

CHERVON 泉峰®

泉峰控股有限公司
Chervon Holdings Limited

(Incorporated in Hong Kong with limited liability) (於香港註冊成立的有限公司)

Stock Code 股份代號 : 2285



2021

Annual Report 年度報告



**BETTER
TOOLS**
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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

CONTENT

About the Report	91
Reporting Scope	91
Access to the Report	92
Contact Us	92
Message from the Chairman	93
Board of Directors' ESG statement	95
I. About Us	96
Company Overview	96
Corporate Mission	96
Main Products and Brands	97
Annual Awards	98
II. Sustainable Development	100
2.1 ESG Governance	100
2.1.1 ESG Strategy and Governance Structure	100
2.1.2 Stakeholder Engagement and Materiality Assessment	104
2.2 Compliance	108
2.2.1 Information Security and Privacy Protection	108
2.2.2 Code of Business Ethics and Conduct	110
III. Product Responsibility	112
3.1 Quality Assurance	112
3.1.1 Product Quality Assurance	112
3.1.2 Innovative Product Development	116
3.2 Multi-party Communication	121
3.2.1 Customer Satisfaction Management	121
3.2.2 Sustainable Supply Chain	125
IV. Workforce Development	129
4.1 Talent Management	129
4.1.1 Standardised Employment	129
4.1.2 Health and Safety	132
4.2 Talent Development	137
4.2.1 Employee Rights and Benefits	137
4.2.2 Training and Development	139
V. Green and Sustainable Development	142
5.1 Emissions Management	142
5.2 Energy and Resource Use	148
5.3 Addressing Climate Change	151
VI. Public Welfare and Community Engagement	157
6.1 Long-distance Charity Run	157
6.2 Overcoming Difficulties Together	159
6.3 Government Inspections	160
Appendix	162
Hong Kong Stock Exchange Environmental, Social and Governance Reporting Guidelines Content Index	162
Feedback Form	169

目錄

關於本報告	91
報告主體範圍	91
報告發佈形式	92
聯繫我們	92
董事長致辭	93
董事會ESG聲明	95
一、關於我們	96
公司概況	96
企業使命	96
主要產品及品牌	97
年度榮譽	98
二、可持續發展管理	100
2.1 ESG管治	100
2.1.1 ESG策略與管治架構	100
2.1.2 利益相關方溝通與重要性議題評估	104
2.2 合規經營	108
2.2.1 信息安全與隱私保護	108
2.2.2 商業道德與行為準則	110
三、產品責任	112
3.1 品質保證	112
3.1.1 產品質量保證	112
3.1.2 創新產品研發	116
3.2 多方溝通	121
3.2.1 客戶滿意度管理	121
3.2.2 可持續供應鏈	125
四、人才培養與發展	129
4.1 人才管理	129
4.1.1 規範僱傭	129
4.1.2 健康與安全	132
4.2 人才發展	137
4.2.1 員工權益	137
4.2.2 培訓與發展	139
五、綠色可持續發展	142
5.1 排放物管理	142
5.2 能源及資源使用	148
5.3 應對氣候變化	151
六、公益及社區參與	157
6.1 愛心長跑	157
6.2 共克時艱	159
6.3 政府考察	160
附錄	162
香港聯交所《環境、社會及管治報告指引》內容索引	162
讀者反饋	169

ABOUT THE REPORT

This is the first Environmental, Social and Governance Report (hereinafter referred to as “the Report”) issued by Chervon Holdings Limited and its subsidiaries (hereinafter referred to as “Chervon Holdings”, “the Group” or “we”), presenting the management practice and performance in the aspects of environment, social and governance in 2021, and performance in fulfilling environmental and social responsibilities.

Reporting Scope

Unless specified, the content and the coverage of social key performance indicators disclosed in the Report are the same as those in the Group’s 2021 Annual Report. The environmental key performance indicators only include the Group’s operating premises in Nanjing, China, where the output value of the production facilities accounts for approximately 90% of the Group’s total output value in 2021.

Reporting Period

The Report is an annual report for the period from 1 January to 31 December 2021. To enhance the readability of the Report, some contents or data relate to previous years or the date of publication of the Report.

Main Reference Standards of the Report

The Report is prepared in accordance with the requirements of the *Environmental, Social and Governance Reporting Guidelines* of The Stock Exchange of Hong Kong Limited (“HKEX”).

Reporting Principles

The Report is prepared in accordance with the following reporting principles:

Materiality: We identify major ESG issues through materiality assessment, and the relevant processes and results have been disclosed in the Report.

Quantitative: The Group in accordance with the requirements of the “Key Performance Indicators” in the *Environmental, Social and Governance Reporting Guidelines* of The Stock Exchange of Hong Kong Limited as set out in Appendix 27 to the Listing Rules and takes quantitative disclosure of key performance indicators with historical data in the areas of “environment” and “society”.

關於本報告

本報告是泉峰控股有限公司及附屬公司（以下簡稱「泉峰控股」、「本集團」或「我們」）發佈的首份環境、社會與管治報告（以下簡稱「本報告」），旨在呈現泉峰控股2021年度在環境、社會與管治方面的管理實踐，以及履行環境責任、社會責任方面的工作表現。

報告主體範圍

如無特殊說明，本報告所披露文字內容和社會範疇關鍵績效指標的涵蓋範圍與泉峰控股2021年年報相同。環境範疇的關鍵績效指標僅包括本集團在中國南京市的運營處所，其中的生產基地產值約佔本集團2021年總產值的90%。

報告時間範圍

本報告為年度報告，時間範圍是2021年1月1日至12月31日。為增強報告的可讀性，部分內容或數據涉及到以往年度或本報告發佈日前。

報告編製依據

本報告依據香港聯合交易所《環境、社會及管治報告指引》披露要求編製。

匯報原則

本報告乃根據以下原則編製：

重要性：我們通過重要性評估確定主要ESG議題，相關過程與結果已經在本報告中披露；

量化原則：本集團依據聯交所「上市規則指引－附錄二十七環境、社會及管治報告指引」中「關鍵績效指標」要求，對「環境」和「社會」範疇的具有歷史數據的關鍵績效指標進行量化的披露。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Consistency: We follow a consistent statistical method of disclosure and will adopt a consistent statistical method to disclose ESG information in subsequent years to facilitate meaningful comparisons from year to year.

Access to the Report

The Report is released online, and the Chinese and English versions of the Report can be downloaded from the official website of Chervon Holdings Limited (<https://global.chervongroup.com/zh>) and the website of the Hong Kong Stock Exchange. The Report is published in both Chinese and English. In case of discrepancies between the Chinese version and the English translation, the Chinese version shall prevail.

Contact Us

We attach great importance to the opinions of various stakeholders and the public on the Report. If you have any inquiries or suggestions on the Group's environmental, social and governance performance, please contact us through email (esg@cn.chervongroup.com).

一致性原則：我們遵循一致的披露統計方法，將在往後年度採用一致的方法進行ESG信息的披露，以方便逐年做有意義的比較。

報告發佈形式

本報告採用電子版形式發佈，可在泉峰控股有限公司官網(<https://global.chervongroup.com/zh>)及香港聯合交易所網站下載本報告的中英文版本。本報告以中英文兩種文字出版，在對兩種文本理解發生歧義時，請以中文文本為準。

聯繫我們

我們十分重視各利益相關方和公眾對本報告的看法，若閣下對公司的環境、社會及管治表現有任何意見或建議，歡迎發送郵件至 esg@cn.chervongroup.com。

MESSAGE FROM THE CHAIRMAN

2021 was a challenging and significant year for Chervon. In the face of changes in global trends compounded by the pandemic, we made an all-out effort to address various risks and challenges, forge ahead with perseverance, seek both stability and progress, and establish a new image for “Made in China.”

Guided by our corporate mission of “Better Tools, Better World,” we have always adhered to the business philosophy of achieving coordinated economic, social and environmental development and promoting future-oriented, environment-friendly sustainable business practices, with the ultimate goal of creating value and fulfilling our corporate social responsibility.

Staying true to our original intention of “creating good products” and striving to become an innovation-driven global leader

Over the years, we have always put product quality first. By relying on our strong research and development (R&D) capabilities and production experience, we have built a comprehensive internal control system to ensure that our components and products meet high-quality standards. On this basis, we are able to continually provide users with safe, efficient and convenient power tools and outdoor garden equipment. By continuously innovating and providing superior products to users around the world, we aim to become a global leader in power tools and outdoor garden equipment in the lithium-ion, intelligent and digital era. At the same time, we are relentlessly focusing on user-centric innovation, with a view to creating a better user experience for consumers.

Upholding the concepts of value, quality and sustainability

Amid global climate change and the gradual implementation of the dual carbon goal in China, low-carbon operations and green product development are becoming increasingly important, and the shift from “electric first” to “fully electric” has become a consensus in the industry. In response to the *Outline of the 14th Five-Year Plan for National Economic and Social Development* and the *Made in China 2025* strategy, we have formulated the *Mid and Long-term Plan for Green Development* for the period from 2021 to 2025.

董事長致辭

2021年，對於泉峰控股是充滿挑戰又極具里程碑意義的一年。面對全球形勢變化與新冠疫情疊加的複雜局面，我們堅持全力應對各種風險挑戰，砥礪前行，穩中求進，樹立「中國製造」新形象。

遵循「造好工具，助世界一臂之力」的企業使命，我們一直遵循經濟、社會及環境共同發展的經營理念，推進未來導向的、環境友好的、創造價值的可持續性業務實踐並履行企業社會責任。

堅守「做好產品」的初心，勇爭創新驅動型全球領導者

多年來，我們把產品質量放在首位，依托強大的研發實力和生產經驗，構建了完備的內控標準體系，確保從關鍵零部件到各品類、型號產品均有高質量標準可依，持續為用戶提供安全、高效和便捷的電動工具和戶外園林設備。我們立志通過持續創新，為全球用戶提供卓越的產品，成為電動工具及戶外園林設備行業鋰電化、智能化及數字化時代的創新驅動型全球領導者。同時，我們始終專注於以用戶為中心的創新理念，致力於為消費者創造更優質的使用體驗。

堅持有價值、有質量、可持續的取向，經濟、社會與環境效益的三贏

隨着應對氣候變化成為全球性話題以及雙碳目標在中國的逐步落地，我們看到綠色低碳運營和發展綠色產品的重要性日益凸現。行業「電動為先」轉變為「全面電動」漸成共識。我們積極響應《國民經濟和社會發展第十四個五年規劃綱要》和《中國製造2025》戰略部署，制定了2021~2025年《綠色發展中長期規劃》。

With our dedicated R&D capabilities in the field of lithium-ion battery technology, we have been able to develop products that feature green attributes and long battery lives. Designed with a modular architecture, our products use battery packs as the core base module, which enables us to use highly compatible batteries to power all of our products. Meanwhile, by increasing the reuse rate of base modules, we are not only able conserve resources in battery production, but also bring more value to users.

We also actively promote the use of clean energy at our operational sites. Chervon has undertaken various “blue roof,” “green roof” and “geothermal resource” initiatives to promote clean energy use, reduce greenhouse gas emissions in daily production and operations, and enhance operational resilience during power rationing. In the future, we plan to work with our global partners to explore more green opportunities and develop innovative green products.

Caring for employees and society, and responsible corporate citizenship

Adhering to our “people-oriented” concept, we regard employees as our corporate’s most precious asset. We are committed to creating an equal, respectful and harmonious working environment for all employees, and we are dedicated to building a growth model that encourages collaborative development and mutual growth. I would like to take this chance to express my heartfelt gratitude to Chervon staff both at home and abroad who have been striving for excellence and innovation, creating high-quality products and providing considerate services to our customers for many years.

As our business prospers, we always remember the suppliers, distributors and customers who have accompanied us along the way, and we maintain regular communication with them to foster closer relationships. We have strengthened R&D and brand building, and we strive to be a responsible corporate citizen by actively participating in charity events so as to give back to society. Going forward, we will continue to adhere to the philosophy of “integrity, diligence, enthusiasm and aspiration,” and work hand in hand with all of you as we use technology to empower sustainable development.

Pan Longquan

Chairman

29 April 2022

憑借在鋰電池系統技術領域的專注研發能力，我們的產品兼具綠色環保特質與強大的動力儲備性能，並以模塊化思路架構設計產品，以電池包為核心基礎模塊，讓具有高兼容性的電池可以為所有產品提供動力源。通過提高基礎模塊的復用率，不僅減少了電池生產帶來的資源消耗，也切切實實地為用戶帶來了價值。

我們亦積極推廣運營點內清潔能源的使用，通過「藍色屋頂」「綠色屋頂」「地熱資源使用」等措施廣泛使用清潔能源，不僅減少日常生產經營中的溫室氣體排放，亦增強了被限電期間的經營韌性。未來，我們願與全球合作夥伴共同努力，通過技術創新，探索綠色商機，研發綠色創新產品。

關愛員工與社會，做有責任的企業公民

我們秉承「以人為本」的宗旨，視員工為企業寶貴的財富，致力於為員工創造平等、尊重、融洽的工作環境，保持公司內部和諧、共同進步的工作氛圍，堅持構建與員工協同發展、彼此成就的成長模式。在這裏，我由衷地感謝多年來精益求精、銳意創新、打造高品質的產品並提供周到的服務的海內外泉峰人。

在企業繁榮發展的同時，我們也不忘一路相伴的供應商、經銷商和客戶，保持緊密的溝通互動，加強研發和品牌拓展，並努力回饋社會，做有責任的企業公民，積極投身公益事業。展望未來，我們將堅持誠思積善、天道酬勤的理念，在科技引領發展的道路上腳踏實地，與諸君在可持續發展的道路上攜手同行。

董事長

潘龍泉

2022年4月29日

BOARD OF DIRECTORS' ESG STATEMENT

The Board of Directors of Chervon Holdings assumes full responsibility for the Group's ESG strategy and reporting, is responsible for assessing and determining the Group's environmental, social and governance risks, and ensuring that Chervon Holdings establishes appropriate and effective environmental, social and governance risk management and internal control systems.

To promote the implementation and management of ESG-related affairs, Chervon Holdings has established a complete and rigorous ESG governance structure. The Board of Directors has the ultimate responsibility for the direction, strategy, goals, performance and reporting of the Group's sustainable development, and is responsible for oversight ESG matters including the identification and prioritization of key ESG issues, target commitment and actual performance monitoring of ESG matters. It is the responsibility of the Board of Directors to ensure the integration of ESG philosophy and the Group's strategy and establish an ESG Management Committee with the participation of the vice president of EHS, the vice president of Human Resources Department and the director of the Legal and Compliance department. The ESG Management Committee is responsible for reporting to the Board of Directors to help it evaluate and sort out the Group's ESG risk management and internal control systems, supervise the achievement of corporate strategic goals and enhance corporate ESG performance.

Chervon Holdings is committed to becoming an excellent corporate citizen, and always regards corporate environmental responsibility and social responsibility as an important part of the Group's strategy. The Board of Directors attaches great importance to the determination of important ESG topics. Based on the corporate management strategy and current situations, through exchanges and communication with stakeholders, peer companies disclose indicators, and benchmarking of industry-leading practices, the core ESG topics are identified and screened out, to determine the direction of ESG work and ESG reporting.

董事會ESG聲明

泉峰控股董事會對集團的環境、社會及管治策略及匯報承擔全部責任，負責評估及釐定集團有關環境、社會及管治的風險，並確保泉峰控股設立合適及有效的環境、社會及管治風險管理及內部監控系統。

為有效推進ESG相關事務的執行與管理，泉峰控股設立了完善而嚴謹的ESG管治架構，董事會對可持續發展的整體方向、戰略、目標、表現和報告負有最終責任，負責ESG事宜的監管，包括ESG關鍵議題的識別和優先次序排列、其目標承諾及實際表現監管，確保ESG理念與集團戰略的融合，並設有由EHS副總裁、人力資源副總裁以及法律合規部總監參與的ESG管理委員會，該委員會負責向董事會匯報，以助其評估及梳理集團ESG的風險管理及內部控制系統，監督達成企業戰略目標及提升企業ESG表現。

泉峰控股致力於成為優秀的企業公民，一貫將企業的環境責任與社會責任視為集團的戰略重要組成部分。董事會重視ESG重要議題的確定，以企業管理策略、經營現狀為基礎，通過與利益相關方的交流和溝通，同業公司披露指標、行業領先實踐的對標梳理，識別和篩選出ESG核心議題，以確定ESG工作與ESG報告的方向。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Report discloses the progress and effectiveness of the Group's ESG work in 2021. The Board of Directors and all directors of the Group guarantee that the content of the Report does not contain any false records, misleading statements, or major omissions, and take individual and joint responsibility for the authenticity, accuracy, and completeness of the Report. Going forward, we will continue to adjust the sustainable development management strategy and promotion method according to the expectations of stakeholders and the actual operation situation, to continuously improve the sustainable development of the Group.

I. ABOUT US

Company Overview

Chervon Holdings Limited is affiliated to the CHERVON Group and is a global solution provider specializing in product research and development, manufacturing, testing, sales and after-sales service of power tools, outdoor power equipment and related industries.

Chervon Holdings is committed to user-centric innovation, smart manufacturing and building a complete sales network to provide global users with excellent brands and products. The Group has established broad and close cooperation with many of the world's leading home centres, department chain stores, distributors and power tool manufacturers, and its products are sold in more than 100 countries around the world.

Through research and development, multi-channel distribution network, advanced testing centre and vertically integrated smart manufacturing capabilities, Chervon Holdings has become the leading global supplier of power tools and outdoor power equipment in the world.

Corporate Mission

Better Tools. Better World.

Chervon Holdings is determined to provide excellent products to users through continuous innovation and become an innovation-driven global leader in the era of lithium-ion, intelligence and digitalization in the power tool and outdoor power equipment industry.

本報告詳盡披露本集團2021年ESG工作的進展與成效，集團董事會及全體董事保證本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏，並對其內容的真實性、準確性和完整性承擔個別及連帶責任。未來，我們將持續根據利益相關方期望和公司運營實際調整可持續發展管理策略及推進方式，不斷提升本集團可持續發展水平。

一、關於我們

公司概況

泉峰控股有限公司隸屬於泉峰集團，是專業從事電動工具、戶外園林設備及相關行業產品研發、生產、測試、銷售和售後服務的全球整體解決方案提供商。

泉峰控股致力於以用戶為中心的創新、智能製造和構建完善的銷售網絡，為全球用戶提供卓越品牌及產品。公司與全球諸多頂級建材超市、百貨連鎖店、分銷商及電動工具品牌製造商建立了廣泛而深入的戰略合作夥伴關係，產品在全球超過100個國家銷售。

通過持續的研發創新、多渠道的分銷網絡、先進的測試中心以及縱向一體化的智能製造能力，泉峰控股已成為全球領先的電動工具及戶外園林設備全球供應商。

企業使命

造好工具，助世界一臂之力！

泉峰控股立志通過持續創新，為全球用戶提供卓越的產品，成為電動工具及戶外園林設備行業鋰電化、智能化及數字化時代的創新驅動型全球領導者。

Main Products and Brands

Chervon Holdings focuses on the independent development of innovative products. It has become a pioneer in promoting industry transformation with entrepreneurial thinking, new technologies and in-depth end-user insights. As one of the first companies in the world to commercialize lithium-ion batteries for power tools, we believe that lithium-ion battery technology represents the development direction of the global power tool and outdoor power equipment (“OPE”) industry and has developed industry-leading high-voltage lithium-ion OPE products. We currently own five differentiated and well-recognized brands that cover key geographies and segments for different types of end customers, namely *EGO*, *FLEX*, *SKIL*, *DEVON* and *X-TRON*.

主要產品及品牌

泉峰控股專注於自主開發創新產品，以創業思維、新技術和深入的終端用戶洞察力，成為推動行業轉型的先驅者。作為世界上最早將鋰離子電池商業化應用於電動工具的公司之一，我們始終相信鋰離子電池技術代表着全球電動工具和OPE行業的發展方向，並開發了行業領先的高壓鋰離子OPE產品。泉峰控股現擁有EGO、FLEX、SKIL、大有及小強五個差異化且廣受認可的品牌，覆蓋世界主要地區及針對不同類型終端客戶的細分市場。

Brand 品牌	Brand Positioning 品牌定位	Main product categories 主要產品類別	Target end users 目標終端用戶
	The leading brand in the global electric OPE market 全球電動OPE市場領軍品牌	OPE OPE	Commercial/premium end users 商業／高端終端用戶
	A premium professional power tool brand for industrial/professional markets 針對工業級／專業級市場的高端專業級電動工具品牌	Power tools 電動工具	Professional end users 專業級終端用戶
	Providing a full assortment of power tools and OPE products for global consumer markets 為全球消費市場提供品類齊全的電動工具及OPE產品	Power tools and OPE 電動工具及OPE	Professional builders and consumer end users 專業建築商及消費級終端用戶
	A high-end, professional power tool brand designed for greater China and other emerging markets 為大中華及其他新興市場設計的高端、專業級電動工具品牌	Power tools 電動工具	Professional/industrial end users 專業級／工業級終端用戶
	A robust, durable and affordable brand for China market in construction and home improvement applications 針對中國建築及家居裝修應用市場的強大、耐用及實惠品牌	Power tools 電動工具	Contractors in the construction and home-improvement industries 建築和家裝行業承包商

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Annual Awards

年度榮譽

Year 獲獎年份	Honours 所獲榮譽
2021	2020 China Appearance Design Excellence Award (<i>EGO</i> Blowers)
2021年	2020年中國外觀設計優秀獎(<i>EGO</i> 吹風機)
2021	2020 China Patent Excellence Award (<i>EGO</i> String Trimmers)
2021年	2020年中國專利優秀獎(<i>EGO</i> 打草機)
2021	2021 Contemporary Good Design Gold Award (<i>EGO</i> Z6 Zero Turn Riding Mower)
2021年	2021年當代好設計金獎(<i>EGO</i> Z6零轉向騎乘式割草機)
2021	<i>EGO</i> Z6 Riding Mowers and High Grass Mowers won Gold Award in Demo Park Exhibition 2021 in Germany
2021年	<i>EGO</i> Z6騎乘式割草機及高草割草機獲得2021德國Demo park展會金獎
2021	Lowe's and Lowe's Canada "2021 Vendor Partner of the Year"
2021年	Lowe's及Lowe's加拿大「2021年度供應商合作夥伴大獎」
2021	Nanjing Chervon Industry Co., Ltd. (hereinafter referred to as "Chervon Industry ¹ ") was awarded the title of "International Famous Brand for Key Cultivation and Development in Jiangsu Province"
2021年	南京泉峰科技有限公司(以下簡稱:泉峰科技 ¹)獲「江蘇省重點培育和發展的國際知名品牌」稱號
2021	Nanjing Chervon Industry Co., Ltd. was awarded the title of "Nanjing Healthy Enterprise"
2021年	泉峰科技榮獲「南京市健康企業」稱號
2021	Nanjing Chervon Industry Co., Ltd. Hangzhou Branch won the title of "2020 Outstanding Enterprise in Park Safety Management"
2021年	泉峰科技杭州分公司獲「2020年度園區安全管理優秀企業」稱號
2021	Outstanding Award of Zijin Industrial Design Competition
2021年	紫金工業設計大賽優秀獎
2021	Innovative Entrepreneur in Nanjing
2021年	南京市創新性企業家

In addition, Chervon Industry was awarded the title of "National Green Factory" and "National Industrial Design Centre" in 2019.

此外，泉峰科技於2019年獲得「國家綠色工廠」稱號和「國家工業設計中心」稱號。

1 Nanjing Chervon Industry Co., Ltd (南京泉峰科技有限公司) was formally known as "Nanjing Chervon Industry Co., Ltd. (南京德朔實業有限公司)". It changed to current name in January 2022. 南京泉峰科技有限公司原名「南京德朔實業有限公司」，於2022年1月改現名。

Examples of awards:

獲獎示例：



Chervon Industry was awarded the title of “National Green Factory”
泉峰科技獲「國家綠色工廠」稱號



The Industrial Design Centre of Chervon Industry won the title of “National Industrial Design Centre”
泉峰科技工業設計中心獲「國家工業設計中心」稱號



2020 China Design Excellence Award (EGO Blowers)
2020年中國外觀設計優秀獎 (EGO吹風機)



EGO Z6 Riding Mowers and High Grass Mowers won Gold Award in Demo Park Exhibition 2021 in Germany
EGO Z6騎乘式割草機及高草割草機獲得2021德國 Demo park展會金獎



Lowe's and Lowe's Canada “2021 Vendor Partner of the Year”
Lowe's及Lowe's加拿大「2021年度供應商合作夥伴大獎」

II. SUSTAINABLE DEVELOPMENT

Since its establishment, Chervon Holdings has been following consistently the business philosophy of common development of economy, society, and environment, promoting sustainable business practices, and fulfilling corporate social responsibilities, to better hold the opportunities brought by the development of the industry.

2.1 ESG Governance

2.1.1 ESG Strategy and Governance Structure

- ESG Policy and Strategy

To promote the fulfilment of social responsibility and achieve the coordinated development of the corporate and the society, we have formulated the *ESG Policy and Strategy of Chervon Holdings* in accordance with relevant China's laws and regulations, and we set up relevant policies under the scope of environment, society and corporate governance to advance sustainable development:

二、可持續發展管理

泉峰控股自成立以來，一直遵循經濟、社會及環境共同發展的經營理念，推進可持續性的業務實踐並履行企業社會責任，以更好地把握行業發展帶來的機遇。

2.1 ESG管治

2.1.1 ESG策略與管治架構

- ESG方針與戰略

為促進社會責任的履行，實現企業與社會的協調發展，我們已根據國家有關法律法規制定了《泉峰控股ESG方針與戰略》，在環境、社會、企業管治三個主題下分別設立相關政策，推進可持續發展：

ESG field ESG領域	Related policy 相關政策	Content 內容
Environment 環境	Environmental protection and resource conservation	<ul style="list-style-type: none"> ➢ Abide by the China's national rules and regulations on environmental protection and resource conservation ➢ Establish environmental protection and resource conservation systems that conforms to actual operations ➢ Develop circular economy, and develop and use energy-saving products ➢ Reduce pollutant discharge and improve comprehensive utilization efficiency of resources
	Climate change policy	<ul style="list-style-type: none"> ➢ 嚴格遵守國家有關環境保護與資源節約的規章制度 ➢ 建立符合實際運營的環境保護與資源節約制度 ➢ 發展循環經濟，開發與使用節能產品 ➢ 降低污染物排放，提高資源綜合利用效率 ➢ Pay attention to global climate change and strengthen ecological protection ➢ Supported by technology, monitoring, and mitigation of greenhouse gas emissions ➢ Incorporate climate change into corporate management and improve the ability to adapt to climate change
	應對氣候變化政策	<ul style="list-style-type: none"> ➢ 關注全球氣候變化，加強生態保護建設 ➢ 科技支撐，監控並減緩溫室氣體排放 ➢ 將應對氣候變化納入企業管理，提高適應氣候變化能力

ESG field ESG領域	Related policy 相關政策	Content 內容
Social 社會	Community investment and public welfare 社區投資及公益	<ul style="list-style-type: none"> ➢ Participate in social welfare and build innovative communities ➢ Caring for the diverse population in the community, promoting urban renewal and revival
	Occupational health and safety management policy 職業健康和安全管理政策	<ul style="list-style-type: none"> ➢ Improve occupational health and safety management system ➢ Provide employees with a safe and healthy working environment ➢ Ensure the safety of stakeholders ➢ 完善職業健康和安全管理體系 ➢ 為員工提供安全、健康的工作環境 ➢ 確保利益相關方的安全
Governance 管治	Supplier code of conduct 供應商行為準則	<ul style="list-style-type: none"> ➢ Control supplier access process, improve supply chain management system, and build sustainable supply chain ➢ Improve social responsibility requirements for suppliers and create a green supply environment
	Integrity whistle-blower policy 廉政舉報政策	<ul style="list-style-type: none"> ➢ Resist fraud, bribery, and other improper and corrupt behaviours ➢ 提高員工道德行為規範意識，推動廉潔自律的工作作風建設 ➢ 堅決抵制弄虛作假、行賄、受賄等各種不正當及腐敗行為
	Product quality and safe production 產品質量與安全生產	<ul style="list-style-type: none"> ➢ Abide by China's national and industry-related product quality requirements ➢ Operate in compliance with regulations, accept supervision, and improve product quality and service ➢ Abide by the relevant China's national regulations on production safety ➢ Establish safety production management system and emergency plan in line with operation
		<ul style="list-style-type: none"> ➢ 嚴格遵守國家和行業相關產品質量要求 ➢ 合規經營，接受監督，切實提高產品質量和服務水平 ➢ 嚴格遵守國家有關安全生產相關規定 ➢ 建立符合實際運營的安全生產管理體系和應急預案

We know that a good sustainable development management mechanism is helpful to enhance corporate value. We implement the *ESG Policy and Strategy of Chervon Holdings* in operation and management, and regularly improve and publicize sustainable development systems, and actively fulfil social responsibility, effectively achieve economic and social benefits, short-term and long-term interests, self-development, and social development in coordination, as well as achieve healthy and harmonious development between enterprises and employees, enterprises and society, and enterprises and the environment.

- ESG Governance Structure

In terms of ESG governance, we have established an ESG governance system jointly led by those with governance and management, including:

- (1) Governance level: We have established an ESG Management Committee under the Board of Directors, which is composed of the vice president of EHS, the vice president of Human Resources Department and the director of the Legal and Compliance Department. The ESG Management Committee is responsible for strategy and decision-making on ESG matters, as well as assessing environmental, social and governance risks, and providing support to the Board of Directors to ensure that the Group has appropriate and effective environmental, social and governance risk management and oversight of internal control systems.

我們深知良好的可持續發展管理機制有助於提升企業價值，在日常經營管理中貫徹落實《泉峰控股ESG方針與戰略》，並定期對可持續發展相關制度進行完善與宣貫，積極履行社會責任，切實做到經濟效益與社會效益、短期利益與長遠利益、自身發展與社會發展相互協調，實現企業與員工、企業與社會、企業與環境的健康和諧發展。

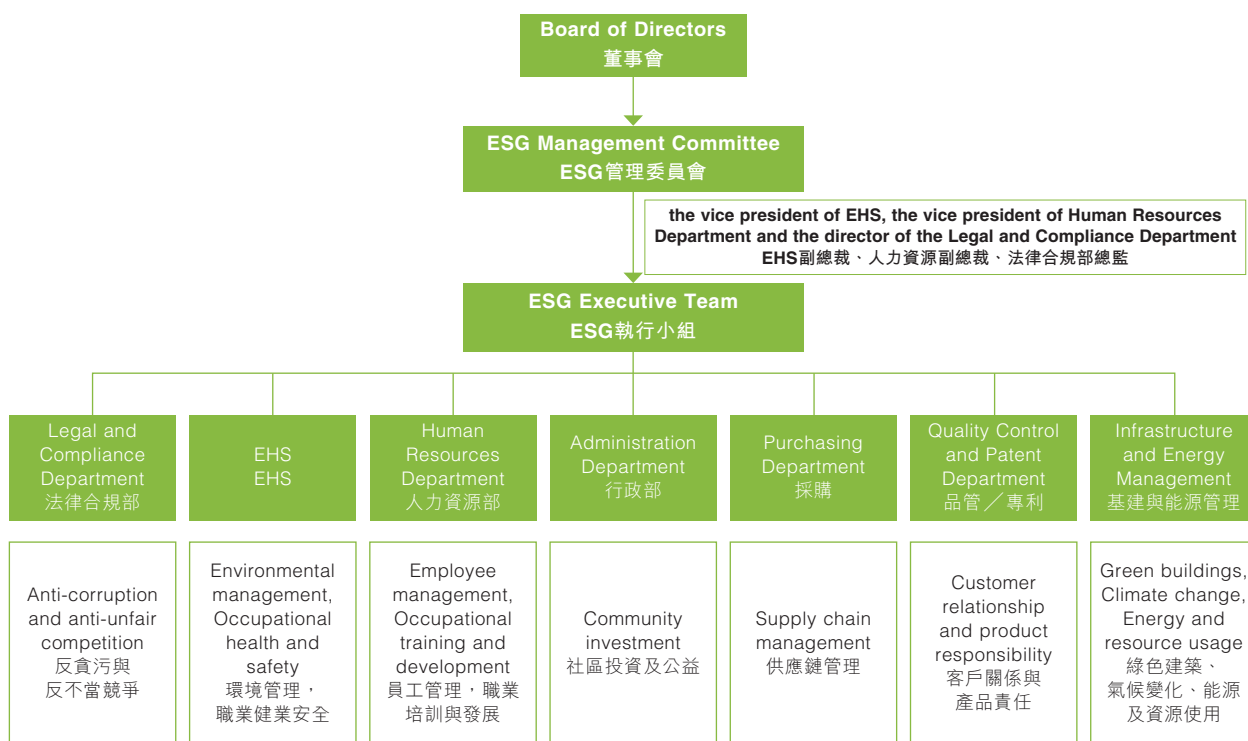
- ESG管治架構

在ESG管治方面，我們建立了由治理層和管理層共同領導的ESG管治體系，包括：

- (1) 治理層：我們已在董事會下設由EHS副總裁、人力資源副總裁以及法律合規部總監共同組成的ESG管理委員會，負責ESG事宜的策略與決策，以及評估有關環境、社會及管治的風險，並對董事會確保本集團設立合適及有效的環境、社會及管治風險管理及內部監控系統的監管提供有力支持。

(2) Management level: We have established an ESG Executive Team composed of the heads of major operating functional departments at the headquarters, including the Legal and Compliance Department, EHS, Human Resources Department, Administration Department, Purchasing Department, Quality Control and Patent Department, Infrastructure and Energy Management and other departments. Under the leadership of the ESG Management Committee, the ESG Executive Team is responsible for the publicity and guidance, implementation monitoring and information reporting of specific ESG matters in various departments.

(2) 管理層：我們已建立由總部各主要營運職能部門（包括我們的法律合規部、EHS、人力資源部、行政部、採購部、品管與專利部、基建與能源管理等部門）負責人組成的ESG執行小組，在ESG管理委員會的領導下，負責具體ESG事宜在各部門的宣貫引導、執行監控及信息報送。



2.1.2 Stakeholder Engagement and Materiality Assessment

Stakeholder Engagement

We consider and respond to the expectations and demands of stakeholders, and work with stakeholders to promote social development and share development results.

2.1.2 利益相關方溝通與重要性議題評估

利益相關方溝通

我們充分考慮並有效回應利益相關方的期望和訴求，與利益相關方共同促進社會發展，共享發展成果。

Stakeholders 利益相關方	Stakeholder Expectations 利益相關方期望	Engagement Mechanisms 溝通與參與機制	Responds 本公司回應
Investors 投資者	<ul style="list-style-type: none"> Market capitalization and profitability increase Environmental and social responsibility performance improvement 	General meeting; information disclosure; official website 股東大會； 信息披露； 公司網站	<ul style="list-style-type: none"> Publish reports regularly, disclose information truthfully and fully, and improve performance and create profits Improve corporate governance and risk management, hold general meetings, manage investor relations, improve environmental and social responsibility management
Investors 投資者	<ul style="list-style-type: none"> Market value and profit level improvement Environmental and social responsibility performance improvement 	股東大會； 信息披露； 公司網站	<ul style="list-style-type: none"> 定期發佈報告，如實、充分地進行信息披露，努力提升業績、創造利潤 提升企業管治及風險管理水平，召開股東大會，加強投資者關係管理，努力提升環境和社會責任管理
Clients 客戶	<ul style="list-style-type: none"> High product quality Legal rights protection 	Contracts and agreements; customer satisfaction survey 簽訂合同及協議； 客戶滿意度調查	<ul style="list-style-type: none"> Provide high quality products and services Establish a complete customer service system and customer feedback and complaint mechanism
Clients 客戶	<ul style="list-style-type: none"> High quality products Legal rights protection 	簽訂合同及協議； 客戶滿意度調查	<ul style="list-style-type: none"> 提供高質量的產品和服務 建立完善的客戶服務體系及客戶意見反饋及投訴機制
Employees 員工	<ul style="list-style-type: none"> Employee salary and welfare guarantee Caring for employee safety and health Equitable promotion and development opportunities Complete communication mechanism, participation of enterprise management 	Labour contract; employee satisfaction survey 勞動合同； 員工滿意度調查	<ul style="list-style-type: none"> Strictly abide by the terms of the labour contract and improve the salary and welfare system Provide a safe and healthy work environment Provide employee development channels and organize employee training Provide equal communication channels
Employees 員工	<ul style="list-style-type: none"> Employee salary and welfare guarantee Caring for employee safety and health Equitable promotion and development opportunities Complete communication mechanism, participation of enterprise management 	勞動合同； 員工滿意度調查	<ul style="list-style-type: none"> 嚴格遵守勞動合同條款，完善薪酬和福利待遇體系 提供安全與健康的工作環境 提供員工發展通道，組織開展員工培訓 提供平等的溝通渠道

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Stakeholders 利益相關方	Stakeholder Expectations 利益相關方期望	Engagement Mechanisms 溝通與參與機制	Responds 本公司回應
Government Bodies 政府	<ul style="list-style-type: none"> Laws and regulations compliance, operation compliance, and national policies implement 遵紀守法、合規經營，貫徹國家政策 	<p>Government related meetings participation</p> <p>參與政府相關會議</p>	<ul style="list-style-type: none"> Strictly abide by relevant laws and regulations, continue to improve corporate compliance management, and respond to relevant China's national policies 嚴格遵守相關法律法規，持續加強企業合規管理，響應國家相關政策
Suppliers 供應商	<ul style="list-style-type: none"> Integrity, fairness and just cooperation, mutual benefit and win-win, and promotion of the development of the industry 誠信、公平、公正合作，互利共贏，促進行業發展 	<p>Contracts and agreements; regular bidding and supplier meetings</p> <p>簽訂合同及協議；定期召開招投標及供應商會議</p>	<ul style="list-style-type: none"> Adhere to the business principles of openness and transparency, actively fulfil contracts and agreements, implement an open and transparent procurement model, and create a responsible supply chain 秉承公開透明的商業原則，積極履行合同及協議，實施公開透明的採購模式，打造責任供應鏈
Peers 同業	<ul style="list-style-type: none"> Fair competition, honest cooperation, transparent and open information Compliance with industry norms and promotion of industrial innovation 公平競爭、誠實合作、信息透明公開 遵守行業規範，促進產業創新 	<p>Communication with industry-related research institutes, associations, media, etc.</p> <p>與行業相關研究院、協會、主流媒體等交流溝通</p>	<ul style="list-style-type: none"> Strengthen communication and cooperation with peers, and jointly create a healthy and orderly competitive environment Participate in industrial innovation research, achieve mutual benefit and win-win, make common progress, participate in industry evaluation, and provide suggestions for industry norms 加強與同業的交流與合作，共同營造健康、有序的競爭環境 參與產業創新研究，互惠共贏，共同進步，參與行業評優，為行業規範提供建議

- Materiality Assessment

We attach great importance to the identification and management of ESG issues and collect the opinions and feedback of stakeholders through interviews, surveys and other activities to identify important ESG issues and disclose them in the Report so as to improve the corporate sustainable development management. In 2021, through a questionnaire survey, we invite internal stakeholders to score ESG topics in the issue database, and thus obtain the materiality issue matrix of the Report. The matrix presents the substance of the issue at three levels: high importance, importance, and relevance.

- 重要議題評估

我們重視ESG議題的識別和管理，通過訪談、調研等活動收集利益相關方的觀點以及反饋，以識別ESG重要議題，並在報告中有針對性地進行披露，以便有效提升企業的可持續發展管理水平。2021年，我們通過問卷調研的形式，誠邀內部利益相關方對議題庫中的ESG議題進行打分，並由此得出了本報告的實質性議題矩陣。矩陣將議題的實質性呈現為非常重要、重要、相關三個層級。

Materiality Assessment for Chervon Holdings's 2021 ESG Report

泉峰2021年度ESG報告實質性議題評估流程

01 Identification and Confirmation of ESG Matters

ESG議題識別和確認

- Comprehensively sorted out the key points of the Group's sustainable development work and the feedback of stakeholders, benchmarked industry hotspots and leading practices, delineated the scope of ESG issues.
- 全面梳理本集團可持續發展工作要點與各利益相關方的反饋，對標行業熱點與領先實踐，圈定議題範圍；
- Identified the industry's focus in the field of sustainable development by referring to relevant assessment elements such as ESG ratings in the capital market, combined with the relevant disclosure guidelines of sustainability such as the *Materiality Map* formulated by the Sustainability Accounting Standards Board (SASB).
- 參考資本市場ESG評級評估要素，結合可持續發展信息披露相關指引如可持續會計準則委員會(SASB)制定的《重要性議題庫》等，識別行業在可持續發展領域的關注重點。

02 Stakeholder Communication and Research

利益相關方溝通與調研

- Conducted stakeholder interviews to collect feedback and suggestions from various stakeholders on our sustainable development practices, as well as their views on future sustainable development strategies.
- 開展利益相關方訪談，收集各相關方對我們可持續發展實踐的反饋和建議，以及對未來可持續發展策略的看法；
- Designed an online questionnaire on the evaluation of ESG issues and invited internal stakeholders to score the corresponding ESG issues. Following sorting and analysis, we obtained the final survey results, and we calculated an overall score for how satisfied internal stakeholders are with respect to the Group's sustainable development. The score was 4.41 (out of 5.00).
- 編製ESG實質性議題評估在線調研問卷，邀請內部利益相關方對相應ESG議題的實質性進行打分，並通過整理，分析得出最終調研結果及內部利益相關方對集團可持續發展滿意度的整體評分，得分4.41分(滿分5.00分)。

03 Materiality Assessment

實質性議題評估

- Based on the results of the stakeholder questionnaires and considering the development of enterprises, we conducted materiality issue assessments, ranked the materiality of each ESG issue according to the scores, and generated a matrix chart.
- 依據利益相關方調研問卷的結果，結合企業發展情況，開展實質性議題評估，將各項ESG議題的實質性按照評分排序，生成矩陣圖。

2.2 Compliance

2.2.1 Information Security and Privacy Protection

The Group strictly protects corporate information security and customer information and privacy.

Policy Guidelines

The Group attaches great importance to the protection of information security, and strictly abides by the national and local laws and regulations on information security, such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *EU General Data Protection Regulation*. A series of systems have been introduced, such as *User Information Security Management System*, *User Privacy Policy*, *Code of Ethics and Rules and Regulations Manual*, etc., which are improved and updated according to the requirements of laws and regulations, and publicized and implemented by employees.

Information Security

We have clarified the attribution of responsibilities in the "Confidentiality and Information Disclosure Management System" chapter of the *Code of Ethics Conduct and Regulations Manual*.

- Legal and Compliance Department: is responsible for the formulation of confidentiality and information disclosure systems, as well as guidance and training for the confidentiality and information disclosure work of various departments.
- Human Resources Department: is responsible for the publicity and implementation of the confidentiality awareness of the employees, as well as managing the signing and filing of the confidentiality agreement for the employees.

2.2 合規經營

2.2.1 信息安全與隱私保護

本集團嚴格保護企業信息安全及客戶信息和隱私。

政策指引

本集團高度重視信息安全保護，嚴格遵守《中華人民共和國網絡安全法》《中華人民共和國數據安全法》《歐盟通用數據保護條例》等國家及經營所在地關於信息安全的法律法規等，並據此出台了一系列制度如《用戶信息安全管理制度》《用戶隱私政策》《道德行為規範及規章制度手冊》等，根據法規要求進行完善更新並向員工進行宣貫落實。

信息安全

我們已於《道德行為規範及規章制度手冊》的「保密及信息披露管理制度」章節中明確了內部責任歸屬。

- 法律合規部：負責保密及信息披露制度的制定，以及對各部門保密和信息披露工作進行指導與培訓；
- 人力資源部：負責集團員工的保密意識宣貫工作，並負責管理集團員工保密協議的簽訂及備案。

All employees of the Group are required to sign the *Confidentiality Agreement*, and user information management personnel are required to conduct regular Internet information security training and assessment and we have established an Internet information security team consisting of the person in charge of the Group, the person in charge of other departments, and the main technical personnel of information management. This team is responsible for handling information security emergencies in time. We have also regulated the measures for dealing with leaks and improper information disclosure in the *Employee Discipline Management Measures* and *Employee Discipline Regulations*, and publicized and implemented them to all employees.

Based on the established system and standardized management system, we fully protect the information assets of the Group, including hardware, software, data, information security and customer intellectual property rights, and guard against leakage, destruction, tampering, or loss of information assets caused by external threats or improper internal management, to ensure business operation, protect the Group's reputation, and prevent and minimise the impact of security incidents.

In 2021, the Group did not have any incidents of violations of laws and regulations related to information security.

Privacy Protection

We focus on protecting the privacy of employees, customers, consumers, suppliers, and business partners. There are regulations and measures for protection of stakeholder information and privacy in our *Code of Ethical Conduct and Regulations Manual*. We use a trusted protection mechanism to prevent the disclosure of the privacy of stakeholders, through the *User Privacy Policy* and *User Information Security Management System*, we inform customers of the feedback channels for the rights and interests of both parties and user privacy issues, and ensure that users fully understand the privacy protection standards we follow, and have established a full-time privacy compliance officer to help customers deal with privacy protection-related issues in time.

Privacy Compliance Officer: 1-855-EGO-5656 (1-855-346-5656)

In 2021, the Group did not have any incidents of violations of laws and regulations related to privacy protection.

本集團全體員工均要求簽署《保密協議》，用戶信息管理人員需定期進行網絡信息安全培訓並進行考核，並已成立了由單位負責人、其他部門負責人、信息管理主要技術人員組成的網絡信息安全小組，以負責對信息安全突發事件進行及時處理。我們亦於《員工紀律管理辦法》和《員工紀律條例》規範了對洩密及信息披露不當事件的處理措施，並對全體員工進行宣貫。

我們基於已建立的制度與規範化管理體系，充分保護本集團的信息資產，包括硬件、軟件、數據、信息安全以及客戶知識產權，謹防由外部威脅或內部管理不當導致的洩露、破壞、篡改或丟失，確保業務連續，保護本集團聲譽，預防安全事件並將其影響最小化。

2021年，本集團未發生過與信息安全相關的違法違規事件。

隱私保護

我們注重保護所有員工、客戶及消費者、供應商和業務夥伴的隱私，在我們的《道德行為規範及規章制度手冊》中亦有對利益相關方信息及隱私保護的相關規定和執行措施。我們使用受信賴的保護機制防止利益相關方隱私洩露，並通過《用戶隱私政策》和《用戶信息安全管理制度》向客戶明確告知雙方權益和用戶隱私問題反饋渠道，確保用戶充分了解我們所遵循的隱私保護規範，並設立了專職隱私合規官幫助客戶及時處理隱私保護相關問題。

隱私合規官聯繫方式：1-855-EGO-5656 (1-855-346-5656)

2021年，本集團未發生過與隱私保護相關的違法違規事件。

2.2.2 Code of Business Ethics and Conduct

Chervon Holdings strictly abides by the *Contract Law of the People's Republic of China, Law of the People's Republic of China Against Unfair Competition, Interim Provisions on Prohibition of Commercial Bribery* and other relevant laws and regulations, and firmly opposes and explicitly prohibits corrupt behaviour. We create a culture of uprightness, integrity, and integrity within the Group.

At the same time, the Group has also taken various measures to comprehensively improve the construction of anti-corruption and compliance with business ethics mechanisms:

Compliance Policy and Process Construction

We have established the *Code of Conduct and Rules and Regulations Manual*, which covers business ethics such as fair trade, anti-bribery, gifts and hospitality. The manual specifies the basic principles and requirements that employees should follow in internal management and external business dealings to ensure that all employees conduct business with integrity and fairness within the scope of legal requirements.

Management Philosophy

Chervon Holdings adheres to the management philosophy of resolute anti-corruption and has zero tolerance for corrupt practices. While the Group places trust in all employees, any employee who commits any fraudulent act will be severely punished in accordance with the Group's policy. Fraudulent acts include but are not limited to embezzlement, misappropriation, illegal possession of company property or misrepresentation or fraudulent acquisition of company property. Any employee who has knowledge of any fraud must promptly report it.

Compliance Training

Training on professionalism and code of conduct is provided to every employee after he/she joins the Group to clarify the consequences of conflict of interest, corruption and bribery, and ensure that all employees are familiar with and understand the policies and procedures established by the Group to prevent corruption and bribery, and the price of corrupt practices.

2.2.2 商業道德與行為準則

泉峰控股嚴格遵守《中華人民共和國合同法》《中華人民共和國反不正當競爭法》《關於禁止商業賄賂行為的暫行規定》等有關法律法規，堅決反對並明令禁止貪腐行為，希望在本集團內部營造風清氣正、廉潔誠信的文化氛圍。

與此同時，本集團亦多措並舉，全面完善反腐敗及遵守商業道德機制建設：

合規政策及流程建設

我們建立了《道德行為規範及規章制度手冊》，涉及公平交易、反賄賂、饋贈與款待等商業道德方面的內容，明確員工於內部管理及外部商業往來中應當遵守的基本原則及規定，確保員工能夠在法律要求範圍內秉承誠信、公平的原則開展業務。

管理理念

泉峰控股秉持堅決反腐的管理理念，對腐敗行為零容忍。本集團本着對所有員工賦以信任，但若員工存在任何欺詐行為，將根據集團政策進行嚴肅追責，包括但不限於：貪污、侵吞、非法佔有公司財物或虛報冒領、騙取公司財物等，任何知情的員工都必須及時上報。

合規培訓

在入職後對每一位同事進行職業素養與道德行為規範相關培訓，明確利益衝突與貪污受賄行為後果，確保員工熟悉和理解集團制定的預防貪污賄賂等腐敗行為的政策和程序，了解腐敗行為的代價。

Third Party Compliance Pledge

In the course of cooperation with third parties, such as customers and business partners, Chervon Holdings requires third parties to sign the *Partner Integrity Pledge*, pursuant to which business partners undertake to protect the legitimate rights and interests of Chervon Holdings and its subsidiaries and affiliates in business transactions, fully embody the spirit of fairness, impartiality, integrity, honest cooperation, fight against commercial fraud, and build a cooperation relationship based on trust, honesty, straightforwardness and integrity.

We have established a complaint reporting system and implementation measures:

- Complaint channel. In the event of any potential conflict of interest, employees can immediately report to their superiors or the Legal and Compliance Department (E-mail of the department: compliance@chervon.com.cn).
- Non-retaliation commitment. We have clarified the protection mechanism for whistle-blowers in the *Code of Ethics Conduct and Regulations Manual*, and strictly prohibit discriminatory or retaliation against whistle-blowers.
- Serious Treatment. The Group conduct confidential and comprehensive investigations into all allegations, and the investigations will be carried out or managed by the Legal and Compliance Department, Audit Department, and Human Resources Department, striving to ensure that any incidents of violations of norms are properly dealt with.

In 2021, we regularly conduct training activities on ethics for new managers, with an average training time of 1 hour per person. We also conduct anti-corruption training and publicity work for board members, and the main training content is anti-corruption policies and regulations in the direction of gifts and entertainment, related person transactions, etc. As of the end of 2021, the Group has received a total of 15 reported cases, of which 11 have been verified, 8 have been completed, and the rest are under investigation.

第三方合規承諾

在與客戶、商業合作夥伴等第三方進行合作的過程中，泉峰控股要求第三方簽署《合作夥伴廉潔誠信承諾書》，承諾保障泉峰控股及其子公司、關聯公司在業務往來中的合法權益，充分體現公平、公正、廉潔、誠信合作的精神，反對商業欺詐，在信任、誠實、坦率與正直的基礎上構築相互之間的合作關係。

我們建立了投訴舉報制度和實施辦法：

- 投訴渠道：如遇任何潛在利益衝突事件，員工可立即向其上級或者法律合規部進行匯報（合規管理部郵箱：compliance@chervon.com.cn）。
- 不報復承諾：我們已於《道德行為規範及規章制度手冊》明確了對於合理舉報者的保護機制，嚴格禁止對舉報者實行歧視對待或者實施報復。
- 嚴肅對待：本集團承諾對所有指控進行保密和全面調查，由法律合規部、審計部、人力資源部實施或管理調查工作，努力使得任何違反規範的行為都得到適當處理。

2021年，我們定期對新晉管理人員進行道德規範專項培訓活動，人均受訓時長1小時，並對董事會成員進行反貪污培訓宣貫工作，主要培訓內容為在禮品和招待方向、有關聯關係的人員交易等方面的反貪污的政策和制度規定。截至2021年末，本集團共接獲舉報案件15起，其中查實案件11起，已結案8起，其餘正在調查中。

Going forward, the Group will continue to improve the implementation of anti-corruption work in two directions: on the one hand, we will start from strengthening education, adding lectures and case trainings on anti-corruption, so that every employee can aware of the importance of anti-corruption, starting from small things, guarding against lax thinking and behaviour, and improving their own thinking consciousness and moral standards; on the other hand, the Group will continue to improve the internal reporting mechanism, make the process more transparent and specific, fulfil the responsibility, clarify the reward and punishment system, and ensure the implementation of the anti-corruption work.

III. PRODUCT RESPONSIBILITY

3.1 Quality Assurance

3.1.1 Product Quality Assurance

> Product quality compliance

Chervon Holdings always put product quality first. Relying on its strong research and development capabilities and production experience, the Group has built a complete internal control standard system to ensure that there are high-quality standards from key components to various types and models of products, providing users with a safe, efficient, and convenient experience. The products sold by the Group are strictly in accordance with the requirements of local laws and regulations on safety regulations, electromagnetic compatibility, environmental protection, etc., and are implemented in the whole process of developing, testing, and manufacturing of products.

> Product quality compliance inspection. We complete third-party type tests at qualified institutions according to relevant quality standards and obtain corresponding compliance certificates or reports.

> Product quality compliance description. We reflect executive standard of the product in product packaging and instructions in accordance with regulatory requirements, so as to accept market quality supervision and sampling.

未來，本集團將朝着兩個方向繼續深化落實反腐倡廉工作，引領集團清風正氣的不斷傳播：一方面，我們將從強化教育着手，增設反腐倡廉專題講座和案例培訓，使每一位員工深刻意識到反腐的重要性，從小事、點滴做起，謹防思想行為的鬆懈，不斷提高自身思想覺悟和道德水準；另一方面，本集團將不斷完善內部舉報機制，使流程更透明、更具體，履行好主體責任，明確獎懲制度，確保反腐倡廉工作落到實處。

三、產品責任

3.1 品質保證

3.1.1 產品質量保證

> 產品質量合規

泉峰控股長期以來把產品質量放在首位，依托強大的研發實力和生產經驗，構建了完備的內控標準體系，確保從關鍵零部件到各品類、型號產品均有高質量標準可依，持續為用戶提供安全、高效和便捷的使用體驗。集團所銷售的產品，均嚴格依照出口當地對於安規、電磁兼容、環保等法律法規的要求，並貫徹落實於產品研發、測試、生產全流程。

> 產品質量合規性檢驗：我們依據相關質量標準在持有資質的機構完成第三方型式試驗並獲取相應的符合性認證證書或報告。

> 產品質量合規性說明：我們按照法規要求在產品包裝和說明書中體現產品執行標準，以接受市場質量監督及抽檢。

Category 類別	Country/Region 國家&地區	Examples of Regulations and Standards that Chervon Holdings Complies With 遵循法規與標準示例
Safety 安規	United States and Europe 歐美	Hand-held Motor-operated Electric Tools – Safety – General Requirements (IEC/UL/EN60745-1) Particular Requirements for Benchtop Machinery – Safety (IEC/UL/EN62841-3-*) Particular Requirements for Lawn and Garden Machinery – Safety (IEC/UL/EN62841-4-*)
	China 中國	Hand-held Motor-operated Electric Tools – Safety – General Requirements (GB3883.1) Safety of Hand-held Motor-operated Electric Tools – Safety – Particular Requirements (GB/T3883.2**)
		《手持式工具的通用安規要求(IEC/UL/EN60745-1)》 《台型工具各類產品特殊安規要求(IEC/UL/EN62841-3-*)》 《花園工具各類產品特殊安規要求(IEC/UL/EN62841-4-*)》 《手持式工具的通用安規要求(GB3883.1)》 《手持式工具各類產品特殊安規要求(GB/T3883.2**)》
Electromagnetic compatibility 電磁兼容	Europe 歐洲	EN55014 – Safety Requirements for Household Appliances, Electric Tools and Similar Apparatus EN61000 – EMC Testing Standards for Electrical and Electronic Products
		EN55014家用和類似電器的安全規範標準 EN61000電子電器產品EMC檢測標準
Environmental 環境相關	European Union 歐盟	Directive on Waste electrical and Electronic Equipment (WEEE) (2012/19/EU) Directive on Restriction of Hazardous Substances (RoHS) in Electrical and Electronic Equipment Registration, Evaluation and Authorisation of Chemical Substances (REACH) – Regulation (1907/2006(EC)) GS Certification Requirements EU Regulation on Persistent Organic Pollutants (POPs)
	United States 美國	Formaldehyde Standards for Composite Wood Products Act (S.1660) U.S. Toxic Substances Control Act
	China 中國	Requirements of Concentration Limits for Certain Restricted Substances in Electrical and Electronic Products (GB/T/26572) Directive No. 32: Administrative Measures for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products
		《報廢電子電氣設備(WEEE)指令(2012/19/EU)》 《電子電氣設備中限制使用某些有害物質(RoHS)指令》 《REACH法規1907/2006(EC)》 《GS認證要求》 《歐盟持久性有機污染物(POPs)法規》 《複合木製品甲醛標準法案》S.1660 《美國有毒物質控制法》 《電子電氣產品中限用物質的限量要求(GB/T/26572)》 《第32號令：電器電子產品有害物質限制使用管理辦法》

- Overall life cycle quality management

Chervon Holdings has established a complete quality management system according to ISO9001 and implements quality management on the whole process of designing, developing, manufacturing, shipping, and after-sales service of products, and combines departmental responsibility implementation, employee training and education and other measures to ensure product quality and safety.

- Product design and development process. During the researching and developing process of new products, we fully evaluate and test product safety to ensure compliance with relevant quality and safety standards.
- Product manufacturing testing process. Relying on the Group's manufacturing and research and development capabilities with significant experience, we have established a professional testing centre, which can undertake a series of inspections for safety assessment, safety certification and quality testing during the process of researching, development, and manufacturing of products.
- Product safety emergency process. In order to prevent and deal with possible quality and safety problems during the manufacturing and after-sales process of products, we have established a number of emergency plans and measures, and regularly conduct drills and training for employees to reduce product safety and quality risks.

- 全生命周期質量管理

泉峰控股根據ISO9001建立了完善的質量管理體系，對產品從設計開發、生產實現、出運、售後等全流程實施質量管理，並結合部門責任落實，員工培訓教育等多項舉措，保障產品質量與安全。

- 產品設計研發流程：新品研發期間，我們對產品安全進行充分評估與試驗，以保證達到相關質量與安全標準要求；
- 產品生產測試流程：依托於集團成熟的生產與研發實力，我們建立了專業的測試中心，可承擔產品研發與生產期間的安全評估、安全認證和質量測試一系列檢驗工作；
- 產品安全應急流程：為預防和處理產品生產過程以及售後可能出現的質量和安全問題，我們已建立多項應急方案與措施，並定期對員工進行演練與培訓，降低產品安全與質量風險。

As of the end of 2021, the Group's production facility in Nanjing, China has passed the ISO 9001:2015 quality management system certification.

截至2021年末，本集團位於中國南京的生產基地已通過ISO 9001:2015質量管理體系認證。



Chervon Industry obtained ISO 9001:2015 Quality Management System Certification
泉峰科技獲得ISO 9001:2015質量管理體系認證證書

- Product Quality Control

We have formulated strict, comprehensive and targeted product quality acceptance standards, and clarified the product quality inspection process in the *Product Monitoring and Measurement Control Procedures*.

According to the *Product Monitoring and Measurement Control Procedures*, we have conducted a large number of safety, reliability and product function and performance tests in the research and development and manufacturing process. The tests simulate various usage scenarios of users to ensure that the products can meet the design indicators in terms of structural strength, fatigue life, environmental weather resistance, safety in use and design performance, and have a high design safety margin.

- 嚴控產品質量

我們制定了嚴格、全面、針對性的產品質量驗收標準，於《產品監視和測量控制程序》中對產品的質量檢驗流程進行明確。

依據《產品監視和測量控制程序》，我們在研發和生產環節進行了大量安全、可靠性及產品功能、性能的相關測試。模擬用戶各類使用場景，確保產品從結構強度、疲勞壽命、環境耐候性、使用安全、設計性能等方面均能達到設計指標，並有較高的設計安全餘量。

Product Quality Inspection

- Test centre: Conduct quality tests on products in the R&D and trial production stage and mass production stage to assess product quality.
- Inspection of materials: Confirm and inspect the quality of purchased raw materials and key components.
- Three inspections in the production process: Inspect the first piece and the production process, and conduct terminal inspection.
- Finished product quality check: Inspect product quality before delivery to ensure that the products meet customer quality requirements.

Product Warranty and Recall

We pay attention to the safety and health issues of the sold products and follow the requirements of different local rules for product sales such as recall management and after-sales management. In 2021, the Group has not to recall any products due to health and safety reasons.

3.1.2 Innovative Product Development

Innovative Idea

We always focus on user-centred innovative ideas and are committed to creating a better user experience for consumers. Our research and development capabilities in the field of lithium-ion battery system technology make our products both environmentally friendly and have strong power reserve performance.

產品質量檢定：

- 測試中心：針對研發試制階段和正式量產階段的產品進行質量測試，評估產品質量；
- 來料檢驗：針對所採購的原材料、關鍵零部件等進行質量確認和檢驗；
- 生產制程三項檢驗：首件檢驗、制程巡檢、終端檢驗；
- 成品品質稽核：為保證產品滿足客戶品質要求，於產品出貨前進行質量檢驗。

產品保修與召回

我們對於已售產品的安全與健康問題保持關注，並嚴格遵循產品銷售當地對於召回管理與售後管理等不同制度的要求，2021年，本集團並無因健康和安全管理理由而召回的產品。

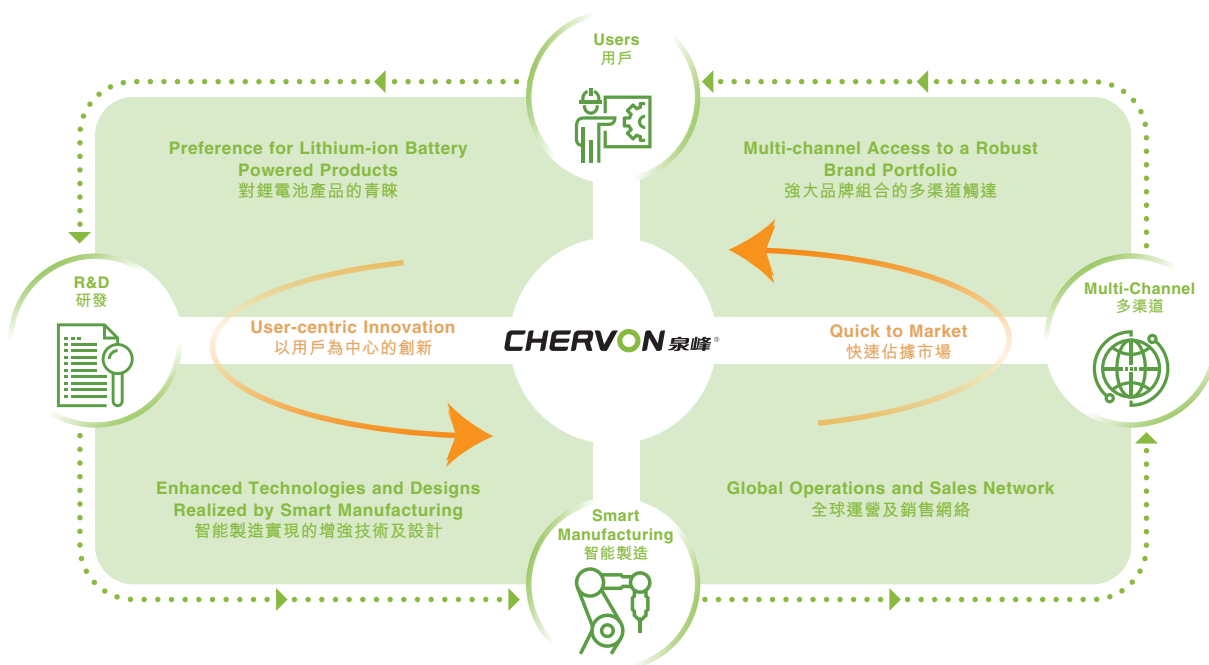
3.1.2 創新產品研發

創新理念

我們始終專注於以用戶為中心的創新理念，致力於為消費者創造更優質的使用體驗。泉峰控股在鋰電池系統技術領域的專注研發能力，使我們的產品兼具綠色環保特質與強大的動力儲備性能。

Our advanced research and development capabilities enable us to achieve advancement in fundamental technologies such as battery platforms, battery management systems (BMS), motors and electric controls. We also equip our brands and products with intelligent systems and product-specific technologies such as dust and vibration reduction to enhance user experience.

我們依托先進的研發實力，在電池平台、電池管理系統(BMS)、電機及電控等基礎技術上取得持續進展與突破，並將研發成果，如智能系統以及產品特定技術(防塵及減振等)應用於我們多品牌，多品類的產品配備中，努力提升各種用戶群體的使用需求和消費體驗。



User demand leads to innovation, building global brands
用戶需求導向創新，全球品牌建設運營

Continue to Innovate

- > **Research and Development Capabilities.** We have research and development centres in five countries around the world (China, the United States, Germany, the United Kingdom, and the Netherlands), and the research and development team consisted of 680 employees. Through team communication and cooperation, we can obtain and learn the industry's first-class technology in time in multiple fields, categories, and channels.

- > **Smart Manufacturing.** We have focused on building competitive advantages by advancing our manufacturing technologies and production management capabilities over the past 20 years.
 - With respect to product assembly, we have focused on promoting the application of industrial engineering and quality control technologies in our assembly lines.

 - With respect to production management, we have significantly improved the level of automation and transparency in our logistics system by horizontally integrating our information technology systems.

Intellectual Property Management

We attach great importance to the protection of property rights. On the one hand, we actively protect the intellectual property rights formed by the Group, and on the other hand, we respect the intellectual property rights of others to avoid infringement. Chervon Holdings has established intellectual property management norms such as *Intellectual Property Management System* to publicize and standardize intellectual property protection, enhance employee awareness, effectively protect intellectual property rights, improve the Group's overall strength and competitiveness on intellectual property rights, and promote the sustainable, stable, and healthy development of the Group.

持續創新

- > **研發實力：**我們於全球五個國家（中國、美國、德國、英國及荷蘭）均設有研發中心，研發團隊成員數量達680名，我們通過團隊交流與合作，使得我們可以在多領域，多品類，多渠道都及時獲取與學習行業一流技術。

- > **智能製造：**在過去20年中，我們一直專注於通過提升我們的製造技術和生產管理能力，建立競爭優勢。
 - 在產品組裝方面，我們專注於推動工業工程和質量控制技術在組裝線上的應用。

 - 在生產管理方面，通過橫向整合我們的信息技術系統，我們已經大幅度提高了物流系統的自動化水平和透明度。

知識產權管理

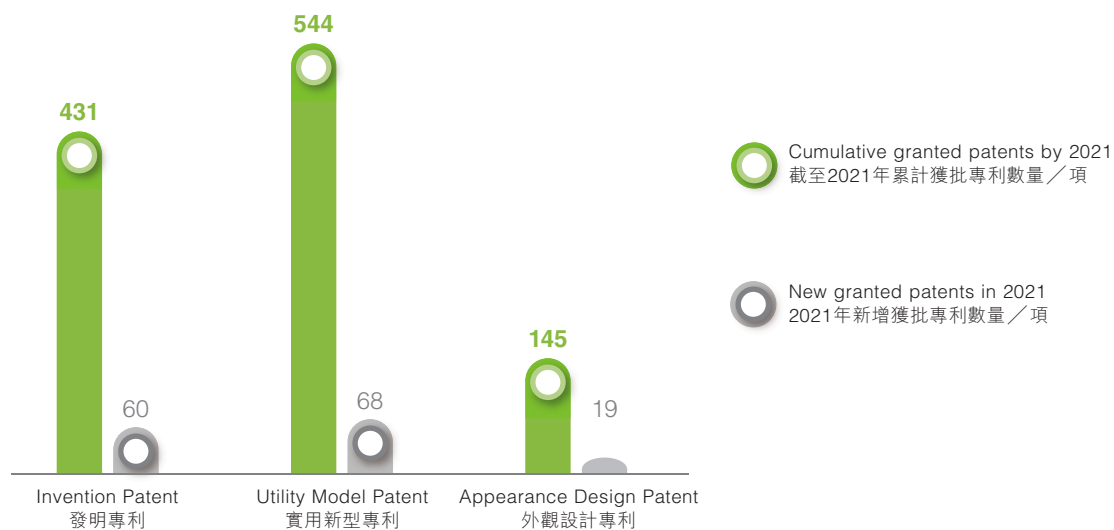
我們高度重視產權保護工作，一方面積極保護本集團形成的知識產權，另一方面尊重他人的知識產權避免侵權。泉峰控股已設立了《知識產權管理制度》等知識產權管理規範，以宣貫和規範知識產權保護，提升員工意識，有效地保護知識產權，提高本集團於知識產權方面的整體實力和競爭能力，促進本集團持續、穩定、健康發展。

- We put enterprise intellectual property management throughout the entire process of enterprise research and development, manufacturing, sales, import and export, etc.
- We plan new research projects based on business development and product strategic needs, explore different types of innovations according to project progress, and submit patent applications in time.
- We encourage employees to invent and create. In order to promote technological innovation and the promotion and application of scientific and technological achievements, we give rewards to applicants and research and development teams according to the value of patents to help employees and the Group make progress together.
- 我們將企業知識產權管理貫穿於企業研發、生產、銷售、進出口等整個環節。專利部門在每個研發項目均深入參與，檢索排查專利申請風險並在不同階段予以積極防控。
- 我們結合業務發展與產品戰略需求，合理開展新研項目策劃，根據項目進展挖掘不同類型的創新並及時提交專利申請。
- 我們鼓勵員工發明創造的積極性，為促進技術創新和科技成果的推廣應用，我們根據專利價值對申請人和研發團隊給予相應獎勵，幫助員工與集團共同進步。

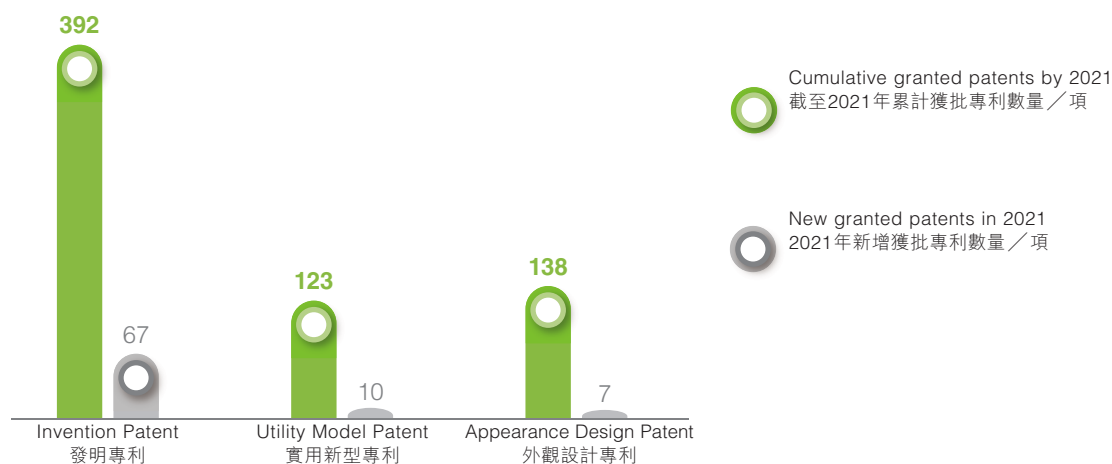
By the end of 2021, we have obtained a total of 1,773 patents, of which 231 new patents are granted in 2021; a total of 583 registered trademarks, of which 42 are newly registered in 2021. In addition, 126 new trademark applications are filed in 2021.

截至2021年末，我們已累計獲批專利1,773項，其中，2021年新增獲批專利231項；累計註冊商標583個，其中，2021年新增註冊商標42個。另外，2021年新增商標申請126個。

Granted Patents of Domestic Subsidiaries in 2021
2021年國內附屬公司獲批專利情況



Granted Patents of Foreign Subsidiaries in 2021
 2021年國外附屬公司獲批專利情況



Chervon Holdings's Granted Patents in 2021
 泉峰控股2021年專利獲批情況

Case: Application of Patented Technology in Products

案例：產品中專利技術應用

Patent 專利名稱	Technical Features 技術特點
 <p>Battery charging methods, battery chargers and charging combinations</p> <p>電池充電方法、電池充電器以及充電組合</p>	<ul style="list-style-type: none"> Dynamically adjust charging current according to battery temperature and battery level to improve battery life during fast charging Increase charging speed and reduce charging waiting time 根據電池溫度和電池電量，動態調整充電電流，改善快速充電時電池壽命 提高充電速度，減少充電等待時間
 <p>Riding lawn mowers</p> <p>騎乘式割草機</p>	<ul style="list-style-type: none"> For the first time, high density lithium-ion battery packs for electrical tools are used to power riding lawn mowers Promote the recycling of battery packs purchased by users for electrical tools Energy-saving 首次在騎乘式割草機領域採用電動工具的高能量密度的鋰電池包供電 推動用戶已購買的用於電動工具的電池包循環利用 有效節省能源

Case: Intellectual Property Incentives
案例：知識產權激勵



Chervon Holdings issues invention patent awards to employees
為員工頒發發明專利獎

3.2 Multi-party Communication

3.2.1 Customer Satisfaction Management

In order to listen more to the positive and negative voices from customers about products on the market side, and to better monitor the public opinion and data of products on the market side, the Group has formulated a series of customer service management systems such as the *Procedures for Handling Customer Complaint and Quality Accident*, *Complaint Registration Form*, *245-Product Abnormality Closed-loop Handling Process* and *039-Customer Complaint Judgment Method*. We have professional customer service teams with members from the Customer Quality Department and After-sales Service Department to jointly provide customers with a multi-channel, all-round information collection and feedback mechanism.

Customer Communication Channels

- For domestic market:
 - After-sales service: 400-828-9076
 - The Group's online channels: official WeChat account, WeChat applet, QQ, self-operated official website, etc.
 - Electronic Warranty Card: By inserting the electronic warranty card and after-sales service in the official WeChat account, it is convenient for users of different brands of products to obtain service information such as the after-sales service department and authorized maintenance outlets in time.

3.2 多方溝通

3.2.1 客戶滿意度管理

為了更多地傾聽來自客戶在市場端的產品正負面的聲音、更好地監控產品在市場端的輿情信息和數據監控，本集團制定了《客戶投訴和質量事故處理程序》《投訴登記表》《245-產品異常閉環處理流程》《039-顧客抱怨判定方法》等一系列客戶服務管理制度。我們擁有專業的客戶服務團隊，由客戶質量部和售後服務部聯合為客戶提供多渠道、全方位的信息收集與反饋機制。

客戶溝通渠道

- 針對國內市場：
 - 售後服務電話：400-828-9076
 - 自有渠道在線諮詢：官微公眾號，微信小程序，QQ，自營官網等。
 - 電子保修卡：通過於官微公眾號中植入電子保修卡售後服務，便於不同品牌產品用戶及時獲取售後服務部、授權維修網點等服務信息。

> For overseas markets:

- Collect and transmit customer opinions through dealer channels and local sales teams and use customer relationship management system (hereinafter referred to as CRM system) to manage customer feedback information.
- In 2021, the Group received a total of 27 written complaints or suggestions from customers and channels, covering quality, packaging and shipment. The response rate and resolution rate for complaints were both 100%. For suggestions, we actively improved and responded in time.

> 針對海外市場：

- 通過經銷商渠道和當地銷售團隊進行客戶意見收集與傳遞，並使用客戶關係管理系統（以下簡稱CRM系統）進行客戶反饋信息管理。
- 2021年，本集團收到客戶及渠道的書面投訴和建議共27起，內容涉及質量、包裝和運輸，對於投訴回覆率和解決率均為100%，對於建議我們結合實際積極改進並及時回覆。



Example of electronic warranty card for Chervon Holdings's EGO and DEVON
泉峰控股EGO品牌與大有品牌電子保修卡示例

After-sales service channels:

> For the domestic market:

- We authorize third parties (existing dealers) to provide repair and replacement services for products within and outside the warranty period.
- Provide repair services according to the actual demands of customers.

售後服務渠道：

> 針對國內市場：

- 由我們授權第三方（即現有經銷商）對質保期內、外的產品提供維修、更換服務；
- 根據客戶實際需求提供部分寄修服務。

➤ For foreign markets:

- North America and Australia. Hire a professional third-party service company into the maintenance system to provide after-sales service such as maintenance and replacement.
- Europe. After-sales services such as repairs and replacements are provided by dealers.

Customer Service Management:

➤ Positive feedback:

- Service Commitment. For customer complaints, we address them in accordance with the *Customer Complaint and Quality Accident Handling Procedures*, and we promise to complete the 8D/3D report within 14 working days if the information returned by the customer is complete. For the maintenance service in the domestic market, we promise to complete the product maintenance service within 48 hours on working days (currently valid for all products of DEVON and X-TRON).
- Problem analysis. For product quality complaints, we set up a problem improvement team according to actual demands, analyse and study customer demands, product performance, and issue problem analysis reports to provide improvement suggestions for the product department.

➤ Active improvement:

- System analysis. The Customer Quality Department regularly interprets and analyses the after-sales information in the CRM system, figures out potential product problems, establishes a problem tracking list, actively promotes internal improvement, and forms a closed-loop management of product quality.
- Service support. The Group's after-sales support team provides service support for global distribution and third-party service teams to ensure service quality.

➤ 針對國外市場：

- 北美、澳洲：聘請專業第三方服務公司納入維修體系，提供維修、換貨等售後服務；
- 歐洲：由經銷商提供維修、換貨等售後服務。

客戶服務管理：

➤ 積極反饋：

- 服務承諾：針對客戶投訴，我們依據《客戶投訴和質量事故處理程序》進行處理，在客戶反饋的信息完整的情況下，我們承諾於14個工作日內完成8D/3D報告。針對國內市場的維修服務，我們承諾在工作日48小時內完成產品維修服務（目前對大有和小強全線產品有效）；
- 問題分析：對於產品質量投訴意見，我們會根據實際需要成立問題改善小組，對客戶需求，產品性能等進行分析研究，並出具問題分析報告，為產品部門提供改善建議。

➤ 主動提升：

- 系統分析：客戶質量部定期對CRM系統中的售後信息進行解讀分析，挖掘潛在的產品問題，建立問題跟蹤清單，主動推動內部改善，形成產品質量閉環管理；
- 服務支持：集團售後支持團隊為全球經銷與第三方服務團隊提供服務支持，保證品牌服務質量；

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

- Customer satisfaction survey. In order to actively seek customer feedback, we have set up the function of automatically issuing a satisfaction survey questionnaire after the service is completed in the CRM system. In 2021, EGO series products received a total of 17,441 responses to customer satisfaction surveys, of which “very satisfied” accounted for 60% and “overall satisfied” accounted for over 71%.

> Customer Service Training:

- Internal training. We provide professional knowledge training for customer quality team members, such as ISO9001 quality system, VDA6.3 process audit, 6-sigma training, etc.; provide new product knowledge training for customer service representatives; through pre-job training, help new colleagues master service skills by the “old colleagues teach new colleagues” method.
- External training. We organize the after-sales service team of overseas companies to provide guidance and training such as product fault diagnosis and after-sales maintenance for overseas third-party service agencies.

2022 Customer Service Improvement Plan:

- Through the implement of the online quality management system (hereinafter referred to as the QMS system), the quality management of multiple departments can be achieved, and the relevant processes and situations of quality improvement can be learned in time. The implement of the QMS system will help us improve the efficiency and transparency of customer complaint resolution and quality improvement processes, as well as improve the sharing of internal quality information.
- Continue to improve the construction of overseas maintenance outlets, increase service outlets, and improve maintenance efficiency.
- Use the customer service platform to build and empower customer service teams to continuously improve service skills and efficiency.

- 客戶滿意度調查：為主動尋求客戶反饋，我們在CRM系統中設置了服務完成後自動發放滿意度調查問卷功能。2021年度，EGO系列產品收到客戶滿意度調查回覆共17,441起，其中「非常滿意」佔比達60%，「整體滿意」佔比超71%。

> 客戶服務培訓：

- 內部培訓：我們為客戶質量團隊人員提供專業知識培訓如ISO9001質量體系，VDA6.3過程審核，6-sigma培訓等；為客戶服務代表提供新品知識培訓；通過崗前培訓，「老帶新」等方式幫助同事快速掌握服務技能；
- 對外培訓：我們組織境外公司的售後服務團隊為境外第三方服務機構提供如產品故障診斷、售後維修等指導培訓。

2022年客戶服務工作提升計劃：

- 通過上線質量管理系統（以下簡稱QMS系統）實現多部門同步進行質量管理，及時獲悉質量改善相關流程與情況。QMS系統上線後將有助於我們提高客戶投訴解決及質量改善流程的效率和透明度，也有助於提升內部質量信息共享性；
- 繼續完善海外維修網點建設，增加服務網點，提升維修效率；
- 利用客服平台建設賦能客戶服務團隊，持續提升服務技能和效率。

3.2.2 Sustainable Supply Chain

Sincere cooperation with suppliers is an important guarantee for the realization of the Group's strategy. We attach great importance to communicate with suppliers, actively builds a cooperation platform, and strives to establish long-term, close, and win-win cooperation with suppliers, to provide customers with high-quality products and services, and to promote the sustainable and stable development of the industry. Our suppliers are primarily providers of battery cells, electronics parts and components and logistics and warehouse services.

In terms of supplier management, we have established a full-life-cycle supply chain management system covering supplier development, evaluation, access, review, and withdrawal, and implemented the ESG concept into all aspects of procurement, committed to building a network of first-class suppliers that meet our sustainability requirements.

Supplier access

- **Access assessment:** Conduct access assessment of suppliers' production capacity, business licences and management systems based on the *Supplier Selection Process*, the *Supplier Assessment Report* and other specifications to mitigate the risk of conflict of interests and assess long-term stable supply capacity.
- **On-site audit:** In order to ensure the quality of purchased products, we conducted on-site audits of 42 new suppliers in 2021.

供應商准入

- **准入評估：**依據《供應商開發流程》《供應商評估報告》等規範對供應商生產能力、營業許可、管理體系等進行准入評估，合理規避衝突風險，評估長期穩定供應能力。
- **現場審核：**為保證採購產品質量，2021年，我們對42家新入供應商進行了現場審核。

3.2.2 可持續供應鏈

與供應商的精誠合作是本集團實現戰略的重要保障。我們重視與供應商的交流，積極搭建合作平台，力求與供應商建立長期、緊密、互惠共贏的合作關係，攜手為客戶提供優質產品和服務，推動行業持續穩定發展。我們的供應商主要包括：提供電芯、電子零部件等實物的供應商及物流倉儲服務供應商。

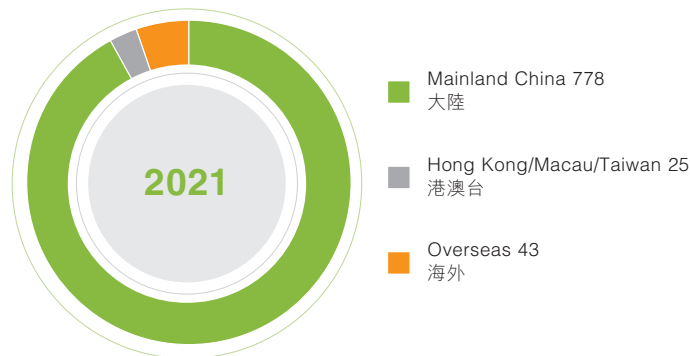
在供應商管理方面，我們建立了覆蓋供應商開發、評估、准入、評審、退出的全生命周期供應鏈管理體系，並將ESG理念貫徹至採購的各個環節，致力於建立符合我們可持續發展要求的一流供應商網絡。

Supplier management	<ul style="list-style-type: none"> • Qualification review: Form an annual review team composed of the purchasing manager, the operations manager and the quality manager in accordance with the <i>Supplier Review and Control Procedures</i> and other documents to verify the validity of qualification documents such as supplier licences, product certifications and environmental testing reports. • Social responsibility risk assessment: Based on the <i>Supplier Review Rules</i> and other management policies, we conduct a comprehensive risk assessment of suppliers in five aspects: environmental protection, employee social security payment, operations, willingness to cooperate and plant operational safety risk, and classify suppliers into five risk levels according to the scoring results to support decision-making for continuous cooperation. • Tiered management: Suppliers are managed in 3 tiers based on their capabilities and performance. Different procurement strategies, partnership development directions and management measures are adopted for different suppliers after considering Chervon Holdings's risk control requirements and suppliers' risk ratings to strengthen risk management and improve procurement efficiency. • Clean procurement: Promote the signing of the <i>Partner Integrity Pledge</i> with manufacturing and trade suppliers to establish a fair, transparent, honest and trustworthy business relationship through honest cooperation. • Environmental protection management: In accordance with the <i>Management Procedures for Control of Supplier's Use of Hazardous Substances</i>, the <i>Process Management Manual for Hazardous Substances</i> and other policies, we monitor suppliers' implementation of ROHS Directive and other environmental requirements stipulated by laws and regulations, as well as customers' environmental requirements. Suppliers of parts and components are also required to sign the <i>Supplier Environmental Declaration</i> to ensure that no harmful chemical substances are used in the purchased products.
供應商管理	<ul style="list-style-type: none"> • 資格審查：根據《供應商評審與控制程序》等文件由採購經理、運作經理、質量經理等組成年度評審小組，對供應商行業許可證、產品認證和環保檢測報告等資質文件有效性進行核驗。 • 社會責任風險評估：依據《供應商評審規則》等管理制度對供應商從環境保護、用工社保繳納、運營、合作意願、廠區經營安全風險五個方面進行綜合風險評估，並根據評分結論將供應商分為五個風險等級，為持續合作提供決策支持。 • 分級管理：依據供應商的能力及績效表現，對供應商進行三級分層管理，結合風險管控要求及供應商的風險評級，對不同供應商採取不同的採購策略、合作關係發展方向及管理措施，以強化風險管理、提升採購效率。 • 廉潔採購：推動與製造類和貿易類供應商簽署《合作夥伴廉潔誠信承諾書》，以期通過廉潔合作，建立公平、透明、誠實守信的業務合作關係。 • 環保管控：依據《供應商有害物質控制管理程序》《有害物質過程管理手冊》等制度監督控制供應商執行ROHS指令及其它法律法規規定的環保指令、以及客戶相關環保要求。對於零部件類供應商我們還要求簽署《供應商環保聲明》，保證採購產品不使用有害化學物質。
Communication with suppliers	<p>We hope to enhance partnership with suppliers through diversified forms of communication using multiple channels. In addition to irregular communication, we organise special activities such as supplier conferences, at which market analysis and corporate strategic planning are shared. With these efforts, we work closely with our business partners for development together.</p>
供應商對話	<p>我們希望以多渠道多形式的對話方式強化與供應商的夥伴關係，除不定期溝通外，還舉辦如供應商大會或其他方式的專項交流活動，活動中涉及市場形勢分析，企業戰略規劃分享等，與合作夥伴攜手共進。</p>

As of the end of 2021, the Group had a total of 846 suppliers in the manufacturing sector. In 2021, we conducted an annual review of 629 of these suppliers, with a coverage rate of 81%. For some suppliers whose access time is less than 6 months, or suppliers designated by customers, the annual review has not yet been carried out.

截至2021年末，本集團於生產製造領域共有846家供應商。2021年，我們對其中的629家供應商進行了年度評審，覆蓋率達81%，對部分引入時長未滿6個月的供應商，或屬於客戶指定類供應商，尚未進行年度評審。

Geographical Distribution of Suppliers in 2021
2021年供應商地域分佈



Case: Supplier Communication Meeting
案例：供應商交流會議



2021 Electronics Supplier Conference
2021年電子供應商會議

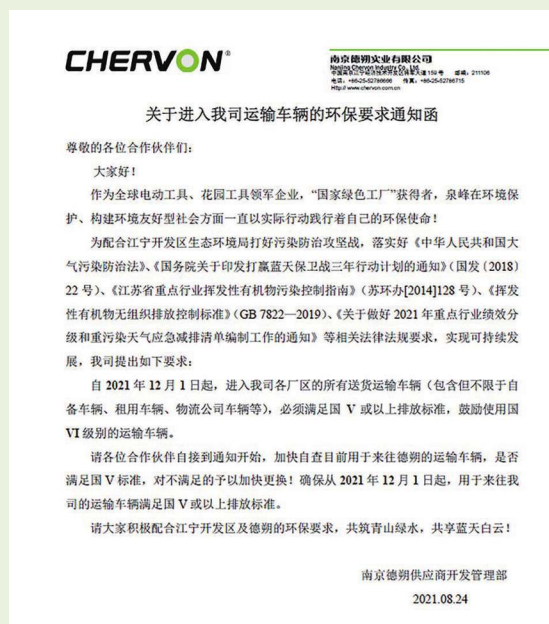


2021 Supplier Strategic Planning Learning Sharing Session
2021年供應商戰略規劃學習分享會

Case: Green Supply Concept
案例：綠色供應理念

In terms of environmental protection and building an environment-friendly society, we have been practicing our environmental protection mission with practical actions, and strive to promote environmental protection to our partners.

我們在環境保護、構建環境友好型社會方面一直以實際行動踐行着自己的環保使命，並努力對合作夥伴進行環保宣貫。



On August 24, 2021, Chervon Industry, as the winner of the “National Green Factory”, actively cooperated with the Ecological Environment Bureau of Jiangning Development Zone to address pollution, and quickly responded to the *Notice on Doing a Good Job in 2021 Performance Classification of Key Industries and Compilation of Emergency Emission Reduction Inventory for Heavy Pollution Weather*, and issued the *Notice on Environmental Protection Requirements for Entering Our Transportation Vehicles* to ensure that from December 1, 2021, all delivery and transportation vehicles entering the factory (including but not limited to self-provided vehicles, rental vehicles, logistics company vehicles, etc.) all meet the national V or above emission standards.

2021年8月24日，泉峰科技作為「國家綠色工廠」獲得者，積極配合江寧開發區生態環境局打好污染防治攻堅戰，快速響應《關於做好2021年重點行業績效分級和重污染天氣應急減排清單編製工作的通知》，發佈了《關於進入我司運輸車輛的環保要求通知函》，確保從2021年12月1日起，所有進入廠區的送貨運輸車輛（包含但不限於自備車輛、租用車輛、物流公司車輛等）均滿足國V或以上排放標準。

IV. WORKFORCE DEVELOPMENT

4.1 Talent Management

4.1.1 Standardised Employment

Chervon Holdings always implements the tenet of “people-oriented” and strictly abides by the *Labor Law of the People’s Republic of China* and the *Labor Contract Law of the People’s Republic of China* and other laws and regulations. We respect the differences in gender, age, race, and cultural background of applicants and oppose any form of discrimination and unequal competition.

We recruit talents from various channels, mainly including campus recruitment, social recruitment and internal referral, etc.

- Campus recruitment: For fresh graduates from domestic universities, we provide suitable positions for outstanding graduates and introduce new talents to the Group. We used a combination of online and offline methods for campus recruitment activities in 2021:
 - Online: Held 2 online live broadcasts, and 47 online double-selection sessions.
 - Offline: Held 25 offline seminars covering 24 schools, held 9 double-selection sessions.
- Social recruitment: Targeting outstanding talents in the market, we continue to import advanced technology or management concepts for the Group and improve the overall competitiveness of talents. To enhance the talent reserve, we increased the recruitment of special RPO channels in 2021, and conduct unified recruitment and batch hiring of talents such as R&D engineers or those with limited working experience, and implement specialized training, combing with business needs.
- Internal referral: Encourage all employees to participate in recruitment to attract more outstanding talents.

四、 人才培養與發展

4.1 人才管理

4.1.1 規範僱傭

泉峰控股始終貫徹「以人為本」的宗旨，嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等法律法規。我們尊重應聘者在性別、年齡、種族、文化背景等方面的差異，反對任何形式的歧視和不平等競爭。

我們從多種渠道招聘人才，主要包括校園招聘、社會招聘和內部推薦等：

- 校園招聘：面向國內高校應屆畢業生，為優秀畢業生提供合適崗位，為集團引入新生力量。2021年，我們採用線上與線下結合的方式進行校園招聘活動：
 - 線上：共舉辦2場線上直播；共舉辦47場線上雙選會；
 - 線下：共舉辦25場線下宣講會，覆蓋24個學校；共舉辦9場線下雙選會；
- 社會招聘：面向市場上優秀人才，為集團持續輸入先進技術或管理理念，提升整體的人才競爭力。2021年，為增強人才儲備，我們加大專項RPO途徑的招聘力度，結合業務需求，面向研發工程師或簡短工作經歷者等類型人才進行統一獵聘、批量引入，並實行專項培養。
- 內部推薦：鼓勵全員參與招聘，為企業吸引更多的優秀人才。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

By the end of 2021, the Group had a total of 6,732 employees², including 4,174 male employees (62%) and 2,558 female employees (38%). Among them, there were 1,849 employees in Nanjing³, including 1,139 male employees (62%) and 710 female employees (38%). Among them, there were 14 employees at senior management level and above, of which 86% were male and 14% were female. The difference in the ratio of men to women is mainly due to the industry characteristics and does not deviate from the Group's equal employment (including recruitment and promotion) principle.

截至2021年末，本集團僱員總數²為6,732人，包括男員工4,174人，佔比62%；女員工2,558人，佔比38%。其中，南京地區員工³1,849人，包括男員工1,139人，佔比62%；女員工710人，佔比38%。其中，高管及以上層級員工共計14人，其中男性佔比86%，女性佔比14%。男女比例的差異，主要系本集團所處的行業因素，與本集團的平等僱傭（包括招聘與晉升）原則並不相背離。

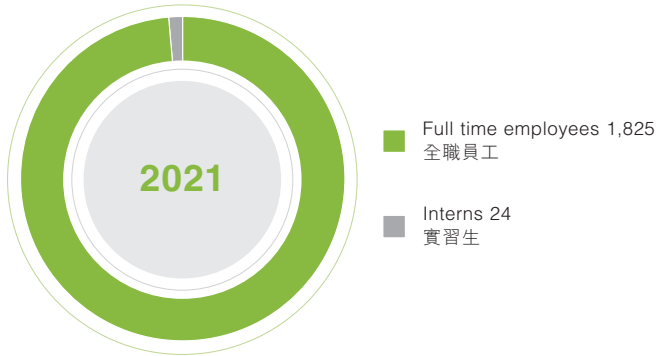
2 Labour dispatch employees are not included.

2 未包括勞務派遣制員工。

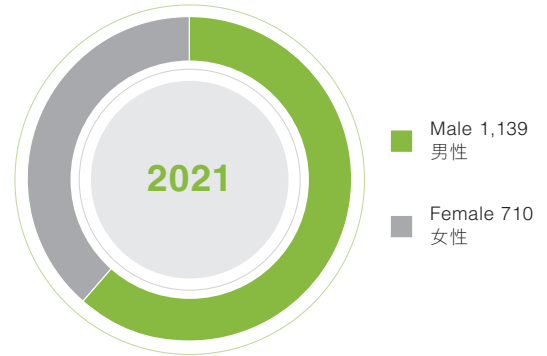
3 Only counts non-front-line employees.

3 僅統計非一線員工人數。

Employment Type in Nanjing
南京地區員工僱傭類型



Gender Distribution of Employees in Nanjing
南京地區員工性別分佈



Turnover rates by Gender and by Age Group⁴

按性別與按年齡劃分的離職率⁴

Nanjing 南京地區	Male 男性	Female 女性	20-40 years old 20-40歲	Above 40 years old 40歲以上
Turnover rates 員工離職率	8.90%	7.79%	15.95%	0.74%

⁴ Only counts the turnover rates of non-front-line employees.
⁴ 僅統計非一線全職員工離職率。

The Group and its subsidiaries clearly prohibit the employment of persons under the age of 18 in accordance with *the National Law on the Protection of Minors*, the *Regulations on the Prohibition of Child Labour* and other laws and regulations. We conduct strict vetting during the recruitment process to avoid misuse of child labour. All employees of the Group are required to present their original ID cards and submit a copy of their signed ID cards for filing when they go through the entry procedures to ensure that the hired employees are over the age of 18. The Human Resources Administration Centre conducts random checks of employee information during internal audits from time to time. If any misuse of child labour is discovered, the situation will be corrected immediately, employment will be terminated and the person responsible will be held accountable. During the reporting period, there were no incidents of child labour employed by the Group.

The Group fully respects the freedom of employment of its employees. During the entire employment period, the Group and its factories are prohibited from withholding valid documents, collecting deposits, forcing employees to work or defaulting on payment of labour. Employees are informed of their working hours of corresponding positions before they join the Group. If the working hours need to be adjusted due to production needs or job changes after employment, it shall also be carried out with the consent of the employee. If overtime work is arranged with the consent of employees due to production scheduling, overtime payment or compensatory leave shall be given. If any employee proposes to resign, he/she will go through the resignation procedures according to the process. We have also constructed an internal monitoring mechanism to accept complaints on irregularities and violations through publicly available email address, address and telephone number. During the reporting period, the Group did not have any incidents of forced labour.

4.1.2 Health and Safety

Ensuring a safe working environment for employees is our fundamental responsibility. We strive to create a safe and healthy work environment, maintain the safety of each workplace, and make every effort to avoid any hazards that cause or may cause physical injury to our employees.

本集團及附屬公司根據國家《未成年人保護法》《禁止使用童工規定》等法律法規，明確規定禁止聘用年齡未滿18周歲者，並在招聘過程中進行嚴格的審查，以避免誤用童工。本集團所有員工辦理入職手續時均須出示身份證原件，並提交本人簽字的身份證複印件留檔，確保錄用的員工年齡已滿18周歲。人力行政中心不定期在內部審計中抽查員工入職資料，一經發現誤用童工的情形，將立即糾正，終止僱傭，並對相關責任人進行追究。報告期內，本集團未發生僱傭童工的事件。

本集團充分尊重員工的就業自由。於整個僱傭期間內，集團及下屬各工廠均禁止扣留員工有效證件、收取押金、強迫勞動或拖欠勞動報酬等行為。員工入職前均告知對應崗位的工作時間；入職後因生產需要或崗位變動需要調整工作時間的，也均在員工同意後進行；因生產排期需要在徵得員工同意後安排加班的，均給予加班費或安排調休；員工提出離職，按流程辦理離職手續。我們也在內部構建了監督機制，公開舉報郵箱、地址和電話，接受對違規違法情況的舉報。報告期內，本集團未發生強制勞工的事件。

4.1.2 健康與安全

確保員工擁有安全的工作環境是我們的一項基本責任。我們極力營造安全、健康的工作環境，維護每處工作環境的安全，盡力避免因任何危險因素導致或可能導致員工身體的傷害。

Strengthened Leadership

On the premise of the *Production Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* and other relevant laws and regulations in our operating locations, we continuously draw on the management concepts and methods from leading global practices, and actively promote the construction of the occupational health and safety system.

By the end of 2021, our Nanjing production base has obtained ISO 45001:2018 Occupational Health and Safety Management System Certification and Level 2 Certification of Work Safety Standard.

強化領導

我們以《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等營運所在地的相關法律法規為前提，不斷汲取全球領先實踐中的管理理念和方法，積極推進職業健康安全體系的建設。

截至2021年末，本集團南京生產基地已通過ISO 45001:2018職業健康安全管理体系認證和安全生产標準二級認證。



Chervon Industry obtained ISO 45001:2018 Occupational Health and Safety Management System Certificate
泉峰科技獲得ISO 45001:2018職業健康安全管理体系認證證書



Chervon Industry received the Certificate of Work Safety Standardization
泉峰科技獲得安全生產標準化證書

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Risk Control

We follow the *Risk Management Risk Assessment Technique*, *Law of the People's Republic of China on Special Equipment Safety* and other systems to establish the *Regulations on Hazard Identification and Risk Classification Control and Management*. We strictly implemented and carried out the construction of the risk classification and control system in accordance with the regulations, strived to reduce production risks, eliminate or reduce various accident hazards and prevent production safety accidents.

The Group conducts systematic review of the risk classification and control system at least once a year and publishes the review results.

Hidden Dangers Investigation

To realize the long-term mechanism of accident hidden danger investigation and management, strengthen the supervision and management of accident hidden dangers, prevent and reduce the occurrence of accidents, and protect the lives and properties of employees, we follow the *Interim Provisions of Safety Production Accident Hidden Danger Investigation Jurisprudence*, *Method of Determining Major Fire Hazards* and other norms to develop the *Hidden Dangers Investigation and Management System*. We inspect the responsible departments in accordance with the *Hidden Danger Investigation List of Basic Management*, *Screening List of Hidden Dangers on Production Site*, and take the identified risk points, hazards as the core to carry out the hidden danger classification inspection and classification management.

For the identified hidden dangers, the responsible departments are informed to carry out rectification through the process and required to provide timely feedback on the rectification situation, and in accordance with the principle of "hidden danger reporting – treatment – acceptance – closure", the hidden danger investigation department organizes acceptance of the hidden danger rectification effect and issues acceptance opinions to achieve closed-loop management. In 2021, we identified a potential safety hazard in the speed of electric forklifts and set a limit of 5 km/h for electric forklifts in the factory.

The Group shall conduct a systematic review of the hidden danger investigation and treatment at least once a year and publishes the review results.

風險管控

我們遵循《風險管理風險評估技術》《中華人民共和國特種設備安全法》等制度建立了《危險源識別與風險分級管控和管理規定》，按照規定嚴格落實與開展風險分級管控體系建設工作，努力降低生產風險，杜絕或減少各種事故隱患，預防生產安全事故發生。

本集團每年至少對風險分級管控體系進行一次系統性評審，並對評審結果進行公布。

隱患排查

為實現事故隱患排查治理長效機制，加強事故隱患監督管理，防止、預防和減少事故的發生，保障員工生命財產安全，我們遵循《安全生產事故隱患排查治理暫行規定》《重大火災隱患判定方法》等規範制定了《隱患排查治理管理制》，檢查責任部門按照《基礎管理類隱患排查清單》《生產現場類隱患排查清單》將已識別的風險點、危險源作為核心，進行隱患分級排查、分級治理工作。

對於排查出的隱患，通過流程告知責任部門進行整改並要求及時反饋整改情況，並按照「隱患上報—治理—驗收—關閉」的原則，由隱患排查組織部門對隱患整改效果組織驗收並出具驗收意見，實現閉環管理。2021年，我們識別出電動叉車行使速度存在安全隱患，針對該隱患設立了廠區內電動叉車運行速度不得超過5 km/h的限制。

集團每年至少對隱患排查治理體系進行一次系統性評審，並對評審結果進行公布。

From 2019 to 2021, the Group did not have any work-related deaths of employees. In 2021, the work-related injuries and loss of work due to work-related injuries are as follows:

2019-2021年，本集團未發生員工因工身亡事件。2021年，工傷及因工傷誤工情況如下：

	2021 2021年
Number of employees injured at work (unit: person)	20
Number of working days lost from work injuries	753

For safety accidents, we follow the *Casualty Management System*, actively implement the principle of “four no let-ups” in safety production, immediately analyse and summarise accidents and issue accident investigation reports, quickly take targeted corrective measures to firmly eliminate such potential risks and hazards and notify the accident situation within the Group to give safety warnings and further strengthen safety awareness education and safety skills training.

對於安全事故，我們依照《傷亡事故管理制度》，積極落實安全生產「四不放過」原則，即時進行事故分析總結並出具事故調查報告，快速採取針對性整改措施，以堅決消除此類風險隱患，並對事故情況在集團範圍內通報，予以安全警示，進一步加強安全意識教育和安全技能培訓。

Case: Employee Safety House
案例：員工安全之家

To make employees have a deeper feeling of “safety prevention and control” and enhance the culture of safety prevention in the park. We have set up a “Staff Safety House” in the workshop. Through the posting of slogans, safety accident education and the introduction of the use of labour protection equipment, we help employees to further raise awareness of safety production.

為讓員工對於「安全防控」有更深入的感受，增強園區內的安全防範文化氛圍。我們在車間搭建了「員工安全之家」，通過標語張貼，安全事故教育以及勞保用具的使用介紹等方式幫助員工進一步提高安全生產意識。



Employee Safety House
員工安全之家

Case: Fire Drill

案例：消防演練

To further strengthen the safety management of fire and explosion prevention, effectively prevent fire and explosion accidents, and protect the property of our unit and the lives of employees, we hold regular firefighting training and fire drills, in which professional firefighters explain the use of firefighting equipment and firefighting knowledge to employees so as to improve their safety awareness and firefighting skills.

為進一步加強防火防爆安全管理，有效地預防火災、爆炸事故發生，保障本單位財產和職工生命安全，我們定期舉行消防專業知識的培訓，以及消防演習，由專業的消防員為員工講解消防器材的使用及消防知識，提高員工的安全意識和滅火技能。



Organize employees to carry out fire drill
組織員工進行消防演練

Case: Pandemic Prevention and Control

案例：疫情防控

In 2021, during the pandemic period in Nanjing, the Group paid great attention to the health and safety of employees. To prevent and control the pneumonia epidemic caused by COVID, we improve the prevention and control and response capabilities, effectively prevent and control the spread of the pandemic to protect the health and lives of employees, and maintain normal work order, we introduced some management measures in stages scientifically and effectively.

2021年，在南京地區疫情流行期間，本集團高度關注員工健康與安全，為科學有效地做好新型冠狀病毒感染的肺炎疫情防控工作，提高防控和應對能力，有效預防和控制疫情傳播來保障員工身體健康和生命安全，維護正常的工作秩序，我們階段性地出台了一些管理措施。

- (1) Nucleic acid screening for all employees one by one.
對所有員工逐一進行核酸篩查；
- (2) Registering all employees, providing dormitory isolation, meal delivery, temperature taking and other employee services.
對所有員工進行登記，為員工提供宿舍隔離，送餐、測體溫等員工服務；
- (3) Grid-based reporting management for 3 plants in Nanjing.
對南京地區3個廠區進行網格化匯報管理。



Nucleic Acid Testing of Employees
員工核酸檢測

4.2 Talent Development

4.2.1 Employee Rights and Benefits

The Group attaches importance to employee communication and care, creates an equal, respectful and harmonious working environment for employees, and maintains a harmonious and progressive working atmosphere. The Group also focuses on employees' cultural activities, enriches employees' spare time, and continuously improves corporate services and welfare policies. At the same time, we listen to the valuable opinions of employees and make improvements to continuously enhance the sense of belonging and satisfaction of employees.

Smooth Communication

We open a variety of communication channels for employees to ensure timely and effective access to employee feedback, helping employees to balance work and life.

- Employee opinion box: We adopt the form of QR code and print it on the reverse side of the employee's work badge, so employees can scan the code at any time to give feedback. HR regularly collates and sends it to relevant departments for timely processing. By the end of 2021, we collected 442 pieces of feedback from employees, of which 200 pieces of valid feedback have been properly followed up.
- Seminars: In 2021, we conducted 8 seminars for frontline employees, with 200 participants, and collected 192 questions and suggestions in the seminars. We set up a satisfaction improvement team and organized a dedicated person to take charge of the 8 issues that were raised most frequently.

4.2 人才發展

4.2.1 員工權益

本集團重視員工的溝通和關懷，為員工創造平等、尊重、融洽的工作環境，保持企業內部和諧、共同進步的工作氛圍；注重員工文化活動，豐富員工的業餘生活，持續完善企業服務和福利政策。同時，聆聽員工寶貴意見並做出改善，不斷提升員工的歸屬感和滿意度。

順暢溝通

我們為員工開放多種溝通渠道，保障及時、有效獲取員工意見反饋，幫助員工平衡工作與生活。

- 員工意見箱：採用二維碼形式並打印佩戴在員工工作牌反面，員工可隨時掃碼反饋，HR定期整理併發給相關部門及時處理。截至2021年末，我們共收集員工反饋442條，其中有效反饋200條，均已妥善跟進。
- 座談會：2021年，我們針對一線員工共開展8座談會，參與人數達200人，於座談會中共收集192條問題及建議。我們設立滿意度提升小組，針對提出頻率最高的8項問題，組織專人對接負責。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

- > Communication and interviews: We require team leaders, supervisors, managers and even VPs to conduct monthly interviews with subordinate employees, record feedback and present it in the monthly report.
- > Satisfaction survey: We conduct 1-2 employee satisfaction surveys every year to gain a deep understanding of employee problems and provide timely feedback for solutions.
- > 溝通訪談：我們要求組長、主管、經理以至VP，每月需要與下屬員工進行訪談，記錄反饋意見並呈現在月報中。
- > 滿意度調查：我們每年進行1-2次員工滿意度調查，以深度了解員工問題，及時反饋解決。

Caring for Employees

To enhance employees' sense of belonging, we provide a platform for employees to show themselves and communicate through a series of employee care activities to meet their spiritual needs and enhance their sense of well-being.

員工關懷

為增強員工的歸屬感，我們通過開展一系列的員工關懷活動，為員工提供展示自我、交流溝通的平台，滿足員工的精神需求，提升員工的幸福感。

Case: CEIBS (China Europe International Business School) Alumni Corporate Badminton League 案例：中歐校友企業羽毛球聯賽

In May 2021, CEIBS Alumni Nanjing Branch organized the first "Shunwei Fund" Cup Alumni Corporate Doubles Badminton Team League. As the president company, Chervon Holdings took the lead in gathering badminton fans from the Group to form a team to participate. Chairman Pan Longquan, as the president of CEIBS Alumni Nanjing Branch, also came to watch the game and cheered for Chervon Holdings's team. Chervon Holdings's team won the second place in the league.

2021年5月，中歐校友南京分會組織第一屆「順為基金」杯校友企業羽毛球雙打團體聯賽。泉峰控股作為會長企業，帶頭集結本集團的羽毛球愛好者組隊參與。潘龍泉董事長作為中歐校友南京分會的會長，也來到現場觀看比賽，並為泉峰代表隊加油鼓勵。泉峰代表隊於此次聯賽中獲得團隊賽亞軍。



Chervon Holdings's team won the second place in the CEIBS Alumni Corporate Badminton League
泉峰代表隊於中歐校友企業羽毛球聯賽中獲得團隊賽亞軍

Case: Dragon Boat Race at Xuanwu Lake
案例：玄武湖賽龍舟

In May 2021, during the Dragon Boat Festival, to promote communication among colleagues and strengthen team building, R&D Centre organized a dragon boat race at Xuanwu Lake for employees. A total of 8 teams participated in this activity.

2021年5月，正值端午佳節，為促進同事間溝通，加強團隊建設，研發中心組織員工前往玄武湖賽龍舟，此次活動共有8支隊伍參賽。



R&D Centre organized employees to race dragon boats at Xuanwu Lake
研發中心組織員工前往玄武湖賽龍舟

4.2.2 Training and Development

We insist on building a growth model of collaborative development and mutual achievement with our employees. Therefore, we create a learning atmosphere in our company through various means, establish a multi-level training system, continuously invest in quality resources, strengthen talent training, help our employees plan and develop their career paths and help them continuously improve their personal capabilities and achieve their career development goals.

In 2021, the Group provided a total of 571 hours of internal training courses, including:

4.2.2 培訓與發展

我們堅持構建與員工協同發展、彼此成就的成長模式。為此，我們通過多種途徑在企業中營造學習氛圍，建立多層次的培訓體系，持續投入優質資源，加大人才培養力度，幫助員工規劃併發展其職業道路，助力員工個人能力的不斷提升和職業發展目標的實現。

2021年，本集團提供內部培訓課程總時長達571小時，具體包括：

Training Type 培訓類別	Industry 工業	Leadership 領導力	Compulsory 強制類	R&D 研發	Profession 職業化	Total 總計
Duration/Hour 時長／小時	91	88	15.5	250.5	126	571

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

In 2021, the number of participants of the Group in Nanjing reached 1,196, with 35.1 hours of training per person.

2021年，本集團南京地區參訓人數總計達1,196人，人均受訓時長為35.1小時。

Employee Type 受訓員工類型	Female 女性員工	Male 男性員工	Management Staff 管理層員工	Mid-level Staff 中層員工	Primary-level Staff 基層員工
Training duration per person/hour 人均受訓時長／小時	41.5	30.7	60	24.3	38
Training ratio 受訓比例	52%	48%	95%	51%	59%

“Hummingbird” Program

Our industry requires a high level of technical professionals. With business development needs, we are increasingly aware of the importance of a dedicated talent pool. Recent college graduates are an important way for us to recruit high-tech talents. Our graduate recruitment demand reached 81 in 2021, double the number in 2020.

蜂鳥計劃

我們所在行業對於專業技術要求水平較高，伴隨業務發展需求，我們愈發意識到專項人才儲備的重要性。大學應屆畢業生是我們招收高科技人才的重要途徑，2021年我們的校招生需求達到81人，較2020年增長一倍。

In order to strengthen the attractiveness of our company to graduate recruits, we have developed a special training program for fresh university graduates, which is centrally managed by the Group and jointly directed by the Business Department and the HR Department to help fresh graduates quickly integrate into the Group through relatively comprehensive, systematic and professional training, and accelerate the growth of fresh university graduates into Chervon staff who can take up jobs independently within one year.

為強化企業對於校招人才的吸引力，我們針對大學應屆畢業生制定了專項培養計劃，由集團集中管理，業務部和人事部聯合定向培養，通過相對全面、系統、專業的培養，幫助應屆生快速融入企業，加速大學應屆畢業生在1年內成長為能夠獨立定向承擔工作的泉峰人。

To realize the precise positioning of special talents, we summarized previous years' “Hummingbird” program every year and formulated the framework of the next year's program in line with the business needs.

為實現專項人才精準定位，每年我們都會對往年「蜂鳥」項目進行盤點總結，並結合經營需求制定下年項目框架。

The framework of the 2021 “Hummingbird” program:

2021「蜂鳥」項目的框架：

- > Training plan: Four stages of exploration, practice, commitment and delivery.
- > Team integration: Factory visit + online operation, timely adjust internship expectations and strengthen learning goal management by intensive prior employee communication.

- > 培養方案：探索期、實踐期、承擔期、交付期四階段全流程方案規劃；
- > 融入團隊：工廠參觀+上線操作，通過加強事前員工溝通，及時調整實習預期，強化學習目標管理；

- Mentorship coaching: According to the department-specific training plan, combined with HR interview and counselling, we track vocational skills training.
- Independent undertaking: Arranging advanced version of vocational skills training to achieve on-the-job improvement and offline activities (such as senior management face-to-face, etc.).
- Project delivery: Results reporting, HR and departments develop training programs for high potential talents through talent inventory.
- 導師帶教：根據部門專項培養計劃，結合HR面談輔導，並軌職業化技能培訓；
- 獨立承擔：安排進階版職業技能培訓，實現在崗提升，進行線下活動（如高管面對形式面等）；
- 項目交付：成果匯報，通過人才盤點，HR和部門針對高潛人才制定培養方案；

Leadership Program Plan

The Group is currently in a booming period, with a scale of business growth from quality to quantity in the next 3-5 years. In order to empower the organization, activate talent and build a quality talent supply chain, we have developed a leadership program for our management level staff.

領導力項目計劃

本集團目前正處於業務增長期，在未來3-5年中業務從質量到數量均有規模性成長，為賦能組織、激活人才，打造優質人才供應鏈，我們針對管理人員制定了領導力項目計劃。

Chervon Holdings's "Leadership Development Program v2.0" was launched in 2021, with the theme of "Capability Advancement, Community Operations".

2021年是泉峰控股「領導力發展項目v2.0」階段，項目主題是「能力進階 社群運營」：

- Based on organizational needs: We set up one class for managers and two classes for supervisors, with a total of 72 participants in the program.
- Competency advancement: Differentiated training for supervisors and managers, and designed advanced courses based on their competency level.
- Course system optimization: Focus on organization, self-improvement, team management and business development.
- 基於組織需求：我們設立了1個經理班，2個主管班，共72人參與培訓計劃；
- 勝任力進階：對主管和經理課程進行差異化培訓，根據能力水平設計進階課程；
- 課程體系優化：關注組織，提升自我，管理團隊，發展業務；

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

> OMO teaching: Combination of online, offline and community operation.

> OMO方式授課：線上、線下和社群運營結合。

In order to effectively activate individual managers and thus empower the organization, we conduct an annual review of previous years' leadership programs and plan the training strategy for the following year, taking into account the management needs.

為有效激活管理人員個體，進而賦能組織，每年我們都會對往年領導力項目進行復盤工作，並結合管理需求規劃下年培訓戰略。



2021 Leadership Program
2021年領導力項目培訓

V. GREEN AND SUSTAINABLE DEVELOPMENT

五、綠色可持續發展

5.1 Emissions Management

5.1 排放物管理

We strictly comply with many local environmental protection and pollution prevention laws, regulations and standards, including the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, the *Comprehensive Emission Standards for Air Pollutants*, and the *Pollution Control Standards for Hazardous Waste Storage*. The Group has established corresponding management system such as *Environmental Management Operation Control Procedures*, *Solid Waste Management Regulations*. At the same time, each operation site will conduct internal supervision and management of emissions of waste gas, wastewater, and waste according to the standards of local environmental protection authorities to ensure that emissions meet the standards.

我們嚴格遵守運營所在地包括《中華人民共和國大氣污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國水污染防治法》《大氣污染物綜合排放標準》《危險廢物貯存污染控制標準》等在內的諸多運營所在地環境保護和污染防治法律法規和標準，集團制定了如《環境管理運行控制程序》《固體廢棄物管理規定》等相應的管理制度。與此同時，各運營點會根據當地環保部門標準，對廢氣、廢水及廢棄物的排放進行內部監督管理，以確保排放達標。

By the end of 2021, the Group's Nanjing production base has obtained ISO 14001:2015 environmental management system certification.

截至2021年末，本集團南京生產基地已通過ISO 14001:2015環境管理體系認證。



Chervon Industry obtained ISO 14001:2015 Environmental Management System Certificate
泉峰科技獲得ISO 14001:2015環境管理體系認證證書

Our emissions mainly consist of waste gas, wastewater and waste. We rely on our environmental management system to implement pollution prevention strategies and cooperate with external third parties to effectively monitor and treat emissions and waste.

我們的排放物種類主要包括廢氣、廢水及廢棄物。我們依托環境管理體系，推行污染防治策略，與外部第三方開展合作，對排放物及廢棄物進行有效監控及處理。

> Waste Gas

The main sources of industrial waste gas in our operations are waste gas from drip painting motor workshops, injection workshops and product testing. In order to ensure that waste gas emissions meet the requirements of the *Comprehensive Emission Standards for Air Pollutants*, we have installed and operated waste gas treatment facilities (such as water curtain dust removal systems, bag dust removal systems, and active carbon absorption treatment devices). The relevant departments maintain daily operation records, conduct routine maintenance, inspection and repair of waste gas emission equipment, exhaust systems and waste gas treatment devices, and keep the inspection records according to the related requirements. We manage emissions by adhering to emission requirements which are stricter than the national standards, cooperate with irregular surprise inspections from the environmental protection departments and engage professional third-party institutions to perform testing regularly as required by the Environment Bureau.

> 廢氣

我們經營中的工業廢氣的主要來源有：電機車間滴漆廢氣、注塑車間廢氣產品測試廢氣等。為確保廢氣排放達到《大氣污染物綜合排放標準》的要求，我們通過安裝和運行廢氣處理設施（如水幕除塵系統、布袋除塵系統、活性炭吸收治理裝置等），確保廢氣達標排放。相關部門會按照規定要求進行廢氣排放設備、廢氣排風系統、廢氣處理裝置的日常運行記錄、日常維護保養、檢查維修，並保留相關檢查記錄。我們嚴格按照高於國家標準的排放要求進行排放管理，配合環保部門的不定期突擊檢查工作並按照環保局規定定期委託專業第三方機構執行檢測。

Case: RTO Waste Gas Treatment System
案例：RTO廢氣處理系統

In 2021, Chervon Industry responded to the national control of VOCs and invested in the construction of an RTO waste gas treatment system in the motor workshops with a view to improving the efficiency of waste gas treatment and reducing emissions.

2021年，泉峰科技響應國家對揮發性有機物的管控，在電機車間投入建設了RTO廢氣處理系統，以期進一步提升廢氣治理效率，降低排放量。

In 2022, we plan to further reduce waste gas emissions after installing the RTO exhaust gas treatment system.

2022年，我們計劃RTO廢氣處理系統安裝完成後，進一步推進廢氣減排工作。



Installation of the RTO waste gas treatment equipment in progress
RTO蓄熱式氧化廢氣處理設備安裝建設中

> *Wastewater*

Our wastewater is divided into industrial wastewater and domestic wastewater.

Industrial wastewater mainly comes from mechanic processing workshops and contains emulsified wastewater.

- For the areas that produce a large amount of industrial wastewater, we have built sewage pipelines for wastewater to run through to the target sewage treatment plant.
- For industrial wastewater discharged sporadically, we use special drainage trucks to transfer the wastewater to the sewage treatment plant.

> 廢水

我們的廢水主要分為兩類：工業廢水和生活廢水。

工業廢水：主要來自機加工車間，為含乳化液廢水。

- 對於產生工業污水量較多的區域建立污水管道，我們直接引入污水處理站；
- 對於零星排放的工業廢水，我們使用專用排水車，傾倒入污水處理站。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

- We have formulated the *Specification for the Maintenance and Management of Online Automatic COD_{cr} Analyser System*, the *Operating Procedures for Online COD_{cr} Analyser System* and the *Management Regulations for Wastewater Treatment System* and have dedicated personnel responsible for the operation of sewage treatment plants to ensure that the plants operate normally, and wastewater is only discharged to the sewage pipeline network after meeting the standards.
- The EHS Department organises all departments to formulate and implement the wastewater reduction plan.
- 我們已制定《COD_{cr}全自動在線分析儀系統維護管理規範》《COD_{cr}在線分析儀系統操作規程》和《污水處理系統管理規定》，並有專人負責污水處理站的運營，確保污水處理站正常運行，達標後排入污水管網。
- EHS部門組織各部門制定並實施廢水減量化方案。

Domestic wastewater mainly comes from staff canteens and toilets and is discharged after being filtered and precipitated using grease traps.

生活廢水：主要來自職工食堂和廁所，經隔油池等過濾、沉澱後排放。

- We have set up isolation nets in the canteen water storage ditch and cofferdams in the sewerage ditch of the food waste room.
- Professional cleaners are hired regularly to clean and service the grease traps and domestic wastewater pipelines to prevent sewage overflow.
- 我們在食堂蓄水溝內設置隔離網，廚餘垃圾房的下水溝設置圍堰；
- 委託專業人員定期清理、疏通隔油池、生活污水管道，防止污水外溢。

> *Solid Waste*

> *固體廢棄物*

We follow the principles of reducing, recycling and harmless solid waste control.

我們遵循減量化、資源化和無害化地固體廢棄物控制原則。

In order to reduce the impact of waste on the surrounding ecological environment, effectively control various wastes generated by the Group, and avoid waste hazards to the environment and human health, we have formulated the *Solid Waste Management Regulations* and *Waste Material Disposal Management Specifications*, which are strictly enforced in actual operation, and to achieve responsibility implementation.

為了減少廢棄物對周圍生態環境的影響，使本集團所產生的各種廢棄物得到有效控制，避免廢棄物對環境和人類健康造成危害，我們制定了《固體廢棄物管理規定》《廢舊物資處理管理規範》，在實際運營中嚴格執行，並做到責任落實。

- The waste generating department is responsible for the classified collection and storage of the waste and for the daily management of the departmental waste temporary storage place.
- 廢棄物產生部門負責該廢棄物的分類收集、存放並負責部門廢棄物暫存地的日常管理工作；

- EHS department is the competent department for waste disposal, responsible for the qualification and disposal agreement review of all waste disposal units, as well as the collection, classification, legal disposal and comprehensive supervision and management of hazardous waste.
- EHS and related departments are responsible for the sorting, storage and daily cleaning of general waste, as well as the disposal of general waste.
- For hazardous waste, we stipulate that we need to fill out the *Internal Transfer Order of Hazardous Waste* and transfer it to the hazardous waste warehouse after confirmation by environmental engineers, and the EHS department is responsible for disposal.
- EHS部門是廢棄物處置的主管部門，負責所有廢棄物處置單位的資質和處置協議審核，並負責危險廢棄物的收集、分類、合法處置以及綜合監督管理；
- EHS及相關部門負責一般廢棄物的分選、存放及日常清理工作，負責一般廢棄物的處置；
- 對於危險廢棄物，我們規定需填寫《危險廢物內部轉移單》並經環境工程師確認後轉移至危險廢棄物倉庫，由EHS部門負責處置。

Indicator 指標	2021 2021年
Emission	
排放	
Total GHG emissions (tons CO ₂ equivalent) 溫室氣體排放總量(噸二氧化碳當量)	23,824.0
GHG (Scope 1) emissions (tons CO ₂ equivalent) 溫室氣體(範圍一)排放量(噸二氧化碳當量)	1,036.11
GHG (Scope 2) emissions (tons CO ₂ equivalent) 溫室氣體(範圍二)排放量(噸二氧化碳當量)	22,921.67
Total sewage discharge (ton) 污水排放總量(噸)	292,960.0
Sewage discharge per unit of product (ton/thousand units) 單位產品污水排放量(噸/千單位)	19.7
Total amount of hazardous waste (ton) 有害廢棄物產生總量(噸)	250.0
Amount of hazardous waste per unit product (kg/thousand units) 單位產品有害廢棄物產生量(千克/千單位)	16.8
Total amount of industrial solid waste (ton) 工業固體廢棄物產生總量(噸)	4,811.0
Amount of industrial solid waste per unit product (kg/thousand units) 單位產品工業固體廢棄物產生量(千克/千單位)	323.3
Total amount of recyclable waste (ton) 可回收廢棄物產生總量(噸)	4,561.0
Amount of recyclable waste per unit product (kg/thousand units) 單位產品可回收廢棄物產生量(千克/千單位)	306.5
Total VOCs emission (kg) VOCs排放總量(千克)	2,279.8
VOCs emission per unit product (g/thousand units) 單位產品的VOCs排放量(克/千單位)	153.22

With the growth of production capacity and output, it is difficult to reduce the total amount of emissions, but the Group will continue to reduce emissions per unit of production through refined management and improvement of production processes. On the basis of legal compliance, the emissions per unit of production can be reduced by upgrading production facilities and emission treatment facilities, accurate forecasting and scientific production scheduling.

5.2 Energy and Resource Use

We strictly comply with the requirements of the *Environmental Protection Law of the People's Republic of China*, the *Law of the People's Republic of China on Appraising of Environment Impacts*, the *Law of the People's Republic of China on Energy Conservation* and many other laws and regulations in the places where we operate and have established various systems such as the *Environmental Operation and its Control Procedures* within the Group to regulate the use of energy and resources.

By the end of 2021, the Group's Nanjing production base has passed the ISO 50001:2018 energy management system certification.

隨着產能與產量的增長，排放物的總量降低存在現實困難，但本集團將持續通過精細化管理和生產工藝的改良，降低每單位產量的排放物。在合法合規的基礎上，通過更新生產設施和排放物處理設施，精準預測和科學排產來實現每單位產量排放物的降低。

5.2 能源及資源使用

我們嚴格遵守《中華人民共和國環境保護法》《中華人民共和國環境影響評價法》《中華人民共和國節約能源法》等諸多運營所在地法律法規要求，在集團內部制定如《環境運行及其控制程序》等各項制度，對能源與資源使用進行規範。

截至2021年末，本集團南京生產基地已通過ISO 50001:2018能源管理體系認證證書。



Chervon Industry obtained ISO 50001:2018 Energy Management System Certification
泉峰科技獲得ISO 50001:2018能源管理體系認證證書

Energy Saving Management Measures

- According to the Management Measures for Energy Saving and Consumption Reduction formulated by the EHS department and combined with the actual consumption of the previous year, organize each department to formulate the energy cost reduction plan for the current year.
- Require each department to control the consumption of water, electricity, gas and other resources and energy, compare and analyse the data to reduce the resource and energy consumption of products.
- Educate employees to establish energy-saving awareness, operate carefully and strive to reduce consumption.

節能管理措施

- 根據EHS部門組織所制定的《節能降耗管理辦法》，結合上年度的實際消耗情況，組織各部門制定本年度能源降本方案；
- 要求各部門對水、電、氣等資、能源的消耗情況進行控制，對照分析數據，以降低產品的資、能源消耗；
- 教育員工樹立節能意識，精心操作，努力降低消耗。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Water Resources Management

The Group's water is basically from municipal water, and there is no major issue in the acquisition of water resources.

Environment and Natural Resources

We pay much attention on the economical use of natural resources and strive to build a resource-saving and environment-friendly enterprise to achieve the harmonious and sustainable development of people, resources and the environment. Although our production and operations do not directly involve natural resources, we fully consider the impact of our construction activities on the surrounding environment when building new production sites and conduct environmental impact assessments in accordance with regulatory requirements to ensure that our construction practices do not affect biodiversity or damage the environment.

Key Environmental Performance

Indicator

指標

2021

2021年

Energy Usage

能源使用

Total electricity consumption (kWh)

34,585,110

耗電量(千瓦時)

Natural gas consumption (m³)

64,284

天然氣消耗量(立方米)

Gasoline (litres)

23,330

汽油消耗量(升)

Diesel (litres)

28,912

柴油消耗量(升)

Comprehensive energy consumption (ton of standard coal)

4,572.0

綜合能源消耗量(噸標準煤)

Energy consumption per unit product (ton of standard coal/thousand units)

296.7

單位產品能源消耗量(噸標準煤/千單位)

Water Usage

水資源使用

Total water consumption (10 thousand ton)

43.0

耗水量(萬噸)

Water consumption per unit product (ton/thousand units)

28.9

單位產品耗水量(噸/千單位)

水資源管理

本集團的用水基本取自市政用水，在水資源的獲取上並無重大問題。

環境及天然資源

我們高度重視對自然資源的節約使用，努力建設資源節約型、環境友好型企業，實現人、資源與環境的協調可持續發展。儘管我們的生產經營不直接涉及天然資源，但我們在新建生產基地時充分考慮建造活動對周邊環境的影響，按法規要求進行環境影響評估，確保不因我們的建造行為影響生物多樣性或破壞環境。

環境關鍵績效

With the growth of production capacity and output, there are certain practical difficulties in reducing the total use of energy and resources. However, the Group will continue to reduce the consumption of non-renewable energy through green office means such as the substitution of renewable energy, optimization of vehicle routes and reduction of travel, and strive to reduce the energy consumption per unit output and improve energy efficiency. In terms of water usage, we continuously publicize the awareness of water saving and gradually adopt water-saving appliances to enhance the water efficiency and strive to reduce the water consumption per unit product.

5.3 Addressing Climate Change

Environmental risks are closely related to climate change. The development of a low-carbon economy has become the consensus of the international community to address the severe challenges posed by climate change. Globally, it is becoming a consensus for the industry to shift from “electric first” to “fully electric”. As a pioneer of new energy, Chervon Holdings has responded to the *13th Five-Year Plan for National Economic and Social Development* and the strategic deployment of *Made in China 2025* and formulated the *Medium and Long-Term Plan for Green Development* from 2021 to 2025.

According to the *Medium and Long-Term Plan for Green Development*, we have set:

- **Annual quantitative green development target:** 15% reduction in annual average output energy consumption (kg of standard coal/10 thousand RMB).
- **Green development target:** Reduce energy consumption per unit product, improve the recycling rate of major renewable resources, improve the level of clean production, and establish a green manufacturing system.
- **Guarantee measures for green development:**
 - The leading group, created by the green factory, actively work with relevant departments to improve the working mechanism, combined with the actual situation to accelerate the promotion of industrial green development goals and tasks and work programs.

隨着產能與產量的增長，能源和資源使用總量的降低存在一定的現實困難，但本集團將持續通過可再生能源的替代、優化車輛行車路線和減少差旅等綠色辦公手段減少不可再生能源的消耗，並努力降低每單位產量的能源消耗量，提升用能效益。在水資源使用上，我們通過持續宣傳節水意識和逐步採用節水型器具，來提升用水效益，努力降低每單位產品的耗水量。

5.3 應對氣候變化

環境風險與氣候變化緊密相關，為應對氣候變化帶來的嚴峻挑戰，發展低碳經濟已成為國際社會共識。目前在全球範圍內，行業「電動為先」轉變為「全面電動」漸成共識。泉峰控股作為新能源先鋒企業，積極響應《國民經濟和社會發展第十三個五年規劃綱要》和《中國製造2025》戰略部署，制定了2021~2025年《綠色發展中長期規劃》。

根據《綠色發展中長期規劃》，我們已制定：

- **年度量化綠色發展指標：**年均產值能耗（千克標煤／萬元）下降15%。
- **綠色發展目標：**降低單位產品能耗，提升主要再生資源回收利用率，提高清潔生產水平，建立綠色製造體系。
- **綠色發展保障措施：**
 - 由綠色工廠創建領導小組會，積極會同相關部門健全工作機制，結合實際情況提出加快推進工業綠色發展的目標任務和工作方案；

- Using the EKP system, we strengthen public opinion propaganda guidance, carry out multi-level and multiform propaganda education, and guide all staff to establish the concept of green consumption.
- According to the green development target, the Infrastructure Department is responsible for decomposing this target to each department and workshop, and including it in the KPI assessment target of each department, with a weight of no less than 10%, and regularly reviewing, assessing and evaluating the progress of the target.
- 利用EKP系統，加強輿論宣傳引導，開展多層次、多形式的宣傳教育，引導全員樹立綠色消費理念；
- 根據綠色發展目標，由基建部負責將此目標分解到各部門各車間，並且列入各部門的KPI考核目標並且佔不少於10%的權重，定期進展目標回顧和考核和評比。

Establishing a Risk Control System

In terms of governance, we have established an ESG governance structure to cover the overall governance of ESG related work, including the management of various projects related to addressing climate change. The Board of Directors authorizes the ESG Management Committee to carry out ESG management, and clearly understands the responsibility of the Board for ESG matters and the support of management (see more details in ESG Governance section above). We refer to the TCFD (Climate Related Financial Disclosure) framework to progressively carried out status review, strategy formulation, risk management, indicator and target identification and management on the risks and opportunities that the Group may face due to climate change.

In 2021, some of our parks are in areas with seasonal tightness in power supply and will be subject to power restrictions or blackouts for a period of time by the local power bureau in case of power shortage. In response to such irregular and phased power restrictions, combined with the actual operation needs of the park, we have formulated the *Temporary Plan for Negative Control Emergency Response*:

- Set electricity consumption warning level: yellow, orange and red warning levels according to electricity consumption intensity
- Implement hourly electricity consumption monitoring:
 - When the daily electricity consumption reaches the yellow warning line, the monitoring data will be collected once every 1 hour.

建立風險控制體系

在管治方面，我們已建立ESG管治架構，以覆蓋對ESG相關工作的全面管治，其中包括對各項與應對氣候變化有關項目的管理。董事會授權ESG管理委員會開展ESG管理工作，並清楚地了解董事會對於ESG事宜負有的監督責任以及管理層應給予的支持（具體內容請見前述ESG管治段落）。我們參考TCFD（氣候相關財務信息披露）框架，對本集團可能面臨的因氣候變化導致的風險和機遇逐步開展現狀審視、戰略制定、風險管理、指標和目標識別與管理。

2021年，我們的部分園區處於電力供應存在季節性緊張的地區，在電力短缺時會被當地電力局安排限電或停電一段時間，針對該等不定時、階段性的限電情況，結合實際園區運營需求，我們已制定了《負控應急響應臨時預案》：

- 設置用電量預警等級：根據用電強度設置黃色、橙色和紅色三級預警等級
- 執行小時制用電監控：
 - 日用電量達到黃色預警線時，對監控數據調整為每1小時採集一次；

- When the daily electricity consumption reaches the orange warning line, the monitoring data will be collected once every 0.5 hours.
 - When the daily electricity consumption reaches the red warning line, a responsible staff will check the monitoring data in real time and keep in touch with the electricity room.
- Load control scheduling by warning level:
- Yellow warning: The electrician class enters a state of readiness and instantly notifies the production department that electricity consumption has entered a state of warning and maintains the status quo of electricity consumption.
 - Orange warning: Start the load control, start dispatching part of the shutdown area, ask the production department to reduce the load according to the dispatching requirements within 15 minutes after receiving the information.
 - Red warning: The load control is fully activated in the park, and generator sets are turned on to protect the electricity consumption of the elevated warehouse, data centre and energy centre.
- Emergency response liaison: Set up primary and secondary emergency contacts in each power consumption area to clarify responsibility for deployment.
- 日用電量達到橙色預警線時，對監控數據縮短至每0.5小時採集一次；
 - 日用電量達到紅色預警線時，由專人對監控數據進行實時監控並保持與電房的聯繫。
- 按預警等級負控調度：
- 黃色預警：電工班進入備戰狀態，即時通知生產部門用電已經進入預警狀態，暫維持用電現狀；
 - 橙色預警：啟動負控，開始調度部分關停區域，請生產部門收到信息後15分鐘內按調度要求降負荷；
 - 紅色預警：園區內全面啟動負控，並開啟發電機組來保障高架庫、數據中心及能源中心部分用電。
- 應急響應聯絡：設置各用電區域一級、二級應急聯絡人，明確責任部署。

As a manufacturing company, we actively cooperate with the control requirements of the local government departments and continue to promote the establishment and implementation of contingency plans for climate related risks. Through a series of arrangements and initiatives such as reasonable allocation of power units and timely adjustment of power periods, we ensure smooth communication among units and ensure that personnel work in place to minimize the negative impact of climate-related risks such as power restrictions on our own production and our customers' product demand.

身為製造型企業，我們積極配合運營所在地政府部門的管控要求，並持續推進對於氣候相關風險的應急預案的設立與落實，通過合理分配用電單位，及時調整用電期間等一系列安排與舉措，保證各單位間溝通順暢，確保人員工作執行到位，最大限度減少限電等氣候相關風險對於我們自身生產，以及客戶產品需求的不利影響。

We also actively promote the use of clean energy in our operation sites, using it as a backup energy source during periods of power restrictions, while effectively reducing greenhouse emissions in our daily production operations.

我們亦積極推廣運營點內清潔能源的使用，將清潔能源作為限電期間的備用能源，同時有效減少日常生產經營中的溫室排放。

Case: Clean Energy

案例：清潔能源

Blue roof 藍色屋頂

We have built a rooftop solar photovoltaic system in Chervon Green Power Industry Park that generates 2,000 MWh of solar energy per year, which is equivalent to an annual reduction of 730 tonnes of carbon dioxide emissions. The solar hot water system in the facility saves about 244 tonnes of standard coal per year. Solar streetlights are also installed in our manufacturing facilities, saving approximately 4.5 tonnes of standard coal per year.

我們在泉峰新能源工業園中建設了每年可產生2,000兆瓦時太陽能的屋頂太陽能光伏電站，相當於每年減少730噸二氧化碳排放。利用該設施上的太陽能熱水系統，每年可節約約244噸標準煤。我們亦於生產設施中配備太陽能路燈，每年可節約約4.5噸標準煤。

Green roof 綠色屋頂

A “green roof” system is installed in our R&D headquarters building, covering an area of approximately 7,000 square metres. The system uses green plants as roofing material, and insulates and filters rainwater, thereby reducing fuel consumption by approximately 35,000 litres per year.

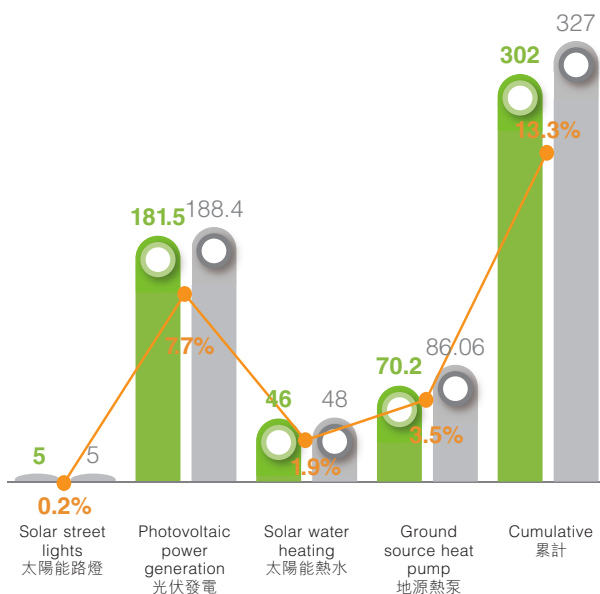
我們在研發總部大樓安裝「綠色屋頂」系統，覆蓋面積約7,000平方米。該系統使用綠色植物作為屋頂材料，進行隔熱及過濾雨水，每年可減少耗油量約35,000公升。

Geothermal 地熱

The air conditioning system in Chervon Green Power Industry Park is equipped with an advanced ground source heat pump system that uses the earth itself as a heat source in winter and a cooling source in summer, which reduces approximately 839 tonnes of carbon dioxide emissions per year.

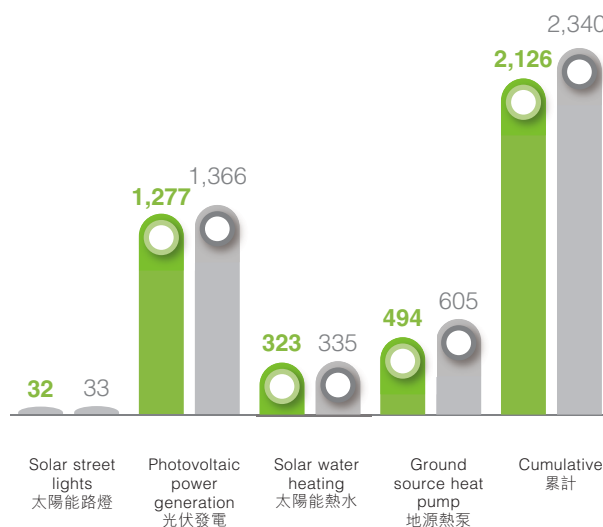
我們在泉峰新能源工業園區內的空調系統中配備了先進的地源熱泵系統，將土方本身用作冬季熱源及夏季冷源，相當於每年減少約839噸二氧化碳排放。

Clean Energy Usage (Unit: 10,000 kWh)
清潔能源使用量(單位：萬kWh)



- Clean energy usage in 2020 (unit:10,000kWh)
2020清潔能源使用價值(萬kWh)
- Clean energy usage in 2021 (unit:10,000kWh)
2021清潔能源使用價值(萬kWh)
- Ratio of clean energy usage to total electricity consumption in Chervon Green Power Industry Park in 2021
2021清潔能源佔新能源園區總用電比值

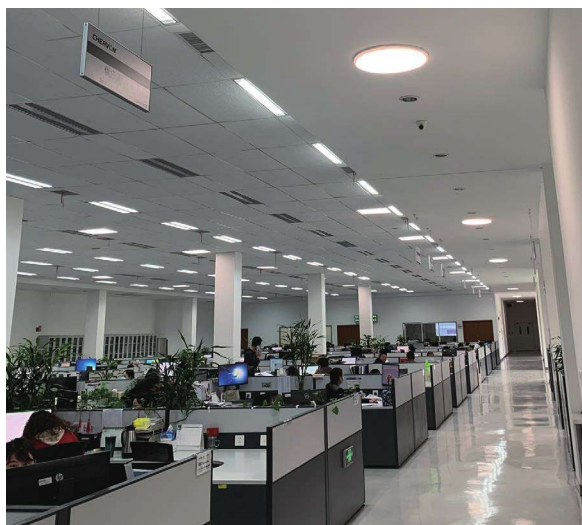
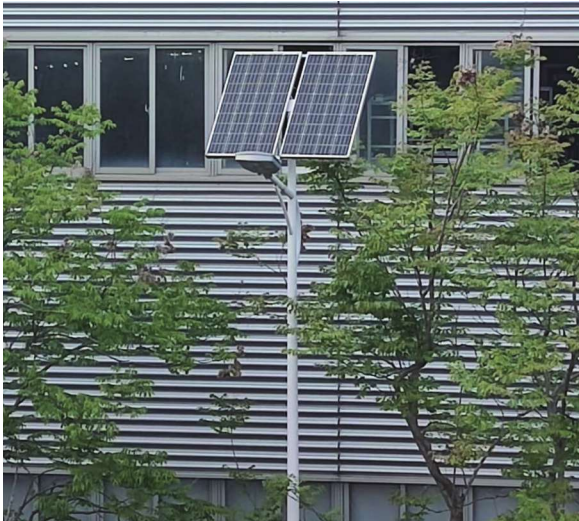
CO₂ Emission Reduction from Clean Energy Use
清潔能源使用減少的CO₂排放量



- CO₂ emission reduction in 2020 (t)
2020減少的CO₂排放量(t)
- CO₂ emission reduction in 2021 (t)
2021減少的CO₂排放量(t)

Continuously promote the use of renewable energy in Chervon Green Power Industry Park
在泉峰新能源工業園中持續推進新能源使用

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
環境、社會及管治報告



The usage of renewable energy in Chervon Green Power Industry Park
泉峰新能源工業園中清潔能源的使用情況

Case: Green Products
案例：綠色產品

In 2021, Chervon Holdings obtained a patent for the invention of a “Light energy charger and electric energy system comprising the same,” which enables the use of light energy to charge battery packs in power tools, making full use of clean energy to convert electricity, saving electricity and reducing costs for users.

In the future, we will continue to make efforts to reduce carbon dioxide emissions through green design, intelligent manufacturing design, and development of new energy products based on our product features to help China achieve the “dual carbon goal.”

2021年，泉峰研發的「光能充電器以及具有該光能充電器的電能系統」獲得發明專利，該充電器可實現利用光能給電動工具中的電池包充電，充分利用了清潔能源來轉換電能，對用戶而言，節約了電能，降低了成本。

未來，我們將不斷通過綠色設計與智能製造設計，結合自身產品特點，以新能源產品研發為發力點做出減碳努力，助力中國「雙碳目標」實現。

VI. PUBLIC WELFARE AND COMMUNITY ENGAGEMENT 六、公益及社區參與

6.1 Long-distance Charity Run

Since 2013, Chervon Holdings has organized 8 “Chervon Charity Run” events, with the goal of enabling CHERVON employees and their relatives, as well as our cooperative charity partners from Tzu Chi Foundation, to enjoy running, challenge themselves and exercise healthily. The participants can enjoy running, challenge themselves and exercise in the event while contributing to charitable projects. As at the end of 2021, we donated a total of RMB1.29 million to charity projects such as “Water Cellars”, “Post-quake Ya’an School Reconstruction”, “Spring Buds Education Aid” in north Jiangsu and “New Shoots Education Aid”.

In the 2021 “Charity Run”, a student from the “Spring Buds Education Aid” charity project also participated, demonstrating CHERVON’s vision of “Better Tools. Better World”.

6.1 愛心長跑

自2013年起，泉峰已累計舉辦8次「泉峰愛跑」活動，目的是讓泉峰員工和親屬，以及慈濟夥伴一起在享受跑步樂趣、挑戰自我和健康運動的同時，共同助力公益慈善項目。截至2021年末，我們已為「愛心水窖」「雅安災後學校重建」和蘇北「春蕾助學」「新芽助學」等慈善項目累計捐款人民幣129萬元。

2021年的「泉峰愛跑」中，還有一位來自「春蕾助學」公益項目的資助學生也參與其中，我們用行動證明了「Better Tools. Better World」的泉峰願景。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

DONATION DETAILS OF EACH CHERVON “CHARITY RUN” 泉峰愛跑歷屆捐款信息

Year 年份	Donation amount/RMB 捐款金額 / 元	Cooperative charity partners 合作慈濟夥伴	Cooperative charity projects 合作慈善項目
2013	129,059.7	The Amity Foundation 愛德基金會	Water Cellar 愛心水窖
2014	118,900	The Amity Foundation 愛德基金會	Water Cellar 愛心水窖
2015	229,805	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	Ya'an post-disaster school reconstruction 雅安災後學校重建
2016	146,099.98	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	“Spring Bud Learning Support” in Northern Jiangsu 蘇北「春蕾助學」
2017	212,596.36	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	“Spring Bud Learning Support” in Northern Jiangsu 蘇北「春蕾助學」
2018	126,279.64	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	“Spring Bud Learning Support” in Northern Jiangsu 蘇北「春蕾助學」
2019	127,302.74	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	“Spring Bud Learning Support” in Northern Jiangsu 蘇北「春蕾助學」
2021	200,858.51	Buddhist Compassion Relief Tzu Chi Foundation 慈濟慈善事業基金會	“New Bud Learning Support” in Northern Jiangsu 蘇北「新芽助學」
Total 總計	1,290,901.93		



2021 CHERVON “Charity Run”
2021年「泉峰愛跑」

6.2 Overcoming Difficulties Together

6.2 共克時艱

Case: Pandemic in Nanjing
案例：南京疫情

During the pandemic period in Nanjing in July 2021, Chervon Industry donated more than RMB200,000 worth of emergency pandemic prevention materials, including medical protective clothing, N95 masks, goggles, isolation screens, disinfectant solution, etc., and 20 electric tricycles to Jiangning Development Zone. Support the prevention and control of the epidemic in Jiangning Since the outbreak of the pandemic, we quickly organized the “pandemic protection group” to respond quickly and deploy carefully. Employees from all departments enthusiastically participated in volunteer services and actively cooperated with the pandemic prevention and related work deployment to overcome the difficulties together.

2021年7月南京疫情期間，泉峰科技向江寧開發區捐贈價值人民幣20餘萬元的急缺防疫物資，包括醫用防護服、N95口罩、護目鏡、隔離面屏、消毒液等，以及20輛電動三輪車，支援江寧疫情防控工作。自疫情發生以來，我們迅速組織「疫情防護組」快速響應、周密部署，各部門員工踴躍參與志願服務，積極配合防疫相關工作部署，共度難關。



“CHERVON pandemic protection group” is taking action
「泉峰疫情防護組」在行動

Case: Henan Floods
案例：河南水災



Chervon Holdings supports the reconstruction of
Xinxiang, Henan Province
泉峰控股支持河南新鄉災後重建工作

During the Henan floods in 2021, we donated 500,000 RMB worth of power tools through the local Red Cross Society to support the rescue and reconstruction of Xinxiang, Henan Province, which was severely affected by the disaster, contributing “CHERVON power” to restore normal production and life in the area.

2021年河南水災期間，我們通過當地紅十字會捐贈價值人民幣50萬元電動工具，用於支援受災嚴重的河南新鄉災情搶險與災後重建，為當地恢復正常生產、生活秩序貢獻「泉峰力量」。

6.3 Government Inspections

On April 23, 2021, Hu Chunhua, member of the Political Bureau of the CPC Central Committee and Vice Premier of the State Council, came to Chervon Holdings for an inspection. Premier Hu Chunhua listened to the report of Chairman Pan Longquan about the main business, products, development history, core competence, personnel employment and corporate culture. During the visit to the product exhibition hall, Chairman Pan Longquan introduced our own brand power tools and outdoor power equipments, which are independently developed, designed and manufactured by us, to Premier Hu. In response to the suggestions given by Premier Hu on the employment of the Group and the implementation of the policy of stabilizing the jobs, we will take up the corporate social responsibility, accelerate the pace of transformation and upgrading, and continuously improve the competitiveness of the enterprises.

6.3 政府考察

2021年4月23日，中共中央政治局委員、國務院副總理胡春華來泉峰控股視察。胡春華總理聽取潘龍泉董事長關於主營業務、產品、發展歷程、核心能力、人員用工及企業文化的匯報。在產品展廳參觀時，潘龍泉董事長向胡總理介紹我們自主研發、設計、製造的自有品牌電動工具和花園工具產品。對於胡總理給出的企業用工、穩崗政策落實等建議，我們會承擔起企業社會責任，加快轉型升級步伐，不斷提高企業競爭力。



Hu Chunhua, member of the Political Bureau of the CPC Central Committee and Vice Premier of the State Council, came to Chervon Holdings for an inspection
 中共中央政治局委員、國務院副總理胡春華來泉峰控股視察

On 27 April 2021, Leung Chun-ying, Vice-chairman of the National Committee of the Chinese People's Political Consultative Conference (CPPCC) visited Chervon Holdings. He was accompanied by Huang Lixin, Chairperson of Jiangsu Provincial CPPCC; Huang Jipeng, Secretary General of Jiangsu Provincial CPPCC; Zhang Yingchun, Deputy Secretary of Jiangsu Provincial Committee of the Communist Youth League and Chairman of the Jiangsu Provincial Youth Federation; Li Shigui, member of the Standing Committee of the Nanjing Municipal Committee of the Communist Party of China (CPC) and Secretary of the Jiangning District CPC Committee; and Fan Qun, Vice-chairman of Nanjing Municipal CPPCC. Leung Chun-ying visited Chervon Green Power Industry Park to understand Chervon Holdings's technological innovation, market expansion and core competence. He spoke highly of Chervon Holdings's continuous innovation and rapid development over the years, fully affirmed our positive contribution to economic and social development, and encouraged us to seize the opportunity in the construction of new development pattern for further growth. According to Chairman Pan Longquan, Chervon Holdings, as the president entity of the Nanjing Jiangning Fraternal Association, will continue to uphold our vision of "Better Tools, Better World," and is committed to creating corporate value through continuous innovation and improvement.

2021年4月27日，全國政協副主席梁振英到泉峰控股考察。江蘇省政協主席黃莉新，省政協秘書長黃繼鵬，團省委副書記、省青聯主席張迎春，南京市委常委、江寧區委書記李世貴，南京市政協副主席范群陪同考察。梁振英主席在泉峰新能源工業園進行了參觀和考察，詳細了解泉峰科技創新、市場拓展、核心能力等情況，對泉峰控股多年來的持續創新、快速發展給予了高度評價，充分肯定企業為經濟社會發展做出的積極貢獻，並勉勵泉峰控股在構建新發展格局中抓住機遇，實現更大發展。潘龍泉董事長表示，泉峰控股作為香港南京江寧同鄉聯誼會的會長企業，將繼續秉持「造好工具，助世界一臂之力」的企業願景，致力於通過持續創新和改善，創造企業價值。



Vice Chairman of the Chinese People's Political Consultative Conference (CPPCC), Leung Chun-ying, visited Chervon Holdings

全國政協副主席梁振英到泉峰控股考察

APPENDIX

附錄

Hong Kong Stock Exchange Environmental, Social and Governance Reporting Guidelines Content Index

香港聯交所《環境、社會及管治報告指引》內容索引

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
A. Environmental 主要範疇A. 環境		
Aspect A1: Emissions 層面A1：排放物		
A1	General Disclosure 一般披露 Information relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste on: 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer. 遵守對發行人有重大影響的相關法律及規例的資料。	5.1
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	5.1
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	5.1
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	5.1
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	5.1
A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	5.1
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	5.1

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
A. Environmental 主要範疇A. 環境		
Aspect A2: Use of Resources 層面A2：資源使用		
A2	General Disclosure 一般披露 Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	5.2
A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	5.2
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	5.2
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	5.2
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	5.2
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。	Improving with progress, plan to disclosure in future years 持續完善，將在以後年度披露
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
A3	General Disclosure 一般披露 Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	5.2
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。	5.2

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental, Social and Governance Reporting Guide		Report Content
《環境、社會及管治報告指引》		報告內容
A. Environmental		
主要範疇A. 環境		
Aspect A4: Climate Change		
層面A4：氣候變化		
A4	General Disclosure 一般披露 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	5.3
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	5.3
B. Social		
主要範疇B. 社會		
Employment and Labour Practices		
僱傭及勞工常規		
Aspect B1: Employment		
層面B1：僱傭		
B1	General Disclosure 一般披露 Information on remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other treatment and benefits: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。	4.1
B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	4.1
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	4.1

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
B. Social 主要範疇B. 社會		
Aspect B2: Health and Safety 層面B2：健康與安全		
B2	General Disclosure 一般披露 Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	4.1
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年（包括匯報年度）每年因工亡故的人數及比率。	4.1
B2.2	Lost days due to work injury. 因工傷損失工作日數。	4.1
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	4.1
Aspect B3: Development and Training 層面B3：發展及培訓		
B3	General Disclosure 一般披露 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。	4.2
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。	4.2
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	4.2

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
B. Social		
主要範疇B. 社會		
Aspect B4: Labour Standards		
層面B4：勞工準則		
B4	General Disclosure 一般披露 Information relating to preventing child and forced labour on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer 遵守對發行人有重大影響的相關法律及規例的資料。	4.1
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	4.1
B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	4.1
Operating Practices		
營運慣例		
Aspect B5: Supply Chain Management		
層面B5：供應鏈管理		
B5	General Disclosure 一般披露 Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	3.2
B5.1	Number of suppliers by geographical region. 按地區劃分的供貨商數目。	3.2
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供貨商的慣例，向其執行有關慣例的供貨商數目、以及有關慣例的執 行及監察方法。	3.2
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方 法。	3.2
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供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。	3.2

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
B. Social 主要範疇B. 社會		
Aspect B6: Product Responsibility 層面B6：產品責任		
B6	General Disclosure 一般披露 Information relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer. 遵守對發行人有重大影響的相關法律及規例的資料。	3.1
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	3.1
B6.2	Number of products and services related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	3.1
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	3.1
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	3.1
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 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。	2.2

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental, Social and Governance Reporting Guide 《環境、社會及管治報告指引》		Report Content 報告內容
B. Social		
主要範疇B. 社會		
Aspect B7: Anti-corruption		
層面B7：反貪污		
B7	General Disclosure 一般披露 Information relating to bribery, extortion, fraud and money laundering on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer. 遵守對發行人有重大影響的相關法律及規例的資料。	2.2
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	2.2
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	2.2
B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	2.2
Community		
社區		
Aspect B8: Community Investment		
層面B8：社區投資		
B8	General Disclosure 一般披露 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. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政 策。	6.1 6.2
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。	6.1 6.2
B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源（如金錢或時間）。	6.1 6.2

FEEDBACK FORM

To our readers:

Thank you very much for reading this Report during your busy schedule. To improve the report preparation and enhance the responsibility performance of Chervon Holdings Limited, we particularly hope to listen to your comments and suggestions. Please help complete this page and give us your feedback by selecting the following methods.

Email: esg@cn.chervongroup.com

讀者反饋

尊敬的讀者：

您好！感謝您在百忙之中閱讀本報告。為了不斷提高和改進泉峰科技可持續發展管理與社會責任信息披露，我們真誠地希望聽取您的寶貴意見和建議。請您協助完成本頁內容並選擇以下方式反饋給我們。

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- For Chervon Holdings your stakeholder category is:
對泉峰來說，您所屬的利益相關方類別是？
 Government Media Community/Public NGOs
政府 媒體 社會公眾 非政府組織
 Employee Consumer Partner (Suppliers & Distributors)
員工 消費者 合作夥伴(供應商與經銷商)
- What is your overall evaluation of this Report?
您對本報告整體評價是？
 Excellent Good Average Poor Very Poor
好 較好 一般 較差 差
- How do you think the quality of social responsibility information disclosed in this Report?
您認為本報告所披露的社會責任信息質量如何？
 Very high High Average Low Very Low
高 較高 一般 較差 差
- What do you think of the structure of this Report?
您認為本報告的結構安排如何？
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- How do you think of the readability of this Report?
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好 較好 一般 較差 差
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關於我們 可持續發展管理 產品責任
 Workforce Development Green and Sustainable Development Public Welfare & Community Involvement
人才培養與發展 綠色可持續發展 公益及社區參與
- What other valuable suggestions do you have for Chervon Holdings Limited's responsibility fulfilment practice?
您對泉峰控股環境和社會責任履責實踐的意見和建議：
- What other valuable suggestions do you have for Chervon Holdings Limited's ESG report preparation?
您對泉峰控股ESG報告編製的意見和建議：

If convenient, please leave your contact information:
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We will fully consider your comments and suggestions, and promise to keep your information properly.
我們將充分考慮您的意見和建議，並承諾妥善保管您的信息。