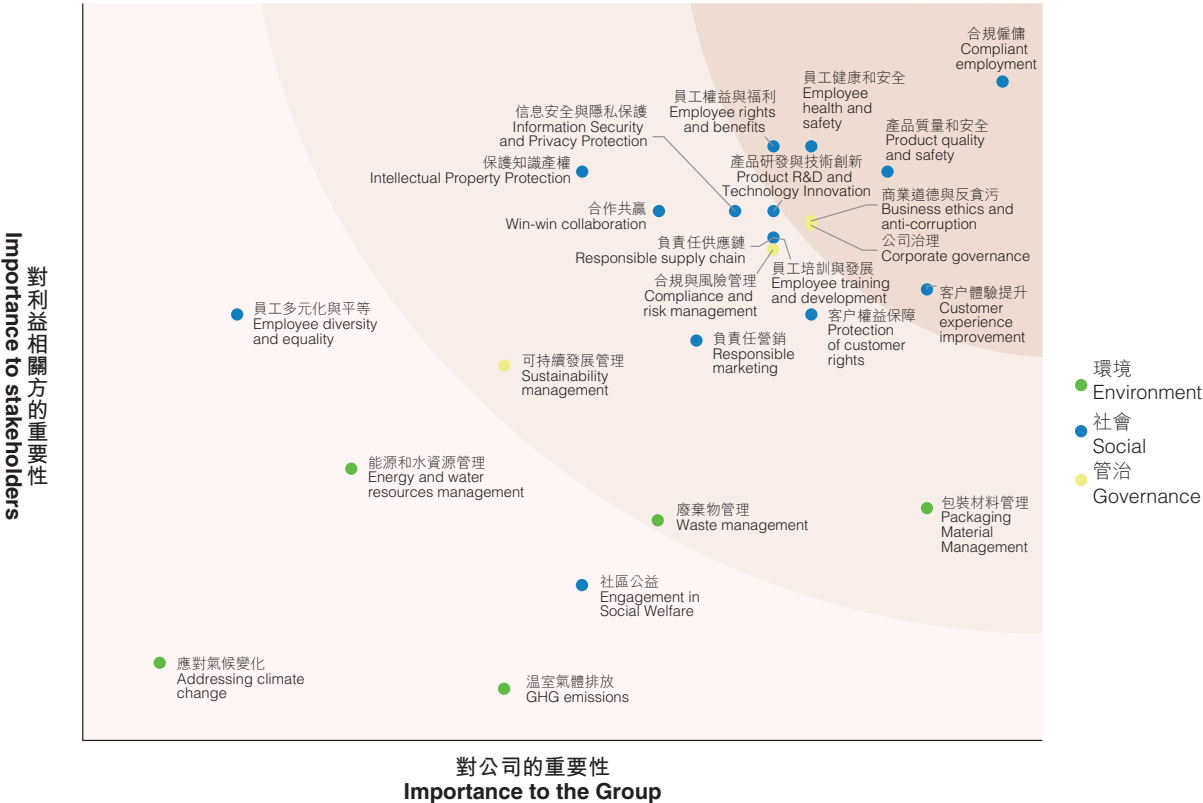
1. 識別議題 1. Identification of issues	2. 開展調研 2. Conducting research	3. 分析及驗證 3. Analysis and Verification
<p>根據業務實質、上市規則要求、以及行業關於可持續發展的最新動態，建立24大重要議題清單。</p> <p>A list of 24 key issues has been created based on the nature of the business, the requirements of the Listing Rules, and the latest developments in the industry in relation to sustainable development.</p>	<p>採用線上問卷向各利益相關方發送ESG實質性議題調查問卷，利益相關方從自身角度出發對議題進行打分。</p> <p>Online questionnaires were sent to stakeholders, who scored the issues from their own perspectives.</p>	<p>計算分析得出本年度的排序結果，以確認各項ESG議題的重要程度。ESG工作小組對重要性評估結果進行審閱。</p> <p>The sequencing results for the year were calculated and analysed to identify the level of importance of each ESG issue. The results of the materiality assessment were read by the ESG Working Group.</p>

環境、社會及管治報告

Environmental, Social and Governance Report

本集團2024年ESG重要性議題評估結果如下圖所示：

The results of the materiality assessment of the Group in 2024 are shown in the figures below:



重要程度 Importance	議題序號 No.	議題名稱 Issue	議題範疇 Category
高度重要性議題 Highly Important Issues	6	合規僱傭 Compliant employment	社會 Social
	16	產品質量和安全 Product quality and safety	社會 Social
	15	客戶體驗提升 Customer experience improvement	社會 Social
	7	員工健康和福利 Employee health and safety	社會 Social
	8	員工權益與福利 Employee rights and benefits	社會 Social
	21	公司治理 Corporate governance	管治 Governance
	22	商業道德與反貪污 Business ethics and anti-corruption	管治 Governance
		包裝材料管理 Packaging Material Management	管治 Governance
		客戶權益保障 Protection of customer rights	管治 Governance
		員工培訓與發展 Employee training and development	管治 Governance

重要程度 Importance	議題序號 No.	議題名稱 Issue	議題範疇 Category
中度重要性議題 Moderately Important Issues	17	產品研發與技術創新 Product R&D and Technology Innovation	社會 Social
	9	員工培訓與發展 Employee training and development	社會 Social
	11	負責任供應鏈 Responsible supply chain	社會 Social
	23	合規與風險管理 Compliance and risk management	管治 Governance
	13	信息安全與隱私保護 Information Security and Privacy Protection	社會 Social
	14	客戶權益保障 Protection of customer rights	社會 Social
	3	包裝材料管理 Packaging Material Management	環境 Environment
	12	合作共贏 Win-win collaboration	社會 Social
	19	保護知識產權 Intellectual Property Protection	社會 Social
	18	負責任營銷 Responsible marketing	社會 Social
	4	廢棄物管理 Waste management	環境 Environment
	24	可持續發展管理 Sustainability management	管治 Governance
一般重要性議題 Generally important issues	20	社區公益 Engagement in Social Welfare	社會 Social
	10	員工多元化與平等 Employee diversity and equality	社會 Social
	2	能源和水資源管理 Energy and water resources management	環境 Environment
	5	溫室氣體排放 GHG emissions	環境 Environment
	1	應對氣候變化 Addressing climate change	環境 Environment

我們的環境

當前，環境污染、全球變暖及資源匱乏已對全球社會構成巨大的威脅和挑戰。本集團知悉環境保護的重要性，嚴格遵守《中華人民共和國環境保護法》《中華人民共和國固體廢物污染環境防治法》等法律法規，建立了環境目標，在經營活動中關注環保並落實環保措施，力求盡力降低業務運營對環境的負面影響。

為此，我們制定了定性環境目標，包括減廢目標、溫室氣體排放目標、能源目標、水資源節約目標，以期在日常運營中不斷完善環境管理質量，具體目標詳見「層面A1：排放物」「層面A2：資源使用」章節。我們亦制定員工環保培訓目標，以提高員工的環保意識，共同促進本集團環境目標的有效推動。我們計劃在新員工入職培訓中加入環保培訓，制定環保培訓／宣傳計劃，並定期舉辦節能主題活動。

因我們的業務性質，涉及與供應商的緊密合作，主要包括製造合作夥伴和第三方物流公司。因此，我們亦要求供應商須按合約要求，滿足我們銷售產品的指定國家或地區或相關物三方電商平臺的環保要求或法規。

層面A1：排放物

廢棄物管理

本集團嚴格遵守我們經營所在國家和地區有關固體廢棄物的法律法規，致力於減少業務營運活動中的廢棄物產生。

OUR ENVIRONMENT

Currently, environmental pollution, global warming and scarcity of resources have posed enormous threats and challenges to the global community. The Group is aware of the importance of environmental protection and strictly complies with the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》), the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste (《中華人民共和國固體廢物污染環境防治法》) and other laws and regulations. The Group has set up environmental objectives and has paid attention to environmental protection and implemented environmental protection measures in its business activities, with a view to minimising the negative impacts of its business operations on the environment.

To this end, we have formulated qualitative environmental targets, including waste reduction targets, Greenhouse Gas (GHG) emission targets, energy targets and water resources targets, with a view to continuously improving the quality of environmental management in our daily operations, as detailed in the sections on "Aspect A1: Emissions" and "Aspect A2: Use of Resources". We have also set targets for employee environmental training to raise their awareness of environmental protection and to promote the effective implementation of the Group's environmental targets. We plan to include environmental training in the induction training for new employee, develop environmental training/publicity programs and organize energy-saving themed activities on a regular basis.

Due to the nature of our business, it involves close co-operation with suppliers, which mainly include manufacturing partners and third-party logistics companies. As such, we also require the suppliers to meet the environmental requirements or regulations of the designated countries or regions where we sell our products or the relevant third-party e-commerce platforms as required by the contracts.

Aspect A1: Emissions

Waste Management

The Group strictly complies with the laws and regulations on solid waste in the countries and regions in which we operate and is committed to reducing the generation of waste in our business operations.

我們的廢棄物主要來源於辦公和倉儲的運營活動。我們的有害廢棄物主要包括廢燈管、廢墨盒、廢電池，交由具有資質的第三方回收商進行無害化處置。我們的無害廢棄物主要包括辦公活動產生的生活垃圾，以及倉儲活動產生的廢紙板、廢木板、廢塑料和廢紙張。對於倉儲活動產生的廢棄物，我們均交由回收商進行回收處置，以促進資源回收利用。

Our waste is primarily generated from office and warehousing operations. Our hazardous waste mainly includes waste lamps, waste ink cartridges and waste batteries, which are handed over to qualified third-party recyclers for harmless disposal. Our non-hazardous waste mainly consists of domestic waste generated from our office activities and waste cardboard, boards, plastics and paper generated from our warehousing activities. Wastes generated from storage activities are collected and disposed of by recyclers to promote resource recycling.

為進一步提高本集團廢棄物管理水平，減少廢棄物對環境的影響，我們制定了減廢目標。根據我們的業務特徵，我們圍繞辦公廢棄物，將提高廢棄物的回收率作為目標。

In order to further improve the Group's waste management and minimise the impact of waste on the environment, we have set waste reduction goals. Based on the characteristics of our business, we are targeting a higher recycling rate for office waste.

類別 Category	目標 Goal	指標 Indicators
減廢目標 Waste Reduction Targets	提高廢棄物回收率 Increase Waste Recycling Rate	<ul style="list-style-type: none"> 提高辦公用紙回收率 Increase recycling rate of office paper 回收辦公室電子設備 Recycle office electronic equipment 將廢棄物分類以便回收 Classify waste for recycling

同時，我們制定了相應的減廢行動計劃，在日常運營中有效實施，以推動減廢目標的實現：

At the same time, we have formulated corresponding waste reduction action plans and implemented them effectively in our daily operation to promote the achievement of the waste reduction targets:

- 完善辦公室廢棄物回收系統
- 追蹤辦公用紙的回收量
- 制定回收計劃並定期檢查計劃進度
- 在物業內設置不可再生及可再生廢棄物回收桶

- Improve office waste recycling systems
- Track the amount of office paper recycled
- Develop a recycling plan and regularly check the plan's progress
- Set up non-renewable and renewable waste recycling bins on the property

廢氣和溫室氣體管理

Air & GHG emission management

本集團主要從事互聯網在線銷售業務，業務過程中無大量廢氣排放產生，主要為公司自有車輛使用燃料產生的廢氣。我們通過購入電動汽車，減少車輛廢氣產生。截至報告期末，公司自有車輛中，純電動車和插電混動車輛佔比超50%。

The Group is principally engaged in the online sales business on the Internet and does not generate a significant amount of emissions in the course of its operation, which are mainly generated from the use of fuel in company-owned vehicles. By purchasing electric vehicles, we aim to reduce vehicle emissions. As of the end of the Reporting Period, pure electric vehicles and plug-in hybrid vehicles accounted for more than 50% of company-owned vehicles.

於本集團而言，範圍一直接溫室氣體排放主要來自於公司自有車輛的燃料消耗和部分海外倉庫用於供暖的天然氣消耗，範圍二間接溫室氣體排放來自於辦公場所和倉儲設施的電力消耗。

除關注因自身運營產生的範圍一和範圍二溫室氣體排放，本集團亦關注業務價值鏈中產生的範圍三溫室氣體排放。因此我們設定了溫室氣體排放目標和指標，涵蓋公司自有車輛管理和我們業務涉及的綠色物流作業，其中由第三方物流合作夥伴產生的物流運輸排放為本集團主要的範圍三排放源之一。

類別 Category	目標 Goals	指標 Indicators
溫室氣體排放目標 GHG Emissions Targets	鼓勵綠色通勤 Encourage Green Commuting	加強公司自有車輛管理 Strengthen the management of company-owned vehicles
	綠色物流作業 Green Logistics Operations	增加使用清潔能源的機械和車輛的比例（例如電動叉車及電動汽車） Increase the proportion of machinery and vehicles using clean energy (such as electric forklifts and electric vehicles)

我們亦制定了相應行動計劃和措施，在日常運營中採納和落實。為加強公司自有車輛管理，我們要求記錄公司車輛燃料消耗，對車輛進行定期保養，並逐步將公司車輛替換為低排放／零排放車輛。此外，我們積極採用清潔能源，在自有辦公大樓屋面安裝太陽能光伏，光伏產生的電力用於自有辦公場所，通過光伏電力的使用減少電力產生的溫室氣體排放。

為加強綠色物流管理，我們不僅要求定期監察公司所有倉儲用叉車的碳排放量，亦對第三方物流公司車輛的碳排放量進行定期監察和報告，此外我們規劃通過優化作業路線，減少不必要的駕駛距離，減少運輸過程的碳排放，例如利用自動化倉儲系統選擇最近的倉庫進行配送，提供增強的尾程派送，在提高配送效率的同時，減少尾程配送產生的溫室氣體排放。

For the Group, Scope 1 direct GHG emissions are mainly attributable to the fuel consumption of company-owned vehicles and the consumption of natural gas for heating in some of the overseas warehouses, while Scope 2 indirect GHG emissions are attributable to the electricity consumption of the office and warehousing facilities.

In addition to addressing Scope 1 and Scope 2 GHG emissions generated from our own operations, we are also concerned about Scope 3 GHG emissions from our business value chain. As such, we have set GHG emission targets and indicators covering both company-owned vehicle management and the green logistics operations involved in our business. Among which, emissions from logistics transportation by the third-party logistics partners are one of the Group's main Scope 3 emission sources.

We have also formulated corresponding action plans and measures to be adopted and implemented in our daily operation. In order to strengthen the management of company-owned vehicles, we are required to record the fuel consumption of the company-owned vehicles, carry out regular maintenance of the vehicles, and gradually replace the vehicles with low-emission/zero-emission vehicles. In addition, we actively adopt clean energy by installing solar photovoltaics on the roof of our own office buildings, and the electricity generated by the photovoltaics is used in our own office premises, which reduces the GHG emissions from the use of photovoltaic power.

To strengthen the green logistics management, we not only require regular monitoring of the carbon emissions of all our forklift trucks, but also regularly monitor and report on the carbon emissions of the vehicles of the third-party logistics companies. In addition, we plan to reduce carbon emissions in the transportation process by optimising our operational routes and reducing unnecessary driving distances, such as using automated warehousing systems to select the nearest warehouse for distribution, providing enhanced last-mile delivery, which improves distribution efficiency while reducing greenhouse gas emissions from last-mile delivery.

層面A2: 資源使用

本集團嚴格遵守《中華人民共和國節約能源法》《節約用水條例》等法律法規，倡導綠色辦公，致力於提高能源使用效率，促進資源節約。

能源使用

本集團的能源使用主要為辦公場所和倉儲的電力和天然氣，以及公司自有車輛的燃料。我們持續完善能源管理措施，努力減少可控範圍內的能源使用。為此，我們制定了能源目標，並在日常業務活動中實施節能措施。

類別 Category	目標 Goal	指標 Indicators
能源目標 Energy Targets	提高能源效益 Improve Energy Efficiency	<ul style="list-style-type: none">減少辦公室能源消耗Reduce office energy consumption進行辦公能源審計Conduct energy audits in the office

為減少辦公室能源消耗，我們制定行動計劃，購買帶有能源標籤的節能電器設備，從源頭減少辦公能源的使用。在公司辦公大樓裝修中，我們已通過採購和安裝節能燈具等方式，減少了辦公運營能耗。我們亦倡導節能意識和行為，通過發布節能減排倡議書，鼓勵員工養成隨手關燈、關空調、關電腦等良好習慣，辦公室、會議室無人使用時關閉空調和照明，以減少不必要的能源浪費。

此外，我們計劃通過開展辦公能源審計，掌握辦公能源消耗情況，發現節能潛力點，以進行及時節能整改，進一步節約能源使用。

水資源使用

本集團水資源使用主要為辦公日常用水。儘管本集團業務對水資源使用並無重大依賴，我們亦倡導節約用水，最大限度減少水資源消耗。

Aspect A2. Use of Resources

The Group strictly complies the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), the Regulations on Water Conservation (《節約用水條例》) and other laws and regulations, advocates green office practices, and endeavours to improve the efficiency of energy usage and promote resource conservation.

Energy Usage

The energy use of the Group is mainly electricity and natural gas for office premises and warehouses, as well as fuel for company-owned vehicles. We keep on improving our energy management practices and make every effort to reduce energy use within our control. To this end, we set energy targets and implement energy-saving measures in our daily business activities.

To reduce office energy consumption, we have developed an action plan to reduce office energy usage at source by purchasing energy efficient electrical equipment with energy labels. During the renovation of our office buildings, we have reduced office operation energy consumption by purchasing and installing energy efficient lighting fixtures and other means. We also advocate energy saving awareness and behaviour by publishing energy saving and emission reduction initiatives, encouraging staff to develop good habits such as switching off lights, air-conditioning and computers, and turning off air-conditioning and lighting in offices and conference rooms when they are not in use, so as to reduce unnecessary energy wastage.

In addition, we plan to grasp the situation of office energy consumption and identify potential points for energy saving through conducting energy audits in the office, so as to carry out timely energy saving rectification and further conserve energy use.

Water Resource Usage

The use of water resources of the Group is mainly for daily office use. Although the Group's business does not rely heavily on the use of water resources, we promote water conservation and minimise water consumption.

我們制定了節水目標，計劃通過制定水資源管理條例和增加節水裝置，例如節水水龍頭，來減少辦公用水的使用。我們亦在辦公場所倡導節水行為，包括加強用水設備、排水系統的日常維護管理，和鼓勵員工養成節約用水習慣。

We have set water conservation targets and plan to reduce the use of water in offices through formulating water resource management regulation and installing more water saving devices such as water saving taps. We also promote water conservation in our office premises, including strengthening the daily maintenance of water equipment and drainage systems and encouraging staff to develop water conservation habits.

類別 Category	目標 Goal	指標 Indicator
水資源節約目標 Water Efficiency Targets	提高用水效益 Improve Water Efficiency	減少平均用水量 Reduce average water consumption

其他資源使用

由於本集團的業務性質，我們亦涉及少量包裝材料的使用。我們所銷售產品使用的包裝來自於合作製造商，由本集團購買的包裝材料主要用作運輸防護和退換貨處理，使用的包裝材料主要為BOPP（雙向拉伸聚丙烯）薄膜、紙板和膠帶。

Other Resources Usage

Due to the nature of the business of the Group, we are also involved in the use of a small amount of packaging materials. The packaging used for the products we sold is sourced from co-manufacturers, and the packaging materials purchased by the Group are mainly used for transport protection and returns processing. The packaging materials used are mainly BOPP (Biaxially Oriented Polypropylene) film, cardboard and tapes.

為減少包裝材料的使用量，我們與製造商合作夥伴共同推動包裝材料結構性更新及創新，並促進廢棄物回收再利用。

To reduce the use of packaging materials, we work with our manufacturer partners to promote packaging material structural renewal and innovation, as well as the recycling of waste materials.

我們的日常辦公活動亦會涉及到紙張的使用。為此，我們推廣使用電子文檔並鼓勵員工採用雙面打印、減少紙張消耗；對於會議文件，通過準確計算發文數量並嚴格按照發文數量印刷，來控制文件紙張的浪費情況。

Our daily office activities also involve the use of paper. To this end, we promote the use of electronic documents and encourage our staff to use double-sided printing to reduce paper consumption. For documents in relation to meetings, we control paper wastage by accurately calculating the number of documents to be sent and printing them strictly in accordance with the number of documents to be sent.

層面A3: 環境和自然資源

本集團所經營的業務不會對環境及天然資源造成重大影響。儘管如此，本集團亦竭力縮小本集團業務活動對環境和自然資源的影響，倡導可持續發展。相關措施詳見「排放物」與「資源使用」章節。

Aspect A3: Environment and Natural Resources

The business of the Group does not cause any material impact on the environment and natural resources. Nevertheless, the Group endeavours to minimise the impact of the Group's business activities on the environment and natural resources and to promote sustainable development. Details of these measures are set out in the sections headed "Emissions" and "Use of Resources".

層面 A4: 氣候變化

氣候變化已成為全球共同面臨的挑戰。本集團深刻意識氣候變化導致的風險，將對業務運營造成影響。

本集團積極響應《巴黎協定》氣候變化倡議和中國「碳達峰及碳中和」戰略目標，並密切關注國內外氣候變化相關政策。我們積極識別氣候變化帶來的潛在風險，並制定應對措施，提高本集團應對氣候變化的能力。

Aspect A4: Climate Change

Climate change has become a global challenge. The Group is keenly aware of the risks arising from climate change, which will have an impact on its business operations.

The Group actively responds to the climate change initiatives of the Paris Agreement and China's strategic goal of "carbon peaking and carbon neutrality", and pays close attention to domestic and international policies related to climate change. We are actively identifying potential risks arising from climate change and formulating countermeasures to enhance the Group's ability to respond to climate change.

風險類別 Risk Types	對本集團的影響 Impact on the Group	緩解措施 Mitigation Measures
實體風險 Physical Risk		
立即性風險： Acute Risk: 極端天氣事故 Extreme weather incident	<ul style="list-style-type: none"> 極端天氣對倉儲設施造成的潛在財產損失 Potential property losses at warehousing Facilities due to extreme weather conditions 極端天氣對產品存放和產品運輸造成的潛在財產損失，例如影響海運，造成貨物損失和運輸時效損失 Potential property damage caused by extreme weather on product storage and product transport, e.g. affecting sea freight, resulting in loss of goods and loss of transit time 電力作為營運主要能源，可能會受到極端氣候災害影響而中斷營運 Electricity, as the main source of energy for operations, may be affected by extreme climate disasters and interruptions in operations. 極端天氣引起的員工安全問題 Employee safety issue caused by extreme weather conditions 	<ul style="list-style-type: none"> 強颱風及降雨期間為員工採取預防措施，例如允許其遠程居家辦公 Take precautionary measures for staff during periods of strong typhoons and rainfall, e.g. allowing them to work remotely from home 監測天氣預報，提前做好應對的安全措施 Monitor the weather forecast and take safety measures in advance 增設對於極端天氣的應急演練 Additional emergency drills for extreme weather conditions 制定保證服務和營運連續性的應急預案 Formulate contingency plans to ensure continuity of service and operations
長期性風險： Chronic Risk: 全球氣溫上升 Global warming	<ul style="list-style-type: none"> 全球氣溫上升造成工作環境轉變，影響員工健康，以及改造辦公和倉儲設施帶來的成本 Changes in the working environment due to global warming, affecting the health of employees and the cost of retrofitting office and storage facilities 	<ul style="list-style-type: none"> 辦公場所和倉庫的升級改造，增強氣候韌性 Upgrade the office premises and warehouses to enhance climate resilience

風險類別 Risk Types	對本集團的影響 Impact on the Group	緩解措施 Mitigation Measures
轉型風險 Transition Risk		
政策和法規風險： Policy and Regulatory Risk: 氣候相關政策收緊 Tightening of climate-related policies	未有遵守最新的氣候信息披露要求而引致的法律問題及財務負擔。 Legal issues and financial burdens resulted from failure to comply with the latest climate disclosure requirements	<ul style="list-style-type: none"> — 密切追蹤國內外氣候變化相關的政策趨勢，和實施的最新法律法規，整合至本集團管理策略中 — Closely track domestic and international climate change related policy trends and the implementation of the latest laws and regulations, and integrate them into the Group's management strategy — 嚴格遵守營運所在地的環境法律法規和行業標準 — Strictly comply with the environmental laws and regulations and industry standards of the place where we operate
市場風險： Market Risk: 市場對綠色產品或服務之需求提升 Increasing market demand for green products	市場對綠色產品愈加重視，更加綠色的同類產品出現使本集團產品市場競爭力降低 More market attention to green products and the appearance of greener similar products have reduced the market competitiveness of the Group's products	<ul style="list-style-type: none"> — 掌握市場趨勢和客戶需要，提供相關的綠色產品 — Keep abreast of market trends and customer needs to provide relevant green products — 識別並減少產品生命周期各階段的碳排放 — Identify and reduce carbon emissions at each stage of the product life cycle — 披露產品碳足跡 — Disclose product carbon footprint
聲譽風險： Reputation risk: 各利益相關方對企業可持續發展表現之印象與評價 Stakeholders' impression and assessment of enterprise's sustainability performance	利益相關方期望公司在應對氣候變化方面採取積極的管理行動並提升資料披露透明性。若公司無法回應利益相關方的訴求，可能會對公司業務造成影響。 Stakeholders expect companies to take proactive management actions and improve transparency of disclosure in addressing climate change. If the company is unable to respond to the demands of stakeholders, it may have an impact on the business of the company.	<ul style="list-style-type: none"> — 披露及宣傳公司於ESG方面的貢獻 — Disclose and publish the company's ESG contributions — 披露產品碳足跡 — Disclose product carbon footprint — 制定並披露減碳目標 — Formulate and disclose the carbon reduction target

我們的員工

本集團深知公司的持續、穩定、快速發展離不開員工的支持，我們視員工為公司最大的財富，致力於保障員工的各項權益，為員工提供平等多元的幸福職場。

層面B1：僱傭

本集團嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《工資支付暫行規定》《住房公積金管理條例》《勞動爭議調解仲裁法》《社會保險費徵繳暫行條例》《工傷保險條例》等中國法律法規以及其他營運所在國家的勞務僱傭相關法律法規。

本集團嚴格依法招聘員工，切實履行勞動合同中關於簽訂、變更、解除或終止的條款。勞動合同的執行遵循國家法律法規及相關內部規定。只有在雙方達成一致且自願簽訂勞動合同的情況下，員工的僱傭關係才正式生效。我們已經在中國建立了工會，進一步保障員工的合法權益，與員工保持良好正面的僱傭關係。

我們鼓勵工作與生活平衡的生活方式。我們在合同及《員工手冊》中明確規定工作時間，並在工作中嚴格執行，不安排不鼓勵加班。對於確需加班的情況，員工須進行申請，並在加班後按加班時長進行調休。除了法定節假日與正常公休日，我們為員工提供年休假、病假、事假、婦女節假、調休假、婚假、喪假、產假、陪产假、哺乳假、孕檢假、育兒假、護理假和工傷假。

OUR EMPLOYEES

The Group recognises its sustainable, stable and rapid growth cannot be achieved without the support of its employees. We regard our employees as our greatest asset and are committed to protecting their rights and interests and providing them with an equal, diversified and happy workplace.

Aspect B1: Employment

The Group strictly complies with the Labor Law of the People's Republic of China (《中華人民共和國勞動法》), the Labor Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Tentative Provisions on Payment of Wages (《工資支付暫行規定》), the Regulation on the Administration of Housing Provident Funds (《住房公積金管理條例》), the Law on Mediation and Arbitration of Labor Disputes (《勞動爭議調解仲裁法》), the Interim Regulations Concerning the Collection and Payment of Social Insurance Premiums (《社會保險費徵繳暫行條例》), the Regulation of Insurance for Labor Injury (《工傷保險條例》), and other laws and regulations relating to labor and employment of other countries in which the Group operates.

The Group recruits employees in strict accordance with the law and strictly fulfils the terms of the labor contracts in relation to the signing, amendment, cancellation or termination of such contracts. Labor contracts are executed in accordance with national laws and regulations and relevant internal rules. An employee's employment relationship is only formalized when both parties agree and voluntarily sign a labor contract. We have established a trade union in the PRC to further protect the legal rights of our employees and to maintain a positive employment relationship with them.

We encourage a work-life balance lifestyle. We have clearly stipulated the working hours in the contract and the Employee Handbook, and have strictly enforced them in the workplace. We do not arrange or encourage overtime work. For cases where overtime work is required, employees are required to apply for overtime work and will be given time off according to the length of overtime work. In addition to statutory holidays and normal public holidays, we provide employees with annual leave, sick leave, personal leave, Women's Day leave, transfer leave, marriage leave, bereavement leave, maternity leave, paternity leave, breastfeeding leave, pregnancy check-up leave, parental leave, nursing care leave and work injury leave.

招聘與晉升

本集團本著「公開、公平、公正、擇優」的原則聘用員工，杜絕招聘過程中的欺詐行為，確保應聘者合格且稱職。我們於《員工手冊》明確規定，不因民族、種族、年齡、性別、婚姻狀況、社團以及宗教信仰等不同而給予不同待遇，為所有應徵者和員工提供平等的就業機會。我們採用多元招聘渠道，包括校園招聘、招聘會、招聘平臺，並鼓勵員工內部推薦。

我們為員工制定清晰的發展晉升路綫，並提供管理通道和專業通道並行的雙通道發展路徑。我們根據《員工入職和調動定級管理制度》，定期組織人才晉升評估，並提供透明的晉升要求和評估內容。

福利關愛

本集團致力於為員工提供完善、具有競爭力的薪酬福利體系，以及豐富多樣的員工保障和關懷福利。除了年假、帶薪病假、社會保險、住房公積金等法定基礎福利待遇，我們為員工提供福利項目、關懷項目、慰問等，給予員工關愛和幫助，並設立專項基金，用於組織員工活動，增強員工之間、員工與公司之間的聯繫，提升員工幸福感。

Recruitment and Promotion

The Group adheres to the principles of "Transparency, Fairness, Equity, and Merit-Based Selection" in employee recruitment and eliminates fraudulent practices in the recruitment process to ensure that candidates are qualified and competent. Our Employee Handbook clearly states that we do not discriminate on the basis of ethnicity, race, age, gender, marital status, society, religious beliefs, etc., and that we provide equal employment opportunities to all applicants and employees. We use various recruitment channels, including campus recruitment, job fairs and recruitment platforms, as well as encourage internal referrals.

We have formulated a clear development and promotion path for our employees, and provide dual-channel staff development comprising management and professionalism. In accordance with the "Employee Entry and Transfer Management System", we regularly organize promotion assessment and provide transparent promotion requirements and assessment contents.

Welfare and Care

The Group is committed to providing its employees with a comprehensive and competitive remuneration and benefits system, as well as a wide range of employee protection and care benefits. In addition to annual leave, paid sick leave, social insurance, housing provident fund and other statutory basic benefits, we provide employees with welfare programs, care programs, condolences, etc., to give care and assistance to employees. We have set up a special fund for organizing staff activities to strengthen the ties between employees and the company, and to enhance the sense of well-being of our employees.

我們的員工福利主要涵蓋以下方面：

Our employee benefits mainly cover the following areas:

補充福利 Supplementary Benefits	<ul style="list-style-type: none">• 免費過渡性住宿• Free transitional accommodation• 員工餐飲• Staff Catering• 節日慰問禮品• Festive Gifts• 生日福利• Birthday Benefits• 健康體檢• Health Check
專項福利 Special Benefits	<ul style="list-style-type: none">• 月度／年度獎金• Monthly/Annual Bonus• 績效獎金• Performance Bonus• 差旅津貼• Travelling Allowance• 證書津貼• Certificate Allowance• 股權激勵• Equity Incentive• 工齡獎金• Length of Service Bonus• 春節返崗路費補貼• Spring Festival Travelling Allowance
其他非經濟性福利 Other Non-financial Benefits	<ul style="list-style-type: none">• 興趣社團• Interest Groups• 員工聚餐／出游／參觀／娛樂／體育活動等團建活動• Staff dinner/trip/visit/entertainment/sports activities and other group building activities• 培訓深造• Training

2024年，我們按周為頻率，組織了豐富多彩的員工興趣社團活動，例如羽毛球、足球、籃球、戶外、桌游等，讓員工們在工作之餘，為員工們提供了工作之餘放鬆身心的機會，並增強了團隊凝聚力。

In 2024, we organized a variety of employee interest group activities on a weekly basis, such as badminton, football, basketball, outdoor and board games, etc. These activities provided our employees with opportunities to relax after work and strengthened team cohesion.



<員工興趣社團活動>

<Employee Interest Groups' Activities>

此外，我們開展對員工的日常關懷。我們每月組織慰問，主要從工作和生活了解員工狀況，對存在困難的員工提供幫助；我們在重要節假日，除了發放節日禮品外，通過郵件方式給予員工慰問和祝福，讓員工心有所系；對家庭不幸遭遇重大困難的員工，我們抵達員工家屬處，送達慰問與關懷，並給予不同程度的物質協助。我們亦設置福利關懷郵箱，讓員工反饋生活和工作困難，我們將給予及時幫助。

In addition, we carry out daily care for our employees. We organize monthly visits, mainly to understand the conditions of our employees in their work and life, and provide assistance to those who have difficulties. During important festivals and holidays, apart from giving out festive gifts, we also send our cheers and blessings to employees by mail, so as to give them a sense of assurance. For those employees who have encountered major difficulties in their families, we visit their families to send them our condolences and care, and provide them with material assistance of different degrees. We have also set up a welfare and care mailbox for employees to give feedback on their life and work difficulties, and we will provide timely assistance.

員工溝通

我們重視員工的意見和想法，保持開放溝通的態度。為創造公開、透明、暢通、便捷的溝通渠道，提供溝通的及時性和反饋效率，我們設置了多種溝通渠道，包括內部郵箱、公司同事吧平臺等，積極傾聽員工的任何想法、建議和意見。員工亦可綫下直接與公司管理人員進行溝通和反饋。

我們亦支持員工就任何不公平待遇進行投訴或申訴，提供了專用申訴郵箱，並建立了公正、系統的處理程序，確保任何安全安心的投訴環境，和公平公正的處理方式。

為進一步瞭解員工的心聲，我們每年度組織一次員工滿意度調查，為員工反映工作情況、內心感受提供窗口，人力資源部負責將滿意度調查結果匯總發布給各部門，以此作為工作改進的重要依據。

層面B2: 健康與安全

本集團嚴格遵守《中華人民共和國消防法》《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》等職業健康與安全相關法律法規，將健康、安全融入運營中，旨在為每位員工提供安全健康的工作環境。除了為所有員工安排年度體檢外，我們從更多維度促進員工健康安全。

我們為員工提供良好的工作環境，於2024年入駐了新辦公大樓。在裝修過程中，我們將健康環保納入考慮，優先選用了不含甲醛等揮發性有機化合物的基層板材和塗料，並在裝修後聘請專業團隊進行甲醛清除，保障良好的室內空氣質量，為員工提供健康、安心、舒適的工作環境。

Employee Communication

We value the opinions and ideas of our employees and maintain an open communication attitude. In order to create open, transparent, smooth and convenient communication channels, provide timely communication and feedback efficiency, we have set up a variety of communication channels, including internal mailboxes, the Colleague Forum platform, etc., to actively listen to any ideas, suggestions and opinions of our employee. Employees can also adopt the offline channel and directly communicate with the management and provide feedback.

We also support our employee in lodging complaints or grievances against unfair treatment by providing a dedicated complaint mailbox and establishing fair and systematic procedures to ensure a safe and secure environment for complaints and fair and impartial handling.

To gain deeper insights into employee feedback, we conduct an annual employee satisfaction survey to provide a channel for employees to reflect their work and inner feelings, and the Human Resources Department is responsible for summarizing and disseminating the results of the satisfaction survey to all departments as an important basis for work improvement.

Aspect B2: Health and Safety

The Group strictly complies with the Fire Control Law of the People's Republic of China (《中華人民共和國消防法》), the Safe Production Law of the People's Republic of China (《中華人民共和國安全生產法》), the Law of the People's Republic of China on the Prevention and Control of Occupational Diseases (《中華人民共和國職業病防治法》) and other laws and regulations relating to occupational health and safety, and integrates health and safety issues into its operations, with the aim of providing a safe and healthy working environment for each employee. In addition to arranging annual medical check for all employees, we also promote employees' health and safety in multi-dimension.

In a bid to provide a good working environment for our employee, we moved into a new office building in 2024. During the renovation process, we have taken health and environmental protection into consideration, giving priority to the use of non-formaldehyde and other volatile organic compounds (VOCs) based panels and paints, and employing a professional team to carry out formaldehyde removal after the renovation process, so as to ensure good indoor air quality, and to provide our employee with a healthy, safe and comfortable working environment.

在日常工作中，我們進行員工健康安全管理。我們定期開展員工健康、安全培訓活動，包括職場安全、消防演練、急救相關等培訓。2024年，我們開展了多項健康安全培訓，例如邀請專家醫生對員工開展心肺復甦、包紮止血、常見急症處理方法培訓，和應急安全宣講。

We manage employees' health and safety in our daily work. We regularly conduct training activities in relation to employees' health and safety, including workplace safety, fire drills, first aid-related training, etc. In 2024, we launched a number of health and safety trainings, such as inviting expert doctors to train our employees on cardiopulmonary resuscitation, bandaging and haemostasis, treatment of common emergencies, and emergency management and safety talks.



<急救培訓>
<First-aid Training>



<應急安全宣講>
<Emergency Management and Safety Talk>

針對倉儲物流業務的員工，我們量身定制了相應的安全管理制度和應急預案，保障工作環境的安全。我們實施內部安全監督制度，建立了健全完整的安全監督體系，實施定期和不定期安全檢查。安全檢查包括日常檢查、季節檢查、專項檢查、綜合檢查、隱患排查、危險源排查等。同時，我們開展安全教育培訓，進行設備安全管理的相關法律法規、設施設備的安全使用、火災事故自救互救及逃生知識、消防器材的使用等相關知識培訓；並每年進行一次安全演練，邀請全體員工參與觀摩。通過安全教育培訓與演練，讓員工具備更完備的安全生產能力，提高員工安全意識，並培養員工危機發生時的應對能力和自救能力。

For employees in the warehousing and logistics business, we have tailored a corresponding safety management system and emergency response plan to safeguard the security of working environment. We implement an internal safety supervision system with a sound and comprehensive safety supervision mechanism established. Safety inspections are conducted on a regular and irregular basis, including daily checks, seasonal checks, specialized inspections, comprehensive inspections, hazardous source inspections and so forth. At the same time, we carry out safety education and training, and provide training on relevant laws and regulations on equipment safety management, safe use of facilities and equipment, knowledge of self-rescue and escape from fire accidents, and the use of fire-fighting equipment, among others. We also carry out safety drills once a year, and invite all employees to participate in the drills and observe. Through safety education, training and drills, we equip our employee with more complete safety production capabilities, raise their safety awareness, and cultivate their ability to cope with crises and self-rescue.

在2022、2023及2024年內，本集團未發生員工因工亡故事件。2024年發生了2起工傷事件，分別為在員工活動和上下班途中的非工作時間發生的輕微受傷，因工傷損失的工作日數為0。

In 2022, 2023 and 2024, there were no work-related fatalities in the Group. In 2024, there were two work-related injuries, one occurred during an employee activity, and the other while commuting, both outside of working hours. The number of working days lost due to work-related injuries was zero.

層面B3：發展與培訓

本集團高度重視員工的發展與培訓，致力於為員工打造全方位、多層次的成長平臺，以提升員工的專業技能、綜合素質和職業競爭力，同時也為企業的長期穩定發展提供堅實的人才支撐。

我們將公司業務發展與員工發展相結合，建立了明確的人才培訓體系，匹配多種培養和發展手段，為各級員工提供量身定制的培訓計劃。為此，我們專門設立了傲基大學，持續完善人才培養體系，並負責開展線上線下相結合的員工培訓、不斷優化課程設計和更新課程內容。

我們制定了完善的制度體系，包含新員工培訓、課程開發、講師管理、外出培訓等一系列人才發展與培訓制度，作為培訓體系的堅實基礎。

同時，我們開發了包含新員工入職培訓和通用素質類課程的通用力課程、匹配不同業務的專業課程學習地圖、以及提升員工管理技能的領導力課程，構建了適用於不同級別和不同崗位員工的課程資源體系。2024年，我們基於領導力素質模型，進一步開發了中層領導力發展匹配的系列課程，進一步充實了我們的課程資源。

基於完善的課程資源體系，我們設置了各類人才培訓項目，精準匹配各級別和各崗位員工的培訓發展需求。

Aspect B3: Development and Training

The Group attaches great importance to employee development and training, and is committed to building an all-round, multi-level growth platform for its employee to enhance their professional skills, overall quality and career competitiveness, while providing solid talent support for the long-term stable development of the enterprise.

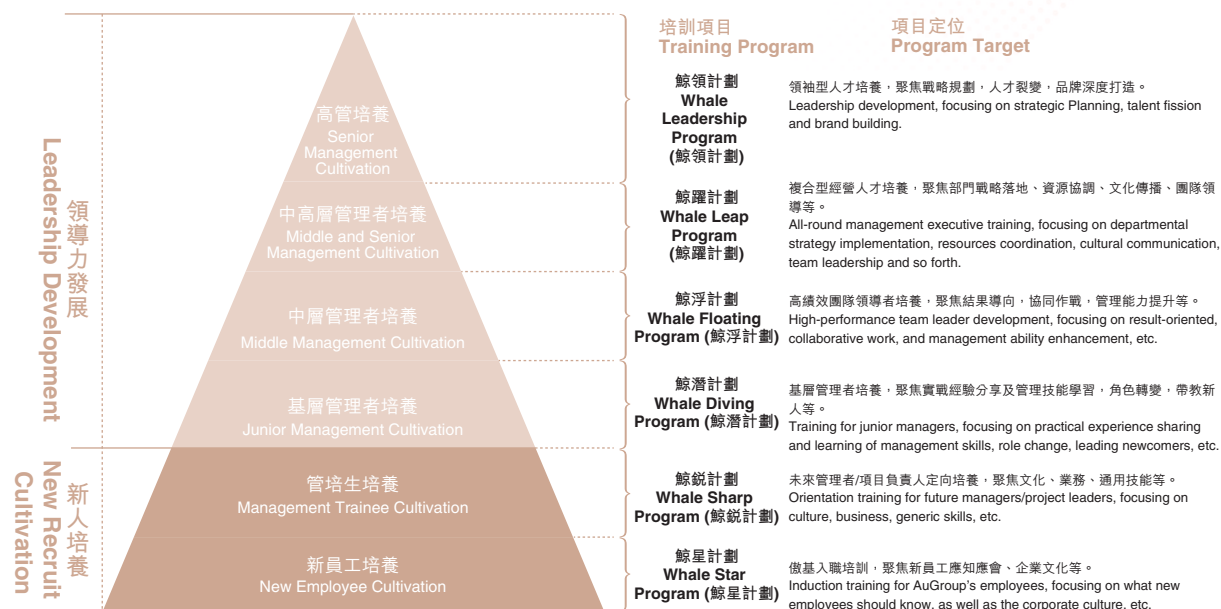
We have established a clear talent development system that combines various training and development tools to provide tailor-made training programs for employees at all levels. To this end, we have set up AuGroup University (傲基大學) to constantly improve our talent development system. We are also responsible for the development of on-line and off-line employee training, as well as the continuous optimization of course design and updating of course content.

We have developed a comprehensive system, including new employee training, course development, instructor management, outside training and a series of talent development and training systems, as a solid foundation for the training system.

At the same time, we have developed a general competency program that includes induction training and general competency courses for new employees, learning map for professional courses to match different businesses, and leadership courses to enhance the management skills of employees, thus building up a system of course resources applicable to employees at different levels and in different positions. In 2024, we further developed a series of programs to match middle-level leadership development according to the Leadership Quality Model, further enriching our program resources.

Based on our comprehensive program resource system, we have set up a variety of training programs to accurately match the training and development needs of employee at all levels and in all positions.

人才培養項目
Talent Development Program



2024年度，我們為員工開展了豐富多元的培訓項目，面嚮新員工、管理者等不同員工類型，提供了定制化培訓計劃，並為各業務部門開展了專業類培訓，全方位賦能員工發展。

In 2024, we launched various and diversified training for our employees with customized programs for different types of employees such as new employees, fresh graduates and managers, and professional training for various business units so as to empower their development in all aspects.



<關務培訓>
<Customs Service Training>



<經管賬單培訓>
<Training Course for Administrative Billing>

除了定制化培訓項目，我們亦通過傲基大學為員工開設豐富多樣的公開課程，員工能夠根據自身職業發展規劃與實際需求，自主挑選契合的課程，靈活掌控學習方向。同時，傲基大學平臺還匯聚豐富的學習資源，員工可依據個人時間安排，隨時隨地開啓學習之旅，在碎片化時間中不斷充實自我，實現知識儲備與職業能力的穩步進階。

在傲基大學開展的培訓以外，各業務部門著眼於員工業務技能的精準提升，開展了更為細分、針對性更強的專項培訓。培訓以導師帶教的形式開展，導師憑藉自身豐富的經驗與專業知識，對員工進行指導，幫助員工在實際工作場景中迅速掌握關鍵業務技能，實現能力進階。

為進一步賦能員工，我們落實內部講師制度。通過公開、公平、公正的內部講師選拔和晉級流程，評選出具備專業資質的內部講師，並開展內部講師培養，不斷提升內部講師的自身能力和授課技巧。截至報告期末，我們共擁有17名專業的內部講師。

層面B4：勞工準則

本集團嚴格按照國際勞工組織的有關公約以及營運所在國家和地區法律法規，執行員工招聘和管理。本集團嚴禁以任何形式僱用童工及強制勞動。

本集團的《員工手冊》中已清楚列明嚴禁僱傭童工，人力資源部通過嚴格核對身份證，以核實新員工個人信息的真實性，並對有欺詐或隱瞞行為不予錄用，以確保不會出現僱傭童工。同時，我們在《員工手冊》及勞動合同中列明工作時間（即每周40小時），並與《員工手冊》中明確不安排加班，及提供合理的休假權利，以杜絕強迫勞動。

Apart from customized training programs, we also offer a wide range of open courses through AuGroup University. Employees can choose their own courses according to their own career development plans and actual needs, so that they can control the direction of their learning flexibly. AuGroup University platform also provides a wealth of learning resources for employees to start their learning journey anytime and anywhere, according to their personal schedules, so that they can continue to enrich themselves during fragmentary time, and achieve a steady advancement in their knowledge and professional abilities.

In addition to the training provided by AuGroup University, each business department has launched more detailed and targeted training to enhance the business skills of its employees. The training is conducted in the form of instructor-led tutorials, in which the instructors, with their rich experience and professional knowledge, provide guidance to our employees, helping them to quickly grasp the key business skills in the actual workplace and improve their abilities.

In order to further empower our employee, we have implemented an internal lecturer system. Through an open, fair and impartial selection and promotion process for internal lecturers, professionally qualified internal lecturers are selected and internal lecturer training is carried out to continuously improve the internal lecturers' abilities and teaching skills. As at the end of the Reporting Period, we had a total of 17 professional internal lecturers.

Aspect B4: Labor Standards

The Group's employee recruitment and management are in strict compliance with relevant conventions of International Labor Organization as well as the laws and regulations of the countries and regions in which it operates. The Group strictly prohibits any form of child labor and forced labor.

It is clearly stated in our Employee Handbook that child labor is strictly prohibited. The Human Resources Department ensures that child labor does not occur by rigorously verifying the authenticity of new employees' personal information and by refusing to recruit new employees in cases of fraud or concealment. At the same time, we specify the working hours (i.e. 40 hours per week) in the Employee Handbook and the employment contract, and it is also clear in the Employee Handbook that overtime work will not be arranged and that reasonable leave entitlement will be provided in order to eliminate forced labor.

於本報告期內，本集團未發現有僱傭童工或強制勞動的情況。

我們的業務

層面B5：供應鏈管理

本集團深知良好的供應鏈管理之於我們業務的重要性。我們建立了健全的供應商管理制度，包括建立清晰的採購流程和要求，明確公司各部門的職責，以規範透明、合規的採購行為和供應商管理要求。

供應商管理機制

在供應商尋源階段，我們根據事業部提出的品類要求尋找合適的供應商。供應商須滿足本集團設置的相關紅綫標準，例如滿足合規經營的相關資質要求、無重大訴訟、無牽涉任何賄賂或欺詐案件等的信用風險記錄。對於符合要求的供應商，我們進一步對其進行質量准入審核，以確保引入優質供應商。

質量准入審核包括供應商書面自評和現場審核。我們要求供應商在現場審核前根據《供應商質量審核表》進行自評，之後我們的採購部門和質量部門共同對供應商進行品質審核，嚴格評估和審查供應商的品質質量管理體系和認證、工程研發品控能力、供應鏈品控能力和生產製造品控能力等方面。

在供應商合同簽訂階段，我們與經審核後確認引入的供應商簽訂《採購框架協議》和《採購訂單協議》《保密協議》，嚴格規範供應商關於質量、交付、商業道德、知識產權等方面的履約要求。

During the Reporting Period, the Group was not aware of any cases of child labor or forced labor.

OUR BUSINESS

Aspect B5: Supply Chain Management

The Group is well aware of the importance of good supply chain management to our business. We have established a sound supplier management system, including the establishment of clear procurement processes and requirements, and the clarification of the responsibilities of various departments of the Group, to regulate transparent and compliant procurement practices and supplier management requirements.

Supplier Management Mechanism

At the supplier sourcing stage, we look for suitable suppliers based on the category requirements set by our business divisions. Suppliers are required to meet the relevant red line criteria set by the Group, such as meeting the relevant qualification requirements for compliant operation, no major litigation, and no record of credit risk in relation to any bribery or fraud cases. For potential suppliers meeting the criteria, we further conduct quality entry audit on them to ensure that we are bringing in quality suppliers.

Quality entry audit includes written self-assessment by suppliers and on-site audit. We require suppliers to conduct a self-assessment based on the Supplier Quality Evaluation Form prior to the on-site audit, after which our purchasing department and quality department jointly conduct a quality audit of the suppliers to strictly evaluate and review the suppliers' quality management system and certification, their quality control capabilities on engineering and R&D, supply chain as well as production and manufacturing.

At the supplier contract signing stage, we enter into "Procurement Framework Agreement, "Procurement Order Agreement" and "Non-Disclosure Agreement" with suppliers that we have confirmed to be brought in after evaluation, and we strictly regulate the suppliers' performance requirements in respect of quality, delivery, business ethics, intellectual property rights, and so on.

在供應商履約階段，我們定期對供應商進行評估。我們密切監控供應商履約期間的表現，根據質量、成本、交付能力、響應和技術能力五個方面，進行年度綜合評估，根據得分將供應商分為5個等級，以落實相應的合作策略。此外，我們每月進行供應商的績效評定，對於績效墊底的供應商，進行轉單處理。通過我們嚴格的供應商評估，進一步保障合作供應商的合規能力和履約能力，確保供應鏈健康和可持續。

At the supplier performance stage, we regularly evaluate our suppliers. We closely monitor the performance of suppliers during the contract period and conduct an annual comprehensive assessment based on five aspects, namely quality, cost, delivery capability, response and technical capability, and classify suppliers into five grades according to their scores, so as to implement corresponding co-operation strategies. In addition, we pull the performance evaluation of suppliers every month, and shift orders if the suppliers are in poor performance. Through our rigorous supplier assessment, we further safeguard our suppliers' compliance and ability to fulfil their contracts, ensuring a healthy and sustainable supply chain.

供應商評估
Supplier Assessment

綜合評級 Overall Rating	合作策略 Co-operation strategy
A	合格供應商，可發展為戰略夥伴合作關係 Qualified suppliers who can be developed into strategic partner
B	合格供應商 Qualified suppliers
C	發出警示通知，要求對問題提出整改要求，若連續三次C，自動降為D級 Issuance of a warning notice requesting rectification of the TOP problem, and if Grade C is ranked for three times, it will be automatically downgraded to Grade D.
D	發出整改通知，限期整改，再次考評仍為D級，即取消合作 Issuance of a rectification notice and a deadline for rectification, and if the ranking is still Grade D, then the cooperation should be cancelled.
E	視為不合格供應商，直接取消合作 Cooperation with those who are considered as disqualified suppliers can be cancelled directly.

儘管當前我們的供應商甄選流程主要著重質量，我們亦十分認同環境管理對於提高整體供應鏈績效及彈性的關鍵作用。目前，我們已在採購框架協議要求供應商須符合當地環保要求。此外，我們正在籌劃建立一個穩健且可持續發展為導向的方法，以在我們的供應鏈中界定環境標準，例如對原材料種類、包裝材料的要求，以及檢討現有的供應鏈在環境方面的表現，以瞭解供應商的環保實踐及其所使用的原材料類型。

Whilst our supplier selection process has previously focused primarily on quality, we recognize the critical role of environmental management in improving overall supply chain performance and flexibility. Currently, we require suppliers to meet local environmental requirements in the procurement framework agreements. In addition, we are in the process of establishing a robust and sustainable approach to defining environmental standards in our supply chain, such as requirements for raw material types, packaging materials and reviewing the environmental performance of existing supply chains to understand suppliers' environmental practices and the types of raw materials they use.

供應商廉潔

我們十分關注供應商的商業道德表現。在合同階段，我們即要求供應商簽署陽光廉潔協議。我們亦每年在供應商系統中發送廉潔商業道德宣貫資料，並不定期發送廉潔宣導的郵件，並對供應商進行廉潔相關培訓，以保障雙方在業務往來中的合法權益，充分體現公平、公正、廉潔、誠信合作的精神。

供應商培訓

我們亦十分重視供應商的能力建設，尋求雙方共贏。我們每年不定期舉辦供應商培訓，致力於提高供應商的服務能力，共同創造高品質的產品質量。培訓包含線上和線下兩種培訓形式。我們通過供應商系統提供培訓視頻資料，供應商可隨時查看培訓內容。我們亦集中組織遠程視頻培訓或現場培訓，以互動的形式對供應商進行培訓。

報告期間內，所有供應商均遵守公司供應商委聘相關慣例。

層面B6：產品責任

優質產品和服務

本集團以「連接世界，創造美好」為使命，致力於為全球客戶提供優質的產品和服務。我們主要通過第三方電商平臺向全球的國家和地區提供產品，主要包括北美及歐洲地區。我們嚴格遵守各銷售地的相關法律法規，包括但並不限於《中華人民共和國產品質量法》、美國的《產品責任法》、德國的《產品安全法》《產品責任法》及法國《法國消費者法典》等。

在遵守相關法律法規的基礎上，我們致力於通過嚴格的產品質量控制、優秀的供應鏈服務能力、全過程數字化運營管理和完善的客戶服務，將優質的中國製造，提供給海外消費者。

Supplier Integrity

We are very concerned about the ethical behavior of our suppliers. At the contract stage, we require suppliers to sign the Sunshine Integrity Agreement. We also send out information on clean business ethics in our supplier system every year, and send out emails on clean business ethics and requirements from time to time, as well as provide integrity-related training to our suppliers, so as to safeguard the legitimate rights and interests of both parties in the business dealings, and to fully embody the spirit of fairness, impartiality, integrity and honesty in our co-operation.

Supplier Training

We also attach great importance to the capacity building of our suppliers and seek a win-win situation for both parties. We organize supplier training from time to time every year to improve the service capability of our suppliers and create high quality products together. Training includes both online and offline training. We provide training video information through our supplier system so that suppliers can view the training content at any time. We also centrally organize remote video training or on-site training to train suppliers in an interactive manner.

During the Reporting Period, all suppliers complied with the Group's supplier engagement practices.

Aspect B6: Product Responsibility

Quality Products and Services

With the mission of "Connect the world for a better life", the Group is committed to providing quality products and services to customers around the world. We supply our products mainly through third-party e-commerce platforms to countries and regions around the world, including North America and Europe. We strictly abide by the relevant laws and regulations of the sale destinations, including but not limited to the Product Quality Law of the People's Republic of China (《中華人民共和國產品質量法》), the Product Liability Law (《產品責任法》) of the United States, the German Law on Product Safety (《產品安全法》), the German Product Liability Law (《德國產品責任法》) and the French Consumer Code (《法國消費者法典》).

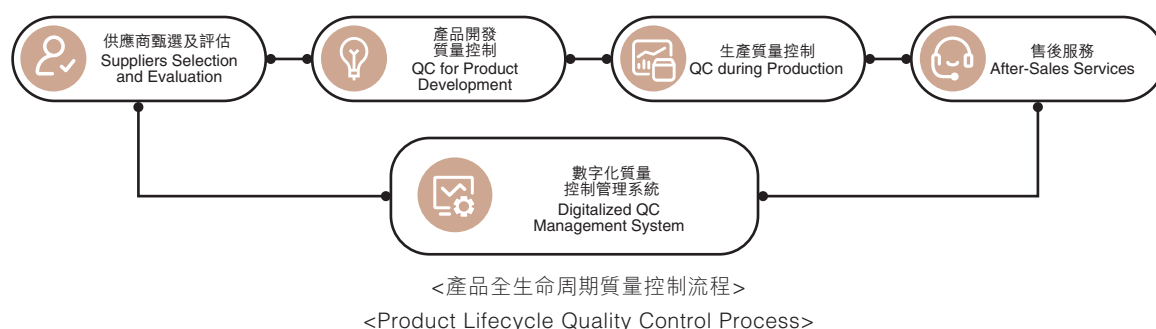
On the basis of complying with relevant laws and regulations, we are committed to providing overseas consumers with quality products made in China through strict product quality control, excellent supply chain service capability, full-process digital operation management and improved customer service.

產品質量

本集團深知產品質量是我們業務發展的關鍵要求，為客戶提供優質產品是我們的首要目標，亦是我們維持可持續競爭力的基石。我們以客戶為導向，數據為依據，預防為中心，制定了健全的產品質量控制管理制度，並實施貫穿產品全生命周期的質量控制流程，全方位保障產品質量。

Product Quality

The Group is fully aware that product quality is the key requirement for our business development. Providing quality products to customers is our primary objective, which serves as bedrock of our sustainable competitiveness. We have formulated a sound product quality control (QC) management system with customer-oriented, data-driven and prevention-focused approach and implemented QC processes throughout the entire life cycle of our products to ensure the quality of our products in all aspects.



供應商甄選及評估：選擇優質的供應商是產品品質保障的第一步。我們已實施嚴格的供應商甄選和評估流程，並要求供應商具備ISO質量認證，確保供應商在合規的基礎上，具備生產能力、質量控制能力、供應鏈管理能力、研發實力等優質服務能力。我們亦在採購框架協議中包含明確的產品規格質量要求、產品退貨政策、保修期等產品責任條款，以約束供應商提供優質產品和服務。關於供應商甄選及評估的具體要求已於本報告「層面B5：供應鏈管理」作相應描述。

Supplier selection and evaluation: Selecting quality suppliers is the first step in product quality assurance. We have implemented rigorous processes for supplier selection and evaluation, and require suppliers to possess ISO quality certification to ensure that suppliers possess quality service capabilities, including manufacturing capacity, quality control capabilities, supply chain management abilities and research and development strengths, on a compliance basis. We also include product liability clauses, such as clear product specifications and quality requirements, product return policy and warranty period, in the procurement framework agreement, requiring suppliers to provide quality products and services. The specific requirements for the selection and evaluation of suppliers are described in “Aspect B5: Supply Chain Management” of this report.

產品開發質量控制：我們嚴格遵守適用的國家或地區法律及監管標準開發新產品，例如聯邦通信委員會、美國環保署及美國材料試驗協會。為確保符合相關質量要求，我們要求供應商委聘獨立第三方機構進行產品檢驗及認證，對於檢驗不合格的產品予以退廠返工。通過第三方機構檢驗後，我們還設置了一道內部把控，通過內部驗貨進一步確保產品質量。

QC for Product Development: We develop new products in strict adherence to applicable national or regional laws and regulatory standards, such as FCC, EPA and ASTM. To ensure compliance with the relevant quality requirements, we require suppliers to engage independent third-party agencies to conduct product inspection and certification, and to return products that fail inspections to the factory for rework. After passing the third-party inspection, we also set up an internal control program to further ensure the quality of products through internal inspection.

產品生產質量控制：我們實施「零容忍」的質量控制政策。我們的質量控制團隊負責生產中的質量控制以降低缺陷率。該過程包括對核心部件、半成品及製成品的質量檢驗。我們亦檢查和監督關鍵生產流程，一旦發現產品質量問題，我們開展調查和及時整改，並在必要時暫停相關項目，以確保符合我們的質量控制標準，始終如一地交付值得信賴的優質產品。

售後服務質量控制：我們的質量控制團隊亦負責收集及分析客戶反饋、檢查退回產品以識別問題，並與產品開發團隊及供應商合作以加強我們產品的功能、結構、包裝及製造方法，從而提高產品質量。

數字化質量控制管理系統：為加強質量控制，我們建立了貫穿產品生命周期的數字化質量控制管理系統。該系統助力標準化及自動化每個階段的質量控制流程，減少人為錯誤的干擾，並提高質量控制的效率及準確性。同時，我們通過該系統在質量控制流程的每個階段收集、存儲、分析和顯示數據，以便及時發現並解決任何檢測到的質量缺陷。此外，數字化質量控制有助於我們積累並鞏固不同產品的優化方案，供我們在質量控制過程中參考和重複使用。

得益於我們嚴格的質量控制體系，我們於產品全生命周期嚴格把控質量，為確保售出產品質量和用戶體驗提供了可靠的保障。若發生售出產品的質量問題，我們將採取嚴格的內部程序開展問題識別和調查，必要時對產品進行召回，並採取有針對性的措施避免同類問題再次發生。於往績記錄期間及直至本報告期末，本集團未發生任何重大產品召回，亦無面臨任何重大產品責任索賠。2024年度，本集團未有因安全與健康問題回收的產品。

QC during Product Production: We adopt zero-tolerance policy towards quality control. Our quality control team is responsible for quality control in production to reduce defect rates. This process includes quality inspection of core components, semi-finished products and finished products. We also inspect and supervise critical production processes. Whenever production quality problems are detected, we investigate and rectify them in a timely manner, and suspend the relevant items if necessary to ensure compliance with our quality control standards and consistent delivery of quality products that can be relied upon.

QC for After-Sales Services: Our quality control team is also responsible for collecting and analyzing customer feedback, inspecting returned products to identify issues and collaborating with product development teams and suppliers to enhance the functionality, structure, packaging and manufacturing methods of our products, thereby improving the product quality.

Digitalized QC Management System: To enhance the quality control, we have established a digitalized quality control system throughout the product lifecycle. The system helps to standardize and automate the quality control processes at each stage, reducing the interference of human errors and improving efficiency and accuracy in quality control. At the same time, the system helps us collect, store, analyze and display data at each stage of the quality control process, facilitating the timely discovery and problem solving for any detected quality defect. Furthermore, the digitalized quality control helps us accumulate and solidify optimization schemes for different products for our reference and reuse in quality control processes.

Thanks to our stringent quality control system, we are able to control the quality of our products throughout their life cycle and provide a reliable guarantee for ensuring product quality and user experience. In the event of a quality problem with a sold product, we will adopt stringent internal procedures to identify and investigate the problem. If necessary, we will recall the products and take targeted measures to prevent the recurrence of similar problems. During the Track Record Period and up to the end of the Reporting Period, the Group did not have any significant product recalls or faced any significant product liability claims. In 2024, the Group did not have any product recalls due to safety and health issues.

供應鏈服務能力

我們持續優化物流供應鏈管理能力，優化升級供應鏈網絡和全球倉儲物流能力。我們通過設置全球多級倉儲物流網絡，專有的數字化物流解決方案管理系統，和良好的第三方物流商合作，為客戶提供有保障的物流服務。

我們通過WESTERN POST (SG) PTE. LTD. 及其附屬公司（西郵集團）搭建全球倉儲及物流網絡，於海外倉模式下於全球向客戶提供定制化物流解決方案，確保高效和有效地滿足客戶需求。我們通過數字化物流解決方案系統密切監控貨物實時位置，並提供中國國內集運、頭程國際貨運、海外轉運、海外倉儲及訂單派送等服務確保產品安全、高效地從中國運送至每一個海外消費者。

數字化運營管理

我們於業務運營中全方位應用數字化系統，提升我們的標準化管理能力和運營質量，以更好地助力為客戶提供優質的產品和服務。

我們的數字化運營管理系統主要包括「ERP系統」「刊登系統」「鷹眼系統」「WMS」和「TMS」，涵蓋存貨進出管理、倉儲和物流管理、銷售監控、平臺運營、進出口合規管理等各方面運營管理，全面支持我們的高效運營。

- 「ERP系統」：我們開發並利用「ERP系統」收集業務所有必要數據，並主要用於存貨進出管理。該系統集中了線上及線下訂單，並於接收訂單時自動檢查存貨狀況，以實現實時追蹤存貨水平，借此維持存貨於最佳水平；並於發貨前進行檢查，確保發貨準確度。同時，我們可通過該系統快速響應市場趨勢和客戶需求，實現生產與需求同步。

Supply Chain Service Capability

We constantly optimize our logistics supply chain management capabilities, improving and upgrading the supply chain network and global warehousing and logistics capabilities. We provide customers with guaranteed logistics services through the establishment of a global multi-tier warehousing and logistics network and a proprietary digitalized logistics solution management system, and cooperation with reputable third-party logistics providers.

We have established a global warehousing and logistics network through WESTERN POST (SG) PTE. LTD. and its subsidiaries ("Western Post Group") to provide customers with customized logistics solutions globally under the pre-sale stocking model to ensure that our customers' needs are met in an efficient and effective manner. We closely monitor the real-time location of goods through the digitalized logistics solution system, and provide China domestic freight forwarding, first round-trip international freight forwarding services, overseas transshipment, overseas warehousing and order dispatching services to ensure the safe and efficient transportation of products from China to each overseas consumer.

Digitalized Operation Management

We apply digitalized systems in all aspects of business operations to enhance our standardized management capabilities and operational quality, so as to better facilitate the provision of quality products and services to customers.

Our digitalized operation management system mainly includes "ERP system", "Post listing system", "Hawk-Eye system", "WMS" and "TMS", which cover all aspects of operation management including incoming and outgoing inventory management, warehouse and logistics management, sales monitoring, platform operation, import/export compliance management, etc., and comprehensively support our efficient operation.

- ERP system: We develop and utilize the enterprise resource planning ("ERP") system to collect all necessary data for our business and it is mainly used to manage our incoming and outgoing inventory. The system centralizes both online and offline orders and automatically checks the inventory status as soon as orders are received, allowing us to track our inventory levels in real time. Our shipment accuracy is effectively ensured as the ERP system will conduct a double-check before dispatch. At the same time, we are able to quickly respond to and synchronize our production with fluctuating market trends and customer demand.

- 「刊登系統」：該系統無縫對接主要第三方平臺電商，集產品信息管理、運營上新、價格監控及產品優化等操作功能為一體。通過該系統我們可一站式管理不同平臺的運營，極大提高了運營管理效率。同時，該系統內置風控相關規則，對即將發佈的商品信息進行預校驗，確保符合各國和平台的法規要求。
- 「鷹眼系統」：該系統通過分析產品排名及網上公開的營運指標，幫助我們及時且深入地瞭解目標產品及市場。同時該系統亦有助於內部產品選擇、產品迭代優化及市場決策。
- 「WMS」：該系統收集來自多個銷售渠道的訂單數據，並具備根據各個渠道規則和目標市場情況執行訂單調度、售後支持等功能。此外，我們可通過該系統遠程管理並監控自營及第三方倉儲的運營情況，包括出口集裝箱規劃、倉儲、簽收、中轉及盤點。
- 「TMS」：該系統通過整合各類物流渠道各自的優勢，為不同銷售渠道及訂單制定最佳的物流策略。我們通過該系統分析銷售及供應鏈信息，並監控倉庫容量及國際航運價格波動等因素，制定有針對性的大宗貨物出口計劃，實現在滿足訂單和交付的同時能降低流通成本。此外，我們通過該系統對進出口操作實施合規管理，確保滿足不同國家和地區有關海關、稅務、知識產權、檢驗檢疫及安全等方面的合規要求。
- Product listing system: This system can seamlessly integrate with major third-party e-commerce platforms and includes functions such as product information management, operational listing, list prices monitoring and product optimization. With this system, we can manage product listings across e-commerce platforms in a one-stop manner, which significantly enhances our operational efficiency. Furthermore, this system is equipped with built-in risk control rules. This preview of product information ensures compliance with regulations across different countries and platforms.
- Hawk-Eye system: Through the analysis of product rankings and operating metrics publicly available online, the Hawk-Eye system provides us with insight into target products and markets. It also serves to facilitate internal product selection, product optimization and decision-making.
- WMS: This system collects data concerning orders from multiple sales channels and perform order dispatch, after-sales support and other functions based on various channel rules and target markets. With this system, we can remotely manage warehousing and logistics operations as well as monitor operations for self-operated and third-party warehousing, including export container planning, warehousing, signing, transfer and inventory.
- TMS: Through the integration of respective advantages of different logistics channels, the TMS is able to generate the best logistics strategies for different sales channels and orders and monitor warehouse capacity and international shipping price fluctuations. We employ the this system to make targeted plans for bulk cargo exports, by analyzing sales and supply chain information and monitoring warehouse capacity and international shipping price fluctuations. This enables us to satisfy orders and deliveries while reducing circulation costs. Moreover, the TMS also carries out compliance management of import and export operations, ensuring that we meet the compliance requirements of different countries and regions in many aspects such as customs, taxation, intellectual property, inspection and quarantine and safety.

客戶服務

在提供優質產品和物流服務的基礎上，我們亦關注每一位客戶的服務體驗。我們嚴格遵守各運營地與消費者相關的法律，包括德國的《德國民法典》、法國的《消費者保護法》等，持續完善客戶服務機制，致力於打造優質的客戶服務，提高客戶滿意度。

我們成立了專門的客服團隊，為客戶提供跨時區的及時服務。我們將客戶服務架構細化，按售後問題類型劃分為「回郵組」、「客訴組」和「質量改善組」，並制定了《客服崗位規範》，進一步將客服要求和指標細化。我們採用輪崗制，保證人工客服全年365天在崗為客戶提供服務。2024年度，我們將客戶服務內容進一步擴展，提供主動售後服務，為多包裹發貨作提醒，並主動觸達48小時未取貨客戶，持續提升客戶體驗。

同時，為持續提升客服能力和質量，我們為人工客服團隊提供線上和線下結合的能力提升培訓，包括崗位規範服務質量培訓和產品培訓。

此外，我們利用數字化系統管理客戶服務。2024年度，我們升級了數字化系統，利用AI自動分類客服工單，進行多語言信件實時翻譯，並實時追蹤回覆時效和回覆進展，進一步提高了客服效率和質量。

針對各平臺的客戶投訴，我們建立了完善的處理機制。當接到客戶投訴時，我們根據「旺季8小時，淡季7小時」的響應時效要求，迅速聯繫客戶進行調查，及時為客戶提供解決方案。我們將客訴情況進行分類，並審查情況，合理擬定退款或其他解決方案。為防止同類投訴發生，我們就客訴情況定期進行檢討，並將客訴情況歸類匯總，分別反饋給各相關團隊，以制定優化方案，以減少客戶投訴。

Customer Services

On the basis of providing quality products and logistics services, we are also concerned about the service experience of each customer. We strictly comply with the the laws related to consumers in all regions where we operate, including the German Civil Code 《德國民法典》 and the Consumer Protection Act 《消費者保護法》 of France. We keep on improving the customer service mechanism and dedicate ourselves to creating high-quality customer service and increasing customer satisfaction.

We have set up a dedicated customer service team to provide customers with timely services across time zones. We have further refined our customer service structure by categorizing post-sales issues into "Email Response Team", "Customer Complaints Team" and "Quality Improvement Team", and formulated the "Customer Service Position Specification" to further refine our customer service requirements and targets. We have adopted a shift system to ensure that manual customer service is available 365 days a year, and in 2024, we further expanded our customer service to provide active after-sales service, reminding customers of multiple parcel shipments and proactively reaching out to customers who have not picked up their parcels for 48 hours, with a view to enhancing customers' experience on a continuous basis.

Moreover, in order to continuously improve our customer service capabilities and quality, we provide a combination of online and offline training for our human customer service team to enhance their capabilities, including job specification service quality training and product training.

In addition, we utilize a digitalized system to manage customer service. In 2024, we upgraded our digitalization system to further improve the efficiency and quality of customer service by utilizing AI to automatically categorize customer service work orders, perform real-time translations of multi-language letters, and track response times and response progress in real time.

We have established a comprehensive mechanism for handling customer complaints on various platforms. Upon receiving complaint, based on our response time requirement of "8 hours in peak season and 7 hours in low season", we will quickly contact the customer to conduct investigation and provide a timely solution for him/her. We categorize the circumstances of the customer complaints and review them to determine a reasonable refund or other solutions. In order to prevent the occurrence of similar complaints, we regularly review those complaints, and categorize and summarize the circumstances, and give feedback to the relevant teams to formulate optimization solutions, thereby reducing customer complaints.

於報告期內，本集團未接受到任何產品和服務相關的重大投訴。

研發與創新

本集團深刻洞察研發與創新對於提升產品質和市場競爭力的關鍵意義，始終將其置於戰略發展的核心位置。我們致力於以客戶需求、市場導向為出發點，進行產品開發和創新，為客戶提供更為豐富的產品組合和差異化產品，優化客戶體驗。

我們具備專業的產品開發和創新能力，設有工業設計創新實驗室，支持產品開發工作。我們的開發創新能力備受認可，先後於2019至2021年獲得國家級和省市級的認可。

During the Reporting Period, the Group did not receive any significant complaints relating to its products and services.

Research and Development and Innovation

With deep insight into the key significance of research and development and innovation in enhancing product quality and market competitiveness, the Group has always placed them at the core of its strategic development. We put a strong effort into product development and innovation based on customer demand and market to provide customers with richer product portfolios and differentiated products with an aim to optimizing customer experience.

We have professional product development and innovation capabilities with an industrial design innovation lab to support product development. Our development and innovation capabilities have been recognized at the national, provincial and municipal levels from 2019 to 2021.

榮譽名稱 Recognition	頒發單位 Awarding Authority
國家級別工業設計中心 National Centers for Industrial Design (國家級工業設計中心)	中華人民共和國工業和信息化部 Ministry of Industry and Information Technology of the People's Republic of China (中華人民共和國工業和信息化部)
廣東省工業設計中心 Guangdong Industrial Design Center (廣東省工業設計中心)	廣東省工業和信息化廳 Department of Industry and Information Technology of Guangdong Province (廣東省工業和信息化廳)
廣東省工程技術研究中心 Guangdong Engineering Technology Research Center (廣東省工程技術研究中心)	廣東省科學技術廳 Department of Science and Technology of Guangdong Province (廣東省科學技術廳)
深圳市工業設計中心 Shenzhen Industrial Design Center (深圳市工業設計中心)	深圳市工業和信息化局 Industry and Information Technology Bureau of Shenzhen Municipality (深圳市工業和信息化局)

2024年度，本集團創新開發的3款新產品榮獲了德國iF設計獎項。截至報告期末，本集團共榮獲了72項享譽國際的設計獎項，其中包括34個德國iF設計獎，23個德國紅點設計獎，2項美國IDEA獎，2個金點設計獎，3項中國創新設計紅星獎，1項日本G-Mark獎和1項廣東省「省長杯」優秀獎。

In 2024, three new products developed by the Group were honored with German iF Design Awards. As of the end of the Reporting Period, the Group received 72 prestigious international design awards, including 34 German iF Design Awards, 23 German Red Dot Design Awards, 2 American IDEA Awards, 2 Golden Pin Design Awards, 3 China Red Star Design Awards, 1 Japan Good Design Award (G-Mark) and 1 Guangdong Governor's Cup Excellence Award.



IF DESIGN AWARD 2024 WINNER
AU-C102 Portable Carpet Cleaner
Product / Household / Textilecare / ID: 545339

DESIGN
Aukey Technology Co., Ltd.
Zhen Li, Zhixia Wang, Hu Chen,
Yongqin Li, Aukey Industrial
Design Center
Shenzhen, China

CLIENT/MANUFACTURER
Aukey Technology Co., Ltd.
Shenzhen, China



IF DESIGN AWARD 2024 WINNER
MagLink 3-in-1 Magnetic Wireless Charger
Product / Telecommunication / ID: 545349

DESIGN
Aukey Technology Co., Ltd.
Xiaoliang Wei, Yongqin Li, Aukey Industrial
Design Center
Shenzhen, China

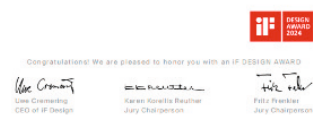
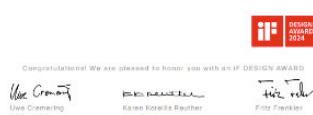
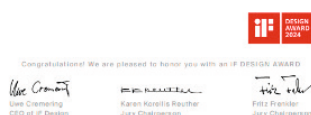
CLIENT/MANUFACTURER
Aukey Technology Co., Ltd.
Shenzhen, China



IF DESIGN AWARD 2024 WINNER
MagLink Z Magnetic Wireless Charger
Product / Telecommunication / ID: 545342

DESIGN
Aukey Technology Co., Ltd.
Jiamen Jiang, Yongqin Li, Aukey
Industrial Design Center
Shenzhen, China

CLIENT/MANUFACTURER
Aukey Technology Co., Ltd.
Shenzhen, China



<2024年度榮獲的3項德國iF設計獎>
<Three German iF Design Awards received in 2024>

知識產權保護

本集團嚴格遵守《中華人民共和國專利法》《中華人民共和國商標法》《中華人民共和國著作權法》以及意大利《工業產權法》、法國《知識產權法典》等所有營運銷售所在國家的知識產權保護相關法律法規，注重保護專利、商標、著作權等知識產權，致力於在妥善保護自身知識產權的同時不侵犯他人成果，降低侵權風險。

我們在供應商的採購框架協議設立知識產權條款，以確保供應商提供的產品不侵犯任何第三方知識產權。

同時，我們亦積極採取措施，確保每一項技術創新都能得到充分保護，並保護公司品牌的完整性。

- 為我們的所有品牌註冊商標
- 為涉及複雜設計的產品申請設計專利

Intellectual Property Protection

The Group strictly complies with the Patent Law of the People's Republic of China (《中華人民共和國專利法》), the Trademark Law of the People's Republic of China (《中華人民共和國商標法》), the Copyright Law of the People's Republic of China (《中華人民共和國著作權法》), as well as the Industrial Property Law (《工業產權法》) of Italy, the Intellectual Property Code (《知識產權法典》) of France and other laws and regulations relating to the protection of intellectual property in all countries in which the Group operates and sells its products, and pays attention to the protection of patents, trademarks, copyrights and other intellectual property. We are committed to properly protecting our own intellectual property rights without infringing on the achievements of others, so as to reduce infringement risks.

We set up intellectual property clauses in our suppliers' procurement framework agreements to ensure that the products provided by our suppliers do not infringe any third-party intellectual property rights.

In the meantime, we take active steps to ensure that every technological innovation is adequately protected and that the integrity of our corporate brand is preserved.

- Registration for trademarks for all of our brands
- Application for design patents for our products that involve complex design

- 在第三方電商平臺進行品牌註冊
- Brand registration on third-party e-commerce platforms
- 委派指定人員處理知識產權相關問題，其日常工作包括監察知識產權的申請狀況及於公眾商標註冊平臺上進行例行檢查，確保我們的商標不受第三方侵犯
- Designated dedicated personnel to handle intellectual property-related issues, whose daily work includes monitoring the application status of intellectual property rights and performing routine checks on the public trademark registration platform to ensure our trademarks are not infringed by third parties
- 委聘知識產權專家及法律顧問協助我們保護知識產權
- Engaged intellectual property experts and legal consultants to assist our IP rights protection
- 對於侵權行為，我們收集輔助資料，評估侵權的影響並釐定方法，包括但不限於按情況在知識產權專家或法律顧問的協助下提出工商投訴、訴訟及向監管機構報告
- With respect to incidents of infringements, we collect supporting information, assess the impact of the infringement and determine the approaches, including, but not limited to, filing industrial and commercial complaints, litigation and reporting to regulatory authorities, based on the circumstances with the support of intellectual property experts or legal consultants

至報告期末，本集團共計擁有1,598件註冊商標，622件專利和183件著作權。其中與2024年新增獲得了商標為143件，專利108件，著作權2件。

As of the end of the Reporting Period, the Group had 1,598 registered trademarks, 622 patents and 183 copyrights. Among which, 143 trademarks, 108 patents and two copyrights were newly acquired in 2024.

與報告期內，本集團未發生涉及知識產權及品牌保護方面的重大糾紛、索賠與訴訟。

During the Reporting Period, there were no material disputes, claims and litigations involving intellectual property rights and brand protection.

信息安全和隱私保護

本集團業務經營中涉及間接從第三方電商平臺獲取的客戶信息數據以及線下經銷商的信息數據，以及向委聘的第三方物流服務商提供客戶收件信息，供其倉儲、運輸等物流服務使用。我們高度重視信息安全與隱私保護，嚴格遵守中國以及業務開展所在國家的相應法律法規，包括但不限於《中華人民共和國數據安全法》、《數據出境安全評估辦法》、《網絡安全審查辦法》、歐盟《通用數據保護條例》和德國《聯邦數據保護法》。

Information Security and Privacy Protection

The Group's business operation involves the customer information data indirectly obtained from the third party e-commerce platforms and offline dealers, as well as the provision of customer receipt information to the appointed third party logistics service providers for their warehousing, transportation and other logistics services. We attach great importance to information security and privacy protection and strictly comply with the relevant laws and regulations in the PRC and the countries in which we operate, including but not limited to the Data Security Law of the People's Republic of China (《中華人民共和國數據安全法》), the Security Assessment of Cross-border Data Transfer (《數據出境安全評估辦法》), the Measures for Cybersecurity Review (《網絡安全審查辦法》), the EU General Data Protection Regulation of the European Union, and the German Federal Data Protection Act.

根據該等法律法規以及我們的業務特徵，本集團以「積極防禦，綜合防範」為指導方針，建立了《信息安全方針策略》《信息安全組織管理規範》等一系列完善的內部制度，在日常經營活動中落實有效的信息安全和個人隱私保護措施，確保業務開展中信息傳輸的合規性和安全性，保障客戶的信息安全和隱私，維護客戶權益。

管理體系

我們以建立了信息安全管理體系，明確個人信息保護的職責與分工，以確保高效落實公司信息安全制度和策略。

In accordance with those laws and regulations and the characteristics of our business, the Group has established a series of comprehensive internal systems, such as the "Information Security Policy Strategy (《信息安全方針策略》)" and "Information Security Organization and Management Standards (《信息安全組織管理規範》)" under the guiding principle of "prevention first, security first". We implement effective information security and privacy protection measures in our daily activities to ensure compliance and security of information transmission in the course of business and to safeguard the information security and privacy of customers and protect their rights and interests.

Management System

We have established an information security management system to clarify the responsibilities and division of labor for the protection of personal information to ensure the efficient implementation of corporate information security systems and strategies.

部門 Department	主要職責 Primary Duties
信息化安全工作領導小組 Information Security Leadership Group	負責信息安全工作的決策、管理、執行和監管的領導和統籌 Leadership and coordination of decision making, management, execution and monitoring of information security activities
信息安全管理部門 Information Security Management Department	負責指導、協調和檢查信息安全工作的具體執行，統籌開展信息系統風險評估和安全檢查 Responsible for guiding, coordinating and checking the specific implementation of information security management, and coordinating the launching of information system risk assessment and security checking
信息安全保障部門 Information Security Department	組織開展信息系統的信息安全保障工作，例如制定應急預案，定期開展應急演練；配合風險評估、信息安全審計等工作 Organize and carry out information security protection of information systems, such as formulating contingency plans and carrying out regular contingency drills; and cooperating with risk assessment and information security audits
信息系統使用部門 Information System Application Department	負責具體落實執行各項信息安全工作 Responsible for the implementation of various information security tasks.

策略和措施

我們採取了一系列有效的信息安全和個人數據隱私保障策略和措施，全面防範業務過程中的信息安全和隱私洩露風險。

全維度安全策略：我們針對公司業務開展需求，建立了全方位的安全管理策略，涵蓋資產管理、人力資源安全、物理與環境安全、通信與操作安全、訪問控制、信息系統獲取開發與維護、信息安全事件管理、應急管理、法律法規符合性管理等方面。

分級管理：我們根據《信息安全技術網絡安全等級保護定級指南》，對信息系統進行等級保護定級，按照數據的敏感性和所需安全級別進行數據分類管理，制定不同安全級別的要求、管理措施和防護程序。

技術措施：我們遵循ISO27001信息安全管理体系、GB/T 22080-2016信息技術安全技術信息安全管理体系要求等國內外安全管理體系要求，對於所有類別的數據部署安全技術，例如數據加密、高強度防火牆部署、訪問控制等，並定期測試系統安全性，以維護數據的機密性，防止數據洩露。

應急管理：我們建立了健全的網絡信息安全事件應急響應工作機制，以提高應急處置能力，確保信息系統安全。

教育與培訓：我們發布《人員信息安全守則》並要求所有員工簽署《信息安全承諾書》，要求所有員工遵守須遵守信息安全法規和內部制度要求。同時我們為銷售及運營僱員提供內部培訓，旨在提高彼等對網絡威脅及相關應對措施的理解及意識。

Strategy and Measure

We have adopted a series of strategies and measures to effectively protect information security and personal data privacy, thereby comprehensively avoiding information security risk and privacy leakage in the course of business.

Comprehensive Security Strategy: We have established an comprehensive security management strategy for our business development needs, covering asset management, human resource security, physical and environmental security, communication and operation security, access control, development and maintenance of information system acquisition, information security incident management, emergency management, and legal compliance management.

Classification Management: We carry out classification of information systems in accordance with the "Information Security Technology Network Security Classification Guidelines (《信息安全技術網絡安全等級保護定級指南》)", categorize and manage data according to its sensitivity and the required security level, and formulate requirements, management measures and protection procedures for different security levels.

Technical Measures: We follow the domestic and international security management system requirements such as ISO27001 Information Security Management System, GB/T 22080-2016 Information Security Management System, etc., and deploy security technologies such as data encryption, high-strength firewall deployment and access control for all types of data, and test the security of the system on a regular basis in order to maintain the confidentiality of the data and prevent data leakage.

Contingency Management: We have established a sound working mechanism for emergency response to network information security incidents, thus improving our emergency response capability and ensuring the security of our information systems.

Education and Training: We have issued the "Information Security Code for Employee (《人員信息安全守則》)" and require all employees to sign the "Information Security Commitment (《信息安全承諾書》)", which requires all employees to comply with the information security regulations and internal system requirements. At the same time, we provide internal training for our sales and operations employees to enhance their understanding and awareness of cyber threats and related countermeasures.

外部合作夥伴信息安全：我們亦制定了《外部合作夥伴信息安全規範》要求我們的各類合作夥伴遵循信息安全職責和要求，外部合作夥伴亦須遵循《人員信息安全守則》並簽訂保密協議。

此外，我們對於洩露信息的行為予以嚴懲。在2024年度，我們強化了對於洩露信息的打擊力度，於公司管理制度中新增條款，明確規定嚴謹任何洩露信息的行為，對洩露信息的員工進行解除勞動合同處置。

與報告期內，本集團未發生任何信息安全和隱私洩露事件。

負責任營銷

我們嚴格遵守《中華人民共和國消費者權益保護法》等所有營運所在國家地區的相關營銷法規，並遵守第三方電商平臺的產品推廣要求，進行產品信息推廣和發布。我們發佈了《賬戶風險管理政策》，明確禁止違反相關平臺規則的銷售和營銷活動。我們亦制定了內部風險控制規則，並採用數字化系統，對即將發布的商品信息進行預校驗，確保符合各國和平臺的法規要求，為消費者提供真實、準確的產品和營銷資料與信息，確保營銷和推廣活動的合規性、透明度與真實性，踐行負責任營銷。

層面B7：反貪污

本集團致力於恪守最高道德標準，維持正直、公正的企業文化。本集團嚴格遵守《中華人民共和國刑法》《中華人民共和國反洗錢法》《中華人民共和國監察法》《關於禁止商業賄賂行為的暫行規定》等法律法規，堅決反對任何形式的貪污、賄賂、勒索、欺詐及洗黑錢等腐敗行為。

Information Security Administration for External Partners: We have also formulated the "Information Security Administration Rules for External Partners (《外部合作夥伴信息安全規範》)", requiring our partners to follow the information security responsibilities and requirements. Our external partners are also required to follow the "Information Security Code for Employee (《人員信息安全守則》)" and sign confidentiality agreements.

In addition, we have imposed severe penalties for leakage of information. In 2024, we strengthened our efforts to combat leakage of information by adding a new clause to our management system, which clearly states that any leakage of information is to be strictly punished, and that any employee who leaks information is to be terminated from his or her labor contract.

During the Reporting Period, the Group did not experience any information security or privacy breaches.

Responsible Marketing

We strictly abide by the "Law of the People's Republic of China on the Protection of the Rights and Interests of Consumers (《中華人民共和國消費者權益保護法》)" and other relevant marketing laws and regulations of the countries and regions in which we operate, and comply with the requirements of the third-party e-commerce platforms for the promotion and dissemination of product information. We have issued the account risk management policy which explicitly prohibits sales and marketing activities that violate the relevant platform rules. We have also formulated internal risk control rules and employed the digital system to pre-check the product information to be released, to ensure compliance with the regulatory requirements of each country and platform, to provide consumers with true and accurate product and marketing data and information, to ensure compliance, transparency and truthfulness of our marketing and promotional activities, and to practice responsible marketing.

Aspect B7: Anti-Corruption

The Group is committed to upholding the highest ethical standards and maintaining a corporate culture of integrity and fairness. The Group strictly complies with the Criminal Law of the People's Republic of China (《中華人民共和國刑法》), the Anti-Money Laundering Law of the People's Republic of China (《中華人民共和國反洗錢法》), the Supervision Law of the People's Republic of China (《中華人民共和國監察法》), the Interim Provisions on Banning Commercial Bribery (《關於禁止商業賄賂行為的暫行規定》), etc., and resolutely opposes any form of corruption, bribery, extortion, fraud and money laundering.

我們與《員工手冊》中明確規定了反對貪污、腐敗的員工行為規範，並制定了《舉報政策》《反貪污政策》《陽光行為準則》對員工行為作進一步清晰界定，要求全體員工遵守並嚴格執行。此外，我們每年對全體員工進行廉潔宣講和培訓，並組織相關考試，以進一步提高員工的廉潔意識，並同時對董事開展廉潔培訓，共同營造陽光透明、廉潔自律的企業環境。

我們設立了陽光委員會，監督本集團業務往來各環節中的貪腐行為；同時鼓勵員工對貪腐行為進行監督舉報。我們設置了多種舉報渠道，員工可通過公司的監督信箱、舉報電話、舉報郵箱進行舉報，亦可直接向部門負責人、內審和人力資源部門進行舉報。此外，我們邀請外部供應商進行廉潔監督，在公司官網設置了廉潔舉報通道。

為保障舉報人不受打擊報復，我們設置了《舉報人獎勵與保護制度》，明確嚴格的舉報事項管控流程，要求對舉報人的信息進行嚴格保密，對任何有意或無意洩露舉報信息的人員，均受到解僱處理，並且對已經造成嚴重後果的事件，依法追究洩密人法律責任。

我們亦制定了公司內部獎懲管理制度，嚴厲打擊任何貪腐行為，對情節或影響嚴重的貪腐行為，予以解僱處理，並視情況依法追究法律責任。

於報告期內，本集團未有對本集團或員工提出並已審結的貪污訴訟案件。

我們的社區

層面B8：社區投資

作為一家負責任的企業，本集團為社區創造就業機會，參與扶貧等慈善事業，並向自然災害受害者提供捐贈和幫助。本集團亦鼓勵僱員貢獻自己的時間及精力參與各種當地社區活動及事件。

We have set out clearly in the Employee Handbook the code of conduct against corruption, and formulated the whistleblowing policy, the anti-corruption policy as well as the "Sunshine Code of Conduct (《陽光行為準則》)" to further define employee behavior and require all employees to abide by it and strictly execute. In addition, we conduct annual integrity lectures and training for all employees, and organize relevant examinations to further enhance their awareness of integrity. Moreover, we also arrange integrity trainings for directors, so as to create a sunny, transparent, clean and self-disciplined corporate environment in unison.

We have set up a Sunshine Committee to monitor corruption in all aspects of the Group's business dealings and encourage employees to monitor and report corruption. A variety of reporting channels were established. Employees can report through our company's supervision mailbox, reporting telephone, reporting mailbox, or directly to the department head, internal audit and human resources departments. In addition, we invite external suppliers to conduct integrity monitoring, and have set up an integrity reporting channel on our company's official website.

In order to protect whistleblowers from retaliation, we have set up a Whistleblower Reward and Protection System (《舉報人獎勵與保護制度》), which specifies a strict control process for reporting matters, requires strict confidentiality of whistleblower's information, and dismisses any person who leaks whistleblower's information intentionally or unintentionally and, for incidents which have already resulted in serious consequences, investigates the leaker of the information for legal responsibility according to the law.

We have also formulated an internal reward and punishment management system to combat any corruption, and will dismiss those who have committed serious acts of corruption, and will be held legally liable as appropriate.

During the Reporting Period, the Group did not have any concluded corruption cases against the Group or its employees.

OUR COMMUNITY

Aspect B8: Community Investment

As a responsible enterprise, the Group creates employment opportunities for the community, participates in charitable causes such as poverty alleviation and provides donations and assistance to victims of natural disasters. The Group also encourages its employees to contribute their time and effort to participate in various local community activities and events.

附錄一

環境關鍵績效表

APPENDIX I
ENVIRONMENTAL KEY PERFORMANCE INDICATORS

環境範疇 Environmental Aspect	單位 Unit	2024年度 2024
空氣排放物 ¹ Air Emissions ¹		
氮氧化物排放總量 Total NO _x emissions	千克 Kg	13.1
硫氧化物排放總量 Total SO _x emissions	千克 Kg	0.2
顆粒物排放總量 Total PM emissions	千克 Kg	1.0
溫室氣體排放量 GHG Emissions		
直接溫室氣體排放（範圍1） ² Direct GHG emissions (Scope 1) ²	噸二氧化碳當量 Tonnes CO ₂ e	380
間接溫室氣體排放（範圍2） ³ Indirect GHG emissions (Scope 2) ³	噸二氧化碳當量 Tonnes CO ₂ e	2,145
溫室氣體排放總量（範圍1和2） Total GHG emissions (Scope 1 and 2)	噸二氧化碳當量 Tonnes CO ₂ e	2,525
溫室氣體排放密度（範圍1和2）（單位員工） GHG emission intensity (Scope 1 and 2) (per employee)	噸二氧化碳當量／員工 Tonnes CO ₂ e/Employee	1.2
溫室氣體排放密度（範圍1和2）（單位營收） GHG emission intensity (Scope 1 and 2) (per unit of revenue)	噸二氧化碳當量／百萬元人民幣 Tonnes CO ₂ e/RMB million	0.2

環境範疇 Environmental Aspect	單位 Unit	2024年度 2024
廢棄物 Waste		
無害廢棄物 Non-hazardous wastes		
無害廢棄物產生總量 Total non-hazardous wastes produced	千克 Kg	19,470
其中，無害廢棄物棄置量 Where: Disposal of Non-hazardous wastes	千克 Kg	6,250
無害廢棄物回收量 Recovery of Non-hazardous wastes	千克 Kg	13,220
無害廢棄物密度（單位員工） Non-hazardous wastes intensity (per employee)	千克／員工 Kg/Employee	9.5
無害廢棄物密度（單位營收） Non-hazardous wastes intensity (per unit of revenue)	千克／百萬元人民幣 Kg/RMB million	1.8
有害廢棄物 Hazardous wastes		
有害廢棄物產生總量 ⁵ Total hazardous wastes produced ⁵	千克 Kg	158
有害廢棄物產生密度（單位員工） Hazardous wastes intensity (per employee)	千克／員工 Kg/Employee	0.08
有害廢棄物產生密度（單位營收） Hazardous wastes intensity (per unit of revenue)	千克／百萬元人民幣 Kg/RMB million	0.01

環境範疇 Environmental Aspect	單位 Unit	2024年度 2024
能源消耗 Energy Consumption		
汽油 Gasoline	升 Litres	14,960
天然氣 Natural Gas	立方米 m ³	13,250
LNG LNG	立方米 m ³	298
外購電力 Purchased electricity	兆瓦時 MWh	6,963
清潔電力 ⁴ Clean electricity ⁴	兆瓦時 MWh	411
綜合能源消耗總量 ⁶ Total Comprehensive energy consumption ⁶	兆瓦時 MWh	9,554
綜合能源消耗密度（單位員工） Comprehensive energy consumption intensity (per employee)	兆瓦時／員工 MWh/Employee	4.7
綜合能源消耗密度（單位營收） Comprehensive energy consumption intensity (per unit of revenue)	兆瓦時／百萬元人民幣 MWh/RMB million	0.9

環境範疇 Environmental Aspect	單位 Unit	2024年度 2024
水資源消耗 Water Resource Consumption		
總用水量 Total water consumption	立方米 m³	66,242
耗水密度（單位員工） Water consumption intensity (per employee)	立方米／員工 m³/Employee	32.5
耗水密度（單位營收） Water consumption intensity (per unit of revenue)	立方米／百萬元人民幣 m³/RMB million	6.2
紙張消耗 Paper Consumption		
紙張用量 ⁵ Paper consumption ⁵	千克 Kg	2,041
紙張消耗密度（單位員工） Paper consumption intensity (per employee)	千克／員工 Kg/Employee	1.0
紙張消耗密度（單位營收） Paper consumption intensity (per unit of revenue)	千克／百萬元人民幣 Kg/RMB million	0.2
包裝材料 Packaging Materials		
包裝材料總量 Total packaging materials	千克 Kg	152,335
包裝材料密度（單位員工） Packing materials intensity (per employee)	千克／員工 Kg/Employee	74.7
包裝材料密度（單位營收） Packing materials intensity (per unit of revenue)	千克／百萬元人民幣 Kg/RMB million	14.2

註：

1. 空氣排放物來自於本集團自有公務車輛，排放量的計算參照香港聯交所發布的《如何準備環境、社會及管治報告－附錄二：環境關鍵績效指標匯報指引》。
2. 本集團直接溫室氣體排放來自於直接能源消耗，包括自有公務車輛汽油消耗、美國倉儲和辦公設施供暖天然氣消耗、美國倉儲用叉車液化天然氣(LNG)消耗。汽油溫室氣體排放計算參考國家生態環境部《企業溫室氣體排放核算方法與報告指南發電設施》(2022年修訂版)，天然氣和LNG溫室氣體排放因子來源於美國國家環境保護局(Environmental Protection Agent, EPA)2024溫室氣體排放清單。
3. 本集團間接溫室氣體排放(範圍2)來自於位於中國、美國和德國的辦公室及倉儲設施的電力消耗。其中，中國電力排放因子來源於國家生態環境部和國家統計局聯合發布的《關於發布2022年電力二氧化碳排放因子的公告》；美國電力排放因子來源於美國國家環境保護局(EPA)發布的2024溫室氣體排放清單；德國電力排放因子來源於德國聯邦環境局(Umweltbundesamt)。
4. 清潔電力為本集團總部辦公大樓屋面太陽能光伏的自發自用電量。
5. 紙張消耗為辦公活動中的打印紙張和單據紙張消耗。

Notes:

1. The air emissions are from the Group's business vehicles and the amount of emissions has been calculated by reference to "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Hong Kong Stock Exchange.
2. The Group's direct GHG emissions are derived from direct energy consumption, including gasoline consumption for its business vehicles, natural gas consumption for heating in its warehouses and offices in the United States, and LNG consumption for its US warehousing and storage forklifts. Gasoline GHG emissions has been calculated by reference to the "Corporate Greenhouse Gas Emission Accounting Methodology and Reporting Guide for Power Generation Facilities (2022 revised version) (《企業溫室氣體排放核算方法與報告指南發電設施》(2022年修訂版))" by the Ministry of Ecology and Environment of China. The natural gas and LNG GHG emission factors are derived from the 2024 GHG Emission Inventories issued by the U.S. Environmental Protection Agency (EPA).
3. The Group's indirect GHG emissions (Scope 2) are derived from the electricity consumption of its offices and storage facilities in China, the US and Germany. In particular, the emission factors for electricity in the PRC are derived from the "Announcement on the Release of Carbon Dioxide Emission Factors for Electricity in 2022 (《關於發布2022年電力二氧化碳排放因子的公告》)" jointly issued by the Ministry of Ecology and Environment and the National Bureau of Statistics of China. In the US, the electricity emission factor is derived from the 2024 GHG Emission Inventories issued by the U.S. Environmental Protection Agency (EPA). The German electricity emission factors are derived from the German Federal Environment Agency (Umweltbundesamt).
4. Clean electricity is the self-generated electricity from the solar photovoltaics on the roof of the Group's headquarters office building.
5. Paper consumption is the consumption of printing paper and leaflet paper for office activities.

SOCIAL KEY PERFORMANCE INDICATORS

社會範疇 Social Aspect	單位 Unit	2024 年度 2024
員工人數 ¹ Number of employees ¹		
員工總數 Total number of employees	人 Person	2,040
員工人數（按性別分） Total number of employees (By gender)		
男性 Male employees	人 Person	930
女性 Female employees	人 Person	1,110
員工人數（按僱傭類型分） Number of employees (By employment type)		
全職 Full-time employees	人 Person	2,040
兼職 Part-time employees	人 Person	0
員工人數（按年齡分） Number of employees (By age)		
30 及以下 Age 30 and below	人 Person	986
31-40 歲 Age 31 to 40	人 Person	797
41-50 歲 Age 41 to 50	人 Person	219
51 及以上 Age 51 and above	人 Person	38

社會範疇 Social Aspect	單位 Unit	2024年度 2024
員工人數 (按地區分) Number of employees (By regions)		
中國大陸員工 Mainland China employees	人 Person	1,787
海外及港澳台員工 Overseas, Hong Kong, Macau and Taiwan employees	人 Person	253
員工人數 (按僱傭類型分) Number of employees (By employment type)		
高層管理 Senior management	人 Person	34
中層管理 Middle management	人 Person	52
一般員工 General employees	人 Person	1,954
員工流失 ² Employee turnover ²		
員工總流失率 Total employee turnover rate	%	21.6%
員工流失率 (按性別分) Employee turnover rate (By gender)		
男性 Male	%	22.9%
女性 Female	%	20.5%

社會範疇 Social Aspect	單位 Unit	2024年度 2024
員工流失率(按年齡分) Employee turnover rate (By age)		
30及以下 Age 30 and below	%	26.3%
31-40歲 Age 31 to 40	%	17.7%
41-50歲 Age 41 to 50	%	16.9%
51及以上 Age 51 and above	%	7.9%
員工流失率(按地區分) Employee turnover rate (By regions)		
中國大陸員工 Mainland China employees	%	26.0%
海外及港澳台員工 Overseas, Hong Kong, Macau and Taiwan employees	%	4.0%
培訓與發展 Training and Development		
員工受訓人數 Number of trained employees		
員工受訓總人數 Total number of trained employees	人 Person	1,832
員工受訓百分比(按性別分) Number of trained employees (By gender)		
男性 Male	%	45.8%
女性 Female	%	54.2%

社會範疇 Social Aspect	單位 Unit	2024年度 2024
員工受訓百分比 (按僱傭類型分) Number of trained employees (By employment type)		
高層管理 Senior management	%	1.9%
中層管理 Middle management	%	2.8%
一般員工 General employees	%	95.3%
員工受訓時長 Employee training hours		
員工總受訓時長 Employee total training hours	小時 Hour	11,576
員工受訓平均時長 Employee average training hours	小時 Hour	5.7
員工受訓平均時長 ³ (按性別分) Employee average training hours ³ (By gender)		
—— 男性員工受訓平均時長 — Male employee average training hours	小時 Hour	4.7
—— 女性員工受訓平均時長 — Female employee average training hours	小時 Hour	6.5
員工受訓平均時長 ³ (按僱傭類型分) Employee average training hours ³ (By employment type)		
—— 高層管理人員受訓平均時長 — Senior management average training hours	小時 Hour	23.9
—— 中層管理人員受訓平均時長 — Middle management average training hours	小時 Hour	48.3
—— 一般員工受訓平均時長 — General employee average training hours	小時 Hour	4.2

社會範疇 Social Aspect	單位 Unit	2024年度 2024
職業健康與安全 Occupational health and safety		
過去三年因工作關係死亡人數 Number of work-related fatalities in the past three years	人 Person	0
過去三年因工作關係死亡比率 Rate of work-related fatalities in the past three years	%	0
工傷人數 Number of labor injury	人 Person	2
因工傷損失總日數 Total lost days due to labor injury	天 Day	0
供應商數量 Number of suppliers		
供應商總數 Total number of suppliers	家 Companies	853

社會範疇 Social Aspect	單位 Unit	2024年度 2024
供應商數量 (按地區分) Number of suppliers (By regions)		
中國大陸供應商總數 Mainland China	家 Companies	818
—— 華南地區 – South China	家 Companies	329
—— 華北地區 – North China	家 Companies	46
—— 華東地區 – East China	家 Companies	431
—— 華中地區 – Central China	家 Companies	7
—— 西南地區 – Southwest China	家 Companies	5
港澳台供應商總數 Hong Kong, Macau and Taiwan	家 Companies	13
海外供應商總數 Overseas	家 Companies	22

註：

1. 員工人數為截至2024年12月31日的員工人數。
2. 員工流失率= 流失員工人數／期末員工總人數*100%。
3. 特定類別員工受訓平均時長= 特定類別員工的總受訓時數／該類別員工總人數。

Notes:

1. Number of employees is the number of employees as of 31 December 2024.
2. Employee turnover rate = number of employee turnover/total number of employees at the end of the Reporting Period *100%.
3. Average training hours for a specific category of employee = total number of training hours for a specific category of employee/total number of employee in the category.

附錄二

APPENDIX II

香港聯合交易所《環境、社會及管治報告指引》索引

Hong Kong Stock Exchange's ESG Reporting Guide Index

A. 環境範疇 A. Environmental Aspect			相關章節 Relevant Section
A1：排放物 A1: Emissions	一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: a) the policies; and b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and on-hazardous waste.	層面A1：排放物 Aspect A1: Emissions
	A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	層面A1：排放物 Aspect A1: Emissions 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS
	A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體總排放量及密度。 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and intensity.	層面A1：排放物 Aspect A1: Emissions 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS
	A1.3	所產生有害廢棄物總量及密度。 Total hazardous waste produced and intensity.	層面A1：排放物 Aspect A1: Emissions 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS

A. 環境範疇 A. Environmental Aspect			相關章節 Relevant Section
	A1.4	所產生無害廢棄物總量及密度。 Total non-hazardous waste produced and intensity.	層面A1：排放物 Aspect A1: Emissions 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS
	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 emissions target(s) set and steps taken to achieve them.	層面A1：排放物 Aspect A1: Emissions
	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.	層面A1：排放物 Aspect A1: Emissions
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	層面A2：資源使用 Aspect A2: Use of Resources
	A2.1	按類型劃分的直接及／或間接能源總耗量及密度。 Direct and/or indirect energy consumption by type in total and intensity.	層面A2：資源使用 Aspect A2: Use of Resources 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS
	A2.2	總耗水量及密度。 Water consumption in total and intensity.	層面A2：資源使用 Aspect A2: Use of Resources 附錄一：環境關鍵績效表 APPENDIX I: ENVIRONMENTAL KEY PERFORMANCE INDICATORS

A. 環境範疇 A. Environmental Aspect			相關章節 Relevant Section
	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.	層面A2：資源使用 Aspect A2: Use of Resources
	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.	層面A2：資源使用 Aspect A2: Use of Resources
	A2.5	製成品所用包裝材料的總量及每生產單位佔量。 Total packaging material used for finished products and with reference to per unit produced.	層面A2：資源使用 Aspect A2: Use of Resources
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 minimizing the issuer's significant impacts on the environment and natural resources.	層面A3：環境和自然資源 Aspect A3: The Environmental and Natural Resources
	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.	層面A3：環境和自然資源 Aspect A3: The Environmental and Natural Resources
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.	層面A4：氣候變化 Aspect A4: Climate Change
	A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	層面A4：氣候變化 Aspect A4: Climate Change

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	層面A1：僱傭 Aspect B1: Employment
	B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full-or part-time), age group and geographical region.	附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
	B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
B2：健康與安全 B2: Health and Safety	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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	層面B2：健康與安全 Aspect B2: Health and Safety

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
	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	層面B2：健康與安全 Aspect B2: Health and Safety 附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
	B2.2	因工傷損失工作日數。 Lost days due to work injury	層面B2：健康與安全 Aspect B2: Health and Safety 附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
	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.	層面B2：健康與安全 Aspect B2: Health and Safety
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.	層面B3：發展與培訓 Aspect B3: Development and Training
	B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
	B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	層面B4：勞工準則 Aspect B4: Labour Standards
	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.	層面B4：勞工準則 Aspect B4: Labour Standards
	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.	層面B4：勞工準則 Aspect B4: Labour Standards
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.	層面B5：供應鏈管理 Aspect B5: Supply Chain Management
	B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	附錄一：社會關鍵績效表 APPENDIX I: SOCIAL KEY PERFORMANCE INDICATORS
	B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	層面B5：供應鏈管理 Aspect B5: Supply Chain Management

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
	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.	層面B5：供應鏈管理 Aspect B5: Supply Chain Management
	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.	層面B5：供應鏈管理 Aspect B5: Supply Chain Management
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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	層面B6：產品責任 Aspect 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.	層面B6：產品責任 Aspect B6: Product Responsibility
	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.	層面B6：產品責任 Aspect B6: Product Responsibility

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
	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.	層面B6：產品責任 Aspect B6: Product Responsibility
	B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	層面B6：產品責任 Aspect B6: Product Responsibility
	B6.5	描述消費者數據保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	層面B6：產品責任 Aspect B6: Product Responsibility
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：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	層面B7：反貪污 Aspect B7: Anti-corruption
	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.	層面B7：反貪污 Aspect B7: Anti-corruption
	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.	層面B7：反貪污 Aspect B7: Anti-corruption
	B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	層面B7：反貪污 Aspect B7: Anti-corruption

B. 社會範疇 B. Social Aspect			相關章節 Relevant Section
B8：社區投資 B8: Community Investment	一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 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.	層面B8：社區投資 Aspect B8: Community Investment
	B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	層面B8：社區投資 Aspect B8: Community Investment
	B8.2	在專注範疇所動用資源。 Resources contributed (e.g. money or time) to the focus area.	層面B8：社區投資 Aspect B8: Community Investment

