百果园®

環境、社會及管治報告

Environmental, Social and Governance Report

2025



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關於本報告
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報告概況

深圳百果園實業(集團)股份有限公司(以下簡稱「百果園」「公司」)及附屬公司(統稱「集團」「本集團」或「我們」)欣然發布的第四份《環境、社會及管治報告》(以下簡稱ESG報告),幫助利益相關方更加清晰、直觀及透明地了解本集團的ESG表現。

REPORT OVERVIEW

This Report is the fourth Environmental, Social and Governance Report (the ESG report) pleasantly issued by Shenzhen Pagoda Industrial (Group) Corporation Limited ("Pagoda" or the "Company") and its subsidiaries (collectively, the "Group", "the Group" or "We"), which aims to help stakeholders understand the Group's ESG performance in a clearer, more intuitive and transparent manner.

編製依據

本報告編製採用香港聯合交易所有限公司(以下簡稱「香港聯交所」)《上市規則》附錄C2《環境、社會及管治報告守則》(以下簡稱「《ESG報告守則》」),同時參考國際可持續發展準則理事會(ISSB)發布的《國際財務報告可持續信息披露準則第2號 — 氣候相關披露》(IFRS S2),結合公司當前發展階段與ESG工作實際編寫。

BASIS FOR PREPARATION

This Report has been prepared in accordance with Appendix C2 Environmental, Social and Governance Reporting Code (the "ESG Reporting Code") to the Listing Rules of The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). It also references the IFRS S2 Climate-related Disclosures issued by the International Sustainability Standards Board (ISSB), and is compiled in combination with the Company's current development stage and the actual situation of its ESG work.

報告原則

ESG報告的編製遵守以下匯報原則:

- 重要性:本報告在編製過程中識別重要利益相關方,以確保利益相關方關注的事件和信息均有披露,亦披露重大性議題矩陣,詳細闡述重大性議題判定的過程及最終結果。
- 量化:本報告採用量化數據的方式展現環境與社會層面的關鍵績效指標,並附帶說明,以闡述其目的和影響。
- 平衡:報告努力實現信息披露客觀、不偏不倚,報告內容均來自內部管理文件、統計及公開披露信息,以及公眾媒體報道,全面地呈報本公司的ESG表現,避免造成利益相關方解讀或判斷的偏差。
- 一致性:本報告中已披露統計方法,後續年度將採用與本報告保持一致的統計方法。

REPORTING PRINCIPLES

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

- Materiality: this Report has been prepared by the identification of material stakeholders to ensure that stakeholder concerns and information are disclosed. A materiality matrix is also disclosed, detailing the process and final results of the determination of materiality issues.
- Quantitative: this Report presents environmental and social KPIs using quantitative data, along with descriptions to illustrate their purposes and impacts.
- Balance: this Report strives to achieve objective and unbiased information disclosure, with the content derived from internal management documents, statistics, publicly disclosed information, and public media reports. It comprehensively presents the Company's ESG performance to avoid causing deviation in stakeholders' interpretation or judgment.
- Consistency: the statistical methods have been disclosed in this Report and will be used in subsequent years in a manner consistent with this Report.

關於本報告
ABOUT THIS REPORT

報告範圍

本報告時間跨度為2025年1月1日至2025年12月31日，部分內容往前後年度適度延伸。本報告覆蓋本集團主營業務。

數據來源

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

報告獲取方式

本報告以繁體中文、英文兩種文字發布，在文本理解發生歧義時，請以繁體中文文本為準。您可在公司網站查閱下載本報告的電子文檔，網址為首頁－百果園官網，若需獲取紙質版報告，或對本報告有任何疑惑、建議和意見，您可以直接聯繫我們。

REPORTING SCOPE

This Report covers the period from January 1, 2025, to December 31, 2025, with some modest extensions to prior and subsequent years. This Report covers the Group's primary business.

DATA SOURCE

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

REPORT ACCESS

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

董事長寄語
CHAIRMAN'S STATEMENT



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

尊敬的各位利益相關方：

過去一年，面對消費市場結構性變革與行業競爭加劇的雙重挑戰，我們主動進行戰略反思與運營調整，並將這一年定位為「固本培元」之年。這份環境、社會及管治報告，不僅是對我們責任實踐的年度總結，更是我們面對變化，堅守長期主義、回歸商業本質的一份透明答卷，體現了我們在追求「讓天下人享受水果好生活」的使命途中，如何平衡商業價值與社會價值，如何在短期挑戰中錨定長期航向。

Distinguished Stakeholders:

Over the past year, facing the dual challenges of structural changes in the consumer market and intensified industry competition, we proactively engaged in strategic reflection and operational adjustments, positioning this year as a year of "consolidating the foundation and cultivating the essence". This Environmental, Social and Governance Report is not only an annual summary of our responsibility practices but also a transparent response demonstrating our adherence to long-termism and return to the essence of business amidst changes, embodying how we balance commercial value with social value and how we anchor our long-term course amidst short-term challenges in the pursuit of our mission to "offer delicious fruit and enjoyable lifestyle to people".

董事長寄語
CHAIRMAN'S STATEMENT

守正道，築牢治理根基

企業的長久發展，根植於堅實的治理與不可動搖的商業道德。我們視「信任」為最珍貴的資產，致力於構建陽光透明的運營環境。年內，我們持續深化廉潔與合規體系建設，將誠信經營理念深度滲透至全體員工、門店及合作夥伴，實現了供應商廉潔承諾的全覆蓋。築牢治理根基，是我們應對一切風險挑戰、行穩致遠的根本保障。

UPHOLDING THE RIGHT PATH, FORTIFYING THE GOVERNANCE FOUNDATION

The enduring development of an enterprise is rooted in solid governance and unshakable business ethics. We regard "trust" as our most precious asset and are committed to building an open and transparent operating environment. During the year, we continued to deepen the construction of integrity and compliance systems, deeply instilling the philosophy of integrity in business operations into all employees, stores, and partners, achieving full coverage of integrity commitments from suppliers. Fortifying the governance foundation is the fundamental guarantee for us to cope with all risks and challenges and to achieve steady and long-term development.

高品質，守護食品安全

「好吃」是百果園的靈魂，「安全」則是我們絕不妥協的底線。我們深刻認識到，顧客的選擇是基於對品牌的信任。為此，我們持續升級全球領先的品控體系，將實驗室檢測能力拓展至469項，全年完成上千批次內部抽檢。從源頭種植到門店銷售，我們以「四度一味一安全」的嚴苛標準貫穿全鏈條，因為我們深知，唯有極致的安全，才能承載起顧客對美味與健康的雙重期待。

HIGH QUALITY, SAFEGUARDING FOOD SAFETY

"Deliciousness" is the soul of Pagoda, while "safety" is the bottom line we will never compromise. We deeply recognize that customers' choices are based on their trust in the brand. To this end, we continued to upgrade our globally leading quality control system, expanding laboratory testing capabilities to 469 items and completing thousands of batches of internal sampling inspections throughout the year. From source cultivation to store sales, we apply the stringent standard of "sweetness and sourness, freshness, crispness, softness, flavor and safety" throughout the entire chain, because we deeply understand that only ultimate safety can bear the dual expectations of customers for deliciousness and health.

秉初心，超越客戶期待

我們持續升級客戶服務，「好果報恩」累計服務約四千萬人次，將「三無退貨」深化為「放心買•隨心退」，並以數字化實現客戶響應的「秒級」提速。我們始終將客戶隱私與數據安全視為信任根基，以堅實保障讓每一次互動都安心、每一次選擇都溫暖。

UPHOLDING THE ORIGINAL ASPIRATION, EXCEEDING CUSTOMER EXPECTATIONS

We continuously upgraded customer services, with the "best fruit for you" campaign serving approximately 40 million people cumulatively. We deepened the "Three-no Return" policy into "Buy with Confidence, Return with Ease", and achieved "second-level" speed-up in customer response through digitalization. We always regard customer privacy and data security as the foundation of trust, providing solid guarantees to make every interaction reassuring and every choice warm.

董事長寄語
CHAIRMAN'S STATEMENT

促低碳，共建生態家園

我們敬畏自然，堅信可持續的生態是果業繁榮的基石。我們積極應對氣候變化，將綠色理念融入運營細節。更重要的是，我們將可持續農業實踐延伸至產業上游，通過BLOF等生態種植技術賦能數萬畝果園，致力於在提升果實品質的同時，保護與修復農業生態系統，實現產業發展與環境保護的和諧共生。

PROMOTING LOW CARBON, CO-BUILDING AN ECOLOGICAL HOMELAND

We revere nature and firmly believe that a sustainable ecology is the cornerstone of the prosperity of the fruit industry. We actively respond to climate change and integrate green concepts into operational details. More importantly, we extend sustainable agricultural practices to the upstream of the industry, empowering tens of thousands of acres of orchards through ecological planting technologies such as BLOF. We are also committed to protecting and restoring agricultural ecosystems while improving fruit quality, aiming to achieve a harmonious coexistence between industrial development and environmental protection.

向共贏，構建韌性鏈條

水果產業的複雜性決定了我們必須與夥伴共生共榮，我們努力打造高效協同、價值共享的產業生態圈。通過對供應商進行嚴格的准入管理與系統化賦能，我們共同築牢食品安全防線；同時，我們傾聽加盟商聲音，以數字化工具與專項支持回應業務反饋，助力其提升經營韌性。我們堅信，唯有產業鏈各環節協同增效，方能最終實現「好吃不貴」的顧客承諾。

BUILDING A RESILIENT CHAIN FOR WIN-WIN OUTCOMES

The complexity of the fruit industry dictates that we must coexist and prosper with our partners. We strive to build an industrial ecosystem featuring efficient collaboration and value sharing. Through strict admission management and systematic empowerment of suppliers, we jointly fortify the food safety defense line. Meanwhile, we listen to the voices of franchisees, responding to business feedback with digital tools and specialized support to help them enhance operational resilience. We firmly believe that only through synergistic efficiency across all links of the industry chain can we ultimately realize the customer promise of "delicious yet affordable".

激潛能，共創卓越平台

我們視員工為驅動企業持續發展的核心資本，致力於構建一個包容、安全且充滿成長機遇的平台，保障員工合法權益，完善職業發展通道，並通過多元化的培養體系充分激發個人潛能。年內，我們新增線上466條微課，線上課程培訓時長31.86萬小時；實現員工總體滿意度得分為95分(滿分100分)。我們堅信，唯有員工的全面發展，才能為顧客創造更卓越的價值，實現個人與組織的共同成就。

UNLEASHING POTENTIAL, CO-CREATING A PLATFORM OF EXCELLENCE

We regard employees as the core capital driving the enterprise's sustainable development, committed to building an inclusive, safe, and opportunity-rich platform, safeguarding employees' legitimate rights and interests, perfecting career development channels, and fully igniting individual potential through diversified training systems. During the year, we added 466 online micro-courses, with online course training duration reaching 318,600 hours. The overall employee satisfaction score reached 95 (out of 100). We firmly believe that only the comprehensive development of employees can create superior value for customers and achieve mutual success for both individuals and the organization.

董事長寄語
CHAIRMAN'S STATEMENT

赴未來，回饋和諧社會

企業的價值最終體現在其對社會的貢獻。我們充分發揮產業優勢，以「造血式」幫扶參與鄉村振興，通過「佳果好學屋」等教育公益項目，持續關注鄉村下一代的發展；我們鼓勵並組織員工投身志願服務，全年貢獻時長超3,000小時。這些行動，是我們作為社會公民的本分，也是我們踐行「利他」商業哲學的具體體現。

展望未來，挑戰與機遇並存。百果園將繼續以「唯慢不破」的定力，深耕果業全產業鏈，持續開放能力，賦能產業生態。我們將ESG理念更深地融入企業基因，在追求商業成功的同時，不忘對員工、夥伴、社區與環境的責任。我們堅信，唯有創造共享價值，企業方能基業長青！
感謝各位一路同行！

百果園
董事長
余惠勇

EMBRACING THE FUTURE, GIVING BACK TO A HARMONIOUS SOCIETY

The value of an enterprise is ultimately reflected in its contribution to society. We fully leverage our industrial advantages to participate in rural revitalization through self-sustaining assistance, continuously focusing on the development of the next generation in rural areas through educational public welfare projects such as "Zespri Learning House". We also encourage and organize employees to engage in volunteer services, contributing over 3,000 hours throughout the year. These actions are our duty as corporate citizens and a concrete embodiment of our "altruistic" business philosophy.

Looking ahead, challenges and opportunities coexist. Pagoda will continue to uphold the determination of "slow but unstoppable progress" to deeply cultivate the entire fruit industry chain, continuously opening up capabilities to empower the industrial ecosystem. We will integrate ESG concepts deeper into the corporate gene, never forgetting our responsibilities to employees, partners, communities, and the environment while pursuing commercial success. We firmly believe that only by creating shared value can an enterprise endure for generations!
Thank you all for journeying with us!

Pagoda
Yu Huiyong
Chairman

年度亮點
HIGHLIGHTS IN 2025

深圳百果園實業(集團)股份有限公司2001年成立於深圳，是一家集水果源頭採購、採後保鮮、物流倉儲、品質分級、種植技術支持、營銷拓展、品牌運營、門店零售、信息科技、科研教育為一體的大型連鎖企業，也是中國最大的水果零售經銷商，於2023年1月在香港交易所主板上市(股票代碼：2411.HK)。

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

百果園深耕水果行業，專注於好果研發，成立25年以來，百果園已擁有超300人專業採購團隊，遍布新西蘭、智利、秘魯等26國，合作超800個水果基地，直採近1,000種好水果。集團深度參與育種與研發，目前已擁有53個招牌果自有產品品牌，如獼宗獼猴桃、大芭貓山王、紅芭蕾草莓、良枝蘋果等。

Remaining committed to the fruit industry, Pagoda has been focusing on the R&D of high-quality fruits. Since its establishment 25 years ago, Pagoda has built a professional procurement team of over 300 personnel, spread across 26 countries including New Zealand, Chile, and Peru, cooperating with over 800 fruit bases and directly procuring nearly 1,000 types of high-quality fruits. The Group is deeply engaged in breeding and R&D, and now owns 53 Excellent fruit brands, such as Mizhong kiwi fruit, Daba musang king durian, Hongbalei strawberries, and Liangzhi apples.

我們重視果品全流程的質量管控，在全球首創「四度一味一安全」果品分級體系與「不好吃三無退貨」服務標準，通過引進全球領先的BLOF種植技術、應用科學採摘與保鮮技術、智能化倉儲物流配送系統、八大環節質量驗收、四重食品安全監測，實現從種植端到門店端的全鏈路食品質量安全把關。截至2025年末，百果園實業、百果園供應鏈、鑫陳水果店(百果園加盟門店)及百果園農產品初加工4家實體單位，均已順利通過ISO 22000食品安全管理體系認證。在倉儲環節，集團積極推進上海、深圳、廣州等核心城市倉庫的食品安全管理體系認證工作，其中上海倉於2025年內獲得ISO 22000食品安全管理體系認證，深圳倉與廣州倉順利通過ISO 22000食品安全管理體系認證的復審工作。截至2025年底，百果園集團零售門店數量為4,468家，進駐城市超170個，會員數量超9,500萬，構建了全鏈路、全場景、線上線下一體化及店倉一體化的水果專營零售網絡，此外，我們已通過京東、美团、抖音等多元化在線渠道觸達客戶，為客戶提供便捷高效的多元化在線購物選擇。

We attach importance to the quality control of the whole process of fruit products, and are the first company in the world to create the fruit grading system based on the "sweetness and sourness, freshness, crispness, softness, flavor and safety" and the service standard of "Three-no Return to consumers if our products do not taste good". We realize the whole chain of food quality and safety control from the planting to the store through the introduction of the world's leading BLOF planting technology, the application of scientific picking and preservation technology, intelligent warehousing, logistics and distribution system, eight stages of quality acceptance, and four-level food safety monitoring. By the end of 2025, a total of four entities, namely Pagoda Industrial, Pagoda Supply Chain, Xinchen Fruit Store (Pagoda Franchised Store) and Pagoda Agricultural Products Preliminary Processing, have been certified with the ISO 22000 food safety management system. In the warehousing segment, the Group actively promoted the certification of food safety management systems for warehouses in core cities such as Shanghai, Shenzhen, and Guangzhou. Among them, the Shanghai warehouse obtained ISO 22000 Food Safety Management System certification during 2025, while the Shenzhen and Guangzhou warehouses successfully passed the renewal audit of the ISO 22000 Food Safety Management System certification. As of the end of 2025, the number of retail stores of the Pagoda Group reached 4,468, covering over 170 cities, with a membership base exceeding 95 million, constructing a fruit specialty retail network featuring full-link, full-scenario, online-offline integration, and store-warehouse integration. In addition, we have reached customers through diversified online channels such as JD.com, Meituan and Douyin, providing customers with convenient and efficient diversified online shopping choices.

年度亮點
HIGHLIGHTS IN 2025

銷售業績
全國水果連鎖銷售額、全國水果連鎖門店數第一
Sales performance
Sales of fruit chain stores nationwide Number of fruit chain stores nationwide No. 1

品牌規模
門店4,468家
進駐城市超170個
會員數超9,500萬
Brand size
4,468 stores
Covering over 170 cities
More than 95 million members

產品創新
擁有53個招牌果自有產品品牌
Product innovation
Owns 53 excellent fruit brands

農殘抽檢
所有批次果品上架前，必須通過298項前置第三方機構農殘檢測和100%批次的質量檢測
Pesticide residue sampling inspection
Before being placed on shelves, all batches of fruits must pass 298 pre-conditional third-party pesticide residue tests and 100% batch quality testing

食品安全
開展295次食品安全相關培訓
3次食品安全審核，聯合內審2次、外部審核1次
門店抽檢35,101店次
Food safety
295 food safety related trainings
3 food safety audits, including 2 joint internal audits and 1 external audit 35,101 store sampling inspections

客戶服務
投訴響應率100%
投訴解決率95.42%
Customer satisfaction
100% complaints response rate
95.42% complaints resolution rate

年度亮點
HIGHLIGHTS IN 2025

員工人數
2,174
Number of employees
2,174

女性員工比例
41.63%
Proportion of female employees
41.63%

員工滿意度
員工總體滿意度95分
(滿分100分)
Employee satisfaction
Overall employee satisfaction score 95 (out of 100)

溫室氣體排放(範圍一+二)
33,008.58噸二氧化碳當量
Greenhouse gas emissions (Scope 1 + Scope 2)
33,008.58 tCO_2e

紙質價格標籤使用
批量上線電子價簽
年節約紙質價簽使用量3.5噸
The usage of paper price labels
Using price labels, saving 3.5 tons of paper price labels annually

生態保護
水果生態種植技術賦能面積達32,000餘畝
蔬菜業務BLOF生態和諧型種植技術相關種植面積達26,000餘畝
Ecological protection
Fruit ecological planting technology-enabled area amounted to over 2,133 hectares
BLOF ecological harmony planting technology related planting area for vegetable business reached more than 1,733 hectares

志願服務
服務時長3,003小時，722人次參與、志願服務項目76個
Volunteer service
3,003 service hours, with 722 participants carrying out 76 volunteer service projects

供應商廉潔協議簽署率
100%
Signing rate of supplier integrity agreements
100%

員工廉潔自律宣導
2,755人次
Employee integrity and self-discipline education
2,755 attendances

年度亮點
HIGHLIGHTS IN 2025

2025年，集團憑藉食品安全、服務創新、鄉村振興、社會公益等ESG相關領域的表現，獲得榮譽獎項如下：

In 2025, the Group received the following honorary awards for its performance in ESG-related fields such as food safety, service innovation, rural revitalization, and social welfare:



Wind中國上市公司
ESG最佳實踐100強（中小市值）
Wind Top 100 ESG Best Practices of Chinese Listed Companies (Small and Mid-Cap)



卓越IR—卓越ESG新秀獎
Excellence IR — ESG Rising Star Award



黑貓投訴「黑貓星鑽企業」
Black Cat Complaints “Black Cat Star Diamond Enterprise”



人民網「2025年國民消費創新案例」
People.cn “2025 National Consumption Innovation Case”



人民網2025人民企業社會責任案例—「可持續式」參與鄉村振興
People.cn 2025 People’s Corporate Social Responsibility Case — “Sustainable” Participation in Rural Revitalization



博涵財經2025年度最佳公益貢獻獎
Bohan Finance 2025 Best Public Welfare Contribution Award

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

基於對聯合國可持續發展目標(SDGs)的積極實踐，本集團聚焦可持續發展關鍵領域，積極應對內外部挑戰，滿足利益相關方的期望，以下是本集團到2025年的ESG目標和達成情況，及2025年度重點表現：

Based on the active practice of the United Nations Sustainable Development Goals (SDGs), the Group focuses on key areas of sustainable development, actively responding to internal and external challenges and meeting stakeholder expectations. The following are the Group's ESG targets and achievement status for 2025, and performance highlights in 2025:

守護食品安全
Safeguarding Food Safety

到2025年的食品安全與質量目標 Food Safety and Quality Targets for 2025	目標達成情況 Target Achievement Status	本集團2025年度行動 Group Actions for 2025
產品可溯源比率達80% Product traceability rate reached 80%	✓	• 完成3次食品安全審核，其中聯合內審2次、外部審核1次。 • Completed 3 food safety audits, including 2 joint internal audits and 1 external audit. • 所有批次果品在上架前，必須通過298項前置第三方機構農殘檢測以及100%批次的品質檢測。 • Before being placed on shelves, all batches of fruits must pass 298 pre-conditional third-party pesticide residue tests and 100% batch quality testing. • 東莞檢測實驗室通過CMA擴項評審，檢測資質項目從357項增加至469項，資質報告中農殘檢測項目從201項增加至301項。 • The Dongguan testing laboratory passed the CMA expansion review, increasing the number of qualified testing items from 357 to 469, and the pesticide residue testing items in the qualification report increased from 201 to 301[1]. • 通過監控中心線上每日巡店，全年累計完成門店抽檢35,101店次。 • Completed a total of 35,101 store sampling inspections throughout the year through daily store inspections via the online monitoring from the control center.
維持ISO 22000食品安全管理體系認證 Maintenance of ISO 22000 Food Safety Management System Certification	✓	
對重點區域的加盟店進行食品安全與質量飛行抽查，2023年為基準，至2025年抽查店數每年增長30%[1] Conducted unannounced spot checks on food safety and quality for franchise stores in key regions. With 2023 as the base year, the number of stores checked increased by 30%[1] annually until 2025	✓	
回應SDGs **SDGs addressed** 		

[1] 自2024年起，集團針對重點區域加盟店的食品安全與質量檢查方式升級為線上線下結合模式，在開展飛行檢查的基礎上，同步實施監控中心的線上檢查。
Since 2024, the Group has upgraded the food safety and quality inspection methods for franchise stores in key regions to an integrated online-offline model. In addition to conducting surprise inspections, online monitoring from the control center is now simultaneously implemented.

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

<table>
<tr><th colspan="3">守護食品安全
Safeguarding Food Safety</th></tr>
<tr><th>到2025年的營養與健康目標
Nutrition and Health Targets for 2025</th><th>目標達成情況
Target Achievement Status</th><th>本集團2025年度行動
Group Actions for 2025</th></tr>
<tr><td>以2023年為基準，到2025年，營養健康方面宣貫觸達人數年均增長10%
With 2023 as the base year, the annual average growth rate for the number of people reached in nutrition and health awareness initiatives will be 10% by 2025</td><td>✓</td><td rowspan="2">• 聚焦消費者高度關注的血糖健康問題，圍繞水果升糖指數(GI)和血糖負荷(GL)開展專項健康宣教活動。
• Focused on blood sugar health issues of high concern to consumers, carrying out special health education activities related to the Glycemic Index (GI) and Glycemic Load (GL) of fruits.</td></tr>
<tr><td colspan="2">回應SDGs
SDGs addressed

</td></tr>
</table>

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

超越客戶期待 Exceeding Customer Expectations		
到2025年的客戶服務目標 Customer Service Targets for 2025	**目標達成情況 Target Achievement Status**	**本集團2025年度行動 Group Actions for 2025**
客戶投訴24H響應率100%；72H結案率達95% The 24H response rate for customer complaints was 100%. The 72H case closure rate reached 95%	✓	• 共受理20,581件投訴，響應率達100%；成功解決19,638件投訴，解決率為95.42%。 • Accepted total of 20,581 complaints, with response rate of 100%, and successfully resolved 19,638 complaints, with a resolution rate of 95.42%.
每年NPS相關調研結果穩中有升 Annual NPS-related survey results remained stable with an upward trend	✓	• 百果園APP及百果園微信小程序，「我的服務 — 意見反饋」新增在線客服入口，顧客反饋響應時效從24小時提升至30秒，單次處理時長由3分鐘壓縮至1分鐘。 • On the Pagoda APP and Pagoda WeChat mini program, a new online customer service portal has been added under "My Service - Feedback", and customer feedback response time improved from 24 hours to 30 seconds, with single processing time compressed from three minutes to one minute.
回應SDGs SDGs addressed 12 負責任消費和生產 12 RESPONSIBLE CONSUMPTION AND PRODUCTION		• 開展中秋禮盒客戶滿意度調研，結果顯示消費者總體滿意度較高，性價比滿意度、三大節高品質禮品認知度均有提升。 • Conducted customer satisfaction surveys on Mid-Autumn Festival gift boxes, the results of which showed high overall consumer satisfaction, with improvements in satisfaction regarding price-performance ratio and awareness of high-quality gifts for the three major festivals.

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

超越客戶期待
Exceeding Customer Expectations

到2025年的信息與數據安全目標 Information and Data Security Targets for 2025	目標達成情況 Target Achievement Status	本集團2025年度行動 Group Actions for 2025
持續推進數字化工作，賦能業務發展 Continuously advanced digitalization efforts to empower business development	✓	• 通過人工智能等前沿技術，持續顯著提升服務可及性、響應效率與處理透明度。 • Through frontier technologies such as artificial intelligence, we continuously and significantly improved service accessibility, response efficiency, and processing transparency.
面向員工開展的數據安全及隱私保護培訓覆蓋率達100% Coverage rate of data security and privacy protection training for employees reached 100%	✓	• 面向全體員工持續開展數據安全與隱私保護宣貫。 • Continuously conducted data security and privacy protection publicity and training for all employees.
回應SDGs **SDGs addressed** 		• 組織開展數據安全專項培訓，覆蓋1,642人，學習完成率達100%。 • Organized special data security training covering 1,642 people, with a learning completion rate of 100%.

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

共建生態家園
Co-building an Ecological Homeland

到2025年的綠色環保目標 Green Environmental Protection Targets for 2025	目標達成情況 Target Achievement Status	本集團2025年度行動 Group Actions for 2025
以2023年為基準年，到2025年，百果農資、果製品工廠將實現5%的減碳目標 With 2023 as the base year, by 2025, Baiguo Agricultural Means Fruit Products and the factory of Pagoda Fruit Products will have achieved the 5% carbon reduction target	✓	• 新能源配送車輛數量達到168台，佔總合作車輛的27.4%。 • The number of new energy delivery vehicles reached 168, accounting for 27.4% of the total cooperative vehicles. • 包裝材料使用量較上年度下降31%。 • Usage of packaging materials decreased by 31% compared to the prior year. • 使用環保類物料合計7,866萬個。 • A total of 78.66 million environmentally friendly materials were used.
到2026年，配送中心合作新能源車輛佔總城配車輛比例達30%，2027年達40% The proportion of cooperative new energy vehicles in distribution centers will reach 30% of total urban distribution vehicles by 2026, and 40% by 2027	進行中 In progress	
回應SDGs SDGs addressed 		

到2025年的生態目標 Ecological Targets for 2025	目標達成情況 Target Achievement Status	本集團2025年度行動 Group Actions for 2025
較2024年，新增5,000畝水果生態種植技術賦能面積，其中35%使用有機肥和採用草生栽培模式 Fruit ecological planting technology-enabled area will increase by 333 hectares compared with 2024, of which 35% will use organic fertilizers and adopt grass cultivation model	✓	• 水果生態種植技術賦能面積達32,000餘畝，同比增加超40%。 • Fruit ecological planting technology-enabled area amounted to over 2,133 hectares, an increase of over 40% year-on-year. • 蔬菜業務BLOF生態和諧型種植技術相關種植面積達26,000餘畝。 • BLOF ecological harmony planting technology related planting area for vegetable business reached more than 1,733 hectares.
回應SDGs SDGs addressed 		

ESG 目標及亮點績效
ESG TARGETS AND PERFORMANCE HIGHLIGHTS

構建韌性鏈條 Building a Resilient Chain		
到2025年的可持續供應鏈目標 Sustainable Supply Chain Targets for 2025	**目標達成情況 Target Achievement Status**	**本集團2025年度行動 Group Actions for 2025**
對供應商[2]食品安全及廉潔培訓宣貫覆蓋率達100% Coverage rate of food safety and integrity training and publicity for suppliers[2] reached 100%	✓	• 供應商《反商業賄賂協議》簽署率100%。 • 100% suppliers have signed the Anti-Commercial Bribery Agreement. • 召開集團供應商大會，針對食品安全及廉潔進行專題宣講，覆蓋率達100%。 • Convened the Group Supplier Conference, conducting special publicity on food safety and integrity, achieving a coverage rate of 100%.
加盟商培訓參會率、內／外部加盟商培養率、專項培訓率90% Franchisee training attendance rate, internal/external franchisee development rate, and special training rate reached 90%	✓	• 年內新進加盟商培訓率100%，涵蓋食品安全層面；累計覆蓋率100%。 • During the year, the training rate for new franchisees was 100%, covering food safety aspects, with a cumulative coverage rate of 100%.
對加盟商的食品安全培訓覆蓋率達100% Coverage rate of food safety training for franchisees reached 100%	✓	
回應SDGs SDGs addressed 		

[2] 主要為國內果品相關供應商。
Primarily domestic suppliers of fruit-related products.

ESG 管治
ESG GOVERNANCE

董事會ESG聲明

百果園董事會始終將可持續發展置於戰略高度，嚴格遵循香港聯交所ESG報告守則要求，負責集團ESG風險的評估、管理與監督，並設立全面且行之有效的ESG管治架構，搭建ESG領導小組並定期向董事會匯報進展，完善並落實環境、社會及管治架構中各層級的職責權限，持續加強董事會在集團環境、社會及管治事務中的監督和參與力度，確保執行落地和監督管理有效性。本集團將ESG理念全方位融入在日常經營活動，力求在提供高品質性價比產品的同時，實現經濟效益與環境、社會效益的和諧統一。

本集團已針對食品安全與質量、客戶溝通與服務、可持續供應鏈、員工發展、應對氣候變化、社會公益等議題設定關鍵ESG目標，並由董事會於報告期內就相關目標的實現進展進行審閱和討論。同時，董事會亦於報告期內就ESG管理方針及策略進行討論，包括對ESG相關事宜及潛在風險和機遇進行評估、優次排序，以及本集團有關事宜的管理情況。

ESG STATEMENT OF THE BOARD

The Board of Directors of Pagoda always places sustainable development at a strategic height, strictly follows the requirements of the ESG Reporting Code of the Hong Kong Stock Exchange, and is responsible for the assessment, management, and supervision of the Group's ESG risks. It has established a comprehensive and effective ESG governance structure, set up an ESG leadership team to report progress to the Board regularly, perfected and implemented the responsibilities and authorities at all levels within the environmental, social, and governance structure, and continuously strengthened the Board's supervision and participation in the Group's environmental, social, and governance affairs to ensure effective execution and supervision management. The Group fully integrates ESG concepts into its daily operating activities, striving to achieve a harmonious unity of economic benefits with environmental and social benefits while providing high-quality and cost-effective products.

The Group has set key ESG targets regarding issues such as food safety and quality, customer communication and service, sustainable supply chain, employee development, response to climate change, and social welfare, and the Board reviewed and discussed the progress towards the realization of these goals during the Reporting Period. Meanwhile, the Board also discussed ESG management guidelines and strategies during the Reporting Period, including the assessment and prioritization of ESG-related matters and potential risks and opportunities, as well as the Group's management situation regarding relevant matters.

ESG 管治
ESG GOVERNANCE

ESG管治架構

百果園不斷深化可持續發展管理，搭建三級ESG管治架構，制定《董事會環境、社會及管治委員會職權範圍》，明確各層級構成和職責，構建覆蓋全流程、全場景的ESG管理體系，從決策、溝通、執行、匯報和考核等多環節加強ESG治理水平，逐步優化ESG管理實踐。

董事會是集團ESG治理事宜的最高責任及決策機構，對ESG戰略、管理及表現承擔最終責任；由董事會下設環境、社會及管治(ESG)委員會定期檢視、評估並指導可持續發展相關工作，並負責審批ESG信息披露內容。ESG委員會由三名董事組成，成員由董事長、半數以上獨立(非執行)董事或者三分之一以上全體董事提名，並由董事會選舉產生，每年至少召開一次會議，定期審閱集團在ESG目標方面的進展與成果。ESG委員會下設ESG領導小組作為管理層，負責指導日常ESG工作及具體事項決策，集團各事業群、職能部門及附屬公司負責落實ESG相關具體工作事宜。

ESG GOVERNANCE STRUCTURE

Pagoda continuously deepens sustainable development management, establishing a three-tier ESG governance structure, formulating the "Terms of Reference of the Board Environmental, Social and Governance Committee", clarifying the composition and responsibilities of each level, building an ESG management system covering the whole process and all scenarios, and strengthening ESG governance from multiple links such as decision-making, communication, execution, reporting, and assessment, gradually optimizing ESG management practices.

The Board is the highest responsible and decision-making body for the Group's ESG governance matters, bearing ultimate responsibility for ESG strategy, management, and performance. The Environmental, Social and Governance (ESG) Committee established under the Board regularly reviews, evaluates, and guides sustainable development-related work and is responsible for approving ESG information disclosure content. The ESG Committee consists of three directors, with members nominated by the Chairman, more than half of the Independent (non-executive) Directors, or more than one-third of all directors, and elected by the Board. It holds at least one meeting annually and regularly reviews the Group's progress and results regarding ESG targets. Under the ESG Committee, an ESG leadership team is established as the management level, responsible for guiding daily ESG work and making decisions on specific matters. The Group's business groups, functional departments, and subsidiaries are responsible for implementing specific ESG-related work matters.

ESG 管治
ESG GOVERNANCE

決策層 **Decision-making level**	董事會 環境、社會及管治(ESG)委員會 Board of Directors Environmental, Social and Governance (ESG) Committee	• 指導並審閱公司ESG願景及策略 • Guide and review the Company's ESG vision and strategy • 評估、管理與監督ESG相關風險 • Assess, manage, and supervise ESG-related risks • 制定ESG目標並定時監督目標進度 • Set ESG targets and regularly monitor goal progress • 審閱對外披露的ESG相關報告 • Review externally disclosed ESG-related reports
管理層 **Management level**	ESG領導小組 （集團高級管理層） ESG leadership team (Group Senior Management)	• ESG日常管理工作機構 • ESG Daily Management Working Body • 全面監督和指導ESG工作 • Comprehensively supervise and guide ESG work • 落實具體事項決策 • Implement decision-making on specific matters
執行層 **Executive level**	集團事業群、職能部門及附屬公司 Group business groups, functional departments, and subsidiaries	• 具體ESG相關議題策略落實 • Implement strategies for specific ESG-related issues • 開展ESG相關活動 • Carry out ESG-related activities

百果園ESG治理架構
Pagoda ESG Governance Structure

ESG 管治
ESG GOVERNANCE

2025年，集團面向全體董事開展5場可持續發展、風險管理及企業管治等方面的培訓，其中ESG及應對氣候變化專項培訓時長為1小時。此外，為強化ESG戰略的剛性約束，本集團已將ESG核心指標深度融入各部門的年度考核體系。集團通過建立高管薪酬與ESG績效的聯動機制，旨在自上而下地激發管理團隊與員工的主動性與責任感，將ESG理念轉化為切實的管理行動，從而構築起支撐集團長遠發展的內生動力。

In 2025, the Group conducted five training sessions for all directors covering sustainable development, risk management, and corporate governance, among which the special training on ESG and response to climate change lasted for one hour. Furthermore, to strengthen the rigid constraints of the ESG strategy, the Group has deeply integrated core ESG indicators into the annual assessment system of various departments. By establishing a linkage mechanism between executive compensation and ESG performance, the Group aims to stimulate the initiative and sense of responsibility of the management team and employees from top to bottom, transforming ESG concepts into practical management actions, thereby building endogenous power to support the Group's long-term development.

利益相關方溝通

為系統化管理與利益相關方的互動，本集團建立了多元、常態的溝通渠道，並配套完善的識別、回應與跟蹤機制。通過持續、深入的交流，我們及時識別各方關切，評估對業務具有實質影響的ESG議題，並據此設定可持續發展目標、制定改進方案與具體措施，確保相關實踐有效推進。結合業務特徵、發展階段及行業趨勢，集團目前聚焦於七類核心利益相關方，包括：顧客、員工、加盟商、股東與投資人、供應商、政府和監管部門、社區。各方溝通情況概要如下：

Stakeholder Communication

To systematically manage interactions with stakeholders, the Group has established diversified and regular communication channels, supported by comprehensive mechanisms for identification, response, and tracking. Through continuous and in-depth exchanges, we identify concerns of all parties in a timely manner, assess ESG issues that have a material impact on the business, and accordingly set sustainable development goals, formulate improvement plans and specific measures to ensure the effective advancement of relevant practices. Combining business characteristics, development stages, and industry trends, the Group currently focuses on seven categories of core stakeholders, including: customers, employees, franchisees, shareholders and investors, suppliers, government and regulatory authorities, and communities. A summary of the communication with various parties is as follows:

ESG 管治
ESG GOVERNANCE

利益相關方 Stakeholders	對本集團的意義 Significance to the Group	關注議題 Concerns	溝通方式 Communication channels	回應章節 Responding chapters
顧客 Customers	關注百果園的產品質量與客戶服務，注重百果園之營運、食品安全的主要利益相關方 Major stakeholders focusing on the product quality and customer service of Pagoda, and attaching importance to the operations and food safety of Pagoda	• 高品質、高性價的產品 High-quality and high value-for-money products • 食品安全與質量 Food safety and quality • 優質的客戶服務 Excellent customer service • 暢通的溝通渠道 Smooth communication channel • 多元化的產品選擇 Diversified product selection	• 門店直接溝通 Direct communication in stores • 消費者服務熱線 Consumer service hotlines • 消費者滿意度調查 Customer satisfaction surveys • 社交媒體 Social media • 在線服務 Online services	第2章高品質，守護食品安全 CHAPTER 2 HIGH QUALITY, SAFEGUARDING FOOD SAFETY
員工 Employees	作為百果園重要的人力資本，員工是百果園不斷繁榮發展的重要相關方 As the important human capital of Pagoda, employees serve as an important stakeholder in the continued prosperity of Pagoda	• 健康與安全 Health and safety • 工資與福利保障 Salary and benefit security • 職業發展機會 Career development opportunities • 公平的職場環境 Fair workplace environment • 彈性的工作時間 Flexible working hours	• 員工溝通平台 Employee communication platform • 員工滿意度調查 Employee satisfaction survey • 員工大會 Employee meeting • 員工培訓交流 Employee training and communication	第6章激潛能，共創卓越平台 CHAPTER 6 UNLEASHING POTENTIAL, CO-CREATING A PLATFORM OF EXCELLENCE

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利益相關方 Stakeholders	對本集團的意義 Significance to the Group	關注議題 Concerns	溝通方式 Communication channels	回應章節 Responding chapters
政府和監管部門 Government and regulatory authorities	監督百果園對食品安全、營運與各項法律法規遵循的情況，及政策推動及影響行業發展的主要利益相關方 Major stakeholders overseeing the food safety, operations and compliance with laws and regulations by Pagoda, as well as driving the policies and influencing the development of the industry	• 食品安全與質量 Food safety and quality • 環境合規 Environmental compliance • 合規運營 Compliant operations • 依法納稅 Tax paying according to the law • 行業發展帶動 Industry development drive	• 監管考核 Regulatory assessment • 主動納稅 Proactive taxation • 定期工作會議 Regular working meetings • 研討會 Seminar • 公眾問詢回覆 Public inquiries and replies	參考各章節法律法規遵循披露 Refer to the disclosure of compliance with laws and regulations in each section
加盟商 Franchisees	把百果園高品質產品帶到中國各個社區的重要利益相關方 Key stakeholders in bringing high-quality products of Pagoda to communities across China	• 專業發展支持 Professional development support • 品牌建設 Branding	• 加盟商委員會 Franchisee Committee • 加盟商說明會 Franchisee briefing • 加盟商滿意度調查 Franchisee satisfaction survey • 加盟商溝通平台 Franchisee communication platform	第5章向共贏，構建韌性鏈條 CHAPTER 5 BUILDING A RESILIENT CHAIN FOR WIN-WIN OUTCOMES
股東／投資人 Shareholders/ Investors	作為百果園的投資人，同時也最關注百果園的營運績效和發展的重要利益相關方 Key stakeholders who are investors in Pagoda and who are most concerned about the operational performance and development of Pagoda	• 投資回報 Return on investment • 信息披露 Information disclosure • ESG管理和績效 ESG management and performance	• 年度股東會 Annual general meeting of shareholders • 年度和半年度報告 Annual and semi-annual reports • 公告及通函 Announcements and circulars • 投資者關係網站 Investor relations website	請參考年報 Please refer to the annual report

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利益相關方 Stakeholders	對本集團的意義 Significance to the Group	關注議題 Concerns	溝通方式 Communication channels	回應章節 Responding chapters
供應商 Suppliers	為百果園種植並供應高品質產品的主要利益相關方 Major stakeholders who grow and supply high-quality products to Pagoda	• 踐行責任採購 Fulfilling responsible purchasing • 帶動業務發展 Driving business development • 助推供應鏈發展 Facilitating supply chain development	• 供應商大會 Supplier conference • 供應商拜訪 Supplier visits • 供應商幫扶 Supplier support • 供應商培訓 Supplier training	第5章向共贏，構建韌性鏈條 CHAPTER 5 BUILDING A RESILIENT CHAIN FOR WIN-WIN OUTCOMES
社區 Communities	受百果園營運影響或受社會關注的弱勢群體，也是百果園作為一家重視企業社會責任最為關切的利益相關方 Vulnerable groups that are affected by Pagoda's operations or are of social concern also serve as the stakeholders that Pagoda, as a company that values corporate social responsibility, is most concerned about	• 促進社區就業 Promoting community employment • 帶動地方經濟發展 Driving local economic development • 助力鄉村振興 Supporting rural revitalization • 社區發展與福祉 Community development and well-being	• 提供就業崗位 Providing job opportunities • 推動地方產業發展 Promoting the development of local industries • 完善基礎設施建設 Improving infrastructure construction • 公益慈善 Philanthropy	第6章赴未來，回饋和諧社會 CHAPTER 6 EMBRACING THE FUTURE, GIVING BACK TO A HARMONIOUS SOCIETY

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重要性議題評估

為系統識別各ESG議題對集團業務運營、長期發展及各利益相關方的影響範圍與程度，從而持續完善可持續發展管理及信息披露工作，本集團結合業務發展實際、行業特徵與國家政策導向，在積極傾聽利益相關方期望的基礎上，通過雙向溝通、反饋收集及行業對標等方式，對2025年度重要性議題開展了綜合評估與排序。

本次重要性評估主要遵循以下五個步驟：

MATERIALITY ISSUES ASSESSMENT

To systematically identify the scope and degree of impact of various ESG issues on the Group's business operations, long-term development, and each stakeholder, thereby continuously improving sustainable development management and information disclosure, the Group, taking into account the actual business development, industry characteristics, and national policy orientation, and based on actively listening to the expectations of stakeholders, conducted a comprehensive assessment and ranking of the material issues for the year 2025 through two-way communication, feedback collection, and industry benchmarking.

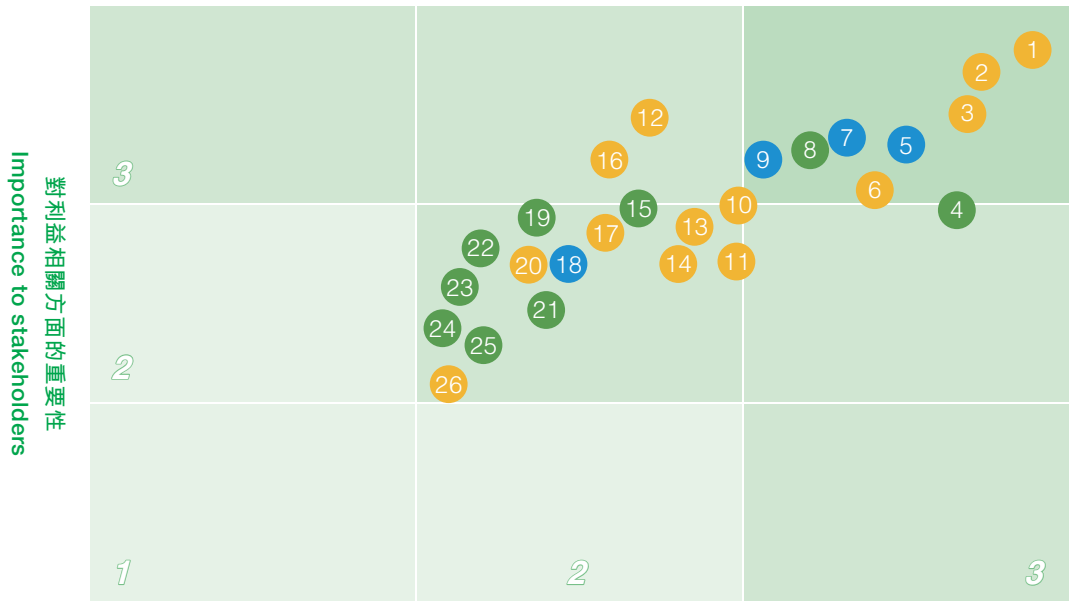
This materiality assessment primarily followed the following five steps:

步驟1 識別ESG議題 **Step 1 Identification of ESG Issues**	➢ 參考香港聯交所《ESG報告守則》等相關要求 Referring to the ESG Reporting Code of the Hong Kong Stock Exchange and other relevant requirements ➢ 根據MSCI ESG等主流ESG評級指數關注重點 Based on the focus of mainstream ESG rating indices such as MSCI ESG ➢ 參考同行的可持續發展關注重點 Referring to the sustainable development focus of peers
步驟2 利益相關方調研 **Step 2 Stakeholder Survey**	➢ 通過訪談、會議等不同方式與利益相關方進行溝通，並收集其對本集團的期望與訴求。 Communicating with stakeholders through various methods such as interviews and meetings, and collecting their expectations and requests regarding the Group.
步驟3 議題分析 **Step 3 Issue Analysis**	➢ 對調研結果進行匯總分析 Summarizing and analyzing the survey results ➢ 對ESG重要性議題進行排序 Ranking the material ESG issues
步驟4 確定排序 **Step 4 Determination of Priorities**	➢ ESG領導小組將排序後的ESG重要性議題排序結果，正式匯報至董事會ESG委員會進行審議與批准。 The ESG leadership team officially reports the ranking results of the material ESG issues to the ESG Committee of the Board for review and approval.
步驟5 制定提升措施 **Step 5 Formulation of Enhancement Measures**	➢ 針對經董事會確認重大ESG議題，制定具體的管理舉措與行動方案，設立中長期的績效目標，並持續追蹤進展。 Specific management measures and action plans are formulated for the material ESG issues confirmed by the Board, medium – to long-term performance targets are established, and the progress is continuously tracked.

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經上述流程，2025年度重要性議題排序如下：

Through the aforementioned process, the ranking of material issues for the year 2025 is as follows:



對百果園的重要性
Importance to Pagoda

百果園2025年度ESG重要性議題矩陣
Pagoda's 2025 ESG Materiality Issues Matrix

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

第 1 章
CHAPTER 1

本章節回應的SDGs
SDGs addressed in this chapter



守正道，築牢治理根基
UPHOLDING THE RIGHT PATH, FORTIFYING THE GOVERNANCE FOUNDATION

本集團始終將治理體系優化作為發展基石，通過搭建精細化的風險與內控管理體系，實現對經營風險的識別、動態監測與高效應對，為集團持續穩健運營築牢安全屏障；同時，堅守誠信經營與商業道德底線，維護透明公平的商業環境，攜手各方共建共生共榮的合作生態。

The Group always regards the optimization of the governance system as the cornerstone of development. By establishing a refined risk and internal control management system, we achieve identification, dynamic monitoring, and efficient response to operational risks, building a safety barrier for the Group's continuous and steady operation. Meanwhile, we adhere to the bottom line of integrity in business and business ethics, maintain a transparent and fair business environment, and work with all parties to build a cooperative ecology of symbiosis and co-prosperity.

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2025年度亮點績效：
2025 Performance Highlights:

- 組織開展促銷活動主題合規抽查，覆蓋集團名下55個渠道／平台，共200餘條營銷宣傳抽查記錄。
- Organized compliance spot checks on promotional activity themes, covering 55 channels/platforms under the Group, with a total of over 200 marketing and publicity inspection records.

- 組織開展廉潔自律教育宣導工作，覆蓋2,755人次。
- Organized integrity and self-discipline education and publicity work, with a total of 2,755 attendances.

- 供應商《百果園供應商廉潔承諾》簽署率達100%。
- The signing rate of the Pagoda Supplier Integrity Pledge reached 100%.

- 集團累計申請專利92項，累計申請IT軟件著作權139件，累計申請商標1,708個。
- The Group filed 92 cumulative patent applications, 139 cumulative IT software copyright applications and 1,708 cumulative trademark applications.

1.1 內控合規與風險管理

本集團持續推進內部合規控制與風險管理體系建設，築牢合規防線、保障業務穩健運行。董事會為風險管理及內部控制體系的最高決策機構，下設立審計委員會，負責對集團全面風險管理、內部控制和內部審計等事宜進行監督。在董事會及審計委員會的統籌領導下，集團設立審計監察部，聯動一線業務部門、風險管理及內部控制相關職能部門，共同構建並夯實風險管理及內部控制三道防線。

本集團建立健全風險管理體系，通過科學系統化的工作機制形成風險識別－評估管控－定期監測的死循環管理流程(包括ESG風險)，並適時更新風險應對策略，確保整體風險管理流程行之有效，提升企業抗風險能力。

1.1 INTERNAL CONTROL, COMPLIANCE AND RISK MANAGEMENT

The Group continues to advance the construction of internal compliance control and risk management systems, fortifying the compliance defense line and guaranteeing the steady operation of the business. The Board is the highest decision-making body for the risk management and internal control system, under which the Audit Committee is established, responsible for supervising the Group's comprehensive risk management, internal control, and internal audit matters. Under the overall leadership of the Board and the Audit Committee, the Group has established the Audit and Supervision Department, which works in linkage with frontline business departments and relevant functional departments for risk management and internal control to jointly build and consolidate the three lines of defense for risk management and internal control.

The Group establishes and improves the risk management system, forming a closed-loop management process of risk identification – assessment and control – regular monitoring (including ESG risks) through a scientific and systematic working mechanism, and timely updates risk response strategies to ensure the effectiveness of the overall risk management process and enhance the enterprise's risk resistance capability.

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本集團審計監察部履行內部審計職能，負責獨立監督集團各項內部控制措施的執行情況，推動集團內部控制體系的持續優化與完善。審計監察部每年常態化開展專項審計工作，聚焦食品安全、供應鏈管理及反貪腐等重點領域實施專項審計，及時排查潛在風險隱患；同時，對查實的違規違紀案件啟動跟蹤調查機制，全程監督問題與管理漏洞的整改落實，確保內控體系有效運行。

The Group's Audit and Supervision Department performs the internal audit function, responsible for independently supervising the implementation of the Group's various internal control measures, and promoting the continuous optimization and improvement of the Group's internal control system. The Audit and Supervision Department carries out special audit work on a normalized basis every year, focusing on key areas such as food safety, supply chain management, and anti-corruption to conduct special audits and timely investigate potential risk hazards. Meanwhile, it initiates a tracking and investigation mechanism for verified violations and disciplinary cases, supervising the rectification and implementation of problems and management loopholes throughout the process to ensure the effective operation of the internal control system.

同時，集團制定並持續優化《合規管理規定》、內部合規清單及合規手冊等指引文件，進一步規範內部管理流程，強化全員合規意識。2025年，圍繞廣告與營銷合規領域的風險點，集團完成了《廣告合規手冊》《營銷宣傳合規手冊》及對應合規義務清單的迭代更新，結合最新國家相關法律法規，增補並調整合規條款內容，提升合規管理的針對性與有效性。此外，為強化全員合規意識，基於不同崗位制定特定的培訓主題，面向集團員工系統性開展合規管理體系培訓，並將違規行為納入績效考核減分項，推動合規價值觀融入日常運營，實現合規文化常態化建設。

Meanwhile, the Group formulates and continuously optimizes guiding documents such as the Compliance Management Rules, internal compliance lists, and compliance manuals to further standardize internal management processes and strengthen the compliance awareness of all employees. In 2025, focusing on risk points in the advertising and marketing compliance field, the Group completed the iterative update of the Advertising Compliance Manual, the Marketing Publicity Compliance Manual, and corresponding compliance obligation lists, supplementing and adjusting compliance clause content in combination with the latest relevant national laws and regulations to enhance the pertinence and effectiveness of compliance management. In addition, to strengthen the compliance awareness of all employees, specific training themes were formulated based on different positions, systematic compliance management system training was conducted for Group employees, and violations were included as deduction items in performance appraisal, promoting the integration of compliance values into daily operations and achieving the normalized construction of compliance culture.

關於內部控制與風險管理的更多信息請見《百果園二零二五年度報告》企業管治報告部分。

For more information on internal control and risk management, please refer to the Corporate Governance Report section of the 2025 Annual Report of Pagoda.

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1.2 商業道德與反腐敗

本集團恪守商業道德行為，深化全員廉潔自律意識，構建反賄賂與反貪污防控管理體系，培育風清氣正的廉潔文化，為集團長期穩健運營築牢合規根基。

1.2.1 廉潔從業

本集團嚴格遵守《中華人民共和國公司法》《中華人民共和國反壟斷法》《中華人民共和國反洗錢法》《中華人民共和國反不正當競爭法》《中華人民共和國勞動合同法》等相關法律法規，制定《員工手冊》《反舞弊反腐敗制度》《防範以權謀私管理規定》《廉潔自律監察管理規定》《員工廉潔自律管理規定》《利益衝突管理制度》等內部管理制度，且通過官方網站主動公開披露《反貪污政策》。2025年，集團修訂《員工廉潔自律管理規定》《防範以權謀私管理規定》，進一步規範員工、管理層及供應商合作夥伴廉潔行為，強化廉潔從業約束，防範權力濫用，保障公平公正的工作環境。

1.2 BUSINESS ETHICS AND ANTI-CORRUPTION

The Group abides by business ethical conduct, deepens the awareness of integrity and self-discipline among all employees, builds a prevention and control management system against bribery and corruption, and cultivates a clean and upright culture of integrity, building a solid compliance foundation for the Group's long-term steady operation.

1.2.1 INTEGRITY IN BUSINESS

The Group strictly complies with the Company Law of the People's Republic of China, the Anti-Monopoly Law of the People's Republic of China, the Anti-Money Laundering Law of the People's Republic of China, the Anti-Unfair Competition Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other relevant laws and regulations, and has formulated internal management systems such as the Employee Handbook, the Anti-Fraud and Anti-Corruption System, the Regulations on Prevention of Using Power for Personal Gain, the Administrative Regulations on Integrity and Self-Discipline Supervision, the Administrative Regulations on Employee Integrity and Self-Discipline, and the Conflict of Interest Management System, and actively discloses the Anti-Corruption Policy through its official website. In 2025, the Group revised the Administrative Regulations on Employee Integrity and Self-Discipline and the Regulations on Prevention of Using Power for Personal Gain to further regulate the integrity behavior of employees, management, and supplier partners, strengthen constraints on integrity in employment, prevent abuse of power, and guarantee a fair and just working environment.

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本集團廉潔自律委員會作為廉潔工作的最高領導與決策機構，負責監督審查廉潔工作並裁決重大問題，並直接向董事會匯報。在制度約束層面，集團於《員工手冊》中明確規定，員工薪酬與商業道德合規要求的執行情況直接掛鈎，同時將商業道德合規表現納入員工績效評估體系。對於存在商業道德違規行為的員工，集團將依據情節嚴重程度，採取對應的懲戒措施。集團要求全體員工簽署《個人廉潔承諾書》，承諾嚴格恪守《防範以權謀私管理規定》及員工廉潔自律「六禁止一要求」(即嚴禁索取好處、嚴禁私受饋贈、嚴禁報銷借貸、嚴禁為親友謀利、嚴禁藉機收禮、嚴禁接收宴請遊樂等)。

The Group's Integrity and Self-discipline Committee serves as the highest leadership and decision-making body for integrity work, responsible for supervising and reviewing integrity work and ruling on major issues, and reporting directly to the Board. At the level of institutional constraints, the Group clearly stipulates in the Employee Handbook that employee compensation is directly linked to the implementation of business ethics compliance requirements, and simultaneously incorporates business ethics compliance performance into the employee performance appraisal system. For employees with business ethics violations, the Group will take corresponding disciplinary measures based on the severity of the circumstances. The Group requires all employees to sign the Personal Integrity Pledge, pledging to strictly comply with the Regulations on Prevention of Using Power for Personal Gain and "six prohibitions and one requirement for employee integrity and self-discipline" (i.e., prohibiting from asking for favors, accepting gifts, making reimbursements and loans, seeking benefits for relatives and friends, accepting gifts on the pretext of opportunity, and receiving banquets and entertainment).

AI智能監控嚴管門店收銀違規行為
AI Intelligent Monitoring Strictly Controls Cashier Violations in Stores

2025年，為有效防範與嚴肅查處門店違規私自收銀行為，集團通過上線AI智能監控系統，重點覆蓋無顧客收銀、手機私收銀、個人二維碼收款、私收現金四大高風險場景，實現對異常行為的早識別、早預警、早干預；同步建立員工違規電子檔案，形成可追溯、可分析的風險數據庫，為人員管理、風險評估與合規決策提供數據支撐。

In 2025, to effectively prevent and seriously investigate and deal with violations of unauthorized private cashier operations in stores, the Group launched an AI intelligent monitoring system, focusing on covering four high-risk scenarios: cashier without customer, private collection via mobile phone, personal QR code collection, and private cash collection, achieving early identification, early warning, and early intervention of abnormal behaviors. Meanwhile, an electronic file of employee violations was established to form a traceable and analyzable risk database, providing data support for personnel management, risk assessment, and compliance decision-making.

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在廉潔從業意識培育層面，本集團依托線上廉潔學堂、案例宣導材料、線下專題大會等載體，實現多渠道、多層次的廉潔教育覆蓋，有效強化董事及員工的廉潔自律意識。2025年，本集團分別於春節和中秋節兩大重要節日前夕開展廉潔自律教育宣導工作，覆蓋2,755人次。針對配送中心等一線業務場景，集團開展「樹新風」廉潔主題活動，通過典型案例警示教育、合規制度深度宣貫，引導員工築牢思想防線，切實將廉潔要求融入業務全流程。

At the level of cultivating awareness of integrity in employment, the Group relies on carriers such as online integrity classrooms, case publicity materials, and offline special conferences to achieve multi-channel and multi-level coverage of integrity education, effectively strengthening the integrity and self-discipline awareness of directors and employees. In 2025, the Group organized and carried out integrity and self-discipline education and publicity work in the run-up to the two major festivals, the Spring Festival and the Mid-Autumn Festival, with a total of 2,755 attendances. Focusing on frontline business scenarios such as distribution centers, the Group carried out the "Fostering a New Culture of Integrity" activity, guiding employees to build a solid ideological defense line through warning education on typical cases and in-depth publicity of compliance systems, and effectively integrating integrity requirements into the entire business process.





配送中心「樹新風」廉潔培訓活動現場
Scene of the "Fostering a New Culture of Integrity" Training Activity at the Distribution Center

第 1 章 CHAPTER 1

1.2.2 舉報與保護

本集團構建了完善、暢通的舉報機制，全面接納來自員工、消費者、加盟商、供應商及社會公眾等內外部利益相關方的實名或匿名舉報。集團通過官方網站、加盟門店展示牌、微信公眾號等線上線下多元渠道，公示包括熱線電話、專用郵箱及信箱在內的舉報途徑，制定並公開發布《舉報政策》，明確各項流程與舉報人權益保障細則。集團嚴格執行嚴苛的保密制度，在舉報受理、調查及處理的各個環節中均採取有效措施保護舉報人隱私與安全，堅決杜絕任何形式的打擊報復行為。

為進一步推動廉潔建設與商業道德監督，2025年，集團制定並發布了《外部舉報獎勵管理辦法》，通過正向激勵鼓勵合作夥伴主動揭發涉及廉潔違規或其他不公正情形；同時，對於主動反饋自身問題並積極整改的合作夥伴，集團亦會視情況予以從輕或免於處理，以此構建公開、透明、負責任的內外部監督環境。

1.2.3 供應商廉潔管理

本集團始終以誠信合規為基石，攜手合作夥伴共築清廉商業生態，堅決抵制賄賂、勒索、欺詐等違規行為。2025年，集團完成制度迭代優化，將原《反商業賄賂協議》修訂升級為《百果園供應商廉潔承諾》，進一步強化供應商廉潔義務條款，新增供應商需提供真實業務材料、禁止與集團員工關聯方開展違規交易、配合集團審計監察部調查工作等要求。

1.2.2 REPORTING AND PROTECTION

The Group has constructed a comprehensive and smooth reporting mechanism, fully accepting real-name or anonymous reports from internal and external stakeholders such as employees, consumers, franchisees, suppliers, and the general public. The Group publicizes reporting channels including hotline telephones, dedicated mailboxes, and suggestion boxes through online and offline diversified channels such as the official website, franchise store display boards, and WeChat official accounts, and has formulated and publicly released the Reporting Policy, clarifying various processes and details on the protection of whistleblowers' rights and interests. The Group strictly implements a rigorous confidentiality system, taking effective measures to protect the privacy and safety of whistleblowers in all links of report acceptance, investigation, and processing, and resolutely prohibiting any form of retaliation.

To further promote integrity construction and business ethics supervision, in 2025, the Group formulated and released the Administrative Measures for External Reporting Reward Management, encouraging partners to actively expose integrity violations or other unfair situations through positive incentives. Meanwhile, for partners who actively report their own problems and actively rectify them, the Group will also impose lighter or exempted punishments as appropriate, so as to build an open, transparent, and responsible internal and external supervision environment.

1.2.3 SUPPLIER INTEGRITY MANAGEMENT

The Group always takes integrity and compliance as the cornerstone, joining hands with partners to build a clean business ecology and resolutely resisting violations such as bribery, extortion, and fraud. In 2025, the Group completed the iterative optimization of the system, revising and upgrading the original Anti-Commercial Bribery Agreement to the Pagoda Supplier Integrity Pledge, further strengthening the supplier integrity obligation clauses, and adding requirements that suppliers must provide real business materials, prohibit conducting irregular transactions with Group employees' related parties, and cooperate with the Group's Audit and Supervision Department in investigation work.

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集團要求所有供應商合作開展前簽署《百果園供應商廉潔承諾》，並在協議中公開投訴舉報方式，鼓勵員工與供應商共同監督貪腐行為。針對存在商業賄賂行為的供應商，集團堅決採取違約金處罰、納入黑名單等措施，以零容忍態度築牢供應鏈廉潔防線。2025年，集團供應商《百果園供應商廉潔承諾》簽署率達100%。

The Group requires all suppliers to sign the Pagoda Supplier Integrity Pledge before cooperation begins, and discloses complaint and reporting methods in the agreement, encouraging employees and suppliers to jointly supervise corrupt behavior. For suppliers involved in commercial bribery, the Group resolutely takes measures such as liquidated damages penalties and inclusion on a blacklist, building a solid integrity defense line in the supply chain with a zero-tolerance attitude. In 2025, the signing rate of the Group's Pagoda Supplier Integrity Pledge reached 100%.

為推動廉潔理念向供應鏈延伸，集團建立常態化供應商廉潔監督機制，每年對全體合作供應商開展反賄賂監督，組織供應商自查自糾，建立回訪機制。通過多向宣導、信訪舉報、隨機抽檢等方式，將反貪腐體系建設納入供應商履約考核，助力供應商提升廉潔合規水平。

To promote the extension of integrity concepts to the supply chain, the Group has established a normalized supplier integrity supervision mechanism, conducting anti-bribery supervision for all cooperative suppliers annually, organizing suppliers to conduct self-inspection and self-correction, and establishing a return visit mechanism. Through multi-directional publicity, letters and visits reporting, random spot checks, and other means, the anti-corruption system construction is incorporated into supplier performance contract assessment, helping suppliers improve their integrity and compliance level.

2025年百果園供應商大會廉潔宣導
Integrity Advocacy at the 2025 Pagoda Supplier Conference

2025年4月，集團組織召開全國供應商大會，面向全體合作供應商開展廉潔合規專項宣導。此次宣導聚焦國家相關法律法規與政策解讀、內外部廉潔違規典型案例警示教育、外部舉報獎勵制度宣貫等核心內容，通過線上線下融合的形式，面向全國合作夥伴進行全覆蓋宣導，累計參與學習人數超2,000人，有效推動廉潔合規理念深入供應鏈各環節，助力構建風清氣正的合作生態。



百果園供應商大會廉潔宣導
Integrity Advocacy at Pagoda Supplier Conference

In April 2025, the Group organized a nationwide supplier conference to conduct special promotion on integrity and compliance for all cooperative suppliers. This advocacy focused on core content such as the interpretation of relevant national laws, regulations, and policies, warning education on typical cases of internal and external integrity violations, and the promotion of the external reporting reward system. Through a combination of online and offline forms, it conducted full-coverage promotion for partners nationwide, with the cumulative number of participants exceeding 2,000, effectively promoting the concept of integrity and compliance deep into all links of the supply chain and helping to build a clean and upright cooperative ecosystem.

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1.3 知識產權保護

本集團嚴格遵守《中華人民共和國商標法》《中華人民共和國商標法實施條例》《中華人民共和國專利法》《中華人民共和國專利法實施細則》及《中華人民共和國著作權法》等相關法律法規的要求，制定並落實《商標管理規定》《專利管理規定》和《著作權管理規定》等內部管理制度，不斷建立健全知識產權管理體系，通過持續優化知識產權從創造到保護的全流程管控機制，明確各部門權責邊界，有效提升知識產權風險防控水平，為集團創新發展築牢知識產權保護屏障。

針對加盟業務生態，集團在與加盟商特許經營協議中專項增設知識產權保護條款，明確約定加盟商在日常經營、營銷及促銷活動等過程中，必須嚴格保密知識產權、商業秘密等敏感信息；同時需按照協議約定規範使用集團授權的品牌、商標等知識產權，堅決杜絕任何侵權行為，切實維護集團的良好商譽與品牌形象。2025年，集團提交註冊品類商標49個，新增授權商標31個，新增獲取IT軟件著作權14個。截至2025年末，集團累計申請專利92項，累計申請IT軟件著作權139件，累計申請商標1,708個。

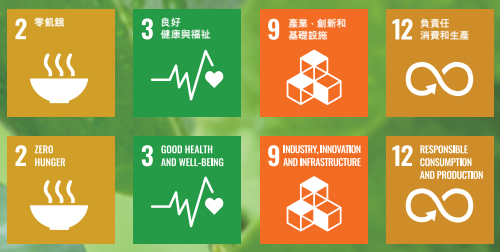
1.3 INTELLECTUAL PROPERTY PROTECTION

The Group strictly complies with the requirements of relevant laws and regulations such as the Trademark Law of the People's Republic of China, the Regulation on the Implementation of the Trademark Law of the People's Republic of China, the Patent Law of the People's Republic of China, the Detailed Rules for the Implementation of the Patent Law of the People's Republic of China, and the Copyright Law of the People's Republic of China. Moreover, we have formulated and implemented internal management systems such as the Trademark Management Regulations, the Patent Management Regulations, and the Copyright Management Regulations, continuously establishing and improving the intellectual property management system. By continuously optimizing the whole-process control mechanism of intellectual property from creation to protection, and clarifying the boundaries of rights and responsibilities of various departments, the Group effectively improves the level of intellectual property risk prevention and control, building a solid intellectual property protection barrier for the Group's innovative development.

Regarding the franchise business ecosystem, the Group has specially added intellectual property protection clauses in the franchise agreements with franchisees, explicitly stipulating that franchisees must strictly keep confidential sensitive information such as intellectual property and trade secrets during daily operations, marketing, and promotional activities. Meanwhile, they must use the intellectual property such as brands and trademarks authorized by the Group in a standardized manner in accordance with the agreement, resolutely put an end to any infringing acts, and earnestly safeguard the Group's good business reputation and brand image. In 2025, the Group submitted 49 category trademarks for registration, newly obtained authorization for 31 trademarks, and newly acquired 14 IT software copyrights. By the end of 2025, the Group filed 92 cumulative patent applications, 139 cumulative IT software copyright applications and 1,708 cumulative trademark applications.

第 2 章
CHAPTER 2

本章節回應的SDGs
SDGs addressed in this chapter



高品質，守護食品安全
HIGH QUALITY, SAFEGUARDING FOOD SAFETY

二十餘載深耕不輟，百果園始終懷揣初心，深耕水果產業，致力於成為懂水果、更懂消費者的行業專家。秉持對高品質的極致堅守，集團始終致力於為消費者提供高品質與高性價比的產品及消費體驗。從種植端的優種遴選、科學培育，到倉庫端的溫控運輸、品控質檢入庫、多溫區存儲，再到銷售端的挑選上架、貼心售後，我們在全產業鏈各環節均執行嚴苛品控標準，將安全營養、風味純正、高性價比與優質服務的核心要求，深度貫穿產業鏈的每一個環節，讓每位消費者盡享從枝頭到舌尖的品質鮮甜體驗。

With over twenty years of unremitting deep cultivation, Pagoda has always remained true to its original aspiration, deeply cultivating the fruit industry and committing to becoming an industry expert who understands fruits and understands consumers even better. Upholding the ultimate adherence to high quality, the Group has always been committed to providing consumers with a high-quality and cost-effective product and consumption experience. From the selection of superior varieties and scientific cultivation at the planting end, to temperature-controlled transport to the warehouse, quality control and inspection upon arrival, and multi-temperature storage, right through to product selection and shelving at the point of sale, and attentive after-sales service, we execute strict quality control standards at every link of the whole industry chain. We deeply integrate the core requirements of safety and nutrition, pure flavor, high cost-performance, and high-quality service into every link of the industry chain, allowing every consumer to enjoy a quality and fresh experience from the branch to the tip of the tongue.

第 2 章 CHAPTER 2

2025年度亮點績效：
2025 Performance Highlights:

- 集團果品標準體系委員會召開1次專題會議，重點圍繞全渠道全等級果品標準研討和現有果標優化研討等議題展開深入審議。
- The Group's Fruit Standard System Committee convened 1 special meeting, focusing on in-depth deliberation on issues such as the discussion of fruit standards for all channels and all grades, and the discussion on the optimization of existing fruit standards.

- 集團共完成3次食品安全審核，其中聯合內審2次、外部審核1次。
- The Group completed a total of 3 food safety audits, including 2 joint internal audits and 1 external audit.

- 所有批次果品在上架前，必須通過298項前置第三方機構農殘檢測以及100%批次的品質檢測，確保從源頭到終端的食品安全與品質可控。
- Before being placed on shelves, all batches of fruits must pass 298 pre-conditional third-party pesticide residue tests and 100% batch quality testing. This ensures that food safety and quality are controllable from the source to the terminal.

- 集團東莞檢測實驗室通過CMA擴項評審，檢測資質項目從357項增加至469項，資質報告中農殘檢測項目從201項增加至301項。
- The Group's Dongguan testing laboratory passed the CMA expansion review, increasing the number of qualified testing items from 357 to 469, and the pesticide residue testing items in the qualification report increased from 201 to 301.

- 集團針對總部及門店員工、加盟商共開展295次食品安全相關培訓，共計參與超4,166人次。
- The Group launched a total of 295 food safety related trainings for head office and branch staff, and franchisees with a total of over 4,166 attendances.

- 截至2025年末，集團蔬菜業務生態和諧型種植技術推廣至寧夏、雲南、北京、廣東、江蘇等多個合作種植基地，種植面積超26,000餘畝。
- By the end of 2025, the Group's ecological harmony planting technology adopted in its vegetable business had been promoted to a number of cooperative planting bases in Ningxia, Yunnan, Beijing, Guangdong and Jiangsu, with a planting area of over 1,733 hectares.

第 2 章 CHAPTER 2

2.1 質量護航，堅守品質初心

本集團錨定「高品質與高性價比水果專家與領導者」戰略定位，圍繞「讓天下人享受水果好生活」的核心使命，構建多舉措協同、高標準引領、嚴要求落地的全鏈條品控管理體系。本集團始終將食品安全置於質量體系的核心地位，通過將其全面融入企業運營與文化建設的每一個環節，並依托全流程標準化管理與可追溯機制，致力於為客戶提供安全、營養且高品質的農產品，持續創造可信賴、體驗佳的消費價值。

2.1 QUALITY GUARANTEE, UPHOLDING THE ORIGINAL SPIRIT OF QUALITY

The Group anchors the strategic positioning of "expert and leader in high-quality and cost-effective fruit industry", centers on the core mission of "offer delicious fruit and enjoyable lifestyle to people", and builds a full-chain quality control management system featuring multi-measure coordination, high-standard guidance, and strict implementation. The Group always places food safety at the core of the quality system. By fully integrating it into every link of corporate operations and cultural construction, and relying on full-process standardized management and traceability mechanisms, the Group is committed to providing customers with safe, nutritious, and high-quality agricultural products, continuously creating trustworthy and excellent consumption value.

2.1.1 果品標準體系

集團建立「四度一味一安全」水果標準體系，創新性地將影響果品品質與安全的關鍵維度進行量化定義，通過嚴苛把控外觀、質地、口感、營養價值等核心指標，建立「招牌、A級、B級」三級果品分級標準，實現了果品從篩選到流通的標準化管控，更精準匹配不同消費者的個性化品質需求，讓每一位消費者都能享受到健康、美味、安全的優質果品。

2.1.1 STANDARD SYSTEM FOR FRUIT PRODUCTS

The Group has established the "Saccharinity, Crispness, Tenderness, Freshness, Flavor and Safety" fruit standard system, innovatively quantifying the key dimensions affecting fruit quality and safety. By strictly controlling core indicators such as appearance, texture, taste, and nutritional value, the Group has established a three-tier fruit grading standard of "Excellent, Grade A, and Grade B", achieving standardized control of fruits from selection to circulation. This more accurately matches the personalized quality needs of different consumers, allowing every consumer to enjoy healthy, delicious, and safe high-quality fruits.

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為保障果品標準體系的科學構建與有效落地，集團專門成立果品標準體系委員會，成員涵蓋採購、品控採後研發、配送、運營、營銷等部門負責人及資深水果專家，全面負責果品標準體系的構建、審核、優化等日常管理工作，並持續監督體系運行情況。2025年，集團果品標準體系委員會召開1次專題會議，會議重點圍繞全渠道全等級果品標準研討和現有果標優化研討等議題展開深入審議，為集團果品標準體系的持續完善與迭代升級提供了重要決策依據。

To ensure the scientific construction and effective implementation of the fruit standard system, the Group specially established the Fruit Standard System Committee, which comprises members in charge of purchasing, quality control post-harvest R&D, distribution, operations, and marketing, as well as senior fruit experts. It is fully responsible for the daily management work such as the construction, review, and optimization of the fruit standard system, and continuously supervises the operation of the system. In 2025, the Group's Fruit Standard System Committee convened one special meeting, focusing on in-depth deliberation on issues such as the discussion of fruit standards for all channels and all grades, and the discussion on the optimization of existing fruit standards, providing an important decision-making basis for the continuous improvement and iterative upgrading of the Group's fruit standard system.

招牌類 Excellent	通過品種權、種植技術介入、採後處理、特色地域、資源獨佔等差異性的打造與創新，相對市場同行，在口感、外觀、規格、稀缺性上能夠形成顧客可感知的勢能果品。 Through the creation and innovation of differentiation such as variety rights, intervention in planting technology, post-harvest treatment, characteristic regions, and resource exclusivity, fruits with customer-perceivable momentum are formed in terms of taste, appearance, specification, and scarcity compared to market peers.
A級 Grade A	在「四度一味一安全」(甜度、酸度、鮮度、爽脆度、風味、安全性)等量化維度上，部分甚至全部指標均略高於行業平均水平的差異化果品。 Differentiated fruits where some or all indicators are slightly above the industry average on the quantitative dimensions of "Saccharinity, Crispness, Tenderness, Freshness, Flavor and Safety".
B級 Grade B	除「大小規格」這一維度外，果品的整體綜合品質與行業基礎水平相當的無差異化特色果品。 Non-differentiated distinctive fruits whose overall comprehensive quality is comparable to the industry baseline level, except for the "size specification" dimension.

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2.1.2 全生命周期的品控體系

本集團致力於打造覆蓋水果全生命周期與全鏈路的食品安全管理標準體系，對採摘、包裝、倉儲、物流至門店銷售終端的各環節實施嚴密質量管控，保障產品在供應鏈全流程中的新鮮度與安全性。

果品全生命周期品控

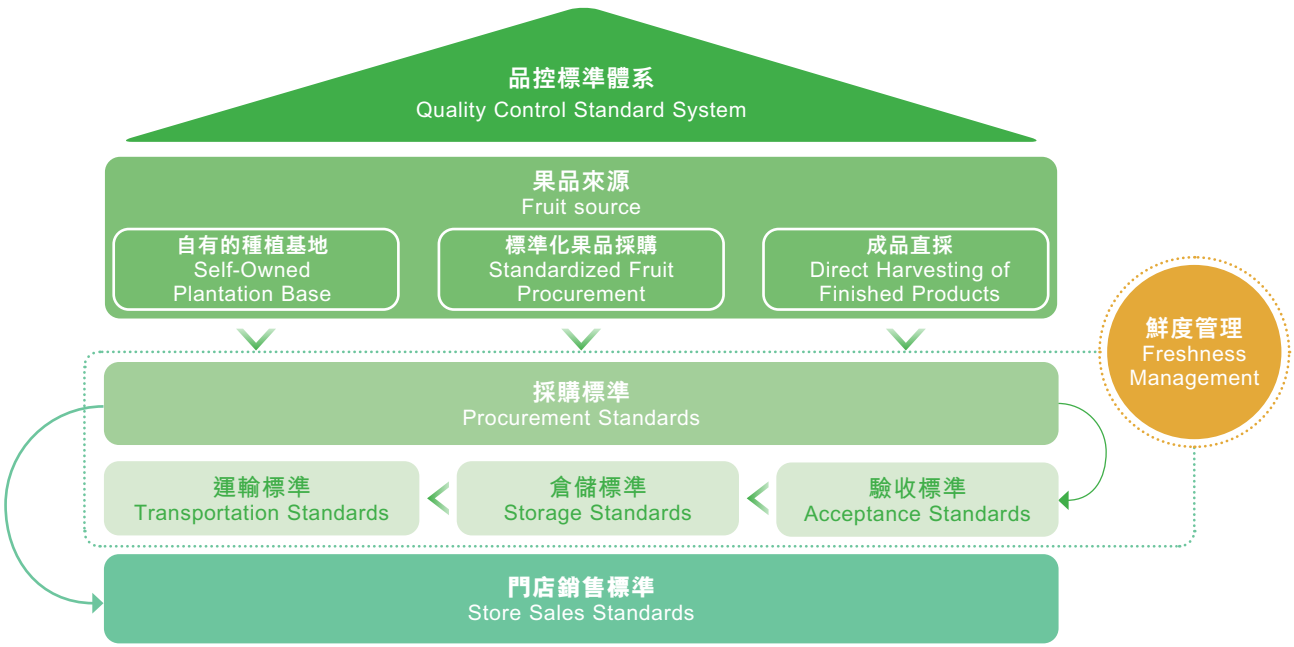
為保障果品鮮度、品質與安全，本集團持續完善品控標準體系，構建覆蓋果品從種植到銷售全生命周期各關鍵環節的質量管控標準與管理機制，並通過持續優化產品追溯機制，實現產品質量的全程可溯、可控。本集團嚴控果品質量檢測，要求所有批次果品在上架前均需要經過298項前置第三方機構農殘檢測以及100%批次品質必檢，從源頭到終端築牢食品安全與品質防線。

2.1.2 QUALITY CONTROL SYSTEM COVERING THE WHOLE LIFE CYCLE

The Group is committed to building a food safety management standard system covering the full life cycle and full link of fruits, implementing strict quality control over links such as harvesting, packaging, warehousing, logistics, and store sales terminals, safeguarding the freshness and safety of products throughout the supply chain process.

FRUIT QUALITY CONTROL FOR THE WHOLE LIFE CYCLE

To safeguard fruit freshness, quality, and safety, the Group continuously improves the quality control standard system, constructs quality control standards and management mechanisms covering key links of the fruit's full life cycle from planting to sales, and achieves full-process traceability and controllability of product quality through continuous optimization of the product traceability mechanism. The Group strictly controls fruit quality testing, requiring all batches of fruits to undergo 298 pre-conditional third-party pesticide residue tests and 100% mandatory batch quality testing before being placed on shelves, building a solid defense line for food safety and quality from the source to the terminal.



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採購環節
Purchasing

- **推行統一果品採購標準**：標準涵蓋果品外觀、口感、新鮮度、病害及檢驗檢疫等核心要求，並納入採後分級、包裝、運輸等輔助要求，實現全流程質量管控，確保驗收標準與採購標準一致。
- **Implementing unified fruit procurement standards:** the standards cover core requirements such as fruit appearance, taste, freshness, diseases, and inspection and quarantine, and incorporate auxiliary requirements such as post-harvest grading, packaging, and transportation, achieving full-process quality control and ensuring consistency between acceptance standards and procurement standards.
- **新產品選品與開發管控**：通過舉辦年度品類研討會和月度採銷會，篩選優異的待開發新產品推進落地，確保引入的果品優質安全、贏得客戶信賴。2025年，集團召開柑橘類品類研討會，復盤上一產季表現，明確新產季採購與銷售方向；聚焦耙耙柑、金秋砂糖桔、雲南沃柑等核心單品的產地直供與差異化打造，推進品質提升和基地化合作，優化備貨與分級銷售策略。
- **New product selection and development control:** through holding annual category seminars and monthly procurement and sales meetings, excellent new products to be developed are selected for implementation, ensuring that the introduced fruits are of high quality and safety, winning customer trust. In 2025, the Group convened a citrus category seminar to review the performance of the previous production season and clarify the procurement and sales direction for the new season. The initiative focused on the direct supply from origin and differentiated creation of core single products such as Ponkan mandarins, Jinqiu Shatangju, and Yunnan Orah, promoted quality improvement and base-level cooperation, and optimized stock preparation and graded sales strategies.

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- **果品採後保鮮技術研究與應用**：2025年，集團按果品上市時序，針對佳沛金奇異果、佳沛綠奇異果、佳沛寶石紅奇異果及國產紅心獼猴桃等主銷獼猴桃品種，開展採後保鮮處理技術專項研究。研究應用後，各品種常溫貨架期可成功延長約6天，在門店流通環節損耗率及消費者端腐敗損失率均得到有效控制。
- **Research and application of post-harvest preservation technology for fruits:** in 2025, according to the fruit launch schedule, the Group conducted special research on post-harvest preservation treatment technology for main kiwi fruit varieties such as Zespri SunGold Kiwifruit, Zespri Green Kiwifruit, Zespri RubyRed Kiwifruit, and domestic red-hearted kiwi fruit. After the research application, the ambient temperature shelf life of each variety was successfully extended by approximately six days, and the loss rate in the store circulation process and the spoilage loss rate at the consumer end were effectively controlled.
- **優化果品採收及採後處理流程**：針對草莓等果品品類，組織品控與採後研發團隊聯合合作種植基地，共同制定並落地優化方案。通過升級採收器具、優化採後標準化處理流程等舉措，顯著減少果品採後損耗率，為終端市場供應更高品質的產品。
- **Optimization of fruit harvesting and post-harvest treatment processes:** for fruit categories such as strawberries, the quality control and post-harvest R&D teams were organized to join forces with cooperative planting bases to jointly formulate and implement optimization plans. Through measures such as upgrading harvesting tools and optimizing standardized post-harvest treatment processes, the post-harvest loss rate of fruits was significantly reduced, supplying higher quality products to the terminal market.

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倉儲環節
Warehousing

- **分區分溫控保鮮**：集團在全國範圍內設立6個溫控保鮮區域，實現不同品類果品的精細化倉儲管理。依據《果品入庫儲存溫區及最佳安全期明細表》，將鮮果精準匹配至對應溫區冷庫進行存放，並嚴格執行「先進先出」「先熟先出」的管控政策，保障易腐果品在效期內完成出庫銷售。
- **Zoning and temperature-controlled preservation:** the Group has established six temperature-controlled preservation zones nationwide, achieving refined warehousing management for different fruit categories. According to the Table of Temperature Zones and Optimal Safety Period for Fruit Storage, fresh fruits are precisely matched to cold storage in corresponding temperature zones for storage, and the control policies of "first-in-first-out" and "first-ripen-first-out" are strictly implemented, ensuring that perishable fruits complete outbound sales within their validity period.
- **數字化倉儲管控**：果品入庫後，運用倉儲管理信息系統(WMS)詳細記錄每批果品的品名、重量、入庫時間等關鍵信息；對果品在庫內的移動、分裝等流轉環節進行實時動態追蹤，提升倉儲管理的精準度與效率。同時，集團在上海配送中心冷庫引入先進的環境監測與自動控制技術，實現庫房溫度、濕度及乙烯濃度的實時監測與智能調控，為果品提供適配的存儲條件，最大程度維持果品鮮度。
- **Digital warehousing control:** after the fruits are put into storage, the warehouse management system (WMS) is used to record key information such as the name, weight, and storage time of each batch of fruits in detail. Real-time dynamic tracking is conducted for the circulation process of fruits within the warehouse, such as movement and sub-packaging, improving the precision and efficiency of warehousing management. Meanwhile, the Group introduced advanced environmental monitoring and automatic control technologies in the cold storage of the Shanghai distribution center, realizing real-time monitoring and intelligent regulation of warehouse temperature, humidity, and ethylene concentration, providing suitable storage conditions for fruits and maintaining fruit freshness to the greatest extent.

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運輸環節
Transportation

- **幹線運輸溫控管控**：在幹線運輸環節，嚴格按照要求將冷凍、冷藏及常溫食品分區擺放。駕駛員需根據各類食品的儲運標準，精準設置車輛製冷機組溫度。貨物送達後，區域配送品控部專員即時導出隨車溫度記錄數據，全面核查運輸全程的溫度達標情況。
- **Temperature control management for trunk line transportation:** in the trunk line transportation process, frozen, refrigerated, and ambient temperature foods are strictly placed in zones according to requirements. Drivers are required to precisely set the temperature of the vehicle refrigeration unit according to the storage and transportation standards of various types of food. After the goods arrive, specialists from the regional distribution quality control department immediately export the on-board temperature record data to comprehensively verify the temperature compliance throughout the transportation process.
- **夏季冷鏈溫控監測**：針對夏季高溫易影響食品儲運品質的特點，設定專項打冷監控期，整合車載溫濕度記錄儀、手持PDA掃碼設備、司機APP等軟硬件工具，實現冷藏車運輸全流程溫度變化的精準捕捉與實時監測。基於監測數據科學計算預冷合格率、發車准點率等關鍵指標，以此強化冷鏈運輸過程管控，保障運輸環節的高效、安全運行。
- **Summer cold chain temperature control monitoring:** aiming at the characteristic that high summer temperatures easily affect food storage and transportation quality, a special pre-cooling monitoring period is set, integrating software and hardware tools such as on-board temperature and humidity recorders, handheld PDA scanning devices, and driver apps to achieve precise capture and real-time monitoring of temperature changes throughout the refrigerated truck transportation process. Based on monitoring data, key indicators such as pre-cooling qualification rate and on-time departure rate are scientifically calculated to strengthen the control of the cold chain transportation process, guaranteeing efficient and safe operation of the transportation link.

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門店銷售環節
Store Sales

- **強化門店標準化運營**：2025年，迭代優化《門店食安操作手冊》內容，重點提煉增加「食安三好」(人好、果好、衛生好)相關內容，並對手冊中的部分核心要點進行修訂更新，為門店日常食安管理提供清晰指引；全面落實《門店經營四項基本功》，從品類組合、鮮度管理、乾淨整潔、服務體驗等維度，對果品的包裝材料、陳列展示方式、果切作業流程等建立嚴格管理標準。
- **Strengthening standardized store operations:** in 2025, the Group iteratively optimized the content of the Store Food Safety Operation Manual, focusing on extracting and adding content related to the "three goodness of food safety" (good personnel, good fruit, good hygiene), and revised and updated some core points in the manual to provide clear guidance for daily food safety management in stores. The Group also fully implemented the Four Basic Skills of Store Operation, establishing strict management standards for fruit packaging materials, display methods, and fruit cutting processes from the dimensions of category combination, freshness management, cleanliness and tidiness, and service experience.
- **建立多層次交叉檢查機制**：通過監控中心每日常態化巡店、「神秘顧客」月度明訪暗訪評估等，結合運營督導與防損稽核團隊的不定期抽檢巡查，形成完善的門店監督體系，全面提升門店標準化管理水平。
- **Establishing a multi-level cross-inspection mechanism:** through normalized daily store patrols by the Monitoring Center and monthly open and unannounced visits and assessments by "mystery shopper", combined with irregular spot checks and patrols by operations supervisors and loss prevention audit teams, a sound store supervision system is formed to comprehensively improve the level of standardized store management.

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- **加強門店責任考核管控**：嚴格執行《百果園食安底線管理方案》，重點整治門店隔夜開切水果、壞果加工及過期商品陳列售賣等違規行為，將管控結果與運營經理、防損督察、督導經理等區域責任人的績效考核直接掛鈎，通過責任壓實降低食安風險，堅守食品安全紅線。
- **Strengthening store responsibility assessment and control:** strictly executing the Pagoda Food Safety Bottom Line Management Plan, focusing on rectifying violations such as selling fruit cut the previous day, processing rotten fruits, and displaying and selling expired goods, directly linking control results with the performance assessments of regional responsible persons such as operations managers, loss prevention inspectors, and supervision managers, reducing food safety risks by consolidating responsibilities, and holding firm to the food safety red line.
- **門店蟲害風險管控**：集團制定並嚴格推行《門店蟲害防治管理辦法》，從蟲鼠害預防、專項防治、日常清潔消毒及定期巡店檢查等關鍵環節入手，系統性降低門店蟲鼠害滋生風險，保障消費者食品消費與購物安全。
- **Store pest risk control:** the Group has formulated and strictly implemented the Administrative Measures for Pest Control of Stores, starting from key links such as pest prevention, specialized control, daily cleaning and disinfection, and regular store patrol inspections, systematically reducing the risk of pest breeding in stores, and safeguarding consumer food consumption and shopping safety.

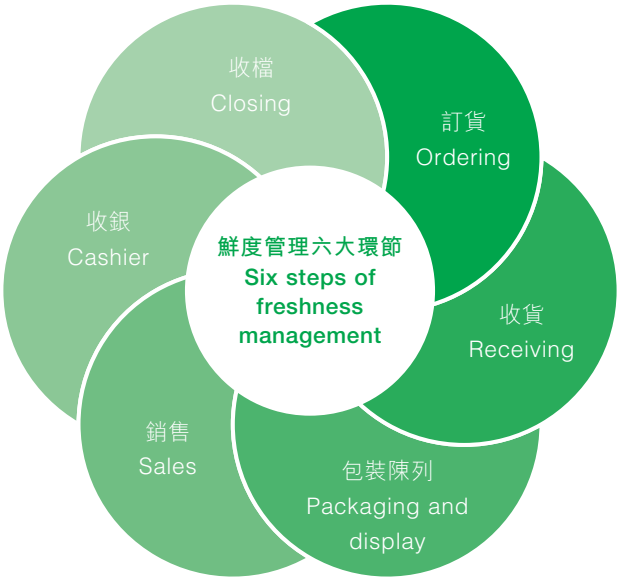
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鮮度管理

集團以「根據鮮度決定經營，通過經營把控鮮度」為核心，將鮮度管理貫穿果品全生命周期品控。針對不同果品的獨特屬性，集團在訂貨、收貨、包裝陳列等六大關鍵環節建立定制化鮮度經營標準，實現門店果品鮮度提升、損耗率優化的雙重目標，確保終端果品品質穩定。

FRESHNESS MANAGEMENT

The Group centers on the philosophy of "deciding the operation based on the freshness and controlling the freshness through the operation", integrating freshness management throughout the quality control of the fruit's entire life cycle. Aiming at the unique attributes of different fruits, the Group has established customized freshness operation standards at six key links such as ordering, receiving, packaging and display, achieving the dual goals of improving store fruit freshness and optimizing the loss rate, ensuring stable terminal fruit quality.



集團將門店鮮度管理視為品質保障的關鍵一環，嚴格推行「分類管理」與「出清管理」，借助鮮度標籤、鮮度助手等管理工具，構建全方位門店鮮度管控體系。2025年，為持續升級鮮度管理標準，集團運營中心成立鮮度經營項目組，制定並發布《門店端鮮度經營手冊》，並凝練形成「溫度管控、效期管理、鮮度四查、動銷三變、及時出清」鮮度經營五抓手；同步製作配套培訓視頻，面向全國門店開展宣貫培訓與推廣落地，全面推動門店鮮度管理工作提質增效。

The Group regards store freshness management as a key link in quality assurance, strictly implementing "classified management" and "sellout management", and building a comprehensive store freshness control system with the help of management tools such as freshness labels and freshness assistants. In 2025, to continuously upgrade freshness management standards, the Group's Operations Center established a Freshness Operation Project Team, formulated and published the Store-end Freshness Operation Manual, and condensed it into five key measures for freshness operation: "temperature control, shelf life management, four freshness checks, three sales changes, and timely sellout". Meanwhile, the Group produced supporting training videos, conducting publicity, training, and promotion implementation for stores nationwide, comprehensively promoting the quality and efficiency improvement of store freshness management work.

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在分類管理環節，集團綜合果品包裝形式、品種類別、到貨日期等多重要素，實施精細化分類管理。針對椰子、藍莓、冰糖梨等需特殊保鮮的果品，統一張貼日期標貼，並全程跟蹤監控其上架期間的鮮度變化。為進一步提升鮮度管理的透明度與消費者感知度，2025年集團以椰青為試點品類，在深圳、廣州區域門店落地最佳賞味期測試項目，將傳統日期標籤迭代為「最佳賞味期標貼」，推動日期標籤功能從內部管理工具升級為面向消費者的果品鮮度信息傳遞載體。

In the classified management segment, the Group implements refined classified management by integrating multiple elements such as fruit packaging forms, variety categories, and arrival dates. For fruits requiring special preservation such as coconuts, blueberries, and rock sugar pears, date labels are uniformly affixed, and the freshness changes during their shelf periods are tracked and monitored throughout the process. To further enhance the transparency and consumer perception of freshness management, in 2025, the Group used young coconuts as a pilot category to implement the best taste period test project in stores in Shenzhen and Guangzhou regions, iterating traditional date labels into “Best Taste Period Labels”, promoting the functional upgrade of date labels from internal management tools to carriers of fruit freshness information transmission facing consumers.



椰青最佳賞味期標貼
Young Coconut Best Taste Period Label

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在果品出清管理環節，集團搭建並推行「周循環售罄系統」。各門店需於每日固定時段，生成當日必須售罄的果品明細清單；同步設立特惠折扣出清區域，為對應促銷果品統一張貼折價標貼，確保消費者清晰知曉特惠價格。2025年，本集團全國範圍內門店已完成商品鮮度出清專區的標準化搭建，落實出清標籤的規範化打印工作；同時，集團防損督察部門將出清專區落地執行情況納入日常巡店檢查的核心內容。

In the fruit sellout management segment, the Group built and implemented the "Weekly Cyclic Sell-Out System". Each store is required to generate a detailed list of fruits that must be sold out on the day at a fixed time daily. Simultaneously, a special discount sellout area is set up, and discount labels are uniformly affixed to corresponding promotional fruits, ensuring that consumers are clearly aware of the special prices. In 2025, the Group's stores nationwide completed the standardized construction of the product freshness sellout zone, implementing the standardized printing of sellout labels. Meanwhile, the Group's loss prevention inspection department incorporated the implementation of the sellout zone into the core content of daily store patrol inspections.



鮮度出清專區
Freshness Sellout Zone

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果品溯源體系

本集團持續優化果品溯源管理體系，努力提升供應鏈透明度與食品安全保障能力。在果品入倉階段，集團通過部署先進的WMS倉儲管理信息系統，對果品的名稱、重量、入庫時間等關鍵信息進行精準錄入，實現對果品在倉儲環節中搬運、分揀、包裝等作業流程的實時化、可視化跟蹤管理；同時，在產品外包裝箱統一粘貼二維碼標籤，憑藉該標籤可快速追溯供應商信息、產品批次號等相關數據，為供應鏈各關鍵環節的信息透明化提供有力保障。

FRUIT TRACEABILITY SYSTEM

The Group continuously optimizes the fruit traceability management system, striving to enhance supply chain transparency and food safety assurance capabilities. In the fruit warehousing stage, the Group accurately records key information such as fruit names, weights, and storage times by deploying the advanced warehouse management system (WMS), achieving real-time and visual tracking management of operation processes such as handling, sorting, and packaging of fruits in the warehousing stage. Meanwhile, QR code labels are uniformly pasted on the outer packaging boxes of products, allowing for quick tracing of relevant data such as supplier information and product batch numbers via the label, providing strong guarantees for information transparency in key links of the supply chain.

政企共治築牢安全防線：百果園參與「綠盾工程」賦能果品安全溯源
Government-Enterprise Co-governance to Build a Solid Safety Defense Line: Pagoda Participates in the "Green Shield Project" to Enable Fruit Safety Traceability

2025年，集團正式參與深圳市市場監督管理局食品安全政企共治創新項目「綠盾工程」。集團首批選取贛南臍橙、紅芭蕾草莓、脆蜜金桔三款果品作為參與「綠盾工程」試點的品種，在原有檢測體系基礎上新增專項檢測，借助深圳農檢中心28萬批次數據精準鎖定高風險點並實施靶向管控。
In 2025, the Group officially participated in the "Green Shield Project", an innovative food safety government-enterprise co-governance project of the Shenzhen Administration for Market Regulation. The Group selected Gannan Navel Oranges, Hongbalei Strawberries, and Cuimi Kumquats as the first batch of varieties to participate in the "Green Shield Project" pilot. On the basis of the existing testing system, special testing was added, leveraging 280,000 batches of data from the Shenzhen Agricultural Products Inspection and Testing Center to precisely lock onto high-risk points and implement targeted control.



百果園加入「綠盾工程」授牌儀式
Pagoda's Presence at the "Green Shield Project" Licensing Ceremony

同時，集團嚴格遵循「綠盾工程」關於入庫產品批次膠體金快檢+周期性定量檢測的要求，將食品安全責任壓力有效傳導至供應商及農戶端，倒逼上游主體建立「果園抽檢+農戶自檢」的雙重防護體系。
Meanwhile, the Group strictly followed the "Green Shield Project" requirements regarding colloidal gold rapid testing plus periodic quantitative testing for incoming product batches, effectively transmitting food safety responsibility pressure to suppliers and farmers, and compelling upstream entities to establish a dual protection system of "orchard sampling inspection plus farmer self-inspection".

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本集團嚴格遵守《缺陷消費品召回管理辦法》等相關法律法規，結合自身經營實際，制定並嚴格執行《食品撤回／召回管理規定》等內部管理制度，規範產品召回的啟動條件、執行流程、處置標準等關鍵環節，確保在發現問題產品時，能夠實現快速響應、高效召回及合規妥善處理。為精準應對不同情形的食品安全風險，集團依據風險的嚴重程度與緊急程度，建立並實施三級分級處理機制，對召回工作的啟動時限與完成時限做出嚴格且明確的規定：

The Group strictly complies with relevant laws and regulations such as the Administrative Measures for the Recall of Defective Product, and combining with its own operational reality, has formulated and strictly implemented internal management systems such as the Regulations on the Administration of Food Products Withdrawal/Recall, standardizing key links such as initiation conditions, execution processes, and disposal standards for product recalls, ensuring rapid response, efficient recall, and compliant and proper handling when problematic products are discovered. To precisely respond to food safety risks in different scenarios, the Group has established and implemented a three-level grading processing mechanism based on the severity and urgency of the risks, making strict and clear provisions on the initiation time limit and completion time limit for recall work:

召回類型 Type of Recall	完成時限 Time Limit for Completion
一級召回 **Class I Recall**	要求在24小時內啟動，自發布公告起10個工作日內完成 Required to be initiated within 24 hours and completed within 10 working days from the date of the announcement
二級召回 **Class II Recall**	需在48消失內啟動，自發布公告起20個工作日內完成 Required to be initiated within 48 hours and completed within 20 working days from the date of the announcement
三級召回 **Class III Recall**	在72小時內啟動，自發布公告起30個工作日內完成 Initiated within 72 hours and completed within 30 working days from the date of the announcement

集團針對召回產品的不同不合格情形制定差異化處置方案，同時依據《糾正和糾正措施管理辦法》閉環整改召回管理規定及體系漏洞，持續迭代優化管理體系，從根源防範同類問題。此外，為持續強化產品召回的應急響應能力，集團每年至少組織一次召回模擬演練，確保在突發情況下能夠迅速響應、高效執行召回流程。2025年，集團牽頭百果園實業、百果園供應鏈、鑫陳水果店（百果園加盟門店）及百果園農產品初加工4家單位完成產品模擬召回演練，進一步強化全鏈路食品安全管控能力。

The Group formulates differentiated disposal plans for different unqualified situations of recalled products. Meanwhile, based on the Administrative Measures for Corrective Action, it carries out closed-loop rectification of recall management regulations and system loopholes, continuously iterating and optimizing the management system to prevent similar problems from the source. In addition, to continuously strengthen the emergency response capability for product recalls, the Group organizes at least one mock recall drill annually to ensure rapid response and efficient execution of recall processes in emergency situations. In 2025, the Group led four entities, namely Pagoda Industrial, Pagoda Supply Chain, Xinchen Fruit Store (Pagoda Franchised Store), and Pagoda Agricultural Products Preliminary Processing, to complete a product mock recall drill, further strengthening the full-link food safety control capability.

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2.1.3 食品安全標準

本集團嚴格遵守《中華人民共和國食品安全法》《中華人民共和國食品安全法實施條例》《食用農產品市場銷售質量安全監督管理辦法》《中華人民共和國農產品質量安全法》等運營所在地相關法律法規及行業標準，結合業務實際制定《果品標準管理規定》《食品從業人員管理規定》《門店食品安全管理手冊》等一系列內部管理規範制度，並確保各項制度落地執行，全方位築牢食品安全防線，守護消費者權益。

2.1.3 FOOD SAFETY STANDARDS

The Group strictly complies with relevant laws and regulations and industry standards in the locations of operation, such as the Food Safety Law of the People's Republic of China, the Regulation the on Implementation of the Food Safety Law of the People's Republic of China, the Regulations for the Administration of Quality and Safety Monitoring for the Sale of Edible Agricultural Products, and the Law of the People's Republic of China on the Quality and Safety of Agricultural Products. Combining with business reality, the Group has formulated a series of internal management normative systems such as the Fruit Standard Management Requirements, the Management Regulations for Food Practitioners, and the Food Safety Management Manual for Stores, and ensures the implementation of various systems, building a solid food safety defense line from all dimensions and safeguarding consumer rights and interests.

食品安全治理架構

本集團持續健全食品安全治理架構，切實履行食品安全主體責任。集團已設立由常務副總裁領導的食品安全委員會，負責全面統籌集團食品安全管理體系建設，制定相關規章制度與標準操作流程，確立食品安全管理人員的配置原則、培訓機制與考核辦法，監督各業務單位食品安全職責履行情況，並主導重大食品安全事件的應急處置與策略制定。2025年，食品安全委員會共召開4次會議，圍繞門店全方位食品安全管理、供應商質量管理、農產品質量安全風險管控、倉儲配送食品安全管理、大健康及零食項目食品安全風險評估等重點議題進行討論和審議，持續夯實集團食品安全治理基礎。

FOOD SAFETY GOVERNANCE STRUCTURE

The Group continuously improves the food safety governance structure and earnestly fulfills the principal responsibility for food safety. The Group has established a Food Safety Committee led by the Executive Vice President, responsible for comprehensively coordinating the construction of the Group's food safety management system, formulating relevant rules and regulations and standard operating procedures, establishing the configuration principles, training mechanisms, and assessment methods for food safety management personnel, supervising the fulfillment of food safety responsibilities by various business units, and leading the emergency response and strategy formulation for major food safety incidents. In 2025, the Food Safety Committee convened a total of four meetings to discuss and deliberate on key topics such as comprehensive store food safety management, supplier quality management, agricultural product quality and safety risk control, food safety management in warehousing and distribution, and food safety risk assessment for healthcare and snack projects, continuously consolidating the foundation of the Group's food safety governance.

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質量與食品安全認證管理

本集團積極組織下屬各實體單位開展食品安全管理體系的認證與評估工作，通過持續迭代優化管理體系，構建更為堅實的食品安全防護屏障。截至2025年末，百果園實業、百果園供應鏈、鑫陳水果店（百果園加盟門店）及百果園農產品初加工4家實體單位，均已順利通過ISO 22000食品安全管理體系認證。同時，集團全資子公司海陽津成泰成功通過多項產品質量及食品安全領域的權威體系認證，具體包括ISO 9001質量管理體系認證、ISO 22000食品安全管理體系認證、FSSC 22000食品安全體系認證、英國零售商協會認證(BRC)、全球良好農業規範認證(GLOBALGAP)以及BSCI商業社會標準認證。在倉儲環節，集團積極推進上海、深圳、廣州等核心城市倉庫的食品安全管理體系認證工作，其中上海倉於2025年內獲得ISO 22000食品安全管理體系認證，深圳倉與廣州倉順利通過ISO 22000食品安全管理體系認證的復審工作。

QUALITY AND FOOD SAFETY CERTIFICATION MANAGEMENT

The Group actively organizes subordinate entities to carry out certification and evaluation work for food safety management systems, building a more solid food safety protective barrier through continuous iterative optimization of the management system. By the end of 2025, a total of four entities, namely Pagoda Industrial, Pagoda Supply Chain, Xinchen Fruit Store (Pagoda Franchised Store) and Pagoda Agricultural Products Preliminary Processing, have been certified with the ISO 22000 food safety management system. Meanwhile, the Group's wholly-owned subsidiary, Haiyang Chiang Mai Thai, successfully passed multiple authoritative system certifications in the fields of product quality and food safety, specifically including ISO 9001 Quality Management System Certification, ISO 22000 Food Safety Management System Certification, FSSC 22000 Food Safety System Certification, British Retail Consortium (BRC) Certification, Global Good Agricultural Practice (GLOBALGAP) Certification, and BSCI Business Social Compliance Initiative Certification. In the warehousing segment, the Group actively advanced the food safety management system certification work for warehouses in core cities such as Shanghai, Shenzhen, and Guangzhou. Among them, the Shanghai warehouse obtained ISO 22000 Food Safety Management System Certification within 2025, while the Shenzhen and Guangzhou warehouses successfully passed the renewal audits for ISO 22000 Food Safety Management System Certification.

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

數智化賦能食品安全

隨着消費者對果品鮮度及品質的要求日益提升，需求日趨個性化與多元化，依賴經驗判斷的傳統經營模式已難以滿足市場變化。作為一家覆蓋水果生鮮全產業鏈的企業，本集團深刻認識到數字化轉型在保障食品安全與提升質量管理水平中的關鍵作用。近年來，集團持續深耕數字化能力建設，結合自身運營特點，系統研究並落地應用一系列AI核心工具，顯著提升供應鏈採銷、門店運營、客戶服務等環節效率，進一步夯實水果品質管控與食品安全管理體系。

ENABLING FOOD SAFETY WITH DIGITAL INTELLIGENCE

With consumers' increasing requirements for freshness and quality in fruit products, as well as increasingly personalized and diversified demands, the traditional operating model relying on empirical judgment can no longer meet market changes. As an enterprise covering the entire fresh fruit industry chain, the Group deeply recognizes the critical role of digital transformation in guaranteeing food safety and enhancing quality management levels. In recent years, the Group has continuously deepened its digital capability construction, combined with its own operational characteristics, systematically researched and implemented a series of AI core tools, significantly improving efficiency in supply chain procurement and sales, store operations, customer service, and other links, further consolidating fruit quality control and the food safety management system.

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智能訂貨系統 Intelligent Ordering System	• 融合天氣、季節、營銷等數十個維度的數據信息，通過精準的銷量預測模型，為不同門店量身打造「一店一策」的訂貨建議方案，有效降低訂貨決策的盲目性，進一步減少門店的果品損耗。 • Integrating data and information from dozens of dimensions such as weather, seasons, and marketing, through precise sales forecasting models, we tailored "one store, one policy" ordering recommendation plans for different stores, effectively reducing the blindness of ordering decisions and further decreasing fruit loss in stores.
AI智能巡店系統 AI Intelligent Store Patrol System	• 通過AI智能巡店系統，7x24小時實時監測門店運營狀況。自動抓取着裝規範、陳列標準、食安操作等關鍵違規項，將傳統低效的人工巡檢升級為數字化、智能化的實時管控，助力運營實現對門店標準化管理的閉環。 • The AI intelligent store patrol system monitors store operating conditions in real-time 24/7. It automatically captures key violation items such as dress code, display standards, and food safety operations, upgrading traditional inefficient manual patrols to digital and intelligent real-time control, helping operations achieve a closed loop of store standardized management.
果品知識大模型 Fruit Knowledge Large Model	• 果品知識大模型構建覆蓋品類特性、保鮮存儲、營養價值等超過50個維度的標準化知識庫，並深度集成至企業微信智能助手終端；員工及店長可通過即時查詢功能，快速獲取果品專業知識，助力強化全鏈路運營規範，有效提升門店服務品質與工作效率。 • The Fruit Knowledge Large Model constructs a standardized knowledge base covering over 50 dimensions such as category characteristics, fresh-keeping storage, and nutritional value, and is deeply integrated into the WeCom intelligent assistant terminal. Employees and store managers can quickly obtain professional fruit knowledge through the instant query function, helping to strengthen full-link operational norms and effectively improve store service quality and work efficiency.
鮮度助手 Freshness Assistant	• 支持門店員工通過百果秘書端口便捷訪問，快速查詢果品新鮮度數據，助力及時識別鮮度異常商品。針對異常商品，門店可第一時間採取下架處理、追溯進貨渠道、檢查保鮮設施等管控措施，從終端築牢果品鮮度防線。2025年，完成總經理駕駛艙與鮮度經營的功能聯動，賦能管理者實時監控全渠道果品鮮度狀態，精準把握整體經營情況，提升鮮度管理決策效率。 • It supports store employees to access conveniently through the Pagoda Secretary portal to quickly query fruit freshness data, helping to timely identify abnormal freshness products. For abnormal products, stores can take control measures such as immediate off-shelf processing, tracing the procurement channel, and checking preservation facilities at the first time, building a solid fruit freshness defense line at the terminal. In 2025, the functional linkage between the General Manager's Cockpit and Freshness Operation was completed, empowering managers to monitor the fruit freshness status of all channels in real-time, accurately grasp the overall operation situation, and improve decision-making efficiency in freshness management.

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食品安全文化與培訓

本集團堅定貫徹「人人有責、預防為主、閉環管理、行業先鋒」的食品安全方針，構建覆蓋全體員工與加盟商的食品安全培訓體系。集團針對總部及門店所有員工，採用定期理論講解、典型案例深度分析、實戰化實操演練等多種形式，開展內容豐富、針對性強的食品安全專項培訓，全方位、多層次強化員工的食品安全責任意識與實操能力。對於加盟商，集團將食品安全管理全面融入其培訓體系，系統傳遞食品安全標準、行業合規要求及核心管理原則，提升加盟商食品安全管控能力，確保其在日常運營的各個環節能嚴格遵守食品安全相關規定與要求。2025年，本集團共開展295次食品安全相關培訓，共計參與超4,166人次。

FOOD SAFETY CULTURE AND TRAINING

The Group firmly implements the food safety policy of "everyone's responsibility, prevention-oriented, closed-loop management, and industry pioneer", building a food safety training system covering all employees and franchisees. Aiming at all employees at headquarters and stores, the Group uses various forms such as regular theoretical explanations, in-depth analysis of typical cases, and practical combat drills to carry out rich and targeted special food safety training, strengthening employees' food safety responsibility awareness and practical operation capabilities from multiple dimensions and levels. For franchisees, the Group comprehensively integrates food safety management into their training systems, systematically transmitting food safety standards, industry compliance requirements, and core management principles, improving franchisees' food safety control capabilities, and ensuring that they strictly abide by relevant food safety regulations and requirements in every link of daily operations. In 2025, the Group launched a total of 295 food safety related trainings with a total of over 4,166 attendances.

「以訓促學、以學促用」，開展食品安全內審員培訓
"Promoting Learning through Training, Promoting Application through Learning" — Conducting Food Safety Internal Auditor Training

2025年8月，本集團組織開展食品安全內審員培訓活動，構建專業化內審人才培育體系，推動知識學習向管理實踐高效轉化。本次培訓共有64名來自食品安全管理及相關業務領域的骨幹人員參與，通過系統化課程學習與嚴格考核，19人成功獲頒「食品安全內審員」證書，有效擴充了集團內審人才儲備，為食品安全管理注入專業力量。同時，新晉內審員在資深人員的帶教下，全面參與2025年食品安全內部審核工作，將所學專業知識與實操技能充分應用於實際審核場景，切實增強了集團食品安全防線的執行力與響應力。



食品安全內審員培訓現場
Scene of Food Safety Internal Auditor Training

In August 2025, the Group organized a food safety internal auditor training activity to build a professional internal audit talent cultivation system and promote the efficient transformation of knowledge learning into management practices. A total of 64 key personnel from the food safety management and related business fields participated in this training. Through systematic course learning and strict assessments, 19 individuals were successfully awarded the "Food Safety Internal Auditor" certificate, which effectively expanded the Group's internal audit talent pool and injected professional strength into food safety management. Meanwhile, under the mentorship of senior personnel, the newly appointed internal auditors fully participated in the 2025 food safety internal audit work, fully applying the acquired professional knowledge and practical skills to actual audit scenarios, which effectively enhanced the execution and responsiveness of the Group's food safety defense line.

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此外，為深化「鮮度經營」理念，將食品安全意識融入日常運營基因，2025年，集團全面啟動鮮度經營專項培訓行動。依托「知鳥」在線學習平台，鮮度經營課程覆蓋總部、門店及一線崗位全體員工，實現鮮度經營知識的高效觸達與統一標準傳遞。集團亦將鮮度經營相關內容全面納入新員工培訓板塊，從入職初始便為新員工植入基礎食品安全意識，助力新員工快速建立規範操作認知。2025年，鮮度經營培訓累計覆蓋員工4,102人次，總培訓時長達2,050.2小時，進一步提升員工鮮度管理專業能力。

In addition, to deepen the concept of "freshness operation" and integrate food safety awareness into the DNA of daily operations, the Group fully launched a special training campaign on freshness operation in 2025. Relying on the "Zhiniao" online learning platform, the freshness operation courses covered all employees at the headquarters, stores, and frontline positions, achieving efficient reach of freshness operation knowledge and the transmission of unified standards. The Group also comprehensively integrated freshness operation related content into the new employee training module, implanting basic food safety awareness into new employees from the beginning of their onboarding, and helping them quickly establish cognitive understanding of standardized operations. In 2025, the freshness operation training cumulatively covered 4,102 attendances, with a total training duration of 2,050.2 hours, further enhancing the professional capabilities of employees in freshness management.

食品安全監督與管理

本集團積極加強審核與檢測能力建設，通過提升抽檢覆蓋能力與實驗室檢測精度，並積極探索數字化技術在食品安全監督中的深度應用，強化對食品安全管理體系的全過程監控與閉環管理，確保食品安全管理體系持續有效運行。同時，集團常態化開展食品安全審計與供應商稽查工作，進一步提升體系執行力與合規水平，築牢食品安全防線。2025年，集團共完成3次食品安全審核，其中聯合內審2次、外部審核1次。

SUPERVISION AND MANAGEMENT FOR FOOD SAFETY

The Group actively strengthens the building of audit and testing capabilities, enhances the coverage of sampling inspections and the accuracy of laboratory testing, and actively explores the in-depth application of digital technology in food safety supervision, thereby strengthening the whole-process monitoring and closed-loop management of the food safety management system to ensure its continuous and effective operation. At the same time, the Group routinely carries out food safety audits and supplier inspections to further improve the execution and compliance level of the system and build a solid food safety defense line. In 2025, the Group completed a total of three food safety audits, including two joint internal audits and one external audit.

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內部審核 **Internal Audit**	• 制定並嚴格執行《百果園食品安全內部審核管理規定》，以國內外相關法律法規、ISO 22000標準及內部管理制度為核心準則，每年常態化開展內部審核工作。2025年，集團完成2次聯合內審，累計識別出30項不符合項，所有問題均通過自查自糾與及時整改形成閉環管理，確保食品安全管理體系持續合規有效。 • we formulated and strictly implemented the Administrative Regulations on the Internal Audits of Food Safety of Pagoda, taking relevant domestic and foreign laws and regulations, ISO 22000 standards, and internal management systems as the core criteria, the Group routinely carries out internal audit work on an annual basis. In 2025, the Group completed two joint internal audits, identifying a total of 30 non-conformities. All issues were subject to closed-loop management through self-inspection, self-correction, and timely rectification, ensuring the continuous compliance and effectiveness of the food safety management system.
外部審核 **External Audit**	• 在常態化開展內部質量審計的基礎上，集團積極主動接受外部第三方合規審計，以全方位監督築牢食品安全防線。2025年，集團順利完成1次外部審核，審計結果顯示無嚴重缺陷項；針對審核過程中識別的潛在風險點，已及時制定並落實整改措施，進一步優化食品安全管控體系。 • on the basis of routinely carrying out internal quality audits, the Group actively accepts external third-party compliance audits to build a solid food safety defense line through comprehensive supervision. In 2025, the Group successfully completed one external audit, and the audit results showed no major defect items. Regarding the potential risk points identified during the audit process, rectification measures had been promptly formulated and implemented to further optimize the food safety control system.
供應商稽查 **Supplier Audit**	• 集團針對供應商實施定期質量稽查計劃，稽查工作完成後出具專項考察報告，對存在問題的供應商下發《質量稽查問題整改措施及驗證表》，責令其在規定時限內完成整改。2025年，集團對12家供應商(包括10家OEM委託加工企業)開展質量稽查，均開具了《問題整改跟蹤驗證表》並提出針對性整改意見，相關供應商均按期完成整改且驗收合格；同時，集團對4個包裝品類(保鮮膜、吸塑盒、注塑盒、八角紙托)共計13家工廠進行了質量稽查。 • the Group implements a regular quality audit plan for suppliers. Upon completion of the inspection work, a special inspection report is issued. For suppliers with existing issues, the Rectification Measures and Verification Form for Quality Audit Issues is issued, ordering them to complete the rectification within a specified time limit. In 2025, the Group conducted quality audits on 12 suppliers (including 10 OEM commissioned processing enterprises), and issued the Issue Rectification Tracking and Verification Form to all of them with targeted rectification opinions. The relevant suppliers all completed the rectification on schedule and passed the acceptance inspection. Meanwhile, the Group conducted quality inspections on a total of 13 factories across four packaging categories (cling film, blister boxes, injection molding boxes, and octagonal paper trays).

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在食品檢測領域，集團建立全鏈路、多層次檢測管控體系，要求所有批次果品在上架前，必須通過298項前置第三方機構農殘檢測以及100%批次的品質檢測，確保從源頭到終端的食品安全與品質可控。同時，為進一步強化檢測報告的權威性與可信度，2025年，集團啟用LIMS實驗室系統，實現檢測流程電子化，電子報告增加防偽標識，能有效防止數據、結論被篡改，以數字化手段夯實檢測數據公信力。

In the field of food testing, the Group has established a full-link, multi-level testing and control system. We require that all batches of fruits must pass 298 pre-conditional third-party pesticide residue tests and 100% batch quality testing. This ensures that food safety and quality are controllable from the source to the terminal. At the same time, to further strengthen the authority and credibility of testing reports, in 2025, the Group launched the LIMS laboratory system to realize the digitalization of the testing process. The electronic reports were added with anti-counterfeiting identifiers, which can effectively prevent data and conclusions from being tampered with, consolidating the credibility of testing data through digital means.

在自主檢測布局上，集團品控採後研發中心下設生理實驗室與食品安全檢測中心，按質量內控標準開展檢測並保障報告可追溯，並在上海、鄭州、東莞等地成立3個專業食品檢測實驗室，推行採摘前、入倉前口感外觀、入倉前食品安全、庫內抽檢的四重檢測機制，可精準定量分析農藥殘留、營養素及食品添加劑含量。2025年，集團東莞檢測實驗室（好果子檢驗檢測（廣東）有限公司）通過CMA擴項評審，檢測資質項目從357項增加至469項，資質報告中農殘檢測項目從201項增加至301項。

In terms of the layout of independent testing, the quality control and post-harvest R&D center of the Group has a physiology laboratory and a food safety testing center under its jurisdiction, which conduct testing in accordance with internal quality control standards and ensure the traceability of reports. In addition, the Group has established three professional food testing laboratories in Shanghai, Zhengzhou, Dongguan, and other places, implementing a quadruple testing mechanism of pre-harvest, pre-warehousing taste and appearance, pre-warehousing food safety, and in-warehouse sampling inspections, capable of accurately and quantitatively analyzing pesticide residues, nutrients, and food additive contents. In 2025, the Group's Dongguan testing laboratory (Good Fruit Inspection and Testing (Guangdong) Co., Ltd.) passed the CMA expansion review, increasing the number of qualified testing items from 357 to 469, and the pesticide residue testing items in the qualification report increased from 201 to 301.

在供應商質量控制與監督方面，集團持續推動《百果園果品標準補充要求》的落地執行，明確規定供應商提供的檢測報告必須由經集團認可的權威第三方機構出具；同時，百果園交易平台新增產品檢測報告上傳功能，進一步加強對供應商檢測報告的前置審核，從合作源頭把控產品質量。此外，結合2025年國家抽檢細則要求，集團主動提高農殘檢測項目覆蓋率，針對柑、橘類果品新增「聯苯肼酯」檢測項目，將「三個零」蔬菜的農殘檢測項目從206項增加至226項，通過檢測標準的持續升級，全方位築牢食品安全與品質保障防線。

In terms of supplier quality control and supervision, the Group continuously promoted the implementation of the Supplementary Requirements for Fruit Standards of Pagoda, explicitly stipulating that the testing reports provided by suppliers must be issued by authoritative third-party institutions recognized by the Group. At the same time, the Pagoda trading platform added a new function for uploading product testing reports, further strengthening the pre-review of suppliers' testing reports to control product quality from the source of cooperation. Furthermore, in conjunction with the requirements of the 2025 national sampling inspection rules, the Group proactively increased the coverage rate of pesticide residue testing items, added the "bifenazate" testing item for citrus fruits, and increased the pesticide residue testing items for "Three Zeros" vegetables from 206 to 226, comprehensively building a solid defense line for food safety and quality assurance through the continuous upgrading of testing standards.

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2.2 專研蓄勢，守護自然健康

本集團持續投入前端育種、種植與土壤改良的研發，遵循自然規律培育兼具原生風味與高營養的優質水果。同時，集團深入研究水果營養成分，推動其健康價值最大化，並向消費者普及科學食用知識，積極回應市場對天然健康果品的需求。

2.2.1 水果育種研究

集團深耕全球供應鏈布局，足跡遍布世界各地甄選優質水果資源，為消費者呈現更多元、營養豐富的水果品類。截至2025年末，本集團依托與全球26個國家和地區800餘個優質水果生產基地的長期合作，組建專業團隊深入產地，篩選具有潛力的原生品種。

同時，集團積極投身水果育種研究，通過旗下百果種業搭建產學研協同創新平台，與中國農科院鄭州果樹研究所、上海交通大學、雲南農業大學等國內外知名科研機構建立深度合作，成立全球水果新品種研發測試中心，聚焦優質、高產、抗病的水果新品種研究與引進。

2.2 SPECIALIZED RESEARCH TO SAFEGUARD NATURE AND HEALTH

The Group continues to invest in R&D for front-end breeding, planting, and soil improvement, adhering to natural laws to cultivate high-quality fruits that possess both native flavors and high nutritional value. Meanwhile, the Group conducts in-depth research on the nutritional content of fruits, promoting the maximization of their health value, and popularizing scientific knowledge on consumption to the public, actively responding to market demand for natural and healthy fruits.

2.2.1 FRUIT BREEDING RESEARCH

The Group deeply cultivates its global supply chain layout, with its presence spanning across the world to select high-quality fruit resources, presenting consumers with more diversified and nutritious fruit categories. By the end of 2025, relying on long-term cooperation with over 800 high-quality fruit production bases across 26 countries and regions globally, the Group has formed professional teams to delve into production areas to screen native varieties with potential.

Meanwhile, the Group actively engages in fruit breeding research, building an industry-university-research collaborative innovation platform through its subsidiary Pagoda Seeds, establishing in-depth cooperation with renowned domestic and international research institutions such as the Zhengzhou Fruit Research Institute of the Chinese Academy of Agricultural Sciences, Shanghai Jiao Tong University, and Yunnan Agricultural University. We have established a Global Fruit New Variety R&D and Testing Center, focusing on the research and introduction of new fruit varieties that are high-quality, high-yield, and disease-resistant.

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此外，百果種業長期深耕果蔬育種領域，通過自主選育、國際引種、聯合研發等多維布局，持續豐富國內水果品類供給；開展科學系統的種植測試與示範推廣，全面驗證新品種的環境適應性、產量穩定性與品質表現，為規模化推廣提供可靠的數據支撐。

In addition, Pagoda Seeds has long been deeply engaged in the field of fruit and vegetable breeding. Through multi-dimensional layouts such as independent selection and breeding, international introduction of varieties, and joint R&D, it continuously enriches the supply of domestic fruit categories. It conducts scientific and systematic planting tests and demonstration promotions, comprehensively verifying the environmental adaptability, yield stability, and quality performance of new varieties, providing reliable data support for large-scale promotion.

2.2.2 生態和諧的種植技術

集團以BLOF(BioLogical Farming)生態和諧型種植技術為核心，推動種植領域創新升級。BLOF種植技術通過結合不同土壤特質與作物生長規律，科學配比有機肥料，精準供給碳水化合物、氨基酸、礦物元素三大核心營養，讓種植基地農戶在完全摒棄化學合成肥料、農藥及激素的前提下，種植出健康、安全、綠色的優質農產品。此外，BLOF技術借助太陽熱養生處理加快土壤改良進程，全面平衡土壤物理、生物及化學屬性，成功解決西甜瓜等作物因病蟲害依賴「遊牧式」種植的行業痛點，幫助種植戶穩定生產、告別搬遷，推動農業向規模化、專業化、生態化轉型。

2.2.2 ECOLOGICALLY HARMONY FARMING TECHNOLOGY

The Group takes BLOF (BioLogical Farming) ecological harmonious planting technology as the core to promote innovation and upgrading in the planting field. BLOF planting technology combines different soil characteristics with crop growth patterns, scientifically blending organic fertilizers to precisely supply the three core nutrients of carbohydrates, amino acids, and mineral elements. This enables farmers at planting bases to cultivate healthy, safe, and green high-quality agricultural products while completely abandoning synthetic chemical fertilizers, pesticides, and hormones. In addition, BLOF technology utilizes solar heat health treatment to accelerate the soil improvement process, comprehensively balancing the physical, biological, and chemical attributes of the soil. It has successfully resolved the industry pain point where crops like melons relied on “nomadic planting” due to pests and diseases, helping growers achieve stable production and bid farewell to relocation, and promoting the transformation of agriculture toward large-scale, specialized, and ecological development.

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百果園BLOF技術入選國家級農業主推技術
Pagoda's BLOF Technology Selected as a National Major Promoted Agricultural Technology

2025年8月，集團BLOF生態和諧型種植技術(太陽熱能結合堆肥處理改良土壤技術)成功被農業農村部推介為2025年國家級農業主推技術之一。該技術遵循自然規律，通過太陽熱能消毒、堆肥調理的創新組合，實現土壤微生態平衡重構，從源頭減少化學肥料、農藥及激素的使用，讓作物在近自然環境中生長，既保障食品安全，又留存食材本味。

In August 2025, the Group's BLOF ecological harmonious planting technology (technology of improving soil by combining solar thermal energy with composting treatment) was successfully promoted by the Ministry of Agriculture and Rural Affairs as one of the national major agricultural technologies for 2025. This technology follows natural laws, achieving the reconstruction of soil micro-ecological balance through the innovative combination of solar heat disinfection and compost conditioning. It reduces the use of chemical fertilizers, pesticides, and hormones from the source, allowing crops to grow in a near-natural environment, thereby both guaranteeing food safety and retaining the original flavor of the ingredients.



BLOF技術入選2025年農業農村部主推技術名錄
BLOF Technology Included into the 2025 List of Major Technologies Promoted by the Ministry of Agriculture and Rural Affairs

在實際應用場景中，BLOF技術不僅有效解決了當前國內普遍存在的土壤板結、酸化、農藥殘留超標、有害重金屬污染等土壤退化問題，還成功攻克了連作模式下特色農作物面臨的生長障礙、生長條件惡化等行業難題，為農業可持續發展提供了有力的技術支撐。

In actual application scenarios, BLOF technology not only effectively solves prevalent soil degradation issues in China such as soil compaction, acidification, excessive pesticide residues, and harmful heavy metal pollution, but also successfully overcomes industry challenges such as growth obstacles and deteriorating growth conditions faced by characteristic crops under continuous cropping modes, providing strong technical support for sustainable agricultural development.

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三個零蔬菜標準

本集團持續推行「三個零」(零化學農藥、零化學肥料、零化學激素)蔬菜標準，並應用BLOF生態和諧型種植技術，對傳統蔬菜種植模式進行全面革新，為消費者提供綠色健康的蔬菜產品。「三個零」蔬菜全種植生產周期不使用化學農藥、不使用化學合成肥料、不使用化學激素，切實保障蔬菜產品的品質與安全，讓消費者能夠安心、放心食用。

集團制定《「三個零」蔬菜標準》《「三個零」蔬菜庫存溫控管理及批次管理要求》《「三個零」蔬菜庫內加工管理標準》《「三個零」蔬菜生產及採後處理技術規程》等一系列制度，明確蔬菜從產地挑選、種苗培育、土壤養護到加工、運輸、檢驗等全鏈條操作規範與技術準則。2025年，針對固原基地實際種植需求，集團進一步優化整理5種葉菜的「三個零」種植技術操作規程，推動標準落地更具針對性。截至2025年末，集團蔬菜業務生態和諧型種植技術推廣至寧夏、雲南、北京、廣東、江蘇等多個合作種植基地，種植面積超26,000餘畝。

THE "THREE ZEROES" VEGETABLE STANDARD

The Group continues to implement the "Three Zeros" (zero chemical pesticides, zero chemical fertilizers, and zero chemical hormones) vegetable standard and applies BLOF ecological harmonious planting technology to comprehensively revolutionize traditional vegetable planting modes, providing consumers with green and healthy vegetable products. The "Three Zeroes" vegetables are planted without the use of chemical pesticides, synthetic fertilizers and hormones throughout the entire production cycle, effectively guaranteeing the quality and safety of vegetable products and allowing consumers to consume them with peace of mind.

The Group has formulated a series of systems such as the "Three Zeroes" Vegetable Standard, the "Three Zeroes" Vegetable Storage Temperature Control Management Requirements and Batch Management Requirements, the "Three Zeroes" Vegetable Storage Processing Management Standard Requirements, and the "Three Zeroes" Vegetable Production and Post-harvest Handling Technical Procedures, clarifying full-chain operational norms and technical guidelines from origin selection, seedling cultivation, and soil maintenance to processing, transportation, and inspection. In 2025, addressing the actual planting needs of the Guyuan base, the Group further optimized and consolidated the "Three Zeros" planting technical operating procedures for five types of leafy vegetables, promoting more targeted implementation of the standards. By the end of 2025, the Group's ecological harmony planting technology adopted in its vegetable business had been promoted to a number of cooperative planting bases in Ningxia, Yunnan, Beijing, Guangdong and Jiangsu, with a planting area of over 1,733 hectares.

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2025年，在「三個零」標準與承諾基礎上，集團「三個零」寧夏固原基地依托BLOF生態和諧型種植技術，實現兩款核心品類的市場推廣與成果轉化。

In 2025, based on the "Three Zeros" standard and commitment, the Group's "Three Zeros" Ningxia Guyuan base relied on BLOF ecological harmonious planting technology to achieve market promotion and the transformation of achievements for two core categories.



「三個零」甜指水果黃瓜
"Three Zeros" Sweet Finger Fruit Cucumber

- ✓ **可溯源**：每盒瓜可溯源產地，並通過183項農藥殘留檢測，生產種植記錄可視化
- ✓ **Traceability:** each box of cucumbers is traceable to the place of origin and has passed 183 pesticide residue tests, with visualized production and planting records.

- ✓ **好口碑**：以「安全放心」與「口口爽脆」的鮮明特色深得大灣區消費者青睞，銷量同比激增90%
- ✓ **Good Reputation:** with distinctive features of "safety and assurance" and "crispy in every bite", it is deeply favored by consumers in the Greater Bay Area, with sales volume soaring by 90% year-on-year.



「三個零」上海青
"Three Zeros" Pakchoi Cabbages

- ✓ **增產量**：在BLOF技術加持下，成功實現產量同比提升14%
- ✓ **Increased Yield:** with the support of BLOF technology, a year-on-year increase of 14% in yield was successfully achieved.

- ✓ **高品質**：品質穩中有升，出色的商品特性帶動銷量穩步增長9%
- ✓ **High Quality:** quality remained stable with improvements, and excellent commodity characteristics drove a steady growth of 9% in sales volume.

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2.2.3 產品營養健康研究

本集團作為「高品質與高性價比水果專家與領導者」，始終聚焦消費者核心需求，通過豐富健康水果品類供給、提供專業營養搭配指導、傳播科學健康生活理念，致力成為消費者選購健康水果的信賴之選。

營養研究

秉持為消費者提供優質營養果蔬的理念，集團旗下全資子公司江西王品聚焦作物生長營養需求，深入研發澆施發酵生物液體肥、噴施發酵生物葉面肥等施肥技術，為果蔬補充多種微量元素，保障全生長周期養分均衡充足，賦能產品營養健康價值升級。江西王品培育的王品山地橙獲得綠色食品A級認證，為消費者提供無污染、安全、優質、營養的水果選擇。

集團旗下果製品持續迭代產品配方，在西梅複合果汁新產品的研發階段，將「好喝、營養、健康」作為核心研發維度，完成果汁配方的全面升級。通過技術改進HPP高壓滅菌控制閥，採用先進的高壓殺菌技術，在有效殺滅果汁中有害微生物、保障產品食用安全的基礎上，最大程度地保留了果汁本身含有的天然營養成分與原生風味，最終為消費者呈現出更為健康、美味的西梅複合果汁產品。

2.2.3 PRODUCT NUTRITION AND HEALTH RESEARCH

As the “expert and leader in high-quality and cost-effective fruit industry”, the Group always focuses on the core needs of consumers. By enriching the supply of healthy fruit categories, providing professional nutritional pairing guidance, and disseminating scientific healthy living concepts, it is committed to becoming the trusted choice for consumers when purchasing healthy fruits.

NUTRITION RESEARCH

Upholding the philosophy of providing consumers with high-quality and nutritious fruits and vegetables, Jiangxi Wangpin, a wholly-owned subsidiary of the Group, focuses on the nutritional needs of crop growth, deeply researching fertilization technologies such as root irrigation with fermented biological liquid fertilizer and foliar spraying with fermented biological fertilizer. It supplements various trace elements for fruits and vegetables, guarantees balanced and sufficient nutrients throughout the entire growth cycle, and empowers the upgrade of product nutrition and health value. Wangpin Mountain Orange from Jiangxi Wangpin was certified as Green Food Grade A, providing consumers with the choices of pollution-free, safe, high-quality and nutritious quality fruits.

Pagoda Fruit Products, a subsidiary of the Group, continuously iterates product formulas. In the R&D stage of the new prune compound juice product, it took “delicious, nutritious and healthy” as the core R&D dimensions and completed a comprehensive upgrade of the juice formula. By technically improving the HPP high-pressure sterilization control valve and adopting advanced high-pressure sterilization technology, on the basis of effectively killing harmful microorganisms in the juice and guaranteeing product food safety, it maximally retains the natural nutritional components and native flavor contained in the juice, ultimately presenting consumers with a healthier and more delicious prune compound juice product.

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營養宣傳與教育

本集團持續拓展多元化營養健康宣教渠道，構建「線上+線下」融合的科普宣教矩陣。在線下，通過主題快閃活動、門店宣傳冊、營養知識海報等形式，將水果營養知識融入消費者日常購物場景；在線上，依托集團官方自媒體平台(包括微信公眾號、短視頻賬號、社群等)，定期發布科學、易懂、實用的水果營養內容，提升公眾健康素養。

2025年，集團聚焦消費者高度關注的血糖健康問題，圍繞水果升糖指數(GI)和血糖負荷(GL)開展專項健康宣教活動。通過圖文解讀等方式，幫助消費者理解不同水果對血糖的影響，引導控糖人群及健康關注者根據自身需求科學選擇水果。

NUTRITION PUBLICITY AND EDUCATION

The Group continues to expand diversified nutrition and health education channels, building an "online + offline" integrated science popularization and education matrix. Offline, through forms such as theme pop-up events, store brochures, and nutrition knowledge posters, fruit nutrition knowledge is integrated into consumers' daily shopping scenarios. Online, relying on the Group's official self-media platforms (including WeChat official accounts, short video accounts, and communities), scientific, easy-to-understand, and practical fruit nutrition content is regularly published to improve public health literacy.

In 2025, the Group focused on the blood sugar health issues of high concern to consumers and carried out special health education activities related to the fruit Glycemic Index (GI) and Glycemic Load (GL). Through methods such as graphic interpretation, it helped consumers understand the impact of different fruits on blood sugar, guiding sugar-control groups and health-conscious individuals to scientifically choose fruits according to their own needs.



低GI水果健康價值宣貫
Publicity of the Health Value of Low-GI Fruits

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百果園「國潮好果養生季」，引領健康果食新風尚
Pagoda's "star product of China's fruits" Leads a New Trend of Healthy Fruit Consumption

2025年10月，集團精準把握國潮文化與全民養生的消費趨勢，創新採用「線上全域滲透+線下沉浸體驗」的聯動模式，啟幕「國潮好果養生季」主題活動，以更廣的傳播覆蓋與更深的互動體驗，讓健康飲食理念走進更多消費者生活。

In October 2025, accurately grasping the consumer trends of National Trend culture and mass wellness, the Group innovatively adopted an integrated model of "comprehensive online penetration + offline immersive experience" to launch the "star product of China's fruits" themed activity. With broader communication coverage and deeper interactive experience, it allowed the concept of healthy eating to enter the lives of more consumers.





「國潮好果養生季」主題活動
"Star Product of China's Fruits" Themed Activity

本次活動圍繞低GI高營養、食品安全、科學養生等維度，聚焦佳沛奇異果、怡顆莓藍莓、蒲江耙耙柑、招牌紫玉露水果胡蘿蔔、招牌墨珍寶紅果參等果品，通過場景化陳列、營養科普、試吃體驗與數字互動等形式，向消費者傳遞「營養有方、食養有度」的健康飲食理念。

As for dimensions such as low GI and high nutrition, food safety, and scientific wellness, this activity focused on fruits such as Zespri Kiwi fruit, Driscoll's Blueberries, Pujiang Ponkan mandarin, Excellent Ziyulu Fruit Carrots, and Excellent Mozhenbao Hongguoshen. Through forms such as scenario-based display, nutrition science popularization, tasting experiences, and digital interaction, it conveyed the healthy eating concept of "proper nutrition, moderate dietary nourishment" to consumers.

第 3 章
CHAPTER 3

本章節回應的SDGs
SDGs addressed in this chapter



秉初心，超越客戶期待

UPHOLDING THE ORIGINAL ASPIRATION, EXCEEDING CUSTOMER EXPECTATIONS

本集團始終將服務作為連接顧客與產品的核心紐帶，以「放心買 • 隨心退」為承諾，持續完善從線上到門店的全流程服務體系。我們致力於通過規範、透明、有溫度的服務體驗，讓「讓天下人享受水果好生活」的使命落到實處，不斷夯實消費者信任，努力超越客戶期待。

The Group always regards service as the core bond connecting customers and products. With the commitment of "Buy with Confidence, Return with Ease", it continuously improves the full-process service system from online to offline stores. We are committed to making the mission of "offer delicious fruit and enjoyable lifestyle to people" a reality through standardized, transparent, and caring service experiences, continuously consolidating consumer trust and striving to exceed customer expectations.

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2025年度亮點績效：
2025 Performance Highlights:

- 截止2025年末，「好果報恩」活動已累計已服務近4,000萬人次。
- As of the end of 2025, the "best fruit for you" activity had served nearly 40 million persons cumulatively.

- 截至2025年末，「三無退貨」累計服務訂單已超1,900萬筆。
- By the end of 2025, the cumulative service orders for "Three-no Returns" exceeded 19 million.

- 2025年，共受理20,581件投訴，響應率達100%；成功解決19,638件投訴，解決率為95.42%。
- In 2025, we accepted total of 20,581 complaints, with response rate of 100%, and successfully resolved 19,638 complaints, with a resolution rate of 95.42%.

- 百果園APP及百果園微信小程序，「我的服務－意見反饋」新增在線客服入口，顧客反饋響應時效從24小時提升至30秒，單次處理時長由3分鐘壓縮至1分鐘。
- On the Pagoda APP and Pagoda WeChat mini program, a new online customer service portal has been added under "My Service - Feedback", and customer feedback response time improved from 24 hours to 30 seconds, with single processing time compressed from 3 minutes to 1 minute.

- 年內未發生重大數據安全事件。
- No major data security incidents occurred during the year.

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3.1「無憂」購物體驗

本集團嚴格遵循《中華人民共和國消費者權益保護法》等相關法律法規，恪守保障消費者合法權益的根本原則，通過開展多元體驗活動、優化門店與線上服務流程、創新售後保障機制以及推動服務數字化升級，將日常經營與保障消費者知情權、選擇權、監督權的精神內化於日常運營，致力於為顧客提供安全、透明、便捷、有溫度的「無憂」購物體驗。

3.1 "WORRY-FREE" SHOPPING EXPERIENCE

The Group strictly complies with the Law of the People's Republic of China on Protection of Consumer Rights and Interests and other relevant laws and regulations, adhering to the fundamental principle of safeguarding the legitimate rights and interests of consumers. By carrying out diversified experience activities, optimizing store and online service processes, innovating after-sales guarantee mechanisms, and promoting the digital upgrade of services, the Group internalizes the spirit of safeguarding consumers' rights to know, to choose, and to supervise into daily operations, committed to providing customers with a safe, transparent, convenient, and caring "worry-free" shopping experience.

3.1.1 多元客戶體驗

集團通過策劃多元化的客戶體驗活動，豐富服務內涵，深化與消費者的情感聯結。2025年，集團繼續以「好果報恩」系列活動作為核心舉措，精選時令高品質水果，以報恩價回饋顧客，活動推出的佳沛陽光金奇異果、山東秋月梨、妃子笑荔枝等單品均獲得熱烈的市場反響。截止2025年末，「好果報恩」活動已累計服務近4,000萬人次，通過營造場景化的消費體驗，有效強化了消費者對集團「高品質與高性價比」的價值認知。

3.1.1 DIVERSIFIED CUSTOMER EXPERIENCE

By planning diversified customer experience activities, the Group enriches the connotation of services and deepens the emotional connection with consumers. In 2025, the Group continued to take the "best fruit for you" series of activities as a core measure, selecting seasonal high-quality fruits and giving back to customers at gratitude prices. The single items launched in the activity, such as Zespri SunGold Kiwifruit, Shandong Qiuyue Pear, and Feizixiao Lychee, all received enthusiastic market response. As of the end of 2025, the "best fruit for you" activity had served nearly 40 million persons cumulatively. By creating scenario-based consumption experiences, it effectively strengthened consumers' value perception of the Group's "high-quality and cost-effective" products.



「好果報恩」產品海報
"Best fruit for you" product poster

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同時，集團不定期舉辦線下品鑑會等互動體驗，積極探索場景化、IP化的體驗創新，在拓寬水果消費體驗邊界的同時，也逐步建立起更富溫度、更具吸引力的客戶溝通方式，持續提升服務品質與顧客滿意。

Meanwhile, the Group periodically holds interactive experiences such as offline tasting sessions, actively exploring scenario-based and IP-based experience innovations. While broadening the boundary of fruit consumption experience, it also gradually establishes a warmer and more attractive way of customer communication, continuously improving service quality and customer satisfaction.

與電視劇《長安的荔枝》聯名合作，開展系列文化體驗活動
Collaboration with TV Drama The Lychee Road to Carry Out Series of Cultural Experience Activities

2025年，集團聯名電視劇《長安的荔枝》，創新開展系列文化體驗活動，通過內容共創與場景融合，增強顧客對品牌的情感認同與互動體驗。

In 2025, the Group collaborated with the TV drama The Lychee Road to innovatively carry out a series of cultural experience activities. Through content co-creation and scenario integration, it enhanced customers' emotional identification and interactive experience with the brand.



與電視劇《長安的荔枝》聯名活動
Collaboration Activity with TV Drama The Lychee Road

集團在35家門店開展「百果鮮荔司」主題店活動，結合古風集卡活動，為顧客營造沉浸式消費場景。同時，聯合高州市人民政府策劃「荔枝溯源之旅」，邀請顧客實地參與從採摘到冷鏈運輸的全流程體驗，增強對產品品質與供應鏈透明度的信任。活動收官階段，於西安鐘樓旁舉辦「長安荔枝宴」快閃活動，進一步強化品牌與文化場景的聯結。

The Group launched "Pagoda Fresh Lychee Division" themed store activities in 35 stores, combining with ancient-style card collecting activities to create an immersive consumption scenario for customers. Meanwhile, joining hands with the People's Government of Gaozhou City, the Group planned the "Lychee Traceability Journey", inviting customers to participate on-site in the full-process experience from picking to cold chain transportation, enhancing trust in product quality and supply chain transparency. In the closing phase of the activity, a "Chang'an Lychee Banquet" pop-up event was held beside the Xi'an Bell Tower, further strengthening the connection between the brand and the cultural scenario.

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集團與智利水果出口商協會聯合策劃「智利車厘子冰雪節」
The Group and the Chilean Fruit Exporters Association Jointly Planned the "Chilean Cherry Ice and Snow Festival"

2026年1月，集團與智利水果出口商協會聯合策劃「智利車厘子冰雪節」，以「冰雪」為載體，將智利車厘子的產地特色與冬季消費場景相結合，既突出了產品的稀缺性與高品質，又賦予了產品「冬季甜蜜」「休閒社交」的情感標籤。通過在多城開展的沉浸式活動與主題門店布局，讓消費者在冬季消費中形成「想吃高品質水果，就到百果園買智利車厘子」的認知；深圳站活動選址全球最大室內滑雪場——華發冰雪熱雪奇蹟，強強聯合，營造「鮮果+冰雪」的沉浸式體驗環境。現場設置「搖一搖『厘』想鈴鐺」、「丟骰子PK」等互動遊戲，消費者通過完成打卡任務可兌換主題雪盔貼紙、公仔盲盒等周邊產品，增強活動的趣味性與參與感，也逐步將產品與冬季生活方式深度綁定，推動智利車厘子從「季節性爆款」向「冬季文化符號」升級，以品牌深耕打造水果消費新標桿。



「智利車厘子冰雪節」活動現場
Scene of the "Chilean Cherry Ice and Snow Festival" Activity

In January 2026, the Group and the Chilean Fruit Exporters Association jointly planned the "Chilean Cherry Ice and Snow Festival". Using "ice and snow" as the carrier, it combined the origin characteristics of Chilean cherries with winter consumption scenarios, highlighting the product's scarcity and high quality, and endowing the product with emotional labels of "winter sweetness" and "leisure socialization". Through immersive activities carried out in multiple cities and themed store layouts, consumers formed the cognition that "if you want to eat high-quality fruit, go to Pagoda to buy Chilean cherries" during winter consumption. The Shenzhen station event was located at the world's largest indoor ski resort – Huafa Snow World, a strong alliance creating an immersive experience environment of "fresh fruit + ice and snow". Interactive games such as "Shake the 'Cherry' Bell" and "Dice PK" were set up on-site. Consumers could exchange for peripheral products such as themed helmet stickers and plush blind boxes by completing check-in tasks, enhancing the fun and sense of participation of the activity. This also gradually deeply bound the product with the winter lifestyle, promoting the upgrade of Chilean cherries from a "seasonal hit" to a "winter cultural symbol", creating a new benchmark for fruit consumption with deep brand cultivation.

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3.1.2 提升客戶服務

為系統提升客戶服務體驗，集團聚焦門店服務管理、線上服務升級、售後服務創新等維度，通過標準建設、模式創新和服務優化，持續提高服務品質與顧客滿意度。

門店服務管理

集團持續優化門店運營體系，通過標準化建設、多維監督與服務升級，系統提升門店服務品質與顧客體驗。2025年，集團發布《門店經營四項基本功》及配套執行文件，細化門店經驗與客戶服務評估標準並開展全員培訓；制定《門店服務底線與準則》，將其納入新員工培訓體系與《食安操作手冊》，確保服務規範全員覆蓋、長期貫徹；更新門店服務承諾，明確「不售賣過期食品、變質果切」等具體條款，強化顧客信任基礎。

同時，集團建立多層次、交叉式的門店監督機制，包括監控中心每日線上巡店、「神秘顧客」線下月度明訪暗訪，以及運營督導與防損團隊不定期抽檢，形成常態化監督閉環，推動服務標準有效落地。2025年，集團監控中心共抽檢35,101店次，主要圍繞「核心服務觸點」和「鮮度必檢」服務標準展開抽檢，其中，「鮮度必檢」巡檢4,651店次，綜合合格率95%，全國鮮度客訴率0.16%；「核心服務觸點」巡檢中，「三聲服務」（來有迎聲、問有答聲、走有送聲）合格率達95%，服務形象、開切流程、餘料規範合格率均呈持續上升趨勢。

3.1.2 IMPROVING CUSTOMER SERVICE

To systematically improve the customer service experience, the Group focuses on dimensions such as store service management, online service upgrade, and after-sales service innovation. Through standard construction, model innovation, and service optimization, it continuously improves service quality and customer satisfaction.

STORE SERVICE MANAGEMENT

The Group continuously optimizes the store operation system, systematically improving store service quality and customer experience through standardized construction, multi-dimensional supervision, and service upgrades. In 2025, the Group released the Four Basic Skills of Store Operation and supporting execution documents, refining store operation and customer service evaluation standards and conducting all-staff training. It formulated the Store Service Baseline and Guidelines, incorporating them into the new employee training system and the Food Safety Operation Manual to ensure service norms cover all staff and are implemented long-term. It also updated the store service commitment, clarifying specific clauses such as “not selling expired food or deteriorated fruit cuts”, strengthening the foundation of customer trust.

Meanwhile, the Group established a multi-level and cross-style store supervision mechanism, including daily online store patrols by the Monitoring Center, offline monthly open and unannounced visits by “undercover shopper”, and irregular spot checks by operations supervisors and the loss prevention team, forming a normalized supervision closed loop to promote the effective implementation of service standards. In 2025, the Group’s Monitoring Center conducted spot checks on 35,101 store-times, mainly focusing on “Core Service Touchpoints” and “Mandatory Freshness Inspection” service standards. Among them, “Mandatory Freshness Inspection” patrolled 4,651 store-times with a comprehensive pass rate of 95%, and the national freshness complaint rate was 0.16%. In the “Core Service Touchpoints” patrol, the pass rate for “Three Voice Services” (greeting upon arrival, answering when asked, and bidding farewell upon departure) reached 95%, and the pass rates for service image, cutting process, and surplus material norms all showed a continuous upward trend.

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此外，2025年，集團進一步深化「好服務」項目，搭建「感動天使」與「委屈天使」雙軌服務激勵機制，旨在表彰優質服務與正向化解衝突的行為。2025年，集團已開展12期評選，共收集事跡379例，評選出感動天使74名，委屈天使31名，入圍獎141名，並通過內部宣傳與案例推廣，有效引導了服務標準的提升與優秀經驗的傳承。

In addition, in 2025, the Group further deepened the "Good Service" project, establishing a dual-track service incentive mechanism of "Touching Angels" and "Wronged Angels", aiming to commend behaviors of high-quality service and positive conflict resolution. In 2025, the Group conducted 12 selection sessions, collecting 379 cases in total, selecting 74 Touching Angels, 31 Wronged Angels, and 141 finalists. Through internal publicity and case promotion, it effectively guided the improvement of service standards and the inheritance of excellent experience.

線上服務優化

為提升線上購物全流程體驗，集團對線上平台功能進行持續優化：

ONLINE SERVICE OPTIMIZATION

To improve the full-process experience of online shopping, the Group continuously optimized online platform functions:

售前 Pre-sales	• 優化商品分類與信息展示，增設商品分類標籤與詳情頁智能摘要、營養成分說明，幫助顧客快速了解商品信息，輔助購買決策。 • Optimized product classification and information display, added product classification labels, intelligent summaries on detail pages, and nutritional ingredient instructions to help customers quickly understand product information and assist in purchase decisions.
售中 In-sales	• 擴展促銷活動支持能力，新增買贈、滿減等營銷功能，並推出線上禮品卡、隨單充值等支付與贈禮選項，提升交易靈活性；同時完善履約服務功能，包括調整訂單取消機制、在訂單頁面增加騎手與客服聯繫入口，強化履約過程的可溝通性與可控性。 • Expanded the support capability for promotional activities, added marketing functions such as buy-and-get and full reduction discounts, and launched payment and gifting options such as online gift cards and recharge with orders, enhancing transaction flexibility. Meanwhile, improved fulfillment service functions, including adjusting the order cancellation mechanism and adding an entry for contacting riders and customer service on the order page, strengthening the communicability and controllability of the fulfillment process.
售後 After-sales	• 將原有的「三無退貨」服務升級為「放心買•隨心退」，進一步簡化退貨流程、提升自主性。 • Upgraded the original "Three-no Return" service to "Buy with Confidence, Return with Ease", further simplifying the return process and enhancing autonomy.

「放心買•隨心退」

自2009年首創行業「三無退貨」服務(無小票、無實物、無理由)以來，集團持續強化服務承諾，不斷推進體驗升級。截至2025年末，「三無退貨」累計服務訂單已超1,900萬筆，整體退貨率長期穩定在約0.8%，體現了顧客滿意與理性消費之間的良性平衡。

"BUY WITH CONFIDENCE, RETURN WITH EASE"

Since pioneering the industry's "Three-no Return" service (no receipt, no physical goods, and no reason) in 2009, the Group has continuously strengthened its service commitments and constantly promoted experience upgrades. By the end of 2025, the cumulative service orders for "Three-no Return" exceeded 19 million, with the overall return rate long stabilizing at approximately 0.8%, reflecting a benign balance between customer satisfaction and rational consumption.

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為進一步踐行「以顧客為中心」的服務理念，2025年8月，集團將「三無退貨」全面升級為「放心買•隨心退」服務體系。此次升級強化「自主選擇退款比例」機制，顧客可依據實際消費體驗，靈活決定退款額度——無論是口感未達預期或存在輕微商品損耗，均可按自身感受選取相應退款比例。在操作層面，繼續依托數字化渠道提供「無實物無小票，7天內通過百果園APP／小程序一鍵退」服務，進一步提升售後便捷性與透明度。集團通過「放心買•隨心退」，主動推動信任消費服務的持續升級，將消費中的潛在顧慮，轉化為用戶可感知的安心與自主權。

To further practice the "customer-centric" service philosophy, in August 2025, the Group comprehensively upgraded "Three-no Return" to the "Buy with Confidence, Return with Ease" service system. This upgrade strengthened the "independent selection of refund ratio" mechanism, allowing customers to flexibly determine the refund amount based on actual consumption experience – whether the taste fails to meet expectations or there is minor product damage, they can select the corresponding refund ratio according to their own feelings. At the operational level, the Group continued to rely on digital channels to provide the "No physical item or receipt required; one-click refund via the Pagoda app or mini-programme within 7 days" service, further enhancing after-sales convenience and transparency. Through "Buy with Confidence, Return with Ease", the Group actively promoted the continuous upgrade of trust-based consumption services, transforming potential concerns in consumption into tangible peace of mind and autonomy for users.



同時，2025年，集團同步推出「禮品無憂送」功能，允許收禮人直接通過線上渠道申請售後處理，無需再經由原購買人代為溝通。該功能優化了傳統生鮮禮品在售後環節的流程，提升了處理效率與用戶體驗，進一步豐富了集團的服務場景。

Meanwhile, in 2025, the Group simultaneously launched the "Hassle-Free Gift Delivery" function, allowing recipients to apply for after-sales processing directly through online channels without needing the original purchaser to communicate on their behalf. This function optimized the process of traditional fresh food gifts in the after-sales stage, improved processing efficiency and user experience, and further enriched the Group's service scenarios.

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3.1.3 客戶滿意度

集團將客戶滿意度調研納入常態化管理機制，通過開展年度客戶滿意度與淨推薦值(NPS)調研，系統評估產品與服務表現，並據此形成洞察，驅動服務策略的持續優化與體驗升級。2025年，集團開展中秋禮盒客戶滿意度調研，調研對象超1,300人。調研結果顯示，消費者對中秋禮盒總體滿意度較高，包裝設計、產品內容和情感文化價值評分均優於非節日期間，且NPS值增長顯著。

3.1.3 CUSTOMER SATISFACTION

The Group incorporated customer satisfaction surveys into a normalized management mechanism. By conducting annual customer satisfaction and net promoter score (NPS) surveys, it systematically evaluated product and service performance, and formed insights accordingly to drive continuous optimization of service strategies and experience upgrades. In 2025, the Group conducted a customer satisfaction survey on Mid-Autumn Festival gift boxes, with over 1,300 respondents. The survey results showed that consumers had relatively high overall satisfaction with the Mid-Autumn Festival gift boxes. Scores for packaging design, product content, and emotional cultural value were all better than those during non-festival periods, and the NPS value increased significantly.

3.1.4 數字化賦能客戶服務

為踐行「以顧客為中心」的服務理念，並積極應對日益增長的服務需求，2025年，集團持續推進客戶服務體系的智能化與數字化建設，通過引入人工智能、語音識別及大數據分析等前沿技術，顯著提升服務可及性、響應效率與處理透明度，在為客戶創造卓越體驗的同時，實現了內部運營的提質增效。

3.1.4 ENABLING CUSTOMER SERVICE WITH DIGITALIZATION

To practice the "customer-centric" service philosophy and actively respond to growing service demands, in 2025, the Group continued to advance the intelligent and digital construction of the customer service system. By introducing cutting-edge technologies such as artificial intelligence, voice recognition, and big data analysis, it significantly improved service accessibility, response efficiency, and processing transparency, achieving quality improvement and efficiency enhancement in internal operations while creating an excellent experience for customers.

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智能語音應答 Intelligent Voice Response	• 8月，正式於全國客戶服務熱線400-181-121上線智能語音應答系統。應用後，客戶無需排隊等待即可獲得即時響應，熱線接通率從75%顯著提升至88%。 • In August, the intelligent voice response system was officially launched on the national customer service hotline 400-181-121. After application, customers can obtain instant response without queuing, and the hotline connection rate significantly increased from 75% to 88%.
智能工單／會話小結 Intelligent Work Order/ Session Summary	• 9月，推出智能工單系統，融合實時語音轉寫與語言處理技術。該系統在通話後自動生成結構化會話小結與工單草案，座席人員經簡單覆核即可完成工單創建與流轉，有效提升了處理準確性與操作效率，實現了後台流程的數字化升級。 • In September, the intelligent work order system was launched, integrating real-time voice transcription and language processing technologies. This system automatically generates structured session summaries and work order drafts after calls. Agents can complete work order creation and circulation after simple review, effectively improving processing accuracy and operational efficiency, and realizing the digital upgrade of backend processes.
意見反饋升級 Feedback Upgrade	• 6月，對線上板塊進行數字化升級，通過增設百果園APP及百果園微信小程序「我的服務－意見反饋」在線客服入口、開放處理進度查詢、優化問題分類及開通商品問題快速通道，建立了高效的顧客心聲管理閉環。 • In June, a digital upgrade was performed on the online segment and through the Pagoda APP and Pagoda WeChat mini program, a new online customer service portal has been added under "My Service - Feedback", opening processing progress inquiry, optimizing problem classification, and opening a fast channel for product issues, an efficient closed loop for customer voice management was established.

通過上述措施，集團顧客反饋響應時效從24小時提升至30秒，單次處理時長由3分鐘壓縮至1分鐘。問題溯源能力實現從無到有的突破，達到100%全程可追溯，且處理流程全面可視化，客戶溝通體驗更顯便捷、高效、透明，顧客滿意度得到切實提升。

Thanks to the above-mentioned measures, the Group's customer feedback response time improved from 24 hours to 30 seconds, and the single processing time was compressed from three minutes to one minute. The problem traceability capability achieved a breakthrough from scratch, reaching 100% full-process traceability. Moreover, the processing process became comprehensively visualized, making customer communication experience more convenient, efficient, and transparent, and effectively improving customer satisfaction.

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3.2 客戶關係管理

本集團着力構建系統化的客戶服務管理體系，不斷優化客戶投訴響應、深化客服培訓和完善合規營銷體系建設，持續提升響應效率與服務質量，構建互信、可靠的長效客戶關係。

3.2 CUSTOMER RELATIONSHIP MANAGEMENT

The Group focuses on building a systematic customer service management system, continuously optimizing customer complaint response, deepening customer service training, and perfecting the construction of a compliant marketing system, continuously improving response efficiency and service quality, and building a long-term customer relationship based on mutual trust and reliability.

3.2.1客戶投訴與響應

本集團制定並落實《百果園客戶服務管理規定》《百果園門店客訴管理規定》，明確銷售人員主體責任，建立暢通、多元的服務與投訴渠道。2025年，集團圍繞渠道優化、機制優化等方面，實施了一系列舉措：

3.2.1 CUSTOMER COMPLAINTS AND RESPONSE

The Group has formulated and implemented the Pagoda Regulations on Customer Service Management and the Regulations on Customer Complaint Handling Management for Pagoda Stores, clarified the primary responsibilities of sales personnel and established smooth and diversified service and complaint channels. In 2025, the Group implemented a series of measures regarding channel optimization and mechanism optimization:

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在溝通渠道優化方面，通過服務熱線分流、系統智能升級與全渠道意見收集等措施，全面提升客戶觸達效率與響應體驗。設立顧客專屬熱線，有效保障客戶服務資源；客服系統AI智能化升級，提升工單流轉效率；整合百果園App／小程序、工單系統、媒體監測等多渠道反饋，形成日常化客訴洞察報告機制，確保顧客聲音得以高效傳達。

In terms of communication channel optimization, through measures such as service hotline diversion, intelligent system upgrades, and omnichannel opinion collection, the Group comprehensively improved customer reach efficiency and response experience. An exclusive customer hotline was established to effectively guarantee customer service resources. The customer service system underwent an AI intelligent upgrade to improve work order circulation efficiency. Feedback from multiple channels such as Pagoda App/mini-program, work order systems, and media monitoring was integrated to form a normalized customer complaint insight reporting mechanism, ensuring that customer voices are efficiently conveyed.

在投訴處理機制層面，實施客訴分級處理機制，配套專項的話術規範與流程指引，有效提升客服團隊的業務處理精準度與效率；對一線與二線客服的補償標準進行統一修訂，增強投訴解決的公平性與可持續性。

At the level of the complaint handling mechanism, a tiered customer complaint handling mechanism was implemented, supported by specialized script standards and process guidelines, effectively improving the business processing precision and efficiency of the customer service team. The compensation standards for frontline and second-line customer service staff were uniformly revised to enhance the fairness and sustainability of complaint resolution.

在區域協同與閉環管控方面，通過權限下放、重點治理、考核完善等舉措，強化服務質量的屬地化管理。擴大區域自主處理客訴權限範圍，提升屬地服務響應能力與現場解決效率；將重大服務客訴及門店配合度納入《加盟管理辦法》考核體系；推廣QBI數據報表系統及配套培訓，為區域提供實時、精準的數據分析支持。

In terms of regional coordination and closed-loop control, through measures such as delegation of authority, focused governance, and improvement of assessments, the localized management of service quality was strengthened. The scope of authority for regions to independently handle customer complaints was expanded to improve local service response capability and on-site resolution efficiency. Major service complaints and store cooperation levels were incorporated into the assessment system of the Franchise Management Measures. The QBI data reporting system and supporting training were promoted to provide regions with real-time and precise data analysis support.

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本集團客戶投訴渠道如下：

The Group's customer complaint channels are as follows:

400熱線服務
400 Hotline Service

撥打400-181-1212(百果園品牌)、400-005-1527(果多美品牌)電話熱線獲取服務。
Dial the telephone hotlines 400-181-1212 (Pagoda brand) and 400-005-1527 (Goodomy brand) to access services.

線上服務
Online Service

通過官網、百果園APP、小程序、社群、企業微信及商城提供在線服務。
Online services are provided through the official website, Pagoda App, mini-programs, communities, WeCom, and online malls.

315投訴
315 Complaints

接收並跟進處理來自315消費者投訴平台的客戶投訴。
Receive and follow up on customer complaints from the 315 Consumer Complaint Platform.

微博投訴
Weibo Complaints

受理客戶通過「新浪微博」及「黑貓投訴」渠道提交的投訴。
Accept complaints submitted by customers through the "Sina Weibo" and "Black Cat Complaints" channels.

門店及社區群投訴
Store and Community Group Complaints

百果園門店及粉絲社群為客戶提供日常反饋與投訴處理渠道。
Pagoda stores and fan communities provide customers with channels for daily feedback and complaint processing.

現場服務
On-site Service

現場管理人員協助客服人員處理現場問題，客服部現場管理崗員工巡場監督服務情況。
On-site management personnel assist customer service personnel in handling on-site issues, and employees in the on-site management post of the Customer Service Department patrol the site to supervise service conditions.

2025年，集團共受理20,581件投訴，其中服務及質量類投訴8,553件，其他類型投訴12,028件。集團對全部投訴均作出響應，響應率達100%；經與顧客協商後成功解決19,638件投訴，解決率為95.42%。

In 2025, the Group accepted a total of 20,581 complaints, of which 8,553 were service and quality complaints and 12,028 were other types of complaints. The Group has responded to all complaints, with a response rate of 100%. 19,638 complaints were successfully resolved after consultation with customers, with a resolution rate of 95.42%.

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3.2.2 客服培訓

本集團持續開展多樣化、系統化的客服專項培訓，旨在強化員工服務意識，夯實業務基礎，全面提升團隊專業素養與服務能力，為客戶提供更優質、專業的服務體驗。2025年，集團圍繞服務標準、輿情防控、產品知識及新人融入等重點方向，開展包括質檢會、校準會、315輿情防控、門店經營四項基本原則、果品知識、業務抽測等在內的客服培訓共119場，覆蓋超700人次，培訓整體滿意度達98.27%，有效促進客服團隊專業能力與服務質量的整體提升。

3.2.2 CUSTOMER SERVICE TRAINING

The Group continuously conducts diversified and systematic special customer service training, aiming to strengthen employees' service awareness, consolidate business foundation, comprehensively improve the team's professional literacy and service capability, and provide customers with a better and more professional service experience. In 2025, with respect to key directions such as service standards, public opinion prevention and control, product knowledge, and new employee integration, the Group conducted a total of 119 customer service training sessions, including quality inspection meetings, calibration meetings, 315 public opinion prevention and control, Four Basic Principles of Store Management, fruit knowledge, and business sampling tests, with a total of over 700 attendances, with an overall training satisfaction rate reaching 98.27%, effectively promoting the overall improvement of the customer service team's professional capability and service quality.

第六屆「服務質量月」專項提升活動
The Sixth "Service Quality Month" Special Improvement Activity

為系統性提升客服團隊專業水準與客戶體驗，2025年4月，集團組織開展第六屆「服務質量月」活動。本次活動聚焦上年度服務環節中的高頻問題，通過綜合測評、專項培訓與標桿評選等形式，強化客服人員的服務意識、實操技能與客訴處理能力，旨在推動服務品質向專業化、精細化方向持續進階。

To systematically improve the professional standard of the customer service team and customer experience, in April 2025, the Group organized and carried out the Sixth "Service Quality Month" activity. This activity focused on high-frequency issues in service links during the prior year. Through forms such as comprehensive assessment, special training, and benchmark selection, it strengthened customer service personnel's service awareness, practical operation skills, and customer complaint handling capabilities, aiming to promote the continuous advancement of service quality towards specialization and refinement.

活動取得積極成效，工單處理準確率達到98.8%，整體客戶滿意度維持在99%的高位水平，並評選出3名「質量標兵」，樹立了內部服務標桿。該活動進一步鞏固了「以客戶為中心」的服務理念，為持續優化客戶體驗、夯實服務品質奠定了紮實基礎。

The activity achieved positive results, with the accuracy rate of work order processing reaching 98.8%, overall customer satisfaction maintaining a high level of 99%, and three "Quality Pacesetters" selected, setting internal service benchmarks. This activity further consolidated the "customer-centric" service philosophy, laying a solid foundation for continuously optimizing customer experience and consolidating service quality.

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「客戶體驗提案創想賽」創新活動
"Customer Experience Proposal Ideation Competition" Innovation Activity

為激發團隊洞察力與創新力，2025年，集團舉辦「客戶體驗提案創想賽」，鼓勵客服人員圍繞日常服務中的痛點與優化機會提出切實建議。活動累計收集提案29份，內容涵蓋流程優化、系統支持、溝通策略等多個維度。該活動不僅調動了員工參與服務改進的積極性，也為後續體驗優化提供了有價值的落地方向。

To stimulate team insight and innovation capabilities, in 2025, the Group held the "Customer Experience Proposal Ideation Competition", encouraging customer service personnel to put forward practical suggestions related to pain points and optimization opportunities in daily services. The activity collected a total of 29 proposals, covering multiple dimensions such as process optimization, system support, and communication strategies. This activity not only mobilized the enthusiasm of employees to participate in service improvement but also provided valuable implementation directions for subsequent experience optimization.



「客戶體驗提案創想賽」創新活動
"Customer Experience Proposal Ideation Competition" Innovation Activity

3.2.3 負責任營銷

本集團將合規管理置於宣傳營銷工作的重要位置，堅持在合規框架內推動創新，並全面落實內容主體責任。集團嚴格遵循《中華人民共和國廣告法》《網絡直播營銷管理辦法(試行)》《規範促銷行為暫行規定》等國家及行業相關法律法規，制定並落實《集團廣告宣傳管理規定》《新媒體運營管理規定》《品牌設計管理辦法》及《品牌管理規定》等內部制度。

3.2.3 RESPONSIBLE MARKETING

The Group places compliance management in an important position in publicity and marketing work, insisting on promoting innovation within the compliance framework and comprehensively implementing the principal responsibility for content. The Group strictly follows relevant national and industry laws and regulations such as the Advertising Law of the People's Republic of China, Measures for Administration of Live Streaming Marketing Activities (for Trial Implementation), and the Interim Provisions on the Regulation of Promotional Behavior. We also formulated and implemented internal systems such as the Regulations on the Advertising and Publicity Management of the Group, the Regulations on the Management of New Media Operation, the Regulations on the Management of Brand Design, and the Regulations on the Management of Brand.

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集團建立並嚴格執行廣告及宣傳物料的多級審核機制，確保所有對外發布信息均經過規範審查，保障內容真實性、表述準確性，堅決杜絕任何可能誤導消費者的信息傳播，切實維護消費者合法權益。2025年，集團持續完善廣告合規管理體系，動態更新《廣告合規手冊》《營銷宣傳合規手冊》及對應的義務清單，同步補充相關案例，確保標準與規範及時有效。

The Group has established and strictly executes a multi-level review mechanism for advertising and publicity materials, ensuring that all externally published information undergoes standardized review to guarantee content authenticity and expression accuracy, resolutely preventing the dissemination of any information that might mislead consumers, and earnestly safeguarding the legitimate rights and interests of consumers. In 2025, the Group continuously perfected the advertising compliance management system, dynamically updating the Advertising Compliance Manual, Marketing Publicity Compliance Manual, and corresponding obligation lists. Synchronously we supplemented relevant cases to ensure standards and norms are timely and effective.

物料製作 Material Production	• 提倡使用內部原創素材，包括圖片和視頻，從源頭減少對外部素材的依賴，減少因使用未獲版權的素材帶來的違規風險。 • The use of internal original materials, including images and videos, is advocated to reduce dependence on external materials from the source and minimize violation risks caused by using materials without copyright authorization.
物料審核 Material Review	• 要求所有業務部門對外發布信息前須經過與物料相匹配的內部審核或系統審核流程，審核過程中過濾不規範的內容和未經授權的素材，禁止未經審核的信息對外發布。 • It is required that all business departments must go through internal review or system review processes matching the materials before releasing information externally. During the review process, non-compliant content and unauthorized materials will be filtered. Unreviewed information is prohibited for external release.
合規營銷意識 Compliance Marketing Awareness	• 定期向業務部門及供應商提供合規營銷相關培訓，深化員工與合作夥伴的合規營銷意識。2025年，集團圍繞促銷活動、功效宣傳等重點專題開展專項培訓與後續合規抽查，覆蓋人數超350人次。 • We regularly provide compliance marketing-related training to business departments and suppliers to deepen the compliance marketing awareness of employees and partners. In 2025, the Group carried out special training and subsequent compliance spot checks related to key topics such as promotional activities and efficacy publicity, with a total of over 350 attendances. • 要求所有廣告相關業務人員簽署《廣告崗位合規責任書》，將廣告宣傳的責任落實到崗、明確到人，提高員工對合規性的重視程度，簽署率達100%。 • All advertising-related business personnel are required to sign the Advertising Post Compliance Responsibility Statement. The responsibility for advertising publicity to specific posts and individuals is implemented to raise employees' awareness on compliance, with a signing rate reaching 100%.

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3.3 數據安全與隱私保護

本集團嚴格遵循《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《中華人民共和國個人信息保護法》及《深圳經濟特區數據條例》等國家及地方相關法律法規與監管要求。2025年，集團修訂《數據安全(個人信息保護)管理規定》《數據資產管理規定》《數據備份與恢復管理辦法》等內部制度，配套發布《百果園隱私政策》《百果園客服保障服務隱私政策》等對外聲明，持續完善數據安全與隱私保護治理體系，切實保障用戶個人信息安全與隱私權益。

3.3.1 信息數據安全

在信息安全組織體系建設方面，集團搭建三級組織架構，設立技術委員會作為集團信息安全、數據安全和個人信息保護管理方面的最高決策機構，負責審閱和決策重大數據安全技術問題，確保相關策略與決策的高效與準確，並下設信息安全領導小組，由公司首席信息官CIO擔任組長；在具體的落地執行上，公司設立信息安全監督小組和信息安全管理小組，明確信息安全總負責人、安全治理負責人、基礎設施負責人、應用安全負責人、數據安全負責人及其管理職能，由IT內控人員、技術服務人員、研發人員和測試人員等關鍵業務部門負責人構成執行層，負責落實集團數據與信息安全的具體工作事宜。

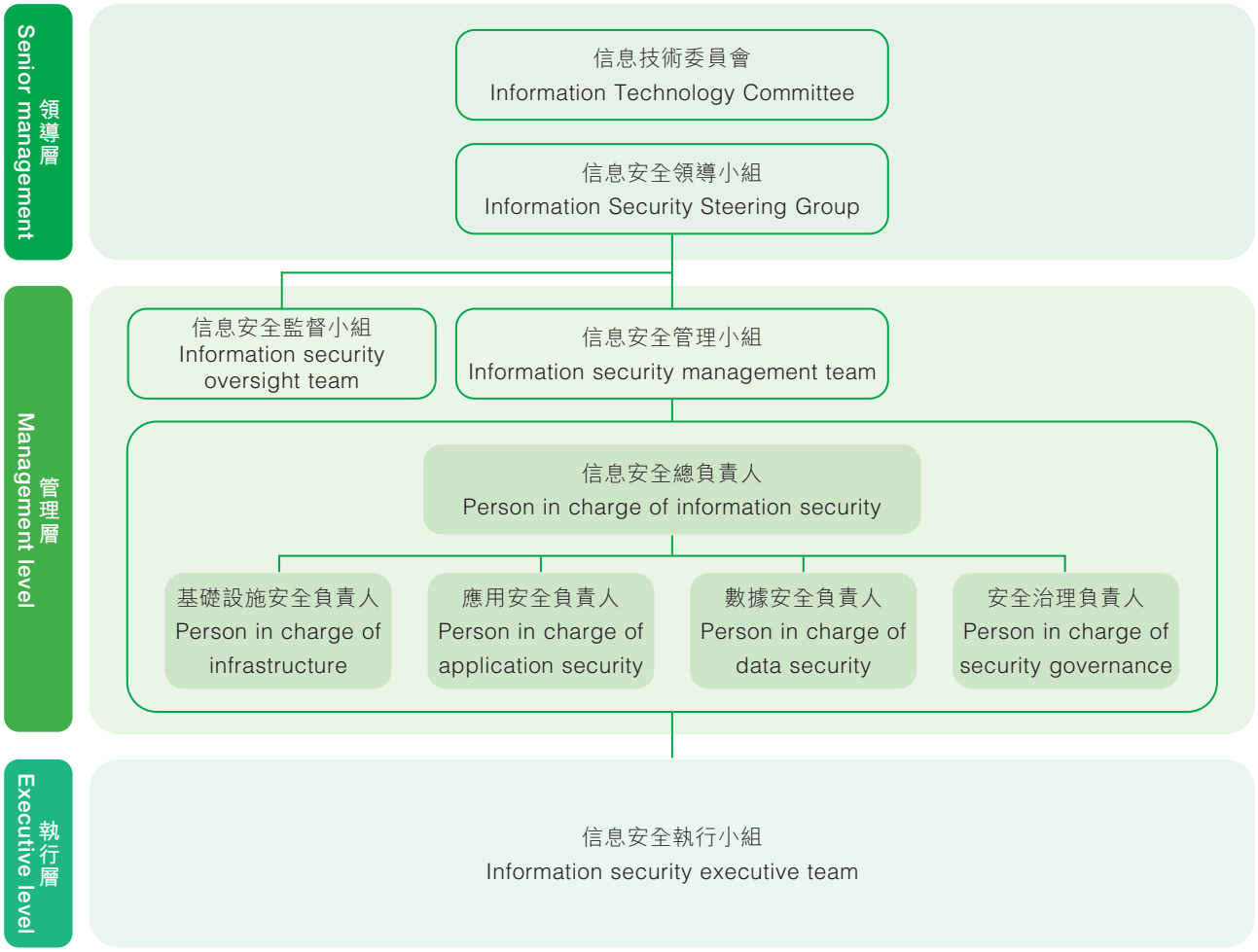
3.3 DATA SECURITY AND PRIVACY PROTECTION

The Group strictly follows relevant national and local laws, regulations, and regulatory requirements such as the Cybersecurity Law of the People's Republic of China, the Data Security Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China, and the Regulations of Shenzhen Special Economic Zone on Data. In 2025, the Group revised internal systems such as the Regulations on the Management of Data Security (Personal Information Protection), the Regulations on the Management of Data Asset, and the Data Backup and Recovery Management Measures. We also released external statements such as the Pagoda Privacy Policy and the Pagoda Privacy Policy on Customer Service Protection, continuously perfecting the data security and privacy protection governance system to earnestly guarantee user personal information security and privacy rights and interests.

3.3.1 INFORMATION DATA SECURITY

In terms of information security organization and system construction, the Group has established a three-tier organization structure, setting up a technical committee as the highest decision-making body for the management of the Group's information security, data security and personal information protection, which is responsible for reviewing and making decisions on major data security technology issues to ensure the efficiency and accuracy of the relevant strategies and decisions. It has also set up an information security leading group, which is headed by the Company's Chief Information Officer (CIO). As for implementation, the Company has set up an information security supervision team and an information security management team to clearly identify the person in charge of information security, the person in charge of security governance, the person in charge of infrastructure, the person in charge of application security, the person in charge of data security, and their management functions, and the executive level was formed by the IT internal control personnel, technical service personnel, research and development personnel, testing personnel and heads of other key business departments. It is responsible for the implementation of the Group's data and information security specific work matters.

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百果園信息安全三級組織架構
Three-tier organization structure for information security in Pagoda

本集團建立涵蓋預防、監控、應急與合規的信息安全管理機制，通過制度完善、技術加固與常態演練，系統保障數據與網絡安全。

The Group established an information security management mechanism covering prevention, monitoring, emergency response, and compliance, systematically safeguarding data and network security through system improvement, technical reinforcement, and normalized drills.

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信息安全審計
Information Security Audit

建立針對軟件、硬件、數據庫、網絡的日常監控和維護的機制，並積極開展第三方信息安全審計工作，盡早排查信息安全風險漏洞，確保信息安全系統與管理的有效性及可靠性。

A mechanism for daily monitoring and maintenance of software, hardware, databases, and networks has been established, and third-party information security audits are actively carried out to identify information security risk vulnerabilities at an early stage, ensuring the effectiveness and reliability of information security systems and management.

網絡安全防護
Cybersecurity Protection

按照網絡安全等級保護制度要求，採取入侵防範、身份鑑別、安全審計等防範危害網絡安全行為的技術措施，並使用雲監控平台監測、記錄服務器端網絡運行狀態、網絡安全事件，並保留對應日誌時間不少於6個月。2025年，集團部署DDoS高防、實施辦公網絡准入認證、嚴格內／外網域名訪問控制，並新增網絡安全接入認證與應用防火牆，全面強化網絡邊界與終端安全。

In accordance with the requirements of the classified protection of cybersecurity system, technical measures such as intrusion prevention, identity authentication, and security audit are adopted to prevent acts endangering network security. A cloud monitoring platform is used to monitor and record the network operation status and network security events on the server side, and corresponding logs are retained for at least six months. In 2025, the Group deployed DDoS high defense, implemented office network access authentication, strictly controlled internal/external network domain name access, and added network security access authentication and web application firewalls (WAF), comprehensively strengthening network boundary and endpoint security.

應用安全管理
Application Security Management

2025年，集團重點推進安全規範向開發流程前端延伸，梳理會員資產所涉業務場景與調用接口，系統性排查並修復了高併發下的潛在邏輯漏洞；優化覆蓋全集團的單點登錄密碼強制更新機制，並建立統一的應用安全規範基線，推動安全要求融入系統設計與開發環節。

In 2025, the Group focused on extending security standards to the front end of the development process, sorting out business scenarios and call interfaces involving member assets, and systematically identifying and repairing potential logic vulnerabilities under high concurrency. It optimized the mandatory update mechanism for single sign-on passwords covering the whole Group, and established a unified application security standard baseline, promoting the integration of security requirements into system design and development links.

預防數據洩露
Prevention of Data Leakage

為防範外部攻擊與數據洩露事件發生，採取數據加密、網絡鑑權、權限訪問控制等技術措施，以保障網絡免受干擾、破壞或者未經授權的訪問，防止網絡數據洩露或者被竊取、篡改。2025年，集團未發生重大數據安全事件。

To prevent external attacks and data leakage incidents, technical measures such as data encryption, network authentication, and access control are adopted to protect the network from interference, damage, or unauthorized access, and to prevent network data from being leaked, stolen, or tampered with. In 2025, no major data security incidents occurred in the Group.

第 3 章 CHAPTER 3

數據與信息安全應急演練
Data and Information Security Emergency Drills

通過制定網絡安全應急預案、開展應急演練和聘請外部機構開展攻防演練和滲透測試等方式，加強集團數據安全事件監測預警、安全防護、應急處置能力。2025年，集團聘請外部團隊對ERP、中台、電商平台等重點系統進行滲透測試並完成修復；同時建立季度例行網絡安全演練機制，持續檢驗和提升防禦能力。

By formulating network security contingency plans, carrying out emergency drills, and hiring external institutions to conduct attack and defense drills and penetration tests, the Group strengthens its capabilities in data security incident monitoring, early warning, security protection, and emergency response. In 2025, the Group hired an external team to conduct penetration testing on key systems such as ERP, the middle platform, and the e-commerce platform and completed the repairs. Meanwhile, a quarterly routine network security drill mechanism was established to continuously test and improve defense capabilities.

外部認證
External Certification

集團已獲得ISO 27001信息安全管理體系認證、ISO 20000 IT信息技術服務管理體系認證和ISO 9001質量管理體系認證；百果園App系統、百果園一體化會員管理系統獲得深圳市網絡安全等級保護三級證書；百果園官方網站獲得深圳市網絡安全等級保護二級證書。

The Group has obtained ISO 27001 Information Security Management System Certification, ISO 20000 IT Service Management System Certification, and ISO 9001 Quality Management System Certification. The Pagoda App System and the Pagoda Integrated Membership Management System have obtained the Level 3 Certificate of Classified Protection of Cybersecurity of Shenzhen. The Pagoda Official Website has obtained the Level 2 Certificate of Classified Protection of Cybersecurity of Shenzhen.

意識提升
Awareness Improvement

定期向員工開展數據安全意識培訓，普及法律規範新動向和應對舉措，宣貫集團數據安全管理制度。2025年，集團組織開展數據安全專項培訓，內容包括數據安全意識、規章制度及案例警示等，覆蓋集團各部門、直屬區域及代理區經理崗共計1,642人，學習完成率達100%。

Regular data security awareness training is provided to employees to popularize new trends in laws and regulations and response measures, and to publicize the Group's data security management systems. In 2025, the Group organized and carried out special training on data security, covering contents such as data security awareness, rules and regulations, and case warnings, covering a total of 1,642 people from various departments of the Group, directly-affiliated regions, and agency district manager positions, with a learning completion rate of 100%.

第 3 章 CHAPTER 3

3.3.2 客戶隱私保護

本集團將客戶隱私保護置於企業經營的重要位置，在個人信息處理中嚴格遵守法律法規，堅持以最小必要為原則收集和使用信息。為系統落實隱私保護要求，集團制定了覆蓋客戶服務、會員管理等關鍵環節的專項制度，並設立專職數據團隊負責監督審查與執行保障。2025年，集團整合數據(個人信息)相關制度要求，制定並實施《數據全生命周期管理規定》，旨在系統化構建覆蓋數據採集、存儲、使用、共享、銷毀等全流程的管理框架，明確各階段責任主體、操作規範與安全要求，進一步提升數據治理的規範性、安全性與合規水平。

3.3.2 CUSTOMER PRIVACY PROTECTION

The Group places customer privacy protection in an important position in corporate operations, strictly abides by laws and regulations in the processing of personal information, and adheres to the principle of minimum necessity in collecting and using information. To systematically implement privacy protection requirements, the Group formulated special systems covering key links such as customer service and membership management, and established a dedicated data team responsible for supervision, review, and execution assurance. In 2025, the Group integrated the requirements of data (personal information) related systems, formulated and implemented the Regulations on Data Life Cycle Management, aiming to systematically build a management framework covering the whole process of data collection, storage, use, sharing, and destruction, clarifying the responsible subjects, operating norms, and safety requirements of each stage, and further improving the standardization, security, and compliance level of data governance.

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針對用戶個人信息的保護措施 Protection Measures for User Personal Information	制定《數據銷毀、刪除管理規定》，明確集團對敏感個人數據採取加密存儲、授權訪問、去標識化展示等隱私保護措施。 The Regulations on Data Destruction and Deletion Management have been formulated, clarifying that the Group takes privacy protection measures such as encrypted storage, authorized access, and de-identification display for sensitive personal data.
保障用戶針對個人信息的知情權及決定權 Guaranteeing Users' Right to Know and Right to Decide regarding Personal Information	在處理個人信息的所有產品服務環節明確公示隱私政策，公示渠道包括《百果園APP&百果園+微信小程序隱私政策》《百果園兒童個人信息保護規則及監護人須知》及《百果園+支付寶小程序隱私政策》等，明確集團收集、使用、委託處理、對外提供、轉移、公開消費者個人信息的情況，並通過彈窗等具備明顯交互屬性的方式向用戶展示並獲得用戶的同意。在處理敏感個人信息的情形下，集團制定獨立《個人信息授權協議》，並通過彈窗、勾選等顯著方式進行公示並獲得用戶的同意。 Privacy policies are explicitly publicized in all product service links involving personal information processing. Publicity channels include the Pagoda APP & Pagoda+ WeChat Mini Program Privacy Policy, Pagoda Children's Personal Information Protection Rules and Guardian Notice, and "Pagoda+ Alipay Mini Program Privacy Policy", clarifying the Group's collection, use, commissioned processing, external provision, transfer, and disclosure of consumer personal information. Pop-up windows and other methods with obvious interactive attributes are used to display to users and obtain their consent. In circumstances involving the processing of sensitive personal information, the Group formulates an independent Personal Information Authorization Agreement, and publicizes it through prominent methods such as pop-up windows and checkboxes to obtain user consent.
用戶個人信息存儲及刪除規定 Regulations on User Personal Information Storage and Deletion	集團《數據全生命周期管理規定》和《數據安全（個人信息保護）管理規定》中明確規定，僅在實現處理目的所必要的最短時間內對個人信息進行存儲，並在個人信息存儲期限屆滿後予以刪除或匿名化處理，同時留存響應記錄。用戶註銷賬號後，集團會及時地刪除其個人敏感信息，如手機號碼、地址等，僅按照法律規定將訂單數據、交易數據繼續留存3年以上。 The Group's Regulations on Data Life Cycle Management and Management of Data Security (Personal Information Protection) clearly stipulate that personal information shall be stored only for the shortest time necessary to achieve the processing purpose, and shall be deleted or anonymized after the expiration of the personal information storage period, with response records retained simultaneously. After a user cancels his/her account, the Group will promptly delete his/her personal sensitive information, such as mobile phone numbers and addresses, and only continue to retain order data and transaction data for more than three years in accordance with legal provisions.

第 4 章
CHAPTER 4

本章節回應的SDGs
SDGs addressed in this chapter



促低碳，共建生態家園
PROMOTING LOW CARBON AND CO-BUILDING AN ECOLOGICAL HOMELAND

本集團將綠色發展理念深度融入戰略核心，積極應對氣候變化帶來的挑戰，統籌制定覆蓋全產業鏈的節能降碳路徑，科學識別並評估氣候相關風險，明確階段性減排目標；同時不斷深化環保舉措，強化能源與資源的高效利用，嚴格控制污染物排放，大力推廣綠色包裝並提高物料循環利用率，全面加速綠色轉型進程，致力於引領行業邁向可持續未來。

The Group deeply integrates the green development philosophy into its strategic core, actively responding to the challenges brought by climate change, coordinately formulating energy conservation and carbon reduction pathways covering the entire industry chain, scientifically identifying and assessing climate-related risks, and clarifying phased emission reduction targets. Meanwhile, it continuously deepens environmental protection measures, strengthens the efficient use of energy and resources, strictly controls pollutant emissions, vigorously promotes green packaging and improves material recycling rates, comprehensively accelerating the green transformation process, committed to leading the industry towards a sustainable future.

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2025年度亮點績效：
2025 Performance Highlights:

- 配送中心合作車輛中新能源車輛佔比達27.4%。
- New energy vehicles accounted for 27.4% of all vehicles cooperated with the distribution centers.

- 依托大數據與AI算法構建智能排線系統，動態規劃最優配送路徑，已實現節省運輸里程超367,271公里，減少溫室氣體排放約124噸。
- Relying on big data and AI algorithms to build an intelligent routing system, dynamically planning optimal delivery routes, the Group has saved over 367,271 kilometers in transportation mileage and reduced greenhouse gas emissions by approximately 124 tons.

- 包裝材料使用量較上年度下降31%。
- Usage of packaging materials decreased by 31% compared to the prior year.

- 使用環保類物料合計7,866萬個。
- A total of 78.66 million environmentally friendly materials were used.

- 水果生態種植技術賦能面積超32,000畝，同比增加超40%。
- Fruit ecological planting technology-enabled area amounted to over 2,133 hectares, an increase of over 40% year-on-year.

- 蔬菜業務BLOF生態和諧型種植技術相關種植面積達26,000餘畝。
- BLOF ecological harmony planting technology related planting area for vegetable business reached more than 1,733 hectares.

第 4章 CHAPTER 4

4.1 應對氣候變化

氣候變化是全球共同面臨的重大挑戰，其影響已深刻觸及社會經濟各領域。作為中國水果零售行業的龍頭企業，我們始終密切關注氣候變化帶來的潛在風險與戰略機遇，並以切實行動踐行企業責任與承諾。

4.1.1 管治

本集團深刻認識到氣候變化對公司戰略規劃與業務運營的深遠影響，將氣候變化管治作為環境、社會和治理(ESG)體系的重要組成部分。董事會是集團ESG治理事宜的最高責任及決策機構，負責監督氣候相關風險和機遇；董事會授權了ESG委員會全面負責氣候變化應對工作的統籌規劃與管理，深入識別並科學評估氣候變化帶來的各類風險與潛在機遇，在此基礎上制定氣候戰略，設定清晰的減碳與適應目標，定期對目標監督與復盤；ESG領導小組依據ESG委員會相關戰略部署，對氣候風險管理的具體實施進行監督與指導，定期向ESG委員會匯報氣候相關工作績效成果；集團各業務板塊、職能部門及下屬公司承擔氣候行動的落地職責，包括措施實施、效果檢視、績效評估與持續優化，全面推進覆蓋全價值鏈的節能降耗與綠色運營，確保氣候承諾有效兌現，並及時向ESG領導小組反饋相關情況。

4.1 ADDRESSING CLIMATE CHANGE

Climate change is a major challenge faced globally, and its impacts have profoundly touched upon various fields of society and the economy. As the leading fruit retailer in China, we always pay close attention to the potential risks and strategic opportunities brought by climate change, and practice corporate responsibility and commitment with concrete actions.

4.1.1 GOVERNANCE

The Group profoundly recognizes the profound impact of climate change on the Company's strategic planning and business operations, and regards climate change governance as an important component of the Environmental, Social and Governance (ESG) system. The Board of Directors is the highest responsible and decision-making body for the Group's ESG governance matters, responsible for overseeing climate-related risks and opportunities. The Board authorizes the ESG Committee to be fully responsible for the overall planning and management of climate change response work, deeply identifying and scientifically assessing various risks and potential opportunities brought by climate change, formulating climate strategies on this basis, setting clear carbon reduction and adaptation targets, and regularly supervising and reviewing the targets. The ESG leadership team, in accordance with the relevant strategic deployment of the ESG Committee, supervises and guides the specific implementation of climate risk management, and regularly reports climate-related work performance results to the ESG Committee. The Group's various business sectors, functional departments, and subordinate companies assume the implementation responsibilities of climate actions, including measure implementation, effect inspection, performance evaluation, and continuous optimization, comprehensively promoting energy conservation, consumption reduction, and green operations covering the entire value chain, ensuring the effective fulfillment of climate commitments, and timely feedback to the ESG leadership team.

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為確保氣候治理、管理及執行團隊具備充分的專業能力，推動從意識提升到實踐落地的全面賦能，集團積極推進氣候相關培訓，全面提升管理層在氣候議題方面的知識儲備與決策能力，支撐集團在氣候相關戰略與行動中的科學決策。此外，集團正逐步推動高級管理人員薪酬方案與氣候變化相關指標掛鈎，助力集團優化氣候風險規避，緊抓氣候機遇，增強業務韌性。

To ensure that the climate governance, management, and execution teams possess sufficient professional capabilities, and to promote comprehensive empowerment from awareness enhancement to practice implementation, the Group actively promotes climate-related training. This initiative comprehensively improves the management level's knowledge reserve and decision-making ability on climate issues, supporting the Group's scientific decision-making in climate-related strategies and actions. In addition, the Group is gradually linking the remuneration packages of senior management with climate change-related indicators, helping the Group optimize climate risk avoidance, seize climate opportunities, and enhance business resilience.

4.1.2 策略

節能減排行動規劃

集團已制定覆蓋全業務鏈路的節能減排戰略規劃，明確具體目標與實施路徑，確保氣候應對舉措紮實落地、取得實效：

4.1.2 STRATEGIES

ENERGY SAVING AND EMISSION REDUCTION PROGRAM

The Group has formulated a strategic plan for energy conservation and emission reduction covering the whole business chain. This plan clarifies specific targets and implementation paths to ensure the solid implementation and effectiveness of climate response measures:

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百果園全鏈路節能減排行動規劃
Pagoda's Whole-Link Energy Conservation and Emission Reduction Action Plan

冷鏈 Cold Chain

- 持續落實已驗證有效的冷庫節能方式，優化製冷設備運行參數(如調整至最優輸出頻率)，以減少能源浪費及製冷劑相關的碳排放；
- Continuously implementing verified effective energy-saving methods for cold storage, optimizing the operating parameters of refrigeration equipment (such as adjusting to the optimal output frequency), to reduce energy waste and refrigerant-related carbon emissions;
- 對城配冷鏈車輛在途冷機開啟情況進行監控，制定並推行標準化的打冷規範，提升冷鏈運輸的能效與碳排放管理水平。
- Monitoring the activation status of refrigeration units for urban distribution cold chain vehicles during transit, formulating and implementing standardized refrigeration norms to improve the energy efficiency and carbon emission management level of cold chain transportation.

倉儲 Warehousing

- 開展倉庫節能意識宣導及培訓，要求工作人員及時關門關燈，減少能耗，提升能效。
- Carrying out energy-saving awareness promotion and training in warehouses, requiring staff to close doors and turn off lights in a timely manner to reduce energy consumption and improve energy efficiency.

配送 Distribution

- 提升物流車隊中新能源車輛的比例，減少移動源燃油碳排放，2025年新能源車輛佔比達27.4%；
- Increasing the proportion of new energy vehicles in the logistics fleet to reduce mobile source fuel carbon emissions, with the proportion of new energy vehicles reaching 27.4% in 2025;
- 通過大數據+AI智能排線系統，優化配送路線，減少車輛行駛里程數，實現碳減排；
- Optimizing delivery routes through the big data + AI intelligent routing system to reduce vehicle mileage and achieve carbon emission reduction;
- 依托TMS(運輸管理系統)數據，開展車均裝載量與車均裝載點數的分析與優化，降低單位貨物運輸能耗。
- Relying on TMS (Transportation Management System) data to analyze and optimize average vehicle load and average loading points, reducing energy consumption per unit of cargo transportation.

種植 Planting

- 將農畜廢棄物資源化轉化為有機肥料，促進農牧系統內物質循環，有效支撐碳減排目標的實現；
- Resourcefully converting agricultural and livestock waste into organic fertilizer to promote material circulation within the agricultural and livestock systems, effectively supporting the realization of carbon emission reduction targets;
- 推廣生態種植技術，降低對化學肥料和農藥的依賴，從源頭減少農田溫室氣體排放；
- Promoting ecological planting technologies to reduce dependence on chemical fertilizers and pesticides, reducing greenhouse gas emissions from farmland at the source;
- 實施土壤改良措施，促進作物健康生長，增強種植基地固碳能力；
- Implementing soil improvement measures to promote healthy crop growth and enhance the carbon sequestration capacity of planting bases;
- 逐步開展重點水果品類的碳足跡核算工作，建立產品層面的碳排放數據庫。
- Gradually carrying out carbon footprint accounting for key fruit categories to establish a product-level carbon emission database.

零售 Retail

- 推進產品包裝材料的減塑化與減量化，並使用無紙化標籤。
- Advancing plastic reduction and material reduction for product packaging materials, and adopting paperless labels.
- 發展綠色循環經濟，回收並重複使用轉運框、周轉箱等包裝物，減少資源浪費。
- Developing a green circular economy by recovering and reusing packaging materials such as transit crates and turnover boxes to reduce resource waste.

第 4 章 CHAPTER 4

氣候風險識別與應對

本集團主動開展氣候風險的分析與應對工作，精準識別物理氣候風險以及轉型氣候風險，對其可能發生的時間範圍進行評估，包括短期（1-3年）、中期（3-5年）和長期（5-10年），並深入分析這些風險對集團運營、財務狀況等各方面的影響，包括低排放和高排放情景，為集團制定前瞻性、彈性的風險管理策略提供科學依據。

IDENTIFICATION AND RESPONSE TO CLIMATE RISK

The Group has proactively started to analyze and respond to climate risks by accurately identifying physical climate risks and transformational climate risks, assessing the timeframes in which they are likely to occur, including short term (1-3 years), medium term (3-5 years) and long term (5-10 years), and deeply analyzing the impacts of these risks on the Group's operations and financial conditions. The inclusion of low-emission and high-emission scenarios provides a scientific basis for the Group to develop forward-looking and resilient risk management strategies.

實體風險

實體風險是指氣候變化對集團及長期發展造成的直接衝擊，可分為兩類：急性實體風險（如颱風、暴雨、洪水等極端天氣事件）和慢性實體風險（如長期氣溫升高、海平面緩慢上升等長期變化）。2025年，集團參考聯合國政府間氣候變化專門委員會(IPCC)第六次評估報告(AR6)的科學框架，採用共享社會經濟路徑(SSPs)中的SSP1-2.6（低排放情景）與SSP5-8.5（高排放情景），對重點實體氣候風險開展系統性識別與評估。本次分析全面覆蓋氣溫上升趨勢、海平面變化、極端天氣事件的頻率與強度增加，以及降水模式改變等關鍵氣候指標，旨在為增強企業氣候韌性、制定科學有效的適應策略提供堅實的數據基礎與決策支持。

PHYSICAL RISKS

Physical risks refer to the direct impact of climate change on the Group and its long-term development, which can be categorized into two types: acute physical risks (such as extreme weather events like typhoons, rainstorms, and floods) and chronic physical risks (such as long-term changes like sustained temperature rise and slow sea-level rise). In 2025, referencing the scientific framework of the Sixth Assessment Report (AR6) of the United Nations Intergovernmental Panel on Climate Change (IPCC), the Group adopted SSP1-2.6 (low emission scenario) and SSP5-8.5 (high emission scenario) from the Shared Socioeconomic Pathways (SSPs) to systematically identify and assess key physical climate risks. This analysis comprehensively covers key climate indicators such as the trend of rising temperatures, sea-level changes, increases in the frequency and intensity of extreme weather events, and changes in precipitation patterns, aiming to provide a solid data foundation and decision-making support for enhancing corporate climate resilience and formulating scientific and effective adaptation strategies.

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情景類型 Scenario Type	情景選擇 Scenario Selection	情景來源 Scenario Source	情景應用說明 Description of Scenario Application	情景預測[3] Scenario Projection
低排放情景 Low emission scenario	SSP1-2.6	政府間氣候變化專門委員會(IPCC)第六次評估報告(AR6) Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6)	從依賴化石燃料經濟快速轉變為可再生能源驅動的經濟，且多國開始實施強有力的氣候減緩措施，以控制本世紀全球變暖幅度不超過工業革命前(1850年)2.0℃。 A rapid shift from a fossil fuel-dependent economy to a renewable energy-driven economy, with many countries beginning to implement strong climate mitigation measures to limit global warming this century to no more than 2.0°C above pre-industrial levels (1850).	• 平均氣溫[4]：上升1.9℃ • Average Temperature[4]: increase of 1.9°C • 高溫天數[5]：增加4.4天 • Number of high-temperature days[5]: increase of 4.4 days • 總降水量[6]：增加1.3% • Total precipitation[6]: increase of 1.3% • 極端氣候[7]：頻率和強度一定程度上增加 • Extreme weather[7]: frequency and intensity increase to a certain extent

3 來源：政府間氣候變化專門委員會(IPCC)工作組(WGI)第六次評估報告和CMIP6氣候模型。

3 Source: Working Group I (WGI) of the Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report and CMIP6 climate models.

4 指到2050年中國平均氣溫較1850-1900年的變化情況。

4 Refers to the change in China's average temperature by 2050 compared to the 1850-1900 period.

5 高溫天數為日最高溫度達到35℃及以上的天數，此處指到2050年中國高溫天數較1850-1900年的變化情況。

5 High-temperature days are defined as days with a maximum temperature reaching 35°C or above. This refers to the change in the number of high-temperature days in China by 2050 compared to the 1850-1900 period.

6 指到2050年中國總降水量較1850-1900年的變化情況。

6 Refers to the change in China's total precipitation by 2050 compared to the 1850-1900 period.

7 指到2050年中國極端氣候出現的頻率與強度較1850-1900年的變化情況。

7 Refers to the change in the frequency and intensity of extreme weather events in China by 2050 compared to the 1850-1900 period.

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情景類型 Scenario Type	情景選擇 Scenario Selection	情景來源 Scenario Source	情景應用說明 Description of Scenario Application	情景預測[3] Scenario Projection
高排放情景 High emission scenario	SSP5-8.5	政府間氣候變化專門委員會(IPCC)第六次評估報告(AR6) Intergovernmental Panel on Climate Change (IPCC) Sixth Assessment Report (AR6)	由於持續開採化石燃料作為主要能源以推動全球經濟增長，預計到2100年之前的溫室氣體排放將處於高水平，這可能加劇極端天氣件的發生。 As the continued extraction of fossil fuels as the primary energy source drives global economic growth, greenhouse gas emissions are projected to remain at high levels until 2100, which may exacerbate the occurrence of extreme weather events.	• 平均氣溫[8]：上升2.7℃ • Average temperature[8]: increase of 2.7°C • 高溫天數[9]：增加4.7天 • Number of high-temperature days[9]: increase of 4.7 days • 總降水量[10]：增加1.6% • Total precipitation[10]: increase of 1.6% • 極端氣候[11]：頻率和強度大幅增加 • Extreme weather[11]: frequency and intensity increase significantly

8 指到2050年中國平均氣溫較1850-1900年的變化情況。
8 Refers to the change in China's average temperature by 2050 compared to the 1850-1900 period.
9 指到2050年中國高溫天數較1850-1900年的變化情況。
9 Refers to the change in the number of high-temperature days in China by 2050 compared to the 1850-1900 period.
10 指到2050年中國總降水量較1850-1900年的變化情況。
10 Refers to the change in China's total precipitation by 2050 compared to the 1850-1900 period.
11 指到2050年中國極端氣候出現的頻率與強度較1850-1900年的變化情況。
11 Refers to the change in the frequency and intensity of extreme weather events in China by 2050 compared to the 1850-1900 period.

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在高排放情景下，集團面臨的實體風險影響程度最大，因此開展此情景下的實體風險分析：

Under the high emission scenario, the degree of impact of physical risks faced by the Group is the greatest. Therefore, a physical risk analysis under this scenario is conducted:

風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	高溫及乾旱： High temperature and drought: • 增加作物遭受病蟲害侵襲的概率 • Increasing the probability of crops suffering from pests and diseases • 加快果蔬產品的腐壞速度 • Accelerating the spoilage rate of fruit and vegetable products • 增大運輸和儲存環節中產品的保鮮難度 • Increasing the difficulty of preserving products during transportation and storage • 降低土壤含水量，影響農作物的品質 • Reducing soil moisture content, affecting the quality of agricultural products	高溫及乾旱： High temperature and drought: • 生產成本增加(如蟲害防治費用增加等 • Increase in production costs (e.g., increased expenses for pest and disease control) • 產品損耗增加，營業收入降低 • Increase in product loss, leading to a decrease in operating revenue • 用能成本上升 • Rise in energy consumption costs • 產品銷售額降低，導致營業收入降低 • Decrease in product sales, resulting in lower operating revenue • 員工中暑導致醫療費用增加 • Increase in medical expenses due to employee heatstroke	種植、物流 Planting, logistics	高 High	• 推廣環保病蟲防護技術，減少化學農藥使用，有效降低病蟲害發生率，促進植株健康生長； • Promoting eco-friendly pest and disease protection technologies, reducing the use of chemical pesticides, effectively lowering the incidence of pests and diseases, and promoting the healthy growth of plants; • 實施果品套袋管理，避免果實因高溫或強光直射造成日灼損傷，提升果品外觀與品質； • Implementing fruit bagging management to avoid sunburn damage to fruits caused by high temperatures or direct strong light, enhancing the appearance and quality of the fruits; • 作物採摘後於田間地頭進行散熱處理，待果溫降至適宜範圍後再裝車運輸，運輸全程保持通風、避光，防止品質降低； • Conducting heat dissipation treatments in the fields after crop harvesting, loading and transporting the fruits only after the fruit temperature drops to an appropriate range, and maintaining ventilation and light avoidance throughout the transportation process to prevent quality degradation; • 針對不同果品特性，制定精細化的運輸與倉儲溫度控制規範，精準把控產品品質與鮮度； • Formulating refined temperature control specifications for transportation and warehousing according to the characteristics of different fruits, precisely controlling product quality and freshness;

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	高溫及乾旱： High temperature and drought: • 造成戶外工作的員工出現中暑情況 • Causing heatstroke among employees working outdoors	高溫及乾旱： High temperature and drought:	種植、物流 Planting, logistics	高 High	• 建立從田間到終端的抽檢與質量檢查流程，對不符合標準的果品及時下架，保障消費者食品安全； • Establishing a sampling inspection and quality check process from the fields to the terminals, promptly removing non-compliant fruits from the shelves to ensure consumer food safety; • 應用草生栽培技術，增強土壤的保水能力，同時降低地表溫度和減少水分蒸發量； • Applying sod cultivation techniques to enhance the water retention capacity of the soil, while lowering the surface temperature and reducing water evaporation; • 安裝水肥一體化系統，及時為樹體補充水分，維持土壤濕度，起到降溫作用； • Installing integrated water and fertilizer systems to timely replenish water for the trees, maintain soil moisture, and provide a cooling effect; • 施用百果農資自主研發的有機肥，改善土壤結構，提升透氣性與持水能力，防止板結，為作物營造健康生長環境； • Applying organic fertilizers independently developed by Baiguo Agricultural Means Fruit Products to improve soil structure, enhance breathability and water retention capacity, prevent soil compaction, and create a healthy growth environment for crops; • 為戶外作業人員配備防暑降溫物資，落實高溫津貼發放，保障員工健康與福利。 • Equipping outdoor workers with heat prevention and cooling supplies, implementing the distribution of high-temperature allowances, and safeguarding the health and welfare of employees. 更多詳細措施，請見「生態保護」小節。 For more detailed measures, please refer to the "Ecological Protection" section.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	颱風、暴雨及洪水：Typhoons, rainstorms, and floods: • 植株折損，引發大面積產量下降 • Plant damage triggers large-scale yield reduction • 水土流失，對種植環境造成破壞 • Soil erosion causes damage to the planting environment • 果品供應與配送受阻，影響日常銷售 • Fruit supply and distribution are hindered, affecting daily sales	颱風、暴雨及洪水：Typhoons, rainstorms, and floods: • 產量下降，導致營業收入降低 • Yield reduction leads to a decrease in operating revenue • 銷售額降低，導致營業收入降低 • Decreased sales volume leads to a decrease in operating revenue • 維修成本增加 • Maintenance costs increase • 管理成本增加 • Management costs increase	種植、物流、零售 Planting, logistics, retail	高 High	• 引入BLOF生態種植技術並開展土壤改良試驗，提升土壤健康水平，增強作物對乾旱、高溫、病害等逆境的綜合抗性； • Introduce BLOF ecological planting technology and conduct soil improvement trials to enhance soil health levels and strengthen crops' comprehensive resistance to adversities such as drought, high temperatures, and diseases; • 對大棚支架進行結構加固，並在田間周邊設置防風網，有效降低颱風、暴雨等極端天氣對植株造成的損傷； • Perform structural reinforcement on greenhouse frames and install windbreak nets around the fields to effectively reduce damage to plants caused by extreme weather such as typhoons and rainstorms; • 拓展種植區域並豐富水果品類，分散因局部氣候異常導致的減產風險，提升供應鏈韌性； • Expand planting areas and enrich fruit categories to disperse the risk of yield reduction caused by local climate anomalies and enhance supply chain resilience; • 提前開挖排水溝渠、儲備沙袋、抽水泵等應急物資，並對生產設備進行全面安全檢查，築牢防災基礎； • Excavate drainage ditches in advance, stockpile emergency supplies such as sandbags and water pumps, and conduct comprehensive safety inspections of production equipment to build a solid foundation for disaster prevention;

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	颱風、暴雨及洪水：Typhoons, rainstorms, and floods: • 生產設備受損，造成運營中斷，影響日常銷售 • Production equipment is damaged, causing operational interruptions and affecting daily sales • 危害員工人身安全 • –Endangering the personal safety of employees	颱風、暴雨及洪水：Typhoons, rainstorms, and floods:	種植、物流、零售 Planting, logistics, retail	高 High	• 借助專業天氣氣象軟件，實現對各類天氣狀況及多種氣象參數的高精度預測和及時預警，本年度北京平谷「三個零」基地投入22,500元建成氣象監測站，實現了氣象數據的全時段自動化採集與動態監控，為生產調度、防災減災及能源管理提供精準的數據支撐； • Utilize professional meteorological software to achieve high-precision forecasting and timely warning of various weather conditions and meteorological parameters. This year, the Beijing Pinggu "Three Zeros" Base invested RMB22,500 to build a meteorological monitoring station, realizing automated all-weather collection and dynamic monitoring of meteorological data, providing precise data support for production scheduling, disaster prevention and mitigation, and energy management; • 在種植、運輸、倉儲、配送以及門店等全業務流程中，均制定完善的極端天氣應急預案，並根據氣象預警靈活調度農事工期，定期組織員工開展極端天氣應急演練與安全培訓，提升風險防範與現場處置能力； • Formulate comprehensive emergency plans for extreme weather across the entire business process including planting, transportation, warehousing, distribution, and stores; flexibly schedule farming periods based on meteorological warnings; and regularly organize employees to conduct extreme weather emergency drills and safety training to enhance risk prevention and on-site disposal capabilities; • 災害發生後第一時間組織排澇清淤，迅速排除田間積水，最大限度減輕漬澇對根系和作物生長的不利影響。 • Organize drainage and dredging immediately after a disaster occurs to quickly eliminate field waterlogging, minimizing the adverse impact of waterlogging on root systems and crop growth. 更多詳細措施，請見「生態保護」小節。 For more detailed measures, please refer to the "Ecological Protection" section.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	極寒： Extreme cold: • 低溫凍害導致植株受損，造成果品供應短缺 • Low-temperature freezing damage causes plant damage, leading to a shortage of fruit supply.	極寒： Extreme cold: • 營業收入降低 • Decrease in operating revenue	種植 Planting	高 High	• 實施植株低溫防護措施，如在冬季對樹幹進行塗白處理，降低樹體遭受凍害的風險；同時在冬季噴灑生物製劑，增強樹體對低溫環境的抵抗力； • Implement low-temperature protection measures for plants, such as whitening tree trunks in winter to reduce the risk of freezing damage to the trees. Meanwhile, spray biological agents in winter to enhance the trees' resistance to low-temperature environments; • 在低溫季節運輸過程中，採用草簾、棉被等透氣性保溫材料覆蓋車身，在確保適度通風的同時有效隔絕嚴寒，防止果品發生冷害或凍傷； • During transportation in low-temperature seasons, use breathable thermal insulation materials such as straw curtains and cotton quilts to cover the vehicle body, effectively insulating against the severe cold while ensuring moderate ventilation to prevent chilling injury or freezing damage to the fruits; • 當遭遇寒潮或凍害等災害時，迅速聯動全國未受影響的產區資源，結合天氣趨勢動態調整庫存調配策略，兼顧防斷貨與防滯銷，全力保障果品供應的連續性與穩定性。 • When disasters such as cold waves or freezing damage occur, quickly coordinate resources from unaffected production areas nationwide, dynamically adjust inventory allocation strategies combining weather trends, balance preventing stockouts and preventing unsalable stock, and make every effort to guarantee the continuity and stability of fruit supply.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	短期 Short-term	冰雹： Hail: • 冰雹導致植株受損，提前落果，影響果品品質 • Hail causes plant damage and premature fruit drop, affecting fruit quality.	冰雹： Hail: • 影響產品銷售額，導致營業收入降低 • Impact on product sales volume leads to a decrease in operating revenue	種植 Planting	中 Medium	• 在冰雹高發區域和季節，架設防蟲網等物理屏障，有效緩衝冰雹衝擊，減輕對植株及果實的損傷； • In hail-prone areas and seasons, erect physical barriers such as insect nets to effectively buffer the impact of hail and reduce damage to plants and fruits; • 密切跟蹤天氣預報，在冰雹來臨前搶抓窗口期，及時搶收已成熟或接近成熟的農作物，最大限度減少因極端天氣導致的產量與品質損失。 • Closely track weather forecasts, seize the window of opportunity before hail arrives, and promptly harvest crops that are mature or near maturity to minimize yield and quality losses caused by extreme weather.
實體風險 Physical Risks	**慢性** Chronic	長期 Long-term	海平面升高： Sea level rise: • 沿海地區的運營實體向內陸地區遷移 • Operating entities in coastal areas migrate to inland areas.	海平面升高： Sea level rise: • 固定資產受損或提前報廢，進而造成生產成本增加 • Fixed assets are damaged or scrapped prematurely, thereby causing an increase in production costs.	種植、物流、零售 Planting, logistics, retail	低 Low	• 持續監測海平面上升的動態變化； • Continuously monitor the dynamic changes in sea level rise; • 在選擇運營地點時，充分考量海平面上升可能帶來的影響。 • Fully consider the potential impact of sea level rise when selecting operating locations;

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
實體風險 Physical Risks	急性 Acute	長期 Long-term	平均氣溫上升： Average temperature rise: • 導致傳統水果產區的生長周期紊亂以及極端天氣頻率提高。 • It leads to disordered growth cycles in traditional fruit production areas and an increased frequency of extreme weather.	平均氣溫上升： Average temperature rise: • 溫度升高可能導致水果的品質下降，降低消費體驗與銷售收入 • Temperature rise may lead to a decline in fruit quality, reducing consumer experience and sales revenue. • 原有核心產區種植適宜性下降，需開發新產區，並產生額外成本 • The planting suitability of original core production areas declines, requiring the development of new production areas and incurring additional costs.	種植、物流、零售 Planting, logistics, retail	高 High	• 系統性考察並納入不同氣候帶的潛在產區，建立多源頭的供應保障體系； • Systematically investigate and incorporate potential production areas in different climate zones to establish a multi-source supply guarantee system; • 與核心供應商合作，試點並推廣耐熱抗旱品種、節水灌溉及智慧農業技術，以增強源頭抗逆能力數； • Cooperate with core suppliers to pilot and promote heat-resistant and drought-resistant varieties, water-saving irrigation, and smart agriculture technologies to enhance source stress resistance capabilities; • 整合氣候、物候及產量預測數據，升級供應鏈體系，實現更靈活的採購與物流動態調整。 • Integrate climate, phenology, and yield forecast data to upgrade the supply chain system, achieving more flexible dynamic adjustment of procurement and logistics.

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轉型風險

轉型風險是指企業在應對氣候變化、推進綠色低碳轉型過程中，因政策法規調整、技術迭代、市場偏好轉變等因素而可能面臨的經營與戰略挑戰。2025年，集團深化氣候相關轉型風險管理，綜合宏觀環境研判、行業發展趨勢及內部運營數據，參考國際能源署(IEA)發布的既定政策情景(Stated Policies Scenario, STEPS)和2050年淨零排放情景(Net Zero by 2050, NZE)，系統識別並評估了政策及法律風險、技術風險、市場風險及聲譽風險，識別能源轉型與政策變化對公司商業模式的影響，分析集團在不同情景下的轉型風險與機遇，為制定低碳轉型策略提供科學依據。

TRANSITION RISK

Transition risk refers to the operational and strategic challenges that enterprises may face in the process of addressing climate change and promoting green and low-carbon transition due to factors such as adjustments in policies and regulations, technological iteration, and shifts in market preferences. In 2025, the Group deepened the management of climate-related transition risks, comprehensively integrating macro-environmental judgment, industry development trends, and internal operational data. Referring to the Stated Policies Scenario (STEPS) and Net Zero by 2050 (NZE) Scenario published by the International Energy Agency (IEA), the Group systematically identified and assessed policy and legal risks, technology risks, market risks, and reputation risks, identified the impact of energy transition and policy changes on the Company's business model, and analyzed the transition risks and opportunities faced by the Group under different scenarios, providing a scientific basis for formulating low-carbon transition strategies.

情景類型 Scenario Type	情景選擇 Scenario Selection	情景來源 Scenario Source	情景應用說明 Description of Scenario Application
高排放情景 High emission scenario	既定政策情境(Stated Policies Scenario, STEPS)	IEA	該情景反映了當前的政策環境，其基礎是對各部門的具體政策以及政府已宣布的政策進行逐一評估，為評估能源和氣候政策近期發展的潛在結果（和局限性）提供基準。 This scenario reflects the current policy environment and is based on a case-by-case assessment of specific policies in various sectors and policies announced by governments, providing a baseline for assessing the potential outcomes (and limitations) of recent developments in energy and climate policies.
低排放情景 Low emission scenario	2050年淨零排放情(Net Zero by 2050, NZE)	IEA	該情景是一種理想情景，指通過嚴格的氣候政策和創新，成功實現在2050年左右二氧化碳淨零排放的目標，將全球變暖限制在1.5℃以內。 This scenario is an ideal scenario, referring to the successful achievement of the goal of net zero carbon dioxide emissions around 2050 through stringent climate policies and innovation, limiting global warming to within 1.5°C.

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低排放情景下政策監管最嚴格，轉型風險對集團的影響程度最大，因此集團開展了低排放情景下的轉型風險分析。

Under the low emission scenario, policy regulation is the most stringent, and the degree of impact of transition risk on the Group is the greatest. therefore, the Group conducted the transition risk analysis under the low emission scenario.

風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
轉型風險 Transition Risk	政策及法律 Policy and Legal	短中期 Short-to-medium-term	碳排放管理政策法規趨嚴：Tightening of carbon emission management policies and regulations: • 碳排放信息披露要求更加嚴格 • Requirements for carbon emission information disclosure are becoming stricter.	碳排放管理政策法規趨嚴：Tightening of carbon emission management policies and regulations: • 碳排放合規成本增加，增加運營成 • Carbon emission compliance costs increase, increasing operating costs.	種植、物流、零售、運營 Planting, logistics, retail, operations	中 Medium	• 密切關注運營所在地關於碳排放的最新政策與法規要求，建立常態化監測與評估機制，及時識別合規風險並研判其對業務運營、成本結構及戰略規劃的潛在影響； • Closely monitor the latest policies and regulatory requirements regarding carbon emissions in the locations of operation, establish a normalized monitoring and evaluation mechanism, and timely identify compliance risks and assess their potential impact on business operations, cost structure, and strategic planning; • 持續強化內部碳盤查體系，將產品全生命周期內的碳排放納入統一監控，並嚴格遵循本地及國際主流披露標準，定期公開透明地發布碳排放數據，提升氣候信息披露質量與可信度。 • Continuously strengthen the internal carbon accounting system, incorporate carbon emissions throughout the entire product life cycle into unified monitoring, and strictly follow local and international mainstream disclosure standards to regularly publish carbon emission data in an open and transparent manner, enhancing the quality and credibility of climate information disclosure.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
轉型風險 Transition Risk	技術 Technology	短中期 Short-to-medium-term	低碳排放技術轉型：Transition to low-carbon emission technologies: • 提前淘汰高耗能設備 Early elimination of high energy-consuming equipment • 增加低碳技術與清潔能源的研發 Increased R&D in low-carbon technologies and clean energy	低碳排放技術轉型：Transition to low-carbon emission technologies: • 運營成本上升 Rise in operating costs • 研發支出增加 Increase in R&D expenditure	種植、物流 Planting, logistics	高 High	• 引入低能耗、高效率的先進生產設備，系統實施節能減排技術改造項目，持續降低單位產能的能源消耗與碳排放；Introduce advanced production equipment with low energy consumption and high efficiency, systematically implement energy conservation and emission reduction technical transformation projects, and continuously reduce energy consumption and carbon emissions per unit of production capacity; • 穩步提升新能源車輛在物流車隊中的佔比，有效削減移動源燃油消耗及碳排放；Steadily increase the proportion of new energy vehicles in the logistics fleet to effectively reduce mobile source fuel consumption and carbon emissions; • 依托大數據與AI算法構建智能排線系統，動態規劃最優配送路徑，減少空駛與繞行，降低行駛里程和能源使用；Rely on big data and AI algorithms to build an intelligent routing system, dynamically plan optimal delivery routes, reduce empty runs and detours, and lower driving mileage and energy usage; • 積極試點並推廣生物質燃料等清潔能源應用，逐步減少對傳統化石能源的依賴，推動能源結構向低碳化轉型。Actively pilot and promote the application of clean energy such as biomass fuels, gradually reduce dependence on traditional fossil fuels, and promote the low-carbon transition of the energy structure.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
轉型風險 Transition Risk	市場 Market	短中期 Short-to-medium-term	生產成本升高： Rising production costs: • 資源與能源的投入以及廢棄物處理成本的升高 • Increased input costs for resources and energy as well as waste disposal costs	生產成本升高： Rising production costs: • 生產成本增加 • Increase in production costs	種植、物流、零售 Planting, logistics, retail	中 Medium	• 通過結構簡化與材料精簡，持續推進產品包裝的輕量化與減塑化，提升資源利用效率； • Through structural simplification and material reduction, continue to promote the lightweight and plastic reduction of product packaging to enhance resource utilization efficiency; • 大力發展綠色循環經濟，對轉運框、周轉箱等可重複使用包裝物實施回收再利用機制，有效減少一次性耗材消耗與資源浪費； • Vigorously develop a green circular economy, implement recycling and reuse mechanisms for reusable packaging such as transfer baskets and turnover boxes, and effectively reduce the consumption of disposable consumables and resource waste; • 優先採用可降解、可再生的綠色包裝材料，並逐步擴大無紙化電子標籤的使用範圍，降低環境足跡。 • Prioritize the use of degradable and renewable green packaging materials, and gradually expand the scope of use of paperless electronic labels to reduce the environmental footprint. 更多詳細措施，請見「綠色運營」小節。 For more detailed measures, please refer to the "Green Operations" section.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
轉型風險 Transition Risk	市場 Market	中長期 Medium-to-long-term	消費者偏好向低碳產品轉移： Shift in consumer preference towards low-carbon products: • 消費者的低碳環保意識不斷提升，傾向於選購綠色低碳產品，若產品無法及時向綠色低碳轉型將導致銷售額降低 • Consumers' awareness of low-carbon environmental protection is continuously increasing, and they tend to choose green and low-carbon products. If products cannot transition to green and low-carbon in a timely manner, it will lead to a decrease in sales volume.	消費者偏好向低碳產品轉移： Shift in consumer preference towards low-carbon products: • 營業收入降低 • Decrease in operating revenue	零售 Retail	高 High	• 將農畜廢棄物轉化為有機肥料，實現循環利用，減少處理過程中的溫室氣體排放； • Convert agricultural and livestock waste into organic fertilizer to achieve recycling and reduce greenhouse gas emissions during the treatment process; • 打造生態種植體系，大幅降低化肥農藥的使用量，減少環境污染與農田碳排放，提升產品質量與安全； • Build an ecological planting system to significantly reduce the use of chemical fertilizers and pesticides, reduce environmental pollution and farmland carbon emissions, and improve product quality and safety; • 施用有機肥改良土壤結構，提高肥力，在促進作物健康生長的同時增強農田生態系統的碳匯功能； • Apply organic fertilizer to improve soil structure and fertility, promoting healthy crop growth while enhancing the carbon sink function of the farmland ecosystem; • 逐步開發水果品類的碳足跡； • Gradually develop carbon footprints for fruit categories; • 積極開展綠色產品負責任營銷，樹立綠色低碳形象。 • Actively carry out responsible marketing for green products and establish a green and low-carbon image. 更多詳細措施，請見「綠色運營」「生態保護」小節。 For more detailed measures, please refer to the "Green Operations" and "Ecological Protection" sections.

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風險分類 Risk Classification		時間範圍 Time Range	風險描述 Risk Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	韌性建設舉措 Resilience Building Measures
轉型風險 Transition Risk	聲譽 Reputation	中長期 Medium-to-long-term	社會聚焦集團應對氣候變化及可持續發展的行動表現：Society focuses on the Group's action performance in addressing climate change and sustainable development: • 利益相關方對集團寄予更高的減排期望，若集團未能提前規劃低碳轉型，可能會面臨聲譽受損的風險 • Stakeholders place higher expectations on the Group for emission reduction. If the Group fails to plan for a low-carbon transition in advance, it may face the risk of reputational damage.	社會聚焦集團應對氣候變化及可持續發展的行動表現：Society focuses on the Group's action performance in addressing climate change and sustainable development: • 營業收入降低以及融資成本增加 • Decrease in operating revenue and increase in financing costs	運營、零售 Operations, retail	高 High	• 依托果蔬種植業務的天然碳匯功能，通過果林與蔬菜作物的光合作用高效吸收大氣中的二氧化碳，打造集健康、低碳、可持續於一體的生態產業鏈，為社會減碳做出積極貢獻； • Rely on the natural carbon sink function of the fruit and vegetable planting business to efficiently absorb carbon dioxide from the atmosphere through the photosynthesis of fruit forests and vegetable crops, creating an ecological industrial chain integrating health, low carbon, and sustainability, making positive contributions to social carbon reduction; • 制定覆蓋種植、加工、物流到銷售各環節的節能減排戰略規劃，設定清晰可量化的減碳目標，並建立定期披露機制，彰顯集團對低碳發展的堅定承諾； • Formulate a strategic plan for energy conservation and emission reduction covering all links from planting, processing, logistics to sales, set clear and quantifiable carbon reduction targets, and establish a regular disclosure mechanism to highlight the Group's firm commitment to low-carbon development; • 與上下游合作夥伴簽署可持續發展戰略協議，聯合開展包裝回收、減塑去塑等環保行動，提升供應鏈整體環境績效，共同推動行業向資源節約、環境友好的方向加速轉型。 • Sign sustainable development strategic agreements with upstream and downstream partners, jointly carry out environmental actions such as packaging recycling and plastic reduction and removal, improve the overall environmental performance of the supply chain, and jointly promote the industry to accelerate the transition towards resource conservation and environmental friendliness.

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氣候風險應對
Response to Climate Risk

為提升農業生產的氣候適應能力，集團在多個基地因地制宜推進氣象監測與防災能力建設：

To enhance the climate resilience of agricultural production, the Group has advanced the development of meteorological monitoring and disaster prevention capabilities tailored to local conditions across multiple bases:



北京平谷「三個零」基地氣象站
Meteorological Station at the Beijing Pinggu "Three Zeros" Base

北京平谷「三個零」基地：2025年建成自有氣象站，實現對溫度、濕度、風速、降水等關鍵氣象要素的全天候實時監測；同時，與平谷區氣象局建立合作機制，精準獲取每日氣象及極端天氣預警信息，並配套發布實施《三個零北京平谷基地極端天氣應急預案》，構建「監測—預警—響應」一體化防災體系。

Beijing Pinggu "Three Zeros" Base: in 2025, the Group built its own meteorological station, realizing 24/7 real-time monitoring of key meteorological elements such as temperature, humidity, wind speed, and precipitation. Meanwhile, it established a cooperative mechanism with the Pinggu District Meteorological Bureau to accurately obtain daily meteorological and extreme weather early warning information, and concurrently issued and implemented the Emergency Response Plan for Extreme Weather at the "Three Zeros" Beijing Pinggu Base, constructing an integrated disaster prevention system of "monitoring – early warning – response".

寧夏固原「三個零」基地：依托當地適宜越夏冷涼蔬菜生長的氣候優勢，在強化生產布局的同時，針對突發強降水風險，增設排水溝渠、避雨棚等基礎設施，提升田間排澇能力和作物抗災水平。

Ningxia Guyuan "Three Zeros" Base: relying on the local climate advantages suitable for the growth of over-summering cool-season vegetables, while strengthening the production layout, the Group added infrastructure such as drainage ditches and rain shelters in response to the risk of sudden heavy precipitation, enhancing the field waterlogging drainage capacity and the disaster resistance level of crops.



寧夏固原「三個零」基地避雨棚
Rain Shelters at the Ningxia Guyuan "Three Zeros" Base

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氣候機遇

除上述風險影響外，集團亦識別出氣候相關機遇，並通過綜合分析各機遇類型，結合業務現狀與未來發展趨勢，不斷提高自身的氣候韌性，積極把握發展機遇。

CLIMATE OPPORTUNITIES

In addition to the above risks and impacts, the Group has also identified climate-related opportunities, and continued to enhance its climate resilience and proactively seize the development opportunities by comprehensively analyzing the types of opportunities and taking into account the business actuality and future development trends.

分類 Category	時間範圍 Time Range	機遇描述 Opportunity Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	機遇應對措施 Opportunity Response Measures
資源效率 Resource Efficiency	短中期 Short-to-medium-term	• 資源回收、節能技術等方式可提高資源與能源使用效率 • Methods such as resource recovery and energy-saving technologies can improve resource and energy use efficiency.	• 生產成本降低 • Reduction in production costs	種植、物流 Planting, logistics	中 Medium	引入智能高效的新型生產運營技術，全面提升運營效率、降低成本，並實現對生產流程的精準管控與持續優化。 Introducing smart and highly efficient new production and operation technologies to comprehensively enhance operational efficiency and reduce costs, and achieving precise control and continuous optimization of production processes. 同時，推進能源、水資源及包裝材料等關鍵資源的減量化使用、循環利用與高效回收，降低對環境的影響，為集團實現長期可持續發展目標提供堅實支撐，詳見「綠色運營」小節。 At the same time, promoting the reduced use, recycling, and efficient recovery of key resources such as energy, water resources, and packaging materials to reduce environmental impact, providing solid support for the Group to achieve its long-term sustainable development goals. For details, please refer to the "Green Operations" section.

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分類 Category	時間範圍 Time Range	機遇描述 Opportunity Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	機遇應對措施 Opportunity Response Measures
能源來源 Energy Sources	短中期 Short-to-medium-term	• 使用清潔能源，降低能源使用碳排放 • Using clean energy to reduce carbon emissions from energy use	• 減少業務合規成本 • Reduction in business compliance costs	種植、物流 Planting, logistics	高 High	優化能源結構，提升水電、光伏發電、風電及生物質能等清潔能源在能源消費中的佔比，逐步降低對傳統化石能源的依賴，增強企業應對能源價格波動的韌性，緩解因碳排放交易機制帶來的潛在合規與成本壓力。 Optimizing the energy structure, increasing the proportion of clean energy such as hydropower, photovoltaic power, wind power, and biomass energy in energy consumption, gradually reducing dependence on traditional fossil fuels, enhancing the resilience of the enterprise against energy price fluctuations, and alleviating the potential compliance and cost pressures brought by the carbon emission trading mechanism.
產品和服務 Products and Services	中長期 Medium-to-long-term	客戶對綠色產品及服務的偏好不斷增強 Customers' increasing preference for green products and services	• 提升產品銷售額 • Increase in product sales	種植、零售 Planting, retail	高 High	開發低碳農業產品，推廣生態技術，賦能農業生產，引入先進的生態種植方法和技術，提高果林的減碳效益，增強土壤固碳能力，提升提供低碳產品和服務的能力，為消費者帶來更多環保、可持續的選擇。 Developing low-carbon agricultural products, promoting ecological technologies, empowering agricultural production, introducing advanced ecological planting methods and technologies, improving the carbon reduction benefits of orchards, enhancing soil carbon sequestration capacity, and elevating the ability to provide low-carbon products and services, bringing more environmentally friendly and sustainable choices to consumers.

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分類 Category	時間範圍 Time Range	機遇描述 Opportunity Description	財務影響 Financial Impact	影響價值鏈 Affected Value Chain	影響程度 Degree of Impact	機遇應對措施 Opportunity Response Measures
氣候韌性 Climate Resilience	中長期 Medium-to-long-term	通過研發創新多樣化的清潔能源、資源、技術、產品、服務，幫助集團降低未來的風險，提升應對氣候變化的能力，保持競爭力，增強自身氣候韌性 By researching and innovating diversified clean energy, resources, technologies, products, and services, the Group reduces future risks, improves its ability to respond to climate change, maintains competitiveness, and enhances its own climate resilience	• 創造更多業務機遇，增加業務收入 • Creating more business opportunities and increasing business revenue	種植、物流、運營 Planting, logistics, operations	高 High	主動識別氣候變化帶來的風險與機遇，制定並推進覆蓋全價值鏈的節能減排計劃，積極落實低碳環保舉措，提升企業對氣候轉型的響應速度與適應能力，以實際行動支持全球應對氣候變化的努力。 Proactively identifying the risks and opportunities brought by climate change, formulating and promoting energy conservation and emission reduction plans covering the entire value chain, actively implementing low-carbon and environmental protection measures, enhancing the enterprise's response speed and adaptability to climate transition, and supporting global efforts to combat climate change with concrete actions.
政策支持 Policy Support	短中期 Short-to-medium-term	碳中和、清潔能源等相關綠色政策出台，對於綠色產品與服務市場具有積極引導作用，為公司開拓新市場和業務提供了有利契機 The introduction of relevant green policies such as carbon neutrality and clean energy has a positive guiding role for the green product and service market, providing favorable opportunities for the Company to explore new markets and businesses	• 增加業務收入 • Increase in business revenue	種植、物流、零售 Planting, logistics, retail	中 Medium	憑藉政策支持，推動未來綠色產品的生產、助力碳資產管理方案和服務的探索與開發，促進集團可持續發展。 Leveraging policy support to promote the production of green products in the future, assist in the exploration and development of carbon asset management solutions and services, and promote the sustainable development of the Group.

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4.1.3 風險管理

本集團將氣候相關風險納入整體風險管理體系，貫穿於日常業務運營之中，通過聯動種植、運輸、倉儲、配送及零售等各職能部門，並與外部業務夥伴緊密合作，持續針對氣候相關風險的處置工作情況進行監督跟進，在日常工作中不斷優化風險管控機制和管理能力，提升氣候風險的應對能力。此外，集團持續關注客觀氣候條件變化與外部政策法規變化，確保氣候相關風險得到有效識別、管理和披露。集團以年度為周期，定期監控和審查與氣候變化相關的實體和轉型風險，通過持續識別和更新風險清單，評估各類風險的潛在影響，制定針對性的應對措施，確保能夠及時有效地應對新出現的挑戰。

4.1.3 RISK MANAGEMENT

The Group has incorporated climate-related risks into its overall risk management system, integrating them into daily business operations. By linking various functional departments such as planting, transportation, warehousing, distribution, and retail, and collaborating closely with external business partners, the Group continuously monitors and follows up on the handling of climate-related risks, constantly optimizes the risk control mechanism and management capabilities in daily work, and enhances its ability to respond to climate risks. In addition, the Group continuously pays attention to changes in objective climate conditions and external policies and regulations, ensuring that climate-related risks are effectively identified, managed, and disclosed. The Group regularly monitors and reviews the physical and transition risks associated with climate change on an annual basis. Through continuous identification and updating of the risk list, the Group assesses the potential impact of various risks and formulates targeted countermeasures to ensure the respond to emerging challenges in a timely and effective manner.

風險識別 Risk Identification

- 對標TCFD框架氣候風險與機遇類型，結合集團自身運營情況與業務特性，梳理分析
- Align with the types of climate risks and opportunities in the TCFD framework and analyze them in the light of the Group's operating conditions and business characteristics
- 根據宏觀政策、行業政策、監管要求、國內外行業發展情況以及技術變化情況，篩選風險點
- Screen risk points based on macro policies, industry policies, regulatory requirements, domestic and international industry development and technological changes

風險評結 Risk Assessment

- 全面分析氣候變化對集團採購、生產、物流、運營、銷售等活動可能產生的影響，結合風險發生的可能性與影響程度，識別出對集團業務有實質性影響的氣候相關物理與轉型風險
- Comprehensively analyze the possible impacts of climate change on the Group's procurement, production, logistics, operation and sales activities, and identify the climate-related physical and transition risks that have a substantial impact on the Group's business, taking into account the likelihood of the occurrence of the risks and the degree of impact

風險排序 Risk Ranking

- 通過採用定量與定性相結合的方法，根據專業文獻，政府監管機構、投資者、消費者、證券交易所等各利益相關方對集團氣候變化的期待，以及氣候變化對業務造成的影響，篩選關鍵氣候風險
- Screen key climate risks through the combination of quantitative and qualitative methods, based on professional literature, the expectations of various stakeholders such as government regulators, investors, consumers and stock exchanges on the Group's climate change and the impact of climate change on the business

風險應對 Risk Response

- 針對評估出的氣候風險，制定計劃和措施，加強應對
- Formulate plans and measures to enhance response to the climate risks identified in the assessment

第 4章 CHAPTER 4

4.1.4 指標和目標

集團積極響應全球氣候行動戰略與目標，穩步完善氣候相關管治體系，持續在日常營運中推進節能減排。基於對自身溫室氣體排放的全面核算，並結合全鏈路節能減排行動規劃，公司及附屬子公司以2023年為基準年，設定了切實可行的減碳目標。各職能部門與子公司協同推進，通過優化能源使用、提升資源效率等具體措施落實減排任務，相關舉措詳見「4.2綠色運營」章節。未來，集團將持續完善減碳管理機制，定期跟蹤目標進展並進行信息披露，確保各項措施有效實施，穩步推進低碳轉型，為應對氣候變化和推動可持續發展履行企業責任。

4.1.4 INDICATORS AND TARGETS

The Group actively responds to global climate action strategies and targets, steadily improves the climate-related governance system, and continuously promotes energy conservation and emission reduction in daily operations. Based on the comprehensive accounting of its own greenhouse gas emissions and combining with the whole-link energy conservation and emission reduction action plan, the Company and its subsidiaries set practical carbon reduction targets using 2023 as the base year. Various functional departments and subsidiaries collaborate to advance, implementing emission reduction tasks through specific measures such as optimizing energy use and improving resource efficiency. For relevant measures, please refer to the "4.2 Green Operations" section. In the future, the Group will continuously improve the carbon reduction management mechanism, regularly track target progress and conduct information disclosure, ensure the effective implementation of various measures, steadily promote low-carbon transition, and fulfill corporate responsibilities for addressing climate change and promoting sustainable development.

目標與進展

本集團結合自身業務發展並設立相應目標，ESG委員會對目標開展回顧和進度審閱，並基於發展情況與外部因素全面管理目標制定相關事宜。

TARGETS AND PROGRESS

The Group combines its own business development to establish corresponding targets. The ESG Committee conducts reviews and progress checks on the targets, and comprehensively manages matters related to target formulation based on development conditions and external factors.

氣候目標 Climate Targets	目標進展 Target Progress
以2023年為基準年，到2025年，百果農資、果製品工廠將實現5%的減碳目標。 With 2023 as the base year, by 2025, Baiguo Agricultural Means Fruit Products and the factory of Pagoda Fruit Products will have achieved the 5% carbon reduction target.	已達成 Achieved
到2026年，配送中心合作新能源車輛佔總城配車輛比例達30%，2027年，配送中心合作新能源車輛佔總城配車輛的比例達到40%。 By 2026, the proportion of new energy vehicles in distribution centers to total city distribution vehicles will reach 30%. By 2027, this proportion will reach 40%.	截至2025年底，本集團配送中心合作車輛中的新能源車輛數量達到168台，佔總城配車輛的27.4% As of the end of 2025, the number of new energy vehicles among cooperative vehicles in the Group's distribution centers reached 168, accounting for 27.4% of the total urban distribution vehicles.

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溫室氣體排放量

集團已全面核算直接溫室氣體排放(範圍一)和能源間接溫室氣體排放(範圍二)。此外,集團於2025年新增統計並計算了6類其他間接溫室氣體排放(範圍三),包括購買的商品和服務、上游運輸與配送、員工通勤、下游運輸與配送、特許經營、投資。2025年,本集團溫室氣體排放類型及排放量情況具體如下:

TOTAL GREENHOUSE GAS EMISSIONS

The Group has comprehensively calculated direct greenhouse gas emissions (Scope 1) and energy indirect greenhouse gas emissions (Scope 2). In addition, in 2025, the Group newly added the statistics and calculation of 6 categories of other indirect greenhouse gas emissions (Scope 3), including purchased goods and services, upstream transportation and distribution, employee commuting, downstream transportation and distribution, franchises and investments. The types of greenhouse gas discharged and emissions of the Group in 2025 are summarized below:

指標 Indicator	單位 Unit	2025年 2025
直接溫室氣體排放(範圍一) **Direct greenhouse gas emissions (Scope 1)**	噸二氧化碳當量 tCO_2e	4,844.60
能源間接溫室氣體排放(範圍二) **Energy indirect greenhouse gas emissions (Scope 2)**	噸二氧化碳當量 tCO_2e	28,163.98
其他間接溫室氣體排放(範圍三) **Other indirect greenhouse gas emissions (Scope 3)**	噸二氧化碳當量 tCO_2e	256,390.75
總計排放量 **Total emissions**	噸二氧化碳當量 tCO_2e	289,399.33

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4.2 綠色運營

本集團始終將環境責任視為企業可持續發展的基石，系統構建覆蓋全業務鏈條的綠色管理框架，通過將生態保護與資源效率理念深度嵌入採購、種植、物流、門店運營等關鍵環節，在有效管控自身環境足跡的同時，亦在實踐中探索出一條兼顧商業價值與生態效益的綠色發展路徑，為水果零售行業低碳轉型提供可借鑑的實踐樣本。

4.2 GREEN OPERATIONS

The Group has always regarded environmental responsibility as the cornerstone of corporate sustainable development, systematically building a green management framework covering the whole business chain. By deeply embedding the concepts of ecological protection and resource efficiency into key links such as procurement, planting, logistics, and store operations, the Group not only effectively controls its own environmental footprint but also explores a green development path that balances commercial value and ecological benefits in practice, providing a replicable practical sample for the low-carbon transition of the fruit retail industry.

4.2.1 資源管理

集團將環境與資源管理作為可持續發展戰略的重要部分，精準識別高能耗、高水耗關鍵節點。在此基礎上，科學設定能效提升、節能降耗及水資源高效利用的具體目標，通過運營端精細化管理和技術端創新應用，打造資源節約、環境友好的低碳商業新模式。

4.2.1 MANAGEMENT OF RESOURCES

The Group regards environmental and resource management as an important part of the sustainable development strategy, precisely identifying key nodes with high energy consumption and high water consumption. On this basis, the Group scientifically sets specific targets for energy efficiency improvement, energy conservation and consumption reduction, and efficient water use. Through refined management on the operation side and innovative application on the technology side, it creates a new low-carbon business model that is resource-saving and environment-friendly.

能源管理

集團以實際行動響應國家「雙碳」目標與綠色轉型趨勢，將節能降耗深度融入日常運營。一方面，對現有設施設備實施系統性能效評估與迭代升級，淘汰高耗能資產；另一方面，全面推行綠色辦公規範，並積極探索清潔能源在倉儲、運輸及辦公場景中的落地應用。通過技術改進、管理優化與能源結構調優多措並舉，穩步提升整體能源利用效率，推動企業向資源節約型、環境友好型運營模式持續邁進。

ENERGY MANAGEMENT

The Group responds to the national “Dual Carbon” goals and green transformation trends with practical actions, deeply integrating energy conservation and consumption reduction into daily operations. On the one hand, the Group implements systematic energy efficiency assessments and iterative upgrades for existing facilities and equipment, eliminating high energy-consuming assets. On the other hand, it comprehensively implements green office norms and actively explores the application of clean energy in warehousing, transportation, and office scenarios. Through multiple measures such as technical improvement, management optimization, and energy structure adjustment, the Group steadily improves overall energy utilization efficiency, promoting the enterprise to continuously move towards a resource-saving and environment-friendly operation mode.

第 4 章 CHAPTER 4

高效冷鏈
High-efficiency Cold Chain

冷庫能效優化：持續推廣經驗證有效的冷庫節能措施，通過優化製冷設備運行參數，在保障溫控效果的同時，有效降低電力消耗。

Cold storage energy efficiency optimization: continue to promote proven effective energy-saving measures for cold storage. By optimizing the operating parameters of refrigeration equipment, power consumption is effectively reduced while ensuring temperature control effects.

冷鏈運輸管控：對城配冷鏈車輛在途冷機開啟情況進行監控，制定並推行標準化的打冷規範，提升冷鏈運輸整體能效。

Cold chain transportation control: monitor the activation status of refrigeration units for urban distribution cold chain vehicles during transit, formulate and implement standardized refrigeration norms, and improve the overall energy efficiency of cold chain transportation.

運輸管理
Transportation Management

綠色運力升級：穩步提升物流車隊中新能源車輛的佔比，截至2025年底，本集團配送中心合作車輛中的新能源車輛數量達到168台，佔總合作車輛的27.4%，其中，超遠程（單程超過250公里）冷鏈車輛的數量達到81台，有效降低燃油消耗。

Green transportation capacity upgrade: steadily increase the proportion of new energy vehicles in the logistics fleet. As of the end of 2025, the number of new energy vehicles among cooperative vehicles in the Group's distribution centers reached 168, accounting for 27.4% of the total cooperative vehicles. Among them, the number of ultra-long-distance (one-way over 250 kilometers) cold chain vehicles reached 81, effectively reducing fuel consumption.

智能路徑優化：依托大數據與AI算法構建智能排線系統，動態規劃最優配送路徑，減少無效行駛里程，減少能源消耗，現已實現節省運輸里程超367,271公里，減少溫室氣體排放約124噸。

Intelligent route optimization: relying on big data and AI algorithms to build an intelligent routing system, dynamically plan optimal delivery routes, and reduce invalid driving mileage and energy consumption. The Group has saved over 367,271 kilometers in transportation mileage and reduced greenhouse gas emissions by approximately 124 tons.

運輸效率提升：基於TMS（運輸管理系統）數據，持續分析並優化車均裝載量與車均裝載點數，提高運輸滿載率，降低單位貨物的能耗。

Transportation efficiency improvement: based on TMS (transportation management system) data, continuously analyze and optimize average vehicle load and average loading points per vehicle, improve transport load rates, and reduce energy consumption per unit of cargo.

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綠色辦公
Green Office

節能照明管理：優先利用自然採光，非必要區域與時段不開啟照明，加班期間僅啟用員工工位上方照明及必要的公共區域(如走廊、電梯廳、衛生間)燈光，杜絕「長明燈」現象。

Energy-saving lighting management: prioritize the use of natural light, and do not turn on lighting in unnecessary areas and time periods. During overtime periods, only turn on the lights above employees' workstations and in necessary public areas (such as corridors, elevator halls, and restrooms), putting an end to the phenomenon of "permanently lit lights".

空調科學調控：夏季辦公區空調製冷溫度統一設定在24-26℃，並保持門窗關閉以提升能效；電梯廳非必要不開啟空調，確需使用時須做到「用完即關」；衛生間依托走廊冷氣流通，不再單獨啟用空調；通過空調系統後台實時監控運行狀態，對溫度設置過低或未及時關機等行為進行提醒與干預。

Scientific air conditioning control: in summer, the air conditioning cooling temperature in office areas is uniformly set at 24-26°C, and doors and windows are kept closed to improve energy efficiency. Air conditioning in elevator halls is not turned on unless necessary, and if use is required, it must be "turned off immediately after use". Restrooms rely on cool air circulation from corridors and no longer separately turn on air conditioning. Based on real-time monitoring of operation status via the air conditioning system backend, reminders and interventions are made for behaviors such as setting the temperature too low or failing to shut down in a timely manner.

規範辦公設備：嚴格執行「人走電斷」原則，員工下班、會議結束或長時間離開工位時，須關閉電腦、打印機等用電設備，減少待機能耗，降低辦公能源消耗。

Standardization of office equipment: strictly implement the principle of "cutting off power when leaving". When employees get off work, end meetings, or leave their workstations for a long time, they must turn off electrical equipment such as computers and printers to reduce standby energy consumption and lower office energy consumption.

環保節能培訓：為全體員工提供定期的環保與節能培訓，確保每位員工熟悉節約能源和環境保護的相關知識，培養員工的節能意識。集團每年在夏季用電高峰來臨前，積極響應國家「全國節能宣傳月」號召，通過線上宣傳與線下行動相結合的方式，引導員工將節能環保融入工作習慣。

Environmental protection and energy-saving training: provide regular environmental protection and energy-saving training for all employees to ensure that every employee is familiar with knowledge related to energy conservation and environmental protection, cultivating employees' energy-saving awareness. Every year before the summer peak electricity consumption period, the Group actively responds to the national "National Energy Conservation Publicity Month" call, guiding employees to integrate energy conservation and environmental protection into their work habits through a combination of online publicity and offline actions.

倡導綠色出行：鼓勵員工優先選擇公共交通、騎行或步行通勤，減少私家車使用，如有必要使用私家車，提倡拼車出行並合理規劃行程。同時，建議有購車需求的同事優先選擇新能源車型，從源頭推動綠色轉型。

Advocating green travel: encourage employees to prioritize public transportation, cycling, or walking for commuting to reduce private car use. If the use of private cars is necessary, carpooling and reasonable trip planning are advocated. Meanwhile, it is suggested that colleagues with car purchase needs prioritize new energy vehicle models to promote green transformation from the source.

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2025年，本集團各類能源消耗情況具體如下：

The Group's energy consumption by category in 2025 is summarized below:

能源消耗 **Energy consumption**	單位 **Unit**	**2025年** **2025**
直接能源消耗 Direct energy consumption		
液化石油氣耗量 Consumption of liquefied petroleum gas	千個千瓦時 kWh in '000s	0.06
汽油耗量 Gasoline consumption	千個千瓦時 kWh in '000s	184.26
柴油耗量 Diesel consumption	千個千瓦時 kWh in '000s	595.78
間接能源消耗 Indirect energy consumption		
電力耗量 Electricity consumption	千個千瓦時 kWh in '000s	53,079.49
能源消耗總量 Total energy consumption	千個千瓦時 kWh in '000s	53,859.58
能源消耗總密度 Total energy consumption intensity	千個千瓦時／百萬元收入 kWh in '000s/ million RMB revenue	6.59

第 4章 CHAPTER 4

水資源管理

本集團不斷健全水資源管理體系，對種植、倉儲、加工、門店等主要用水環節實施全鏈條管控，並圍繞技術創新、標準建設與運維優化等關鍵方向，系統推進節水措施落地。

WATER RESOURCES MANAGEMENT

The Group continuously improves the water resource management system, implementing full-chain control over major water-using links such as planting, warehousing, processing, and stores, and systematically promoting the implementation of water-saving measures related to key directions such as technological innovation, standard construction, and operation and maintenance optimization.

種植端 Planting	**保障灌溉水質與精準用水**：嚴格遵循《農田灌溉水質量標準》(GB 5084-2021)，建設灌溉用水淨化系統；結合作物生長需水規律、土壤保水能力及滴灌、噴灌、微灌等技術的經濟性與適用性，制定差異化、精細化的灌溉方案，提升農業用水效率。 **Guaranteeing irrigation water quality and precise water use:** strictly follow the Standard for Irrigation Water Quality (GB 5084-2021) and build an irrigation water purification system. Combining crop growth water demand laws, soil water retention capacity, and the economy and applicability of technologies such as drip irrigation, sprinkler irrigation, and micro-irrigation, formulate differentiated and refined irrigation schemes to improve agricultural water use efficiency.
倉儲與加工端 Warehousing and Processing	**推進倉儲與加工環節水循環利用**：在倉儲冷凍庫製冷系統及製品工廠凍乾冷卻水塔中部署循環水系統，對部分水資源進行回收再利用，有效降低水資源消耗。 **Promoting water recycling in warehousing and processing links:** deploy circulating water systems in the refrigeration systems of storage freezers and freeze-drying cooling water towers in product factories to recover and reuse some water resources, effectively reducing water resource consumption. **生產用水梯級回用**：將純水製備過程中產生的過濾水回收用於水果清洗。同時，車間選果機清洗環節實施清洗水循環使用機制，減少新鮮水消耗。 **Cascade reuse of production water:** recover the filtered water generated during the purified water preparation process for fruit cleaning. Meanwhile, a cleaning water recycling mechanism is implemented for the cleaning process of fruit sorting machines in the workshop to reduce fresh water consumption.
門店端 Store	**規範門店裝修用水管理**：在《百果園加盟店裝修現場安全管理細則》中明確用水管理要求，督促施工單位定期檢查水龍頭、閥門等設施，嚴防跑冒滴漏，從源頭減少裝修階段的水資源浪費。 **Standardizing store decoration water management:** clarify water management requirements in the "Pagoda Franchise Store Decoration Site Safety Management Detailed Rules", urge construction units to regularly inspect facilities such as faucets and valves, strictly prevent leakage, seepage, and dripping, and reduce water resource waste during the decoration stage from the source.

第 4 章 CHAPTER 4

科技賦能與生態循環雙輪驅動水資源高效利用
Technology Empowerment and Ecological Cycle for Efficient Utilization of Water Resources

2025年，集團「三個零」種植基地因地制宜推進智慧節水與生態用水實踐，取得顯著成效：
In 2025, the Group's "Three Zeros" planting bases advanced smart water-saving and ecological water use practices according to local conditions, achieving significant results:

北京平谷「三個零」基地：部署區域性統一控制的智能水肥機，基於作物需水規律精準調控灌溉時間與水量，實現節水10%、水利用效率提升23%，以科技手段推動農業用水精細化管理。

Beijing Pinggu "Three Zeros" Base: deploy regionally unified controlled smart water and fertilizer machines, precisely control irrigation time and water volume based on crop water demand laws, achieving a 10% water saving and a 23% increase in water use efficiency, promoting refined management of agricultural water use through technological means.

寧夏「三個零」基地：全面應用自動化灌溉系統與高效滴灌技術，大幅減少無效蒸發與滲漏，每畝年均節水5噸，全年累計節水量達5,000噸，有效緩解區域農業用水壓力。

Ningxia "Three Zeros" Base: comprehensively apply automated irrigation systems and efficient drip irrigation technologies, significantly reducing invalid evaporation and seepage, saving an average of five tons of water per mu (1/15 of a hectare) annually, with a cumulative annual water saving of 5,000 tons, effectively alleviating regional agricultural water pressure.

雲南石屏「三個零」基地：創新構建雨水資源循環利用體系，將雨水收集後匯入濕地公園，並作為灌溉水源回用，形成「雨水－濕地－農田」的生態水循環模式，在保障灌溉需求的同時，減少對外部水源的依賴。

Yunnan Shiping "Three Zeros" Base: innovatively build a rainwater resource recycling system, collecting rainwater into wetland parks and reusing it as an irrigation water source, forming an ecological water cycle model of "rainwater – wetland – farmland", reducing dependence on external water sources while guaranteeing irrigation needs.

此外，集團定期組織全員節水培訓，普及水資源節約知識，引導員工在日常生產與辦公中踐行節約用水行為，持續提升各業務環節的用水效率與節水意識。

In addition, the Group regularly organizes water-saving training for all employees, popularizing water resource conservation knowledge, guiding employees to practice water-saving behaviors in daily production and office work, and continuously improving water use efficiency and water-saving awareness in various business links.

本集團業務所屬地區水資源充足，供水系統和設施完善，在獲取水源方面不存在困難。2025年，本集團水資源消耗情況具體如下：

The regions in which the Group operates have sufficient water resources and well-developed water supply systems and facilities, and there are no difficulties in obtaining water sources. The Group's water resources consumption in 2025 is summarized as follows:

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水資源消耗 Water Resource Consumption	單位 Unit	2025年 2025
水資源使用量 Water Consumption	立方米 m^3	577,579.78
水資源使用密度 Water Consumption Intensity	立方米／百萬元收入 m^3/million RMB revenue	70.66

4.2.2 排放物管理

本集團始終堅持綠色發展理念，嚴格遵守《中華人民共和國環境保護法》等國家及地方環保法律法規，建立健全固體廢棄物與廢水排放管理體系，確保所有環境排放物均符合國家及地方環保標準，降低運營對生態環境的潛在影響。目前，集團業務活動不涉及廢棄物排放相關高環境風險場景。

固體廢棄物

集團重視固體廢棄物的分類管理與資源化處置，將固體廢棄物分為多種類別，並針對每類制定相應的規範化處理舉措。

4.2.2 EMISSIONS MANAGEMENT

The Group always adheres to the philosophy of green development, strictly abides by national and local environmental protection laws and regulations such as the Environmental Protection Law of the People's Republic of China, and establishes and improves the management system for solid waste and wastewater discharge, ensuring that all environmental emissions comply with national and local environmental protection standards and reducing the potential impact of operations on the ecological environment. Currently, the Group's business activities do not involve high environmental risk scenarios related to waste discharge.

SOLID WASTE

The Group attaches importance to the classified management and resource utilization of solid waste, classifies solid waste into multiple categories, and formulates corresponding standardized treatment measures for each category.

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固體廢棄物處理舉措
Solid Waste Treatment Measures

水果類廢棄物：對水果廢棄物進行分級分類處理，對於表皮輕微磕碰但符合食品安全標準的果品，定向供應給加工商用於生產果蔬汁、果粉、果醬、罐頭等加工產品；對於無法食用的壞果及果皮等，則實施乾濕分離後，投放至園區指定收集點，由具備資質的第三方統一清運，並優先用於有機肥或飼料生產，實現有機廢棄物的循環利用。

Fruit Waste: Fruit waste is subjected to graded and classified treatment. For fruits with slight skin bruises that meet food safety standards, they are directionally supplied to processors for producing processed products such as fruit and vegetable juices, fruit powder, jam, and canned goods. For inedible rotten fruits and peels, after dry-wet separation, they are placed in designated collection points in the park, uniformly removed by qualified third parties, and prioritized for organic fertilizer or feed production, realizing the recycling of organic waste.

可回收垃圾：對於來自供應商的包裝紙箱、門店及辦公區產生的廢紙等可回收物，實行集中分類與統一管理，定期交由合規環保回收企業進行再生處理。

Recyclable Waste: Recyclables such as packaging cartons from suppliers and waste paper generated in stores and office areas are subject to centralized classification and unified management, and are regularly handed over to compliant environmental protection recycling enterprises for regeneration treatment.

有害廢棄物：有害廢棄物主要來源於日常辦公活動中產生的廢硒鼓、廢墨盒等，集團統一收集，並委託具有危險廢物處理資質的回收商進行無害化處置。

Hazardous Waste: Hazardous waste mainly originates from waste toner cartridges and ink cartridges generated in daily office activities. The Group collects them uniformly and entrusts recyclers with hazardous waste treatment qualifications for harmless disposal.

廢棄建築材料：門店裝修期間，要求施工方嚴格落實「日產日清」制度，嚴禁建築垃圾隨意堆放，其中含乳膠漆、水泥砂漿等廢料，須按當地環保要求，運送至政府指定的建築垃圾堆放點。

Waste Construction Materials: During store decoration, the construction party is required to strictly implement the "daily sellout" system, prohibiting random stacking of construction waste. Waste materials containing latex paint and cement mortar must be transported to government-designated construction waste dumping sites in accordance with local environmental protection requirements.

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此外，為減少辦公環節廢棄物產生、深入推進綠色辦公，集團積極落實以下具體舉措：

In addition, to reduce waste generation in office links and deeply advance green office practices, the Group actively implements the following specific measures:

- **推行雙面打印：**在辦公室倡導非正式文件採用雙面打印，提高紙張使用效率，有效降低紙張消耗。
- **Implementation of duplex printing:** in the office, duplex printing for informal documents is advocated to improve paper use efficiency and effectively reduce paper consumption.

- **廢紙再利用：**對廢紙收集進行二次利用，將使用過但仍有空白面的紙張收集，用於草稿、便籤或內部臨時記錄等用途，延長紙張生命周期。
- **Waste paper reuse:** waste paper is collected for secondary utilization by collecting used paper that still has a blank side and using it for drafts, post-it notes or internal temporary records, so as to extend the lifecycle of paper.

- **鼓勵自帶水杯：**鼓勵員工在辦公室內自帶水杯，減少一次性紙杯的使用。
- **Encouraging bringing own cups:** employees are encouraged to bring their own cups to the office to reduce the use of disposable paper cups.

- **快遞包裝循環使用：**對收到的快遞紙箱進行統一回收、分類整理，在確保結構完好的前提下，修復後用於公司內部物品寄遞或其它包裝需求，推動包裝材料的閉環利用。
- **Courier packaging recycling:** received courier cartons are uniformly recycled and sorted. On the premise of ensuring structural integrity, they are repaired and used for internal item delivery or other packaging needs, promoting the closed-loop utilization of packaging materials.

- **有害廢棄物規範回收：**設置專門的有害垃圾投放點，對有害廢棄物進行集中收集與合規處置。
- **Standardized recycling of hazardous waste:** dedicated hazardous waste drop-off points are set up for the centralized collection and compliant disposal of hazardous waste.

- **電子設備回收再利用：**對淘汰的電腦等辦公電子設備，統一交由具備資質的機構進行二手評估與回收利用，延長設備使用壽命，減少電子廢棄物產生。
- **Recycling and reuse of electronic equipment:** eliminated office electronic equipment such as computers is uniformly handed over to qualified institutions for second-hand assessment and recycling, extending equipment service life and reducing electronic waste generation.

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2025年，本集團各類固體廢棄物情況具體如下：

The Group's various types of solid wastes in 2025 are as follows:

固體廢棄物排放* Solid Waste Discharge*	單位 Unit	2025年 2025
無害固體廢棄物 Non-hazardous solid waste		
食品垃圾重量 Weight of food waste	噸 ton	4,654.73
生活垃圾重量 Weight of domestic waste	噸 ton	13.65
無害固體廢棄物排放總量 Total discharge of non-hazardous solid waste	噸 ton	4,668.38
無害固體廢棄物排放總密度 Total discharge intensity of non-hazardous solid waste	噸／百萬元收入 ton/million RMB revenue	0.57
有害固體廢棄物 Hazardous solid waste		
廢硒鼓／墨盒 Waste toner cartridges/ink cartridges	千克 kg	12.00
有害固體廢棄物排放總量 Total discharge of hazardous solid waste	千克 kg	12.00
有害固體廢棄物排放總密度 Total discharge intensity of hazardous solid waste	千克／百萬元收入 kg/million RMB revenue	0.001

* 加盟門店裝修建材等工程垃圾為非集團自身產生的廢棄物，不計入統計。

* Construction waste such as decoration materials from franchise stores is waste not generated by the Group itself and is not included in the statistics.

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廢水

集團廢水主要來自果製品工廠的清洗廢水及實驗室廢水，種植基地因採用高效節水灌溉技術，不產生灌溉廢水。針對含有生物活性物質的實驗廢水，集團首先進行高壓滅菌預處理，隨後與清洗廢水一併匯入廠區自建的污水處理系統，實施三級處理工藝，處理後的廢水水質達到《污水綜合排放標準》(GB 8978-1966)三級排放要求後，與辦公區域的生活污水合併排入市政污水管網，由城市污水處理廠進行後續集中處理。集團廠區實施嚴格的雨污分流措施，廠區屋頂安裝自動排水系統，雨水經管道直接排入特定雨水管道，再由雨水管道流入市政雨水管道，確保雨水與污水的獨立收集與合規處理。

WASTEWATER

The Group's wastewater mainly comes from the cleaning wastewater of the factory of Pagoda Fruit Products and laboratory wastewater. Adopting high-efficiency water-saving irrigation technology, the planting bases do not produce irrigation wastewater. For laboratory wastewater containing bioactive substances, the Group first performs high-pressure sterilization pretreatment, and then it converges with cleaning wastewater into the sewage treatment system self-built by the factory area to implement a three-stage treatment process. After treatment, the wastewater quality meets the Class III discharge requirements of the Integrated Wastewater Discharge Standard (GB 8978-1966). It is then merged with domestic sewage from the office area and discharged into the municipal sewage network for subsequent centralized treatment by the urban sewage treatment plant. The Group has implemented strict rainwater and sewage segregation in our factory by installing an automatic drainage system on the roof of the factory, whereby rainwater is discharged directly into specific rainwater pipes, which then flow into municipal rainwater pipes to ensure that rainwater and sewage are treated independently and appropriately.

廢氣

集團嚴格遵循《中華人民共和國大氣污染防治法》，明確廢氣排放管理要求，確保廢氣排放全面合規。目前，集團主營業務不涉及大規模廢氣排放，僅存在少量公務車輛燃油使用及供暖鍋爐燃煤產生的少量廢氣排放。

EXHAUST GAS

The Group strictly complies with the Atmospheric Pollution Prevention and Control Law of the People's Republic of China and has established an emission management requirements to ensure that its emissions are in full compliance. Currently, the Group's main business does not involve large-scale exhaust gas emissions, and there are only a small amount of emissions from the use of fuel oil in public vehicles and coal combustion in heating boilers.

2025年，本集團各類廢氣排放情況如下：

The Group's various types of exhaust gas emissions in 2025 are as follows:

廢氣排放 Exhaust Gas Emissions	單位 Unit	2025年 2025
氮氧化物 Nitrogen Oxides	千克 kg	619.05
硫氧化物 Sulfur Oxides	千克 kg	0.87
顆粒物 Particulate Matter	千克 kg	53.80
廢氣排放總量 Total Exhaust Gas Emissions	千克 kg	673.72
廢氣排放總密度 Total Exhaust Gas Emission Intensity	千克／百萬元收入 kg/million RMB revenue	0.08

4.2.3 包材管理

本集團深入把握循環經濟在構建可持續商業生態中的突出價值，以綠色包裝設計與物料高效循環為關鍵抓手，着力優化從採購、使用到回收再利用的全鏈條管理，減少一次性消耗、降低環境負荷，逐步打造資源高效、環境友好、運行可持續的綠色商業生態系統。

綠色包裝

集團不斷優化零售商品綠色包裝方案，系統推進包裝減塑與綠色升級，並將環保要求深度融入包裝選型與管理全過程，積極推動包裝供應商在環境管理、質量控制等方面提升認證水平，保障包裝產品的安全性、環保性與高品質。

4.2.3 PACKAGING MATERIAL MANAGEMENT

The Group deeply grasps the prominent value of the circular economy in building a sustainable business ecosystem, takes green packaging design and efficient material circulation as key starting points, focuses on optimizing full-chain management from procurement, use to recycling, reduces one-time consumption, lowers environmental load, and gradually builds a green business ecosystem that is resource-efficient, environment-friendly, and operationally sustainable.

GREEN PACKAGING

The Group continuously optimizes the green packaging scheme for retail commodities, systematically promotes packaging plastic reduction and green upgrades, deeply integrates environmental requirements into the whole process of packaging selection and management, and actively promotes packaging suppliers to improve their certification levels in environmental management, quality control, and other aspects, guaranteeing the safety, environmental friendliness, and high quality of packaging products.

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集團共有8家包裝供應商獲得FSC森林認證，其中所有紙質包裝供應商均持有FSC認證，合計6家，此外，14家包裝供應商通過ISO 14001環境管理體系。

A total of 8 packaging suppliers of the Group have obtained FSC forest certification, among which all paper packaging suppliers hold FSC certification, totaling 6. In addition, 14 packaging suppliers have passed the ISO 14001 environmental management system.

在包裝減塑方面，集團在材料源頭替代、結構輕量化、工藝優化到品類管理等維度發力，推動綠色包裝落地，具體包括：

In terms of packaging plastic reduction, the Group makes efforts in dimensions such as material source substitution, structural lightweighting, process optimization, and category management, promoting the implementation of green packaging, specifically including:

- **材料替代**：吸管全部採用PLA全降解材料，部分購物袋採用全降解材料(PBAT+PLA)，部分果切盒採用食品級全降解材料(PBS+PLA)；
- **Material substitution:** straws all adopt PLA fully degradable materials, some shopping bags adopt fully degradable materials (PBAT+PLA), and some fresh-cut fruits boxes adopt food-grade fully degradable materials (PBS+PLA);

- **安全合規**：普通產品包裝盒、包裝袋、果切盒採用食品級環保塑料；
- **Safety compliance:** ordinary product boxes, bags, and fresh-cut fruits boxes are made of food-grade and environmentally friendly plastics;

- **輕量化設計**：通過降低250g帶蓋透明盒、金色八角紙托、半透明黑色塑料勺等單品克重，減少原材料消耗；
- **Lightweight design:** by reducing the gram weight of individual items such as 250g lidded transparent boxes, golden octagonal paper trays, and semi-transparent black plastic spoons, raw material consumption is reduced;

- **工藝簡化**：部分禮盒優化工藝減少覆膜及燙金工藝，減少燙金紙以及塑料膜的使用；
- **Process simplification:** some gift boxes optimize processes to reduce lamination and hot stamping processes, reducing the use of hot stamping paper and plastic films;

- **拉花升級**：將一次性塑料拉花替換為可重複使用的絲帶拉花，提升裝飾物料的耐用性與環保屬性；
- **Ribbon upgrade:** replacing disposable plastic decorative ribbons with reusable silk ribbons, enhancing the durability and environmental attributes of decorative materials;

- **品類精簡**：系統梳理門店易耗品包裝物料，減少SKU數量，並實行「進一退一原則」，避免冗餘。
- **Category simplification:** systematically reviewing store consumable packaging materials, reducing the number of SKUs, and implementing the “one in, one out” principle to avoid redundancy.

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同時，集團持續推進門店環保包裝物料的研發與應用，積極替代傳統塑料製品，評估各類綠色包裝的可行性，在確保包裝美觀性、結構強度及功能需求的前提下，鼓勵包裝物料集中採購，推動產品包裝綠色轉型，踐行綠色環保理念。

Meanwhile, the Group continues to advance the R&D and application of store eco-friendly packaging materials, actively replacing traditional plastic products, assessing the feasibility of various types of green packaging, and, on the premise of ensuring packaging aesthetics, structural strength, and functional requirements, encouraging centralized procurement of packaging materials to promote the green transformation of product packaging and practice the green environmental protection concept.

多款果品包裝系統性減塑減耗，實現環保與美學的協同升級
Systematic Plastic Reduction and Consumption Reduction for Multiple Fruit Packaging, Achieving Synergistic Upgrade of Environmental Protection and Aesthetics

2025年，百集團聚焦高價值果品禮盒包裝，在保障產品品質與視覺體驗的前提下，通過材料優化、工藝精簡與結構輕量化等舉措，對「紅鑽軟籽甜石榴」「三紅蜜柚」「秋月梨」「冰糖梨王」等多個核心單品的包裝開展綠色升級。

In 2025, the Group focused on high-value fruit gift box packaging. On the premise of guaranteeing product quality and visual experience, through measures such as material optimization, process simplification, and structural lightweighting, it carried out green upgrades for the packaging of multiple core SKUs such as “Red Diamond Soft-Seed Sweet Pomegranate”, “Sanhong Honey Pomelo”, Qiuyue Pear, and “Rock Sugar Pear King”.



紅鑽軟籽甜石榴王禮盒
Red Diamond Soft-Seed Sweet Pomegranate King Gift Box



三紅蜜柚禮盒
Sanhong Honey Pomelo Gift Box

- **輕量化設計降耗：**針對B級紅鑽軟籽甜石榴（2.5kg小件裝）禮盒，將面紙克重由300g/個優化為290g/個；A級紅鑽軟籽甜石榴8粒裝禮盒則通過縮小尺寸，單盒減少0.1平方米用紙。本年度，兩項優化合計節約用紙超6,300千克。
- **Lightweight design for consumption reduction:** for Grade B Red Diamond Soft-Seed Sweet Pomegranate (2.5kg small pack) Gift Box, the facial paper gram weight was optimized from 300g/unit to 290g/unit. For the Grade A Red Diamond Soft-Seed Sweet Pomegranate 8-piece gift box, paper usage per box was reduced by 0.1 square meters by downsizing the dimensions. This year, the two optimizations saved over 6,300 kg of paper in total.
- **去除非必要裝飾工藝：**在多個核心單品的禮盒及手袋中，全面取消UV與燙金工藝，提升包裝可回收性，減少不環保UV油與燙金膜用量，累計減少UV油用量近1噸，避免燙金膜消耗超4萬平方米。
- **Removing unnecessary decoration processes:** in the gift boxes and handbags of multiple core SKUs, UV and hot stamping processes were comprehensively cancelled, improving packaging recyclability and reducing the usage of non-environmentally friendly UV oil and hot stamping films, cumulatively reducing UV oil usage by nearly one ton and avoiding hot stamping film consumption of over 40,000 square meters.

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2025年，集團零售端使用環保類物料合計7,866萬個，包括：

- 生物全降解購物袋使用量：1,567萬個；
- 紙包裝盒使用量：1,765萬個；
- 生物全降解吸管使用量：12萬個；
- 生物全降解果切盒使用量：794萬個；
- 循環使用無紡布購物袋使用量：3,728萬個；
- 全國範圍內批量上線電子價簽，年節約紙質價簽使用量3.5噸／8,760卷。

A total of 78.66 million environmentally friendly materials were used by the Group in 2025, including:

- Use of biodegradable shopping bags: 15.67 million;
- Use of paper packaging boxes: 17.65 million;
- Use of biodegradable straws: 0.12 million;
- Use of biodegradable fresh-cut fruits boxes: 7.94 million;
- Use of recycled non-woven shopping bags: 37.28 million;
- Electronic price labels were launched in batches nationwide, saving 3.5 tons/8,760 rolls of paper price labels annually.

此外，集團與佳沛在低碳轉型領域持續深化戰略合作，共同推進包裝革新。

In addition, the Group continues to deepen strategic cooperation with Zespri in the field of low-carbon transition, jointly promoting packaging innovation.

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減塑不減質，環保禮盒讓可持續「看得見、傳得開」
Reducing Plastic without Compromising Quality: Eco-friendly Gift Boxes Make Sustainability "Visible and Spreadable"

2025年，集團與全球奇異果品牌佳沛深化合作，聚焦可持續包裝創新，中秋節前夕，佳沛推出融合文化內涵與生態價值的「天壇」聯名環保禮盒，集團為實現綠色包裝在全國範圍內的規模化、多區域協同落地，將該環保禮盒在北京、廣州、杭州、成都等23座重點城市的百果園門店落地銷售，期間共售出1.5萬套「天壇」聯名環保禮盒，推動環保理念從倡導走向實踐，在綠色包裝領域形成示範效應：



中秋天壇環保禮盒
Mid-Autumn Festival Temple of Heaven Eco-friendly Gift Box

In 2025, the Group deepened its cooperation with Zespri, the global kiwi fruit brand, focusing on sustainable packaging innovation, and on the eve of the Mid-Autumn Festival, Zespri launched the "Temple of Heaven" co-branded eco-friendly gift box blending cultural significance with ecological value. To achieve large-scale, multi-regional implementation of green packaging nationwide, the Group made this eco-friendly gift box available for sale at Pagoda stores in 23 key cities, including Beijing, Guangzhou, Hangzhou, and Chengdu. During this period, a total of 15,000 sets of "Temple of Heaven" co-branded eco-friendly gift boxes were sold, promoting environmental concepts from advocacy to practice and forming a demonstration effect in the field of green packaging:

- **材質革新**：全面摒棄傳統塑料包裝，採用食品接觸級牛卡紙與高強度瓦楞紙替代，並在全國各落地市場實現包裝材料的綠色升級。
- **Material innovation:** completely abandoning traditional plastic packaging, the boxes used food-contact grade kraft paper and high-strength corrugated paper as substitutes, achieving a green upgrade of packaging materials in all markets nationwide where the product was launched.
- **可循環**：整套包裝設計實現100%可回收、可再利用或可堆肥，無論在一線城市還是區域性市，均能無縫接入當地回收體系，助力當地農產品包裝可持續轉型。
- **Recyclability:** the entire packaging design achieved 100% recyclability, reusability, or composability. Whether in first-tier cities or regional markets, it could seamlessly connect to local recycling systems, assisting the sustainable transformation of local agricultural product packaging.
- **文化賦能**：借力「天壇」文化IP的廣泛認知，將傳統文化元素與環保理念有機融合，使環保禮盒不僅成為高品質果禮載體，更成為向消費者傳遞綠色生活方式的媒介，在多元區域市場中實現品牌價值與可持續理念的雙重滲透。
- **Cultural empowerment:** leveraging the widespread recognition of the "Temple of Heaven" cultural IP, the project organically integrated traditional cultural elements with environmental concepts. This made the eco-friendly gift box not only a carrier for high-quality fruit gifts but also a medium to convey a green lifestyle to consumers, achieving dual penetration of brand value and sustainable concepts in diverse regional markets.

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2025年，集團各類包裝材料消耗情況如下：

The Group's consumption of various types of packaging materials in 2025 is as follows:

包裝材料消耗 Packaging Material Consumption	單位 Unit	2025年 2025
轉運紙箱消耗量 Consumption of transfer cartons	噸 ton	3,943.68
零售包裝消耗量 Consumption of retail packaging	噸 ton	10,113.39
包裝消耗總量 Total consumption of packaging	噸 ton	14,057.07
包裝消耗總密度 Total density of packaging consumption	噸／百萬元收入 ton/million RMB revenue	1.72

資源循環利用

集團持續優化產品全生命周期的資源循環利用策略，通過一系列舉措，在種植、運輸與零售等各環節優化資源循環利用體系，推動循環經濟發展，共建共享「無廢城市」。

RESOURCE RECYCLING

The Group continuously optimizes the resource recycling strategy throughout the product life cycle. Through a series of measures, it optimizes the resource recycling system in links such as planting, transportation, and retail, promotes the development of the circular economy, and jointly builds and shares "Zero-waste Cities".

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產品全生命周期的資源循環利用策略
Resource Recycling Strategy throughout the Product Life Cycle

種植環節
Planting

葡萄基地果袋循環使用：葡萄採摘完成後，對完好的果袋進行統一回收、清潔與分類儲存，並於次年生長季重新投入使用，減少一次性包裝材料消耗。

Recycling of fruit bags in grape bases: after grapes are harvested, intact fruit bags are uniformly recycled, cleaned, and sorted for storage, and then put back into use in the following growing season, reducing the consumption of disposable packaging materials.

運輸環節
Transportation

紙箱回收利用：各配送中心在收貨和分揀過程中，對狀態良好、結構完整的紙箱進行統一回收與分類整理，經質檢合格後重新投入發貨使用。截至2025年末，全國16個配送中心累計回收再利用紙箱約3,941噸，大幅減少新紙箱採購需求，降低資源消耗與包裝廢棄物產生。

Carton recycling and reuse: during the receiving and sorting processes at various distribution centers, cartons in good condition and with intact structures are uniformly recycled and sorted. After passing quality inspection, they are put back into use for shipping. By the end of 2025, 16 distribution centers nationwide had cumulatively recycled and reused approximately 3,941 tons of cartons, significantly reducing the demand for new carton procurement and lowering resource consumption and packaging waste generation.



運輸環節裝車回收的紙箱
Cartons Recycled during Loading in Transportation

可循環周轉筐推廣：在運輸環節大規模推廣可循環周轉筐發貨，降低一次性周轉筐使用，截至2025年末日，集團可循環周轉筐發貨箱數達1,157.8萬個。

Promotion of Recyclable Circulation Baskets: the Group promotes the large-scale use of recyclable circulation baskets for shipping in the transportation stage, reducing the use of disposable circulation baskets. By the end of 2025, the number of shipments using recyclable circulation baskets by the Group reached 11.578 million.



從門店回收的可循環周轉筐
Recyclable Circulation Baskets Recycled from Stores

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零售環節
Retail

環保無紡布袋重複使用：線上外賣配送採用可多次使用的環保無紡布袋。

Reuse of eco-friendly non-woven bags: reusable eco-friendly non-woven bags are adopted for online food delivery.



環保無紡布袋
Eco-friendly Non-woven Bags

4.3 生態保護

本集團將守護自然生態作為企業發展的根本責任，將綠色發展理念深度融入農業實踐。通過引入和自主研發環境友好型種植技術，推動傳統農業向生態協同模式轉型。在保障產品安全與品質的同時，努力減少對化肥農藥的依賴，保護土壤健康，提升生物多樣性，降低農業對生態系統的負面影響。

4.3 ECOLOGICAL PROTECTION

The Group regards guarding the natural ecology as the fundamental responsibility of enterprise development and deeply integrates the green development philosophy into agricultural practices. By introducing and independently developing environment-friendly planting technologies, the Group promotes the transformation of traditional agriculture towards an ecological synergy model. While guaranteeing product safety and quality, the Group strives to reduce dependence on chemical fertilizers and pesticides, protect soil health, enhance biodiversity, and lower the negative impact of agriculture on the ecosystem.

4.3.1 生態種植技術

集團積極推廣生態種植模式，聚焦以技術驅動為核心的可持續農業體系，重點擴大BLOF種植技術的應用規模。通過持續拓展技術覆蓋面積，集團穩步推進生態種植從示範走向規模化落地，夯實綠色農業發展的根基。

4.3.1 ECOLOGICAL PLANTING TECHNOLOGY

The Group actively promotes ecological planting models, focusing on a technology-driven sustainable agricultural system, and prioritizes expanding the application scale of BLOF planting technology. By continuously expanding the technology coverage area, the Group steadily advances ecological planting from demonstration to large-scale implementation, solidifying the foundation of green agricultural development.

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BLOF技術遵循植物的生長發育，能滿足其對於營養和土壤環境的需求，摒棄氮磷鉀施肥模式，結合不同種植基地的土壤特性與作物需求，定制化設計有機肥料配方，實現碳水化合物、氨基酸、礦物元素三大營養的精準供給。同時，採用太陽熱養生處理技術優化土壤結構，顯著改善土壤的物理、化學和生物特性，提升作物抗逆能力。該技術實現在不使用化學合成肥料、農藥和激素的條件下，生產出高品質、高產量、高營養的農產品。

BLOF technology follows the growth and development of plants, meeting their nutritional and soil environment requirements. It abandons the nitrogen-phosphorus-potassium (NPK) fertilization model and, combining the soil characteristics and crop needs of different planting bases, customizes organic fertilizer formulas to achieve the precise supply of the three major nutrients: carbohydrates, amino acids, and mineral elements. At the same time, the soil structure is optimized using solar thermal nutritional treatment technology, which significantly improves the physical, chemical and biological properties of the soil and enhances crop resilience. The technology enables the production of products with high quality, high yield and rich nutrition without the use of synthetic fertilizers, pesticides or hormones.



山東葡萄基地使用BLOF技術
Application of BLOF Technology in the Shandong Grape Plantation

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BLOF技術體系——突破有機種植瓶頸
BLOF Technology System — Breaking Through Organic Planting Bottlenecks

重建土壤生態平衡：
Reconstructing soil ecological balance:

施用BLOF特種堆肥是改良土壤、提升果園生態健康的核心舉措。該堆肥以植物源原料為主，具有高碳氮比和豐富水溶性碳水化合物，能快速改善板結土壤結構，增強透氣性與保水能力，並為有益微生物提供良好棲息環境。其中的好氧與厭氧功能菌群協同作用，提升土壤生物活性，增強作物抗病能力，優化養分吸收，促進果實風味物質積累，實現「養土」到「優果」的良性循環。

The application of BLOF special compost is a core measure to improve soil and enhance the ecological health of orchards. This compost is primarily composed of plant-based raw materials and features a high carbon-to-nitrogen ratio and abundant water-soluble carbohydrates. It can rapidly improve the structure of compacted soil, enhance aeration and water retention capabilities, and provide a favorable habitat for beneficial microorganisms. The synergistic action of aerobic and anaerobic functional microbial communities therein enhances soil biological activity, strengthens crop disease resistance, optimizes nutrient absorption, and promotes the accumulation of fruit flavor substances, achieving a virtuous cycle from “soil nurturing” to “high-quality fruit”.



通過太陽熱養生處理的辣椒對比
Comparison of Peppers Treated with Solar Heat Health Treatment

以微生物為媒，用氨基酸養果：
Using microorganisms as a medium to nourish fruit with amino acids:

在BLOF體系中，氨基酸肥料通過微生物發酵魚渣、豆渣等高氮有機物製成，使作物直接吸收氨基酸合成蛋白質。這種「氮+碳」協同供給模式，不僅提升蛋白質含量，還增加碳水化合物積累，顯著改善果實糖度、風味與營養品質。

In the BLOF system, amino acid fertilizers are produced through the microbial fermentation of high-nitrogen organic materials such as fish residue and bean residue, allowing crops to directly absorb amino acids for protein synthesis. This synergistic “nitrogen + carbon” supply mode not only increases protein content but also boosts carbohydrate accumulation, significantly improving fruit sugar content, flavor, and nutritional quality.

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重視生命不可或缺的礦物質
Attaching importance to indispensable minerals for life

植物生長需17種必需元素，除碳、氫、氧外，其餘依賴土壤礦質元素。百果園基於土壤檢測，實施精準礦物質施肥，動態調整氮、磷、鉀及中微量元素配比，構建強健植株結構，支撐高產、優質、抗逆的可持續種植。

Plant growth requires 17 essential elements. Apart from carbon, hydrogen, and oxygen, the remainder relies on soil mineral elements. Based on soil testing, Pagoda implements precise mineral fertilization, dynamically adjusting the ratios of nitrogen, phosphorus, potassium, and medium-trace elements to build a robust plant structure, supporting sustainable planting characterized by high yield, high quality, and stress resistance.

太陽熱養生處理構建健康根域環境

Solar heat health treatment to construct a healthy root zone environment

通過覆蓋透明薄膜利用太陽熱養生處理土壤，有效滅殺病原菌與雜草種子，同時促進有益微生物繁殖和團粒結構形成，使土壤疏鬆透氣、保水保肥，利於根系發育，實現「防病於未然、養土於無形」。

By covering the soil with transparent film to utilize solar heat for health treatment, this method effectively eliminates pathogenic bacteria and weed seeds. Simultaneously, it promotes the reproduction of beneficial microorganisms and the formation of aggregate structures, making the soil loose, breathable, and capable of retaining water and fertilizer. This facilitates root development, achieving the goal of "preventing disease before it occurs and nurturing the soil invisibly".



通過太陽熱養生處理的棉花對比
Comparison of Cotton Treated with Solar Heat Health Treatment

2025年，BLOF技術已成功應用於娃娃菜、生菜、西蘭花、南瓜、黃瓜、青椒、聖女果等數十種蔬菜的種植，覆蓋寧夏、雲南、北京、廣東、江蘇等多個區域，種植面積達26,000餘畝，並已在全國多地開展生態種植技術試驗、賦能與應用。在山西大同，集團與廣靈縣政府及當地企業、農戶合作，已在當地試點、引進、推廣BLOF種植基地達5,000畝；2025年9月，集團與張家口市萬全區政府簽署BLOF技術培訓合作協議，雙方將率先圍繞韭菜、玉米、水果黃瓜和番茄四大作物開展精準種植合作，預計總面積將達1.3萬畝。

In 2025, the BLOF technology has been adopted in the cultivation of dozens of vegetables, including baby Chinese cabbage, lettuce, broccoli, pumpkin, cucumber, green peppers, cherry tomatoes, etc., and covered various regions including Ningxia, Yunnan, Beijing, Guangdong and Jiangsu, with a total of more than 1,733.33 hectares of planting area. Moreover, the testing, empowerment, and application of ecological planting technologies have been carried out in many regions across the country. In Datong, Shanxi, the Group collaborated with the Guangling County Government, local enterprises, and farmers to pilot, introduce, and promote BLOF planting bases covering an area of 333.33 hectares. In September 2025, the Group signed a BLOF technology training cooperation agreement with the Wanquan District Government of Zhangjiakou City. The two parties will take the lead in carrying out precision planting cooperation for four major crops: chives, corn, fruit cucumbers, and tomatoes, with the total area expected to reach 866.67 hectares.

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4.3.2 病蟲防護體系

集團創新性地將病蟲害防治理念從傳統的被動滅殺轉向主動防控，構建以生態平衡和風險預判為核心的主動防控體系。

依托對作物全生育期生長規律的深入理解，集團針對不同物候階段(如萌芽期、花期、生理落果期、採收期等)設計巡園記錄表，明確各階段重點關注的病蟲害類型、發生位置及植株症狀。一線人員在田間巡查過程中，同步開展影像採集，通過照片或視頻直觀記錄葉片、果實、枝幹及土壤狀態，確保數據真實可溯，相關巡園信息均通過「智果系統」實時錄入與歸檔，實現病蟲害數據的結構化管理與動態分析。

同時，通過建立覆蓋主要種植基地的病蟲害智能監測網絡，長期積累田間數據，集團深入分析病蟲發生與氣候、作物物候之間的關聯規律，在害蟲孵化期、幼蟲期及病害初期實施精準防控，優先採用生物防治、物理阻隔及生態調控等綠色手段進行干預，有效遏制病蟲擴散，大幅降低化學農藥使用量，推動農業生產向生態友好、綠色可持續模式轉型。

4.3.2 PEST AND DISEASE PROTECTION SYSTEM

The Group has innovatively shifted its pest and disease control philosophy from traditional passive elimination to active prevention and control, constructing an active prevention and control system centered on ecological balance and risk prediction.

Relying on a deep understanding of the growth laws throughout the crop's entire growth period, the Group has designed garden patrol record forms for different phenological stages (such as the germination stage, flowering stage, physiological fruit drop stage, and harvest stage), clarifying the types of pests and diseases, occurrence locations, and plant symptoms that require key attention at each stage. During field patrols, frontline personnel synchronously conduct image collection, visually recording the status of leaves, fruits, branches, and soil through photos or videos to ensure data authenticity and traceability. Relevant patrol information is entered and archived in real-time through the "Zhi Guo System," achieving structured management and dynamic analysis of pest and disease data.

Meanwhile, by establishing an intelligent pest and disease monitoring network covering major planting bases and accumulating field data over the long term, the Group deeply analyzes the correlation laws between pest occurrence and climate as well as crop phenology. It implements precise prevention and control during pest hatching periods, larval stages, and the early stages of diseases, prioritizing intervention through green means such as biological control, physical barriers, and ecological regulation. This effectively curbs the spread of pests and diseases, significantly reduces the use of chemical pesticides, and promotes the transformation of agricultural production toward an eco-friendly and green sustainable model.

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物理防蟲
Physical Pest Control

- **防蟲網：**
- **Insect-proof nets:**

通過物理方式進行隔離，適用於農作物全生長周期，防治害蟲的種類廣泛，防蟲效率防效在90%以上。

physical isolation, applicable to the whole growth cycle of crops. It can control a wide range of pests, and pest control efficiency reaches more than 90%.



- **誘捕器：**
- **Traps:**

基於害蟲生物學特性，系統部署誘蟲燈、誘殺球、黏蟲板等物理防治設備。同時，誘捕器兼具監測功能，可定期收集害蟲活動數據、分析出沒規律，為制定精準的防治策略提供科學依據，實現病蟲害的早發現、早預警、早防控。

based on the biological characteristics of pests, systemically deploy physical control equipment such as trap lights, trapping balls and sticky boards. At the same time, the trappers have the monitoring function, which can regularly collect data on pest activities, and analyze the pattern of absence, to provide a scientific basis for the development of accurate control strategies, and achieve early detection, early warning, and early prevention and control over pests.



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生物防蟲
Biological Pest Control

- 以菌治蟲：
- **Using microbes to control pests:**

施用微生物菌劑，通過干擾害蟲的生理代謝與繁殖周期，破壞其生態系統平衡，從而實現保護作物的目的。

apply microbial fungicides to interfere with the physiological metabolism and reproduction cycle of pests, and disrupt their ecosystem balance, so as to realize the purpose of crop protection.

- 以菌治菌：
- **Using microbes to control diseases:**

利用微生物代謝過程中產生的抗生素，抑制病原菌的生長與繁殖。

utilize antibiotics produced during the metabolic process of microorganisms to inhibit the growth and reproduction of pathogenic bacteria.

- 動物防蟲：
- **Animal-based pest control:**

構建生態多樣性種植園區，通過分區養殖雞、鴨、鵝等禽畜，並嚴格保護鳥類、蛙類等有益生物，通過特定環境營造吸引天敵生物(如種毛勺子吸引草蛉可以消滅很大一部分果園害蟲)，利用自然天敵的捕食作用實現有效的害蟲防控，打造完整的生態鏈系統。

construct ecological diversity plantation area, raise livestock such as chickens, ducks and geese in different zones, and strictly protect birds, frogs and other beneficial organisms, attract natural enemy organisms (for example, planting Hairy Vetch to attracts lacewings can eliminate a large portion of pests in the orchard) through constructing specific environment, and utilize the predatory effect of natural enemy to achieve effective pest control and prevention, so as to create a complete ecological chain system.

- 植物防蟲：
- **Plant-based pest control:**

基地外圍種植防蟲植物，利用植物本身的特性來驅趕或抑制害蟲。

plant-based pest control plants outside the base, and use the characteristics of these plants to drive away or inhibit pests.

化學防蟲
Chemical Pest Control

- 植物源防蟲試劑：
- **Plant-derived pest control reagents:**

由從植物體中提取的全部或部分有效成分及其次生代謝產物加工形成，針對特定種類害蟲、特定作物，以預防為主，作為其他防蟲措施的補充手段。

process from all or part of the active ingredients extracted from plants and their secondary metabolites, targeting specific types of pests and specific crops, mainly for prevention, as complementary means to other pest control measures.

第 4 章 CHAPTER 4

在此基礎上，集團進一步整合並優化各項生產管理措施，構建多維度作物保護體系：

On this basis, the Group further integrates and optimizes various production management measures to construct a multi-dimensional crop protection system:

- 通過抹芽、打頂、摘心等生產技術，調控作物生長周期，減少病蟲害發生；
- Adjust and control the growth cycle of crops to reduce the occurrence of pests and diseases through production techniques such as sprouting, topping and centering;

- 科學布局防護林帶，利用生態屏障效應阻斷木虱、紅蜘蛛等害蟲的傳播途徑；
- Deploy protective forest belts in a scientific manner, utilize the effect of ecological barriers to block the transmission pathways of woodlice, red spiders and other pests;

- 建立嚴格的病樹管理制度，實施病株清除與消毒機制，有效控制病毒傳播風險。
- Establish a strict management system for diseased trees and implement a mechanism for removing and sterilizing diseased plants to effectively control the risk of virus transmission.

第 5 章
CHAPTER 5

本章節回應的SDGs
SDGs addressed in this chapter



向共贏，構建韌性鏈條
BUILDING A RESILIENT CHAIN FOR WIN-WIN OUTCOMES

本集團致力於構建責任清晰、協同高效的產業生態。在供應商管理方面，建立了覆蓋准入審核、績效評估、合規督導與持續改進的全流程管理體系，將環境、社會與管治(ESG)要求系統融入各環節。在與加盟商的協作中，通過資源整合、運營賦能與數字化支持，全面提升其經營水平與市場適應力，推動產業鏈各環節在合規、可持續的框架下實現共同成長。

The Group is committed to building an industrial ecosystem characterized by clear responsibilities and efficient coordination. Regarding supplier management, the Group has established a full-process management system covering admission review, performance evaluation, compliance supervision, and continuous improvement, systematically integrating Environmental, Social, and Governance (ESG) requirements into every link. In collaboration with franchisees, the Group comprehensively enhances their operational standards and market adaptability through resource integration, operational empowerment, and digital support, promoting the mutual growth of all links in the industrial chain within a compliant and sustainable framework.

第 5 章 CHAPTER 5

2025年度亮點績效：
2025 Performance Highlights:

- 與全球26個國家的800餘個優質水果生產基地長期合作。
- The Group maintains long-term cooperation with over 800 high-quality fruit production bases across 26 countries worldwide.

- 對國內供應商開展3,730次履約評估，評估覆蓋率達99%，符合標準的供應商比例為99%。
- A total of 3,730 compliance assessments on domestic suppliers were conducted, with a 99% assessment coverage rate and 99% of suppliers complying with the standards.

- 審核境外供應商農殘報告共49份，對國外供應商開展12次履約評估，評估覆蓋率達100%，符合標準的供應商比例為100%。
- A total of 49 reports pesticide residues from foreign suppliers examined. A total of 12 compliance assessments on foreign suppliers were conducted, with a 100% were assessment coverage rate and 100% of suppliers complying with the standards.

- 供應商《反商業賄賂協議》簽署率100%。
- 100% of suppliers have signed the Anti-Commercial Bribery Agreement.

- 門店總數4,468家，並在印度尼西亞設立8家門店。
- 4,468 stores in total, and 8 stores opened in Indonesia.

- 加盟商開業支持比例達100%，帶教／幫扶支持門店超90家。
- The opening support coverage rate for franchisees reached 100%, and over 90 stores received mentoring and assistance support.

- 受理並處理加盟商反饋950項，24小時內響應解決率達92%。
- The Group accepted and processed 950 pieces of franchisee feedback, achieving a response and resolution rate of 92% within 24 hours.

第 5 章 CHAPTER 5

5.1 供應鏈管理

本集團積極構建規範透明、責任共擔的供應商合作體系，通過建立貫穿供應商全生命周期的管理制度，推動供應鏈管理的規範化與精細化。同時，我們堅持將ESG因素融入供應商管理的各個環節，不斷提升產業鏈的整體韌性、合規水平與可持續發展能力，為構建安全、穩定、負責任的供應鏈生態提供系統性保障。

5.1 SUPPLY CHAIN MANAGEMENT

The Group actively constructs a standardized, transparent, and responsibility-sharing supplier cooperation system, promoting the standardization and refinement of supply chain management by establishing a management system that spans the entire supplier lifecycle. Meanwhile, we persist in integrating ESG factors into every aspect of supplier management, continuously enhancing the overall resilience, compliance level, and sustainable development capability of the industrial chain, providing systematic assurance for building a safe, stable, and responsible supply chain ecosystem.

5.1.1 供應商管理

本集團在供應鏈管理過程中，始終堅持合規運營與系統化治理，嚴格遵守《中華人民共和國招標投標法》《中華人民共和國政府採購法》等法律法規，並建立了貫穿供應商全生命周期的管理制度體系。在既有《果品標準管理規定》《鮮果供應商准入管理規定》等制度基礎上，2025年，集團新修訂及制定《國產鮮果供應商管理規定(含直供)》《國內鮮果採購管理規定》《機會果品採購管理辦法》《易耗品採購管理規定》以及《國內鮮果供應商考核實施細則》等內部制度，持續完善從尋源、准入、履約到考核、退出的管理閉環。

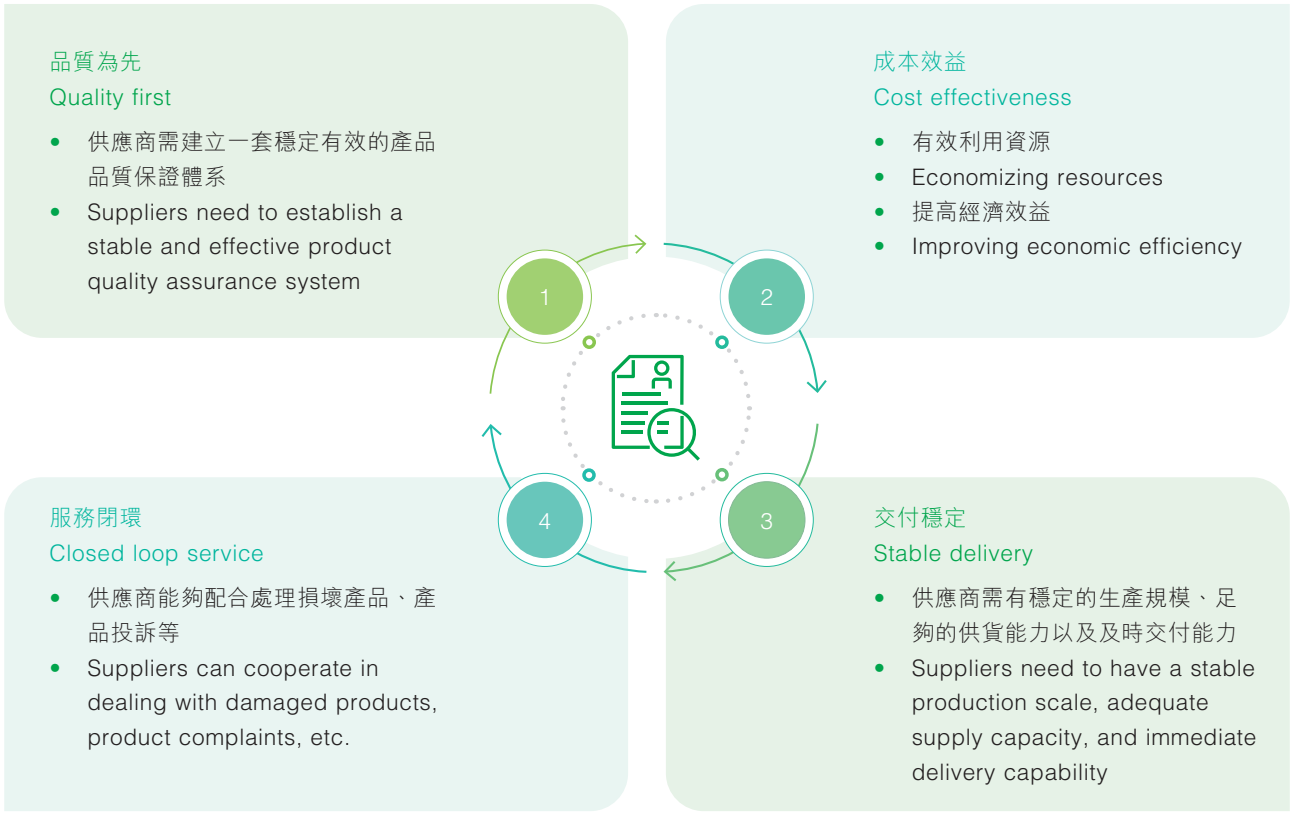
5.1.1 SUPPLIER MANAGEMENT

In the process of supply chain management, the Group always adheres to compliant operations and systematic governance, strictly abiding by laws and regulations such as the Bidding Law of the People's Republic of China and the Government Procurement Law of the People's Republic of China, and has established a management system framework spanning the entire supplier lifecycle. Building upon existing systems such as the Fruit Standard Management Requirements and the Fresh Fruit Supplier Admission Management Regulations, the Group newly revised and formulated internal systems including the Domestic Fresh Fruit Supplier Management Regulations (Including Direct Supply), the Domestic Fresh Fruit Procurement Management Regulations, the Opportunity Fruit Procurement Management Measures, the Consumables Procurement Management Regulations, and the Domestic Fresh Fruit Supplier Assessment Implementation Rules in 2025. In doing so, the Group has continuously improved the management closed-loop ranging from sourcing, admission, and performance to assessment and exit.

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在管理實踐中，集團依據「Q.C.D.S」（質量、成本、交付、服務）原則，系統推進供應商的考察、評估與動態管理，強化供應商履約能力建設與持續改進，以制度保障供應鏈的合規、穩定與可持續發展。

In management practice, the Group systematically advances supplier inspection, evaluation, and dynamic management based on the "Q.C.D.S" (quality, cost, delivery, service) principles, strengthening supplier contract fulfillment capability construction and continuous improvement, thereby guaranteeing the compliance, stability, and sustainable development of the supply chain through institutional measures.



百果園「Q. C. D. S」供應商准入四項原則
The Four Principles of "Q.C.D.S." Supplier Access for Pagoda

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1

供應商准入
Supplier access

- 進行實地考察
- Conducting on-site visits
- 收集候選供應商資料
- Gathering information on candidate suppliers
- 開展准入前風險評估
- Conducting pre-access risk assessment
- 比價採購
- Bidding for procurement
- 書面覆核
- Written review
- 准入通知與審批
- Access notification and approval

2

供應商過程管理
Supplier process management

- 合同簽署
- Contract signing
- 履約過程管理
- Performance process management
- 供應商對賬結算
- Supplier reconciliation and settlement
- 月度履約評估
- Monthly performance evaluation

3

供應商績效評估
Supplier performance evaluation

- 供應商履約評估
- Supplier assessment for contract performance
- 供應商自身風險再評估
- Supplier own risk reassessment
- 實行A-E級評估分級
- Implementation of A-E assessment grading

4

供應商淘汰
Supplier phase-out

- 評級A-C級，繼續合作
- Grade A-C, continued cooperation
- 評級D級，溝通改進
- Grade D, communication for improvement
- 評級E級，提供《改善報告》並同步尋找替代供應商
- Grade E, providing Improvement Report and seeking alternative suppliers

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本集團依據採購金額將供應商劃分為核心供應商、主力供應商、新晉供應商及普通供應商，並建立了差異化的評估與考核機制。以水果品類供應商為例，在考察初期，集團全面了解其果品種類、產區分布、產量規模、種植條件等基本信息，並重點安排在產品開發或上市前進行實地考察。通過實地考察的意向供應商，將被納入候選名單，並由專職採購人員對其企業風險、產品風險及服務能力開展准入前的綜合風險評估，以此確保集團所採購產品的質量可控、供應可靠。截至2025年末，集團擁有果品相關供應商969家，其中內地供應商859家、國際供應商110家，按地區劃分情況如下：

The Group classifies suppliers into core suppliers, key suppliers, emerging suppliers, and general suppliers based on procurement amount, and has established differentiated evaluation and assessment mechanisms. Taking fruit category suppliers for example. During the initial inspection stage, the Group comprehensively understands basic information such as fruit varieties, production area distribution, output scale, and planting conditions, and prioritizes arranging on-site inspections before product development or launch. Intentional suppliers passing the on-site inspection will be included in the candidate list, and dedicated procurement personnel will conduct a comprehensive pre-admission risk assessment regarding corporate risk, product risk, and service capabilities, thereby ensuring controllable quality and reliable supply of the products procured by the Group. As of the end of 2025, the Group had 969 fruit-related suppliers, including 859 China Mainland suppliers and 110 international suppliers, with the breakdown by region as follows:

地區 **Region**	供應商數目 **Number of Suppliers**	單位 **Unit**
中國華北地區 North China	48	家
中國東北地區 Northeast China	13	家
中國華東地區 East China	325	家
中國華南地區 South China	240	家
中國華中地區 Central China	67	家
中國西南地區 Southwest China	110	家
中國西北地區 Northwest China	56	家
港澳台及境外 Hong Kong, Macao and Taiwan, Overseas	110	家

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集團每月會對供應商開展履約評估，並於當年結束後對供應商開展績效評估。2025年，集團對國內果品相關供應商開展3,730次履約評估，評估覆蓋率達99%，符合標準的供應商比例為99%；審核境外供應商農殘報告共49份，對國外供應商開展12次履約評估，評估覆蓋率達100%，符合標準的供應商比例為100%。

The Group conducts contract fulfillment assessments for suppliers on a monthly basis and carries out performance evaluations for suppliers after the conclusion of the current year. In 2025, the Group conducted 3,730 contract fulfillment assessments on domestic fruit-related suppliers, achieving an evaluation coverage rate of 99% with 99% of suppliers meeting standards. The Group reviewed a total of 49 pesticide residue reports from overseas suppliers and conducted 12 contract fulfillment assessments on foreign suppliers, achieving an evaluation coverage rate of 100% with 100% of suppliers meeting standards.

此外，為進一步強化供應商產品質量管控，集團在持續執行隨貨提交第三方檢驗報告及到貨抽檢的基礎上，通過「百果園交易平台」向供應商發布《關於百果園「鮮果類檢測報告提交要求」的宣導》，明確了檢測報告的規範格式；發布《百果園農殘檢測項目更新通知》，將鮮果農殘檢測項目更新為300項；並針對柑橘橙類產品發布專項通知，增加「總砷」重金屬檢測要求，切實加強對供貨質量的源頭管理。

Furthermore, to further strengthen supplier product quality control, while continuously implementing the submission of third-party inspection reports accompanying goods and arrival sampling inspections, the Group released the Circular on Pagoda's "Requirements for Submission of Fresh Fruit Test Reports" to suppliers via the "Pagoda Trading Platform," clarifying the standard format for test reports. The Group issued the Notice of Pagoda Updating Pesticide Residue Inspection Items, updating the fresh fruit pesticide residue testing items to 300. The Group issued a special notice for citrus products, adding the "total arsenic" heavy metal testing requirement, effectively strengthening source management of supply quality.

2025年，集團進一步優化食安管控流程：6月，平台上線「供應商報告庫」功能，並明確自6月6日起實行「無平台報告不入庫」的食安控制要求；9月，對進口火龍果的檢測頻率由年度調整為月度，並重申對「農產品承諾達標合格證」的規範索證與使用要求。集團將持續通過制度與技術手段，強化對供應商的質量約束，對不符合品控要求的供應商將終止合作。

In 2025, the Group further optimized the food safety control process: in June, the platform launched the "Supplier Report Library" function and specified that the food safety control requirement of "no warehousing without a platform report" would be implemented starting June 6. In September, the testing frequency for imported dragon fruit was adjusted from annually to monthly, and the requirements for the standardized certification request and usage of the "Commitment Certificate for Compliance of Agricultural Products" were reiterated. The Group will continue to strengthen quality constraints on suppliers through institutional and technical means, and will terminate cooperation with suppliers that fail to meet quality control requirements.

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5.1.2 供應商ESG風險管理

本集團高度重視供應鏈的環境、社會與治理(ESG)風險管理，持續倡導並推動供應商遵循可持續發展理念，強化合規運營、環境保護及社會責任履行。集團已經將環保表現、用工合規、產品質量等ESG相關因素納入採購評估與供應商管理體系。對於未能達到環境與社會標準的供應商，集團將不予合作或終止既有合作，以確保供應鏈整體符合本集團的長期可持續發展目標。

在供應商准入審核階段，集團制定《供應商自身風險評估表》與《產品／服務風險評估表》，在供應商准入環節實施系統性風險評估。以國產鮮果為例，集團將供應商是否具備ISO 22000:2018食品安全管理體系、HACCP、GMP等食品質量與安全相關認證納入評估指標，並關注供應商是否持有有機產品認證、綠色食品證書、無公害農產品產地認定等資質。在實地考察階段，集團對供應商的產區周邊環境、種植管理情況（包括土壤檢測、施肥措施、農藥使用品種、方法、頻次等）提出明確評估要求，並優先安排在果品開發或上市前期進行現場審核。供應商須通過現場考察及集中評審，並形成《鮮果供應商考察報告》，經審批通過後方可納入供應商名錄，確保從源頭保障產品質量與安全可控。2025年，集團在現有供應商准入審核基礎上，新增「供應商社保參保人數」關鍵信息核驗，將作為評估供應商合規運營能力與社會責任履行狀況的重要參考。

5.1.2 SUPPLIER ESG RISK MANAGEMENT

The Group attaches great importance to Environmental, Social, and Governance (ESG) risk management in the supply chain, continuously advocating and promoting suppliers to follow sustainable development concepts and strengthening compliant operations, environmental protection, and the fulfillment of social responsibilities. The Group has incorporated ESG-related factors such as environmental performance, labor compliance, and product quality into the procurement evaluation and supplier management system. For suppliers that fail to meet environmental and social standards, the Group will not cooperate with them or terminate existing cooperation to ensure that the supply chain overall aligns with the Group's long-term sustainable development goals.

During the supplier admission review stage, the Group has formulated the Supplier's Own Risk Assessment Form and the Product and Service Risk Assessment Form to implement systematic risk assessment during the supplier admission process. Taking domestic fresh fruits for example. The Group includes whether suppliers possess certifications related to food quality and safety such as ISO 22000:2018 Food Safety Management System, HACCP, and GMP into evaluation indicators, and pays attention to whether suppliers hold qualifications such as organic product certification, green food certificate, and pollution-free agricultural product origin recognition. During the on-site inspection stage, the Group puts forward clear evaluation requirements for the supplier's production area surrounding environment and planting management situation (including soil testing, fertilization measures, pesticide varieties used, methods, frequency, etc.), and prioritizes arranging on-site audits before fruit development or launch. Suppliers must pass on-site inspections and centralized reviews, and form a Fresh Fruit Supplier Inspection Report, which can only be included in the supplier list after approval, ensuring product quality and safety controllability from the source. In 2025, on the basis of existing supplier admission reviews, the Group added verification of key information on "supplier social security insured number", which serves as an important reference for evaluating suppliers' compliant operation capabilities and social responsibility fulfillment status.

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同時，為確保供應商的相關道德、安全、健康和人權準則與集團理念一致，集團制定《供應商行為準則》，從反腐敗、人權、勞工管理、健康安全、多元化與公平、環境保護等方面明確供應商應遵守的行動要求，部分要點如下：

- **環境保護**：供應商應遵守當地的環境法律，避免使用環境有害的材料(包括化學品)。供應商應鼓勵開發和使用有利於環境可持續發展的概念和材料。
- **勞工管理**：供應商必須遵守當地法律有關最低員工年齡的規定，且工人的最低年齡不得低於16歲。禁止強迫勞工、抵債性勞工、契約勞工、奴工以及任何形式的非人道用工。
- **健康安全**：供應商應遵守經營所在國家／地區對工作場所健康和安全的所有法律標準，為員工提供乾淨、安全和健康的工作環境。
- **反歧視與婦女權利**：供應商應確保基於能力而不是任何與工作本質無關的個人特徵(包括膚色、種族、宗教、年齡、民族、性取向、性別、HIV、婚姻狀況、懷孕、政治立場、工會會員、殘疾或任何其他特徵)進行僱傭、支付報酬、福利、晉升、解約及退休。供應商應確保女性在就業的所有方面均得到平等待遇。

Meanwhile, to ensure that suppliers' ethical, safety, health and human rights standards are in line with ours, the Group has formulated the Supplier Code of Conduct, which specifies the action requirements for suppliers to comply with in the areas of anti-corruption, human rights, labor management, health and safety, diversity and fairness, and environmental protection. Some main points are listed below:

- **Environmental protection:** suppliers should comply with local environmental laws and avoid using environmentally hazardous materials (including chemicals). Suppliers should encourage the development and use of concepts and materials that are conducive to environmentally sustainable development.
- **Labor management:** suppliers must comply with local laws regarding the minimum age of employees, which shall not be less than 16 years old. Forced labor, bonded labor, indentured labor, slave labor, and any form of inhumane labor are prohibited.
- **Health and safety:** suppliers should comply with all legal standards for workplace health and safety in the country/region where they operate, providing employees with a clean, safe, and healthy working environment.
- **Anti-Discrimination and women's rights:** suppliers should ensure that employment, compensation, benefits, promotions, terminations, and retirements are based on merit instead of any personal characteristic unrelated to the nature of the work, including skin color, race, religion, age, national origin, sexual orientation, gender, HIV, marital status, pregnancy, political affiliation, union membership, disability, or any other characteristic. Suppliers should ensure that women are treated equally in all aspects of employment.

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本集團積極構建誠信、透明的商業環境，要求所有商業合作夥伴恪守商業道德，堅決杜絕賄賂、欺詐等違法違規行為。集團將反商業賄賂及合規經營納入供應商准入與持續管理的重要環節，明確要求合作前簽署《反商業賄賂協議》與《合規承諾書》，在協議中公示舉報電話，並鼓勵供應商建立健全內部反腐敗制度。在履約監督方面，集團通過年度自查、定期回訪及隨機抽檢等方式，持續加強對供應鏈的合規管控，並將反貪腐體系建設情況納入供應商績效評價體系。針對涉及商業賄賂等行為的供應商，集團秉持零容忍態度，將依據協議約定追究違約責任，並列入合作黑名單。截至2025年，集團所有供應商均已完成相關合規文件的簽署，共同築牢廉潔合作的制度基礎。

The Group actively builds an honest and transparent business environment, requiring all business partners to abide by business ethics and resolutely put an end to illegal and irregular acts such as bribery and fraud. The Group integrates anti-commercial bribery and compliant operations into important links of supplier admission and continuous management, explicitly requiring the signing of the Anti-Commercial Bribery Agreement and the Compliance Commitment Agreement before cooperation, publicizing reporting hotlines in the agreements, and encouraging suppliers to establish and improve internal anti-corruption systems. In terms of performance supervision, the Group continuously strengthens compliance control over the supply chain through annual self-inspections, regular return visits, and random inspections, and incorporates the construction of the anti-corruption system into the supplier performance evaluation system. Regarding suppliers involved in acts such as commercial bribery, the Group upholds a zero-tolerance attitude, will pursue breach of contract liability according to agreement stipulations, and list them on the cooperation blacklist. As of 2025, all suppliers of the Group have completed the signing of relevant compliance documents, jointly building a solid institutional foundation for clean cooperation.

5.1.3 供應商溝通與賦能

本集團高度重視供應鏈協同與可持續發展，將供應商視為重要的戰略合作夥伴，致力於通過持續溝通、系統培訓與能力共建，提升產業鏈整體韌性與責任水平。2025年，集團通過系列專家講座與行業會議深化產學研融合及夥伴協同，特邀多位行業專家舉辦專題分享，內容涵蓋荔枝病蟲害防控、楊梅產業現狀、百香果供應鏈與市場分析、枇杷品種創新與品控保障等關鍵品類，持續賦能業務團隊與合作夥伴的專業認知。同時，2025年4月，集團舉辦全國供應商大會，線上線下參會規模千餘人，圍繞供應鏈轉型、食品安全、行業趨勢與技術賦能等關鍵議題開展專項培訓與交流，有效促進了知識共享、標準對齊與能力升級。

5.1.3 SUPPLIER COMMUNICATION AND EMPOWERMENT

The Group attaches great importance to supply chain collaboration and sustainable development, regards suppliers as important strategic partners, and is committed to enhancing the overall resilience and responsibility level of the industrial chain through continuous communication, systematic training, and capacity co-construction. In 2025, the Group deepened industry-university-research integration and partner collaboration through a series of expert lectures and industry conferences, specially inviting multiple industry experts to hold special sharing sessions covering key categories such as lychee pest and disease control, waxberry industry status, passion fruit supply chain and market analysis, and loquat variety innovation and quality control assurance, continuously empowering the professional cognition of the business team and partners. Meanwhile, in April 2025, the Group held a nationwide supplier conference with over one thousand participants online and offline, conducting special training and exchanges focusing on key topics such as supply chain transformation, food safety, industry trends, and technology empowerment, effectively promoting knowledge sharing, standard alignment, and capability upgrading.

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供應商知識講座：枇杷專題
Supplier Knowledge Lecture: Special Topic on Loquat

2025年商品經營研討會，深化供應鏈協同與生態共建
2025 Product Operation Symposium, Deepening Supply Chain Collaboration and Ecosystem Co-construction

面對日益複雜的市場環境與行業競爭，集團於2025年2月召開商品經營研討會，旨在凝聚生態共識、強化協同機制，共同應對經營挑戰。會議邀請集團高層、生態圈夥伴及核心供應商代表共70餘人參與，重點探討在激烈市場競爭中，如何通過建立高效協同機制、提升產業鏈響應能力，進一步支持業務基本盤穩健發展。

Facing an increasingly complex market environment and industry competition, the Group held a Product Operation Symposium in February 2025, aiming to gather ecosystem consensus, strengthen coordination mechanisms, and jointly respond to business challenges. The meeting invited more than 70 participants, including Group senior management, ecosystem partners, and core supplier representatives, to focus on discussing how to establish efficient coordination mechanisms and improve industrial chain response capabilities in fierce market competition to further support the steady development of the business foundation.

會議不僅強化了集團與供應商、合作夥伴之間的信任與聯動，也為在挑戰中識別機遇、協同推動可持續增長提供了重要的溝通平台與決策支撐。

The meeting not only strengthened the trust and linkage between the Group and suppliers and partners but also provided an important communication platform and decision-making support for identifying opportunities in challenges and collaboratively promoting sustainable growth.

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5.2 加盟商管理

集團積極構建系統、規範、共贏的加盟商管理體系，持續完善制度規範、嚴格運營標準、暢通溝通渠道，並結合全方位賦能支持與生態共建活動，不斷提升加盟商經營能力與品牌認同，共同打造可持續發展的加盟生態，推動品牌與合作夥伴實現長期共贏。

5.2 FRANCHISEE MANAGEMENT

The Group actively builds a systematic, standardized, and win-win franchisee management system, continuously improving institutional norms, strictly operating standards, and smoothing communication channels, and combining comprehensive empowerment support with ecosystem co-construction activities to continuously enhance franchisee operational capabilities and brand identity, jointly creating a sustainable development franchise ecosystem and promoting the brand and partners to achieve long-term win-win results.

5.2.1 加盟商管理與溝通

集團系統構建並持續優化加盟商管理體系，以標準化管理維護品牌統一形象並提升運營效率。同時，集團注重與加盟商建立常態化、雙向的溝通平台，通過定期舉辦交流活動、專題會議和培訓賦能，持續幫助加盟商提升經營能力與管理水平，不斷增強其對品牌的認同感、歸屬感與經營信心。

5.2.1 FRANCHISEE MANAGEMENT AND COMMUNICATION

The Group systematically constructs and continuously optimizes the franchisee management system, maintaining a unified brand image and enhancing operational efficiency through standardized management. Meanwhile, the Group focuses on establishing a normalized and bidirectional communication platform with franchisees. Through regularly organizing exchange activities, special meetings, and training empowerment, the Group continuously helps franchisees improve their operational capabilities and management levels, constantly enhancing their sense of identity, belonging, and confidence in the brand.

加盟商管理

2025年，集團修訂《加盟店經營管理規定》，重點圍繞違規行為分類、調查流程、改進告知與懲處機制等方面進行了全面優化，提升了加盟店管理制度的規範性與可操作性，為加盟體系的穩健發展提供了制度保障。

2025年，集團依據圍繞17項重點內容，對深圳、廣州、貴陽等7個區域的70家加盟店開展專項現場檢查。本次檢查共計發現各類問題182項，所有問題均在檢查現場完成整改，實現了檢查、反饋與糾正的閉環管理，有效強化了門店的日常食品安全操作規範。

FRANCHISEE MANAGEMENT

In 2025, the Group revised the Regulations on the Operation of Franchised Stores, focusing on comprehensive optimization regarding the classification of violations, investigation processes, improvement notification, and punishment mechanisms. This enhanced the standardization and operability of the franchise store management system, providing institutional assurance for the steady development of the franchise system.

In 2025, centering on 17 key contents, the Group conducted special on-site inspections on 70 franchise stores across seven regions including Shenzhen, Guangzhou, and Guiyang. This inspection discovered a total of 182 various issues, all of which were rectified on-site, achieving closed-loop management of inspection, feedback, and correction, and effectively strengthening the daily food safety operation norms of the stores.

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同時，為強化加盟體系的管理規範與風險控制，集團設立加盟店違規評審小組，專門負責監督加盟管理制度的執行情況，並對涉及底線違規及特殊違規的事件進行審議與最終裁定，該機制旨在提升加盟店對標準化運營的遵守意識，系統管控違規風險，維護品牌整體運營秩序。

Meanwhile, to strengthen the management norms and risk control of the franchise system, the Group established a Franchise Store Violation Review Panel, specifically responsible for supervising the implementation of franchise management regulations, and reviewing and making final rulings on events involving bottom-line violations and special violations. This mechanism aims to enhance franchise stores' awareness of compliance with standardized operations, systematically control violation risks, and maintain the overall operational order of the brand.

加盟商溝通

集團以百果園加盟商委員會(簡稱「加委會」)為核心平台，積極構建多層次、常態化的加盟商溝通機制。通過組織全國性與區域性的交流研討、實地巡店幫扶、日常意見反饋等活動，持續促進加盟商之間的經驗共享與協作支持，助力全體加盟商提升經營能力，共同營造正向、互助、可持續發展的加盟生態。

FRANCHISEE COMMUNICATION

With the Pagoda Franchisee Committee (referred to as the "Franchisee Committee") as the core platform, the Group actively constructs a multi-level and normalized franchisee communication mechanism. Through organizing national and regional exchange seminars, on-site store patrol assistance, daily opinion feedback, and other activities, the Group continuously promotes experience sharing and collaborative support among franchisees, helping all franchisees improve their operational capabilities, and jointly creating a positive, mutually supportive, and sustainable development franchise ecosystem.

加盟商主要溝通交流渠道 Main communication channel of franchisee	溝通頻率 Communication frequency
區域月度加盟商座談會 **Regional Monthly Franchisee Seminars**	每月進行 Monthly
全國加盟商委員會會議 **National Franchisee Committee Meeting**	區域月度，集團不定期組織交流會，高管會參與等 Held monthly in the region, the Group organizes communication meetings from time to time, and executives participate in these meetings
400客服渠道 **400 Customer Service Channel**	實時 Real time
總裁信箱 **President's Mailbox**	不定期 Irregularly
加盟商滿意度調查(全國維度) **Franchisee Satisfaction Survey (Nationwide)**	季度或半年一次 Quarterly or half-yearly

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2025年6月，深圳區域舉辦加盟商代表座談會，圍繞實際經營中的共性議題展開研討，並安排參觀優秀門店進行實地學習。會議中就加盟商提出的問題進行了集中反饋與解答，並進一步明確了區域內各項支持工作的對接人員與責任分工，以提升服務響應效率與落地質量。

In June 2025, the Shenzhen region held a franchisee representative symposium to discuss common issues in actual operations and arranged visits to excellent stores for on-site learning. During the meeting, centralized feedback and answers were provided regarding issues raised by franchisees, and the liaison personnel and responsibility division for various support work within the region were further clarified to improve service response efficiency and implementation quality.

同時，為持續優化加盟商支持體系，本集團建立業務支持專線，2025年累計受理加盟商反饋950項，實現24小時內響應解決率達92%；開展兩次加盟商滿意度專項調研並召開專題提升會議，系統收集意見、診斷問題，以驅動服務流程與支持機制的持續改進。

Meanwhile, to continuously optimize the franchisee support system, the Group established a business support hotline. In 2025, it cumulatively accepted 950 pieces of franchisee feedback, achieving a response and resolution rate of 92% within 24 hours. It also conducted two special franchisee satisfaction surveys and held special improvement meetings to systematically collect opinions and diagnose problems, driving continuous improvement in service processes and support mechanisms.

5.2.2 加盟商賦能

本集團持續優化加盟商支持體系，覆蓋門店選址、開業支持、人員培訓、運營輔導及數字化賦能等關鍵環節，在推動加盟商實現業務穩健發展的同時，持續完善長效激勵機制，致力於實現品牌與加盟夥伴的協同發展與價值共創。

5.2.2 FRANCHISEE EMPOWERMENT

The Group continuously optimizes the franchisee support system, covering key links such as store site selection, opening support, personnel training, operation coaching, and digital empowerment. While promoting the steady development of franchisees' businesses, the Group continuously improves the long-term incentive mechanism, committed to achieving synergistic development and value co-creation between the brand and franchise partners.

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加盟商選址賦能
Empower Franchisees in Site Selection

在幫助加盟商選址開店方面，規範管理加盟商店選址及評估。
Manage its site selection and assessment in a compliant manner to help a franchisee select a store site.

聘請專業第三方對商圈定位、店舖位置等要素對地點進行評估，協助加盟商選址開店決策。
Invite a professional third party to assess the site based on the positioning of the commercial circle, store location and other factors, and help the franchisee decide on the site.

門店設計與裝修賦能
Empower Store Design and Decoration

協助開展門店設計和裝修工作。
Provide support in the store design and decoration work.

制定門店裝修標準管理相關內部制度，以嚴格要求選擇符合資質的施工方，並對施工結果進行驗收。
Establish internal systems related to store decoration standard management, strictly require the selection of qualified construction parties, and inspect the construction results.

數字化賦能
Enabling with Digitalization

向加盟商推廣數字化經營管理系統，不斷提升加盟商門店運營的數字化能力，實現門店數字化運營。ERP系統已成功為加盟商提供包含智能訂貨、智能定價、智能化動態銷管以及關鍵運營指標提升等信息化系統和功能，極大程度提升了加盟門店經營效率。
Promote digital management systems to franchisees, continuously enhance the digital capabilities of franchisee for store operations, and achieve digital store operations. The ERP system has successfully provided franchisees with information systems and functions, including intelligent ordering, intelligent pricing, intelligent dynamic sales management and key operational indicator improvement, and the system has greatly improved the operational efficiency of franchised stores.

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運營支持
Operation Support

基於門店所處商圈周邊的動態數據，通過智能訂貨系統為門店匹配個性化產品組合、定價及促銷活動，幫助門店實現精細化運營，降低加盟商運營難度。
Based on the dynamic data of the surrounding business districts of stores, products can match personalized product mix, pricing and promotional activities for stores through the intelligent ordering system, to help stores achieve refined operation and help alleviate the difficulties faced by franchisees in operation.

協助加盟商開展品牌宣傳及營銷活動，如提供節假日專項營銷方案及傳播渠道等。
Assist franchisees in carrying out brand promotion and marketing activities, such as providing holiday specific marketing plans and communication channels.

協調廠商及營銷活動，如提供節假日專項營銷方案及傳播渠道等。
Coordinating manufacturers and marketing activities, such as providing special holiday marketing schemes and communication channels.

2025年，集團通過系統化帶教與競促活動雙軌驅動，幫扶加盟商實現經營提效與模式升級，推動多家門店扭虧為盈。
In 2025, driven by the dual tracks of systematic mentoring and competition promotion activities, the Group helped franchisees achieve operational efficiency improvement and model upgrading, promoting multiple stores to turn losses into profits.

教育培訓賦能
Empower Education and Training

對加盟商店長、店員搭建了成熟的培訓體系，培訓內容涵蓋食品安全、營銷方法等方面。
Prepare a mature franchisee-specific training system for store managers and employees of the franchisee. The training content covers food safety, marketing methods and other aspects.

為門店指派區域運營經理和督導經理，對其經營和管理進行指導。
Assign regional operation managers and supervisory managers to provide guidance on store operation and management.

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加盟商學習地圖賦能項目
Franchisee Learning Map Empowerment Project

2025年，集團開展「加盟商學習地圖」專項培訓，圍繞門店運營、成本管控、數字化營銷等核心模塊開展系統培訓，幫助加盟商提升標準化運營水平與精益經營能力。通過該賦能體系，加盟商在食安管理、精準營銷等方面取得實質突破，並進一步強化了對品牌價值觀的認同，逐步構建起協同發展、互利共贏的加盟生態。

In 2025, the Group carried out the "Franchisee Learning Map" special training, conducting systematic training related to core modules such as store operations, cost control, and digital marketing. This initiative helped franchisees improve their standardized operation levels and lean operation capabilities. Through this empowerment system, franchisees achieved substantive breakthroughs in food safety management and precision marketing, further strengthening their identification with brand values, and gradually building a synergistic, mutually beneficial, and win-win franchise ecosystem.

此外，集團組織多元化賦能與交流活動，持續加強加盟商生態建設。2025年7月，開展優秀區域游學，覆蓋8個區域共35位加盟商，促進跨區經驗共享與業務提升；同年12月舉辦「三好人生」主題活動，聯動4個區域25組加盟商家庭，傳遞品牌溫度，強化情感聯結與歸屬感。

In addition, the Group organized diversified empowerment and exchange activities, continuously strengthening the construction of the franchisee ecosystem. In July 2025, an excellent region study tour was conducted, covering eight regions with a total of 35 franchisees, promoting cross-regional experience sharing and business improvement. In December of the same year, the "Three-front Good Life" themed activity was held, linking 25 franchisee families across four regions, conveying brand warmth and strengthening emotional connections and sense of belonging.





加盟商賦能活動
Franchisee Empowerment Activities

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5.3 交流與合作

本集團積極融入行業生態建設，通過構建常態化的知識共享平台、深化政企溝通機制、拓展國際合作網絡等多種方式，持續與產業界、學術界及相關部門開展多維交流。在主動吸收行業前沿動態的同時，也致力於參與技術協同與質量提升，不斷增強自身產品力與供應鏈韌性，助力行業向更規範、更可持續的方向發展。

5.3 EXCHANGE AND COOPERATION

The Group actively integrates into the construction of the industry ecosystem, continuously carrying out multi-dimensional exchanges with the industry, academia, and relevant departments through various methods such as building a normalized knowledge sharing platform, deepening government-enterprise communication mechanisms, and expanding international cooperation networks. While actively absorbing industry frontier dynamics, the Group is also committed to participating in technology collaboration and quality improvement, continuously enhancing its product strength and supply chain resilience, and assisting the industry to develop in a more standardized and sustainable direction.

百果園攜旗下津成泰亮相2025年亞洲國際果蔬展
Pagoda and Its Subsidiary Chiang Mai Thai Debut at Asia Fruit Logistica 2025

2025年9月，第十八屆亞洲國際果蔬展覽會在香港亞洲國際博覽館開幕。集團攜同子公司津成泰參展，通過連年參展，持續面向全球合作夥伴和意向客戶展示百果園供應鏈及品牌打造優勢，更好地實現買全球、賣全球。

In September 2025, the 18th Asia Fruit Logistica opened at the AsiaWorld-Expo in Hong Kong. The Group exhibited together with its subsidiary Chiang Mai Thai. Through consecutive years of exhibition, the Group continuously demonstrates Pagoda's supply chain and brand building advantages to global partners and potential customers, thus realizing "buy globally, sell globally" in a better way.



百果園2025年亞洲國際果蔬展會現場
Pagoda booth in Asia Fruit Logistica 2025

近年來，集團系統拓展海外B端市場，將來自國內及全球的優質果品推向國際。旗下自有產品品牌，如良枝蘋果、奶皇杏、小仙紫百香果等，其中小仙紫百香果的品種為金都百香3號，集團旗下子公司百果種業獲得該品種獨家授權，多種優質果品已成功進入東南亞等多國市場。同時，集團旗下子公司海陽津成泰持續穩定地向中國香港、東南亞及北美等地輸出蘋果、梨、柑橘等國產精品水果，讓更多海外消費者品嘗到來自中國的高品質果品。

In recent years, the Group has systematically expanded overseas business-side markets, promoting high-quality fruits from domestic and global sources to the international market. The Group's self-owned product brands include Liangzhi Apple (良枝蘋果), Naihuang Apricot (奶皇杏) and Xiaoxianzi Passion Fruit (小仙紫百香果). Among these, Xiaoxianzi Passion Fruit (小仙紫百香果) is a variety known as Jindu passion fruit No. 3 (金都百香 3 號). Pagoda Seeds, the Group's subsidiary, has obtained exclusive licensing rights for this variety, and a variety of high-quality fruits have successfully entered markets in Southeast Asia and other regions. Meanwhile, the Group's subsidiary Haiyang Chiang Mai Thai continuously and stably exports domestic premium fruits such as apples, pears, and citrus to Hong Kong, China, Southeast Asia, and North America, allowing more overseas consumers to taste high-quality fruits from China.

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百果園「三個零」品牌亮相2025蔬菜產業大會
Pagoda's "Three Zeros" Brand Appears at the 2025 Vegetable Industry Conference

2025年7月，集團旗下「三個零」受邀參加在寧夏舉辦的「2025年蔬菜產業大會暨第十屆知名蔬菜銷售商走進寧夏」活動。本次大會以「科技賦能產業升級，產銷協同助力振興」為主題，匯聚政府領導、行業專家及產業鏈代表，共同探討蔬菜產業高質量發展路徑。

In July 2025, the Group's brand "Three Zeros" was invited to participate in the "2025 Vegetable Industry Conference and the 10th Famous Vegetable Distributors Entering Ningxia" event held in Ningxia. With the theme of "Technology Empowering Industrial Upgrading, Production and Sales Collaboration Boosting Revitalization", this conference gathered government leaders, industry experts, and industry chain representatives to jointly discuss the high-quality development path of the vegetable industry.



2025蔬菜產業大會現場
Scene of the 2025 Vegetable Industry Conference

「三個零」堅持「不使用化學肥料、不使用化學農藥、不使用化學激素」的種植理念，依托寧夏高海拔冷涼氣候優勢，打造出了基於BLOF生態和諧型種植技術培育的「大漠季」蔬菜瓜果、水果黃瓜等特色產品，具備「安全、營養、有菜味」的差異化產品特色，現場獲得與會嘉賓的廣泛關注與認可。

"Three Zeros" means adhering to the planting philosophy of "no use of chemical fertilizers, chemical pesticides, or chemical hormones". Relying on the advantages of Ningxia's high-altitude cool climate, it has created featured products such as "Desert Season" vegetables and melons, and fruit cucumbers cultivated based on BLOF ecological harmony planting technology. Possessing differentiated product features of being "safe, nutritious, and having a natural vegetable taste", it received wide attention and recognition from attending guests on site.

第 6 章
CHAPTER 6

本章節回應的SDGs
SDGs addressed in this chapter



激潛能，共創卓越平台
UNLEASHING POTENTIAL, CO-CREATING A PLATFORM OF EXCELLENCE

本集團將人才視為驅動企業可持續發展的核心動力，致力於為員工營造安全、健康、包容的工作環境，並通過具有市場競爭力的薪酬激勵與清晰的職業發展通道，支持員工實現個人價值與企業發展的共贏。

The Group regards talent as the core driving force for the sustainable development of the enterprise, committed to creating a safe, healthy, and inclusive working environment for employees. Through competitive compensation incentives and clear career development paths, the Group supports employees in realizing a win-win situation between personal value and enterprise development.

第 6 章 CHAPTER 6

2025年度亮點績效：
2025 Performance Highlights:

- 集團管理層女性員工佔比為9.71%，STEM(科學、技術、工程和數學)相關崗位中女性員工佔比達37.37%。
- The proportion of the Group's female executives reached 9.71%. The proportion of female employees in STEM (Science, Technology, Engineering and Mathematics) related positions reached 37.37%.

- 新增線上466條微課，線上課程培訓時長31.86萬小時。
- Added 466 online micro-courses, with online course training duration reaching 318,600 hours.

- 內部講師約900人，年內開設培訓班次超過760個，開發並講授課程逾50門，總授課時長約80,000小時，成功賦能學員近1萬人次。
- There were approximately 900 internal instructors, with over 760 training sessions opened during the year. Over 50 courses were developed and taught, with a total teaching duration of approximately 80,000 hours, successfully empowering nearly 10,000 trainees.

- 共簽訂安全責任書6,300份，簽訂完成率達100%。
- A total of 6,300 safety responsibility statements were signed, achieving a signing completion rate of 100%.

- 全年完成安全檢查244,713次，全國區域覆蓋率100%，隱患整改率100%。
- Completed 244,713 safety inspections throughout the year, with a national regional coverage rate of 100% and a hazard rectification rate of 100%.

- 組織開展各類員工活動達400場。
- The number of organized and conducted various employee activities reached 400 sessions.

- 員工總體滿意度得分為95分(滿分100分)，整體處於優良水平。
- The overall employee satisfaction score was 95 (out of 100), which is at an excellent level overall.

第 6 章 CHAPTER 6

6.1 員工權益保護

本集團嚴格遵循《中華人民共和國勞動法》《中華人民共和國勞動合同法》及《中華人民共和國未成年人保護法》等國家法律法規，制定並落實《百果園總部員工手冊》《百果園總部招聘管理規定》等內部制度，建立健全公開、公正的員工招聘與僱傭管理機制，持續優化薪酬架構，豐富員工福利體系，致力於實現員工與企業的協同發展與價值共享。

6.1 PROTECTION OF EMPLOYEE RIGHTS AND INTERESTS

The Group strictly follows national laws and regulations such as the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China, and the Law of the People's Republic of China on the Protection of Minors. We also formulated and implemented internal systems such as the Pagoda Headquarter Employee Handbook and the Regulations of Pagoda Headquarter on Recruitment. The Group establishes and improves open and fair employee recruitment and employment management mechanisms, continuously optimizes the compensation structure, enriches the employee welfare system, and is committed to realizing the synergistic development and value sharing between employees and the enterprise.

6.1.1 合規僱傭

本集團恪守國家勞動用工法律法規，通過系統化的制度管理確保僱傭體系運作規範、過程透明，全面保障員工各項合法權益，營造健康、公正、積極的工作氛圍，為全體員工提供安全、平等且有尊嚴的職業環境。

僱傭管理

本集團恪守平等、非歧視的用工原則，全面貫徹公平、公開的招聘機制，依據業務發展規劃制定人才引進策略。在招聘及用工過程中，堅決避免因性別、年齡、種族、國籍、宗教信仰或其他個人因素而產生的歧視行為。同時，集團注重融合社會發展目標與企業自身需求，設定包容並進的僱傭方向，對應聘者的專業能力、實踐經歷與綜合素養進行綜合考量，致力於為所有具備才幹與潛質的人才提供平等的職業發展平台。

6.1.1 COMPLIANCE WITH EMPLOYMENT

The Group abides by national labor employment laws and regulations, ensuring standardized operation and transparent processes of the employment system through systematic institutional management, comprehensively safeguarding the legitimate rights and interests of employees, creating a healthy, fair, and positive working atmosphere, and providing a safe, equal, and dignified professional environment for all employees.

EMPLOYMENT MANAGEMENT

The Group abides by the principles of equality and non-discrimination in employment, fully implements a fair and open recruitment mechanism, and formulates talent introduction strategies based on business development planning. In the recruitment and employment process, the Group resolutely avoids discriminatory behaviors arising from gender, age, race, nationality, religious belief, or other personal factors. Meanwhile, the Group focuses on integrating social development goals with the enterprise's own needs, setting an inclusive and progressive employment direction. It comprehensively considers the professional ability, practical experience, and comprehensive literacy of applicants, committed to providing an equal career development platform for all talents with ability and potential.

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本集團持續完善校園招聘、內部推薦及社會招聘三大人才吸納渠道，通過線上線下相結合的方式深化校園招聘與校企合作，舉辦專場宣講會與雙選會，廣泛吸引優秀人才加入。2025年度，校園招聘流程中進一步融合數字化與智能化技術：智能簡歷匹配系統持續優化人崗精準對接；全新引入AI面試機器人，通過模擬面試與筆試場景，提升選拔過程的沉浸感與科技體驗，在顯著提高人才初篩效率與準確性的同時，進一步增強僱主品牌形象。

The Group continuously improves the three talent absorption channels of campus recruitment, internal recommendation, and social recruitment. Through a combination of online and offline methods, it deepens campus recruitment and school-enterprise cooperation, holds special presentations and job fairs, and widely attracts outstanding talents to join. In 2025, the campus recruitment process was further integrated with digital and intelligent technologies: the intelligent resume matching system continuously optimized the precise matching of people and positions. AI interview robots were newly introduced to simulate interview and written test scenarios, enhancing the immersion and technological experience of the selection process. While significantly improving the efficiency and accuracy of talent preliminary screening, it further enhanced the employer brand image.

2025年度，集團通過校招渠道錄用應屆畢業生百餘人，有效促進人才結構的持續優化與精準配置。

In 2025, the Group hired over 100 fresh graduates through the campus recruitment channel, effectively promoting the continuous optimization and precise configuration of the talent structure.





百果園2025年校園招聘現場
Scene of Pagoda's 2025 Campus Recruitment

本集團構建多層次的校企合作生態，通過戰略深度合作、「學徒制」、「訂單班」聯合培養等多種形式，與全國數百所院校建立了長期穩定的協同育人機制，共同設計貼近實戰的課程與實訓項目，着力培養符合行業發展需要、兼具專業技能與職業素養的應用型人才，支持職業教育與產業需求的有機銜接。

The Group constructs a multi-level school-enterprise cooperation ecosystem, establishing long-term stable collaborative education mechanisms with hundreds of colleges and universities nationwide through various forms such as in-depth strategic cooperation, "apprenticeship system", and "order class" joint training, jointly designing courses and practical training projects close to actual combat, focusing on cultivating application-oriented talents who meet industry development needs and possess both professional skills and professional literacy, supporting the organic connection between vocational education and industrial demand.

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合作項目 Cooperation Projects	合作院校 Cooperation Colleges
戰略深度合作 In-depth Strategic Cooperation	甘肅農業職業技術學院、貴州銅仁職業學院、蘭州石化職業技術大學等十多所學校 Gansu Agricultural Technology College, Guizhou Tongren Vocational College, Lanzhou Petrochemical University of Vocational Technology, and more than ten other schools
「學徒制」 "Apprenticeship System"	廣東科貿職業學院、廣東工貿職業學院、廣西經貿職業學院、黑龍江農業經濟職業學院等多所學校 Guangdong Polytechnic of Science and Trade, Guangdong Polytechnic of Industry and Commerce, Guangxi Economic and Trade Vocational Institute, Heilongjiang Agricultural Economy Vocational College, and many other schools
「訂單班」人才培養 "Order Class" Talent Training	貴州電子商務職業學院、貴州食品工程職業學院、山東服裝職業學院等多所學校 Guizhou Electronic Commerce Vocational College, Guizhou Food Engineering Vocational College, Shandong Vocational Institute of Fashion Technology, and many other schools

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「果創計劃」校園宣講會
"Fruit Creation Plan" Campus Presentation

2025年10月，在廣東南華工商職業學院數字商貿學院舉辦「果創計劃」校園招聘宣講會，面向學生重點推介儲備幹部培養項目。通過介紹集團發展歷程、培養體系及崗位需求，詳細解讀圍繞店長核心能力構建的「儲干歷練五式」培養模式。該活動有效加深了學生對零售行業及集團「果創計劃」的理解，並為集團納青年人才提供了高效平台。

In October 2025, the "Fruit Creation Plan" campus recruitment presentation was held at the School of Digital Commerce, Guangdong Nanhua Vocational College of Industry and Commerce, focusing on promoting the reserve cadre training project to students. By introducing the Group's development history, training system, and job requirements, the "Five Styles of Reserve Cadre Experience" training model built around the core competencies of store managers was explained in detail. This event effectively deepened students' understanding of the retail industry and the Group's "Fruit Creation Plan", and provided an efficient platform for the Group to recruit young talents.



「果創計劃」校園宣講會現場
Scene of the "Fruit Creation Plan" Campus Roadshow

校企合作項目班宣講會
School-Enterprise Cooperation Project Class Roadshow

2025年4月，在惠州工程職業學院財經商貿學院舉辦校企合作項目班宣講會，通過企業宣講、專題講座及現場面試等多環節組合，吸引百餘名學生參與。宣講會重點介紹集團產業鏈布局與「實戰實訓+就業直通」的培養模式，並分享了AI分揀技術、社區運營等智慧零售創新案例，激發學生對新零售業態的深入思考。此次活動深化了產教融合，為加盟門店精準選拔具備實踐能力與創新潛力的未來人才提供了有效途徑。

In April 2025, a school-enterprise cooperation project class roadshow was held at the School of Finance and Commerce of Huizhou Engineering Vocational College. Through a combination of corporate presentations, special lectures, and on-site interviews, it attracted over 100 students to participate. The roadshow focused on introducing the Group's industrial chain layout and the "practical training + direct employment" training model, and shared innovative cases of smart retail such as AI sorting technology and community operations, stimulating students' in-depth thinking about new retail formats. This event deepened the integration of industry and education, providing an effective pathway for franchise stores to precisely select future talents with practical abilities and innovation potential.



校企合作項目班宣講會現場
Scene of the School-Enterprise Cooperation Project Class Roadshow

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嚴禁強制勞工和童工

本集團將禁止使用童工與杜絕一切形式的強迫勞動置於僱傭合規管理的重要位置，嚴格遵守《禁止使用童工規定》等法律法規，並積極對標《世界人權宣言》及國際勞工組織(ILO)相關公約的核心原則。在招聘環節，集團執行嚴格的身份與背景核查，從源頭杜絕違規用工風險；在用工過程中，通過定期的內部審計與合規審查，系統性排查相關隱患，並對任何違規行為採取零容忍態度。此外，集團已建立並暢通內部與外部舉報機制，廣泛接受員工、供應鏈夥伴及社會公眾的監督，切實保障員工的合法權益。本報告期內，集團未發生任何涉及童工、強迫勞動、歧視或騷擾的合規事件。

PROHIBITION OF FORCED AND CHILD LABOR

The Group places the prohibition of child labor and the elimination of all forms of forced labor at an important position in employment compliance management, strictly abiding by laws and regulations such as the Provisions on the Prohibition of Using Child Labor, and actively benchmarking against the core principles of the Universal Declaration of Human Rights and relevant conventions of the International Labour Organization (ILO). In the recruitment process, the Group implements strict identity and background checks to eliminate the risk of non-compliant employment from the source. During the employment process, through regular internal audits and compliance reviews, the Group systematically eliminates relevant hazards and adopts a zero-tolerance attitude towards any violations. In addition, the Group has established and smoothed internal and external reporting mechanisms to widely accept supervision from employees, supply chain partners, and the public, effectively safeguarding the legitimate rights and interests of employees. During this Reporting period, the Group did not experience any compliance incidents involving child labor, forced labor, discrimination, or harassment.

多元化與包容性

本集團積極關注人才多元化與包容性，努力構建尊重差異、機會平等的工作環境，對任何形式的歧視或騷擾行為採取零容忍政策。2025年，集團通過持續落實多元僱傭目標與行動，進一步優化組織氛圍。截至2025年末，管理層女性佔比為9.71%，STEM（科學、技術、工程和數學）崗位女性員工佔比達37.37%，多元化的團隊結構為企業創新與可持續發展注入活力。

DIVERSITY AND INCLUSIVENESS

The Group actively pays attention to talent diversity and inclusiveness, striving to build a working environment that respects differences and offers equal opportunities, adopting a zero-tolerance policy towards any form of discrimination or harassment. In 2025, the Group further optimized the organizational atmosphere by continuously implementing diverse employment goals and actions. By the end of 2025, the proportion of female executives was 9.71%, and the proportion of female employees in STEM (science, technology, engineering, and mathematics) positions reached 37.37%. The diversified team structure has injected vitality into enterprise innovation and sustainable development.

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人才保留機制

為提升員工凝聚力、降低人才流失，集團在2025年積極優化離職管理機制，建立分層分類的離職回訪體系。針對10等及以上幹部、司齡三年以上或不滿三個月的關鍵人員，實行離職一周內完成回訪；同時對離職率連續上升的部門開展全員回訪，深入分析流失根源並推動管理改進。2025年，集團整體人才流失率為26.53%，通過精細化複盤與閉環管理，有效增強組織穩定性。

TALENT RETENTION MECHANISM

To enhance employee cohesion and reduce talent loss, the Group actively optimized the resignation management mechanism in 2025 and established a stratified and classified resignation return visit system. For cadres of grade 10 and above, and key personnel with a tenure of more than three years or less than three months, return visits are completed within one week of resignation. Meanwhile, full return visits are conducted for departments with continuously rising turnover rates to deeply analyze the root causes of loss and promote management improvement. In 2025, the Group's overall talent turnover rate was 26.53%. Through refined review and closed-loop management, organizational stability was effectively enhanced.

6.1.2 薪酬福利

本集團持續建設並優化合法合規、具有市場競爭力且能有效激勵員工的薪酬福利體系，旨在吸引、保留與激勵優秀人才，驅動組織與員工共同成長。

6.1.2 REMUNERATION AND WELFARE

The Group continuously constructs and optimizes a compensation and benefits system that is legal, compliant, competitive in the market, and effective in motivating employees, aiming to attract, retain, and motivate outstanding talents, and drive the common growth of the organization and employees.

薪酬與激勵體系

集團依據《薪酬管理辦法》等內部制度，構建了基於崗位價值、個人能力、績效貢獻及市場水平的薪酬結構，確保薪酬分配的內部公平性與外部競爭性。為強化業績導向，激發組織活力，2025年，集團重點對短期激勵政策進行了迭代升級：更新了《集團總部超額獎金》《集團採營銷專項激勵獎金》及《商品中心超額激勵》等方案，進一步優化獎金達成條件與核算規則，更精準地反映業務價值創造。同時，集團堅持長期激勵與短期激勵相結合的原則，通過員工股份獎勵計劃，使核心管理層及骨幹員工與公司長期利益深度綁定，共享發展成果，共同實現集團戰略目標。

REMUNERATION AND INCENTIVE SYSTEM

The Group has constructed a compensation structure based on position value, personal ability, performance contribution, and market level in accordance with internal systems such as the Remuneration Management Measures, ensuring internal fairness and external competitiveness of compensation distribution. To strengthen performance orientation and stimulate organizational vitality, in 2025, the Group focused on iterating and upgrading short-term incentive policies. We updated schemes such as the Group Headquarters Excess Bonus, the Group Procurement-Marketing Special Incentive Bonus, and the Product Center Excess Incentive, further optimizing bonus achievement conditions and calculation rules to more accurately reflect business value creation. Meanwhile, the Group adheres to the principle of combining long-term incentives with short-term incentives. Through the Employee Share Award Scheme, core management and backbone employees are deeply bound with the Company's long-term interests, sharing development results and jointly achieving the Group's strategic goals.

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福利保障

集團為員工提供全方位、有溫度的福利保障。在依法繳納「五險一金」基礎上，集團結合員工工作與生活需求，實施多項補充福利措施，包括但不限於員工團建、彈性工作安排、節日關懷及健康促進項目等，以切實提升員工的歸屬感、幸福感與獲得感。

WELFARE GUARANTEE

The Group provides employees with all-round and warm welfare guarantees. On the basis of paying "five social insurances and housing provident fund" according to law, the Group implements multiple supplementary welfare measures combined with employees' work and life needs, including but not limited to employee team building, flexible work arrangements, holiday care, and health promotion projects, so as to effectively enhance employees' sense of belonging, happiness, and gain.

6.1.3 民主管理

本集團始終重視構建系統化、多層次、雙向透明的員工溝通與參與體系，致力於保障員工聲音被充分傾聽，員工權利得到切實尊重。在溝通渠道建設上，集團形成了線上線下相結合的立體網絡：線下定期舉辦全國經營與文化大會、新老員工座談會及門店員工大會，促進信息直達與經驗共享；線上則通過「百果圈」內部論壇與「百果園大家庭」社群平台，為員工提供日常交流與意見反饋的便捷渠道。同時，集團設立了總裁信箱、投訴熱線等專項保密渠道，確保員工關切可直達管理層。2025年，集團內部員工文化社區「百果之家」全年發布帖子993篇，回帖總量2,343個，瀏覽總量超547,854人次；總裁信箱共處理員工來信7封，有效發揮了收集建議、受理反饋的功能。

6.1.3 DEMOCRATIC MANAGEMENT

The Group always attaches importance to building a systematic, multi-level, and bidirectional transparent employee communication and participation system, committed to ensuring that employees' voices are fully heard and their rights are truly respected. In the construction of communication channels, the Group has formed a three-dimensional network combining online and offline methods. Offline, it regularly holds National Operation and Culture Conferences, symposiums for new and old employees, and store employee meetings to promote direct information delivery and experience sharing. Online, it provides convenient channels for daily communication and opinion feedback for employees through the "Baiguo Circle" internal forum and the "Pagoda Big Family" community platform. Meanwhile, the Group has established special confidential channels such as the President's Mailbox and the Complaint Hotline to ensure that employee concerns can reach the management directly. In 2025, the Group's internal employee cultural community "Pagoda Home" published 993 posts throughout the year, with a total of 2,343 replies and a total of over 547,854 views. The President's Mailbox processed a total of seven letters from employees, effectively fulfilling the functions of collecting suggestions and accepting feedback.

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在民主管理機制方面，集團持續完善以職工代表大會為核心的制度化參與平台。通過不定期召開職代會，審議集體合同、員工手冊、獎懲辦法等涉及員工切身利益的重要制度，保障員工在重大事項上的知情權、參與權、表達權與監督權。這些多元、暢通的溝通與參與渠道，不僅夯實了員工與集團之間的信任基礎，也為實現民主決策、民主監督，共同推動集團可持續發展提供了制度保障。

In terms of democratic management mechanisms, the Group continues to improve the institutionalized participation platform with the Employee Congress as the core. By convening the Employee Congress irregularly to review important systems involving employees' vital interests such as collective contracts, employee handbooks, and reward and punishment measures, it safeguards employees' rights to know, participate, express, and supervise regarding major issues. These diverse and smooth communication and participation channels not only consolidate the foundation of trust between employees and the Group but also provide institutional guarantees for realizing democratic decision-making and democratic supervision to jointly promote the sustainable development of the Group.

6.2 發展與培訓

本集團秉持「激勵成長，包容試錯」的理念，將員工的職業成長與企業發展緊密結合，致力於通過完善的培訓體系與多元發展通道，持續提升員工的專業能力與綜合素養，支持每位員工在實現自我價值的同時，與集團共同進步。

6.2 DEVELOPMENT AND TRAINING

The Group upholds the philosophy of "motivating growth and tolerating trial and error", closely combining employees' career growth with enterprise development, and is committed to continuously improving employees' professional abilities and comprehensive literacy through a perfect training system and diversified development channels, supporting every employee to realize self-worth while making progress together with the Group.

6.2.1 職業發展

本集團持續完善員工職業發展機制，制定並落實《百果園集團幹部管理規定》《培訓計劃與培訓費用預算管理規定》等內部制度，搭建涵蓋管理序列(M)、技術序列(T)、職能序列(P)和操作序列(O)的四通道職業發展路徑，為不同崗位員工提供清晰的晉升方向。集團定期組織晉升評審，並可根據實際情況啟動臨時晉升流程，確保激勵的及時性與靈活性。

6.2.1 CAREER DEVELOPMENT

The Group continues to improve the employee career development mechanism, formulating and implementing internal systems such as the Regulations of Pagoda on the Management of Cadres and the Regulations of Pagoda on the Management of Training Plan and Training Expense Budget, building a four-channel career development path covering the Management sequence (M), Technical sequence (T), Professional sequence (P), and Operational sequence (O), providing clear promotion directions for employees in different positions. The Group regularly organizes promotion reviews and can initiate temporary promotion processes according to actual situations, ensuring the timeliness and flexibility of incentives.

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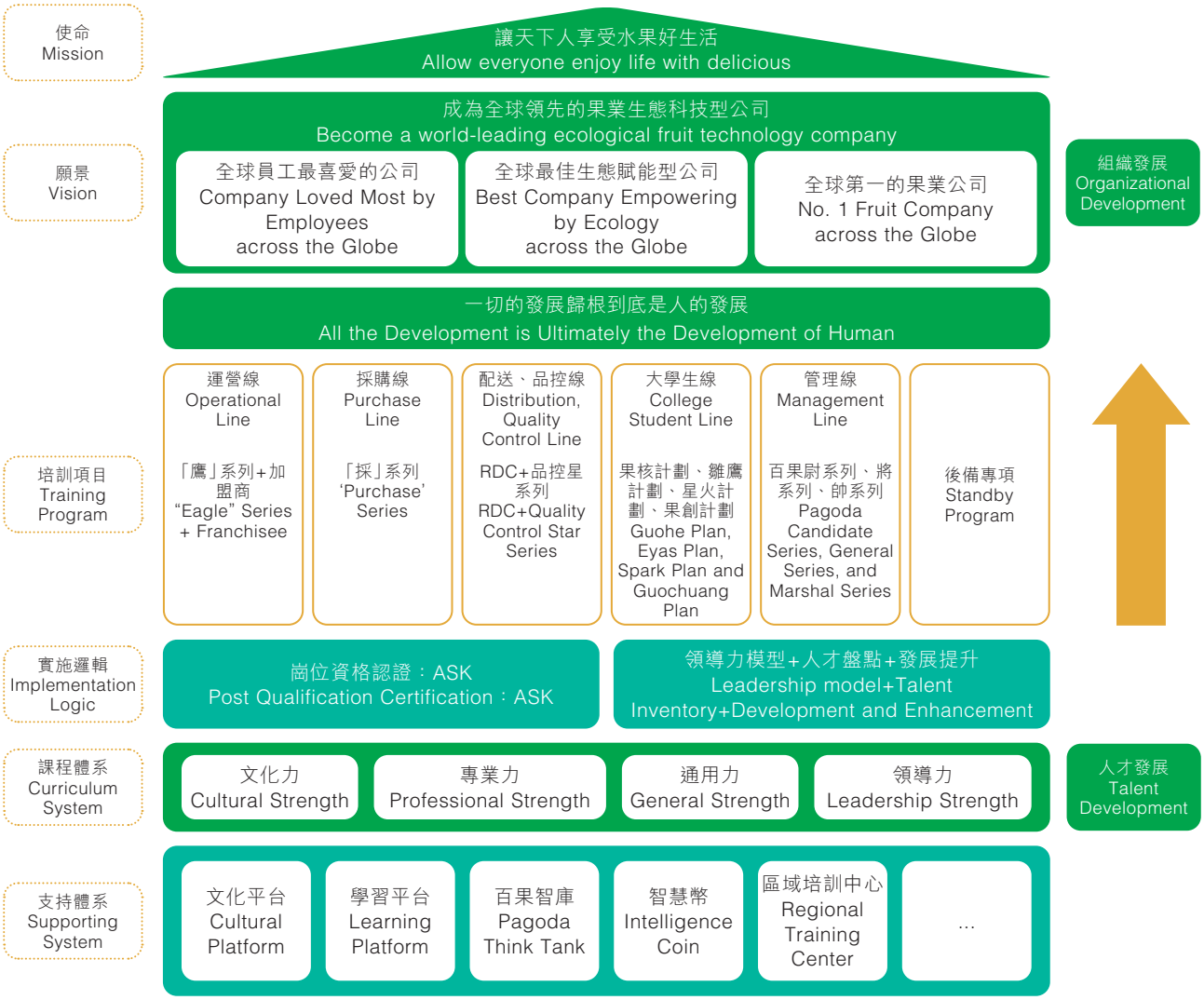
集團構建完善的人才儲備管理流程。針對後備店長，設計從人才盤點、入池、培養到驗收的系列環節，並安排資深店長進行上任帶教，確保新任店長能夠快速勝任崗位，為集團高質量發展儲備充足的人才力量。截至2025年末，集團後備店長梯隊儲備總量達2,474人，後備督導經理儲備153人，為業務持續發展提供有力支撐。2025年，集團重點開展運營線全面人才盤點，基於績效與能力雙維度對員工進行評估，並針對評估結果實施差異化的管理措施，包括晉升、培訓、儲備選拔、績效輔導與調崗等，以實現人才結構持續優化。

The Group has established a comprehensive talent reserve management process. For reserve store managers, the Group has designed a series of procedures from talent record, entry into the pool, training to acceptance, and has also arranged senior store managers to provide on-the-job support to ensure that the new store managers are able to quickly take up their positions, and the Group can reserve sufficient human resources for our high-quality development. By the end of 2025, the Group's reserve store manager team reserve totaled 2,474 people, and the reserve supervisor manager reserve was 153 people, providing strong support for continuous business development. In 2025, the Group focused on carrying out a comprehensive talent review of the operation line, evaluating employees based on the two dimensions of performance and capability, and implementing differentiated management measures based on the evaluation results, including promotion, training, reserve selection, performance coaching, and job rotation, so as to achieve continuous optimization of the talent structure.

同時，本集團建立了分層分類、覆蓋全員的人才培養體系。圍繞不同業務條線，設立「鷹系列」(門店運營)、「採系列」(供應鏈採購)等專項計劃；面向關鍵崗位與人才梯隊，開展「黃埔講師訓練營」(核心幹部)、「銅牆鐵壁計劃」(品類總經理)等提升項目；同時針對校招新員工，實施「果核計劃」「果創計劃」「星火計劃」及「雛鷹計劃」，形成從新人到骨幹、從專業到管理的系統性成長路徑，支持每位員工獲得適配的發展機會。

Meanwhile, the Group has established a layered and classified talent training system covering all staff. As for different business lines, it has established special plans such as the "Eagle Series" (store operations) and "Purchasing Series" (supply chain procurement). With respect to key positions and talent echelons, it carries out improvement projects such as the "Huangpu Lecturer Training Camp" (core cadres) and "Iron Wall Plan" (category general managers). Meanwhile, for new employees recruited from campuses, it implements the "Fruit Core Plan", "Fruit Creation Plan", "Spark Plan", and "Fledgling Eagle Plan", forming a systematic growth path from newcomers to backbones and from professionals to management, supporting every employee to obtain adapted development opportunities.

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

此外，為加強幹部隊伍的系統傳承，集團制定《幹部到齡退休及繼任者管理》方案，建立從「退休預警－繼任培養－榮譽退休－繼任上崗」的閉環機制，保障關鍵崗位有序銜接與管理活力。

In addition, to strengthen the systematic inheritance of the cadre team, the Group formulated the Cadre Retirement Age and Successor Management scheme, establishing a closed-loop mechanism from "retirement warning – successor cultivation – honorable retirement – successor taking office", guaranteeing the orderly connection of key positions and management vitality.

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6.2.2 多元培訓

為支持員工與業務的持續成長，本集團不斷優化整合學習資源，建立覆蓋文化傳導、通用素質、專業技能及領導力發展等維度的培訓體系。通過線上線下融合的交付模式，集團為員工提供系統化、場景化的學習支持，持續夯實其職業發展基礎。2025年，集團持續豐富學習平台內容富，新增微課超466條，全年線上學習時長累計近31.86萬小時。

文化類培訓

本集團將企業文化建設視為驅動發展的核心戰略，堅持「公司經營，文化先行」的理念，通過系統性的文化宣導與內化機制，持續推動文化理念在組織內部的深度滲透與生動實踐。集團積極開展多層次的文化培訓、案例研討及實踐活動，促進文化與業務行為相融合，並通過故事徵集、標桿評選等形式，營造全員認同與踐行的文化氛圍，為企業發展凝聚深層動力。

2025年，集團深入推進企業文化建設，在「空間體驗、視覺滲透、內容傳播」等方面持續發力，將內部文化凝聚力轉化為外部品牌影響力，有效提升了員工認同感與品牌美譽度。

6.2.2 DIVERSIFIED TRAINING

To support the continuous growth of employees and the business, the Group constantly optimizes and integrates learning resources, establishing a training system covering dimensions such as cultural transmission, general competencies, professional skills, and leadership development. Through an online and offline integrated delivery model, the Group provides employees with systematic and scenario-based learning support, continuously consolidating the foundation for their career development. In 2025, the Group continuously enriched the content of the learning platform, adding over 466 new micro-courses, with a cumulative online learning time of nearly 318,600 hours throughout the year.

CULTURAL TRAINING

The Group regards corporate culture construction as a core strategy driving development, adhering to the philosophy of "Operations Begin with Culture". Through systematic cultural promotion and internalization mechanisms, it continuously promotes the deep penetration and vivid practice of cultural concepts within the organization. The Group actively carries out multi-level cultural training, case studies, and practical activities to promote the integration of culture and business behaviors. Through forms such as story collection and benchmark selection, it creates a cultural atmosphere of identification and practice by all employees, gathering deep momentum for enterprise development.

In 2025, the Group deepened the construction of corporate culture, continuously exerting efforts in "spatial experience, visual penetration, and content dissemination", transforming internal cultural cohesion into external brand influence, and effectively enhancing employee sense of identity and brand reputation.

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文化陣地建設 **Construction of Cultural Bases**	集團精心打造「百果園水果文化體驗空間」及「百果園文化館」，並建立了集運營、推廣、維護於一體的常態化管理體系，持續強化其在文化展示、互動體驗、交流賦能方面的核心功能。截至2025年末，展館累計接待內外部訪客超200場、超3,500人次，顯著增強了員工的歸屬感與合作夥伴的文化認同。 The Group meticulously built the "Pagoda Fruit Culture Experience Space" and "Pagoda Culture Center", and established a normalized management system integrating operation, promotion, and maintenance, continuously strengthening their core functions in cultural display, interactive experience, and exchange empowerment. By the end of 2025, the exhibition halls had cumulatively received over 200 internal and external visiting groups with over 3,500 persons, significantly enhancing employees' sense of belonging and partners' cultural identification.  *來訪交流現場* *Scene of Visit and Exchange*
視覺環境滲透 **Visual Environment Penetration**	針對全國30個區域辦公室，集團統一策劃並升級了品牌文化牆，設計注重融合集團核心價值與區域特色，實現了文化「於無聲處」的持續浸潤，有效增強了團隊的凝聚力與文化感知。 Targeting 30 regional offices nationwide, the Group unified the planning and upgrading of brand culture walls. The design focused on integrating the Group's core values with regional characteristics, realizing the continuous permeation of culture "in silence", and effectively enhancing team cohesion and cultural awareness.
內容傳播創新 **Innovation in Content Dissemination**	集團着力構建「集團－區域－門店」聯動的短視頻傳播矩陣，圍繞企業使命與真實用戶故事，創作並推廣一系列高品質、富有人情味的短視頻內容。通過發起專項文化傳播行動，使集團品牌溫度與社會價值觸達更廣泛的公眾，實現了文化軟實力向品牌影響力的有效轉化。 The Group focused on building a "Group-Region-Store" linked short video dissemination matrix. As for the corporate mission and real user stories, it created and promoted a series of high-quality short video contents rich in human touch. By launching special cultural dissemination actions, the Group enabled its brand warmth and social value to reach a broader public, realizing the effective transformation from cultural soft power to brand influence.

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專項培訓

本集團針對不同業務板塊與崗位序列，構建了系統化、實戰化的專項培訓體系，旨在強化員工專業技能、保障業務合規運營、並推動關鍵技術的傳承與創新。

SPECIAL TRAINING

Targeting different business segments and job sequences, the Group has constructed a systematic and practical special training system, aiming to strengthen employees' professional skills, guarantee compliant business operations, and promote the inheritance and innovation of key technologies.

總部新員工 New Employees in Headquarters	集團推出「百果常青」新員工融入工作坊，以「成果精神」為內核，採用訓戰結合模式，幫助新員工快速理解組織文化、掌握工作方法。2025年，該項目完成迭代並實施2期，覆蓋數十餘名總部新員工，有效促進了其工作融入與能力轉化。 The Group launched the "Pagoda Evergreen" new employee integration workshop, with the "Achievement Spirit" as the core, adopting a combination of training and practice mode to help new employees quickly understand organizational culture and master working methods. In 2025, the project completed its iteration and was implemented in two sessions, covering dozens of new headquarters employees, effectively promoting their work integration and capability transformation.
門店運營 Store Operations	為新員工設計「三天上手寶典」與「30天師傅帶教」機制，結合《快樂服務加油站》課程與學習地圖，快速植入服務標準與底線意識；為在崗員工持續賦能，通過「服務導購2+1」周度培訓強化產品知識，並每月開展「天使系列」好服務評選，樹立服務標桿；為後備管理者開設「黃埔訓練營」，通過三段式集訓與在崗實踐，系統提升門店盈利管理與綜合運營能力。 For new employees, the "Three-Day Getting Started Manual" and "30-Day Mentorship" mechanism were designed, combined with the Happy Service Gas Station course and learning map, to quickly implant service standards and bottom-line awareness. For incumbent employees, continuous empowerment was provided through "Service Guide 2+1" weekly training to strengthen product knowledge, and "Angel Series" good service selections were held monthly to set service benchmarks. For reserve managers, the "Huangpu Training Camp" was opened, through three-stage intensive training and on-job practice, systematically improving store profitability management and comprehensive operation capabilities.
專業技能 Professional Skills	組織食品安全內審員專項培訓，19人通過考核認證，有效增強了食安管理專業力量；在農業技術端，圍繞BLOF生態種植技術，通過認證講師培養、技術員全員覆蓋學習及大學生基地實習項目，系統化推進技術傳承與人才儲備。 The Group organized special training for food safety internal auditors, with 19 people passing the assessment and certification, effectively strengthening the professional force in food safety management. On the agricultural technology side, centering on BLOF ecological planting technology, through certified lecturer training, full coverage learning for technicians, and college student base internship projects, the Group systematically promoted technology inheritance and talent reserve.

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2025年管培生訓練營，系統化培養助力新生代成長
2025 Management Trainee Training Camp: Systematic Cultivation Assists the Growth of the New Generation

為加強青年人才儲備，集團於2025年7月組織開展「因你領鮮，不止所見」管培生訓練營。本次訓練營覆蓋「三大計劃」管培生，旨在通過系統化培訓提升新員工的歸屬感與崗位適應力。
To strengthen the reserve of young talents, the Group organized the "Leading Freshness Because of You, More Than What You See" Management Trainee Training Camp in July 2025. This training camp covered management trainees from the "Three Major Plans", aiming to enhance new employees' sense of belonging and job adaptability through systematic training.



管培生訓練營現場
Scene of the Management Trainee Training Camp

訓練營圍繞「文化融入、業務認知、團隊協作」三大模塊展開，通過破冰活動、小組風采展示、企業文化課程及門店運營實務等內容，幫助學員快速建立組織認同。集團內部多位資深管理者參與授課，結合案例研討與團隊PK等形式，強化學習實效。該項目有效促進了管培生從校園到職場的平穩過渡，為其後續崗位實踐奠定基礎。
The training camp revolved around three major modules: "cultural integration, business cognition, and team collaboration". Through ice-breaking activities, group style displays, corporate culture courses, and store operation practices, it helped trainees quickly establish organizational identification. Many senior managers within the Group participated in teaching, combining forms such as case studies and team competitions to strengthen learning effectiveness. This project effectively promoted the smooth transition of management trainees from campus to the workplace, laying a foundation for their subsequent post practice.

講師隊伍建設

本集團重視內部知識傳承與文化傳遞體系的構建，將講師隊伍培育視為支撐組織學習與戰略落地的重要支柱之一。通過不斷完善講師管理制度，並開展定期的評優激勵活動，集團有效激發了內部講師團隊的積極性，促進了專業經驗與企業文化的系統化沉澱與傳播。

截至2025年末，集團已建立起規模近900人的內部講師隊伍。2025年內，累計開設培訓班次超過760個，開發並講授課程逾50門，總授課時長約80,000小時，成功賦能學員近1萬人次，為組織的經驗傳承與人才發展提供了紮實的智力支持。

COMMITMENTS TO THE LECTURER TEAM

The Group attaches importance to the construction of internal knowledge inheritance and cultural transmission systems, regarding the cultivation of the lecturer team as one of the important pillars supporting organizational learning and strategic implementation. By continuously perfecting the lecturer management system and carrying out regular evaluation and incentive activities, the Group effectively stimulated the enthusiasm of the internal lecturer team, promoting the systematic accumulation and dissemination of professional experience and corporate culture.

By the end of 2025, the Group had established an internal lecturer team with a scale of nearly 900 people. In 2025, the Group cumulatively opened over 760 training sessions, developed and taught over 50 courses, with a total teaching duration of approximately 80,000 hours, successfully empowering nearly 10,000 trainees, providing solid intellectual support for organizational experience inheritance and talent development.

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6.3 健康與關懷

本集團將員工的身心健康與全面發展融入企業日常管理中，系統構建安全、和諧的工作環境，並持續開展豐富多彩的文化活動與關懷項目，致力於在工作與生活之間建立良性連接，為員工提供兼具歸屬感與成長性的組織氛圍。

6.3.1 職業健康與安全

本集團高度重視員工健康與生產經營安全，嚴格遵循《中華人民共和國安全生產法》等法律法規要求，年內修訂《「百果園」品牌門店「安全日」實施管理辦法》。集團依托已建立的安全管理委員會及各子公司安全小組，系統推進職業健康安全管理體系的落地執行，全年各項流程運轉順暢，未發生重大職業健康安全事件。

集團持續落實安全主體責任，2025年，共簽訂安全責任書6,300份，簽訂完成率達100%。在隱患排查方面，集團構建「門店自查+區域抽查+集團飛檢」三級機制，全年累計完成安全檢查244,713次，實現全國區域100%覆蓋，隱患整改率持續保持100%。在應急能力建設方面，集團於總部大樓、區域配送中心及門店等場所組織開展消防疏散演練、器材實操及急救培訓等30餘場，有效提升員工應急處置能力，切實保障各類場所運營安全與規範。

6.3 HEALTH AND CARE

The Group integrates employees' physical and mental health and comprehensive development into daily enterprise management, systematically builds a safe and harmonious working environment, and continuously carries out colorful cultural activities and care projects, committed to establishing a positive connection between work and life, and providing employees with an organizational atmosphere possessing both a sense of belonging and growth potential.

6.3.1 OCCUPATIONAL HEALTH AND SAFETY

The Group attaches great importance to employee health and production safety operation, strictly follows laws and regulations such as the Work Safety Law of the People's Republic of China, and revised the Administrative Measures for Implementation of "Safety Day" in Pagoda Branded Stores during the year. Relying on the established Safety Management Committee and safety groups of various subsidiaries, the Group systematically advances the implementation of the occupational health and safety management system. Throughout the year, various processes operated smoothly, and no major occupational health and safety incidents occurred.

The Group continuously implements the main responsibility for safety. In 2025, a total of 6,300 safety responsibility statements were signed, achieving a signing completion rate of 100%. In terms of hazard identification, the Group constructed a three-level mechanism of "store self-inspection + regional spot check + unannounced inspection by the Group". Throughout the year, a total of 244,713 safety inspections were completed, achieving 100% coverage of regions across China, and the hazard rectification rate remained at 100%. In terms of emergency capability construction, the Group organized and carried out over 30 sessions including fire evacuation drills, equipment practical operations, and first aid training at the headquarters building, regional distribution centers, and stores, effectively improving employees' emergency disposal capabilities and effectively guaranteeing operational safety and compliance at various types of venues.

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2025年，集團以「人人講安全、個個會應急、查找身邊安全隱患」為主題，系統開展了為期一個月的「安全生產月」專項活動，通過多層次、全覆蓋的安全舉措，全面提升企業安全生產管理水平。

In 2025, with the theme of "everyone talks about safety, everyone knows emergency response, identifying safety hazards around you", the Group systematically carried out a one-month "Work Safety Month" special activity. Through multi-level and full-coverage safety measures, we comprehensively improved the enterprise's work safety management level.

安全文化宣導 Safety Culture Promotion	集團通過正式發文、多層級會議宣導、製作張貼宣傳物料等方式，在全國30個區域總部、配送中心及門店全面鋪開安全知識普及，有效營造了「人人講安全」的文化氛圍。 Through official documents, multi-level meeting promotions, and the production and posting of publicity materials, the Group fully rolled out safety knowledge popularization across 30 regional headquarters, distribution centers, and stores nationwide, effectively creating a cultural atmosphere of "everyone talks about safety".
隱患排查治理 Hazard Investigation and Governance	集團組織開展了單位自查、區域抽查與集團專項普查相結合的三級隱患排查。全國各單位共組織4,000餘家門店開展自查，區域防損督察部開展抽查4,159次。同時，創新推出「查找身邊安全隱患」有獎活動，依托「百果之家」平台鼓勵員工參與，共收到建議209條，識別並整改隱患37處，形成了全員參與的安全共治格局。 The Group organized and carried out a three-level hazard investigation combining unit self-inspection, regional spot checks, and Group special general surveys. Units nationwide organized over 4,000 stores to carry out self-inspections, and the regional loss prevention supervision department conducted 4,159 spot checks. Meanwhile, the Group innovatively launched the "identifying safety hazards around you" prize activity, relying on the "Pagoda Home" platform to encourage employee participation. A total of 209 suggestions were received, identifying and rectifying 37 hazards, forming a pattern of safety co-governance with all-staff participation.
應急實操演練 Emergency Practical Drills	在總部、區域配送中心及門店等多個層面組織開展了消防器材培訓、應急疏散演練等實操活動。通過模擬真實場景的演練，切實增強了員工的應急響應與器材操作技能。 Practical activities such as fire equipment training and emergency evacuation drills were organized at multiple levels including headquarters, regional distribution centers, and stores. Through drills simulating real scenes, employees' emergency response and equipment operation skills were effectively enhanced.

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安全演練
Safety Drill



安全海報
Safety Poster

6.3.2 員工關愛

本集團努力構建立體化員工關愛體系，通過組織豐富的文化活動、實施細緻的女性關懷項目及建立常態化的溝通反饋機制，持續增強員工的歸屬感、凝聚力與組織認同，營造積極、溫暖、包容的工作氛圍。

員工活動

本集團持續完善員工關懷體系，圍繞「提升樂業度與滿意度」的核心目標，策劃並落實多項文體與社團活動。集團全年投入超過200萬元，緊密圍繞文化宣導、品牌建設、節日關懷與業務經營，在總部、區域及門店範圍內組織開展各類員工活動累計達400場。通過節日慰問、主題文化日等多元化形式，有效增強了團隊凝聚力與員工歸屬感，生動踐行「做貼心娘家人，辦暖心娘家事」的服務理念。

6.3.2 CARE FOR EMPLOYEES

The Group strives to construct a three-dimensional employee care system, continuously enhancing employees' sense of belonging, cohesion, and organizational identification, and creating a positive, warm, and inclusive working atmosphere through organizing rich cultural activities, implementing detailed female care projects, and establishing a normalized communication feedback mechanism.

EMPLOYEE ACTIVITIES

The Group continuously improves the employee care system, planning and implementing multiple sports and community activities centering on the core goal of "enhancing job happiness and satisfaction". The Group invested over RMB2 million throughout the year, closely revolving around cultural promotion, brand building, holiday care, and business operations, organizing and carrying out a total of 400 employee activities within the headquarters, regions, and stores. Through diversified forms such as holiday condolences and theme cultural days, the Group effectively enhanced team cohesion and employee sense of belonging, vividly practicing the service concept of "acting as a warm, supportive family member and doing heartwarming family deeds".

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在社團建設方面，集團鼓勵員工發展健康向上的興趣愛好，支持成立了涵蓋足球、舞蹈、閱讀等9個社團，並提供活動經費與場地支持。年內各社團自發組織活動120餘場，積極參與外部賽事，覆蓋員工範圍持續擴大。通過「以球會友」、興趣共享等方式，不僅豐富了員工業餘生活，也進一步營造了積極健康、團結互助的組織氛圍。

In terms of club construction, the Group encourages employees to develop healthy and upward interests and hobbies, supporting the establishment of nine clubs covering football, dance, reading, etc., and providing activity funds and venue support. During the year, various clubs spontaneously organized over 120 activities and actively participated in external competitions, with the coverage of employees continuing to expand. Through methods such as "making friends through sports" and sharing interests, it not only enriched employees' amateur lives but also further created a positive, healthy, united, and mutually helpful organizational atmosphere.









各類員工活動
Various Employee Activities

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「輕裝上陣，遇見新生活」斷捨離集市活動
"Travel Light, Meet a New Life" Decluttering Market Activity

2025年3月，集團組織開展「輕裝上陣，遇見新生活」斷捨離集市活動，旨在倡導環保低碳理念，推動閒置物品循環利用，同時傳遞企業公益溫度，增強員工歸屬感與凝聚力。活動設置多類公益攤位，涵蓋茶飲、書籍、蔬菜及員工閒置物品交換等內容，並穿插趣味互動遊戲，吸引員工廣泛參與。本次活動不僅促進了員工之間的交流與資源共享，更進一步倡導了簡約適度、綠色健康的生活方式，共同營造充滿活力、可持續發展的企業文化氛圍。



「輕裝上陣，遇見新生活」斷捨離集市活動現場
Scene of the "Travel Light, Meet a New Life" Decluttering Market Activity

In March 2025, the Group organized the "Travel Light, Meet a New Life" Decluttering Market Activity, aiming to advocate environmental protection and low-carbon concepts, promote the circular utilization of idle items, convey the warmth of corporate philanthropy, and enhance employees' sense of belonging and cohesion. The activity set up multiple public welfare stalls, covering tea beverages, books, vegetables, and the exchange of idle items, interspersed with fun interactive games, attracting widespread participation from employees. This activity not only promoted communication and resource sharing among employees but also further advocated a simple, moderate, green, and healthy lifestyle, jointly creating a vibrant and sustainable corporate cultural atmosphere.

女性關懷

本集團持續關注女性員工的發展與福祉，建立常態化的女性員工關懷機制，包括提供專業心理諮詢服務、建設母嬰室等便利設施，並依托女職工委員會，及時響應女性員工的各類訴求，助力女性員工實現工作與生活的平衡。2025年，集團進一步落實多項關愛行動：開展第三屆「三八紅旗手」評選，共表彰25名優秀女職工，樹立先進典範；在總部大廈六樓正式建成並啟用母嬰室，為哺乳期女職工提供便利與私密空間；提供女性專屬健康體檢套餐，為女職工的健康保駕護航。

CARE FOR FEMALE EMPLOYEES

The Group continuously pays attention to the development and well-being of female employees, establishing a normalized care mechanism for female employees. This includes providing professional psychological counseling services, constructing convenient facilities such as nursing rooms, and relying on the Female Employees Committee to respond timely to various demands from female employees, assisting them in achieving a balance between work and life. In 2025, the Group further implemented multiple care actions: the Group held the third "March 8th Red Banner Pacesetter" selection, commending 25 outstanding female employees and establishing advanced role models. The nursing room on the sixth floor of the headquarters building was officially completed and put into use, providing convenience and private space for lactating female employees. Exclusive health checkup packages for women were provided to safeguard the health of female employees.

第 6 章 CHAPTER 6

員工樂業度與滿意度

本集團高度重視員工滿意度和樂業度，通過常態化的滿意度調研與多維度的敬業度評估，持續監測組織健康狀態與員工體驗，並將調研結果轉化為具體的管理行動與政策優化，旨在系統提升員工歸屬感、激發組織活力，為企業的長期穩定發展奠定人才與文化基礎。

2025年，集團優化員工滿意度調研機制，以更深入、聚焦地評估員工體驗，年內總體滿意度得分為95分(滿分100分)，整體處於優良水平。針對調研發現，集團圍繞工作環境、生活關懷與文化認同等方面實施了系列提升舉措，並通過節日關懷、區域互動等形式強化員工歸屬感。

PLEASURE AND SATISFACTION OF EMPLOYEES

The Group attaches great importance to employee satisfaction and job happiness. Through normalized satisfaction surveys and multi-dimensional engagement assessments, it continuously monitors organizational health status and employee experience, and transforms survey results into specific management actions and policy optimizations, aiming to systematically enhance employees' sense of belonging, stimulate organizational vitality, and lay a talent and cultural foundation for the long-term stable development of the enterprise.

In 2025, the Group optimized the employee satisfaction survey mechanism to evaluate employee experience more deeply and in a more focused manner. The overall employee satisfaction score was 95 (out of 100), which is at an excellent level overall. In response to the survey findings, the Group implemented a series of improvement measures regarding the work environment, life care, and cultural identity, and strengthened employees' sense of belonging through forms such as holiday care and regional interactions.

第 7 章
CHAPTER 7

本章節回應的SDGs
SDGs addressed in this chapter



赴未來，回饋和諧社會
EMBRACING THE FUTURE, GIVING BACK TO A HARMONIOUS SOCIETY

本集團積極回應社會關切，依托自身在產業鏈整合與農業技術研發方面的優勢，長期投身鄉村振興、教育支持、社區發展等多元公益事業，堅定不移踐行企業社會責任。

The Group actively responds to social concerns, relying on its advantages in industrial chain integration and agricultural technology research and development to long-term commit to diversified public welfare undertakings such as rural revitalization, education support, and community development, unswervingly practicing corporate social responsibility.

第 7 章 CHAPTER 7

2025年度亮點績效：
2025 Performance Highlights:

- 集團BLOF生態和諧型種植技術和標準化採摘運輸，成功賦能當地農戶每畝增收約500至1,000元。
- The Group's BLOF ecological harmony planting technology and standardized picking and transportation successfully empowered local farmers to increase their income by approximately RMB500-1,000 per mu (1/15 of a hectare).

- 自2023年以來，廣靈縣委縣政府與集團共建全國首個應用BLOF技術的大型西甜瓜常年種植基地，現已推廣BLOF種植基地5,000畝，帶動周邊近10萬畝農產品基地發展，惠及5千多戶農戶。
- Since 2023, the CPC Guangling County Committee and Guangling County Government have collaborated with the Group to build the nation's first large-scale year-round planting base for watermelons and melons applying BLOF technology. So far, we have promoted 333 hectares of BLOF planting bases, driving the development of nearly 6,667 hectares of surrounding agricultural product bases and benefiting over 5,000 rural households.

- 自2021年啟動以來，「佳果好學屋」公益項目累計支持四川、雲南兩省九縣共32所多功能活動教室建設，服務鄉村師生數量超2.5萬人。
- Since its launch in 2021, the "Zespri Learning House" public welfare project has cumulatively supported the construction of 32 multi-functional activity classrooms in nine counties across Sichuan and Yunnan provinces, serving over 25,000 rural teachers and students.

- 自百果園志願服務隊成立以來，集團累計志願服務時長已達13,116小時；2025年全年服務時長3,003小時，722人次參與、開展志願服務項目76個，有效引導員工積極踐行社會責任，以實際行動傳遞公益力量。
- Since the establishment of the Pagoda Volunteer Service Team, the Group has accumulated 13,116 hours of volunteer service. In 2025 alone, the service hours totaled 3,003 hours, with 722 participants carrying out 76 volunteer service projects, effectively guiding employees to actively practice social responsibility and transmit the power of public welfare through practical actions.

7.1 鄉村振興

集團緊跟國家鄉村振興戰略部署，錨定「鄉村振興根本是產業振興，產業振興首先是銷售拉動」的核心方向，多年產業鏈關鍵紐帶優勢和產業拓展成熟經驗，構建起「上游種植+下游消費」的直通橋樑，將資源優勢轉化為鄉村振興實效。

7.1 RURAL REVITALIZATION

The Group closely follows the national rural revitalization strategic deployment, anchoring the core direction that "the fundamental of rural revitalization is industrial revitalization, and industrial revitalization begins with sales drive". Leveraging years of advantages as a key link in the industrial chain and mature experience in industrial expansion, it builds a direct bridge of "upstream planting + downstream consumption", transforming resource advantages into tangible results in rural revitalization.

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百果園「造血式」參與鄉村振興，賦能產業助農增收
Pagoda's "hematopoietic" Participation in Rural Revitalization, Empowering Industries to Increase Farmers' Income

十餘年來，集團深耕農產品產業鏈，在湖南、寧夏、海南、新疆、雲南、陝西等多個產區持續推行「公司+合作社+農戶」的定向合作模式。通過紮根上下游環節，從產業資源整合、種植技術幫扶到採銷鏈路優化進行全鏈條賦能，成功打造出兼具可持續性與實效性的「造血式」增收體系，讓果農實現長久穩定受益，以產業合作助力鄉村經濟長效發展。

For over a decade, the Group has deeply cultivated the agricultural product industrial chain, continuously implementing the "Company + Cooperative + Farmer" targeted cooperation model in multiple production areas such as Hunan, Ningxia, Hainan, Xinjiang, Yunnan, and Shaanxi. By taking root in upstream and downstream links, from industrial resource integration and planting technical assistance to the optimization of picking and sales channels for full-chain empowerment, the Group successfully created a "self-sustaining" income increase system that is both sustainable and effective. This allows fruit farmers to achieve long-term stable benefits, assisting the long-term development of the rural economy through industrial cooperation.



第七屆新疆水果節
The Seventh Xinjiang Fruit Festival

2025年，集團攜手全國多地政府開展水果產業推廣活動，集中展示鄉村振興工作成果。

In 2025, the Group joined hands with governments in various regions across the country to carry out fruit industry promotion activities, centrally showcasing the achievements of rural revitalization work.

- 2025年，集團與深圳市對口支援新疆工作前方指揮部深化協作，以兩場特色活動為紐帶，全方位推動新疆優質水果走向全國市場，助力鄉村振興：7月，共同舉辦第七屆「新疆水果節」，在10個主要城市100家店落地主題活動，同步匹配數千家門店上新新疆水果節活動氛圍，全方位為新疆優質水果的推廣助力；8月，雙方攜手開展新疆優質水果產地溯源活動，組織美食達人深入百果園招牌果亞克西梅的核心產區，深入了解新疆獨特的種植環境、果園的種植差異化技術等，通過直播互動、短視頻紀實等多元傳播形式，向消費者立體呈現高品質新疆水果。
- In 2025, the Group deepened collaboration with the Shenzhen Front Command for Pairing Assistance to Xinjiang. Using two special activities as links, it comprehensively promoted Xinjiang's high-quality fruits to the national market, contributing to rural revitalization: In July, the two parties jointly held the 7th "Xinjiang Fruit Festival", launching themed activities in 100 stores across 10 major cities and simultaneously matching thousands of stores with the atmosphere of the Xinjiang Fruit Festival activities, providing comprehensive support for the promotion of high-quality Xinjiang fruits. In August, the two parties collaborated to carry out an origin traceability activity for high-quality Xinjiang fruits, organizing food enthusiasts to visit the core production area of Pagoda's Excellent fruit, the Yake Plum. Through in-depth understanding of Xinjiang's unique planting environment and differentiated orchard planting technologies, combined with live interactions and short video documentaries, high-quality Xinjiang fruits were presented to consumers in a multi-dimensional manner.

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- 2025年7月，集團和中衛市攜手打造的全國首個BLOF生態種植硒砂瓜基地在沙坡頭區建成。集團BLOF生態和諧型種植技術和標準化採摘運輸，成功賦能當地農戶每畝增收約500至1,000元。
- In July 2025, the nation's first BLOF ecological planting selenium sand melon base, jointly built by the Group and Zhongwei City, was completed in Shapotou District. The Group's BLOF ecological harmony planting technology and standardized picking and transportation successfully empowered local farmers to increase their income by approximately RMB500-1,000 per mu (1/15 of a hectare).



政企聯合打造全國首個BLOF生態種植硒砂瓜基地
Government-Enterprise Collaboration to Build the Nation's First BLOF Ecological Planting Selenium Sand Melon Base

- 2025年8月，集團聯合山西省大同市廣靈縣政府在京舉辦西甜瓜上市推介暨集團太陽熱能結合堆肥處理改良土壤技術(BLOF技術)入選國家級農業主推技術發布會。自2023年以來，廣靈縣委縣政府與集團共建全國首個應用BLOF技術的大型西甜瓜常年種植基地，現已推廣BLOF種植基地5,000畝，帶動周邊近10萬畝農產品基地發展，惠及5千多戶農戶，吸納超千人就業，聯動倉儲、冷鏈等關聯產業循環發展，實現生態、經濟、社會效益多贏，推動當地特色農業升級。
- In August 2025, the Group, in collaboration with the Guangling County Government of Datong City, Shanxi Province, held a press conference in Beijing for the launch promotion of watermelons and melons and the announcement that the Group's soil improvement technology combining solar thermal energy and compost treatment (BLOF technology) had been selected as a national key promoted agricultural technology. Since 2023, the CPC Guangling County Committee and Guangling County People's Government have collaborated with the Group to construct the nation's first large-scale year-round planting base for watermelons and melons applying BLOF technology. To date, it has promoted 333 hectares of BLOF planting bases, driving the development of nearly 6,667 hectares of surrounding agricultural product bases, benefiting over 5,000 rural households, creating employment for over 1,000 people, and fostering the circular development of associated industries such as warehousing and cold chain, thereby achieving a multi-win situation in ecological, economic, and social benefits and promoting the upgrading of local characteristic agriculture.



百果園攜手廣靈縣共建「BLOF技術助力鄉村振興」新範式
Pagoda and Guangling County Join Hands to Build a New Paradigm of "BLOF Technology Boosting Rural Revitalization"

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7.2 興教助學

集團深耕教育公益領域，以「引資+引智」相結合的模式，聯動多個國際知名水果品牌及公益基金會，持續開展包括教學設施援建、學習物資捐贈、山區支教行動等多元化助學項目，推動教育資源均衡化，為家庭經濟困難學生提供切實支持，助力鄉村教育高質量發展。

7.2 EDUCATION SUPPORT AND STUDENT ASSISTANCE

The Group deeply cultivates the field of education public welfare, adopting a model combining "attracting funds + introducing expertise". By collaborating with multiple internationally renowned fruit brands and public welfare foundations, the Group continuously carries out diversified student assistance projects including the construction of teaching facilities, donation of learning materials, and volunteer teaching actions in mountainous areas. These efforts promote the equalization of educational resources, provide practical support to students from financially disadvantaged families, and assist in the high-quality development of rural education.

「佳果好學屋」公益再啟新程，助力鄉村教育高質量發展
The "Zespri Learning House" Public Welfare Project Embarks on a New Journey, Boosting the High-Quality Development of Rural Education

2025年3月，集團攜手國際知名水果品牌佳沛與愛德基金會，在雲南省紅河州金平縣勐橋鄉勐橋小學正式啟動第五期「佳果好學屋」公益項目。本期項目中，集團攜手佳沛投入善款50萬元，計劃為學校新建8間多功能活動教室，進一步改善鄉村兒童的學習與成長環境。自2021年啟動以來，「佳果好學屋」公益項目累計支持四川、雲南兩省九縣共32所多功能活動教室建設，服務鄉村師生數量超2.5萬人。

In March 2025, the Group, in collaboration with the internationally renowned fruit brand Zespri and the Amity Foundation, officially launched the fifth phase of the "Zespri Learning House" public welfare project at Mengqiao Primary School in Mengqiao Township, Jinping County, Honghe Prefecture, Yunnan Province. In this phase, the Group and Zespri invested RMB500,000 in charitable funds, planning to build eight new multi-functional activity classrooms for the school, further improving the learning and growth environment for rural children. Since its launch in 2021, the "Zespri Learning House" public welfare project has cumulatively supported the construction of 32 multi-functional activity classrooms in nine counties across Sichuan and Yunnan provinces, serving over 25,000 rural teachers and students.



第五期「佳果好學屋」公益項目
The Fifth Phase of the "Zespri Learning House" Public Welfare Project

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攜手怡顆莓啟動鄉村支教生資助計劃
Partnering with Driscoll's to Launch the Rural Volunteer Teacher Support Plan

2025年4月，集團與國際知名漿果品牌怡顆莓、中國鄉村發展基金會合作，聯合發起鄉村支教生資助計劃項目第三期活動，並完成募集資金50萬元，專項用於支持高校研究生赴廣西、雲南等中西部欠發達地區的山區學校開展為期一年的志願支教服務，在為青年學子搭建實踐成長平台，助力其通過支教提升綜合素質的同時，以更精準的幫扶為西部欠發達地區補充教育力量，切實推動當地教育事業發展。

In April 2025, the Group collaborated with the internationally renowned berry brand Driscoll's and the China Foundation for Rural Development to jointly launch the third phase of the Rural Volunteer Teacher Support Plan project, raising RMB500,000. The funds are specifically used to support postgraduate students from universities to carry out one-year volunteer teaching services in mountainous schools in underdeveloped areas in central and western China, such as Guangxi and Yunnan. This initiative builds a practice and growth platform for young students, helping them improve their comprehensive qualities through teaching. Meanwhile, it provides more precise assistance to supplement educational strength in underdeveloped western areas, effectively promoting the development of local education.





7.3 志願活動

本集團深知企業發展與社會進步休戚與共，積極組建志願服務團隊，不斷探索公益新模式，通過開展愛心獻血、關愛殘障家庭、關愛兒童等多元化公益慈善活動，全力構建全民參與公益的價值網絡。自百果園志願服務隊成立以來，集團累計志願服務時長已達13,116小時；2025年全年服務時長3,003小時，722人次參與、開展志願服務項目76個，有效引導員工積極踐行社會責任，以實際行動傳遞公益力量。

7.3 VOLUNTEER ACTIVITIES

The Group deeply understands that corporate development and social progress are closely intertwined. It actively organizes volunteer service teams and continuously explores new models of public welfare. By carrying out diversified public welfare and charitable activities such as charitable blood donation, caring for families with disabilities, and caring for children, the Group strives to build a value network for universal participation in public welfare. Since the establishment of the Pagoda Volunteer Service Team, the Group has accumulated 13,116 hours of volunteer service. In 2025, the total service hours reached 3,003, with 722 participants carrying out 76 volunteer service projects. This effectively guided employees to actively practice social responsibility and transmit the power of public welfare through practical actions.

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百果童行，伴孩健康成長——百果園百所幼兒園公益行動
Fruitful Journey, Healthy Growth – Pagoda's "100 Kindergartens" Public Welfare

秉持「助力兒童健康成長」的公益初心，集團發起「百所幼兒園覆蓋」公益計劃，以「公益水果支持+ 營養健康賦能」為核心，擬為全國100所幼兒園免費提供水果營養支持。2025年，集團攜手多個知名品牌推進計劃落地，已順利開展3場幼兒園免費贊助活動。借助六一兒童節、秋季開學等契機，通過趣味互動活動為孩子們提供新鮮水果營養補給；更創新性地將水果知識融入幼兒自然教育，通過水果研學課程讓孩子們在實踐中認識食物、熱愛自然。

Upholding the original public welfare intention of "assisting children's healthy growth", the Group launched the "100 Kindergartens Coverage" public welfare plan. With "public welfare fruit support + nutritional health empowerment" as the core, the plan intends to provide free fruit nutrition support to 100 kindergartens nationwide. In 2025, the Group partnered with multiple well-known brands to advance the implementation of the plan and successfully conducted three free sponsorship activities for kindergartens. Seizing opportunities such as Children's Day on June 1 and the autumn school opening, the Group provided fresh fruit nutritional supplements to children through fun interactive activities. Furthermore, it innovatively integrated fruit knowledge into early childhood nature education, allowing children to understand food and love nature through practice in fruit study courses.



幼兒園公益行動
Public Welfare Action in Kindergartens

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果香傳情，熱血接力無償獻血活動
Fruit Aromas, Heartfelt Connection – A Relay of Compassion Through Voluntary Blood Donation

2025年3月，集團黨委聯合成都市錦江區春熙獻血中心共同舉辦無償獻血公益活動，充分發揮黨組織引領作用，號召員工踐行公益擔當。本次活動吸引19位集團員工踴躍參與，總獻血量達6,300毫升，用熱血為生命助力，彰顯企業與員工的社會責任感。

In March 2025, the Party Committee of the Group jointly held an unpaid blood donation public welfare activity with the Chunxi Blood Donation Center in Jinjiang District, Chengdu City. This initiative fully leveraged the leading role of the Party organization, calling on employees to practice public welfare responsibility. This activity attracted the enthusiastic participation of 19 Group employees, with a total blood donation volume of 6,300 ml. They contributed to life with their blood, demonstrating the sense of social responsibility of both the enterprise and its employees.



無償獻血活動
Voluntary Blood Donation Activities

組織殘障家庭活動，傳遞愛心與溫暖
Organizing Activities for Families with Disabilities to Convey Love and Warmth

2025年5月，集團聯合香洲區殘疾人聯合會、鳳山街道辦事處開展一場以「愛心相伴，你我同行」為主題的全國助殘日公益活動，邀請60餘名殘障人士及家屬參與，大家在互動中感受到社會的溫暖。

In May 2025, the Group, in collaboration with the Xiangzhou District Disabled Persons' Federation and the Fengshan Subdistrict Office, carried out a National Day for Helping the Disabled Public Welfare Activity under the theme "Accompanied by Love, You and Me Together". Over 60 persons with disabilities and their families were invited to participate, and everyone felt the warmth of society through interaction.



百果園工會全國助殘日公益活動
Pagoda Trade Union's National Day for Helping the Disabled Public Welfare Activity

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此外，2025年，百果園公益基金會秉持着回饋社會、關愛弱勢群體的宗旨，持續開展了一系列公益項目與社會活動：

- 在公益項目實施方面，百果園基金會持續推進大病救助項目，全年共資助52名重大疾病困難群眾，資助總金額超41.1萬元，為困境患者送去生命希望與人文關懷。同時，基金會積極聯動鹽田區慈善會，參與廣東省扶貧濟困日活動，捐贈2萬元支持貧困地區發展；持續投入「天下無孤」公益項目，為孤困兒童提供常態化關愛與幫扶，守護未成年人健康成長。

- 在運作規範方面，百果園基金會高度重視合規運營與專業治理，完成相關資格認證工作，並積極參加3次基金會規範運作專題培訓，持續提升團隊專業能力與內部管理水平，保障公益項目高效、透明、規範開展。

展望未來，百果園公益基金會將繼續秉承初心，深化公益項目，加強與社會各界的合作，為構建和諧社會貢獻更多的力量。

In addition, in 2025, the Pagoda Public Welfare Foundation, upholding the mission of giving back to society and caring for vulnerable groups, continuously carried out a series of public welfare projects and social activities:

- Regarding the implementation of public welfare projects, the Pagoda Foundation continued to advance the critical illness assistance project. Throughout the year, it provided financial assistance to 52 individuals in distress due to critical illnesses, with a total funding amount exceeding RMB411,000, delivering hope for life and humanistic care to patients in difficult situations. Meanwhile, the Foundation actively collaborated with the Yantian District Charity Association to participate in the "Guangdong Poverty Alleviation and Relief Day" activity, donating RMB20,000 to support the development of impoverished areas. It also continued to invest in the "World Without Orphans" public welfare project, providing normalized care and assistance to orphans and children in distress, and guarding the healthy growth of minors.

- Regarding operational standardization, the Pagoda Foundation attaches great importance to compliant operations and professional governance. It completed relevant qualification certification work and actively participated in three special training sessions on the standardized operation of foundations, continuously improving the team's professional capabilities and internal management level to ensure the efficient, transparent, and standardized implementation of public welfare projects.

Looking ahead, the Pagoda Public Welfare Foundation will continue to uphold its original aspiration, deepen public welfare projects, strengthen cooperation with all sectors of society, and contribute more strength to building a harmonious society.

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ESG關鍵績效指標 ESG KEY PERFORMANCE INDICATORS

環境範疇績效指標 Environmental Key Performance Indicators		單位 Unit	2025年 2025
A1排放物 A1 Emissions			
廢氣排放 Exhaust gas emissions	氮氧化物排放量 Nitrogen oxides emissions	千克 kg	619.05
	硫氧化物排放量 Sulphur oxides emissions	千克 kg	0.87
	顆粒物排放量 Particulates emissions	千克 kg	53.80
	廢氣排放總量 Total exhaust gas emissions	千克 kg	673.72
	廢氣排放總密度 Total exhaust gas emission intensity	千克／百萬元收入 kg/million RMB revenue	0.08

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環境範疇績效指標 Environmental Key Performance Indicators		單位 Unit	2025年 2025
溫室氣體排放 Greenhouse gas emission	溫室氣體排放量（範圍一） Greenhouse gas emissions (Scope 1)	噸二氧化碳當量 tCO_2e	4,844.60
	溫室氣體排放量（範圍二） Greenhouse gas emissions (Scope 2)	噸二氧化碳當量 tCO_2e	28,163.98
	溫室氣體排放量（範圍三） Greenhouse gas emissions (Scope 3)	噸二氧化碳當量 tCO_2e	256,390.75
	類別1–購買的商品和服務（主要為外購的零售包裝） Category 1 – Purchased goods and services (Mainly retail packaging purchased)	噸二氧化碳當量 tCO_2e	28,451.40
	類別4–上游運輸與配送 Category 4 – Upstream transportation and distribution	噸二氧化碳當量 tCO_2e	139,336.35
	類別7–員工通勤 Category 7 – Employee commuting	噸二氧化碳當量 tCO_2e	459.87
	類別9–下游運輸與配送 Category 9 – Downstream transportation and distribution	噸二氧化碳當量 tCO_2e	7,998.87
	類別14–特許經營 Category 14 – Franchising	噸二氧化碳當量 tCO_2e	74,868.10
	類別15–投資 Category 15 – Investments	噸二氧化碳當量 tCO_2e	5,276.16
	溫室氣體總排放量（範圍一、二和三） Total greenhouse gas emissions (Scopes 1, 2 and 3)	噸二氧化碳當量 tCO_2e	289,399.33
	溫室氣體總排放密度（範圍一、二） Total greenhouse gas emission intensity (Scopes 1, 2)	噸二氧化碳當量／百萬元收入 tCO2e/million RMB revenue	4.04

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環境範疇績效指標 Environmental Key Performance Indicators		單位 Unit	2025年 2025
無害廢棄物排放 Discharge of Non-hazardous Waste	食品垃圾重量 Weight of food waste	噸 tons	4,654.73
	生活垃圾重量 Weight of domestic waste	噸 tons	13.65
	無害廢棄物總量 Total discharge of non-hazardous waste	噸 tons	4,668.38
	無害廢棄物總密度 Total intensity of non-hazardous waste	噸／百萬元收入 tons/million RMB revenue	0.57
有害廢棄物排放 Discharge of Hazardous Waste	廢硒鼓／墨盒重量 Weight of waste toner cartridge/ink cartridge	千克 kg	12.00
	有害廢棄物總量 Total discharge of hazardous waste	千克 kg	12.00
	有害廢棄物總密度 Total intensity of hazardous waste	千克／百萬元收入 kg/million RMB revenue	0.001

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環境範疇績效指標 **Environmental Key Performance Indicators**		單位 **Unit**	**2025年** **2025**
A2資源使用 **A2 Use of Resources**			
能源消耗 Energy consumption	直接能源消耗 Direct energy consumption		
	液化石油氣消耗量 LPG consumption	千個千瓦時 kWh in '000s	0.06
	汽油消耗量 Gasoline consumption	千個千瓦時 kWh in '000s	184.26
	柴油消耗量 Diesel consumption	千個千瓦時 kWh in '000s	595.78
	間接能源消耗 Indirect energy consumption		
	電力消耗量 Electricity consumption	千個千瓦時 kWh in '000s	53,079.49
	能源消耗總量 Total energy consumption	千個千瓦時 kWh in '000s	53,859.58
	能源消耗總密度 Total energy consumption intensity	千個千瓦時／百萬元收入 kWh in '000s/million RMB revenue	6.59

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環境範疇績效指標 Environmental Key Performance Indicators			單位 Unit	2025年 2025
用水量 Water consumption	用水量 Water consumption		立方米 m^3	577,579.78
	用水密度 Water consumption intensity		立方米／百萬元收入 m^3/million RMB revenue	70.66
包裝使用 Packaging consumption	轉運紙箱消耗量 Transportation carton consumption		噸 tons	3,943.68
	零售包裝消耗量 Retail packaging consumption	塑料 Plastics	噸 tons	7,274.64
		紙質 Paper	噸 tons	2,838.75
	包裝消耗總量 Total packaging consumption		噸 tons	14,057.07
	包裝消耗總密度 Total packaging consumption intensity		噸／百萬元收入 tons/million RMB revenue	1.72

環境數據與系數說明：

1. 環境數據的時間跨度為二零二五年一月一日至二零二五年十二月三十一日；數據收集範圍覆蓋集團16個配送中心、果製品工廠、總部辦公室以及下屬3個全資子公司(百果農資、海陽津成泰和海南王品)。2025年，集團部分種植基地擴種，導致耗電量和耗水量較往年有所增長。

EXPLANATIONS FOR ENVIRONMENTAL DATA AND COEFFICIENTS:

1. The environmental data spanned from January 1, 2025 to December 31, 2025; the data collected covered 16 distribution centers, the factory of Fruit Products, the headquarter office of the Group and 3 wholly-owned subsidiaries (Baiguo Agricultural Means, Haiyang Jinchengtai and Hainan Wangpin). In 2025, the expansion of planting in some of the Group's planting bases resulted in an increase in electricity and water consumption compared to previous years.

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2. 溫室氣體排放(範圍一)主要來自機械設備與公務車輛的燃料消耗，溫室氣體排放(範圍二)主要產生於外購電力消耗，數據來源為相關費用的繳費單以及行政統計台賬。二零二四年範圍一直接能源排放系數參考香港聯交所發布的《環境關鍵績效指標匯報指引》；範圍二外購電力的溫室氣體排放系數參考國家生態環境部發布的《關於發布2023年電力二氧化碳排放因子的公告》。

2. Greenhouse gas emissions (Scope 1) were mainly from the fuel consumption of mechanical equipment and official vehicles, while greenhouse gas emissions (Scope 2) were mainly from the consumption of purchased electricity, and the data sources were the related expense receipts and administrative statistics ledgers. The direct energy emission factor (Scope 1) in 2024 was referred to the Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange. For the greenhouse gas emission factor of the purchased electricity (Scope 2), we referred to Announcement on the Release of 2023 Carbon Dioxide Emission Factors for Electricity issued by Ministry of Ecology and Environment of People's Republic of China.

3. 2025年集團統計並計算了六個類別的溫室氣體排放(範圍三)排放，包括購買的商品和服務、上游運輸與配送、員工通勤、下游運輸與配送、特許經營、投資，數據來源為財務記錄、相關費用的繳費單以及行政統計台賬。其中，購買的商品和服務主要為外購零售包裝，相關溫室氣體排放系數參考Ecoinvent數據庫、中國產品全生命周期溫室氣體排放系數庫以及美國環保署發布的EEIO碳足跡因子庫；上游運輸與配送和下游運輸與配送的溫室氣體排放系數參考英國能源安全和淨零排放部發布的《關於企業報告溫室氣體排放因子指南》(UK Government GHG Conversion Factors for Company Reporting)；員工通勤的溫室氣體排放系數參考《深圳市低碳公共出行碳普惠方法學(試行)》、文獻《共用騎行減污降碳效益研究》(DOI：10.16868/j.cnki.1674-6252.2022.05.095)以及文獻《我國高速鐵路與民航客運排放因子及其影響因素研究》(DOI: 10.11860/j.issn.1673-0291.20240012)；特許經營類別覆蓋集團加盟門店，相關溫室氣體排放系數參考國家生

3. In 2025, the Group calculated and accounted for six categories of greenhouse gas (GHG) emissions (Scope 3), including purchased goods and services, upstream transportation and distribution, employee commuting, downstream transportation and distribution, franchises, and investments. The data sources were financial records, bills of payment for relevant expenses, and administrative statistical ledgers. Among them, purchased goods and services were mainly externally purchased retail packaging, and the relevant GHG emission factors referred to the Ecoinvent database, the China Product Life Cycle Greenhouse Gas Emission Factor Database, and the EEIO Carbon Footprint Factor Database issued by the U.S. Environmental Protection Agency (EPA); the GHG emission factors for upstream transportation and distribution and downstream transportation and distribution referred to the "UK Government GHG Conversion Factors for Company Reporting" issued by the UK Department for Energy Security and Net Zero; the GHG emission factors for employee commuting referred to the "Shenzhen Low-carbon Public Travel Carbon Inclusion Methodology (Trial)", the literature "Study on the Benefits of Shared Cycling in Reducing Pollution and Carbon Emissions" (DOI: 10.16868/j.cnki.1674-6252.2022.05.095), and the literature "Study on Emission Factors and Their Influencing Factors of High-speed Railway and Civil Aviation Passenger Transport in China" (DOI: 10.11860/j.issn.1673-0291.20240012); the franchise category covered the franchised stores of the

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態環境部發布的《關於發布2023年電力二氧化碳排放因子的公告》；投資類別的溫室氣體排放系數參考美國環保署發布的EEIO碳足跡因子庫。未來，集團將持續完善範圍三各類別溫室氣體排放數據的統計與管理，逐步將核算範圍擴展至全部15個類別，努力建立長期、穩健的數據統計與管理流程。

Group, and the relevant GHG emission factors referred to the "Announcement on the Release of 2023 Carbon Dioxide Emission Factors for Electricity" issued by the Ministry of Ecology and Environment of the PRC; the GHG emission factors for the investment category referred to the EEIO Carbon Footprint Factor Database issued by the U.S. EPA. In the future, the Group will continue to improve the statistics and management of GHG emission data for all categories of Scope 3, gradually expand the accounting scope to all 15 categories, and strive to establish a long-term and robust data statistics and management process.

4. 集團消耗的能源類型包括機械設備及公務車輛用燃料、外購電力，數據來源為相關費用的繳費單以及行政統計台賬。二零二五年能耗轉換系數參考國際能源署提供的轉換因子、國家《GB/T2589 – 2020綜合能耗計算通則》及《排放源統計調查產排污核算方法和系數手冊》、政府間氣候變化專門委員會《2006年IPCC國家溫室氣體清單指南》等。

4. The types of energy consumed by the Group include fuel for mechanical equipment and official vehicles, and purchased electricity. The data sources are payment bills for relevant expenses and administrative statistical ledgers. The energy consumption conversion coefficients for 2025 made reference to the conversion factors provided by the International Energy Agency, the national General Rules for Calculation of the Comprehensive Energy Consumption (國家《GB/T2589 – 2020 綜合能耗計算通則》) and the Manual of Accounting Methods and Coefficients for Pollutant Generation and Emission in Statistical Investigation of Emission Sources (《排放源統計調查產排污核算方法和系數手冊》), and the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (《2006年IPCC國家溫室氣體清單指南》) issued by the Intergovernmental Panel on Climate Change, among others.

5. 集團用水來源於市政管網供水，數據來源為財務記錄以及行政統計台賬。

5. Water consumed by the Group is sourced from the municipal water supply network, and the data sources are financial records and administrative statistical ledgers.

6. 無害廢棄物為果皮等食品垃圾以及生活垃圾。

6. Non-hazardous waste consists of food waste such as fruit peels and domestic waste.

7. 有害廢棄物為廢棄硒鼓及墨盒。

7. Hazardous waste consists of used toner and ink cartridges.

8. 包裝類型包括轉運紙箱及門店零售包裝，2025年包裝材料主要為紙類及塑料類包材，暫不涉及金屬及玻璃類包材。

8. Packaging types include transportation cartons and retail packaging. In 2025, the packaging materials were mainly paper and plastic packaging materials, and temporarily didn't involve metal or glass packaging materials.

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社會範疇績效指標 Social Performance Indicators		2025年 2025	
B1僱員 B1 Employees			
按性別、僱傭類型、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type, age group and geographical region		員工人數（人） Number of Employees (person)	佔比(%) Percentage (%)
員工總人數 Total number of employees		2,174	100%
按性別劃分 By gender	男 Male	1,269	58.37%
	女 Female	905	41.63%
按僱傭類型劃分 By employment type	全職 Full-time employees	2,174	100%
	兼職 Part-time employees	0	-
按職級劃分 By employee category	高層 Senior management employees	8	0.37%
	中層 Middle management employees	301	13.85%
	基層 Grass-roots employees	1,865	85.79%
按年齡組別劃分 By age group	30周歲以下 Below 30	530	24.38%
	31-50周歲 31-50	1,545	71.07%
	50周歲以上 Above 50	99	4.55%

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社會範疇績效指標 Social Performance Indicators		2025年 2025	
按地區劃分 By geographical region	中國華北地區 North China	228	10.49%
	中國東北地區 Northeast China	22	1.01%
	中國華東地區 East China	290	13.34%
	中國華南地區 South China	1,248	57.41%
	中國華中地區 Central China	200	9.20%
	中國西南地區 Southwest China	161	7.41%
	中國西北地區 Northwest China	21	0.97%
	港澳台 Hong Kong, Macao and Taiwan	4	0.18%
	國外 Foreign	0	–
按性別、年齡組別及地區劃分的僱員流失比率 Employee turnover rate by gender, age group and geographical region		離職人數(人) Number of employees leaving office (person)	離職率(%) Turnover rate
全體員工離職人數 Number of all the employees leaving office		785	26.53%
按性別劃分 By gender	男 Male	452	26.26%
	女 Female	333	26.90%

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社會範疇績效指標 Social Performance Indicators		2025年 2025	
按年齡組別劃分 By age group	30周歲以下 Below 30	346	39.50%
	31-50周歲 31-50	402	20.65%
	50周歲以上 Above 50	37	27.21%
按地區劃分 By geographical region	中國華北地區 North China	120	34.48%
	中國東北地區 Northeast China	0	-
	中國華東地區 East China	142	32.87%
	中國華南地區 South China	413	24.86%
	中國華中地區 Central China	38	15.97%
	中國西南地區 Southwest China	57	26.15%
	中國西北地區 Northwest China	15	41.67%
	港澳台 Hong Kong, Macao and Taiwan	0	–
	國外 Foreign	0	–

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社會範疇績效指標 Social Performance Indicators	2025年 2025	
新招聘員工人數(人) Number of newly hired employees (person)	474	
各管理層級女性員工的數量 Number of female employees at each management level		
女性管理層類別 Categories of female management	人數(人) Number of employees (person)	佔比(%) Percentage (%)
中級管理層女性員工 Female employees in middle management	29	9.63%
高級管理層女性員工 Female employees in senior management	1	12.50%
管理層女性員工總人數(中層及高層) Total number of female employees in management (middle and senior levels)	30	9.71%
除職能部門員工(例如HR、法律、IT等)以外，剩餘員工中女性員工的數量 Number of female employees excluding those in functional departments (such as HR, Legal, IT, etc.)		
除職能部門員工(例如HR、法律、IT等)以外，剩餘員工中女性員工人數(人) Number of female employees excluding those in functional departments (such as HR, Legal, IT, etc.) (person)	775	
除職能部門員工(例如HR、法律、IT等)以外，剩餘員工中女性員工的比例(%) Percentage of female employees excluding those in functional departments (such as HR, Legal, IT, etc.) (%)	42.01%	
STEM(科學、技術、工程和數學)相關崗位中女性員工的數量 Number of female employees in positions related to STEM (Science, Technology, Engineering and Mathematics)		

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社會範疇績效指標 Social Performance Indicators	2025年 2025
STEM（科學、技術、工程和數學）相關崗位中女性員工人數（人） Number of female employees in positions related to STEM (Science, Technology, Engineering and Mathematics) (person)	139
STEM（科學、技術、工程和數學）相關崗位中總人數（人） Total number of employees in positions related to STEM (Science, Technology, Engineering and Mathematics) (person)	372
STEM（科學、技術、工程和數學）相關崗位中女性員工的比例(%) Percentage of female employees in positions related to STEM (Science, Technology, Engineering and Mathematics) (%)	37.37%
B2健康與安全 B2 Health and Safety	
因工死亡的人數（人）[12] Number of work-related fatalities (person)[12]	0
因工傷損失的工作日數（天） Lost days due to work injury (day)	9

[12] 2024年因工死亡人數為0人；2023年因工死亡人數為1人。

[12] The number of work-related fatalities in 2024 is 0. The number of work-related fatalities in 2023 is 1.

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社會範疇績效指標 Social Performance Indicators		2025年 2025
B3發展及培訓 B3 Development and Training		
按性別及僱傭類別劃分的受訓僱員百分比 The percentage of employees trained by gender and employee category		受訓百分比(%) Percentage of employees trained (%)
按性別劃分 By gender	男 Male	21.59%
	女 Female	20.44%
按職級劃分 By employee category	高層 Senior management employees	100%
	中層 Middle management employees	99.34%
	基層 Grass-roots employees	8.15%
按性別及僱員類別劃分的受訓平均時數 Average training hours completed per employee by gender and employee category		受訓平均時數(小時) Average training hours (hour)
按性別劃分 By gender	男 Male	41.17
	女 Female	40.74
按職級劃分 By employee category	高層 Senior management employees	128
	中層 Middle management employees	40
	基層 Grass-roots employees	38.37

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社會範疇績效指標 Social Performance Indicators	2025年 2025
B5供應鏈管理 **B5 Supply Chain Management**	
按地區劃分的供應商數目 Number of suppliers by region	供應商數目（家） Number of suppliers
供應商總數 Total suppliers	969
中國華北地區 North China	48
中國東北地區 Northeast China	13
中國華東地區 East China	325
中國華南地區 South China	240
中國華中地區 Central China	67
中國西南地區 Southwest China	110
中國西北地區 Northwest China	56
港澳台及國外 Hong Kong, Macao and Taiwan, Oversea	110

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社會範疇績效指標 Social Performance Indicators	2025年 2025
B6產品責任 **B6 Product Responsibility**	
客戶投訴數量(次) Number of customer complaints (case)	20,581
處理客戶投訴數量(次) Number of handled customer complaints (case)	20,581
服務及品質投訴數量(次) Number of complaints about service and quality (case)	8,553
因安全及健康召回的產品百分比(%) Percentage of products recalled due to safety and health concerns (%)	0
線上平台訂單量佔比(%) Share of sales from online platforms (%)	26.6
B7反貪污 B7 Anti-corruption	
貪污訴訟案件數量 Number of corruption litigation cases	1

社會數據說明：

社會數據的時間跨度為二零二五年一月一日至二零二五年十二月三十一日；僱員數據範圍覆蓋百果園總部及子公司；供應商數目為集團果品相關供應商；線上平台指：百果園APP、微信小程序，及美團、餓了麼等第三方渠道。

Explanations of social data:

The social data spanned from January 1, 2025 to December 31, 2025. The employee data covered the headquarters of Pagoda and its subsidiaries. The number of suppliers refers to the fruit-related suppliers of the Group; online platforms refer to: Pagoda APP, WeChat Mini Programs, and third-party channels such as Meituan and Ele.me.

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香港聯交所《ESG報告守則》索引表

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
A 環境 A. Environmental		
層面A1 Aspect A1	排放物 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： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	4.1應對氣候變化 4.1 Addressing Climate Change 4.2綠色運營 4.2 Green Operation 4.3生態保護 4.3 Ecological Protection
A1.1	排放物種類及相關排放數據 The types of emissions and respective emissions data	4.1應對氣候變化 4.1 Addressing Climate Change 4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算） Total discharge of hazardous waste (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算) Total discharge of non-hazardous waste (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG 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 emission target(s) set, and steps taken to achieve them	4.1應對氣候變化 4.1 Addressing Climate Change 4.2綠色運營 4.2 Green Operation
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	4.2綠色運營 4.2 Green Operation
層面A2 Aspect A2	資源使用 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	4.2綠色運營 4.2 Green Operation
A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算) Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
A2.2	總耗水量及密度（如以每產量單位、每項設施計算） Water consumption in total and intensity (e.g. per unit of production volume, per facility)	4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟 Description of energy use efficiency target(s) set, and steps taken to achieve them	4.2綠色運營 4.2 Green Operation
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set, and steps taken to achieve them	4.2綠色運營 4.2 Green Operation
A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量 Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced	4.2綠色運營 4.2 Green Operation 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
層面A3 Aspect A3	環境及天然資源 The Environment 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	4.3生態保護 4.3 Ecological Protection
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	4.3生態保護 4.3 Ecological Protection

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
B. 社會 B. Social		
層面B1 Aspect B1	僱傭 Employment	
一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, holidays, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	6.1員工權益保護 6.1 Protection of Employee Rights and Interests 6.2發展與培訓 6.2 Development and Training 6.3健康與關懷 6.3 Health and Care
B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region	6.1員工權益保護 6.1 Protection of Employee Rights and Interests 附錄ESG關鍵績效指標 Appendix ESG 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ESG關鍵績效指標 Appendix ESG Key Performance Indicators

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B2 Aspect B2	健康與安全 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： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards	6.3健康與關懷 6.3 Health and Care
B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year	附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
B2.2	因工傷損失工作日數 Lost days due to work injury	附錄ESG關鍵績效指標 Appendix ESG 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	6.3健康與關懷 6.3 Health and Care

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B3 Aspect B3	發展與培訓 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	6.2發展與培訓 6.2 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)	6.2發展與培訓 6.2 Development and Training 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數 The average training hours completed per employee by gender and employee category	6.2發展與培訓 6.2 Development and Training 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
層面B4 Aspect B4	勞工準則 Labour Standards	
一般披露 General Disclosure	有關防止童工或強制勞工的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to prevention of child or forced labour	6.1員工權益保護 6.1 Protection of Employee Rights and Interests
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工 Description of measures to review employment practices to avoid child and forced labour	6.1員工權益保護 6.1 Protection of Employee Rights and Interests
B4.2	描述在發現違規情況時消除有關情況所採取的步驟 Description of steps taken to eliminate such practices when discovered	6.1員工權益保護 6.1 Protection of Employee Rights and Interests

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B5 Aspect B5	供應鏈管理 Supply Chain Management	
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain	5.1.1供應商管理 5.1.1 Supplier Management
B5.1	按地區劃分的供貨商數目 Number of suppliers by geographical region	5.1.1供應商管理 5.1.1 Supplier Management 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
B5.2	描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目，以及相關執行及監察方法 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored	5.1.1供應商管理 5.1.1 Supplier Management
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	5.1.1供應商管理 5.1.1 Supplier Management
B5.4	描述在揀選供貨商時促使多用環保產品及服務的慣例，以及相關執行及監察方法 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored	5.1.1供應商管理 5.1.1 Supplier Management

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B6 Aspect B6	產品責任 Product Responsibility	
一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters of products and services provided and methods of redress	2.1質量護航，堅守品質初心 2.1 Quality Guarantee, Upholding the Original Spirit of Quality 2.2專研蓄勢，守護自然健康 2.2 Specialized Research to Safeguard Nature and Health 3.1「無憂」購物體驗 3.1 “Worry-Free” Shopping Experience 3.2客戶關係管理 3.2 Customer Relationship Management
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比 Percentage of total products sold or shipped subject to recalls for safety and health reasons	2.1質量護航，堅守品質初心 2.1 Quality Guarantee, Upholding the Original Spirit of Quality 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
B6.2	接獲關於產品及服務的投訴數目以及應對方法 Number of products and service related complaints received and how they are dealt with	3.2客戶關係管理 3.2 Customer Relationship Management 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
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	3.2客戶關係管理 3.2 Customer Relationship Management
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	3.2客戶關係管理 3.2 Customer Relationship Management
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	3.2客戶關係管理 3.2 Customer Relationship Management

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B7 Aspect B7	反貪污 Anti-corruption	
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： Information on: (a) 政策；及 (a) the policies; and (b) 遵守對發行人有重大影響的相關法律及規例的資料 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering	1.1內控合規與風險管理 1.1 Internal Control, Compliance and Risk Management 1.2商業道德與反腐敗 1.2 Business Ethics and 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	1.2商業道德與反腐敗 1.2 Business Ethics and Anti-corruption 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	1.2商業道德與反腐敗 1.2 Business Ethics and 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	1.2商業道德與反腐敗 1.2 Business Ethics and Anti-corruption

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
層面B8 Aspect B8	社區投資 Community Investment	
一般披露 General Disclosure	有關以社區參與來了解營運所在小區需要和確保其業務活動會考慮社區利益的政策 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests	7.1鄉村振興 7.1 Rural Revitalization 7.2興教助學 7.2 Education Support and Student Assistance 7.3志願活動 7.3 Volunteer Activities
B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育) Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture and sport)	7.1鄉村振興 7.1 Rural Revitalization 7.2興教助學 7.2 Education Support and Student Assistance 7.3志願活動 7.3 Volunteer Activities
B8.2	在專注範疇所動用資源(如金錢或時間) Resources contributed (e.g. money or time) to the focus area	7.1鄉村振興 7.1 Education Support and Student Assistance 7.2興教助學 7.2 Education Support 7.3志願活動 7.3 Volunteer Activities

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議題 **Topic**	披露項 **Disclosure Item**	對應章節 **Corresponding section**
D部分：氣候相關披露 Part D: Climate-related Disclosures		
段落 Paragraph	描述 Description	章節位置 Section
管治 Governance		
19(a)	負責監督氣候相關風險和機遇的治理機構（可包括董事會、委員會或其他同等治理機構）或個人的資訊。具體而言，發行人須指出有關機構或個人及披露以下資訊： The governance body(s) (which can include a board, committee or equivalent body charged with governance) or individual(s) responsible for oversight of climate-related risks and opportunities, including the information about: (i) 該機構或個人如何釐定當前或將來是否有適當的技能和勝任能力來監督應對氣候相關風險和機遇的策略； (i) How the body(s) or individual(s) determines whether appropriate skills and competencies are available or will be developed to oversee strategies designed to respond to climate-related risks and opportunities; (ii) 該機構或個人獲悉氣候相關風險和機遇的方式和頻率； (ii) How and how often the body(s) or individual(s) is informed about climate-related risks and opportunities;	4.1應對氣候變化 4.1 Addressing Climate Change 4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
	(iii) 該機構或個人在監督發行人的策略、重大交易決策和風險管理程序及相關政策的過程中，如何考慮氣候相關風險和機遇，包括該機構或個人是否有考慮與該等氣候相關風險和機遇相關的權衡評估； (iii) How the body(s) or individual(s) takes into account climate-related risks and opportunities when overseeing the issuer's strategy, its decisions on major transactions, and its risk management processes and related policies, including whether the body(s) or individual(s) has considered trade – offs associated with those risks and opportunities;	4.1應對氣候變化 4.1 Addressing Climate Change
	(iv) 該機構或個人如何監督有關氣候相關風險和機遇的目標制定並監察達標進度(見第37段至第40段)，包括是否將相關績效指標納入薪酬政策以及如何納入(見第35段)；及 (iv) How the body(s) or individual(s) oversees the setting of, and monitors progress towards, targets related to climate-related risks and opportunities (see paragraph 37 to paragraph 40), including whether and how related performance metrics are included in remuneration policies (see paragraph 35); and	4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
19(b)	管理層在用以監察、管理及監督氣候相關風險和機遇的管治流程、監控措施及程序中的角色，包括以下資訊： Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities, including the information about: (i) 該角色是否被委託給特定的管理層人員或管理層委員會以及如何對該人員或委員會進行監督；及 (i) Whether the role is delegated to a specific management-level position or management-level committee and how oversight is exercised over that position or committee; and (ii) 管理層可有使用監控措施及程序協助監督氣候相關風險和機遇；如有，這些監控措施及程序如何與其他內部職能部門進行整合。 (ii) Whether management uses controls and procedures to support the oversight of climate – related risks and opportunities and, if so, how these controls and procedures are integrated with other internal functions.	4.1應對氣候變化 4.1 Addressing Climate Change 4.1應對氣候變化 4.1 Addressing Climate Change
策略 Strategy		
20(a)	描述合理預期可能在短期、中期或長期影響發行人的現金流量、融資渠道或資本成本的氣候相關風險和機遇； A description of climate-related risks and opportunities that could reasonably be expected to affect the issuer's cash flows, its access to finance or cost of capital over the short, medium or long term;	4.1應對氣候變化 4.1 Addressing Climate Change
20(b)	就發行人已識別的每項氣候相關風險，解釋發行人是否認為該風險是與氣候相關物理風險或與氣候相關轉型風險； For each climate-related transition risk, whether the issuer considers the risk to be a climate-related physical risk or climate-related transition risk;	4.1應對氣候變化 4.1 Addressing Climate Change

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20(c)	就發行人已識別的每項氣候相關風險和機遇，具體說明其合理預期可能影響發行人的時間範圍(短期、中期或長期)；及 For each climate-related risk and opportunity identified by the issuer, specify the time horizons (short, medium or long term) over which it is reasonably expected to affect the issuer; and	4.1應對氣候變化 4.1 Addressing Climate Change
20(d)	解釋發行人如何定義短期、中期及長期，以及這些定義如何與其策略決定規劃範圍掛鈎。 How the issuer defines short, medium and long term and how these definitions are linked to the planning horizons used by the issuer for strategic decision-making.	4.1應對氣候變化 4.1 Addressing Climate Change
21(a)	描述氣候相關風險和機遇對發行人的業務模式和價值鏈的當前和預期影響；及 A description of the current and anticipated effects of climate-related risks and opportunities on the issuer's business model and value chain; and	4.1應對氣候變化 4.1 Addressing Climate Change
21(b)	描述在發行人的業務模式和價值鏈中，氣候相關風險和機遇集中的地方(例如，地理區域、設施及資產類型)。 A description of where in the issuer's business model and value chain climate-related risks and opportunities are concentrated (for example, geographical areas, facilities and types of assets).	4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
22(a)	有關發行人已經及將來計劃在其策略和決策中如何應對氣候相關風險和機遇的資訊，包括發行人計劃如何實現任何其所設定的氣候相關目標，以及任何法律或法規要求達到的目標。具體而言，發行人須披露以下資訊： Information about how the issuer has responded to, and plans to respond to, climate-related risks and opportunities in its strategy and decision-making, including how the issuer plans to achieve any climate – related targets it has set and any targets it is required to meet by law or regulation, including the information about:	
	(i) 因應氣候相關風險和機遇而在當前及預期將來對發行人業務模式（包括資源分配）作出的變動； (i) Current and anticipated changes to the issuer's business model, including its resource allocation, to address climate-related risks and opportunities;	4.1應對氣候變化 4.1 Addressing Climate Change
	(ii) 已經或預期將進行的任何適應或減緩工作（直接或間接）； (ii) Current and anticipated adaptation and mitigation efforts (whether direct or indirect);	4.1應對氣候變化 4.1 Addressing Climate Change
	(iii) 發行人任何與氣候相關轉型計劃（包括制定轉型計劃時使用的主要假設的資訊，以及該計劃所依賴的因素），或若發行人並未有這樣的計劃，則作適當的否定聲明； (iii) Any climate-related transition plan the issuer has (including information about key assumptions used in developing its transition plan, and dependencies on which the issuer's transition plan relies), or an appropriate negative statement where the issuer does not have a climate-related transition plan;	4.1應對氣候變化 4.1 Addressing Climate Change
	(iv) 發行人計劃如何實現第37至40段所述的任何氣候相關目標（包括任何溫室氣體排放目標（如有））；及 (iv) How the issuer plans to achieve any climate – related targets, including any greenhouse gas emissions targets, described in accordance with paragraphs 37-40; and	4.1應對氣候變化 4.1 Addressing Climate Change 4.2綠色運營 4.2 Green Operations

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
22(b)	有關發行人當前及將來計劃如何為根據第22(a)段披露的行動提供資源。 How the issuer is resourcing, and plans to resource, the activities disclosed in accordance with paragraph 22(a).	4.1應對氣候變化 4.1 Addressing Climate Change
23	發行人須披露先前各匯報期內按照第22(a)段所披露計劃的進度。 The progress of plans disclosed in previous reporting periods in accordance with paragraph 22(a).	4.1應對氣候變化 4.1 Addressing Climate Change
24(a)	氣候相關風險和機遇如何影響發行人在匯報期的財務狀況、財務表現及現金流量；及 How climate-related risks and opportunities have affected its financial position, financial performance and cash flows for the reporting period; and	公司目前尚未建立能夠系統量化氣候因素對財務具體影響的模型或方法論，無法確認氣候相關事項在報告期內對公司的財務狀況、財務表現或現金流量產生可靠計量的重大影響。未來公司將參考逐步完善氣候財務影響量化能力，以提升披露的前瞻性與精確性。 The Company has not yet established models or methodologies that can systematically quantify the specific financial impacts of climate-related factors. As such, it is unable to confirm any reliably measurable material impact of climate-related matters on the Company's financial position, financial performance or cash flows during the reporting period. Going forward, the Company will enhance its capability to quantify the financial impacts of climate issues with reference to relevant standards and practices, so as to improve the forward-looking nature and accuracy of its disclosures.
24(b)	當存在將導致下一匯報年度相關財務報表中的資產和負債賬面價值發生重要調整的重大風險時，關於第24(a)段中識別的氣候相關風險和機遇的資訊。 The climate-related risks and opportunities identified in paragraph 24(a) for which there is a significant risk of a material adjustment within the next annual reporting period to the carrying amounts of assets and liabilities reported in the related financial statements.	
25(a)	發行人經考慮其管理氣候相關風險和機遇的策略後，並考慮到以下各項，預期其財務狀況在短期、中期及長期內將如何變化： How the issuer expects its financial position to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities, taking into consideration: (i) 其投資及處置計劃；及 (i) Its investment and disposal plans; and (ii) 其為實施策略所需的資金的計劃資金來源；及 (ii) Its planned sources of funding to implement its strategy; and	
25(b)	基於發行人管理氣候相關風險和機遇的策略，其預計其財務業績及現金流量在短期、中期及長期的變化。 How the issuer expects its financial performance and cash flows to change over the short, medium and long term, given its strategy to manage climate-related risks and opportunities.	

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
26(a)	發行人截至匯報日對其氣候韌性的評估，其有助於了解： The issuer's assessment of its climate resilience as at the reporting date, which shall enable an understanding of:	
	(i) 發行人的分析結果對其策略和業務模式的影響（如有），包括發行人需要如何應對氣候相關情景分析中確定的影響； (i) The implications, if any, of the issuer's assessment for its strategy and business model, including how the issuer would need to respond to the effects identified in the climate-related scenario analysis;	4.1應對氣候變化 4.1 Addressing Climate Change
	(ii) 發行人對氣候韌性的評估中考慮的重大不確定因素的範疇；及 (ii) The significant areas of uncertainty considered in the issuer's assessment of its climate resilience; and	4.1應對氣候變化 4.1 Addressing Climate Change
	(iii) 發行人根據氣候發展調整其短期、中期和長期策略和業務模式的能力； (iii) The issuer's capacity to adjust, or adapt its strategy and business model to climate change over the short, medium or long term.	4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
26(b)	如何及何時進行氣候相關情景分析，包括： How and when the climate-related scenario analysis was carried out, including: (i) 使用的輸入數據，包括： (i) Information about the inputs used, including: (1) 發行人在分析中使用的氣候相關情景及其來源； (1) Which climate-related scenarios the issuer used for the analysis and the sources of such scenarios; (2) 分析是否涵蓋多種不同的氣候相關情景； (2) Whether the analysis included a diverse range of climate-related scenarios; (3) 分析所使用的氣候相關情景是否與氣候相關轉型風險或氣候相關物理風險有關； (3) Whether the climate-related scenarios used for the analysis are associated with climate-related transition risks or climate-related physical risks; (4) 發行人在其情景中是否使用了與最新氣候變化國際協議相一致的情景； (4) Whether the issuer used, among its scenarios, a climate-related scenario aligned with the latest international agreement on climate change; (5) 發行人為何認為所選擇的氣候相關情景與評估其氣候相關變化、發展或不確定性的韌性相關； (5) Why the issuer decided that its chosen climate-related scenarios are relevant to assessing its resilience to climate-related changes, developments or uncertainties;	4.1應對氣候變化 4.1 Addressing Climate Change

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	(6) 發行人在分析中所使用的時間範圍；及 (6) Time horizons the issuer used in the analysis; (7) 發行人分析所涵蓋的營運範圍（例如分析所涵蓋的營運地點及業務單位）； (7) What scope of operations the issuer used in the analysis (for example, the operation, locations and business units used in the analysis); (ii) 發行人在分析中所作的關鍵假設；及 (ii) the key assumptions the issuer made in the analysis; and (iii) 進行氣候相關情景分析的匯報期。 (iii) the reporting period in which the climate-related scenario analysis was carried out.	4.1應對氣候變化 4.1 Addressing Climate Change 4.1應對氣候變化 4.1 Addressing Climate Change

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風險管理 Risk Management		
27(a)	發行人用於識別、評估氣候相關風險，以及釐定當中輕重緩急並保持監察的流程及相關政策，包括有關以下方面的資訊： The processes and related policies it uses to identify, assess, prioritise and monitor climate-related risks, including information about:	
	(i) 發行人使用的輸入資料及參數(例如資料來源及程序所涵蓋的業務範圍)； (i) the inputs and parameters the issuer uses (for example, information about data sources and the scope of operations covered in the processes);	4.1應對氣候變化 4.1 Addressing Climate Change
	(ii) 發行人可有及如何使用氣候相關情景分析來識別氣候相關風險； (ii) whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related risks;	4.1應對氣候變化 4.1 Addressing Climate Change
	(iii) 發行人如何評估有關風險的影響的性質、可能性及程度(例如發行人可有考慮定性因素、量化門檻或其他所用標準)； (iii) how the issuer assesses the nature, likelihood and magnitude of the effects of those risks (for example, whether the issuer considers qualitative factors, quantitative thresholds or other criteria);	4.1應對氣候變化 4.1 Addressing Climate Change
	(iv) 發行人可有及如何就氣候相關風險相對於其他類型風險的優次排列； (iv) whether and how the issuer prioritises climate-related risks relative to other types of risks;	4.1應對氣候變化 4.1 Addressing Climate Change
	(v) 發行人如何監察其氣候相關風險；及 (v) how the issuer monitors climate-related risks; and	4.1應對氣候變化 4.1 Addressing Climate Change
	(vi) 與上一個匯報期相比，發行人可有及如何改變其使用的流程； (vi) whether and how the issuer has changed the processes it uses compared with the previous reporting period;	4.1應對氣候變化 4.1 Addressing Climate Change

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27(b)	發行人用於識別、評估氣候相關機遇，以及釐定當中輕重緩急並保持監察的流程（包括發行人可有及如何使用氣候相關情景分析來確定氣候相關機遇的資訊）；及 The processes the issuer uses to identify, assess, prioritise and monitor climate-related opportunities (including information about whether and how the issuer uses climate-related scenario analysis to inform its identification of climate-related opportunities); and	4.1應對氣候變化 4.1 Addressing Climate Change
27(c)	氣候相關風險和機遇的識別、評估、優次排列和監察流程，是如何融入發行人的整體風險管理流程，以及融入的程度如何。 The extent to which, and how, the processes for identifying, assessing, prioritising and monitoring climate-related risks and opportunities are integrated into and inform the issuer's overall risk management process.	4.1應對氣候變化 4.1 Addressing Climate Change
指針及目標 Metrics and Targets		
28(a)	範圍一溫室氣體排放 Scope 1 greenhouse gas emissions	4.1應對氣候變化 4.1 Addressing Climate Change 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
28(b)	範圍二溫室氣體排放 Scope 2 greenhouse gas emissions	4.1應對氣候變化 4.1 Addressing Climate Change 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
28(c)	範圍三溫室氣體排放 Scope 3 greenhouse gas emissions	4.1應對氣候變化 4.1 Addressing Climate Change 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators

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29(a)	除非管轄機關或發行人上市之另一交易所另有要求，否則發行人須根據《溫室氣體核算體系：企業核算與報告標準（2004年）》計量其溫室氣體排放 An issuer shall measure its greenhouse gas emissions in accordance with the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) unless required by a jurisdictional authority or another exchange on which the issuer is listed to use a different method for measuring greenhouse gas emissions	4.1應對氣候變化 4.1 Addressing Climate Change 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
29(b)	披露其用於計量溫室氣體排放的方法，包括： Disclose the methodologies it uses to measure its greenhouse gas emissions, including: (i) 發行人用於計量其溫室氣體排放的計量方法、輸入資料及假設； (i) the measurement methodologies, inputs and assumptions the issuer uses to measure its greenhouse gas emissions; (ii) 發行人為何選擇該計量方法、輸入資料及假設計量溫室氣體排放；及 (ii) the reason why the issuer has chosen the measurement methodologies, inputs and assumptions it uses to measure its greenhouse gas emissions; and (iii) 發行人在匯報期對計量方法、輸入資料及假設進行的任何變更以及變更原因； (iii) any changes the issuer made to the measurement methodologies, inputs and assumptions during the reporting period and the reasons for those changes;	附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators 附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators

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29(c)	就根據第28(b)段披露的範圍2溫室氣體排放，披露其以地域為基準的範圍2溫室氣體排放，並提供有助於了解該排放的任何所需合約文書的資訊；及 For Scope 2 greenhouse gas emissions disclosed in accordance with paragraph 28(b), disclose its location-based Scope 2 greenhouse gas emissions, and provide information about any contractual instruments that is necessary to enable an understanding of the issuer's Scope 2 greenhouse gas emissions; and	附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
29(d)	就根據第28(c)段披露的範圍3溫室氣體排放，根據《溫室氣體核算體系：企業價值鏈（範圍3）核算與報告標準（2011年）》所述的範圍3類別披露發行人計量範圍3溫室氣體排放中包含的類別。 For Scope 3 greenhouse gas emissions disclosed in accordance with paragraph 28(c), disclose the categories included within the issuer's measure of Scope 3 greenhouse gas emissions, in accordance with the Scope 3 categories described in the Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011).	附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
30	發行人須披露容易受氣候相關轉型風險影響的資產或業務活動的金額及百分比。 An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related transition risks.	公司尚未建立能夠系統識別、歸類並量化各類氣候因素對具體資產或業務線財務敞口的評估方法論與數據體系，未來公司將逐步構建資產級氣候風險敞口數據庫，按監管要求及時披露相關量化信息。 The Company has not yet established assessment methodologies and data systems that can systematically identify, categorize and quantify the financial exposures of specific assets or business lines to various climate factors. Going forward, the Company will gradually build an asset-level climate risk exposure database and disclose relevant quantitative information in a timely manner in accordance with regulatory requirements.

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31	發行人須披露容易受氣候相關物理風險影響的資產或業務活動的金額及百分比。 An issuer shall disclose the amount and percentage of assets or business activities vulnerable to climate-related physical risks.	公司尚未建立能夠系統識別、歸類並量化各類氣候因素對具體資產或業務線財務敞口的評估方法論與數據體系，未來公司將逐步構建資產級氣候風險敞口數據庫，按監管要求及時披露相關量化信息。 The Company has not yet established assessment methodologies and data systems that can systematically identify, categorize and quantify the financial exposures of specific assets or business lines to various climate factors. Going forward, the Company will gradually build an asset-level climate risk exposure database and disclose relevant quantitative information in a timely manner in accordance with regulatory requirements.
32	發行人須披露涉及氣候相關機遇的資產或業務活動的金額及百分比。 An issuer shall disclose the amount and percentage of assets or business activities aligned with climate-related opportunities.	公司尚未建立能夠系統識別、歸類並量化各類氣候因素對具體資產或業務線財務敞口的評估方法論與數據體系，未來公司將逐步量化「氣候相關機遇」財務收益或資產配置的核算框架，按監管要求及時披露相關量化信息。 The Company has not yet established assessment methodologies and data systems capable of systematically identifying, categorizing and quantifying the financial exposures of specific assets or business lines to various climate factors. Going forward, the Company will gradually develop an accounting framework to quantify the financial benefits or asset allocation of "climate-related opportunities" and disclose relevant quantitative information in a timely manner in accordance with regulatory requirements.

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33	發行人須披露用於氣候相關風險和機遇的資本開支、融資或投資的金額。 An issuer shall disclose the amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities.	公司目前尚未在財務核算和投資管理體系中建立專門針對氣候議題的獨立科目或追蹤機制，未來公司逐步完善氣候相關投融資的識別、計量與披露流程，並在財務系統中引入專項標籤或核算維度，以支持未來對氣候資本開支的透明、可比和可審計披露。 The Company has not yet established separate accounts or tracking mechanisms specifically dedicated to climate-related issues in its financial accounting and investment management systems. Going forward, the Company will gradually improve the processes for identifying, measuring and disclosing climate-related investments and financing, and introduce dedicated labels or accounting dimensions in its financial systems to support transparent, comparable and auditable disclosure of climate capital expenditures in the future.
34(a)	闡釋發行人可有及如何在決策中應用碳定價（例如投資決策、轉移定價及情景分析）；及 An issuer shall disclose an explanation of whether and how the issuer is applying a carbon price in decision-making (for example, investment decisions, transfer pricing, and scenario analysis); and	公司目前仍處於氣候管理能力建設的初級階段，尚未建立覆蓋全價值鏈的精細化碳排放核算體系，缺乏支撐內部碳價設定所需的完整、準確且顆粒度足夠的排放數據基礎，未來公司將評估引入內部碳定價的可行性。 The Company is still in the initial stage of building its climate management capacity. It has not yet established a refined carbon emission accounting system covering the entire value chain, nor does it have a complete, accurate and sufficiently granular emission data foundation required for setting an internal carbon price. Going forward, the Company will assess the feasibility of introducing internal carbon pricing.
34(b)	發行人用於評估其溫室氣體排放成本的每公噸溫室氣體排放量定價； An issuer shall disclose the price of each metric tonne of greenhouse gas emissions the issuer uses to assess the costs of its greenhouse gas emissions;	

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
35	發行人須披露氣候相關考慮因素可有及如何納入薪酬政策，或提供適當的否定聲明。這可能構成根據第19(a)(iv)段作出的披露的一部分。 An issuer shall disclose whether and how climate-related considerations are factored into remuneration policy, or an appropriate negative statement. This may form part of the disclosure under paragraph 19(a)(iv).	4.1應對氣候變化 4.1 Addressing Climate Change
36	本交易所鼓勵發行人披露與一項或多項特定的業務模式和活動有關的行業指標，或與參與有關行業常見特徵有關的行業指標。在決定披露哪些行業指標時，本交易所鼓勵發行人參考《〈國際財務報告可持續披露準則S2號〉行業披露指南》和其他國際環境、社會及管治報告框架規定的行業披露要求所述的與披露主題相關的行業指標，並考慮其是否適用。 An issuer is encouraged to disclose industry-based metrics that are associated with one or more particular business models, activities or other common features that characterise participation in an industry. In determining the industry-based metrics that the issuer discloses, an issuer is encouraged to refer to and consider the applicability of the industry-based metrics associated with disclosure topics described in the IFRS S2 Industry-based Guidance on implementing Climate-related Disclosures and other industry-based disclosure requirements prescribed under other international ESG reporting frameworks.	附錄ESG關鍵績效指標 Appendix ESG Key Performance Indicators
37	發行人須披露(a)其為監察實現其策略目標的進展而設定的與氣候相關的定性及量化目標；及(b)法律或法規要求發行人達到的任何目標，包括任何溫室氣體排放目標。 An issuer shall disclose (a) the qualitative and quantitative climate-related targets the issuer has set to monitor progress towards achieving its strategic goals; and (b) any targets the issuer is required to meet by law or regulation, including any greenhouse gas emissions targets. For each target, the issuer shall disclose.	4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
37(a)	用以設定目標的指標； the metric used to set the target;	4.1應對氣候變化 4.1 Addressing Climate Change
37(b)	目標的目的（例如減緩、適應或以科學為基礎的舉措）； the objective of the target (for example, mitigation, adaptation or conformance with science-based initiatives);	4.1應對氣候變化 4.1 Addressing Climate Change
37(c)	目標的適用範圍（例如目標是適用於發行人整個集團還是部分（如僅適用於某個業務單位或地理區域）） the part of the issuer to which the target applies (for example, whether the target applies to the issuer in its entirety or only a part of the issuer, such as a specific business unit or geographic region);	4.1應對氣候變化 4.1 Addressing Climate Change
37(d)	目標的適用期間； the period over which the target applies;	4.1應對氣候變化 4.1 Addressing Climate Change
37(e)	衡量進度的基準期間； the base period from which progress is measured;	4.1應對氣候變化 4.1 Addressing Climate Change
37(f)	階段性目標或中期目標（如有）； milestones or interim targets (if any);	4.1應對氣候變化 4.1 Addressing Climate Change
37(g)	如屬量化目標，其屬絕對目標還是強度目標；及 if the target is quantitative, whether the target is an absolute target or an intensity target; and	4.1應對氣候變化 4.1 Addressing Climate Change
37(h)	最新氣候變化國際協議（包括該協議產生的司法承諾）如何幫助發行人設定目標。 how the latest international agreement on climate change, including jurisdictional commitments that arise from that agreement, has informed the target.	4.1應對氣候變化 4.1 Addressing Climate Change
38(a)	目標本身及設定目標的方法是否經第三方驗證； whether the target and the methodology for setting the target has been validated by a third party;	未經過驗證 未經過驗證
38(b)	發行人審核目標的程序； the issuer's processes for reviewing the target;	4.1應對氣候變化 4.1 Addressing Climate Change

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
38(c)	用於監察達標進度的指標；及 the metrics used to monitor progress towards reaching the target; and	4.1應對氣候變化 4.1 Addressing Climate Change
38(d)	任何修訂目標的內容及原因。 any revisions to the target and an explanation for those revisions.	無任何修訂 No revision made
39	發行人須披露有關每項氣候相關目標的績效的資訊以及對發行人績效的趨勢或變化分析。 An issuer shall disclose information about its performance against each climate-related target and an analysis of trends or changes in the issuer's performance.	4.1應對氣候變化 4.1 Addressing Climate Change
40(a)	目標涵蓋哪些溫室氣體； which greenhouse gases are covered by the target;	4.1應對氣候變化 4.1 Addressing Climate Change
40(b)	目標是否涵蓋範圍一、範圍二或範圍三溫室氣體排放； whether Scope 1, Scope 2 or Scope 3 greenhouse gas emissions are covered by the target;	4.1應對氣候變化 4.1 Addressing Climate Change
40(c)	此目標是溫室氣體排放總量目標還是溫室氣體排放淨額目標。如為溫室氣體排放淨額目標，發行人須另外披露相關的溫室氣體排放總量目標； whether the target is a gross greenhouse gas emissions target or a net greenhouse gas emissions target. If the issuer discloses a net greenhouse gas emissions target, the issuer is also required to separately disclose its associated gross greenhouse gas emissions target;	4.1應對氣候變化 4.1 Addressing Climate Change
40(d)	目標是否是採用行業脫碳方法得出的；及 whether the target was derived using a sectoral decarbonisation methodologies; and	非行業脫碳方法得出 Based on non-sectoral decarbonisation methodologies

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議題 Topic	披露項 Disclosure Item	對應章節 Corresponding section
40(e)	發行人計劃使用碳信用抵銷溫室氣體排放以實現任何溫室氣體排放淨額目標。關於使用碳信用的計劃，發行人須披露： the issuer's planned use of carbon credits to offset greenhouse gas emissions to achieve any net greenhouse gas emissions target. In explaining its planned use of carbon credits, the issuer shall disclose: (i) 依賴使用碳信用以實現任何溫室氣體排放淨額目標的程度及方式； (i) the extent to which, and how, achieving any net greenhouse gas emissions target relies on the use of carbon credits; (ii) 該碳信用將由哪些第三方計劃驗證或認證； (ii) which third-party scheme(s) will verify or certify the carbon credits; (iii) 碳信用的類型，包括相關抵消是否是基於自然還是基於科技的碳消除，以及相關抵消是通過減碳還是碳消除實現；及 (iii) the type of carbon credit, including whether the underlying offset will be nature-based or based on technological carbon removals, and whether the underlying offset is achieved through carbon reduction or removal; and (iv) 為讓人了解發行人計劃使用的碳信用的可信度和完整性所必需的任何其他重要因素（例如，對碳抵消效果的假設）。 (iv) any other factors necessary to enable an understanding of the credibility and integrity of the carbon credits the issuer plans to use (for example, assumptions regarding the permanence of the carbon offset).	本集團尚無使用碳信用抵銷溫室氣體排放以實現溫室氣體排放淨額目標的計劃。 The Group has no plans to use carbon credits to offset greenhouse gas emissions for the purpose of achieving its net greenhouse gas emission targets.
41	在編製披露內容以符合第21至26及37至38段的規定時，發行人須參考(i)跨行業指標（見第28至35段）及(ii)行業指標（見第36段）並考慮其是否適用。 In preparing disclosures to meet the requirements in paragraphs 21 to 26 and 37 to 38, an issuer shall refer to and consider the applicability of cross-industry metrics (see paragraphs 28 to 35) and (ii) industry-based metrics (see paragraph 36).	本集團已充分參考跨行業指標及行業指標，並考慮其適用性。 The Group has fully referenced cross-industry and industry-specific indicators, and has taken their applicability into consideration.

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ESG第三方鑑證

中誠信綠金國際
CCXGFI

獨立鑒證聲明

致深圳百果園實業（集團）股份有限公司董事會及各利益相關方：

中誠信綠金國際有限公司（以下簡稱「**中誠信綠金**」或「**本機構**」）受深圳百果園實業（集團）股份有限公司（以下簡稱「**百果園**」或「**貴司**」）委託，對百果園報告期涵蓋 2025 年 1 月 1 日至 2025 年 12 月 31 日的《2025 年環境、社會及管治報告》（以下簡稱「**2025 年 ESG 報告**」）提供獨立協力廠商鑒證。本次鑒證旨在評估 2025 年 ESG 報告的可靠性、完整性及其與 ESG 披露標準的契合度。

如英文版與中文版之間存在任何不一致或歧義，以中文版為准。

鑒證標準與範圍

本次鑒證嚴格遵循 AccountAbility《AA1000 審驗標準第三版》**（AA1000AS v3）類型 2（中度審驗）**的要求，目標包括：

- 評估貴司 2025 年 ESG 報告與香港聯合交易所有限公司《上市規則》附錄 C2《環境、社會及管治報告守則》披露要求的符合性；
- 評估貴司 2025 年 ESG 報告對審驗原則的遵循程度，包括**包容性、實質性、回應性和影響性**；
- 通過案頭審查，評估貴司運營中關鍵資料的收集、整理及披露流程在準確性、一致性、完整性和可靠性方面的合規性。

本機構針對百果園管理層所識別和選定的以下關鍵績效指標提供鑒證結論：

1 生物全降解購物袋使用量
2 女員工人數
3 供應商數目
4 因安全及健康召回的產品百分比
5 處理客戶投訴數量
6 廉潔自律教育宣導覆蓋人次

以下項目不納入本次鑒證範圍，本機構不對其作任何結論：

- 報告期以外的任何資訊，或 2025 年 ESG 報告中未包含在鑒證範圍內的其他資料；
- 2025 年 ESG 報告中的意見、信念、期望和廣告性表述；
- 通過現有驗證檔核實的財務資料或其他資訊；
- 與百果園及其合並報表內附屬公司無關的資料或資訊，以及協力廠商提供的資料或資訊。

任何有關本鑒證聲明內容或相關事項的查詢應直接聯繫百果園。

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獨立性聲明

中誠信綠金工作人員未與百果園及其董事、高級管理人員存在業務關係，同時在確保嚴格遵守中誠信綠金公司管理制度前提下，工作人員在展業過程中不存在利益衝突，以保證本次鑒證的獨立性。

責任聲明

貴司的責任包括：
- 準備並呈現 2025 年 ESG 報告中所選定的關鍵績效指標；
- 識別利益相關方及其要求；
- 實施和維護內部控制，確保 2025 年 ESG 報告中不存在因欺詐或錯誤而導致的重大錯誤陳述。

本機構的責任包括：
- 根據與貴司董事會和管理層的共同協議，依照《AA1000AS v3》執行鑒證程式；
- 向貴司董事會提交獨立鑒證聲明；
- 確保參與鑒證工作的人員具備相應的專業能力和資質，並接受了必要的審驗工作培訓。

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局限性聲明

本次鑒證為《AA1000AS v3》類型 2（中度審驗），僅基於貴司集團/總部層面收集的證據，並在必要時參考組織較低層級的有限證據。由於非財務資訊評估方法尚未完全標準化，不同實體間採用的衡量方法可能存在差異，這可能影響可比性。

鑒證程式

中誠信綠金執行鑒證程式，具體工作包括：

- 與 ESG 工作小組的關鍵人員進行質詢與確認；
- 審查貴司利益相關方參與程式及 ESG 報告編制流程（含重要性評估）；
- 通過檢查資料整合流程和控制措施，分析關鍵績效指標的資料品質，包括證據審查和關鍵績效指標測試；及
- 審查 2025 年 ESG 報告對《AA1000AS v3》原則（包容性、實質性、回應性和影響性）的遵循情況，及其與 ESG 披露標準的符合度。

重要觀察結果

基於本機構的審查結果，百果園的 ESG 資料收集、整理和報告流程均能滿足合理的披露期望，但仍存在提升空間。被選定的關鍵績效指標能夠合理、準確且可靠地反映百果園的 ESG 表現。

報告與鑒證原則

包容性

- 經案頭審查，百果園已構建與核心利益相關方常態化溝通的制度保障，並通過多元化溝通管道維持與核心利益相關方的有效互動，符合包容性原則的要求。

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實質性
- 經案頭審查，百果園已經建立充分的系統和控制措施，以識別和優先考慮對自身最重要的議題，從而滿足合理的實質性期望。

回應性
- 經案頭審查，百果園通過 ESG 報告及日常溝通合理回應利益相關方關切，滿足了回應性原則的合理期望。

影響性
- 經案頭審查，可以合理地認為百果園通過其重要性議題的影響、風險及機遇評估，以及風險管理政策和程序，關注其對關鍵利益相關方的實質性影響，在適度水平上滿足影響性原則的期望。

資料與數據管理

百果園在集團和分子公司層面的資料收集、整理和報告系統符合合理披露要求。鑒證範圍內的大部分關鍵績效指標均通過數位化平台和電子表格文檔收集和匯總，並輔以人工驗證流程，以確保準確性和可靠性。

鑒證結論

基於已審查的資訊，中誠信綠金確信 2025 年 ESG 報告公允、客觀地反映了百果園在報告期間的 ESG 績效。所披露資料經過系統性收集與驗證，本機構認為 2025 年 ESG 報告符合**包容性、實質性、回應性和影響性**的鑒證和報告原則。

中誠信綠金國際有限公司

中誠信綠金國際有限公司
中國香港
2026 年 4 月 23 日

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ESG THIRD-PARTY ASSURANCE

中誠信綠金國際 CCXGFI

Independent Assurance Statement

To the Board of Directors and all stakeholders of Shenzhen Pagoda Industrial (Group) Corporation Limited:

CCX Green Finance International Limited (hereinafter referred to as "**CCXGFI**" or "**the Agency**") has been engaged by Shenzhen Pagoda Industrial (Group) Corporation Limited (hereinafter referred to as "**Pagoda**" or "**the Company**") to provide an independent third-party assurance on the *2025 Environmental, Social and Governance Report* (hereinafter referred to as the "**2025 ESG Report**") of Pagoda for the reporting period from 1 January 2025 to 31 December 2025. This assurance aims to evaluate the reliability and completeness of the 2025 ESG Report, as well as its alignment with ESG disclosure standards.

In the event of any inconsistency or discrepancy between the English version and the Chinese version, the Chinese version shall prevail.

Assurance Standards and Scope

This assurance is conducted in strict compliance with the requirements of **Type 2 (Moderate Assurance)** of AccountAbility's *AA1000 Assurance Standard v3* **(AA1000AS v3)**. The objectives include:

- evaluating the compliance of the Company's 2025 ESG Report with the disclosure requirements of the *Environmental, Social and Governance Reporting Guide* set out in Appendix C2 to the Listing Rules of The Stock Exchange of Hong Kong Limited;
- evaluating the degree of adherence of the Company's 2025 ESG Report to the assurance principles, **including inclusivity, materiality, responsiveness and impact;**
- evaluating, through desk assessments, the compliance of the collection, compilation and disclosure processes for key data in the Company's operations in terms of accuracy, consistency, completeness and reliability.

The Agency provides assurance conclusions on the following key performance indicators identified and selected by the management of Pagoda:

1 Use of fully biodegradable shopping bags
2 Number of female employees
3 Number of suppliers
4 Percentage of products recalled due to safety and health concerns
5 Number of handled customer complaints
6 Number of integrity and self-discipline education and publicity work

The following items are excluded from the scope of this assurance, and the Agency does not express any conclusion on them:

- Any information outside the reporting period, or other data in the 2025 ESG Report which is not included in the scope of assurance;

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- Opinions, beliefs, expectations and forward-looking or advertising statements in the 2025 ESG Report;
- Financial data or other information verified through existing validation documents;
- Data or information unrelated to Pagoda and its consolidated subsidiaries, as well as data or information provided by third parties.

Any inquiries regarding the content of this assurance statement or related matters should be directed to Pagoda.

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Independence Statement

The personnel of CCXGFI do not have any business relationship with Pagoda, its Directors or senior management. Meanwhile, on the premise of ensuring strict compliance with the management systems of CCXGFI, the personnel have no conflict of interest in the course of performing their duties, thereby ensuring the independence of this assurance.

Responsibility Statement

The responsibilities of the Company include:

- preparing and presenting the selected key performance indicators in the 2025 ESG Report;
- identifying stakeholders and their requirements;
- implementing and maintaining internal controls to ensure that the 2025 ESG Report is free from material misstatements, whether due to fraud or error.

The responsibilities of the Agency include:

- performing assurance procedures in accordance with AA1000AS v3 based on the mutual agreement with the Board and the management of the Company;
- submitting an independent assurance statement to the Board of the Company;
- ensuring that the personnel engaged in the assurance work possess the requisite professional competence and qualifications, and have received necessary training on assurance operations.

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Limitation Statement

This assurance is a Type 2 (Moderate Assurance) engagement under *AA1000AS v3*, which is based solely on the evidence collected at the Group/headquarters level of the Company and, where necessary, refers to limited evidence from lower levels of the organization. As the assessment methods for non-financial information have not yet been fully standardized, the measurement methods adopted by different entities may vary, which may affect comparability.

Assurance Procedures

CCXGFI performed assurance procedures, and the specific work included:

- making inquiries and confirmations with key personnel of the ESG working group;
- reviewing the stakeholder engagement procedures and the preparation process of the ESG Report of the Company (including materiality assessment);
- analyzing the data quality of the key performance indicators by examining the data integration process and control measures, including evidence review and testing of key performance indicators; and
- reviewing the adherence of the 2025 ESG Report to the principles of *AA1000AS v3* (inclusivity, materiality, responsiveness and impact), as well as its compliance with ESG disclosure standards.

Key Observations

Based on the Agency's review findings, the ESG data collection, compilation and reporting processes of Pagoda satisfy reasonable disclosure expectations, although there is still room for improvement. The selected key performance indicators can reasonably, accurately and reliably reflect the ESG performance of Pagoda.

Reporting and Assurance Principles

Inclusivity

- Following the desktop assessments, Pagoda has established an institutional safeguard for normalized communication with its core stakeholders, and maintains effective interaction with its core stakeholders through diversified communication channels, which complies with the requirements of the inclusivity principle.

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Materiality

- Following the desktop assessments, Pagoda has established adequate systems and control measures to identify and prioritize the issues most significant to itself, thereby meeting reasonable expectations of materiality.

Responsiveness

- Following the desktop assessments, Pagoda reasonably responds to stakeholder concerns through its ESG Report and routine communications, fulfilling the reasonable expectations of the responsiveness principle.

Impact

- Following the desktop assessments, it can be reasonably concluded that Pagoda focuses on its material impacts on key stakeholders through the assessment of the impacts, risks and opportunities of its material issues, as well as its risk management policies and procedures, which meets the expectations of the impact principle at a moderate level.

Data and Information Management

The data collection, compilation and reporting systems of Pagoda at the Group and subsidiary levels comply with reasonable disclosure requirements. Most of the key performance indicators within the scope of assurance are collected and consolidated through digital platforms and spreadsheet documents, supplemented by manual verification processes to ensure accuracy and reliability.

Assurance Conclusion

Based on the information reviewed, CCXGFI is satisfied that the 2025 ESG Report fairly and objectively reflects the ESG performance of Pagoda during the reporting period. The disclosed data has been systematically collected and verified, and the Agency considers that the 2025 ESG Report complies with the assurance and reporting principles of **inclusivity, materiality, responsiveness and impact.**

CCX Green Finance International Limited 中誠信綠金國際有限公司

CCX Green Finance International Limited
Hong Kong, China.
23 April 2026

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讀者反饋表

尊敬的讀者：

感謝您閱讀本集團《2025年度環境、社會及管治報告》，為更好地向利益相關方提供有價值的信息，提高可持續發展管理水平，本集團誠摯邀請您對本報告提出寶貴意見和建議。

您可填寫反饋表，並通過以下方式反饋給本集團：

地址：深圳市鹽田區海山街道深鹽路2005號百果園科技大廈
電話：400-181-1212/0755-84656341
Email：pagodazq@pagoda.com.cn

1. 您對本集團環境、社會及管治報告的總體評價：

☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐ 不滿意

2. 您對本集團履行經濟、社會、環境責任的評價：

READER'S FEEDBACK FORM

Dear reader,

Thank you for reading the 2025 Environmental, Social and Governance Report of the Group. To better provide valuable information to stakeholders and improve the sustainable development management level, the Group sincerely invites you to provide valuable opinions and suggestions on this Report.

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

Address: Pagoda Technology Building, No. 2005 Shenyan Road, Haishan Street, Yantian District, Shenzhen
Tel: 400-181-1212/0755-84656341
Email: pagodazq@pagoda.com.cn

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

☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied

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

經濟責任 Economic responsibility	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied
社會責任 Social responsibility	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied
環境責任 Environmental responsibility	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied

附錄
APPENDIX:

3. 您認為本報告能否反映本集團的ESG責任實踐對經濟、社會、環境的影響？

☐ 能很好反映 ☐ 能較好反映 ☐ 能一般反映 ☐ 不太能反映 ☐ 不能反映

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

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

4. 您認為本報告披露信息和數據的清晰度、準確度和完整性如何？

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

清晰度 Clarity	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied
準確度 Accuracy	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied
完整性 Integrity	☐ 非常滿意 ☐ 滿意 ☐ 不太滿意 ☐不滿意 ☐ Extremely Satisfied ☐ Satisfied ☐ Not very satisfied ☐ Unsatisfied

5. 您認為本報告的內容安排和版式設計是否方便閱讀？

☐ 是 ☐ 一般 ☐ 否

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

☐ Yes ☐ Ordinary ☐ No

6. 您對本集團ESG工作和本報告的其他意見和建議：

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

_____

_____

