



恒安國際集團有限公司
HENGAN INTERNATIONAL GROUP CO., LTD

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock code 股份代號: 1044

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

2024



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Environmental, Social And Governance Report

環境、社會及管治報告

ABOUT THE REPORT

Since the first Environmental, Social and Governance Report (the “ESG Report”) was released in 2017, Hengan International Group Co., Ltd. has issued ESG reports for nine consecutive years. The ESG Report elaborates the Group’s concepts, practices and achievements of its sustainable development and social responsibility in 2024 from the environmental, social and governance aspects.

Scope of the Report

The ESG Report covers the sanitary napkin products, tissue paper products, disposable diaper products, and other business segments of the Group, in alignment with the scope of the *Hengan International Group Co., Ltd. 2024 Annual Report* (《恒安國際集團有限公司2024年年報》).

The ESG report covers the period from 1 January 2024 to 31 December 2024 (the “Reporting Period”). Environmental KPIs in this report focus on 30 production companies¹, while other information is disclosed from the Group level. Compared to the 2023 ESG report released in April 2024, the ESG report expands its scope to include newly commissioned production companies in 2024 and production companies from other business segments of the Group including Guangdong Hengan Paper Co., Ltd.

Reporting Principles

The ESG Report is prepared in accordance with the requirements of the Environmental, Social and Governance Reporting Guide (《環境、社會及管治報告指引》) (the “ESG Reporting Guide”) (“ESG報告指引”) in Appendix C2 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (《香港聯合交易所有限公司證券上市規則》) and partially refer to the GRI Standards (《GRI標準》) 2021 published by Global Reporting Initiative (GRI).

The Group has assessed the applicability and materiality of relevant aspects and key performance indicators (KPIs) according to the ESG Reporting Guide. The ESG Report complies with the disclosure obligations of “Mandatory disclosure requirements” and “Comply or explain” provisions, and any disclosure rules inapplicable to the Group has been explained. The ESG Report follows the reporting principles set out in the ESG Reporting Guide:

- ▶ “Materiality”: The Group identifies key ESG issues through stakeholder engagement and materiality assessment;

¹ The Group has a total of 35 production companies (including Weifang Hengan Thermal Power Co., Ltd. (“Weifang Thermal Power”)), of which 5 production companies did not have actual business activities or had very minimal business volume in 2024, and therefore are not included in the environmental KPIs.

報告概覽

自2017年發佈首份環境、社會及管治報告(「ESG報告」)以來，恒安國際集團有限公司已經連續九年發佈ESG報告。本報告從環境、社會和管治三個範疇闡述了本集團於2024年在可持續發展與社會責任方面的理念、實踐和成果。

報告範圍

本報告覆蓋恒安國際集團有限公司的衛生巾產品、紙巾產品、一次性紙尿褲產品及其他業務板塊，範圍與《恒安國際集團有限公司2024年年報》一致。

本報告的時間範圍為2024年1月1日至2024年12月31日(「報告期」)。本報告中環境範疇的關鍵績效指標以30家生產公司¹為重點披露，其餘信息均從集團層面披露。相較於2024年4月發佈的2023年ESG報告，本報告披露範圍增加了廣東恒安紙業有限公司等2024年新投產的生產公司和本集團其他業務板塊生產公司。

報告準則

本報告依照《香港聯合交易所有限公司證券上市規則》附錄C2《環境、社會及管治報告指引》(「ESG報告指引」)編製，並部分參照全球報告倡議組織(Global Reporting Initiative, GRI)的可持續發展報告標準(GRI Standards 2021)。

本集團根據《ESG報告指引》對相關層面和關鍵績效指標(KPIs)進行了適用性及實質性評估。本報告符合「強制披露」及「不遵守就解釋」披露要求，報告中對不適用於本集團的披露規則進行了解釋，遵循《ESG報告指引》的匯報原則：

- ▶ 「重要性」原則：本集團通過利益相關方參與及重要性評估，確定重要ESG議題；

¹ 本集團旗下共35家生產公司(包括濰坊恒安熱電有限公司(「濰坊熱電」))，其中5家生產公司於2024年未發生實際業務或業務量極小，故未納入環境關鍵績效範疇。

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- ▶ “Quantitative”: The ESG Report states the Group’s key environmental and social KPIs on a quantitative basis, elaborating purposes and impacts and giving comparative data where appropriate;
- ▶ “Balance”: The ESG report provides an unbiased picture of the Group’s environmental and social performance;
- ▶ “Consistency”: The relevant disclosure and statistical methods of the ESG Report are consistent with those used in the 2023 ESG Report without any significant changes.
- ▶ 「量化」原則：本報告定量匯報本集團環境和社會方面的重要關鍵績效指標，附帶量化數據說明，闡述其目的和影響，並提供適當的比較數據；
- ▶ 「平衡」原則：本報告不偏不倚地呈報本集團環境和社會方面的表現；
- ▶ 「一致性」原則：本報告延續披露的相關環境及管治參數相關披露統計方法與2023年ESG報告保持一致，沒有發生重大變化。

Report Availability

The ESG Report is published in electronic edition, which is available on the HKEx website (<https://www.hkex.com.hk>) and the Group’s website (<http://www.hengan.com>). The ESG Report is published in Chinese and English. In the event of any discrepancies in the interpretation of the two texts, the Chinese text shall prevail.

Reference Description

For ease of expression, Hengan International Group Co., Ltd. and its subsidiaries are also referred to as “Hengan”, “Hengan International”, “the Group” or “We” in the ESG Report.

REVIEW AND OUTLOOK

In 2024, against the background of the dual challenges of the global economy and the environment, Hengan adheres to the concept of “Green, Low-carbon, Healthy Development”, with the vision of “growing together with all stakeholders and continuing to move forward towards becoming a top-tier supplier of daily products” and has achieved a number of breakthroughs in the ESG field. With the concerted efforts of all stakeholders, in 2024, Hengan’s Hang Seng ESG rating was upgraded from A- to A, being included in the Hang Seng Corporate Sustainability Benchmark Index (“HSSUSB”) for the first time, and is the only enterprise in China’s tissue paper and feminine and children hygiene products industry being included in the HSSUSB in 2024. Hengan received the highest honor award — the “Prestigious ESG Accomplishment of the Year” — at the “Outstanding ESG Enterprises Recognition Scheme 2024”, co-hosted by The Hong Kong Polytechnic University and Sing Tao News Corporation, in recognition of its outstanding performance in the ESG field, making it the only company in the consumer goods industry to be nominated and awarded in 2024. Additionally, Hengan’s MSCI rating reached the “BBB” rating; its FTSE Russell rating has been raised for three consecutive years, and it has been successfully selected as a constituent stock of the FTSE4Good Index Series. And Hengan has been successfully included in *S&P Global’s Sustainability Yearbook (China Edition)* (《可持續發展年鑑(中國版)》) for two consecutive years since 2023.

報告發佈

本報告以電子版的形式發佈，電子版可在香港交易所網站(<https://www.hkex.com.hk>)和本集團網站(<http://www.hengan.com>)查閱。本報告以中文、英文兩種語言發佈。在對兩種文本理解發生歧義時，請以中文文本為準。

指代說明

為便於表述，在報告中「恒安國際集團有限公司」及其附屬公司也以「恒安」、「恒安國際」、「本集團」或「我們」表示。

回顧與展望

2024年，在全球經濟與環境雙重挑戰交織的背景之下，恒安以「與各利益相關方共同成長，不斷向成為頂級生活用品企業邁進」為願景，緊扣綠色、低碳、健康發展主線，在 ESG 領域實現多項突破性進展。在與各利益相關方的共同努力下，2024年，恒安恒生 ESG 評級由 A- 升至 A，首次被納入恒生可持續發展企業基準指數，成為 2024 年中國生活用紙和婦幼衛生用品行業唯一入選的企業。恒安在由香港理工大學和星島新聞集團共同主辦的「ESG 認證嘉許暨永續發展論壇 2024」活動中，憑藉在 ESG 領域的卓越表現，獲得最高榮譽大獎 — ESG 年度榮譽成就大獎，成為消費品行業中唯一入圍並獲獎的企業。另外，恒安 MSCI 評級持續提升，目前達到「BBB」等級；富時羅素評級已連續三年提升，並連續成功入選富時羅素社會責任指數(FTSE4Good)系列；自 2023 年，本集團亦連續兩年入選標普全球《可持續發展年鑑(中國版)》。

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In 2024, we have built a distinctive “GROWTH” ESG strategy, centred on the six core pillars, namely Governance & Ethical Practices, Resource Conservation & Efficiency, Outstanding Customer Care, Workforce Wellbeing & Empowerment, Trusted Partnerships, and Health & Community Engagement. Through building the ESG strategic system that runs through the entire value chain, we realized the deep integration of ESG concept and operational management. We continuously improve the ESG governance structure, strengthen the Board’s leadership role in ESG issues, and enhance climate training for the Directors, thus improving our governance standard.

In terms of customer care, Hengan continuously promotes technological innovation and product iteration to ensure the excellence of product quality. We attach importance to chemical safety management, strictly implement relevant regulations and standards, and strictly screen and evaluate chemicals in products to ensure product safety. In 2024, we successfully developed multiple hygiene products using natural plant extracts and provide consumers with more healthy and environmentally friendly choices.

In terms of green development, Hengan continues to deepen its climate change response measures, promote a greenhouse gas emissions inventory of the entire value chain, and carry out quantitative impact analyses of climate-related risks, so as to guide our climate actions based on scientific evidence. In 2024, we furtherly installed distributed photovoltaic panels in multiple production bases, significantly increasing the proportion of renewable energy use.

In terms of employee empowerment, Hengan offers comprehensive training and development opportunities to employees, promoting their personal growth and career development. Prioritising the health and safety of our employees, we launched the “Employee Health Promotion Plan” in 2024 to provide free physical examinations and psychological counselling, further enhancing their sense of happiness and belonging.

In terms of trusted partners, Hengan actively promotes the sustainable development of suppliers and ensures the environmental and social responsibility performance of the supply chain through a sound supplier management system. We continuously explore green cooperative models. We collaborated with multiple suppliers on energy-saving and emission-reduction projects in 2024, promoting the low-carbon transformation and sustainable development of the supply chain.

2024年，我們構建了獨具特色的「GROWTH」ESG戰略，以 Governance & Ethical Practices (卓越治理)、Resource Conservation & Efficiency (綠色發展)、Outstanding Customer Care (客戶關懷)、Workforce Wellbeing & Empowerment (員工賦能)、Trusted Partnerships (信賴夥伴)、Health & Community Engagement (健康社區) 六大支柱為核心，構建貫穿全價值鏈的ESG戰略體系，實現 ESG理念與運營管理的深度融合。我們持續完善ESG治理架構，強化董事會在ESG事務中的領導作用，同時加強董事氣候培訓，提升管治水平。

在客戶關懷方面，恒安不斷推動技術革新和產品迭代，確保產品質量的卓越性。我們注重化學品安全管理，嚴格執行相關法規和標準，對產品中的化學品進行嚴格篩選和評估，確保其安全無虞。2024年，我們成功開發了多款採用天然植物提取物的衛生用品，為消費者提供了更加健康、環保的產品選擇。

在綠色發展方面，恒安繼續深化氣候變化應對措施，推動全價值鏈的溫室氣體排放盤查，開展氣候相關風險的定量影響分析，以科學依據指導氣候行動。2024年，我們進一步在多個生產基地安裝了分佈式光伏面板，顯著提升了可再生能源的使用比例。

在員工賦能方面，恒安為員工提供了全面的培訓和發展機會，助力員工個人成長和職業發展。我們注重員工的職業健康與安全，2024啟動了「員工健康促進計劃」，為員工提供免費健康體檢和心理健康諮詢，進一步提升了員工的幸福感和歸屬感。

在信賴夥伴方面，恒安積極推動供應商的可持續發展，通過完善的供應商管理體系，確保供應鏈的環境和社會責任表現。我們持續探索綠色合作模式，2024年，我們與多家供應商合作開展了節能減排項目，促進供應鏈的低碳轉型和可持續發展。

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In terms of healthy community, Hengan cares for vulnerable groups in society through charitable donations, volunteer services, and other forms, to support the development of education, health, and environmental protection. In 2024, we collaborated with multiple public welfare organisations to launch activities such as “Caring for Left-Behind Children” and “Environmental Protection Campaign in Community”, which were well received in society. In 2024, Hengan received multiple public welfare charity awards, such as “Charitable Enterprise in Quanzhou” and “Weibo Role Model Public Welfare Partner”.

Looking forward, Hengan International will hold the philosophy of sustainable development, deepening the implementation of ESG strategies to continuously improve its performance in environmental, social and governance. We will work together with all stakeholders to move towards a greener, healthier, and more sustainable future.

ABOUT HENGAN

About the Group

Hengan, established in 1985, is a well-known domestic manufacturer of tissue paper and feminine and children hygiene products. Hengan was successfully listed on the Stock Exchange of Hong Kong on 8 December 1998, and included as a constituent of Hang Seng Index on 7 June 2011. Sticking to development strategies, the Group seizes the opportunities in the new retail era and focuses on long-termism for future development. The Group’s female sanitary napkins, tissue paper and baby diapers as Hengan’s three dominant products take leading shares in the domestic market. Products such as Hearttex, Space 7 and Anerle have entered the life of thousands of families, and become national brands trusted by Chinese consumers as “selected outstanding made in China goods”. Besides, Hengan accelerates the steps of “internationalism”, and actively explores overseas business, with products covering 63 countries and regions around the world.

Corporate Culture

在健康社區方面，恒安通過慈善捐贈、志願服務等形式，關愛社會弱勢群體，支持教育、健康、環保等領域的發展。2024年，我們與多家公益組織合作，發起了「關愛留守兒童」「環保社區行」等系列活動，取得了良好的社會反響。2024年，恒安獲得了多項公益慈善相關榮譽獎項，如「泉州慈善企業」和「微博榜樣公益合作夥伴」等。

展望未來，恒安國際將繼續秉持可持續發展理念，深化ESG戰略實施，持續提升公司在環境、社會和管治方面的表現，與各利益相關方攜手共進，共同邁向更加綠色、健康、可持續的未來。

走進恒安

集團介紹

恒安創立於1985年，是國內知名的生活用紙和婦幼衛生用品製造商。1998年12月8日，恒安在香港聯交所上市；2011年6月7日，恒安入編香港恆生指數成分股。本集團遵循集團發展戰略，緊握新零售時代的機遇，以長期主義指導未來發展，旗下衛生巾、生活用紙及嬰兒紙尿褲三大主導產品市場佔有率均在國內名列前茅；心相印、七度空間、安兒樂等產品進入千家萬戶，以「國貨擔當」成為中國消費者信賴的民族品牌。此外，恒安加快「國際化」步伐，積極佈局海外事業，產品覆蓋全球63個國家與地區。

企業文化

Our Mission 使命	Hengan Spirit 精神	Hengan Vision 願景
Growing with you for a better life	Integrity, Diligence, Innovation, Dedication	To become international top-tier supplier of daily products through ongoing innovations and provision of premium products and services.
追求健康，你我一起成長	誠信、拼搏、創新、奉獻	通過持續創新與優質的產品和服務成為國際頂級的生活用品企業。

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Honours in 2024

- Quanzhou Municipal People's Government: Quanzhou Charity Enterprise
- Hong Kong "Outstanding ESG Enterprises Recognition Scheme 2024": "Prestigious ESG Accomplishment of the Year"
- Best Managed Company (BMC): "China Best Managed Company Gold Award"
- 2024 Kantar Worldpanel: Hengan was listed Top 6
- China Advertising Association: "Great Wall Awards Annual Brand Competition — Nominated Brand of the Year", and "Good Merchandise of China 2024 Brand Enterprise"
- The Ministry of Industry and Information Technology: "National Green Factory" — Hengan (Xiaogan) Family Products Co., Ltd.
- The Ministry of Industry and Information Technology: Key Industry Energy Efficiency "Leading" Enterprise — Hengan (China) Paper Co., Ltd.

Key Performance in 2024

Financial Performance

- Total assets: RMB39.80 billion
- Revenue: RMB22.67 billion

Environmental Performance

- GHG emissions density reached 0.63 tCO₂e per RMB10,000 of revenue; the GHG emissions density of papermaking sector achieved 1.01 tCO₂e per ton of paper.
- The energy consumption density of the papermaking sector reached 0.34 tons of standard coal per ton of paper, which is 11% lower than the limit specified in the *Energy Consumption Per Unit Product of Pulp and Papermaking* (GB 31825-2024) (《製漿造紙單位產品能源消耗限額》).
- The water consumption density of the papermaking sector reached 6.8 tons per ton of paper, which is 51% lower than the national standard upper limit for water intake per ton of product specified in *Water Quotas Part 5: Paper Products* (GB/T18916.5-2022) (《取水定額第5部分：造紙產品》).

2024年榮譽獎項

- 泉州市人民政府：泉州慈善企業
- 香港「ESG認證嘉許即永續發展論壇2024」：「ESG年度榮譽成就大獎」
- 卓越管理公司(BMC)項目：「中國卓越管理公司金獎」
- 2024凱度消費者指數：恒安集團位列榜單第6位
- 第31屆中國國際廣告節：「長城獎年度提名品牌」「大國好貨2024年品牌企業」
- 中華人民共和國工業和信息化部：恒安(孝感)家庭用品有限公司獲評「國家級綠色工廠」
- 中華人民共和國工業和信息化部：恒安(中國)紙業入選「重點行業能效『领跑者』企業」

2024年主要績效

經濟類

- 資產總額：人民幣398.0億元
- 營業收入：人民幣226.7億元

環境類

- 溫室氣體排放密度達到0.63 tCO₂e／萬元人民幣營收；造紙板塊達到1.01 tCO₂e／噸紙。
- 造紙板塊能耗密度達到0.34噸標煤／噸紙，比《製漿造紙單位產品能源消耗限額》(GB 31825-2024)的限制值要求低11%。
- 造紙板塊用水密度達到6.8噸／噸紙，比《取水定額第5部分：造紙產品》(GB/T18916.5-2022)中規定的每噸產品取水量的國家標準上限低51%。

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Social Performance

- Female employees make up 54% of the workforce; women in STEM positions account for 39%; women in management roles within revenue-generating departments represent 26%.
- Total training hours for employees reached 479,916 hours; there are 2,375 internal trainers.
- Cumulative donations amount to RMB230 million, benefiting nearly 300,000 girls and families; 395 volunteers have contributed a total of 3,029 service hours.

1. GOVERNANCE & ETHICAL PRACTICES, CONSTANTLY OPERATING IN COMPLIANCE

Hengan adheres to high ethical standards, continuously improves internal policy and system framework, and optimises the governance structure. In addition, the Company stands firm on the bottom line of operating in accordance with laws and regulations, strengthens internal control and business ethics construction, continuously enhances risk identification, evaluation, and management capabilities. By doing so, the Company can consolidate the foundation for sustainable development, and effectively protect the rights and interests of all stakeholders.

1.1 Practice Efficient Governance

Hengan International always regards legal compliance as the cornerstone of its business operations and actively practices efficient corporate governance. We have built a comprehensive risk prevention and control system, to promote the standardisation and professionalism of internal audit, and drive stable and sustainable development.

1.1.1 Corporate Governance

Hengan International strictly complies with the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Securities Law of the People's Republic of China* (《中華人民共和國證券法》), the *Code of Corporate Governance for Listed Companies* (《上市公司治理準則》), the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (《香港聯合交易所有限公司證券上市規則》), and other relevant regulations of the places where our shares are listed, and has established a governance structure with clearly defined powers and responsibilities.

社會類

- 女性員工佔比54%；STEM崗位女性員工佔比39%；產生收入的職能部門管理崗位女性員工佔比26%。
- 員工受訓總時數479,916小時；內部講師2,375人。
- 累計捐贈人民幣2.3億元，受益女童和家庭近30萬人次；395名志願者累計服務小時數達3,029小時。

1. 卓越治理，恒守合規運營

恒安堅守高道德標準，不斷完善公司政策制度體系，優化公司治理結構，堅守依法合規運營底線，加強內部控制和商業道德建設，持續提升風險識別評估和管理能力，築牢公司可持續發展基石，有效保障各利益相關方權益。

1.1 踐行高效治理

恒安國際始終將依法合規作為經營基石，積極踐行高效的公司治理。我們構建完善的風險防控體系，推動內部審計的規範性和專業性，推動企業穩健、可持續發展。

1.1.1 公司治理

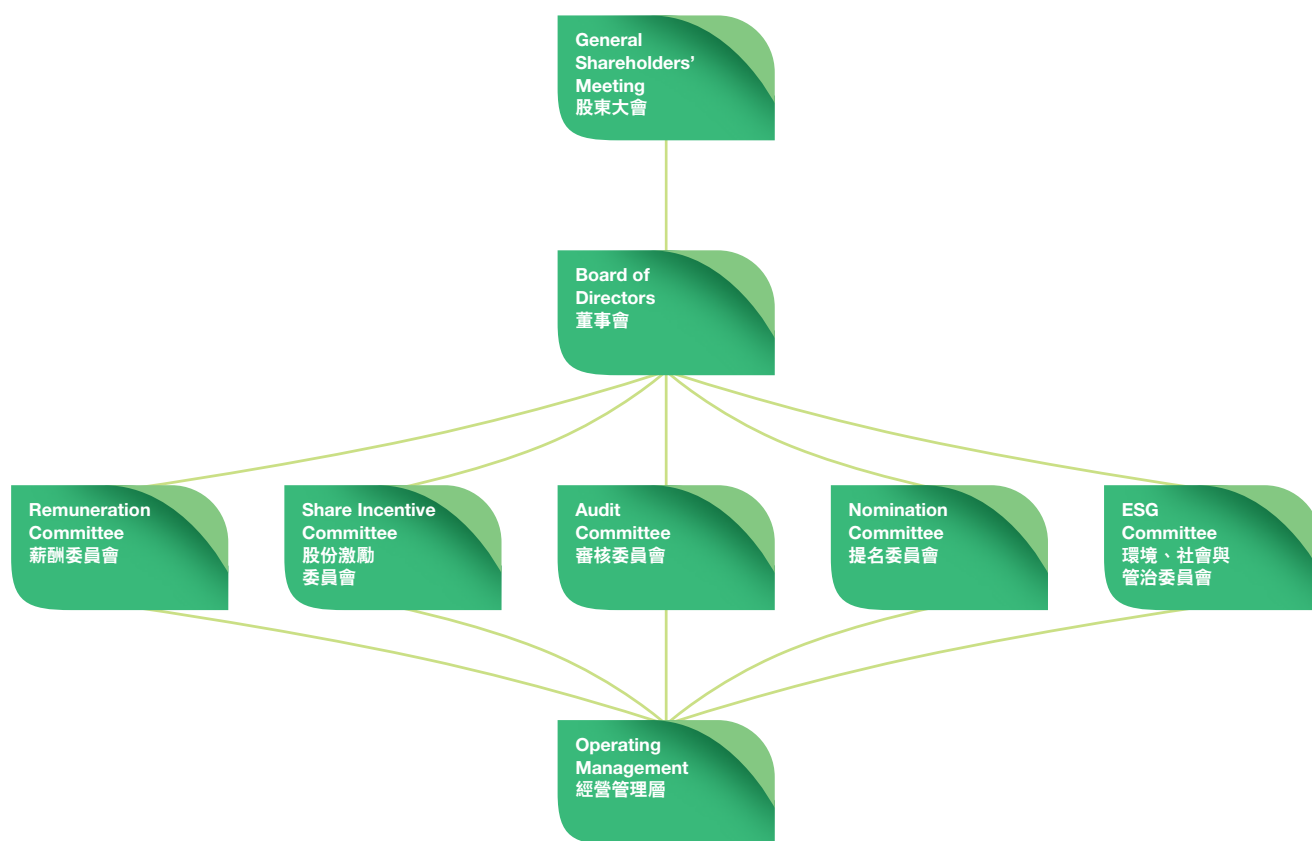
恒安國際嚴格遵守《中華人民共和國公司法》《中華人民共和國證券法》《上市公司治理準則》《香港聯合交易所有限公司證券上市規則》以及股票上市所在地其他相關規定，建立了架構清晰、職責明確的公司管治架構。

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The Board of Directors, as the core of the governance structure, is responsible for participating in and deciding on all major issues related to business operations, including policies, strategies, budgets, internal monitoring, and risk management. The Board of Directors of Hengan has five committees as supervision and execution bodies within the governance structure. These committees are all appointed and authorised by the Board and operate effectively within their scope of authority.

公司董事會作為管治架構的核心，負責參與並決定與政策事務、策略、預算、內部監控及風險管理等公司運營事務有關的所有重大事宜。恒安董事會下設5個委員會作為管治架構中的監督與執行機構，均經由董事會委任並授權，按其職權範圍有效運作。



Hengan International Corporate Governance Structure
恒安國際公司治理架構

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The Group issued the *Statement on Independence of the Board of Directors* (《董事會獨立性聲明》) in order to enhance our the transparency and corporate image. We continuously improve the processes and procedures of the Board and its committees according to the *Board Independence Evaluation Mechanism* (《董事會獨立性評估機制》) to enable the Board to make independent judgments effectively and better safeguard shareholders' interests. The Nomination Committee evaluates the independence of all independent non-executive directors annually to confirm that each director meets the independence standards of the listing rules. As of the end of the Reporting Period, the Board of Directors of the Group consisted of 12 directors, including 8 executive directors and 4 independent non-executive directors.

We believe that board diversity is a key element supporting the Company's sustainable development. The Board members are nominated through a rigorous selection process, considering board diversity from multiple dimensions, including but not limited to gender, age, nationality, cultural and educational background, ethnicity, professional experience, skills, knowledge, and tenure of service. In terms of gender diversity, Hengan is gradually increasing the proportion of female directors, clearly promoting gender balance, ensuring female participation in high-level decision-making, and enhancing the breadth and diversity of corporate governance. At the same time, the Group attaches importance to the diversity of professional backgrounds and selects senior management and directors from fields such as finance, legal, and marketing to enrich the Board's experience and promote comprehensive decision-making. Additionally, the Group demonstrates an international perspective in the selection of Board members, with some directors having international educational and work backgrounds, to support the Company's global expansion and internationalisation strategy. The Nomination Committee reviews the board diversity policy and its implementation annually to ensure its effectiveness. As of the end of the Reporting Period, the Board of Directors of the Group was diverse in terms of age, skills, gender and professional background.

為提高公司的透明度和企業形象，我們發佈《董事會獨立性聲明》，並根據《董事會獨立性評估機制》，持續改進董事會及其委員會的流程和程序，使董事會有效地進行獨立判斷而更好地保障股東利益。提名委員會將每年評估所有獨立非執行董事的獨立性，以確認每位獨立非執行董事符合上市規則的獨立性標準。截至報告期末，本集團董事會共有12名董事，其中執行董事8名，獨立非執行董事4名。

我們相信董事會多元化是支持公司可持續發展的關鍵要素。董事成員提名經由嚴謹的遴選程序，將從多個維度考慮董事會成員多元化，包括但不限於性別、年齡、國籍、文化及教育背景、種族、專業經驗、技能、知識及服務任期等。在性別多元化方面，恒安逐漸增加女性董事的比例，明確推動性別平衡，確保女性參與高層決策，提升公司治理的廣度與多樣性。同時，集團注重專業背景的多元化，從財務、法務、市場等領域選拔高管和董事，以豐富董事會的經驗，促進全面決策。此外，恒安集團在董事會成員選拔中體現國際化視野，部分董事具備國際教育和工作背景，支持公司的全球擴展和國際化戰略。提名委員會將每年檢討董事會多元化政策及其執行情況以確保其有效性。截至報告期末，本集團董事會成員在年齡、技能、性別及專業背景均有多元化表現。

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1.1.2 Risk Management

Hengan International has established and continuously optimised the risk management mechanism. Based on the internal control model of the Committee of Sponsoring Organisations of the Treadway Commission (COSO), Hengan International has set up a risk management structure consisting of “Three Lines of Defence”, with the Board of Directors and the Group Chief Executive Officer (CEO) jointly responsible for the Group’s risk management. We have formulated the *Whole-Process Risk Control and Audit Management Regulations* (《全流程風險控制與審計管理規定》), integrating the risk management system into business fields to better address and mitigate the impact of risks on the Company.

1.1.2 風險管理

恒安國際建立並持續優化風險管理機制，依據特雷德委員會贊助組織委員會(COSO)內部控制模型，設立由「三層防線」組成的風險管理框架，由董事會及集團首席執行官共同負責本集團的風險管理。我們制定《全流程風險控制與審計管理規定》，將風險管理體系融入業務領域中，以更好應對和減輕風險對公司產生的影響。



Risk Management Framework and Segregation of Duties
恒安國際風險管理框架和職責分工

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The Company has established a sound risk management process to enhance the systematic and normative nature of risk management and provide a solid and powerful guarantee against various potential risks.

公司已建立完善的風險管理流程，以提升風險管理的系統性和規範性，為應對各類潛在風險提供了堅實有力的保障。



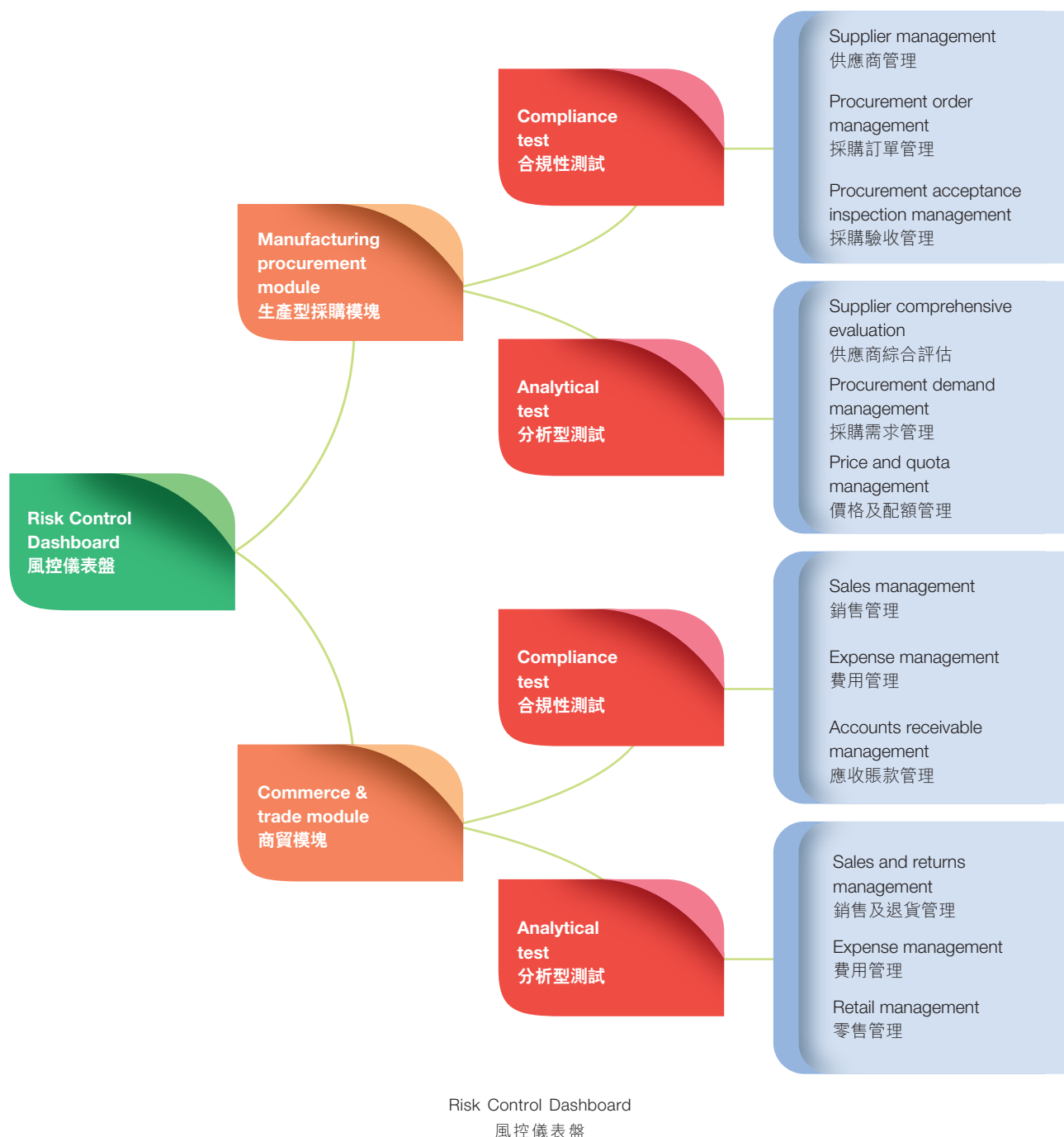
Risk Management Process
恒安國際風險管理流程

Hengan actively promotes digital transformation and has launched and operated the “Risk Control Dashboard” to conduct comprehensive and refined compliance and analytical monitoring for the manufacturing procurement module and the commerce & trade module. The intelligent system can conduct detailed categorisation and monthly tracking for data of supplier management, procurement order management, procurement acceptance inspection management, supplier comprehensive evaluation, price and quota management, sales and returns management, etc. The “Risk Control Dashboard” can directly and clearly present data information, and identify potential non-compliance or high-risk areas, providing strong support for the Company’s risk prevention and control.

恒安積極推進數字化轉型，已上線並運行「風控儀表盤」智能化系統。該系統聚焦生產型採購模塊和商貿模塊，進行全方位、精細化的合規性與分析型監測。針對供應商管理、採購訂單管理、採購驗收管理、供應商綜合評估、價格及配額管理、銷售及退貨管理等多個關鍵業務環節的數據，該系統可以實現進行細緻分類，並開展月度數據追蹤，直觀且清晰地呈現數據信息，識別潛在的不合規或高風險領域，為企業風險防控提供有力支撐。

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To cope with the complex and changing external environment and enhance corporate resilience, we conducted emerging risk identification during the Reporting Period. We have identified two emerging risks, namely “geopolitical conflict” and “artificial intelligence (AI)” and conducted targeted risk management.

為應對複雜多變的外部環境，提升企業韌性，我們於報告期內開展新興風險識別。我們識別出「地緣衝突」和「人工智能(AI)」兩大新興風險，並開展了針對性的風險管理。

Risk 風險名稱	Geopolitical Conflict 地緣衝突風險
Risk Description 風險描述	Geopolitical conflict risk refers to regional or international conflicts caused by various factors such as politics, economy, and military globally, which may affect the Company's raw material supply, logistics transportation, market sales and other processes. Hengan identifies geopolitical conflict risk and mainly focuses on its potential impact on supply chain stability, logistics costs, and market layout. 地緣衝突風險是指由於全球各地政治、經濟、軍事等因素導致的地區性或國際性衝突，可能對公司的原材料供應、物流運輸、市場銷售等環節產生影響。恒安識別到地緣衝突風險，主要關注其對供應鏈穩定性、物流成本以及市場佈局的潛在衝擊。
Risk Impact 風險影響	- It may lead to interruptions or instability in raw material supply, especially for raw materials, such as wood, fibre, imported from certain regions, which may incur supply restrictions or significant price fluctuations; 可能導致原材料供應中斷或不穩定，特別是對於依賴進口的原材料，如某些地區的木材、纖維等，可能面臨供應受限或價格大幅波動的情況； - It may affect the safety and smoothness of logistics transportation routes, increase logistics costs and transportation time, thereby affecting product delivery timeliness and cost control; 可能影響物流運輸路線的安全性和暢通性，增加物流成本和運輸時間，進而影響產品的交付及時性和成本控制； - It may cause uncertainty in market demand, affecting the Company's sales performance and market share in related regions. 可能引發市場需求的不確定性，影響公司在相關地區的銷售業績和市場份額。
Response Measures 應對措施	- Supply Chain Stability: Prioritise local suppliers under the premise of ensuring production material quality; 供應鏈穩定：在保證生產物料質量的前提下，優先選擇本地供應商； - Logistics Route Optimisation: Continuously deepen the digitalisation of the logistics system, develop the Transportation Management System (TMS), and realise the digital full-chain closed-loop management of logistics for efficient and precise logistics management; 物流路線優化：持續深化物流系統數字化建設，開發物流運輸管理系統(TMS)，實現物流環節的數字化全鏈條閉環管理，對物流過程進行高效、精準的管理； - Risk Warning Mechanism: Launch the “Risk Control Dashboard” to conduct comprehensive and elaborate compliance and analytical monitoring of the manufacturing procurement module and identify potential non-compliance or high-risk areas. 風險預警機制：通過「風控儀表盤」智能化系統，對生產型採購模塊進行全方位、精細化的合規性與分析型監測，識別潛在的不合規或高風險領域。

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Risk 風險名稱	Artificial Intelligence (AI) Risk 人工智能(AI)風險
Risk Description 風險描述	AI risk mainly involve issues such as ethics, law, employment, and technical reliability that may arise from the application of AI technology in business operations. With the rapid development and wide application of AI technology, the Group is gradually exploring AI applications in production, management, and marketing, which incurs relevant risks. 人工智能風險主要涉及人工智能技術在企業運營中的應用可能帶來的倫理、法律、就業以及技術可靠性等方面的問題。隨著人工智能技術的快速發展和廣泛應用，恒安集團在生產、管理、營銷等環節逐步引入人工智能應用，但也面臨著相關風險。
Risk Impact 風險影響	- It may cause concerns about employee employment, as some positions may see a reduction in demand due to automation, affecting employees' career development and stability; 可能引發對員工就業的擔憂，部分崗位可能因自動化而減少需求，影響員工的職業發展和就業穩定性； - It may bring data privacy and security issues, and increase compliance costs and reputational risks for the Company. 可能帶來數據隱私和安全問題，增加企業合規成本和聲譽風險。
Response Measures 應對措施	- Employee Training and Transformation: Strengthen AI skills training for employees, help them adapt to technological changes, encourage them to transition to higher-value positions, and enhance their comprehensive capabilities and competitiveness; 員工培訓與轉型：加強對員工的人工智能技能培訓，幫助員工適應技術變革，鼓勵員工向更高價值的工作崗位轉型，提升員工的綜合能力和競爭力； - Data Security Management: Strengthen data privacy and security protection measures, to ensure that data collection, storage, use, and sharing in AI applications comply with laws and regulations and internal policies, and prevent data leakage and abuse. 數據安全管理：加強數據隱私和安全保護措施，確保人工智能應用中的數據收集、存儲、使用和共享符合法律法規和公司政策，防止數據泄露和濫用。

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1.1.3 Audit Management

Adhering to the principle of “specialised, self-disciplined, pragmatic, and efficient”, Hengan International compiled the *Audit Work Manual* (《審計工作手冊》) during the Reporting Period to strengthen the standardisation and effectiveness of internal audit, and to monitor business operations. We hold quarterly internal audit meetings to summarise work in the current quarter and exchange and discuss issues that arise during project audits.

We formulate an annual audit plan based on the scale and risk levels of each subsidiary. Routine audits are typically conducted once a year or every two years to ensure that all subsidiaries are audited every two years. During the audit process, once identifying significant deviations or suspicious situations, we will conduct special audits as needed, combining historical data and relevant clues, to investigate and trace the reported content, ensuring the Company's compliant operations. In 2024, we conducted a total of 171 audit projects and carried out special audits on infrastructure projects, supply chain projects, procurement and trade projects, international business projects, and investigation projects, based on two aspects, “focusing on operational risks and verifying the fulfilment of responsibilities”.

We always attach great importance to the effectiveness of the audit work, and have formulated the *Management Provisions on Follow-up Rectification of Audit Issues of Hengan Group 1.0* (《恒安集團審計問題後續整改管理規定1.0》), to deeply identify potential issues through the sound audit process. After the audit is completed, we promptly issue an “Audit Communication Letter” to the relevant departments, clearly elaborating and deeply communicating on common issues found during the audit process, to ensure that the issues are fully addressed. At the same time, we solidly carry out “Audit Review”, strictly supervise the implementation of issue rectification, root out the common issues, and continuously optimise corporate management.

1.1.3 審計管理

恒安國際始終堅守「專業、自律、務實、高效」的原則，於報告期內編製《審計工作手冊》，以此強化內部審計的規範性與有效性，為企業運營築牢監督防線。我們定期召開季度內審例會，就季度工作進行總結，對項目審計過程中出現的問題及時進行交流討論。

我們根據各子公司規模和風險水平制定年度審計計劃，例行審計通常以一年一次或兩年一次的頻率開展，確保審計每兩年覆蓋所有子公司。在審計過程中，一旦發現顯著偏差或可疑情況，我們將結合歷史數據及相關線索，按需及時開展專項審計，對舉報內容進行核查追蹤處理，以確保公司運營合規。2024年，我們共開展171個審計項目，並圍繞「關注經營風險，查核職能履責」兩個方面，針對基建項目、供應鏈項目、採購貿易項目、國際業務項目和舉報調查項目開展專項審計。

我們始終高度重視審計工作的有效性，制定《恒安集團審計問題後續整改管理規定1.0》，通過完善的審計流程，深度挖掘潛在問題。在審計完成後，我們及時向相關部門發放「審計溝通函」，針對審計過程中發現的共性問題進行明確闡述與深度溝通，確保問題得到充分重視。同時，我們紮實開展「審計回頭看」工作，嚴格監督問題整改落實情況，從根本上解決審計過程中發現的共性問題，持續優化企業管理。

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1.2 Adhere to Business Ethics

Hengan International actively identifies and resolves major business ethics risks in the operations, and integrates business ethics into the Company's daily operations and decision-making, so as to safeguard the healthy development of the Company with good business ethics and actively build a credible business ecosystem.

1.2.1 Anti-Corruption and Anti-Fraud

Adhering to the core value of "Honesty and Equity, Bright and Fairness", the Company has established the anti-fraud structure, clarifying that the Group CEO is the highest leader of the anti-fraud work, responsible for guiding and urging the establishment of an anti-fraud culture. Under the Group CEO, an anti-fraud office is set up to guide, coordinate and supervise the relevant work. We strictly comply with the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Interim Provisions on Banning Commercial Bribery* (《關於禁止商業賄賂行為的暫行規定》), the *Law of the People's Republic of China against Unfair Competition* (《中華人民共和國反不正當競爭法》) and other laws and regulations, and has formulated the *Anti-corruption Policy* (《反貪污政策》), the *Anti-fraud Policy* (《反舞弊管理制度》), the *Gift, Hosting and Reward Management* (《禮品、招待及獎勵管理制度》) and the *Interest Conflict Management Policy* (《利益衝突管理制度》), defining specific requirements on business ethics to avoid business ethics risks in the business activities of employees. In 2024, Hengan had three corruption lawsuits filed and concluded against the employees, towards which we adopt a "zero-tolerance" attitude. We strictly handled the involved employees in accordance with internal regulations while cooperating with the investigation of judicial authorities, and all cases were concluded during the Reporting Period; Hengan had no incidents of interest conflict, unfair competition violations, or money laundering violations.

1.2 遵守商業道德

恒安國際積極識別並解決運營過程中的重大商業道德風險，並將商業道德融入公司的日常運營與決策中，以良好商業道德護航公司健康發展，積極打造誠信的商業生態。

1.2.1 反貪污與反舞弊

公司秉持「誠實守信、陽光公正」的核心價值觀，建立反舞弊管理架構，明確集團首席執行官為反舞弊工作的最高領導者，負責督促與指導建立反舞弊文化，並下設反舞弊辦公室以指導、協調和監督相關工作，確保各項反舞弊措施得以精準、高效地執行。我們嚴格遵守《中華人民共和國公司法》《關於禁止商業賄賂行為的暫行規定》和《中華人民共和國反不正當競爭法》等法律法規和相關規定，制定《反貪污政策》《反舞弊管理制度》《禮品、招待及獎勵管理制度》《利益衝突管理制度》等多項制度，明確了公司在商業道德方面的具體要求，以規避員工在業務活動中的商業道德風險。2024年，恒安發生3起對員工提出並結審的貪污訴訟案件，對此，我們秉持「零容忍」態度，在配合司法機關調查的同時，嚴格依照內部規章制度對涉事員工予以嚴肅處理，報告期內已審理終結；未發生利益衝突、反不正當競爭或反洗錢違規事件。

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Anti-fraud Organization Structure
恒安國際反舞弊組織架構圖

Hengan Group has promoted the all-round construction of an integrity corporate culture with multiple measures, to create an honest and upright business environment. In 2024, we organised awareness promotion activities for the Board of Directors, covering 9 key management members including the Chairman and Group CEO, utilizing management's leading role in building integrity. We also carried out extensive offline awareness promotion activities, with 8 sessions of risk control and integrity promotion held in Sichuan, Fushun, Shandong, Tianjin, and the headquarters base. The general manager of the base was invited to lead the department heads and outstanding backbone personnel to make an integrity commitment together. The total number of participants reached 150, effectively constructing the integrity culture in Hengan.

恒安集團全方位、多舉措推進廉潔文化建設工作，以營造風清氣正的企業環境。2024年，我們在中期董事會期間組織了恒安廉潔制度建設要點宣貫活動，覆蓋董事長、總裁等9位關鍵管理層成員，發揮管理層在廉潔建設中的引領作用；實施廣泛的線下宣貫行動，在四川、撫順、山東、天津、集團總部基地進行了8場風控廉潔宣貫，邀請了基地總經理帶領各部門經理及優秀骨幹人員一起進行廉潔承諾，參會人員累計共150人次，有效構建恒安的廉潔文化。



Integrity Training for the Board of Directors
董事會廉潔培訓



Risk Control and Integrity Awareness Promotion
at Shandong Production Base
山東生產基地風控廉潔宣貫

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In addition, we fully utilise new media platforms and widely promote the Company's risk control policies and cases on the official account "Integrity building in Hengan" to all employees (including full-time and part-time employees) and suppliers. Throughout 2024, a total of 16 posts were published, with diverse content covering areas such as integrity reminders, interpretation of risk control policies, and exploring risk control, with the cumulative page views of up to 78,000.

1.2.2 Reporting Management

To strengthen internal supervision, we formulated the *Hengan Group Complaints and Reporting Regulations* (《恒安集團投訴與舉報管理規定》) during the Reporting Period to standardise the process of complaints and reporting and protect the legitimate rights and interests of all parties involved. All internal and external individuals or companies can report any violations of rights and interests, any violation of the Company's *Code of Ethics* and any other behaviour that is detrimental to the Company's interests, either in their real names or anonymously, to the Risk Control Department.

Internal and external individuals or companies can make complaints and report through a variety of channels, including hotline, WeChat official account — Integrity building in Hengan, email, letters and visits. The main methods and information are as follows:

- | | |
|---|--|
| • Tel. : 400-1044-315 185-5951-2828 (same number for WeChat) | • 舉報電話：400-1044-315 185-5951-2828 (微信同號) |
| • Corporate WeChat official account: Integrity building in Hengan | • 企業微信公眾號：廉潔恒安 |
| • Email : jubao@hengan.com | • 電子郵件：jubao@hengan.com |
| • Mail or reception address: Risk Control Department, 11# Office Building, Hengan Industrial City, Anhui Town, Jinjiang City, Fujian Province | • 信函或來訪地址：福建省晉江市安海鎮恒安工業城辦公大樓11樓風控部 |

We have established an efficient reporting handling mechanism. Upon receiving a report, we will promptly initiate a preliminary review or verification within 2 working days, and then swiftly launch a response mechanism that matches the severity of the report. This ensures that every report is handled promptly and appropriately. During the Reporting Period, we received 11 reports, with a resolution rate of 100%.

此外，我們充分利用新媒體平台的傳播優勢，在企業微信公眾號「廉潔恒安」上向全體員工（包括全職員工和兼職員工）以及供應商廣泛宣導公司的風控政策與管控案例。2024年全年共發佈16篇推文，內容豐富多樣，包括廉潔提醒、風控制度解讀、走進風控等多個板塊，累計閱讀量高達7.8萬人次。

1.2.2 舉報管理

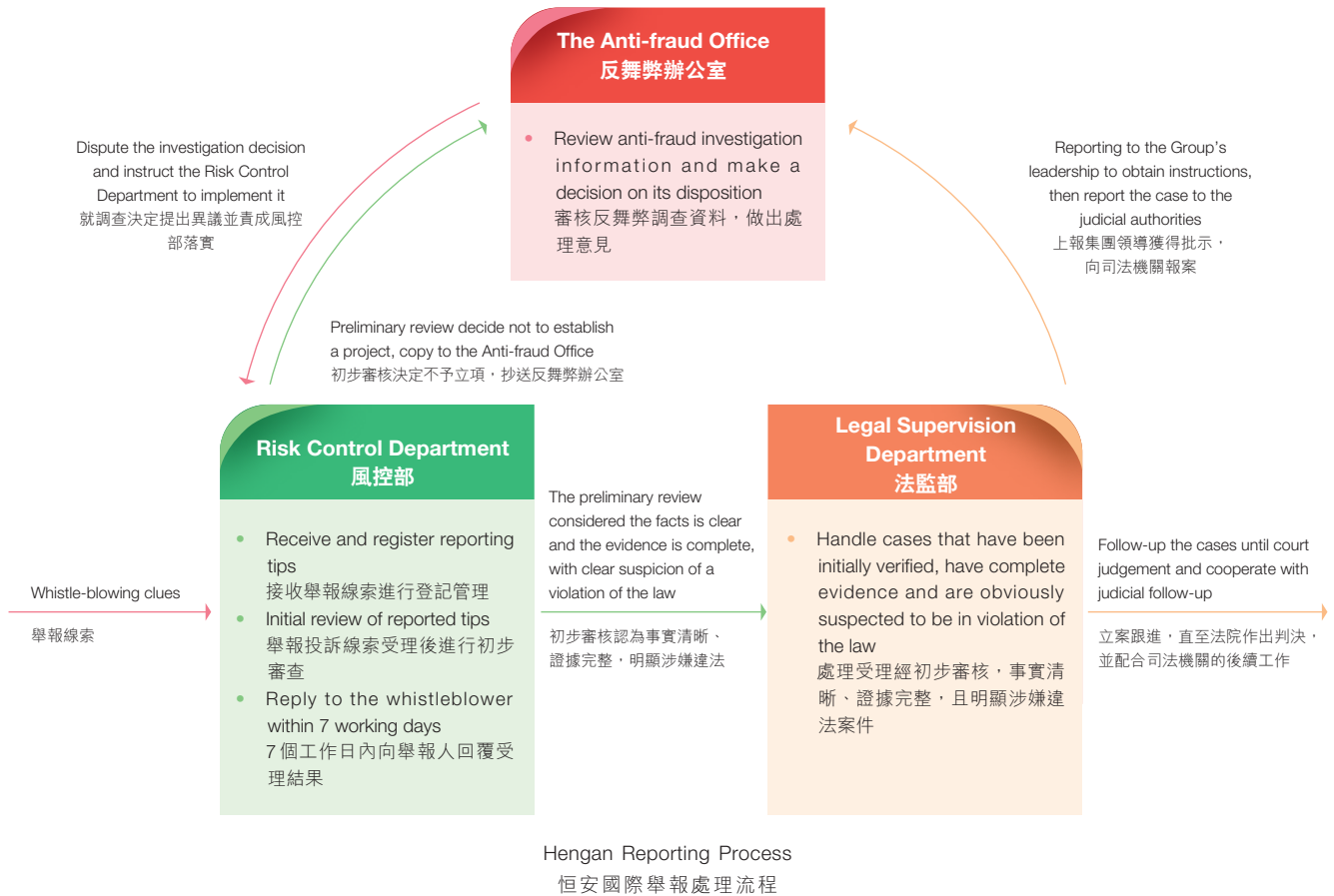
為加強內部監管，我們於報告期內制定《恒安集團投訴與舉報管理規定》，以規範投訴與舉報工作流程，保護當事各方的合法權益。所有內外部個人或公司可以採取實名或匿名形式，向風控部檢舉揭發權益受侵犯、任何違反公司道德準則及其他一切損害公司利益的行為。

內外部人員或公司可通過廉潔恒安舉報電話熱線、廉潔恒安公眾號、電子信箱、信函和來訪等途徑進行投訴與舉報。主要方式信息如下：

我們構建了高效的舉報處理機制，在收到舉報內容後，將在2個工作日內迅速展開初步審查或核實，隨後依據舉報事項的影響程度，快速啟動與之匹配的響應機制，確保每一項舉報都能得到及時、妥善的處理。報告期內，我們共接收舉報11件，解決率100%。

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We have implemented a strict whistleblower protection system. It is stipulated in the *Hengan Group Complaints and Reporting Regulations* (《恒安集團投訴與舉報管理規定》) that the names, contact information of the whistleblower are only available for investigation, evidence collection, and notification of processing results, and are strictly prohibited from being disclosed in any form or to any person, especially to the person being complained about or reported on. We also strictly prohibit any act of retaliation against normal appeals and provide solid safeguards for whistleblowers at the system level. The Group reserved the right to take appropriate action against anyone who threatens or retaliates against the whistleblower.

我們實行嚴格的舉報人保護政策，在《恒安集團投訴與舉報管理規定》中規定，投訴舉報主體名稱、聯繫方式等僅限於向其調查取證、通知處理結果時使用，禁止在任何場合或向任何人外泄，特別禁止泄露給被投訴舉報對象。我們亦嚴厲禁止對正常申訴進行打擊報復的行為，從制度層面為舉報人提供堅實的保障，針對向舉報人威脅或進行報復的任何人，本集團保留採取適當行動的權利。

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1.2.3 Clawback Mechanism

We have clearly stipulated in the *Anti-fraud Policy* (《反舞弊管理制度》) that if an employee neglects his or her duties, abuses his or her authority, or uses illegal or irregular means such as deception and other fraudulent acts, regardless of whether it reaches the level of criminal offense, in addition to being ordered to return the improper gains obtained from fraud, the Company will, depending on the severity of the case, require the employee to pay compensation according to the fraud or the amount of economic loss and be subjected to disciplinary action, including warnings, criticism, demotion, adjustment of position, termination of labour contract, etc. Meanwhile, the employee's bonus is no longer entitled to and the bonus has been issued shall be returned. If a fraudulent act violates the law, the employee shall be referred to the judicial authorities for legal action.

1.3 Focus on Information Security

Cyber and information security are our key areas of focus. Hengan International is committed to building a comprehensive information security system, improving the system in accordance with regulations, conducting information security risk assessment and control, and comprehensively protecting information security and personal privacy.

1.2.3 追回機制

我們在《反舞弊管理制度》中明確規定了若員工發生玩忽職守、濫用職權，或採用欺騙等違法、違規手段等舞弊行為，無論是否達到刑事犯罪程度，除均應責令退還因舞弊獲取的不當所得外，公司將視情節輕重程度要求舞弊員工按舞弊或經濟損失金額進行賠償並予以紀律處分，包括警告、通報批評、降職、調整崗位、解除勞動合同等，同時該員工的獎金也不再享有，已發放的獎金需退回；舞弊行為觸犯法律的，移送司法機關依法處理。

1.3 關注信息安全

網絡和信息安全是我們重點關注的領域。恒安國際致力於構建完備的信息安全體系，依循法規完善制度，開展信息安全風險評估與管控，全方位保障信息安全及個人隱私。

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1.3.1 Information Security and Privacy Protection Management

We have established an efficient information security management and operation mechanism, with the Chief Information Officer (CIO) responsible for planning, organising, implementing, controlling, and supervising the development and operation of the Company's information technology systems. We strictly comply with the *Cybersecurity Law of the People's Republic of China* (《中華人民共和國網絡安全法》), the *Data Security Law of the People's Republic of China* (《中華人民共和國數據安全法》) and other laws and regulations in the operating areas. And we have formulated internal management policies such as the *Management Manual for Data Centre* (《數據中心管理工作手冊》), the *Hengan Group Digitalisation Service and Building Management Policy* (《恒安集團數字化服務與建設管理制度》) and the *Operation Standards of Data Information* (《數據信息操作標準》) and also released the *Information Security and Privacy Protection Policy* (《信息安全與隱私保護政策》) on the official website. To actively respond to challenges in cyber and information security, we newly executed the *IT Equipment Management System* (《IT設備管理制度》) and the *Office Computer Confidentiality Management Regulations* (《辦公電腦保密管理規定》) during the Reporting Period, effectively ensuring the security of confidential information, reducing the risk of information leakage, and maintaining the stable operation of the Company's information system.

1.3.1 信息安全與隱私保護管理

我們建立高效的信息安全管理和運行機制，由首席信息官(CIO)負責規劃、組織、實施、控制和監督公司的信息技術系統的發展和運營。我們嚴格遵守《中華人民共和國網絡安全法》《中華人民共和國數據安全法》等運營地所在法律法規，制定《數據中心管理工作手冊》《恒安集團數字化服務與建設管理制度》《數據信息操作標準》等內部管理制度，並在官網發佈《信息安全與隱私保護政策》。為積極應對網絡信息安全挑戰，我們與報告期內新增《IT設備管理制度》《辦公電腦保密管理規定》，有效保障涉密信息安全，降低信息泄露風險，維持公司信息系統的穩定運行。

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Information Security Management Measures

The Company has built a comprehensive cyber and data security system and taken a series of measures in cybersecurity protection and data security management to lay a solid defence for the smooth business operation. The Group had no information security incidents in the past three years.

信息安全管理舉措

公司構建全方位的網絡與數據安全體系，在網絡安全防護和數據安全管理方面採取一系列措施，為業務的順利開展築牢信息安全防線。本集團在過去三年內未發生信息安全事件。



Hengan International Information Security Management Measures
恒安國際信息安全管理舉措

To verify the operation suitability, sufficiency, and effectiveness of the information security system, we entrust professional third-party institutions to conduct external information security audits annually to identify potential risks and opportunities for improvement. We also adjust and optimise the information security strategies and measures based on the audit results, to comprehensively protect the Company's information security.

為驗證信息安全體系運行的適宜性、充分性和有效性，我們每年委託專業的第三方機構開展信息安全外部審計，以識別潛在風險和改進機會。我們亦會基於審計結果，及時調整優化信息安全策略與措施，全方位保障公司信息安全。

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Privacy Protection

Hengan also attaches importance to the protection of employees' information, and builds the *Human Resources Data Application Process* (《人力資源數據申請流程》) in OA to standardise the process of providing human resources information and data, audit and approval records, data provision records, etc., which is used to control the security of human resources data and information and to prevent unauthorised disclosure and misuse.

We adopt a zero-tolerance policy for any violation of personal data protection. In the *Information Security and Privacy Protection Policy* (《信息安全與隱私保護政策》), it is clearly stated that anyone responsible for handling or deciding on personal data, once investigated and proven to have violated this privacy policy, will face disciplinary action. Moreover, if necessary, we will, based on applicable laws and regulations, take more in-depth and comprehensive actions to effectively protect personal data security and user privacy.

1.3.2 Information Security and Privacy Protection Capability Enhancement

We actively promote the enhancement of information security and privacy protection capabilities. We have formulated the *Emergency Plan for Cybersecurity Attacks* (《網絡攻擊應急預案》) and the *Emergency Response Plan for Hacker Attacks* (《黑客攻擊演練應急預案》), regularly carried out drills for firewall disaster recovery, security attacks, access gateway disaster recovery, and Data Centre bare fibre switching, etc., to enhance the Group's security protection and emergency response capabilities, and ensure business continuity and the security of information and privacy. During the Reporting Period, the Group organised a total of 4 cybersecurity drills.

We also provide online training courses on information security and privacy protection awareness for new employees, covering topics such as an overview of information security, information security protection measures and privacy protection measures. This helps new employees effectively identify and respond to various information security risks in their daily work and life.

隱私保護

我們重視員工信息保護，在辦公自動化系統(OA)中搭建《人力資源數據申請流程》，規範人力資源信息及數據提供的流程、審核審批記錄、數據提供記錄等，用以管控人力資源數據及信息的安全性，防止未經授權的披露和濫用。

我們對任何違反個人數據保護的行為採取零容忍政策，在《信息安全與隱私保護政策》中明確，負責處理或決定個人數據的相關人員，一旦經調查證實違反了該項隱私政策，必將面臨紀律處分。不僅如此，若有必要，我們還會依據適用的法律法規，採取更為深入、全面的行動，切實維護個人數據安全與用戶隱私權益。

1.3.2 信息安全與隱私保護能力提升

我們積極推進信息安全與隱私保護能力提升工作，制定《網絡攻擊應急預案》《黑客攻擊演練應急預案》，定期開展防火牆災備演練、網絡攻擊演練、准入網關災備演練、以及數據中心裸纖切換演練等活動，提升集團的安全防護與應急響應水平，保障業務連續性與信息和隱私的安全性。報告期內，本集團共組織了4次網絡與安全演練。

我們亦每年針對新員工開展信息安全與隱私保護意識線上課程培訓，涵蓋信息安全簡介、信息安全保護措施、隱私保護措施等內容，助力新員工在日常工作與生活中，能夠有效識別並應對各類信息安全風險。

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1.4 Implement Sustainable Development Governance

1.4.1 Sustainable Development Strategy

Since its establishment in 1985, Hengan has always adhered to the concept of “Growing with You for A Better Life”, committed to bringing care to society and growing together.

Based on a focus on women’s health, Hengan was established to be the first to produce high-quality sanitary napkins domestically to meet women’s pursuit of health and comfort. Subsequently, the business expanded to multiple fields such as baby diapers and adult care products, providing comfortable and reassuring personal care products for different groups of people. This care for customers has not only driven Hengan’s growth but also laid the foundation for Hengan’s sustainable development.

While developing steadily, Hengan has always remembered to give back to society. Since 1992, Hengan has been providing monthly subsidies to the elderly in the villages where it is located; in 1997, Hengan initiated the “China University Students Cross-century Development Fund and Hengan Self-Improvement Scholarship” project in collaboration with the Central Committee of the Communist Youth League of China. Furthermore, the Company contributed to social well-being through various public welfare actions. As of the end of 2024, Hengan and its main shareholders have cumulatively donated over RMB2 billion.

As global concerns about the environment and sustainable development grow, Hengan accelerates its green transformation, promotes energy conservation and emission reduction, circular economy, and the construction of sustainable supply chains. Moreover, the Company has released ESG reports for 9 consecutive years and climate-related disclosures reports for 3 consecutive years, demonstrating Hengan’s determination to the public. In addition, Hengan also continuously promotes employee empowerment and supplier sustainable development, growing together with all stakeholders.

1.4 落實可持續發展治理

1.4.1 可持續發展戰略

自1985年成立以來，恒安始終秉持「追求健康，你一起成長」的理念，致力於將關懷帶給社會各界，共同成長。

恒安的建立始於對女性健康的關注，率先在國內生產高品質衛生巾，滿足女性對健康舒適的追求。隨後業務拓展至嬰兒紙尿褲、成人護理用品等多個領域，為不同人群提供舒適、安心的個人護理產品。這份對客戶的關懷不僅推動了恒安的成長，也奠定了恒安可持續發展的基石。

在企業穩步發展的同時，恒安始終不忘回饋社會。自1992年起，恒安開始對所在地村裡的老人每月發放補貼；1997年，恒安又聯手共青團中央啟動「中國大學生跨世紀發展基金暨恒安自強助學金」項目，並通過各類公益行動改善社會福祉，截至2024年底，恒安及其主要股東累計捐款超人民幣20億元。

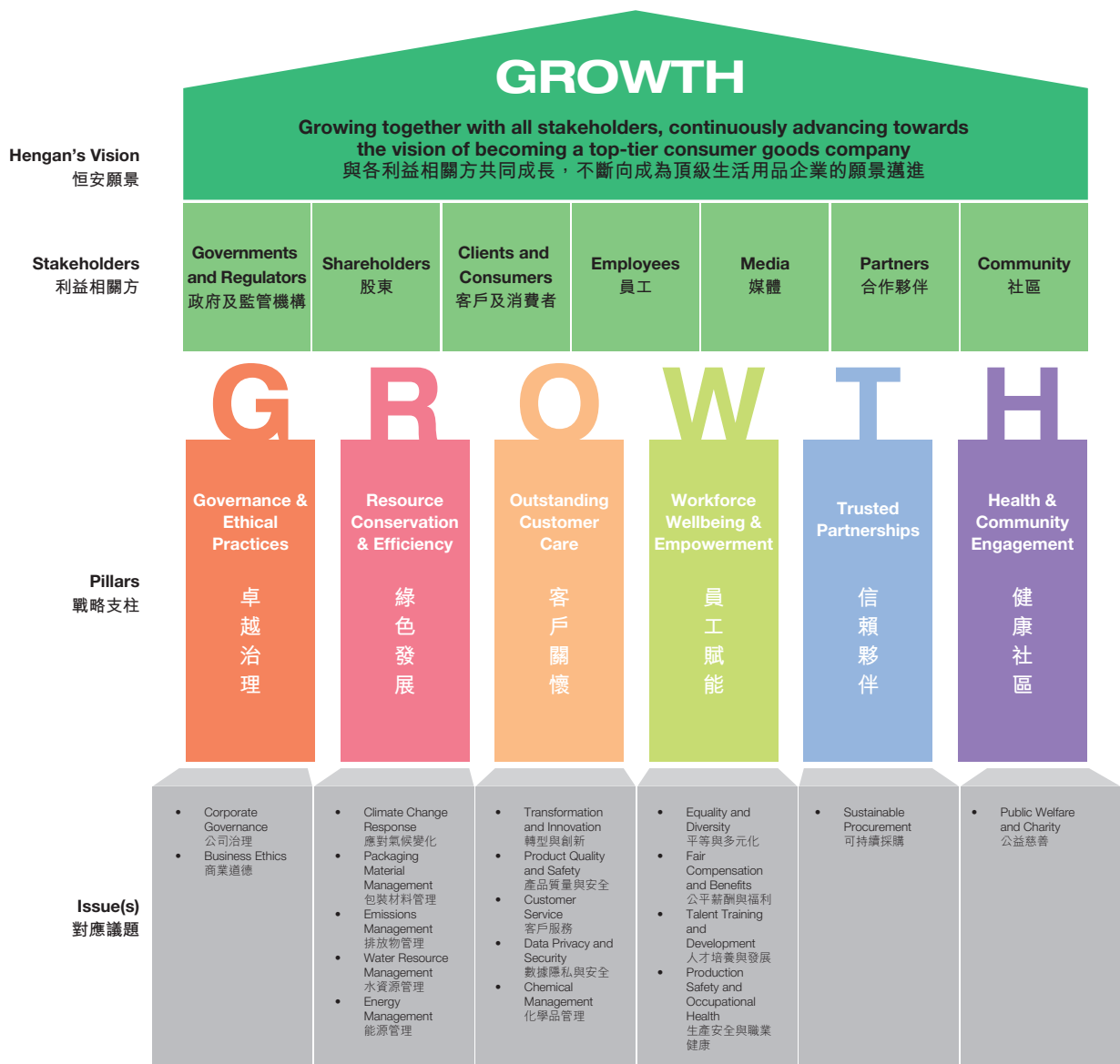
隨著全球對環境和可持續發展的關注日益增強，恒安加速綠色轉型，推動節能減排、循環經濟及可持續供應鏈建設，並連續9年發佈ESG報告，連續3年發佈氣候相關披露報告，向社會各界展示恒安的決心。此外，恒安亦持續推動員工賦能和供應商可持續發展，與利益相關方共同成長。

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Based on our sustainable development actions in the past, we obtained in-depth insights into industry sustainable development trends, analysed potential risks and opportunities, and carried out in-depth communication and exchanges with stakeholders in 2024. Besides, we sorted out Hengan's most important sustainable development issues and strategic pillars, and thus clarified the GROWTH sustainable development strategy to advance towards "Centennial Hengan Sustainable Development".

2024年，我們在過往可持續發展行動的基礎上，深挖行業可持續發展趨勢，分析潛在風險和機遇，並與利益相關方開展了深入溝通交流，梳理了恒安最重要的可持續發展議題與戰略支柱，進而明確了GROWTH的可持續發展戰略，致力於向著「百年恒安，可持續發展」邁進。



Hengan International ESG Strategic Framework
恒安國際ESG戰略框架

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1.4.2 SDGs Responses

1.4.2 響應聯合國可持續發展目標

Pillars 戰略支柱	Report Section(s) 章節名稱	Issue(s) 章節議題	UN SDGs UN SDGs	Response 響應 UN SDGs
Governance & Ethical Practices 卓越治理	Governance & Ethical Practices, Constantly Operating in Compliance	Corporate Governance 公司治理 Business Ethics 商業道德	16 PEACEFUL JUSTICE AND STRONG INSTITUTION 和平、正義與強大機構	Hengan adheres to high ethical standards, continuously improves internal policy and system framework, and optimizes the governance structure. In addition, the Company stands firm on the bottom line of operating in accordance with laws and regulations, strengthens internal control and business ethics construction, continuously enhances risk identification, evaluation, and management capabilities. By doing so, the Company can consolidate the foundation for sustainable development, and effectively protect the rights and interests of all stakeholders.
	卓越治理，恒守合規運營	商業道德		恒安堅守高道德標準，不斷完善公司政策制度體系，優化公司治理結構，堅守依法合規運營底線，加強內部控制和商業道德建設，持續提升風險識別評估和管理能力，築牢公司可持續發展基石，有效保障各利益相關方權益。
Resource Conservation & Efficiency 綠色發展	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development	Climate Change Response 應對氣候變化 Packaging Material Management 包裝材料管理 Emissions Management 排放物管理 Water Resource Management 水資源管理 Energy Management 能源管理	6 CLEAN DRINKING WATER AND SANITATION 清潔飲水和衛生設施 7 ECONOMICALLY AND CLEAN ENERGY 經濟適用的清潔能源 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 負责任的消費和生產 13 CLIMATE ACTION 氣候行動 15 LAND ON LAND 陸地生物	Hengan firmly advances on the path of green development, actively responds to climate change, continuously strengthens environmental management capabilities, and strives to reduce resource and energy consumption as well as waste emissions in operations, so as to achieve energy efficiency improvement and resource recycling. We protect biodiversity and forests, and integrate the concept of green and low-carbon into all aspects of operations, to contribute to the construction of a beautiful China.
	綠色發展，恒繪低碳藍圖	水資源管理 能源管理		恒安在綠色發展道路上堅定前行，積極應對氣候變化，不斷強化環境管理能力，在運營中努力減少資源能源消耗及廢棄物排放，實現能效提升與資源循環利用，踐行生物多樣性和森林保護，將綠色低碳的理念融入運營各環節，助力美麗中國建設。

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Pillars 戰略支柱	Report Section(s) 章節名稱	Issue(s) 章節議題	UN SDGs UN SDGs	Response 響應 UN SDGs
Outstanding Customer Care 客戶關懷	Outstanding Customer Care, Constantly Casting Excellent Quality	Transformation and Innovation 轉型與創新 Product Quality and Safety 產品質量與安全 Customer Service 客戶服務 Data Privacy and Security 數據隱私與安全 Chemical Management 化學品管理	  	In the pursuit of high-quality development, Hengan continuously stimulates innovative potential, drives technology upgrading and product iteration, meticulously oversees processes from raw material procurement, product design to production, attaches great importance to chemical safety, so as to build up an impregnable quality defence line. In addition, we provide customer-oriented services and continuously enhance customer service levels, to create excellent customer experiences and long-term cooperative relationships. 恒安在追求高質量發展的道路上，持續激發創新潛能，推動技術與產品迭代升級，並從原料採購、產品設計到生產流程，層層把關，精益求精，高度重視化學品安全，構建起堅不可摧的質量防線。此外，我們以客戶需求為導向，不斷提升客戶服務水平，鑄就卓越的客戶體驗和長期的合作關係。
	Workforce Wellbeing & Empowerment, Creating a Happy Workplace 員工賦能，恒促 幸福職場	Equality and Diversity 平等與多元化 Fair Compensation and Benefits 公平薪酬與福利 Talent Training and Development 人才培養與發展 Production Safety and Occupational Health 生產安全與職業 健康	    	Hengan values every employee and always believes that the well-being and growth of employees are the foundation for the stable development of the enterprise and the fundamental driving force to achieve sustainable growth. The Group focuses on and guarantees the legitimate rights and interests of employees, and advocates a diversified, equal, and inclusive corporate culture, so as to achieve joint progress of the enterprise and employees, while creating a happy workplace. 恒安珍視每一位員工，始終堅信員工的福祉與成長是企業穩健發展的基礎和實現可持續發展的根本動力，關注並保障員工的合法權益，倡導多元、平等和包容的企業文化，實現企業和員工的攜手共進，打造幸福職場。

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Trusted Partnerships 信賴夥伴	Trusted Partnerships, Creating a Prosperous Future Together 信賴夥伴，恒創 共榮未來	Sustainable Procurement 可持續採購		Hengan understands that establishing a solid partnership is the cornerstone for success. We continuously improve our supplier management system, achieve full-process management, and strive to build a sustainable supply chain characterised by open and trustful cooperation, long-term stability, and win-win collaboration. Hengan always maintains an open and inclusive attitude, engaging in in-depth cooperation and communication with suppliers, moving forward together, and jointly promoting the sustainable development of supply chain management, thus becoming a strong force for the common prosperity of the industry. 恒安深知，建立穩固的合作夥伴關係是通往成功的基石。我們不斷健全供應商管理體系，實現全流程管理，致力於打造一個坦誠互信、長期穩定、合作共贏的可持續供應鏈。恒安始終秉持開放包容的態度，與供應商開展深度合作與交流，攜手並進，共同推動供應鏈管理的可持續發展，成為行業共榮的堅實力量。

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Health & Community Engagement 健康社區	Health & Community Engagement, Nurturing a Constant Love for the Nation 健康社區，恒揚家國情懷	Public Welfare and Charity 公益慈善	  	Hengan, as a leading domestic household products company, has established the corporate mission of “Growing with You for a Better Life” since its inception, considering the return to society as its responsibility. We actively build the foundation of charity, vigorously support charity funds, and are committed to caring for different groups within families and society. With a pure heart, we fulfil social responsibility and serve the public well-being. 恒安作為國內家庭生活用品領軍企業，自創立之初就已經確立了「追求健康，你我一起成長」的企業使命，將回饋社會視為己任。我們積極構築慈善事業基石，大力支持慈善基金，致力於關愛家庭、關愛社會的不同群體，用一片初心，將履行社會責任、服務社會民生貫徹到底。

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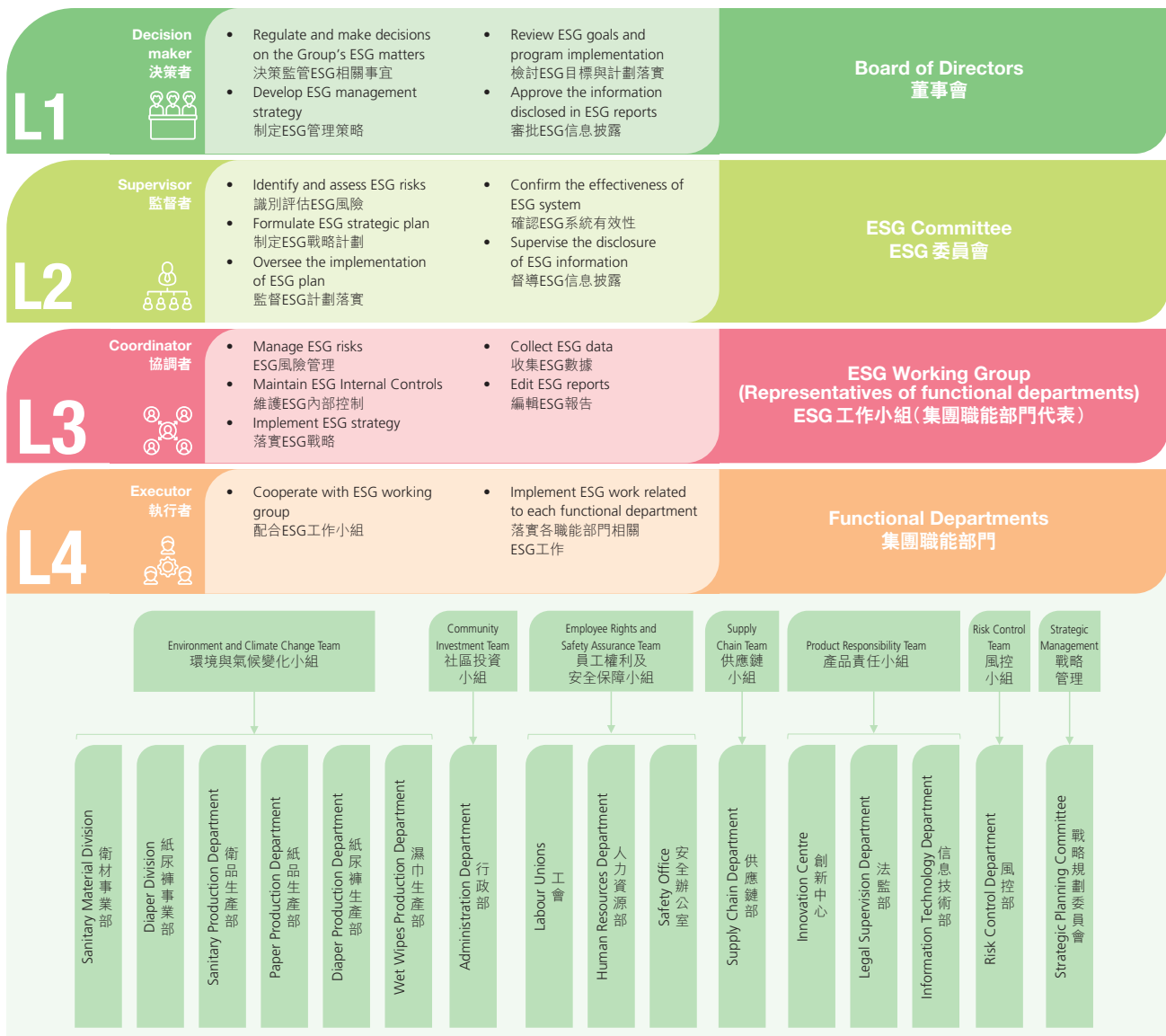
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1.4.3 ESG Governance Structure

The Group has been focusing on the construction of sustainable development, continuously improving the top-level design of ESG governance, and establishing a four-level ESG governance structure from top to bottom. Specifically, the structure consists of Board of Directors, ESG Committee, ESG working group and functional departments, responsible for the decision-making, monitoring, coordination and execution of ESG issues, respectively, committing to practising ESG governance throughout operations, and solidly driving the Group towards a more sustainable future.

1.4.3 ESG治理架構

本集團緊抓可持續發展建設，持續完善ESG治理頂層設計，自上而下建立了四級ESG治理架構，包含董事會、ESG委員會、ESG工作小組及各相關職能部門。各層級分別承擔ESG事宜的決策、監督、協調及執行職責，致力於將ESG理念貫穿企業運營管理的各個環節，紮實推進本集團可持續發展進程。



Hengan ESG Governance Framework
恒安ESG治理架構

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The ESG Committee reports to the Board of Directors at least once a year. In 2024, the Board received one report on the efforts of the Group's ESG Committee. After receiving reports on the efforts of the Group's ESG Committee, where the latest ESG trends and compliance requirements at home and abroad, ESG-related work arrangement and performance, external stakeholders demands and recommendations for sustainable development were presented, the Board of Directors were supportive and recognized of the Group's ESG strategy direction and work progress.

1.4.4 Statement of the Board of Directors

The Board of Directors is the highest responsible organization for Hengan International's ESG management, responsible for making decisions and supervising ESG-related matters, formulating ESG management strategies, reviewing the implementation of ESG management objectives and plans, and approving ESG information disclosure. The Board of Directors regularly identifies, evaluates and prioritizes ESG issues, and confirms the ESG objectives and work priorities for the next phase, taking into account the results of communication with stakeholders, the Group's actual operating conditions and development strategies.

The Board of Directors continuously monitors and reviews ESG-related matters of the Group at least once a year to understand the implementation of the Group's ESG efforts, review the Group's ESG efforts and assess the Group's ESG performance. The Board also makes dynamic adjustments to its ESG efforts in accordance with its business policies and strategies to ensure that the Group's ESG objectives remain relevant and meaningful to the Group's business. The ESG Committee under the Board of Directors carries out day-to-day ESG supervision and management work on behalf of the Board of Directors, including but not limited to the issues such as climate change risk, sustainable procurement, occupational health and safety, diversity and anti-discrimination, etc. The ESG Committee has completed the review of the progress of the Group's ESG objectives and work carried out during the Reporting Period, which was generally in line with the Group's ESG management strategy and the progress of the objectives was well accomplished.

ESG委員會每年至少向董事會進行一次匯報。2024年，董事會聽取了1次本集團ESG委員會工作匯報，了解了國內外ESG發展最新趨勢與合規要求、本集團ESG相關工作部署和推進情況、外部利益相關方要求以及推進可持續發展的建議，並對本集團當前的ESG戰略方向和工作進度表示支持與認可。

1.4.4 董事會聲明

董事會是恒安國際ESG管理的最高責任機構，負責決策監管ESG相關事宜，制定ESG管理策略，檢討ESG管理目標與計劃落實，並審批ESG信息披露。董事會定期對ESG議題開展識別評估及優次排序，並結合與利益相關方的溝通結果、公司實際運營情況及發展戰略等因素，確認下階段的ESG目標及工作重點。

董事會持續監督且每年至少審閱一次本集團ESG相關事宜，了解公司ESG工作落實情況，並檢討公司ESG工作，同時評估本集團的ESG表現。董事會亦將根據業務方針及策略對ESG工作進行動態調整，確保本集團ESG目標始終與公司業務關聯緊密，並具有實際意義。董事會下設ESG委員會代表董事會開展日常ESG監督管理工作，包括但不限於氣候變化風險、可持續採購、職業健康安全、多元化與反歧視等議題。ESG委員會已完成報告期內的本集團ESG各項目標進度和工作開展情況的檢視，整體符合本集團ESG管理策略，且目標進度完成良好。

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1.4.5 Communication with Stakeholders

Based on the Group's own business characteristics and operations, and drawing on the experiences and practices of our global counterparts, we have identified our key stakeholders, including shareholders, employees, governments and regulators, clients and consumers, partners, community, environment and media, etc. The Group attaches great importance to its communication with stakeholders and has established effective channels to understand stakeholders' expectations and to discuss and respond to their concerns on ESG issues, to enhance the Group's ESG management.

1.4.5 利益相關方溝通

依據本集團自身業務特點與運營狀況，並借鑑全球同行經驗與實踐，我們識別出的主要利益相關方包括股東、員工、政府及監管機構、客戶及消費者、合作夥伴、社區、環境和媒體等。我們高度重視利益相關方溝通，建立了多元有效的溝通渠道，以了解利益相關方的期望，並就各利益相關方關心的ESG相關議題進行商討和響應，以提升本集團ESG管理水平。

Stakeholders 利益相關方	Communication Mechanisms 溝通機制	Communication Frequency 溝通頻率	Stakeholders' Expectations 利益相關方期望
Governments and Regulators 政府及監管機構	Daily management 日常管理 Monitoring and inspections 監督檢查 Policy consultation 政策諮詢	Multiple per year 一年多次	Abide by laws 遵紀守法 Pay tax in accordance with laws 依法納稅 Support local development 支持地方發展 Protect forests 保護森林 Save energy 節約能源 Climate Change Response 應對氣候變化
Shareholders 股東	Shareholders' general meetings 股東大會 Information disclosure 信息披露 Investor relations activities 投資者關係活動	Multiple per year 一年多次	Ensure reasonable and stable income 保障合理穩定收益 Safeguard right to know 保證知情權 Improve corporate governance 完善公司治理 Improve risk control 加強風險控制
Clients and Consumers 客戶及消費者	Service hotline 服務熱線 Enterprises' official websites 企業官網 Brand promotion activities 品牌宣傳活動	Daily 每天	Provide healthy and premium products 提供健康優質產品 Innovate continuously 持續創新 Provide quality after-sales service 提供優質售後服務

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Stakeholders 利益相關方	Communication Mechanisms 溝通機制	Communication Frequency 溝通頻率	Stakeholders' Expectations 利益相關方期望
Employees 員工	Labor unions 工會 Employee trainings 員工培訓 Employee activities 員工活動	Multiple per week 每週多次	Protect rights and interests 保障權益 Provide promotion and development 晉升與發展 Guarantee production safety 安全生產 Provide equal opportunities 平等機會 Democratic Communication 民主溝通
Media 媒體	Interviews about business operation 企業經營訪談 Corporate culture publicity 企業文化宣傳 Thematic activities 專題活動	Multiple per year 一年多次	Understand the fulfillment of corporate social responsibility 了解企業社會責任履行情況 Understand the enterprises' major events 了解企業重大事件
Partners 合作夥伴	Negotiation and communication 談判與溝通 Supplier investigation and evaluation 供應商考察和評估 Open bidding and tendering 公開招投標 Communications and exchange visits 交流互訪	Multiple per month 每月多次	Keep promise 信守承諾 Advocate openness and fairness 陽光公正 Promote cooperation and development 合作發展 Share success 分享成功
Community 社區	Charitable donation 慈善捐助 Cultural and sports support 文體支持 Voluntary service 志願服務 Publicity for environmental protection 環保宣傳	Multiple per year 一年多次	Support for common prosperity 促進共同富裕 Promote social harmony 促進社會和諧 Drive sustainable development 推動可持續發展 Reduce emissions 減少排放物

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1.4.6 Assessment of Material Issues

The Group clarifies topics of importance to the Group's business and stakeholders by conducting regular materiality assessment and reviewing them annually to guide the day-to-day ESG work and the preparation of the report:

1.4.6 實質性評估

本集團通過定期開展實質性評估並每年審閱回顧，釐清對本集團業務及利益相關方具有重要性的議題，以指導日常ESG工作的開展和報告的編製：

Step 1: Identify relevant ESG issues 步驟一：識別相關 ESG 議題

Taking into account the issues of concern of the international mainstream rating agencies (such as MSCI, S&P, FTSE, CDP, Hang Seng Sustainability Ratings, etc.) and the ESG Reporting Guidelines (ESG報告指引) of the Hong Kong Stock Exchange, and taking into account the characteristics of the industry in which the Group operates and the mainstream trend of ESG, the Group identifies potentially material issues for disclosure, taking into account the expectations of the stakeholders as well as the risks and opportunities of the Group's finances and business.

綜合考慮國際主流評級機構（如MSCI、S&P、FTSE、CDP、恒生可持續發展評級等）及香港聯交所《ESG報告指引》的關注議題、結合本集團所在行業特點及ESG主流趨勢，考慮利益相關方的期望與本集團財務與業務的風險與機遇識別潛在重大議題以做披露。

Step 2: Score and sort 步驟二：打分與排序

The Group identified a number of internal and external stakeholders on the two dimensions of "impact on Stakeholders" and "Impact on the Group's Finance and Business" for the relevant issues identified, and recalled that it had distributed substantive evaluation questionnaires inviting them to rate and rank the issues. 本集團對識別出的相關議題就「對利益相關方的影響」和「對公司財務與業務的影響」兩個維度，識別出多個內部與外部利益相關方，向其發放實質性評估問卷，邀請其對議題進行打分與排序。

Step 3: Assessment Results 步驟三：評估結果

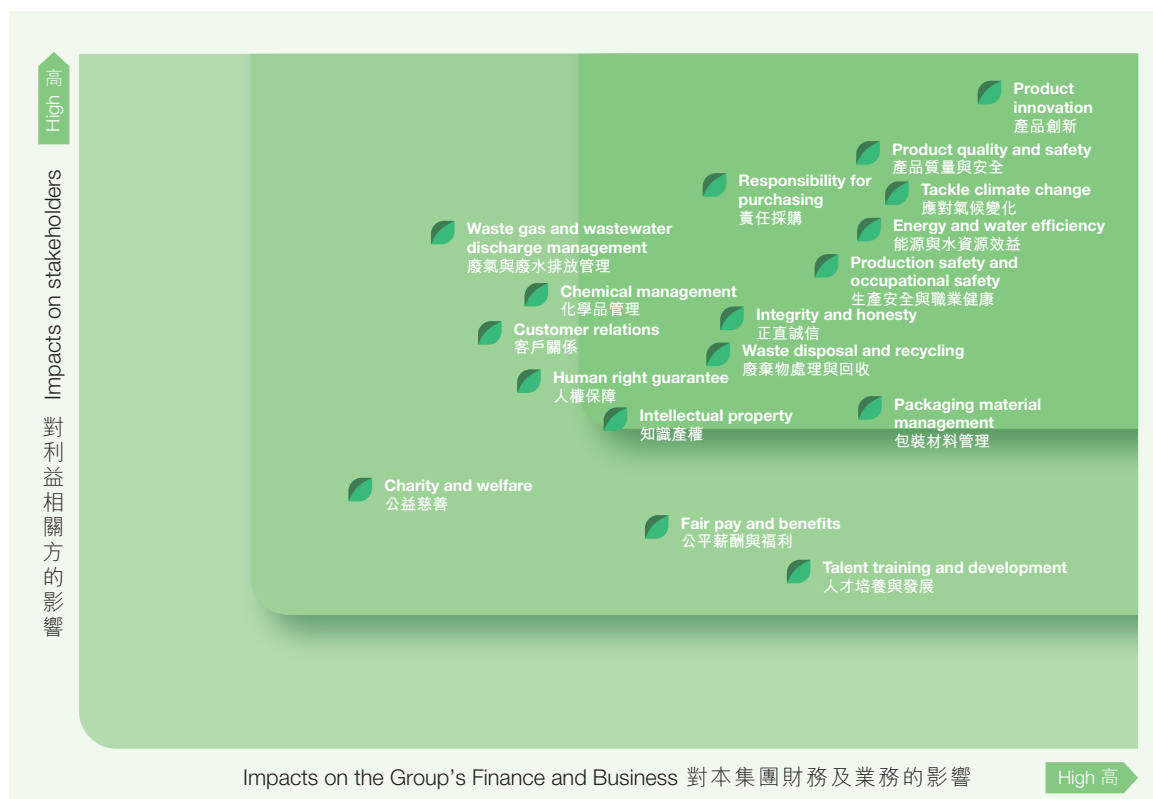
Based on the results of the internal and external stakeholder materiality assessment questionnaire, these issues were analyzed and ranked in order of preference to reflect the "Impact on Stakeholders" and "Impact on the Group's Finance and Business", thus generating a dual materiality assessment matrix. 根據內外部利益相關方實質性評估問卷結果進行分析，將這些議題排列優次順序，從而反映該議題對「對利益相關方的影響」和「對公司財務與業務的影響」，從而生成雙重實質性評估矩陣。

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The Group reviewed material topics that were identified in the 2023 materiality assessment and still focused on them in 2024, as the Group believed that they were still applicable to its ESG development:

2024年，本集團回顧檢討2023年度實質性評估結果，認為其仍適用於恒安報告期內ESG發展情況，故繼續沿用：



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According to materiality assessment results, our top three issues are product innovation, product quality and safety, and tackle climate change.

根據實質性評估結果，產品創新、產品質量與安全以及應對氣候變化是我們最重要的3個議題。

Issues 議題名稱	Description 議題描述	Response Strategy 應對策略
Product Innovation 產品創新	Consumers' demand for health, comfort and safety is constantly changing along with the social and economic environment. Through continuous product innovation, Hengan can not only meet consumers' increasingly high expectations and diverse needs, but also maintain a leading position in the fiercely competitive market and enhance brand influence. 隨著社會和經濟環境的變化，消費者對健康、舒適、安全的需求在不斷改變，通過持續的產品創新，恒安不僅能滿足消費者日益提升的期待和多元化的需求，亦能在競爭激烈的市場保持領先的地位，增強品牌影響力。	Hengan adheres to a dual, interactive double-wheel-driven product innovation model, strengthening the close connection between product innovation and market demand. Under the guidance of this innovation model, we have clarified the R&D direction of high-quality, healthy and safe products, continuously improved the success rate of R&D, and firmly adhered to a differentiated and high-end technological development path. 恒安堅持雙重、互動式的雙輪驅動產品創新模式，通過強化產品創新與市場需求之間的緊密聯繫。我們在該創新模式的指導下明確了產品高品質與健康安全的研發方向，持續提升研發的一次成功率，堅定走差異化、高端化的技術發展道路。 For detailed strategies, please refer to 3.1 <i>Stimulate Innovation Vitality</i> in this Report. 詳細應對策略請參考本報告3.1《激發創新活力》。
Product Quality and Safety 產品質量與安全	Product quality and safety are directly related to consumers' health and trust, which is crucial for Hengan. Ensuring product quality and safety is not only our most fundamental responsibility but also a key to winning market trust and establishing brand reputation. High-quality products can enhance consumer experience, strengthen brand loyalty, and lay a solid foundation for our long-term development. 產品質量與安全直接關係到消費者的健康與信任，對恒安至關重要。確保產品的質量與安全不僅是我們最基本的責任，也是贏得市場信賴，樹立品牌聲譽的關鍵。高質量的產品能夠提升消費者體驗，增強品牌忠誠度，為我們的長期發展奠定堅實基礎。	We continue to promote and implement "constant care", "constant innovation" and "constant safety" (the "Three Constants Model") throughout the whole value chain, and form a standardised quality management system from aspects of quality management organisation, product innovative R&D and intelligent manufacturing. 我們不斷深化並在全價值鏈上貫徹由「恒愛」、「恒創」、「恒安」組成的「三恒」模式，從質量管理組織、產品創新研發、智能製造等多方面優化產品設計與生產管理，形成標準化質量管理體系。 For detailed strategies, please refer to 3.2 <i>Strictly Uphold Quality Responsibility</i> in this Report. 詳細應對策略請參考本報告3.2《嚴守質量責任》。

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Issues 議題名稱	Description 議題描述	Response Strategy 應對策略
Tackle Climate Change 應對氣候變化	With the increasingly severe climate change, enterprises are facing more frequent extreme weather events and stricter climate regulation, which may pose risks of asset impairment, increased operating costs, and revenue decline. By pursuing green transformation, we can not only avoid compliance risks but also convert risks into opportunities, achieving cost reduction and efficiency improvement. 隨著氣候變化日益嚴峻，企業在面臨愈加頻發的極端天氣事件的同時，亦受到愈加嚴格的氣候監管，這將可能對我們造成資產減損，運營成本上升，營收下降的風險。通過開展綠色轉型，我們不僅能規避合規風險，亦能將風險轉化為機遇，實現降本增效。	The Group has incorporated climate risk into comprehensive risk management, regularly identifying climate-related risks and opportunities, assessing the impact of risks through climate scenario analysis, and formulating targeted mitigation and response measures to enhance its climate resilience. 本集團已將氣候風險納入全面風險管理，定期識別氣候相關風險及機遇，通過氣候情景分析評估風險影響，並制定針對性的緩解和應對措施，提升企業氣候韌性。 For detailed strategies, please refer to the <i>Hengan International Group Co., Ltd. 2024 Climate-Related Disclosures Report</i>. 詳細應對策略請參考《恒安國際集團有限公司2024年氣候相關披露報告》。

2. RESOURCE CONSERVATION & EFFICIENCY, DRAWING A LOW-CARBON BLUEPRINT FOR GREEN DEVELOPMENT

Hengan firmly advances on the path of green development, actively responds to climate change, continuously strengthens environmental management capabilities, and strives to reduce resource and energy consumption as well as waste emissions in operations, so as to achieve energy efficiency improvement and resource recycling. We protect biodiversity and forests, and integrate the concept of green and low-carbon into all aspects of operations, to contribute to the construction of a beautiful China.

2. 綠色發展，恒繪低碳藍圖

恒安在綠色發展道路上堅定前行，積極應對氣候變化，不斷強化環境管理能力，在運營中努力減少資源能源消耗及廢棄物排放，實現能效提升與資源循環利用，踐行生物多樣性和森林保護，將綠色低碳的理念融入運營各環節，助力美麗中國建設。

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2.1 Environmental Management

Hengan continues to deepen the concept of sustainable development, regarding environmental management as the top priority in business operations, actively practicing green development, and striving to set a new benchmark in environmental protection for the industry. The Group strictly abides by the *Environmental Protection Law of the People's Republic of China* (《中華人民共和國環境保護法》), the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution* (《中華人民共和國大氣污染防治法》), the *Water Pollution Prevention and Control Law of the People's Republic of China* (《中華人民共和國水污染防治法》), the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste* (《中華人民共和國固體廢物污染環境防治法》), the *Law of the People's Republic of China on Environmental Impact Assessment* (《中華人民共和國環境影響評價法》) and other laws and regulations. We keep abreast of policy changes and timely adjust internal management measures, to ensure compliant operations. At the same time, the Group clarified its specific goals and guidelines in environmental protection, and integrated the concept of environmental protection into all aspects of daily operations by introducing an environmental management system, and formulating *Environmental Protection Policy* (《環境保護政策》) and other documents related to environmental management. Those efforts have demonstrated our firm commitment and long-term planning for environmental management.

2.1.1 Management system construction

Since 2003, the group has established and implemented the ISO14001 environmental management system, undergoing annual supervision and review by third-party certification bodies and regulatory authorities. As of the end of the Reporting Period, all of the Group's production companies that meet the certification requirements have passed the ISO 14001 environmental management system certification.

To verify and continuously optimise the environmental management system, we implement annual internal and external audits for all factories. We require that each production company regularly review the operation of the environmental management system and further deepen the management practice by fully introducing the PDCA (Plan-Do-Check-Act) management model to ensure the continuous improvement and efficient operation of the environmental management system.

2.1 夯實環境管理

恒安持續深化可持續發展理念，將環境管理作為企業運營的重中之重，積極踐行綠色發展，致力於樹立行業環保新標桿。我們嚴格遵守《中華人民共和國環境保護法》《中華人民共和國大氣污染防治法》《中華人民共和國水污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國環境影響評價法》等一系列法律法規，並積極關注政策動態，及時調整內部管理措施，確保合規運營。同時，本集團通過建立和實施環境管理體系，制定《環境保護政策》等環境管理相關制度文件，明確了集團在環境保護方面的具體目標與行動指南，將環保理念融入日常運營的各個環節，體現了我們對環境管理的堅定承諾與長遠規劃。

2.1.1 管理體系建設

自2003年起，本集團建立並實施了ISO 14001環境管理體系，每年接受第三方認證機構和監管部門的監督審查。截至報告期末，本集團所有滿足認證條件的生產公司均已通過ISO 14001環境管理體系認證。

為了驗證並持續優化環境管理體系，我們對各工廠實施年度內外部審核，要求各生產公司定期審查環境管理體系的運行情況，並進一步深化管理實踐，全面引入PDCA（計劃 — 執行 — 檢查 — 行動）管理模式，以確保環境管理體系的持續改進和高效運行。

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In the Plan phase, we have formulated the *2024 Company Environmental Management System Objectives of Hengan Group* (《2024年恒安集團公司環境管理體系目標》), specifying the responsible departments and individuals, clarifying the pollutant discharge compliance lines of production companies across the country and promoting the establishment and refinement of environmental control procedures. To ensure that environmental management objectives are scientific and achievable, we implement a regular goal review mechanism, adjust and optimise the environmental management system objectives in line with internal and external environmental changes. In 2024, with the exception of individual special circumstances, the Group's production companies have achieved the targets of their respective environmental management systems.

In the Do and Check phases, we strictly comply with the *Identification, Evaluation and Control Procedures for Environmental Factors and Hazard Sources* (《環境因素、危險源識別、評價與控制程序》) and consider industry characteristics and the actual situation of the Group, to systematically identify and evaluate important environmental factors in production. In terms of waste gas emissions, we focus on NO_x (Nitrogen Oxides), SO₂ (Sulphur Dioxide), smoke, and dust particles; in terms of waste water discharge, we closely monitor indicators such as COD (Chemical Oxygen Demand) and N-NH₃ (Ammonia Nitrogen), ensuring that the waste gas emissions and waste water discharge comply with environmental protection standards and avoiding pollution to the environment. In addition, the Group regularly carries out environmental monitoring activities, and scientifically evaluates the identified important environmental factors with advanced analytical technologies and methods, to promptly identify problems and rectify them, based on documents such as the *Monitoring and Measurement Control Procedures of Environment, Safety and Health* (《環境安衛監視與測量控制程序》).

在計劃階段，我們制定了《2024年恒安集團公司環境管理體系目標》，闡明責任部門和責任人，並明確全國各生產公司污染物排放合規線，促進建立和細化環境控制程序。為了確保環境管理體系目標的科學性和可達成性，我們實施定期目標評審機制，結合內外環境變化，不斷調整和優化目標。2024年，除個別特殊情況外，本集團所有生產公司均已達成各自環境管理體系目標。

在執行和檢查階段，我們嚴格遵循《環境因素、危險源識別、評價與控制程序》，結合行業特點和集團實際情況，系統識別出生產過程中的重要環境因素。在廢氣方面，我們重點關注NO_x（氮氧化物）、SO₂（二氧化硫）、煙塵以及粉塵顆粒的排放；在廢水方面，我們則密切監測COD（化學需氧量）和N-NH₃（氨氮）等指標，確保廢氣、廢水排放符合環保標準，避免對環境造成污染。此外，針對這些識別的環境因素，本集團依據《環境安衛監視與測量控制程序》等制度文件，定期開展環境監測活動，採用先進的分析技術和方法，對識別出的重要環境因素進行科學評估，及時發現問題並進行整改。

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In the Act phase, we continuously optimise and improve the environmental management system based on the inspection results, ensuring that all environmental factors are effectively controlled, and gradually reducing their negative impact on the environment. During the Reporting Period, the Group had no major environmental pollution accidents and was not subjected to any major fines or penalties due to environmental or ecological matters.

2.1.2 Cultural construction

While actively strengthening the construction of the environmental management system, the Group regularly organises training and promotion sessions, covering the impact of the latest environmental laws and regulations on business operations, and the latest technologies and best practices for energy conservation and emission reduction, water resource protection, and waste reduction. Through these training and promotion sessions, we effectively enhance employees' awareness of environmental protection, ensuring that their daily work is environmentally compliant while further reducing the negative impact on the environment and ecosystems.

在行動階段，我們根據監測結果，不斷優化和完善環境管理體系，確保所有環境因素得到有效控制，並逐步減少其對環境的負面影響。報告期內，本集團未發生任何重大環境污染事件，且未因環境或生態相關的事項受到重大罰款或處罰。

2.1.2 文化建設

本集團在積極強化環境管理體系建設的同時，定期組織培訓宣貫，內容涵蓋最新的環保法律法規對企業運營的影響、節能減排、水資源保護、減少廢棄物等的最新技術與最佳實踐分享。通過培訓宣貫，有效增強員工的環保意識，確保員工日常工作環保合規的同時，進一步降低對環境與生態的負面影響。

Environmental Compliance Training

環保合規培訓

In 2024, Jinjiang Hengan Household Tissue Product Co., Ltd. held 3 environmental compliance training sessions for employees, with a total of 88 participants. The training focused on areas such as waste gas, waste, and noise treatment, and systematically demonstrated the latest environmental policies and regulations and treatment technologies through a combination of theoretical interpretation and case sharing.

2024年，晉江恒安家庭生活用紙有限公司舉辦了3場環保合規培訓，參與培訓的員工總計88人。培訓重點涉及廢氣、廢棄物及噪聲處理等領域，通過課堂理論講解結合案例分享的方式，系統展示了最新的環保政策法規與處理技術等。



Environmental Compliance Training
環保合規培訓

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Water and Electricity Saving Training

節水節電培訓

In 2024, Jinjiang Hengan Family Household Paper Co., Ltd. held 4 training sessions on water and electricity conservation, with a total of 300 employees participating in the training. The training focused on the importance of water and electricity resources, the current situation of water and electricity resources and the significance and methods of water and electricity conservation. 2024年，晉江恒安家庭生活用紙有限公司舉辦了4場節約用水、用電培訓，參與培訓的員工總計300人。培訓重點涉及水資源和電能資源的重要性、水資源和電能資源的現狀、節約用水、用電的意義及方法等。



Water and Electricity Saving Training
節水節電培訓

Hazardous Waste Standardised Management Training

危險廢物規範化管理培訓

In June 2024, Fujian Hengan Homecare Products Co., Ltd. actively responded to the call for environmental protection by organising a special training on *Standardised Management of Hazardous Waste* (《危險廢物規範化管理》). The training covered the latest environmental protection laws and regulations, emission standards, classification, storage, transportation, and disposal processes of hazardous waste. This training deepened the employees' understanding of the importance of hazardous waste management, enabling them to strictly comply with relevant regulations in their daily work to ensure standardised management of hazardous waste in the Group.

2024年6月，福建恒安家庭生活用品有限公司積極響應環保號召，組織《危險廢物規範化管理》專題培訓。培訓內容涵蓋最新的環保法律法規、排放標準、危險廢物分類、儲存、運輸及處置流程。此次培訓，員工對危險廢物管理的重要性有了更深刻的認識，從而在日常工作中能夠更加嚴格地遵循相關規定，確保集團危險廢物規範化管理。



Hazardous Waste Standardised Management Training
危險廢物規範化管理培訓

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2.2 Climate Change Response

As a manufacturer with environmental and social responsibility, Hengan supports the national goals of carbon peak and carbon neutrality. In accordance with the requirements of climate disclosure issued by the Hong Kong Stock Exchange and the framework and recommendations of the International Sustainability Standards Board (ISSB), the Group continuously strengthens its overall measures of climate change response from four aspects: governance, strategy, risk management, and indicators and targets. We also continuously conduct an investigation into greenhouse gas emissions across the full value chain, improve climate action plans, and work together with upstream and downstream enterprises to address the challenges brought by climate change.

2.2 應對氣候變化

作為具有環境和社會責任感的生產企業，恒安積極響應國家「雙碳」戰略，根據香港聯交所氣候披露要求與國際可持續發展準則理事會(ISSB)的框架及建議，從治理、戰略、風險管理、指標與目標四個維度持續強化集團應對氣候變化的整體舉措。我們亦持續開展全價值鏈溫室氣體排放盤查，完善氣候行動計劃，攜手上下游企業共同應對氣候變化帶來的挑戰。

Governance 治理

- Hengan has established a comprehensive top-down governance mechanism for sustainable development, clearly defining the responsibilities of the board of directors, ESG committee, and various functional departments regarding climate change-related matters
恒安建立全面的由上至下的可持續發展治理機制，明確董事會、ESG委員會及各職能部門應對氣候變化相關事宜的責任

Strategy 戰略

- Hengan identifies physical risks, transition risks, and opportunities, conducts scenario analysis to assess the potential impact of these risks on business operations, and formulates climate-related strategic plans based on the assessment results
恒安識別實體風險和轉型風險與機遇，並實施情景分析評估各風險對企業運營的潛在影響程度，基於評估結果制定氣候相關戰略規劃

Risk Management 風險管理

- Hengan enhances its risk management framework and plans response measures for climate change risks
恒安完善風險管理框架，針對氣候變化風險規劃應對舉措

Metric and Target 指標與目標

- Hengan has established a greenhouse gas emission accounting system and methods, discloses greenhouse gas emissions, and sets targets related to addressing climate change
恒安建立溫室氣體排放核算體系和方法，披露溫室氣體排放量，並制定應對氣候變化相關的目標

Introduction to Hengan's Climate-Related Disclosures Report for 2024

恒安2024年氣候相關披露報告簡介

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In 2024, based on the previous year's achievements, and taking into consideration the industry trends, internal departments' opinions, and external experts' suggestions, we conducted a new round of identification of climate-related risks and opportunities. We also conducted scenario analysis based on the latest climate model data to comprehensively assess the climate resilience of the Group. For more climate-related information, please refer to the *Hengan International Group Co., Ltd. 2024 Climate-Related Disclosures Report* (《恒安國際集團有限公司2024年氣候相關披露報告》).

2.3 Promote Carbon Reduction across Value Chain

Hengan actively responds to the national strategy of carbon peak and carbon neutrality and relevant provisions, such as the *Energy Conservation Law of the People's Republic of China* (《中華人民共和國節約能源法》), and deeply integrates the concept of green and low-carbon into business operations. The Group has formulated and implemented the *Hengan Group Energy Saving and Consumption Management Policy* (《恒安集團節能降耗管理制度》) to comprehensively regulate energy use in operation, and has initiated energy saving and carbon reduction actions from the perspective of the products' entire lifecycle. Through a variety of carbon reduction measures such as selecting low-carbon suppliers, innovating production process, optimising logistics process, and improving warehousing efficiency, combined with effective management of carbon emission, and actively promoting the green concept, the Group is committed to achieving its goals of carbon reduction across value chain.

2.3.1 Sustainable procurement

Since 2023, the Group has been continuously conducting the measurement of Scope 3 greenhouse gas emissions, aiming to fully understand and evaluate the carbon emissions of the product lifecycle and promote more precise carbon management strategies. On the one hand, we reduce the use and waste of raw materials through lean improvement of products and continuous optimisation of process. On the other hand, we collect carbon emission data, management strategies and goals, and carbon reduction actions from suppliers by obtaining sustainable development reports, ESG reports, carbon inventory reports, product carbon footprint reports, or distributing questionnaires. Furthermore, we incorporate carbon emission management indicators into the supplier selection mechanism to encourage suppliers to carry out emission reduction actions and actively build a low-carbon supply chain.

2024年，本集團在以往的基礎上，結合行業趨勢、內部部門意見以及外部專家建議，對氣候相關風險及機遇進行了新一輪的識別，並根據最新的氣候模型數據開展情景分析，深入評估了本集團的氣候韌性。更多氣候相關信息，請參見《恒安國際集團有限公司2024年氣候相關披露報告》。

2.3 推進價值鏈減碳

恒安國際積極響應國家「雙碳」戰略和《中華人民共和國節約能源法》等相關規定，將綠色低碳理念深植於企業運營之中。本集團通過制定並實施《恒安集團節能降耗管理制度》全面規範公司運營過程中的能源使用，並從產品全生命週期的角度開展節能減碳行動，通過優選低碳供應商、生產環節革新、物流環節優化以及倉儲環節提效等多方面的降碳舉措，結合碳排放權的有效管理，並積極推廣綠色理念，致力於實現集團的價值鏈減碳目標。

2.3.1 可持續採購

自2023年起，本集團持續開展範圍3的溫室氣體排放的測算，旨在全面了解和評估產品生命週期碳排放情況，推動更精準的碳管理策略。一方面我們通過產品的精益改善和持續的工藝優化，減少原材料的使用和浪費。另外，我們通過獲取供應商可持續發展報告、ESG報告、碳盤查報告、產品碳足跡報告或發放問卷等方式向供應商收集碳排放數據、管理策略與目標、減碳行動等信息，並在供應商篩選機制中納入碳排放管理指標，以此鼓勵供應商開展減排行動，積極打造低碳供應鏈。

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2.3.2 Green operation

Daily operation is an important greenhouse gas emission source for the Group. We are committed to effectively reducing greenhouse gas emissions through energy conservation and the application of renewable energy.

► Energy Management System

Energy Management System (EMS) is a systematic approach that assists enterprises in effectively managing and optimising energy use to improve energy efficiency, reduce energy costs, and lower greenhouse gas emissions. We actively promote EMS construction. By the end of 2024, the Group's subsidiaries, Shandong Hengan Paper Co., Ltd., Hengan (China) Paper Industry Co., Ltd., Fujian Hengan Homecare Products Co., Ltd., and Hengan (Xiaogan) Family Products Co., Ltd., have obtained ISO 50001 certification. On basis of this, we carried out PDCA cycle management, strengthening every link from target setting to effect evaluation, and promoting the in-depth implementation of the energy management system within the Group.

In 2024, Hengan (China) Paper Industry Co., Ltd. was selected as a "Leading Energy Efficiency Enterprise in Key Industries", the only company selected in the industry of raw paper for toilet paper and tissue. In addition, Hengan (Xiaogan) Family Products Co., Ltd. has become the fourth to be recognised as a "National Green Factory" following Hengan (Wuhu) Paper Industry Co., Ltd., Fujian Hengan Homecare Products Co., Ltd., and Hengan (China) Paper Industry Co., Ltd., which is an important recognition of Hengan's investment and achievements in energy efficiency management and sustainable development.

2.3.2 綠色運營

日常運營能源消耗產生的溫室氣體排放，是本集團重要的排放源。我們致力於通過能源節約和可再生能源的應用，以有效降低溫室氣體排放。

► 能源管理體系

能源管理體系(Energy Management System, EMS)是一種系統化的方法，可協助企業有效管理和優化其能源使用，以提高能效、減少能源成本和降低溫室氣體排放。我們積極推動能源管理體系建設，截止2024年末，本集團旗下山東恒安紙業有限公司、恒安(中國)紙業有限公司、福建恒安家庭生活用品有限公司以及恒安(孝感)家庭用品有限公司獲得ISO 50001認證。我們在此基礎上開展PDCA循環管理，強化從目標設定到效果評估的每一個環節，推動能源管理體系在集團內部深入實施。

2024年，恒安(中國)紙業有限公司入選公司國家重點行業能效「領跑者」企業名單，是衛生紙原紙、紙巾原紙行業唯一一家入選公司。此外，恒安(孝感)家庭用品有限公司也成為繼恒安(蕪湖)紙業有限公司、福建恒安家庭生活用品有限公司、恒安(中國)紙業有限公司之後，第4個國家級綠色工廠，這均是對恒安在能效管理和可持續發展領域投入及取得成效的重要肯定。

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▶ *Intelligent Management of Electricity Demand*

The Group has installed an energy power demand-side management platform and a paper industry energy management center system to monitor in real-time the stability of energy consumption and power factor at various companies and sites. Simultaneously, it monitors transformer operating demand and electricity usage trends to explore ways to reduce electricity consumption and promptly address any anomalies, thus minimizing electricity losses. In 2024, we continued to optimise and upgrade the system. We have equipped advanced automated control systems in the process of electricity usage, and adopted advanced analytical tools and technologies to improve the accuracy of data processing and analysis, enhance the ability to monitor and manage energy, and help the Group achieve the goals of more efficient energy utilisation and sustainable development.

▶ *Equipment Upgrade*

The Group continues to apply technologies such as waste heat boilers, turbines, drying cylinder end cover insulation and frequency-conversion power-saving technology in the production process for many years to reduce heat loss and enhance energy efficiency, while introducing new technologies to achieve a steady decline in energy consumption such as steam and electricity in the production process. In 2024, we further enhanced the energy efficiency in production by upgrading energy-saving motors, introducing energy-saving vacuum pumps of high energy efficiency ratio, and adding time-control switches to manage energy consumption equipment.

▶ 電力需求側智能化管理

本集團通過能源電力需求側管理平台 and 紙業能源管理中心系統，實時監控各公司和基地的能耗和功率因數的穩定性，同時監視變壓器運行需量及用電趨勢，幫助探尋運行節電的方式，在減少用電損失的同時做到對異常情況進行及時響應和持續改善。2024年，我們持續對系統進行優化升級，在電力使用過程中都配置了國內先進的自動化控制系統，結合先進的分析工具和技術，提高數據處理和分析的精確度，增強監控和管理能源的能力，助力本集團實現更高效的能源利用與可持續發展目標。

▶ 設備升級

本集團在生產環節持續通過餘熱鍋爐、透平機、烘缸端蓋保溫、變頻節電等節能技改項目以減少能源浪費、提升能源效率，同時不斷引入新型技術實現生產過程中蒸汽和電力等能源消耗量的平穩下降。2024年，我們在此基礎上通過升級能耗電機、引進高能效比的節能真空泵，並增設時控開關管理能耗設備，進一步提升生產環節的能源使用效率。

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Low-Energy Efficiency Motor Upgrading

低能效等級電機升級

In 2024, the Group carried out a low-energy efficiency motor elimination project in Hengan (Wuhu) Paper Co., Ltd. and Hengan (China) Paper Co., Ltd., to upgrade low-energy efficiency motors into motors with higher energy efficiency, lower energy consumption, and higher conversion efficiency, with an expected energy-saving rate of about 7.39%, saving about 273,000 kWh of electricity per year, which is equivalent to a reduction of about 148.3 tonnes of carbon dioxide emissions.

2024年，本集團在蕪湖、中紙兩個造紙基地開展低能效等級電機淘汰項目，將低能效等級電機升級為能效等級更高、能源消耗更低以及轉化效率更高的電機，預計節能率達到7.39%，年節約電量約27.3萬度，相當於減少約148.3噸二氧化碳排放。

Centrifugal Air Compressor Renovation

離心式空壓機節能改造

The centrifugal air compressor drives gas to move at high speed through the rotation of the impeller, so as to generate centrifugal force. As the gas expands and flows within the impeller, its velocity and pressure are increased after passing through the impeller, continuously producing compressed air. Compared with conventional air compressors, the centrifugal air compressors can improve the energy efficiency by about 20.3%. In 2024, the Group carried out an energy-saving renovation project for centrifugal air compressors in Hunan Base and Hengan China Paper, with an expected annual saving of about 4.174 million kWh of electricity, which is equivalent to a reduction of about 2,239.8 tonnes of carbon dioxide emissions.

離心式空壓機基於葉輪的旋轉驅動氣體高速運動，使氣體產生離心力。隨著氣體在葉輪內部進行擴壓流動，其流速和壓力在通過葉輪後得以提升，從而實現連續產出壓縮空氣的目的。與常規空壓機相比，離心式空壓機的能效提高約20.3%。2024年，本集團在湖南與中紙兩大基地開展離心式空壓機節能改造項目，預計每年可節約電量約417.4萬度，相當於減少約2,239.8噸二氧化碳排放。

► Use of Renewable Energy

The Group regards the promotion of renewable energy use as one of the strategic approaches to advancing low-carbon transformation. Hengan has been promoting distributed photovoltaic power generation projects at factories and sites across the country, optimizing the energy structure of various companies. In 2024, Hengan further expanded its layout in the photovoltaic field, with the photovoltaic projects put into operation at paper bases in Guangdong Hengan Paper Co., Ltd. and Hengan (Wuhu) Paper Co., Ltd. As of the end of the Reporting Period, Hengan has implemented photovoltaic power generation projects in eleven production companies, with an installed capacity of 28.75 MW. In 2024, the total electricity generated exceeded 31.0 million kWh, equivalent to reducing 21,000 tCO₂e.

► 可再生能源的使用

本集團將推動可再生能源使用視為推進低碳轉型的戰略之一。我們通過在全國多個工廠與基地積極推廣分佈式光伏發電項目，持續優化能源結構，降低碳排放。2024年，恒安在光伏領域進一步加大佈局，新增廣東雲浮和安徽蕪湖造紙基地的光伏項目投入運營。截至報告期末，恒安已在11家生產公司實施光伏發電，總裝機容量達28.75MW，全年發電量超3,100萬度，助力減少2.10萬噸二氧化碳排放。

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The Group has developed a new energy management platform to monitor the operating power and electricity generation of each photovoltaic power station in real-time. It continuously optimizes the operation and maintenance management of the photovoltaic power stations, generating data analysis graphs such as monthly electricity generation comparisons. We plan to gradually expand the coverage of the Group's photovoltaic construction and expand photovoltaic energy construction to more factories, so as to comprehensively promote Hengan's green energy transformation.

本集團通過新能源管理平台實時監控並匯總各光伏發電站的運行功率、發電量等數據，持續優化光伏電站運維管理，並形成月發電量對比等數據分析圖像。我們計劃逐步擴大集團光伏建設的覆蓋範圍，將光伏能源建設拓展至更多工廠，全面推動恒安的綠色能源轉型。



Rooftop Photovoltaic of Fujian Hengan Homecare Products Co., Ltd.
福建恒安家庭生活用品有限公司屋頂光伏



New Energy Management Platform
新能源管理平台

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2.3.3 Low-carbon logistics

► Transportation Management System (TMS)

The Group continues to advance digital management in the logistics system, with the Transportation Management System (TMS) 3.0 fully upgraded in 2024 and covering 100% of Hengan's suppliers, achieving a full-chain closed-loop digital management of logistics, starting from the source design to reduce carbon emissions from logistics transportation. The TMS 3.0 integrated a third-party electronic signing platform, allowing online electronic signing to achieve automatic push and return, improve management efficiency and save logistics costs, so as to reduce logistics carbon emissions and resource use while meeting the efficient and precise management requirements of modern logistics. During the Reporting Period, the function has been launched for use by some distribution customers nationwide, with a total of 3,514 certified customers, reducing the printing of 136,822 paper receipts, equivalent to a reduction of approximately 1.04 tonnes of carbon dioxide emissions.

► Route Optimisation

At the route planning level, the Group adjusts the local planning of materials based on factors such as transportation consumption and logistics efficiency to ensure the optimal route for material and product transportation. Priority is given to routes with less resource consumption, such as waterborne transportation, to minimize delivery mileage and reduce energy consumption and promote emission reduction. In addition, we have implemented the Regional Distribution Center (RDC) direct delivery project, delivering products directly from RDC warehouses to customers, which effectively shortened the supply chain, reduced the storage of goods in transit warehouses, lowered inventory costs, reduced the number of transportation trips, and enhanced logistics efficiency, and achieved a saving of approximately 2,567,000 kilometers of logistics mileage during the Reporting Period, which was equivalent to a reduction in carbon dioxide emissions of approximately 1,533.88 tons.

2.3.3 低碳物流

► 物流運輸管理系統(TMS)

本集團持續深化物流系統數字化建設，物流運輸管理系統(TMS)3.0於2024年全面升級，並100%覆蓋恒安供應商，實現物流環節的數字化全鏈條閉環管理，從源頭設計開始減少物流運輸產生的碳排放。我們在TMS3.0系統集成第三方電子簽約平台，允許在線電子化簽署以實現系統自動推送、回傳，提升管理效率，節約物流成本，減少紙張浪費，在滿足現代物流高效、精準的管理要求的同時，降低物流碳排放與資源使用。報告期內，該功能已完成全國部分分銷客戶上線使用，累計認證客戶總數3,514家，減少136,822張紙質回單打印，相當於減少約1.04噸二氧化碳排放。

► 路線優化

在路線規劃方面，本集團依據運輸成本、物流時效等關鍵指標，靈活調整物料屬地規劃，針對不同產品類別規劃最優運輸路徑，並優先考慮採用水運等資源消耗較少的運輸方式，以最大限度地縮短配送里程，從而減少能源消耗。此外，我們推行區域中心(RDC)倉直運項目，直接將產品從RDC倉配送至客戶，有效縮短供應鏈，減少貨物在中轉倉的儲存環節，降低庫存成本，減少運輸次數，提升物流效率，本報告期內實現節約物流里程約256.7萬公里，相當於減少約1,533.88噸二氧化碳排放。

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► Vehicle Operation

In terms of vehicle operation, we vigorously promote the use of new energy vehicles and actively collect and analyse information, such as traffic conditions, traffic controls, and distribution of charging stations in various regions, reduce the consumption of high-carbon energy sources in the logistics process, thereby reducing carbon emissions. In 2024, the Group deployed 348 energy vehicles, an increase of more than 100% compared to the previous year.

2.3.4 Efficient storage

The Group vigorously promotes the digitization, visualization, and informatization of warehousing operations, reducing warehousing costs and energy consumption through digital means, achieving unmanned operations within warehouse premises. Simultaneously, the Group explores vertical transportation and lateral conveyance in warehouses, providing precise control and smooth and efficient movement of goods, significantly enhancing overall operational efficiency and saving energy.

Regarding the use of new energy, the number of electric forklifts operating in our warehouses has reached 395, accounting for 89.6%. In addition, we have deployed automated three-dimensional warehouses in eight bases, including Jinjiang, Shandong, Shangyu, Hunan, Shaanxi, Xiaogan, Yunfu, etc., with a total of 313,000 stacks, which effectively balances storage demand during peak and off-peak seasons and, at the same time, reduces the average electricity consumption of one pallet in and out of the warehouse by 13.3% compared with that of flat warehouses, which greatly reduces the per-unit electricity consumption level in the warehousing process.

► 車輛運營

在車輛運營方面，我們大力推行新能源車輛的使用，並積極收集分析各地區的路況條件、交通管制以及充電樁分佈等信息，以減少高碳排放源在物流環節中的消耗，進而降低碳排放。2024年，本集團新能源車輛投入使用達348台，相較2023年增長超過100%。

2.3.4 高效倉儲

本集團積極促進倉儲管理的數據化、可視化及信息化升級，運用數字技術有效降低倉儲成本及能耗，並已成功實現倉庫廠區的無人化作業。同時，我們創新性地引入了垂直運輸與平移輸送系統，實現了貨物的精準操控與高效平穩移動，從而顯著提升了整體運營效率並節省了能源消耗。

在新能源應用方面，本集團倉庫作業的電動叉車數量已達到395台，佔比高達89.6%。此外，我們在晉江、山東、上虞、湖南、陝西、孝感、雲浮等八個基地部署了自動化立體倉庫，總計擁有31.3萬個托盤位，有效平衡了淡旺季倉儲需求的同時，平均出入庫1托盤的用電量相較平面倉庫降低了13.3%，極大地降低了倉儲環節的單位用電水平。



Automated Three-Dimensional Warehouses
自動化立體倉庫

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2.3.5 Product carbon footprint measurement

In recent years, China's policy system for carbon footprint has gradually taken shape. The *Action Plan for Carbon Peak before 2030* (《2030年前碳達峰行動方案》) issued by the State Council of the People's Republic of China, proposes "exploring and establishing a full-lifecycle carbon footprint standard for key products". The *Action Plan for Further Strengthening the Construction of Carbon Peak and Carbon Neutrality Standards Measurement System (2024-2025)* (《關於進一步強化碳達峰碳中和標準計量體系建設行動方案(2024-2025年)》) issued by the National Development and Reform Commission (NDRC), the State Administration for Market Regulation, and the Ministry of Ecology and Environment proposes to strengthen the construction of product carbon footprint and carbon label standards, unify requirements for carbon footprint calculation principles, calculation methods, and data quality per specific product.

Hengan actively practices the green, low-carbon and sustainable development strategy. Through a series of innovative initiatives such as purchasing sustainable raw materials, promoting green operations, facilitating low-carbon logistics, and implementing efficient warehousing, Hengan is committed to reducing the carbon footprint of its products, and is gradually carrying out carbon footprint measurement to build up a model for the green development of the industry. Measurement of the carbon footprint helps us understand the carbon emissions throughout the entire lifecycle of various products, such as energy consumption, raw material procurement, and logistics transportation. Thus, it can be clarified which aspects of improvement can bring about the greatest emission reduction, so that we can carry out targeted carbon reduction actions. Therefore, we plan to start with key products, actively carry out product carbon footprint measurement, and analyse the carbon reduction foundations at each stage of the products, to guide carbon reduction goals, strategies, and actions across value chain.

2.3.5 產品碳足跡測算

近年來，中國各項碳足跡政策體系逐步形成。例如國務院發佈的《2030年前碳達峰行動方案》中提出「探索建立重點產品全生命週期碳足跡標準」。國家發展改革委、市場監管總局和生態環境部發佈的《關於進一步強化碳達峰碳中和標準計量體系建設行動方案(2024-2025年)》中提出加強產品碳足跡碳標識標準建設，統一具體產品的碳足跡核算原則、核算方法、數據質量等要求。

恒安積極踐行綠色低碳可持續發展戰略，通過採購可持續原材料、促進綠色運營、推動低碳物流、實施高效倉儲等一系列創新舉措，致力於產品碳足跡的減排，並逐步開展碳足跡的測算工作，為行業的綠色發展樹立典範。碳足跡測算有助於我們了解本集團各類產品全生命週期的碳排放，如能源消耗、原材料採購、物流運輸等，從而明確哪些環節的改進能帶來最大減排效益，針對性地開展減碳行動。因此，我們計劃從重點產品開始，開展產品碳足跡測算，分析產品各階段的減碳基礎，並以此指導我們的價值鏈減排目標、策略以及行動。

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2.3.6 Eco-friendly brands

Hengan actively practices the concept of environmental protection, is committed to the research and development of green products, attaches importance to green publicity, enhances consumer awareness and recognition of environmentally friendly products, and demonstrates its commitment to environmental protection through practical actions, which not only enhances the market competitiveness of its products, but also successfully creates an environmentally friendly brand impression with distinctive features, wins the trust and support of consumers, and lays a solid foundation for sustainable development.

► Green Products

The Group integrates sustainable development into its innovation strategy, guiding innovation work with the concepts of ecological friendliness and environmental sustainability. We are committed to creating safe, healthy, and environmentally friendly products. During the R&D process, we delve into the application of green raw materials, and actively adopt lean production practices. We also identify and evaluate key environmental factors and potential hazards throughout the product's life cycle, and establish corresponding control procedures and management plans. In doing so, we are able to minimise our negative environmental impacts.

► Green Raw Materials

Hengan actively explores and uses recyclable or biodegradable materials. Based on the requirements of national standards such as the *Evaluation Method for Degradability of Disposable Paper Products (GB/T 39951-2021)* (《一次性紙製品降解性能評價方法》), the Group has established a biodegradation evaluation system and accelerated the evaluation of biodegradation performance of new materials. In-depth research was also conducted to understand the mechanism of degradation of biodegradable materials and the correlation between the shelf life and the degradation of various materials and products, thereby ensuring the safety environmentally friendly and reliability of products.

2.3.6 環保品牌

恒安國際積極踐行環保理念，致力於研發綠色產品、重視綠色宣傳，增強消費者對環保產品的認知與認同，以實際行動展現了對環境保護的承諾，不僅提升了產品的市場競爭力，更成功打造了具有鮮明特色的環保品牌形象，贏得了消費者的信賴和支持，為可持續發展奠定了堅實基礎。

► 綠色產品

本集團將可持續發展融入研發戰略，以生態友好與環境可持續性為創新理念之一指導產品研發工作，致力於打造安全、健康且環保的產品。在研發過程中，我們深入探索綠色原料的應用，並積極採納精益生產實踐，同時識別並評估產品全生命週期中的關鍵環境因素及潛在危害，制定相應的控制程序與管理規劃，以期最大程度降低對環境的負面影響。

► 綠色原料

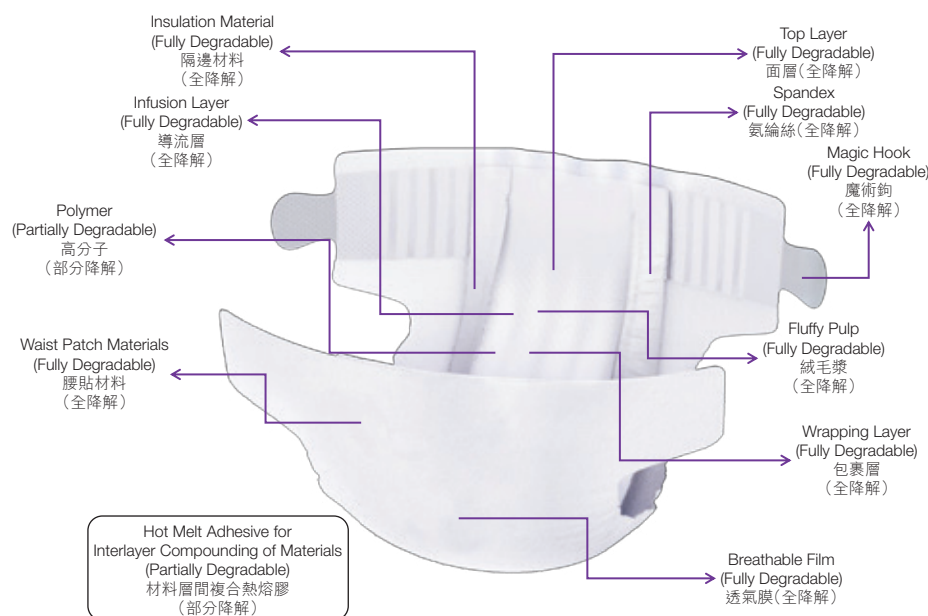
恒安積極探索和 사용可回收或可降解材料，並嚴格遵循《一次性紙製品降解性能評價方法》(GB/T 39951-2021)等國家標準，構建生物降解評價系統，加快評估新型材料生物降解性能，通過深入研究生物降解材料降解機理，明確各種材料及產品保質期與降解的對應關係，確保產品安全、環保及可靠。

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We actively promote the application of biodegradable or renewable and other green materials in our products, such as making biodegradable spunlace nonwoven fabrics from Lyocell fibers, 100% PLA fibers, or blending part of viscose, wood pulp and bamboo fibers with PLA fibers as raw materials, so as to enhance the green and healthy attributes of our products from the material end and reduce the pollution to the environment. By the end of 2024, in the Group's diaper materials, the top layer, infusion layer, wrapping layer, breathable film and waist patch materials can be fully degraded, and the polymer and hot melt adhesive can be partially degraded, and the proportion of degradable materials can reach 70-80%; in the sanitary napkin materials, the top layer, infusion layer and bottom material can be fully degraded, and the proportion of degradable materials can reach approximately 80%.

我們積極推動可生物降解或可再生等綠色材料在產品中的應用，如以萊賽爾纖維、100%PLA纖維或以PLA纖維混紡部分黏膠、木漿、竹纖維等為原料，製作可降解水刺無紡布等，從材料端提升產品的綠色健康屬性，減少對環境的污染。截至2024年底，本集團紙尿褲材料中，面層、導流層、包裹層、透氣膜、腰貼材料均可實現全降解，高分子和熱熔膠可實現部分降解，可降解材料佔比可達70-80%；衛生巾材料中，面層、導流層及底層材料均可實現全降解，可降解材料佔比約80%。



Diaper Products Biodegradable Parts Schematic Diagram
紙尿褲產品可降解部分示意圖

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In recent years, the Group has actively explored the use of bamboo pulp in green raw material development. Traditional pulp sources, such as wood, have a relatively slow growth rate. Besides, long-term and large-scale logging has caused certain damages to forest ecosystems, triggering numerous environmental issues such as soil erosion and biodiversity loss. Bamboo, characterised by rapid growth, strong regenerative capacity, and high adaptability, is a highly promising renewable resource. Therefore, we focus on developing all-bamboo pulp paper products, including soft tissue paper and napkins, and deepening the research on bamboo fluff pulp by collaborating with the China National Pulp and Paper Research Institute. Through multiple rounds of formula adjustment and verification, we have achieved performance optimisation. By the end of the Reporting Period, bamboo pulp has reached the performance level of wood pulp in adult diapers, while also offering cost advantages.

► Lean Practices

We carried out a comprehensive lean R&D project in each of our product businesses, making adjustments such as material optimization and material consolidation in the background of ensuring quality stabilization and equipment efficiency. The projects initiated by the Group in 2024 included:

- The product and core material weight reduction project for Anerle liquid sanitary napkins was launched, reducing the absorption core weight from 390gsm to 250gsm through material properties enhancement and technical optimisation, while improving the product's leakage resistance by 50%;
- The waist nonwoven fabric for adult pull-up pants was optimised from 15g to 13g, reducing the use of annual nonwoven materials by about 26 tonnes;

近年來，本集團在綠色原料開發中，積極探索竹漿的使用。傳統的紙漿來源如木材，其生長速度相對緩慢，長期大量的採伐已對森林生態系統造成了一定程度的破壞，引發水土流失、生物多樣性減少等諸多環境問題，而竹子具有生長迅速、再生能力強、適應性好等特點，是一種極具潛力的可再生資源。因此，我們著力開發全竹漿紙品，涵蓋軟抽紙、餐巾紙等，並深化竹絨毛漿研究，與中國製漿造紙研究院合作，經多輪配方調整與驗證，實現性能優化。截至報告期末，竹漿在成人紙尿褲的性能與木漿基本持平，同時具有成本優勢。

► 精益實踐

我們在各項產品業務中持續推動精益研發項目，在保證質量穩定和設備高效運行的前提下開展材料優化和物料合併等研發與應用實踐，本集團於2024年開展的項目包括：

- 安爾樂液體衛生巾開展產品與芯體材料減重項目，通過材料特性和技術優化將吸收芯體克重從390gsm降至250gsm的同時，產品返滲性能提升50%；
- 成人拉拉褲腰圍無紡布由15g優化為13g，全年減少無紡布材料用量約26噸；

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- The bottom film of adult open-front pants achieved lightweighting, from 17g to 14g, with a total reduction of bottom film of 2.8 tonnes during the Reporting Period, and the expected annual savings will reach about 43 tonnes;
- The small cotton core and pure absorbent paper structure was adopted for the core structure of dry ultra-thin open-front pants of Anerle, significantly reducing the use of wood pulp, with the use of wood pulp for a single piece dropping from 13.1g to 2.8g, and the annual expected reduction in wood pulp consumption will be about 333 tonnes.

► Green Publicity

Hengan embeds environmental protection in its DNA and strives to become a pioneering force in promoting social awareness of environmental protection through its extensive brand influence, in order to achieve low-carbon business operation. On the path of pursuing low-carbon operation, Hengan particularly emphasises the educational guidance of consumers, aiming to spread the green mission into the daily lives of every consumer and jointly build a more environmentally friendly and harmonious future.

As one of the Group's sustainable products, Bamboo π adopts bamboo as the raw material, as its growth cycle is short and its powerful carbon sequestration capacity allows it to absorb large amounts of CO₂, thus protecting forest resources in a more efficient way. In the promotion of Bamboo π , the Group signed a strategic cooperation with the Qinling Giant Panda Breeding and Research Centre. The Group adopted two giant pandas for life, named "Hengheng" and "An'an", to jointly promote the concept of "Green, Low-carbon and Sustainable Development" of Hengan. Through online and offline activities, we tell the story of bamboo's green journey and the protection of giant pandas, stimulate concern and participation of all sectors of society in environmental protection, and endeavour to build a green, healthy and sustainable future together.

- 成人開合褲底膜實現輕量化，由17g優化為14g，本報告期內共減少底膜用量2.8噸，預計年度節約量將達到約43噸；
- 安兒樂乾爽超薄開合褲芯體結構逐步採用小棉芯與純吸水紙結構，顯著減少木漿使用，單片木漿用量由13.1g降至2.8g，全年預計減少木漿消耗約333噸。

► 綠色宣傳

企業低碳運營不僅要將環保理念深深植根於自身發展的每一個脈絡之中，更致力於通過其廣泛的品牌影響力，成為推動社會環保意識提升的先鋒力量。在追求低碳運營的道路上，恒安尤為重視消費者的教育引導，旨在將這一綠色使命延伸至每一位消費者的日常生活中，共同構建一個更加環保和諧的未來。

竹 π 本色紙作為本集團可持續產品，選用生長週期短的竹子作為原料，其生長過程中可以吸收大量二氧化碳，具有強大的減碳固碳能力，且更能有效地保護森林資源。為深化環保理念傳播，本集團與中國秦嶺大熊貓繁育研究中心簽訂戰略合作，終身認養兩只秦嶺大熊貓，取名「恒恒」與「安安」加入恒安大家庭，聯動推廣恒安的「綠色、低碳、可持續發展」理念。我們通過線上線下活動，講述竹子綠色旅程與保護大熊貓故事，激發社會各界對環境保護的關注與參與，致力於共築綠色、健康、可持續的未來。

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2.4 Ensure Compliant Discharge

The Group strictly abides by the *Water Pollution Prevention and Control Law of the People's Republic of China* (《中華人民共和國水污染防治法》), the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution* (《中華人民共和國大氣污染防治法》), the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste* (《中華人民共和國固體廢物污染環境防治法》), and the *Law of the People's Republic of China on the Prevention and Control of Noise Pollution* (《中華人民共和國噪聲污染防治法》) and other laws and regulations. Through the establishment, operation, and continuous improvement of the environmental management system, the Group has formulated a sound and effective treatment system for wastewater, waste gas, waste, noise, etc. Moreover, the Group has gradually reduced the intensity of pollutant discharge and minimised the environmental impact caused by the production process by various means, such as clean production project, ultra-low emission project. Meanwhile, we have appointed qualified third-party testing institutions to carry out regular inspections of wastewater, waste gas, and noise, and have obtained pollution discharge permits in accordance with the law to ensure compliant pollutant discharge.

2.4.1 Wastewater discharge

The wastewater discharged by Hengan is mainly the domestic wastewater and production wastewater. In alignment with the *Wastewater Management Measure* (《廢水管理辦法》), the Group proposes that different types of wastewater shall be treated in different ways, and all the paper production companies under Hengan shall have sewage treatment stations. Wastewater can only be discharged to the municipal pipe network after it has been treated to meet the discharge standards under the *Discharge Standard of Water Pollutants for Pulp & Paper Industry (GB 3544-2008)* (《製漿造紙工業水污染物排放標準》).

2.4 確保合規排放

本集團嚴格遵守《中華人民共和國水污染防治法》《中華人民共和國大氣污染防治法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國噪聲污染防治法》等法律法規，通過環境管理體系的建立、運行和持續改善，對廢水、廢氣、廢棄物、噪聲等形成了完善有效的治理體系，並通過清潔生產、超低排放項目等，逐漸減少污染物排放強度，最小化生產過程造成的環境影響。同時，我們委任有資格的第三方檢測機構對廢水、廢氣及噪聲進行定期檢測，並依法獲取排污許可證，確保污染物合規排放。

2.4.1 廢水排放

恒安的廢水排放來源於生活廢水和生產廢水。我們制定了《廢水管理辦法》對不同種類的廢水提出對應的處理方式，並要求所有的造紙公司都建有污水處理站，廢水經處理後達到《製漿造紙工業水污染物排放標準》(GB 3544-2008)中的排放標準後方可排放至市政管網。

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In terms of monitoring mechanism, the Group implements a continuous and fine online monitoring program for the quality of discharged water, including but not limited to the concentrations of key pollutants such as chemical oxygen demand (COD), ammonia nitrogen, total phosphorus, and total nitrogen, as well as important parameters such as discharge temperature, in order to respond quickly to any abnormal situations and take necessary corrective measures promptly to effectively prevent potential environmental risks. At the same time, in order to obtain a more comprehensive water quality assessment, the Group also regularly conducts manual testing of other key indicators such as turbidity, suspended substance, biochemical oxygen demand (BOD), to ensure that the wastewater treatment effects fully meet the standards.

在監控機制上，本集團實施持續而精細的在線監測程序，不間斷地監控排水水質，包括但不限於化學需氧量(COD)、氨氮、總磷、總氮等關鍵污染物濃度，以及排水溫度等重要參數，以便迅速響應任何水質異常，確保在第一時間採取必要的糾正措施，有效預防潛在的環境風險。同時，為了獲得更加全面的水質評估，本集團還定期對色度、懸浮物、生化需氧量(BOD)等其他關鍵指標進行手工檢測，確保廢水處理效果的全面達標。



Set up automatic water quality sampler and conduct water quality sampling every 15 minutes
設置水質自動採樣器，每15分鐘進行一次水質取樣



The online monitoring equipment tests the levels of COD, ammonia nitrogen, total phosphorus, total nitrogen, pH, and other factors in wastewater every two hours
在線監測設備每兩小時測試一次廢水中的COD、氨氮、總磷、總氮含量及pH值等因素



According to the "Supplementary Edition of Water and Wastewater Monitoring and Analysis Methods (Fourth Edition)" thermometer method, the water temperature detector conducts daily measurements of wastewater temperature
依據《水和廢水監測分析方法（第四版）增補版》水溫計法，水溫檢測儀每日進行排水水溫測定



Conduct quarterly manual testing of indicators such as turbidity, suspended substance, BOD on water quality samples
對水質樣品的色度、懸浮物、BOD等指標每季度進行一次手工檢測

Hengan's Wastewater Monitoring Procedure
恒安廢水監測程序

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The Group has set a wastewater density target for the papermaking sector, i.e. to control the wastewater density of the papermaking sector at 3–3.5 tonnes/ton of paper by 2028, and to effectively reduce wastewater discharges through measures such as the reuse of rainwater and reclaimed water. At the same time, we also strive to minimize the impact of our production on the water environment through various measures to reduce the wastewater discharge and pollutant concentration in the papermaking sector.

本集團已設定造紙板塊廢水密度目標，即2028年前，造紙板塊廢水密度控制在3–3.5噸／噸紙，並通過雨污分流和中水回用等措施有效減少廢水排放。同時，我們亦通過各種措施降低造紙板塊的廢水排放量和污染物排放濃度，努力減少我們的生產對水環境的影響。

Metrics 指標	2028 target 2028目標	Progress 進展	2024	2023	2022	Unites 單位
Wastewater intensity 廢水密度	By 2028, the wastewater intensity in the papermaking sector will be controlled at 3–3.5 tonnes/tonne of paper 2028年前，造紙板塊廢水密度控制在3–3.5噸／噸紙	Achieved 滿足	3.4	3.3	3.1	tonnes/tonne of paper 噸/噸紙

2.4.2 Waste gas emission

The waste gas emissions of Hengan mainly include exhaust gas emissions caused by fossil fuel combustion and dust emissions from production workshops during the production process. In accordance with the *Waste Management Measures* (《廢氣管理辦法》), the Group requires all production companies to adopt various waste gas treatment measures to ensure that the waste gas emissions meet the secondary standard of the *Integrated Emission Standard of Air Pollutants* (《大氣污染物綜合排放標準》) (GB 16297–1996), and actively respond to the management requirements of different regions. We implement regular inspection procedures, maintain transparency of information, timely upload data to the local pollution source management system, and publicly disclose related test results.

2.4.2 廢氣排放

恒安的廢氣排放主要來源於生產過程中的化石燃料燃燒和生產車間的粉塵顆粒物。依據《廢氣管理辦法》，本集團要求各生產公司採取各種廢氣處理措施，確保廢氣排放滿足《大氣污染物綜合排放標準》(GB 16297–1996)二級標準，並積極響應不同地區管理要求，執行定期檢測程序，同時保持信息透明度，及時上傳地方污染源數據管理系統，向公眾公開相關檢測結果。

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As for the waste gas emission during boiler combustion, the Group requires each base to install a waste gas disposal unit and equip desulfurization and denitrification dust removal facility in the coal-fired power plant to effectively dispose SO₂, NO_x and smoke to reach the standard of emission concentration stipulated in the Emission Standards of *Air Pollutants for Thermal Power Plants (GB 13223-2011)* (《火電廠大氣污染排放標準》). In 2024, Hengan set an annual waste gas emission reduction target, controlling the annual SO₂ emissions to within 50 tonnes, the annual NO_x emissions to no more than 150 tonnes, and striving to keep the annual smoke emissions below 20 tonnes, so as to effectively manage waste gas emissions. In addition, each papermaking workshop is equipped with a de-dusting system imported from global leading markets such as Austria and Germany. The dust particle concentration of the working environment is only 3mg/m³, effectively guaranteeing the cleanliness of the production environment.

The Group continuously optimizes production equipment and processes to reduce the generation of waste gases at the source. For example, we promote the use of cleaner and environmentally friendly natural gas to replace traditional high-pollution fuel.

2.4.3 Waste disposal

Hengan's solid waste mainly comprises of hazardous waste, general industrial solid waste, and domestic waste. The Group strictly abides by the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes* (《中華人民共和國固體廢物污染環境防治法》) and the *Circular Economy Promotion Law of the People's Republic of China* (《中華人民共和國循環經濟促進法》) and other relevant laws and regulations, and implements classified control of all types of solid wastes, so as to ensure that the waste generated by the Group are reasonably classified, stored and disposed of, and meet the requirements of laws and regulations and local environmental protection authorities.

針對鍋爐燃燒產生的廢氣排放，本集團採取了嚴格的措施，要求各生產基地安裝廢氣處理裝置，並要求燃煤鍋爐配備脫硫脫硝除塵設備，對產生的二氧化硫(SO₂)、氮氧化物(NO_x)和煙塵進行有效的處理和定期檢測，確保排放濃度嚴格遵循《火電廠大氣污染排放標準》(GB 13223-2011)中的限值。2024年，恒安設定了年度廢氣減排目標，將SO₂年排放量控制在50噸範圍內，NO_x年排放量不超過150噸，煙塵年排放量力求低於20噸，以有效管理廢氣排放。此外，恒安在每個造紙車間引入來自奧地利和德國等全球市場領先水平的進口除塵系統，將工作環境的粉塵顆粒濃度降至3mg/m³水平，有效保障了生產環境的清潔度。

另外，為了從源頭減少廢氣產生，本集團持續在生產設備和工藝上進行優化升級。例如，推廣使用更加清潔、環保的天然氣作為能源，替代傳統的高污染燃料。

2.4.3 廢棄物處置

恒安的固體廢棄物主要包括有害廢棄物、一般工業固廢以及生活垃圾。本集團嚴格遵守《中華人民共和國固體廢物污染環境防治法》《中華人民共和國循環經濟促進法》等相關法律法規，對各類固體廢棄物執行分類管控，確保所產生廢棄物均得到合理的分類、貯存和處理，滿足法律法規及當地環保部門的要求。

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Hazardous Waste 有害廢棄物

- On-site sorting, proper packaging, and transportation to designated hazardous waste warehouses, then arranging qualified third parties for transfer and harmless treatment
現場分類收集並包裝妥當後運送至指定危廢倉，聯繫有資質的第三方進行轉運和無害化處理
- A small amount of ink is treated by utilizing residual heat evaporation to reduce the load of waste liquid treatment
少量油墨通過利用餘熱蒸發處理，降低廢液處理負荷

General Industrial Solid Waste 一般工業固廢

- Collected and stored according to requirements, and outsourced for treatment by qualified units
按要求分類收集和存放，尋源資質單位進行委外處理
- Looking for third-party bidding offers to harmonize the recycling of raw materials such as nonwovens
無紡布等原材料廢料尋找第三方競拍報價統一回收

Municipal Solid Waste 生活垃圾

- Collected, sorted, and disposed of in factory garbage bins, then contacted qualified third-party units for transportation and storage point garbage removal
收集並分類投入廠區垃圾桶內，聯繫第三方資質單位清運儲存點垃圾

Hengan Waste Treatment Measures 恒安廢棄物處理措施

The Group carries out waste management in accordance with the principles of reduction, resource utilisation, and harmlessness. Under the principle of reduction, we promote equipment upgrading and renovation to improve the stability of production equipment, and effectively reduce the material loss rate during the production process. In addition, we implement waste recycling and utilisation projects, reprocessing and utilising recyclable scraps and waste materials to maximise the reduction of resource waste. In order to further strengthen the employees' awareness of raw material consumption control, the Group has established assessment indicators for raw material consumption, with exceeding raw material consumption directly linked to the salaries of personnel in various positions. This encourages employees to autonomously and voluntarily control raw material consumption, thereby reducing the generation of waste materials.

Moreover, we actively introduce the concept of circular economy for general industrial solid waste such as coal ash, cinder, and gypsum. We outsourced part of solid waste for treatment, delivering them to brick, cement, and other building material enterprises as raw materials for secondary utilisation. This not only resolves the problem of waste disposal but also promotes the recycling of resources.

本集團按照減量化、資源化、無害化的原則，開展廢棄物管理。在減量化管理原則下，我們通過推進設備升級改造，提高生產設備穩定性，有效降低生產過程中的材料損耗率。此外，我們實施廢棄物回收利用項目，對於可回收的邊角料和廢棄物進行二次加工利用，最大限度地減少資源浪費。為了進一步強化員工對原材料耗用的管控意識，本集團制訂了原材料耗用考核指標，原材料耗用超標與否直接與各崗位人員薪資掛鉤，督促員工自主自發地進行原材料耗用管制，以減少邊角料廢物的產生。

此外，我們積極引入循環經濟的理念，針對粉煤灰、爐渣、石膏等一般工業固廢，通過委外處理，將部分固廢送至製磚、水泥等建材行業企業作為原材料進行二次利用，不僅解決了廢棄物的處理問題，還促進了資源循環利用。

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For hazardous waste, we formulated the 2024 hazardous waste management plan and cooperated with third-party institutions with professional qualifications to ensure that hazardous waste can be disposed of in a compliant and safe manner.

針對有害廢棄物，我們通過制定2024年危險廢物管理計劃，並與具備專業資質的第三方機構建立合作關係，確保有害廢棄物能夠得到合規且安全的處理。

Wastepaper Recycling Project

餘料紙回收項目

In recent years, Hengan Group has launched a recycling and reuse project for wastepaper generated during the production of printing products. It is difficult to process the wastepaper which contains printing inks with high wet strength. Traditionally, the wastepaper is sold to specialised institutions. Recently, due to the high cost of pulp, the Group has initiated research on wastepaper recycling and processing solutions. Through the process of pulp crushing and mixing, dissociation and dewatering, the residual pulp is reused in accordance with a certain ratio, which have now been promoted nationwide, including Hunan Hengan Paper Co., Ltd., Shandong Hengan Paper Co., Ltd., Hengan (China) Paper Co., Ltd., Guangdong Hengan Paper Co., Ltd. and Hengan (Wuhu) Paper Co., Ltd., etc. This project recycles and processes 60 tonnes of wastepaper per month, achieving efficient recycling and cost savings of resources.

近年來，恒安集團針對印花產品在生產過程中產生的餘料紙，啟動回收再利用項目。這些餘料紙因含有印花顏料且原紙具有高濕強度，處理難度大，傳統處理方式是對外出售給專業機構。近年來由於漿料成本高，為此，本集團立項研究餘料紙回收處理方案，通過碎漿攪拌、解離、脫水等流程，對餘料紙漿按照一定配比重重新利用，現已在全國推廣，包括湖南、山東、中紙、重慶、蕪湖等地。該項目每月回收處理餘料紙60噸，實現了資源的高效循環利用和成本節約。

2.4.4 Noise management

For the noise generation phase, we strictly stipulate that all newly purchased equipment must meet noise control standards, i.e., it is explicitly required in the technical specifications that the noise level generated by the equipment in operation must not exceed 85dB. Additionally, we actively seek innovative solutions to reduce the noise source of the equipment itself, striving to minimise noise generation from the source. For the noise control phase, we implement source control measures, such as installing soundproof enclosures for noise sources, ensuring the integrity of protective covers for equipment, and arranging green belts around production factories to effectively reduce noise propagation. Moreover, we implement a monthly noise monitoring mechanism covering all areas and workshop operation areas, packaging areas to ensure that noise levels comply with regional standards.

2.4.4 噪聲管理

在噪聲產生環節，我們在新設備引進時，嚴格規定所有新購置的設備必須符合噪聲控制標準，即在技術規格上明確要求設備運行時產生的噪音水平不得超過85分貝(dB)，同時，我們還積極尋求降低設備本身噪聲源的創新方案，力求從源頭減少噪音的產生。在噪聲控制環節，我們採取聲源控制措施，例如為噪聲源安裝隔音罩，確保設備防護蓋完整，並在生產工廠周邊佈置綠化帶等，有效減少噪音傳播。此外，我們實施月度噪音監測機制，覆蓋各區域及車間操作區、包裝區等，確保噪聲水平符合區域標準。

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2.5 Optimize Resource Use

2.5.1 Water consumption management

The Group strictly adheres to the requirements of the *Water Law of the People's Republic of China* (《中華人民共和國水法》) and other relevant laws and regulations. The Group raises awareness of water conservation among all employees by installing water conservation signs in each workshop and living area.

Hengan's water sources include municipal water (tap water) and surface water (reservoir water), primarily used in the pulp and papermaking process, with some used for domestic purposes. Considering that the papermaking sector is the Group's most important source of water consumption, Hengan has set a target of water consumption intensity per tonne of paper for the papermaking sector, i.e., before 2028, the water consumption intensity of the papermaking sector will be controlled at 5-6 tonnes/tonne of paper. We have gradually commissioned a number of TAD paper machines to implement the high-quality production transformation of the tissue paper. As of the end of 2024, the Group has commissioned a total of four TAD paper machines. Compared with traditional paper machines, TAD paper machines have significant advantages in terms of product bulk, softness and water absorbency, and are capable of producing high-end structured tissue. However, TAD machines have higher energy and water consumption than conventional machines. Meanwhile, as we were at the early stage of production in 2024, unsaturated orders and frequent start-ups and shutdowns resulted in more inefficiencies and losses. In 2024, the water consumption intensity of the papermaking sector of the Group was 6.8 tonnes/tonne of paper, which is 51% lower than the national standard upper limit for water intake per ton of product specified in Water Quotas Part 5: Paper Products (GB/T18916.5-2022) (《取水定額第5部分：造紙產品》). As more TAD paper machines become available, there is a possibility that the Group's energy and resource consumption will be affected in the future. In this regard, we will further analyze the impacts related to new production processes and optimize our target system in energy and resource management in real time.

2.5 優化資源使用

2.5.1 水資源管理

本集團嚴格遵守《中華人民共和國水法》等法律法規的要求，由各板塊生產部負責用水需求的評估及用水管理，並推進節水技術的評估及應用，以降低用水量。本集團還通過在各個車間及生活區設置節約用水標識，提高全體員工的節約用水意識。

恒安的取水來源於市政用水(自來水)及地表水(水庫水)，主要用於製漿造紙等生產過程，部分用於生活。考慮到造紙板塊是本集團最主要的水資源消耗源，恒安設定了造紙板塊設定噸紙用水密度的目標，即2028年前，造紙板塊用水密度控制在5-6噸／噸紙。為推動生活用紙高品質生產轉型，我們陸續投運了多台TAD紙機。截至2024年底，本集團共計投運4台TAD紙機。與傳統紙機相比，TAD紙機在產品的鬆厚度、柔軟度和吸水性方面具有顯著優勢，能夠生產高端結構型生活用紙。然而，TAD紙機在能耗和水耗方面相較於傳統紙機會更高。同時，2024年處於投產初期，訂單不飽和頻繁開停機，帶來較多的無效損耗。2024年，本集團造紙板塊用水密度為6.8噸／噸紙，比《取水定額第5部分：造紙產品》(GB/T18916.5-2022)中規定的每噸產品取水量的國家標準上限低51%。隨著更多TAD紙機的投產，未來可能會對集團的能源和資源消耗情況產生一定影響。為此，我們將進一步分析新生產工藝的相關影響，實時優化我們在能源和資源管理方面的目標體系。

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Hengan was active in reducing water intensity through a series of water conservation initiatives. To reduce the consumption of fresh water, the wastewater produced in the papermaking process was reused in the papermaking workshop after biochemical, ultrafiltration and reverse osmosis processes, and the water was reused in the corresponding production process according to the water quality level, so as to realize the recycling of water resources. In 2024, the Group achieved a white water reuse rate of over 99%, with recycled wastewater accounting for 33% of the total wastewater volume.

2.5.2 Package management

Hengan actively promotes the green transformation of packaging materials to minimise the negative impact of using packaging materials on the environment and ecology. We have formulated the *Packaging Materials Policy* (《包裝材料政策》) to provide guidance for the “burden reduction” of packaging in operation. We have been improving the utilisation efficiency of packaging materials through packaging reduction, research and development of substitutions, and recycling. At the same time, we have continuously promoted the enhancement of employees’ and consumers’ awareness, and strengthened industry communication and cooperation, working together with value chain partners to promote the green transformation of packaging materials.

我們已積極推動一系列節水行動，降低用水密度。為減少新鮮水的耗用，恒安在造紙過程中產生的廢水經過生化、超濾和反滲透流程後回用到造紙車間，將水按水質級別回用到相應的生產流程中，實現了水資源的循環利用。2024年，本集團白水回用率超過99%，回用廢水佔總廢水量的33%。

2.5.2 包材管理

恒安積極推動包材綠色轉型，最小化包裝材料使用對環境與生態產生的負面影響。我們通過《包裝材料政策》為本集團包裝「減負」提供指引，採取包裝減量、研發替換、循環利用等方式提升包裝材料利用效率。同時，我們不斷促進員工和消費者意識提升，並加強行業交流合作，攜手價值鏈夥伴共同推動綠色包材轉型。

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In terms of packaging reduction, we continuously innovate and implement new reduction projects. In 2024, by optimising excessively used cartons and replacing traditional cartons with honeycomb cartons, we achieved a saving of cartons weighing approximately 3 tonnes. At the same time, we reduced unnecessary packaging material consumption by adjusting the material and thickness of plastic labels, without affecting the functionality. In addition, we continuously reduce logistics packaging waste. We have applied recyclable B2C turnover boxes to replace traditional disposable packaging materials, and directly delivered packages to express companies with the production lines responsible for labelling and shipping, so as to reduce the use of paper packaging boxes in logistics transportation, improve the recycling rate of packaging materials, and effectively reduce material waste. Through the implementation of the turnover box and automation project, the Group achieved a saving of nearly 1.05 million cartons weighing approximately 231 tons in 2024, equivalent to a reduction of 237.7 tonnes of carbon dioxide emissions.

In terms of material replacement, for household wet wipe products, we developed a two-layer film and successfully developed a two-layer material structure of polypropylene (OPP) + polyethylene (PE) to replace the conventional three-layer composite film, reducing the thickness of the film. In addition, we replaced the PE material in the cotton tissue packaging bag with "OPP+ crinkle paper +PE", reducing plastic consumption by 28-50%. In addition, we launched the research and development of biodegradable films in 2024. We are committed to producing biodegradable through the blending of PLA+PBAT materials and then blown film process, to replace the original cotton towel packaged bag materials, so as to reduce the negative impact of packaging waste on the environment.

在包裝減量方面，我們持續創新並落地新的減量項目。2024年，我們通過優化過度使用的紙箱和採用蜂窩紙箱替換傳統瓦楞紙箱，成功減少近3噸紙箱使用量。同時，我們通過調整塑料標籤材質和厚度，在不影響使用功能的條件下縮小標籤尺寸，減少了不必要的包材消耗。此外，我們不斷優化物流過程中的包裝浪費情況，通過採用可回收B2C週轉箱替代傳統一次性包裝，同時通過生產線貼碼出庫直接交給快遞公司等方式減少物流運輸過程中紙質包裝箱的使用，提升包裝材料的回收比例，有效減少材料浪費。通過實施週轉箱和自動化項目，本集團2024年實現紙箱節約近105萬個，重量約231噸，相當於減少237.7噸二氧化碳排放。

在材料替換方面，針對家庭裝濕巾產品，我們繼續推動兩層包膜項目，通過聚丙烯(OPP)+聚乙烯(PE)的兩層材質結構取代常規的三層複合包膜，降低包膜厚度，減少了對包裝材料的使用量。我們繼續推動將棉柔巾包裝袋PE材質替換為「OPP+皺紋紙+PE」項目，減少塑料用量28-50%。此外，我們於2024年開展可生物降解薄膜研發工作，致力於通過PLA+PBAT材料共混後吹膜工藝製成可生物降解薄膜，以替代原有棉柔巾包裝袋，減少包裝廢棄物對環境的負面影響。

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In terms of recycling, in response to the problem that e-commerce package bags are not thick enough and prone to breakage, we have switched to thickening the bags with PE material that is more resilient and softer in texture, and we allow our suppliers to add recycled materials of not more than 20% that have undergone stringent testing, subject to safety compliance standards. We are committed to increase recycled material content of packaging. In 2024, the Group used more than 24 tonnes of recycled materials, which has contributed to the highly efficient recycling of resources. We also continue to promote the use of recyclable materials. By the end of 2024, 100% of paper packaging materials and 57% of plastic packaging materials of Hengan International's products were recyclable, accounting for 82% of the total amount of packaging materials.

Hengan understands the importance of enhancing the environmental awareness of employees and consumers. We have set consumption standards in terms of packaging materials, and evaluated the key performance indicators on a monthly and annual basis. The evaluation results are directly linked to bonus of each employee. At the same time, with environment hygiene logos integrated into product packaging, we convey the concept of environmental protection and sustainable development to consumers, guide consumers to properly dispose of waste after using, doing our bit to the green recycling of packaging materials.

Furthermore, Hengan always maintains an open and cooperative attitude, actively participates in industry exchanges, and discusses strategies with packaging material suppliers and experts in the industry on core topics such as packaging reduction, plastic reduction, recyclability, and biodegradability to promote social and economic sustainable development, working together towards a green planet. In 2024, the Group was invited to participate in the International Packaging Innovation Forum (IPIF) and Industry-University-Research Cooperation Forum in the Packaging Industry & Green Packaging Engineer Training Class, listened to the academic communication and technology demonstration of the industry experts, and explored the green and sustainable development new path of the packaging industry with the peers, which provided guidelines for the Group's subsequent green package management.

在循環利用方面，針對電商快遞袋厚度不夠易破損的問題，我們改用韌性更強、質地更柔軟的PE材質進行加厚處理，並允許供應商在符合安全合規標準的前提下，添加不高於20%且經過嚴格檢驗的回收料。我們致力於不斷提高包裝材料中循環再生材料的使用，2024年，本集團使用回收料超過24噸，促進了資源的高效循環利用。我們亦持續推動可回收材料的應用，截至2024年末，本集團產品的100%的紙質包裝為可回收材料，57%的塑料包裝是單一材質塑料包裝，可回收包裝材料佔總包裝材料的82%。

恒安深知提升員工與消費者環保意識的重要性。我們制定包裝材料耗用標準，對相關關鍵績效指標按月和年度進行考核，考核情況直接與獎金掛鉤，促進產品研發、生產以及倉儲物流的包材減量。同時，我們在產品包裝上融入愛護環境衛生標識，向消費者傳遞環保與可持續發展的理念，引導消費者在使用產品後正確處理廢棄物，助力包裝材料的綠色循環。

此外，恒安始終秉持開放與合作的姿態，積極參與行業內的交流，與行業內的包裝材料供應商及專家圍繞包裝的減量、減塑、可回收、可降解等綠色轉型核心議題，共同探討促進社會與經濟可持續發展的策略，共同為構建綠色地球貢獻力量。2024年，恒安受邀參加IPIF (International Packaging Innovation Forum)國際包裝創新大會和上海市包裝技術協會主辦的包裝行業產學研大會暨綠色包裝工程師研修班，聆聽了行業專家的學術交流和技術展示，並與同行共同探討了包裝行業綠色可持續發展的新路徑，為本集團後續綠色包材管理提供了指引。

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2.5.3 Plastic governance

Hengan actively responded to the *14th Five-Year Plan for Plastic Pollution Control* (《「十四五」塑料污染治理行動方案》) to participate in the control of plastic pollution, following the principle of “reduce, reuse, recycle, degradable and functional”, so as to build a sustainable plastics platform. In accordance with the *Degradability and Identification Requirements of Biodegradable Plastics and Products (GB/T 41010-2021)* (《生物降解塑料與製品降解性能及標識要求》) and other standards, Hengan develops biodegradable plastics for film bags, cotton tissue, wet wipes and other products, so as to continue to reduce the use of plastics in product design.

As the vice chairman of the Degradable Plastics Professional Committee of the China Plastic Processing Industry Association, the Group works with the members to implement the relevant national guidelines and policies, reflect the requirements of the industry, and improve the overall level of the degradable plastics industry in China. In addition, the Group joined the Green Recycled Plastics Supply Chain Joint Working Group (GRPG), and actively participated in formulating the industry standards for plastics use, including the *General Rules for Assessing Easy-to-Collect and Easy-to-Recycle Designs of Plastic Products* (《塑料製品易回收易再生設計評價通則》). In 2024, Hengan was invited to participate in the 12th CPRJ Plastics in Packaging Conference, taking this opportunity to strengthen cooperation and share innovative achievements with peers at all stages of the plastic packaging industry chain. In the future, Hengan will continue to focus on the key progress of the plastic circular economy and actively explore Chinese solutions and models in the global plastic pollution control.

2.5.3 塑料治理

恒安積極響應國家《「十四五」塑料污染治理行動方案》，推動塑料污染治理，遵循「減量化、重複利用、回收再生、可降解、功能化」原則，規劃建設「塑料可持續平台」，並依據《生物降解塑料與製品降解性能及標識要求》(GB/T 41010-2021)等標準開發生物可降解塑料，應用於膜袋、棉柔巾和濕巾等產品，持續從產品設計時減少塑料的使用。

作為中國塑協降解塑料專業委員會副會長，恒安與會員企業共同貫徹國家有關方針、政策，反映行業要求，致力於提高我國降解塑料行業整體水平。我們還加入了綠色再生塑料供應鏈聯合工作組(GRPG)，積極參與《塑料製品易回收易再生設計評價通則》等行業塑料使用標準的制定。2024年，恒安受邀參加第十二屆CPRJ塑料包裝技術論壇，藉此契機針對塑料包裝產業鏈的各個環節與同行加強技術交流，並分享創新成果。未來恒安將持續關注塑料循環經濟的關鍵進展，並積極探索全球塑料污染治理中的中國解決方案與模式。

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CPRJ Plastics in Packaging Conference
CPRJ塑料包裝技術論壇

2.6 Protect the Ecological Environment

2.6.1 Biodiversity conservation

The Group places great importance on the ecological environment. We have issued the *Biodiversity Conservation Policy* (《生物多樣性保護政策》) as a guide for production and operation, insisting on the core concept of respecting nature and prioritising conservation during our business operations. We are actively engaged in biodiversity conservation and strive to minimise interference and damage to the natural ecosystem.

In strict accordance with the provisions of the *Law of the People's Republic of China on Environmental Impact Assessment* (《中華人民共和國環境影響評價法》), we analyse the environmental impact that may be caused by implementing the construction project, and prepare the environmental impact assessment report (forms). During the construction of the project, Hengan takes necessary pollution prevention and control measures, which have been required to be designed, constructed and put into operation at the same time as the main project by the Group, so as to ensure that the project construction do not have a serious impact on the surrounding ecological environment.

2.6 守護生態環境

2.6.1 生物多樣性保護

本集團高度重視生態環境，以《生物多樣性保護政策》指導生產運營，在業務經營過程中秉持尊重自然、保護優先的核心理念，積極開展生物多樣性保護，力求最小化對自然生態的干擾與破壞。

我們嚴格遵守《中華人民共和國環境影響評價法》的規定，對建設項目可能造成的環境影響進行分析，評估本集團項目建設和運營對生態系統和生物多樣性的潛在影響，制定相應的緩解措施，並編製環境影響評價報告書（表）。我們在項目建設過程中採取必要的污染防控措施，且要求防控措施必須與主體工程同時設計、同時施工、同時投產使用，以確保項目建設不會對周邊生態環境造成嚴重影響。

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Hengan's production factories are distributed throughout the country. We protect the ecological environment of each factory and its surroundings by intensively and efficiently arranging production space, expanding the green area of the factory area. Additionally, we strictly adhere to the red lines for ecological conservation, avoiding conducting business activities near locations with globally or nationally important biodiversity during daily operations to reduce the impact on biodiversity and promote the maintenance of ecological balance.

2.6.2 Forest protection

Hengan firmly conveys the concept of ecological environment protection in the value chain, continuously promote responsible wood pulp procurement, and protect the forest resources that mankind relies on for survival. In 2024, the Group issued the *Zero Deforestation Commitment* (《零毀林承諾》) and conveyed the expectation of "zero net deforestation" to suppliers and partners, so as to advance together towards this commitment.

The Group primarily imports pulp raw materials from Europe, South America, and other regions, selecting only legal, clear-origin, traceable, renewable wood for pulp production. Suppliers are required to adhere to the Group's pulp raw material procurement standards when providing relevant products.

Hengan focuses on suppliers' forest certification and encourages them to meet the requirements of Forest Stewardship Council (FSC) standards, and also regularly organizes expert teams to visit suppliers in the field, communicating with them on matters of sustainable management of wood pulp, and jointly exploring environmentally friendly and efficient solutions. In 2024, the Group referred to UPM's Finnish woodlands in practice for in-depth knowledge of tree regeneration and planting, and learned about sustainable forest management practices through hands-on planting and forest logging inspections.

恒安的生產工廠分佈在全國各地，我們通過集約高效佈置生產空間、擴大廠區綠化面積等方式保護各廠區及周邊生態。此外，我們嚴格遵循生態保護紅線，在日常運營過程中避免在具有全球或國家重要生物多樣性的地點附近開展業務活動，以降低自身業務對生物多樣性的影響，推進維護生態平衡。

2.6.2 森林保護

恒安在價值鏈中堅定傳遞守護生態環境的理念，持續推進負責任的木漿採購，保護人類賴以生存的森林資源。2024年，本集團發佈《零毀林承諾》，向供應商與合作夥伴傳達「無淨森林砍伐」期望，並共同努力向此承諾邁進。

本集團的木漿原材料主要從歐洲和南美等地進口，始終秉持高標準、嚴要求的原則，在採購木漿原材料時，選擇合法、產地清晰、可追溯、可再生木材用於紙漿生產，並要求供應商遵照本集團的紙漿原材料採購標準提供相關產品。

恒安重點關注供應商的森林認證，鼓勵其符合森林管理委員會(Forest Stewardship Council, FSC)標準要求，同時還定期組織專家團隊實地走訪供應商，與供應商交流木漿可持續性管理事宜，共同探索環保高效的解決方案。2024年，本集團實地參考UPM芬蘭林地，深入了解樹木再生和種植的知識，並通過親手植樹和勘察森林伐木，了解可持續森林管理方法。

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By 2024, around 97% of the wood pulp procured by the Group could be traced back to the forest land, and the procurement of FSC-certified wood pulp of the total volume of wood pulp is close to 20%, and the procurement of PEFC (Programme for the Endorsement of Forest Certification Schemes) wood pulp accounted for around 97% of the total volume of wood pulp.

2024年，本集團所採購的木漿可追溯到林地的比率約97%，採購的FSC認證木漿佔總木漿量的比例接近20%，森林認證體系認可計劃(Programme for the Endorsement of Forest Certification Schemes, PEFC)木漿佔總木漿量的比例約為97%。

Sustainable Procurement of Southern Pine Wood

南方松木材的可持續採購

In the Tian Shan Cotton series sanitary pads, the absorbent core is made from imported fluff pulp produced from Southern Pine in the United States. All Southern Pine wood comes from artificially planted forests managed under sustainable development practices. Additionally, all factories have obtained Forest Stewardship Council (FSC) certification, Sustainable Forestry Initiative (SFI) certification, and Program for the Endorsement of Forest Certification (PEFC) accreditation for forest management.

天山絨棉系列衛生巾的吸收芯選用美國南方松製作的進口絨毛漿，所有南方松木材來自實行可持續發展管理的人工種植林，且所有工廠皆獲得森林管理委員會環保標誌(FSC)認證、可持續林業倡議認證(SFI)及森林認證體系認可計劃認證(PEFC)。



Hengan Factories' FSC and PEFC Certifications
FSC與PEFC認證證書

In production management, Hengan strictly classifies and manages wood pulp raw materials to ensure that certified and non-certified products can be clearly identified and isolated, and to maintain the clarity and traceability of raw materials. On this basis, we closely monitor changes in customers' preferences for environmentally friendly and sustainable products, and we conduct in-depth studies on the latest government policy requirements for green procurement, as well as market trends for FSC certified products globally, to gradually increase the production proportion of products with FSC certification.

在生產管理中，恒安對木漿原料進行嚴格分類管理，確保經過認證和沒有經過認證的產品能被清楚地識別和隔離，避免任何混淆，保持產品原料的清晰度和可追溯性。在此基礎上，我們密切關注客戶對於環保、可持續產品的偏好變化，同時深入研究政府對於綠色採購的最新政策要求，以及全球範圍內對於FSC認證產品的市場趨勢，並逐步提高FSC認證原紙的生產比例。

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The FSC Chain of Custody certification (FSC-CoC) ensures that products' raw materials come from sustainably managed forests, contributing to forest resource protection and promoting sustainable forest development. Hengan began FSC-CoC certification in 2010 and has gradually expanded its certification scope. As of the end of the Reporting Period, all papermaking companies that fulfill the requirements for certification have been awarded FSC-CoC certification, demonstrating to consumers, partners and the community our commitment to forest conservation.

FSC-產銷監管鏈認證(FSC-CoC)能夠確保產品的原材料來自經過可持續管理的森林，有助於保護森林資源，促進森林可持續發展。本集團從在2010年開始開展FSC-CoC認證，並逐步擴大認證範圍。截止報告期末，恒安所有滿足認證條件的造紙公司均已獲得FSC-CoC認證，向消費者、合作夥伴及社會各界展現了我們致力於森林保護的堅定決心。

3. OUTSTANDING CUSTOMER CARE, CONSTANTLY CASTING EXCELLENT QUALITY

In the pursuit of high-quality development, Hengan continuously stimulates innovative potential, drives technology upgrading and product iteration, meticulously oversees processes from raw material procurement, product design to production, attaches great importance to chemical safety, so as to build up an impregnable quality defence line. In addition, we provide customer-oriented services and continuously enhance customer service levels, to create excellent customer experiences and long-term cooperative relationships.

3.1 Stimulate Innovation Vitality

3.1.1 R&D system

Adhering to the unremitting pursuit of excellence, Hengan continues to deepen its R&D strategy and adheres to the interactive dual-engine product innovation model. Through strengthening the close connection between product innovation and market demand, Hengan has clarified the R&D direction of high product quality and health and safety under the guidance of this innovation mode, continuously improved the one-time success rate of R&D, and firmly followed the technological development path of differentiation and high-end.

3. 客戶為先，恒鑄卓越品質

恒安在追求高質量發展的道路上，持續激發創新潛能，推動技術與產品迭代升級，並從原料採購、產品設計到生產流程，層層把關，精益求精，高度重視化學品安全，構建起堅不可摧的質量防線。此外，我們以客戶需求為導向，不斷提升客戶服務水平，鑄就卓越的客戶體驗和長期的合作關係。

3.1 激發創新活力

3.1.1 研發體系

恒安秉承著對卓越的不懈追求，持續深化研發戰略，堅持雙重、互動式的雙輪驅動產品創新模式。通過強化產品創新與市場需求之間的緊密聯繫，恒安在該創新模式的指導下明確了產品高品質與健康安全的研發方向，持續提升研發的一次成功率，堅定走差異化、高端化的技術發展道路。

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In 2024, driven by the innovation model, Hengan further upgraded its R&D management system, and fully updated a series of internal regulatory documents such as the *Procedures for Product Design and Development* (《產品設計開發程序》) and *Planning and Control Procedures for Product Realisation* (《產品實現的策劃控制程序》), aiming to strictly control the key steps of design and development through refined management and optimised process. Therefore, we can ensure that the product design meets customer expectations while complying with strict provisions of relevant standards and laws and regulations.

To further enhance the execution efficiency and management effectiveness of research and development, the Group has systematically improved the product R&D organisational structure, and facilitated R&D Department's close cooperation with Marketing Department to convert consumer insights into technical and product innovation momentum. At the same time, we continuously promote technology upgrading and product iteration, consolidating and enhancing our technological strength and product quality. During this process, we attach great importance to the input and output management of product design and development, and strictly implement the final development review, verification, and confirmation procedures to ensure the stable operation and continuous development of the R&D innovation system.

2024年，在創新模式的指導下，恒安進一步升級研發管理體系，全面更新《產品設計開發程序》和《產品實現的策劃控制程序》等一系列內部規範文件，旨在通過精細化管理和流程優化，嚴格把控設計開發的關鍵環節，確保產品設計在滿足客戶期望的同時，符合相關標準及法律法規的嚴格規定。

為進一步提高研發的執行效率和管理效能，本集團對產品研發組織架構進行系統性完善，整合研發部與市場部緊密協作，將消費者洞察轉化為技術和產品創新動力。同時，我們不斷推動技術和產品迭代升級，鞏固提升自身的技術實力和產品品質。在此過程中，我們高度重視產品設計開發的輸入與輸出管理，並嚴格執行最終的開發評審、驗證及確認流程，確保研發創新體系的平穩運行和持續發展。

R&D Department 研發部	Marketing Department 市場部
Effectively managing technical research projects across various business lines 有效管理各業務條線的技術研究項目	Deeply exploring consumer needs 深入挖掘消費者需求
Collaborating closely to convert consumer insights into technical and product innovation momentum 緊密協作，將消費者洞察轉化為技術和產品創新動力	

Product R&D Organization
產品研發組織架構

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3.1.2 R&D strength

Supported by strong R&D strength, Hengan continuously promotes technological innovation and industrial upgrading and increases R&D investment. During the Reporting Period, the Group's R&D investment amounted to RMB209.64 million, which was used for the research and development of new products and the iteration and upgrading of existing products. By doing so, we can enhance the market competitiveness of the products, boost the long-term development of the Company, and further consolidate its leading position in the industry.

The Group attaches great importance to the construction and capability cultivation of R&D talent teams. The Group annually builds a R&D team with strong innovation capabilities based on the technical development planning and the strategic demands of product development. For example, the Group takes stock of R&D talent strengths, evaluates the existing technical talent structure, introduces and cultivates high-end talents. As of the end of the Reporting Period, the Group's R&D Department had 2 doctors, 17 postgraduates, and 92 undergraduates, collectively forming the backbone of Hengan's innovative R&D.

To further enhance the professionalism and innovative efficiency of the R&D team, Hengan has conducted product R&D-related training for R&D personnel. The training combines project-led practice with professional skill training, teaching the cutting-edge achievements of materials and products, and promoting national and technical standards for various categories to employees, so as to deepen their understanding and recognition of the standards.

3.1.2 研發實力

恒安以強大的研發實力為支撐，持續推動技術創新和產業升級，並不斷加大研發投入。報告期內，公司研發投入金額為人民幣2.0964億元，不僅用於新產品的研發，也助力現有產品的迭代升級，以提升產品的市場競爭力，為公司的長遠發展注入強勁動力，進一步鞏固行業領先地位。

本集團高度重視研發人才的隊伍建設與能力培養，每年依據技術發展規劃及產品開發戰略需求，盤點研發人才力量、評估現有技術人才結構、引進和培養高端人才，組建擁有強大創新能力的研發隊伍。截至報告期末，本集團研發部共有博士2人，研究生17人，本科92人，共同構成恒安創新研發的中堅力量。

為進一步提升研發隊伍的專業素養與創新效能，恒安對研發人員開展產品研發相關培訓，採用項目主導實踐和專業技能培訓相結合的方式，講授材料和產品相關的前沿成果，並對員工進行國家標準及各品類技術標準宣貫，加深員工對標準的認知與理解。

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“Special Training on Nonwoven Fabric Technology”

「非織造布技術專題培訓」

In August 2024, the Group held a special training event on nonwoven fabric technology. It provided theoretical lectures on the impact of spunlace nonwoven fabric design on performance and the development trends, and broadened the knowledge of participating staff, so as to accumulate strength for Hengan's continuous breakthroughs in the field of new material R&D. 2024年8月，本集團舉辦非織造布技術專題培訓活動，圍繞水刺非織造布設計對性能影響與發展趨勢進行理論授課，拓寬參訓員工視野，為恒安在新材料研發領域的持續突破積蓄力量。



Special Training on Nonwoven Fabric Technology
非織造布技術專題培訓

Comprehensive Upgrade of R&D and Innovation Training Processes in the Diaper Division

紙尿褲事業部全面升級研發創新培訓流程

In 2024, the Group's Diaper Division improved the training process related to R&D and innovation, clarifying a series of standards and requirements for training process, including preliminary training needs investigation, formulation of annual training plans, implementation of training plans, and evaluation and improvement of training results. During the Reporting Period, the division conducted 12 training sessions. The sessions covered market information sharing, project progress management, introduction to the application of key new technologies of competitive products, basic knowledge of hot melt adhesive materials, and core performance learning.

2024年，本集團紙尿褲事業部完善了研發創新相關的培訓流程，明確了包含前期培訓需求調研、年度培訓計劃制定、培訓計劃執行以及培訓結果評估與改善在內的一系列培訓流程標準與要求。報告期內，部門開展了12場培訓，覆蓋市場信息分享、項目進度管理、競品重點新技術應用介紹、熱熔膠材料基礎知識及核心性能學習等內容。

3.1.3 R&D achievements

In 2024, the innovative projects of Hengan Group focused on product development, quality improvement, and technological research, achieving comprehensive upgrades from multiple dimensions. In terms of innovation and R&D, Hengan has achieved continuous breakthroughs. Hengan launched advanced technological achievements such as antibacterial technology, enhanced dryness performance, fusion of skincare concepts, and new materials, thus bringing consumers healthier, more environmentally friendly, and more comfortable products. Not only does this demonstrate Hengan's strong strength in scientific and technological R&D, but it also sets a new benchmark for the tissue paper and maternal and child sanitary product industry.

3.1.3 研發成果

2024年，恒安集團的創新項目聚焦於產品開發、質量提升和技術研究等關鍵領域，從多個維度實現全面升級。在創新研發方面，恒安不斷突破，推出抑菌技術、乾爽性能提升、護膚理念融合以及新型材料等前沿科技成果，為消費者帶來更加健康、環保、舒適的產品，不僅彰顯了恒安在科技研發上的雄厚實力，更為生活用紙和婦幼衛生用品行業樹立了新的標桿。

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We are committed to leading the transformation of Chinese tissue market to high-quality production. Following the start-up of the first domestic through-air-dried (TAD) tissue paper machine in Hengan (Hubei) Paper Co., Ltd. in 2023, we have successively commissioned internationally leading TAD tissue machines in Hengan (China) Paper Industry Co., Ltd. and Hunan Hengan Paper Co., Ltd., which have set a new benchmark for the quality of Chinese tissue paper.

我們致力於引領中國生活用紙市場向高品質生產轉型，繼2023年湖北孝感工廠國內第一台熱風穿透乾燥(TAD)紙機開機後，我們在福建工廠、湖南工廠等處陸續投運國際領先的TAD紙機，為中國生活用紙質量樹立了新的標桿。

The First Domestic TAD Product — “Hearttex” Cotton Tissue

國內首款TAD產品 — 心相印絨立方紙巾

With the TAD tissue machine, the structured tissue paper produced by Hengan leads the market in terms of fluffiness, softness, and absorbency, far exceeding the quality of traditional tissue paper and embossed paper. The Group develops “Hearttex” cotton tissue, the first TAD product in China. The new product boasts fluffiness and absorbency two and twelve times that of ordinary products, respectively, significantly enhancing comfort and practicality, thereby leading the Chinese tissue paper market into a new era of high-quality products.

基於TAD紙機，恒安生產的結構型生活用紙在鬆厚度、柔軟性和吸水性上均領先市場，品質遠超傳統生活用紙和塑紋紙。本集團研發的國內首款TAD產品 — 心相印絨立方紙巾，鬆厚度和吸水性分別為普通產品的2倍及12倍，舒適性和實用性都得到顛覆式提升，引領中國生活用紙市場邁向高品質新時代。



“Hearttex” Cotton Tissue Series
心相印絨立方系列紙巾產品

3.1.4 Standard establishment

The Group attaches importance to standardisation. In the “National Papermaking Industry Standardisation Technical Committee”, we serve as the chairman of the “Paper and Board for Living Sub-Technical Committee”, and we are the member of the “National Textile Standardisation Technical Committee”. The Group actively engaged in association activities such as standard reviews and standard promotion training, aiming to help enterprises accurately understand the requirements of the new standards, unify and standardise testing methods, and promote the level of industry standardisation and product quality, thus improving product quality and branding.

3.1.4 標準制定

恒安重視標準化工作，作為「全國造紙工業標準化技術委員會」的「生活用紙和紙製品分技術委員會」的主任委員單位和「全國紡織品標準化技術委員會」的委員單位，本集團致力於通過積極參與各類標準審查會及行業標準協會活動，幫助企業準確理解和掌握新標準的要求，統一和規範檢測方法，為行業標準化水平和產品質量提升做出積極貢獻，助力產品質量與品牌塑造。

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The Group has participated in the drafting, issuing and revising of national and group standards for many years, supporting the formulation of hygiene and safety standards, packaging material requirements, production environment and process hygiene requirements, inspection methods, transportation and storage norms, etc. for various raw materials and products. Through these efforts, we aim to promote the standardisation and maturity of the industry, and drive the industry to make common progress with our own experience and R&D innovations. In 2024, the Group participated in the revision of 16 external standards, including 1 international standard, 11 national standards, 3 industry standards, and 1 group standard.

Externally, Hengan closely monitors and keeps up-to-date with the latest developments of external standards and maintains close contact with national standard-making units by actively participating in discussions and exchanges. In 2024, Hengan was invited to participate in the First National Technical Committee for Standardization of Industrial Textiles to discuss and strengthen the communication and cooperation of technical textiles standardization with peers.

本集團連續多年參與國際、國家以及團體標準的起草、發佈與修訂，為各類原料及產品衛生安全指標、包裝材料要求、生產環境與過程衛生要求、檢驗方法、運輸貯存等規範制定提供支持，促進行業標準化與成熟度提升，致力於以自身經驗與研發創新成果不斷帶動行業共同進步。2024年本集團參與外部標準制修訂共16份，其中，國際標準1份，國家標準11份，行業標準3份，團體標準1份。

對外，恒安密切關注並實時跟進外部標準的最新動態，並與國家標準制定單位保持緊密聯繫，積極參與討論交流。2024年，恒安受邀參加第一屆全國產業用紡織品標準化技術委員會，與同行深入探討並加強產業用紡織品標準化工作的交流與合作。



the First National Technical Committee for Standardization
of Industrial Textiles
第一屆全國產業用紡織品標準化技術委員會

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We also benchmark the latest external standards to assess whether there are differences in the existing internal standards. We then update them in a timely manner, and communicate to the relevant internal departments to ensure that employees accurately understand and master standard requirements. On this basis, the R&D Department of the Group formulates relevant material standards based on national standards and different project requirements, providing a strong guarantee for the quality improvement of R&D products.

我們亦對標最新的外部標準，評估現有的內部標準是否存在差別，及時更新並向內部相應部門傳達，確保員工準確理解和掌握標準要求。在此基礎上，本集團研發部結合國家標準及不同項目需求制定相應材料標準，為研發產品的品質提升提供有力保障。

Special Interpretation of GB 15979-2024 Hygienic Requirements for Disposable Sanitary Products (《GB 15979-2024 一次性使用衛生用品衛生要求》)

《GB 15979-2024 一次性使用衛生用品衛生要求》專題解讀

In August 2024, the Group invited the Shanghai Municipal Centre for Disease Control and Prevention to conduct an interpretation and exchange session on the mandatory national standard GB 15979-2024 Hygienic Requirements for Disposable Sanitary Products (《GB 15979-2024 一次性使用衛生用品衛生要求》). The training deeply interpreted the technical requirements and testing methods of the new version of the standard, ensuring that each trainee could master the standard through teaching and Q&A exchanges, and thus laying a solid foundation for creating safer and cleaner products.

2024年8月，本集團邀請上海市疾病預防控制中心對《GB 15979-2024 一次性使用衛生用品衛生要求》強制性國家標準進行解讀與交流。此次培訓深度解讀了新版標準的技術要求與檢測方法，通過授課和答疑交流，確保每位參訓員工掌握標準內容，為打造更安全、更衛生的產品奠定堅實基礎。



Special Interpretation of GB 15979-2024 Hygienic Requirements for Disposable Sanitary Products (《GB 15979-2024 一次性使用衛生用品衛生要求》)
《GB 15979-2024 一次性使用衛生用品衛生要求》
專題解讀

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3.1.5 Cooperation and exchange

Hengan adheres to the philosophy of open cooperation, actively engaging in extensive and in-depth cooperation with value chain partners, and sharing resources and technologies. Hengan is committed to product innovation and R&D, as well as performance improvement, so as to jointly respond to the market demand and challenges for innovative products. In 2024, the Group and suppliers carried out product development cooperation in four aspects: pant style, size, core structure, and waist structure of pant-type sanitary napkins. In addition, after collaborating with our suppliers on carding machine upgrades and modifications, we successfully developed the use of 1.2 denier viscose fibres to replace the 1.5 denier viscose fibres used in conventional cotton-soft towel hydroentangled nonwoven fabrics, which made the products softer and more delicate, and effectively improve the consumer's experience.

In terms of school-enterprise cooperation, Hengan seeks technological breakthroughs through the deep industry-university-research integration. We have collaborated with Tongji University, Donghua University, Fujian Agricultural and Forestry University Fuzhou University and many other universities to accelerate technological innovation and transformation of achievements, thereby injecting continuous momentum into the optimisation and upgrading of products.

3.1.5 合作交流

恒安秉持開放合作的理念，積極與價值鏈合作夥伴展開廣泛而深入的合作，共享資源與技術，致力於產品創新研發與性能提升，共同應對市場對創新產品的需求與挑戰。2024年本集團與供應商針對褲式衛生巾的褲型、尺碼、芯體結構、腰圍結構4大方面開展產品開發合作。此外，我們與供應商合作對梳理機進行改造升級，成功開發使用1.2旦黏膠纖維，替換常規棉柔巾水刺無紡布的1.5旦黏膠纖維，使產品更加柔軟、細膩，有效提升消費者的使用體驗。

在校企合作方面，恒安通過產學研深度融合，不斷尋求技術突破。我們與同濟大學、東華大學、福建農林大學、福州大學等多個高校攜手，加速技術創新與成果轉化，為產品的持續優化與升級注入源源不斷的動力。

Collaborative R&D with Fujian Agricultural and Forestry University 與福建農林大學進行技術研發合作

In 2024, the Group cooperated with Fujian Agricultural and Forestry University to jointly carry out the project of *Key Technology and Industrialisation of Preparation of Functionalised Lightweight Breathable Polyethylene Film for Hygiene Products* (《衛生用品功能化輕質透氣聚乙烯膜製備關鍵技術及產業化》), which was selected as one of the "Fujian Province Key Projects for Technological Innovation and Industrialisation". We focused on the research and application of a kind of breathable film featuring high breathability, light weight, and deodorising function. As of the end of the Reporting Period, the project has successfully passed the on-site acceptance review and concluded.

2024年，本集團與福建農林大學合作開展福建省技術創新重點項目技術攻關及產業化項目《衛生用品功能化輕質透氣聚乙烯膜製備關鍵技術及產業化》，專注透氣量高、質量輕、具備消臭功能的透氣膜研發與應用。截至報告期末，項目已順利通過現場驗收評審，並成功結題。

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A Postdoctoral Research Workstation Established by Hengan Group

恒安集團設立博士後科研工作站

The Group's postdoctoral research workstation was approved for establishment in May 2024, and was quickly launched for construction. By signing a joint training agreement with Fuzhou University, we jointly introduced postdoctoral talents and focused on the synthesis and performance research of high-performance polyacrylate foam materials. As of the end of the Reporting Period, a portion of the research projects have completed their research proposals. This cooperation fully integrates the scientific research strength of the university and the technological innovation advantages of Hengan, jointly tackling key technical challenges, promoting the deep industry-university-research integration, and leading the industry-wide technological innovation.

本集團博士後科研工作站於2024年5月獲批設立，並迅速啟動籌建，通過與福州大學簽署聯合培養協議，共同引進博士後人才，聚焦高性能聚丙烯酸酯泡沫材料合成與性能研究。截至報告期末，部分研究課題已完成開題報告。該合作充分整合高校科研力量與恒安技術創新優勢，合力攻克關鍵技術難題，推動產學研深度融合，引領行業技術創新。



Postdoctoral Research Station Cooperation
Project Opening Defense
博士後科研工作站合作項目開題答辯

In addition, the Group focuses on expanding R&D planning in collaboration with external parties. Through seminars and other forms of interaction, we have established an innovation approach drawing on resources and strengths shared between all parties involved, hence improving our technological level and innovation capacity. In September 2024, the Group was invited to attend the 12th China International Nonwovens Conference. The conference focused on hot topics such as technological innovation, industrial innovation, green development, and market trends, jointly exploring pathways and action plans for the development of new productive forces in the nonwoven industry. During the Reporting Period, we joined more than 30 associations, including the Fujian Province Paper Association and the China Technical Association of Paper Industry, with contributions of over RMB390,000 in total.

此外，本集團注重與外部平台構建研發佈局，通過行業論壇與研討會等多種形式形成資源互通、優勢互補的創新態勢，學習先進的技術和研發經驗，進而提高自身技術水平和創新能力。2024年9月，本集團受邀參加第十二屆中國國際非織造布會議，圍繞科技創新、產業創新、綠色發展和市場趨勢等熱點話題，與同行共同探討發展非織造布新質生產力的路徑和行動方案。報告期內，我們作為中國造紙學會、中國產業用紡織品行業協會等三十餘家協會會員，累計貢獻會費超人民幣39萬元。

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The 31st Household Paper International Technology Exhibition 第三十一屆生活用紙國際科技展覽會

In May 2024, the Group showcased at the 31st Household Paper International Technology Exhibition, gathering with over 700 industry experts from all over the world in Nanjing. Hengan not only displayed the latest innovative products and cutting-edge technologies but also engaged in in-depth exchanges and discussions with many peers, jointly exploring the development trends and future directions of the household paper and hygiene products industry. At the same time, Hengan actively participated in relevant learning and exchange activities, aiming to continuously enhance the professionalism and technical level of the team, thereby contributing more to the sustainable prosperity of the industry.

2024年5月，本集團亮相第三十一屆生活用紙國際科技展覽會，與來自全球700餘家行業精英共聚南京。恒安不僅展示了最新的創新產品和前沿技術，還與眾多同行進行了深入的交流與探討，共同探索生活用紙及衛生用品行業的發展趨勢和未來方向。同時，恒安還積極參與了相關的學習交流活動，旨在不斷提升團隊的專業素養和技術水平，為行業的持續繁榮貢獻更多力量。



The 31st Household Paper International Technology Exhibition
第三十一屆生活用紙國際科技展覽會

3.1.6 Intellectual property

Intellectual property has become an important strategic resource and core competitive advantage of enterprises. Hengan abides by the *Trademark Law of the People's Republic of China* (《中華人民共和國商標法》), the *Patent Law of the People's Republic of China* (《中華人民共和國專利法》) and other laws and regulations, and has formulated and implemented internal standards such as the *Trademark Management Policies of Hengan Group* (《恒安集團商標管理制度》), the *Patent Management Regulations* (《專利管理規定》), the *Patent Management Regulations and Operation Process of Hengan Group* (《恒安集團專利管理規定與運作流程》) and the *Guidelines for Cracking Down on Counterfeit Goods and Safeguarding Rights* (《打假維權工作管理指引》). These help us to effectively manage and maintain trademarks, patents and other intellectual properties (IP), thus forming our independent IP, minimising the risks related to IP infringement, and safeguarding the development of the products.

3.1.6 知識產權

知識產權已成為企業重要的戰略資源和核心競爭力。本集團遵循《中華人民共和國商標法》《中華人民共和國專利法》等相關法律法規，依據《恒安集團商標管理制度》《專利管理規定》《恒安集團專利管理規定與運作流程》以及《打假維權工作管理指引》等內部制度，對商標及專利等知識產權進行有效管理和維護，形成企業自主知識產權，並規避產品專利侵權風險，為產品開發保駕護航。

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Hengan is committed to creating a group-wide innovation atmosphere and formulating incentives for employees such as Patent Incentive Award, Patent Authorization Award, Patent Implementation Award, etc., so as to stimulate employees' enthusiasm for invention and creativity and harvest better patent innovations. In 2024, the total number of patent applications filed by the Group was 56, including 32 invention patents, 16 utility models patents and 8 appearance design patents; the total number of patents granted was 37, including 16 invention patents, 13 utility models patents and 8 appearance design patents. As at the end of the Reporting Period, the cumulative number of valid licensed patents reached 436, including 234 invention patents and 156 utility model patents and 46 appearance design patents.

In addition to protecting our own intellectual property rights, we highly respect others' intellectual property rights. The Group has established strict procedures for domestic and international patent application, conducting patent searches and evaluations for the new products, materials and processes to be developed prior to the inception of projects for the product or technology development, as well as proposing recommendations on minimizing risks for patents with potential IP infringement. In the meantime, Hengan pays attention to the protection of IP in external cooperation, and clearly stipulates the ownership of IP between the two parties as well as the rules of use in the contracts or *Confidentiality Agreement* (《保密協議》) signed with suppliers and advertising and marketing service providers, etc.

In order to protect the rights and interests of consumers, maintain market discipline and enhance brand image, the Group improves and optimizes its anti-counterfeiting mechanism, establishes a rapid and long-lasting anti-counterfeiting process, and prevents and combats infringement of the Group's trademarks through measures such as strengthening product quality control, conducting regular market inspections, cooperating with legal institutions to defend rights, and conducting consumer education to enhance recognition capabilities.

恒安積極營造全集團的創新氛圍，通過設立專利激勵獎、專利授權獎、專利實施獎等獎勵辦法，激發員工發明創造的積極性，促進了專利創新成果的不斷涌現。2024年，本集團專利申請總數為56件，其中發明專利32件，實用新型16件，外觀設計8件；專利授權總數為37件，其中發明專利16件，實用新型13件，外觀設計8件。截至報告期末，恒安授權且有效專利數為436件，其中發明234件、實用新型156件、外觀設計46件。

除做好自身知識產權保護之外，我們高度尊重他人知識產權。本集團規定嚴格的國內外專利申請流程，在產品、技術開發立項之前開展專利風險評估及預警分析，對認為存在侵權風險的專利提出風險規避建議，並定期開展專利檢索與分享。同時，恒安注重外部合作中對知識產權的保護，在與供應商簽訂的合同或《保密協議》中明確規定雙方知識產權歸屬以及使用規範。

為了保護消費者權益、維護市場秩序和提升品牌形象，本集團健全完善打假機制，建立快速長效打假流程，並通過加強產品質量控制、定期市場巡查、與法律機構合作進行維權、開展消費者教育以提高識別能力等措施防止和打擊對本集團商標的侵權行為。

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3.1.7 Digital and intelligent operations

Hengan is well aware of the importance of digital transformation in the process of innovation and iteration. We actively build digital intelligence systems to provide a solid power and foundation for R&D innovation. The Group has gradually advanced the construction of automated and digital factories and accelerated the pace of R&D digital transformation. With a leading digital awareness, Hengan International proposes a comprehensive digital strategy to break down “information silos” through “end-to-end” informatisation and visualisation. Hengan has continued to invest resources to enhance efficiency, monitor operational data and improve operational visibility in order to formulate appropriate management strategies, drive business development and motivate R&D and innovation.

3.1.7 數智賦能

恒安在創新迭代中，深諳數字化轉型的重要性，積極搭建數智化系統，為研發創新提供堅實動力與基礎。本集團逐步推進自動化、數字化工廠建設，加速研發數字化轉型步伐。憑藉領先的數字化意識，恒安提出全面數字化戰略，通過「端到端」信息化、可視化，打破「信息孤島」，持續投入資源提升運營效率，精準監測經營數據，增強經營可視化，科學制定管理策略，驅動企業發展，激發研發創新活力。

Hengan Digital Intelligence System Categories

恒安數智化系統

ERP (Enterprise Resource Planning) (企業資源計劃)	“Hengyigou” (Hengan Procurement Platform) 「恒宜購」恒安採購平台	TMS (Transportation Management System) (物流運輸管理系統)
MES (Manufacturing Execution Systems) (製造執行系統)	LIMS (Laboratory Information Management System) (實驗室信息管理系統)	

Hengan's Major Digital Intelligence Systems 恒安主要數智化系統

For business operation, Hengan applied ERP business and financial integration system in our daily operation to provide effective support for business development. We upgraded the performance and real-time analysis capability of the ERP system, constructed a unified master data platform, improved the master data management standards and system, enhanced the efficiency of business operations and data transparency, consolidated the baseline of business and financial integration data, and embarked on the journey of digitalization.

業務運營層面，恒安通過應用ERP業財一體化系統為企業發展提供有效支撐。本集團不斷深化對ERP系統性能及實時分析能力的優化升級，成功構建了一個集團層面的統一主數據平台，並據此不斷完善主數據管理標準與體系。該系統顯著提升了業務操作效率與數據透明度，夯實業財一體化數據基線，標誌著恒安踏上數字化躍遷之旅。

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For procurement, Hengan adopted the “Hengyigou” digital platform to unify the management of the processes of supplier admission, evaluation and withdrawal. As at the end of 2024, the system has been fully applied to a variety of supplier categories such as national production procurement, non-production procurement, spare parts procurement, logistics procurement and outsourced finished product procurement. Through the online management of the whole process, “Hengyigou” reduced manual intervention and created a fair, justice, bright and transparent purchasing environment.

For logistics, the Transportation Management System (TMS) 3.0 was fully upgraded in 2024, covering 100% of Hengan suppliers. On the basis of comprehensive coordination of national urban distribution work, TMS 3.0 integrates functions such as transportation capacity management, appointment management, dock management, and proof of delivery (POD) management, enabling end-to-end digital closed-loop management across the entire logistics chain. TMS 3.0 integrates resources of 35,000 vehicles, updates vehicle dynamics in real-time through LED screens, reasonably sets up dock parking spaces, and solves the congestion problem in the factory area; it tracks vehicle information in real-time throughout the whole chain, visualises the transportation operations, and facilitates problem traceability. Moreover, it introduces the main line POD function, optimises the interface, improves the ease of operation, and replaces the traditional handover method with system operations, which can efficiently transmit information flow, and greatly save time.

For production, Hengan adopted MES operation system for specialized management. The system covers real-time data collection and analysis, abnormality alarm, collaborative processing and other processes at the levels of planning, materials, equipment, quality, energy consumption, etc., effectively solving the problem of information blindness and information lag from the planning of work orders, production execution to the reporting into the inventory, forming an overall business closed-loop management, improving production efficiency and production controllability, and promoting the Group’s intelligent development while reducing costs and increasing efficiency.

採購層面，恒安通過「恒宜購」數字化平台統一管理供應商准入、評審及退出等流程。截止報告期末，該系統已全面應用於全國生產採購、非生產採購、備品備件採購、物流採購和委外成品採購等多種供應商類型。通過全過程在線管理，「恒宜購」減少了人工干預環節，打造公平、公正、陽光透明的採購環境。

物流層面，物流運輸管理系統(TMS)3.0於2024年全面升級，並100%覆蓋恒安供應商。在統籌全國城配工作的基礎上，TMS3.0系統集運力管理、預約管理、月台管理、回單管理等功能於一體，實現物流環節的數字化全鏈條閉環管理。TMS3.0系統整合了3.5萬部車輛資源，通過LED顯示屏實時更新車輛動態，合理設置月台車位，解決廠區擁堵問題；通過全鏈路實時跟蹤車輛信息，可視化展示運輸作業，便於問題追溯。並且新增幹線回單功能，優化界面，提升操作便捷性，以系統操作替代傳統交接方式，高效傳遞信息流，大幅節省時間。

生產層面，恒安通過MES運營系統對整個生產流程開展精細化管理。該系統通過對計劃、材料、設備、質量、能耗等層面的實時數據採集分析並整合異常報警、協同處理等環節，有效解決從計劃工單、生產執行至報工入庫等環節的信息盲區與信息滯後問題，形成整體業務閉環管理，提升生產效率和生產可控性，降本增效的同時推動本集團智能化發展。

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For laboratory management, the Group introduced LIMS laboratory management system specifically for management. The system contains inspection business management, inspection laboratory resource management and inspection quality control, covering 13 kinds of inspection business such as material stocking inspection, finished product stocking inspection, etc. to ensure the precision and accuracy of the quality inspection results, and gradually complete the automatic transmission of data to realize the efficient coordination of the quality inspection. In 2024, the rate of electronic reporting in LIMS reached 98%.

3.2 Strictly Uphold Quality Responsibility

3.2.1 Quality system

Recognising that quality management plays a vital role in its survival and development, Hengan steadfastly adheres to the relentless pursuit of excellence in quality. We strictly comply with the requirements of the laws and regulations of the places where we operate such as the *Product Quality Law of the People's Republic of China* (《中華人民共和國產品質量法》). And on this basis, we continuously revise and improve a series of key system documents, including the *Written Information Control Procedure* (《成文信息控制程序》), *Control Procedures for Non-Conforming Products* (《不合格品控制程序》), *Control Procedures for Handling External Quality Incidents and Accidents* (《外部質量事件事故處置控制程序》), to continuously enhance the standards and levels of product quality management. In 2024, to identify problematic production units and assist in improving their quality levels, Hengan formulated the *Red-Yellow Card Operational Guidelines for Production Quality* (《生產質量紅黃牌管理辦法》), to promote the optimisation and upgrade of the production quality system.

Hengan continue to promote and implement “constant care”, “constant innovation” and “constant safety” (the “Three Constants Model”) throughout the whole value chain, and form a standardised quality management system from aspects of quality management organisation, product innovative R&D and intelligent manufacturing, which has become an important engine for promoting quality management and product innovation.

實驗室管理層面，本集團引入LIMS實驗室管理系統專門進行管理。該系統包含檢驗業務管理、實驗室資源管理及檢驗質量控制，覆蓋材料入庫檢驗、成品入庫檢驗等13種檢驗業務，保證質量檢驗結果的精密度和準確度。此外，我們通過LIMS系統逐步完成數據自動傳輸，實現質量檢測高效協同。2024年，LIMS電子化報告率達98%。

3.2 嚴守質量責任

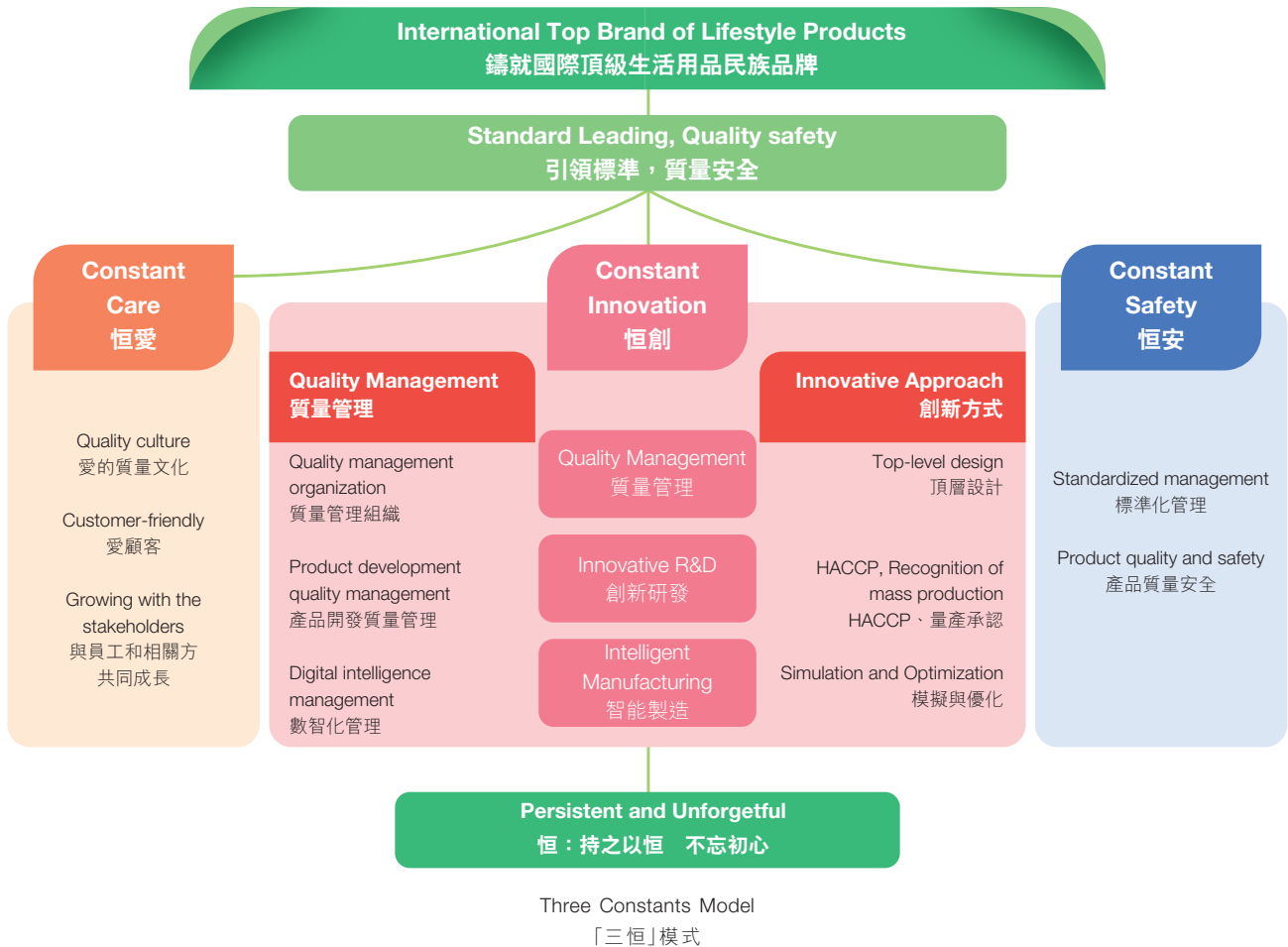
3.2.1 質量體系

恒安視質量保障為企業生存與發展的生命線，堅定不移地秉承對卓越品質地不懈追求。我們嚴格遵守《中華人民共和國產品質量法》等運營所在地相關法律法規的要求，並以此為基礎，不斷修訂和完善一系列關鍵制度文件，包括《成文信息控制程序》《不合格品控制程序》《外部質量事件事故處置控制程序》等，持續提升產品質量管理的標準與水平。2024年，為識別問題生產單位，並幫扶其提升質量水平，恒安制定了《生產質量紅黃牌管理辦法》，推動生產質量體系的優化升級。

恒安不斷深化並在全價值鏈上貫徹由「恒愛」、「恒創」、「恒安」組成的「三恒」模式，從質量管理組織、產品創新研發、智能製造等多方面優化產品設計與生產管理，形成標準化質量管理體系，成為推動質量管理和產品創新的重要引擎。

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The Group guaranteed the Group's product quality level and compliance through the comprehensive quality management and target management method, and has passed ISO 9001 Quality Management System certification, CE certification, FDA certification and MSDS certification. In 2024, all of the Group's production companies that meet the certification requirements have established ISO 9001 quality management systems and have been certified by a third-party organization.

本集團致力於通過全面質量管理體系保障並不斷提升產品質量水平與質量合規，並完成ISO 9001質量管理體系認證和標準化認證（CE認證、FDA認證、MSDS認證）。2024年，本集團所有滿足認證條件的生產公司均建立ISO 9001質量管理體系並通過第三方機構認證。

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In order to continuously improve the effectiveness of the quality management system, the Group has formulated a quality system maturity evaluation form to comprehensively evaluate the requirements of the system in accordance with the PDCAR rule, monitored and measured the quality management system in accordance with a series of internal systems, and conducted internal audits and management reviews to ensure its effectiveness of the quality management system.

Guided by a quality management system, Hengan set a series of annual quality management system targets to quantitatively manage and target-drive the production process individually. As at the end of 2024, all quality indicators' targets were achieved.

為了持續提升質量管理體系的有效性，本集團制定質量體系成熟度評價表，按照計劃 — 執行 — 檢查 — 再次行動 — 記錄 (PDCAR)法則對體系各項要求進行綜合評價，並按照一系列內部制度對質量管理體系進行監視和測量，定期開展內審與管理評審，確保本集團整體質量管理體系的有效性。

在質量管理體系指導下，恒安設置一系列年度質量管理體系目標，對生產流程進行精細化管理，並以目標為導向，驅動質量管理。截至2024年底，恒安各項質量指標目標的完成率均為100%。



Hengan Quality Management System Targets
恒安質量管理體系目標

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3.2.2 Quality risk

Hengan attaches importance to quality risk control and builds a whole-process quality risk management system. The failure mode and effect analysis (FMEA) is adopted to identify, analyse, control and monitor potential quality and safety risks throughout the process of R&D, procurement, production and delivery, and identify changes in quality risks in time for quality risk update.

3.2.2 質量風險

恒安重視質量風險的管控，構建全過程質量風險管理系統，依據失效模式與影響分析(FMEA)原理，從研發、採購、生產、交付全過程，對潛在的質量風險進行識別、分析、控制、檢測，及時識別質量風險的變化，並進行質量風險更新。



The Whole-Process Quality Risk Management System
全過程質量風險管理系統

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To effectively advance the quality risk management, the Group has established a quality risk management team, with the Chief Quality Officer of the Group serving as the team leader. The team leader has a veto right over quality and safety to ensure that any decisions that may affect product quality receives the strictest scrutiny and control.

The Group regularly conducts quality risk audits. In 2024, Hengan organised all production companies to identify potential quality risks in the entire process of R&D, procurement, production, and delivery, from which it selected key control objects, formulated targeted project optimisation and improvement measures for the key control objects and swiftly linked relevant departments to implement and ensure effective control of risks. At the same time, the Group has also conducted quality audits and assistance at 22 bases across the country to ensure comprehensive investigation and management of potential quality issues.

In addition, the Group identifies production units with quality risks in accordance with the quality red-yellow card warning rules and disposal measures stipulated in the *Red-Yellow Card Operational Guidelines for Production Quality* (《生產質量紅黃牌管理辦法》), and provides targeted assistance. And the persons in charge will be punished with performance scores deduction, notice of criticism, warning and dismissal based on the seriousness of the problem in accordance with the *Hengan Group Product Quality Reward and Punishment Management Policy* (《恒安集團產品質量獎懲管理規定》). Moreover, the Policy further strengthens the principle to minimise quality risks as follows.

為有效推進質量風險管理工作，本集團成立質量風險管理小組，由本集團首席質量官擔任組長，對質量安全擁有一票否決權，確保任何可能影響產品質量的決策都能得到最嚴格的審視與把控。

本集團定期進行質量風險審核。2024年，恒安組織各生產公司，針對研發、採購、生產、交付等全流程進行質量風險識別工作，並從中篩選出重點管控對象，制定針對性的項目優化改善措施，並迅速聯動相關部門執行落實，確保風險得到有效控制。同時，本集團還在全國22個基地開展質量稽核和幫扶，確保潛在質量問題得到全面排查與管理。

此外，本集團依據《生產質量紅黃牌管理辦法》規定的質量紅黃牌警示規則和處置措施，持續識別存在質量風險的生產單位，進行精準幫扶，並依據《恒安集團產品質量獎懲管理規定》根據問題嚴重程度對相關責任人進行被處以扣除績效分、通報批評、警告處分及解除勞動等處罰。我們亦根據此規定進一步確立了質量問題「三不放過」原則，以最小化質量風險。

The principle of leaving no stone unturned in handling quality questions until 「三不放過」原則

- the cause is clarified, the measures are implemented;
原因不明、措施不力不放過；
- the personnel subject to liabilities are held accountable;
責任沒有落實到人不放過；
- the personnel concerned are criticised.
相關責任人沒有受到教育不放過。

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3.2.3 Quality control

Hengan focuses on the quality control process and has formulated a number of quality management process systems, including the *Incoming Material Inspection Management Policy* (《進料檢驗管理制度》), the *Process Inspection Management Policy* (《製程檢驗管理制度》), the *Delivery Inspection Management Policy* (《出貨檢驗管理制度》), and the *Control Procedures for Non-conforming Products* (《不合格品控制程序》), to build a full process quality control chain from incoming material inspection, process inspection, delivery inspection and failed goods control to ensure that each link meets the highest quality standards.

3.2.3 質量控制

恒安聚焦質量控制流程，通過《進料檢驗管理制度》《製程檢驗管理制度》《出貨檢驗管理制度》以及《不合格品控制程序》等多個內部管理制度，從進料檢驗、製程檢驗、出貨檢驗以及不合格品控制構建全流程質量控制鏈，確保每一環節達到最高質量標準。

Incoming Material Inspection 進料檢驗

- Hengan carries out “tripartite sampling” of quality inspection, production and supply chain for each batch of raw materials in accordance with the principle of separation of “sampling judgment”. Unqualified products detected will be re-inspected, selected for use, tested more frequently and withdrawn to ensure that the quality of raw materials meets the standards without excessive waste.
恒安對每批原材料按照「抽檢判」分離原則，進行質檢、生產及供應鏈相關部門的「三方抽樣」，對檢測出的不合格產品，依據問題情況採取複檢、驗證、增加該供應商檢測頻次及退貨等多種處置方式，不造成過多浪費的前提下，保證輸入原材料質量符合標準。

Process Inspection 製程檢驗

- Hengan establishes internal customer concepts to standardize the production environment and product inspection management. The Group conducts internal self-inspection and mutual inspection to check the quality of processed products, so as to detect quality defects and minimize the risk of unqualified products flowing into the next process.
恒安建立內部客戶理念，規範常規情況下生產環境及製程產品的檢驗管理。本集團內部對於每批次製程產品進行自檢、互檢、巡檢等方式檢測製程品質，及時發現質量缺陷並及時處理，減少不合格品進入下道工序的風險。

Delivery Inspection 出貨檢驗

- The Group adopts sampling and testing, corrective and preventive measures to ensure that the quality of finished goods shipped meets the requirements of the relevant standards. Failed products detected will be disposed of with reference to the *Control Procedures for Non-conforming Products* (《不合格品控制程序》).
本集團採用抽樣檢測、糾正預防措施等方法，確保出貨成品質量符合相關標準要求。檢出的不合格品將參照《不合格品控制程序》進行處置。

Failed Goods Control 不合格品控制

- Failed products in each process should be evaluated by the corresponding departments of the Group for subsequent rework, rectification, scrapping and other dispositions.
各環節不合格品需經過本集團相應部門評審後續進行返工、整改、報廢等處置。門應對氣候變化相關事宜的責任。

Full Process Quality Control Management
全流程質量控制管理

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In continuously improving its quality control capabilities, Hengan is at the forefront of the industry. In 2024, Hengan added a new quality inspection centre which was recognised by CNAS, marking a comprehensive enhancement of Hengan's testing technology, equipment, and management level. The Group has continuously enhanced the development of its quality talent pipeline, promoting skill certification for frontline quality personnel. In 2024, the internal auditor team expanded by 165 newly certified professionals, bringing the total corps of internal auditors to 524.

Moreover, the Group actively promotes the digitalisation of quality management, through initiating the upgrading of quality inspection informationization, including the production of a national standardized video on national inspection practices, the establishment of an information management platform for electronic quality boards, and development and implementation of the "HA Constant Inspection" data collection mini-programme, to achieve real-time collection of inspection data, providing more accurate and efficient tools for quality control.

在不斷完善質量控制能力方面，恒安更是走在行業前列。2024年，恒安新增質量檢測中心，並完成國家CNAS認可實驗室認證，標誌著恒安在檢測技術、設備和管理水平上的全面提升。本集團持續完善質量人才梯隊建設，鼓勵質量基層人員技能等級考核，2024年新增內審員165人，內部審核員隊伍達到524人。

此外，本集團積極推動質量管理數字化，通過啟動質量檢驗信息化升級，包括製作全國檢驗手法全國標準化視頻，建立電子質量看板信息化管理平台，並自主開發並上線「HA恒實檢」數據採集小程序，以實現檢驗數據實時採集，為質量控制提供了更加精準、高效的工具。



CNAS Laboratory Accreditation Certificate
國家CNAS實驗室認可證書

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3.2.4 Product recall

We are well aware that product quality not only concerns the reputation of the enterprise but also directly relates to the safety and health of every consumer. The Group implements the *Identification and Traceability Control Procedures* (《標識和可追溯性控制程序》) and other processing procedures, and traces the product back to the production date and production team based on the certificate label or information code (box code) outside the packaging box of finished products and the spray code marking on the product packaging, to actively disclose information to relevant parties in a timely manner, inform to stop the production and sales of the product and recall defective products in circulation when products fail to meet with safety standards or defective products appear in the market. We must ensure that problems are addressed promptly, and that consumer rights and interests are fully protected.

In 2024, the Group did not engage in any product recall for safety or health reasons.

3.2.4 產品召回

我們深知產品質量不僅關乎企業聲譽，更直接關係到每一位消費者的安全與健康。因此，當發現任何不符合安全標準或缺陷產品在市場流通時，本集團將立即執行《標識和可追溯性控制程序》等追溯流程，依據成品包裝箱外的合格證標籤或信息碼(箱碼)和產品包裝物上的噴碼標識，追溯到產品生產日期、生產班組等，並主動及時向相關方披露信息，通知停止生產和銷售該產品，並對流通領域中的質量缺陷產品進行召回，確保問題得到及時解決，消費者的權益得到充分保障。

2024年，本集團未發生因安全或健康理由而召回產品的事件。

Acceptance of quality information 接受質量信息

Accepting quality information from distributors, consumers, quality supervision departments, and the Group's internal feedback.
接受經銷商、消費者、質監部門和公司內部反饋的質量信息。

Confirmation of information 信息確認

The production department and category division trace the production batch based on the certificate of conformity label or information code of the packing box.
生產部、品類事業部依據成品包裝箱外的合格證標籤或信息碼追溯生產批次，並確認質量問題。

Recall of products 實施召回

Terminating sales of the product immediately and tracing and investigating the inventory of the same batch of products. A notice to cease sales should be issued within the specified period (within 1 day for the first-level recall, 2 days for the second-level recall and 3 days for the third-level recall) and a recall plan should be prepared. Progress for the recall should be reported in a timely manner, with causes analysed and results reported.
立即停止該產品的銷售，對該批產品的庫存情況進行追溯和調查，在規定期限內(一級召回1日內，二級召回2日內，三級召回3日內)發出停止銷售的通知，制定召回計劃，及時報告召回進度，分析原因並報告結果。

Disposal of recalled products 召回產品的處理

Taking remedial measures to ensure that the recalled product can be safely resold upon verification. Unqualified products that cannot be remedied should be destroyed.
採取補救措施，經驗證能保證產品安全的情況下可繼續銷售，對無法採取補救措施的不合格產品，予以銷毀。

Defective Product Recall Process
缺陷產品召回流程

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3.2.5 Quality improvement

To continuously improve product quality, we have established a systematic quality improvement management process, with the core of accurately identifying and effectively solving various quality issues, so as to ensure that every link of product quality from materials to finished products can be continuously optimised.

3.2.5 質量提升

為持續提升產品質量，我們構建了一套系統化的質量提升管理流程，以精準識別並有效解決各類質量問題為核心，確保產品質量從材料到成品的每一個環節都能得到持續優化。

Special Improvements 專項改善	Pilot Projects 試點項目	Achievement Promotion 成果推廣
In response to key customer complaint issues identified in 2024, the Group has established 28 targeted improvement initiatives addressing areas including clean production, printing defects, side seam splitting in intermediate packaging bags, wrinkling of breathable membranes, and metal contamination in dust-free paper. These initiatives have been deployed across all product categories, with defined objectives integrated into the daily performance metrics of responsible personnel. Through coordinated implementation by middle and frontline management, organisation-wide and full-process quality enhancements are being rigorously executed to ensure comprehensive resolution of consumer feedback. 根據2024年客訴重點問題，本集團成立清潔生產、印刷不良、中包袋側邊開裂、透氣膜皺折、無塵紙金屬等28個專項改善課題，分解至所有品類條線，制定目標並納入責任人的日常績效中，通過中基層管理落實全員、全過程的質量改善，確保消費者反饋得到妥善解決。	The Group has launched a pilot programme for key quality improvement initiatives, establishing dedicated pilot project teams at selected trial sites to develop action plans, define improvement objectives, implement corrective measures, and systematically review and document best practices. In July 2024, we conducted excellence-sharing workshops across five pilot companies in Hubei, Chongqing, Wuhu, Jiangxi, and Shaanxi. 本集團啟動重點質量改善項目試點工作，在試點公司成立試點項目小組，制定計劃書及改善目標，輸出改善措施，並檢討總結經驗。2024年7月，我們在湖北、重慶、蕪湖、江西、陝西五家試點公司開展優秀經驗分享。	For the projects with obvious improvement effects in 2024, we replicate and promote key measures to similar products, such as the improvement of dirty foreign bodies in nonwoven by optimising the production environment and strengthening the detection of raw materials. The defective rate of fluffy nonwoven fabric joints has been improved through technological innovation and joint process optimisation. 針對2024年改善效果明顯的項目，我們將關鍵措施複製推廣至同類產品中，例如針對無紡布機髒污異物問題，通過優化生產環境和加強原料檢測有效改善；針對蓬鬆無紡布接頭不良改善，通過技術創新和接頭工藝優化，實現有效提升。

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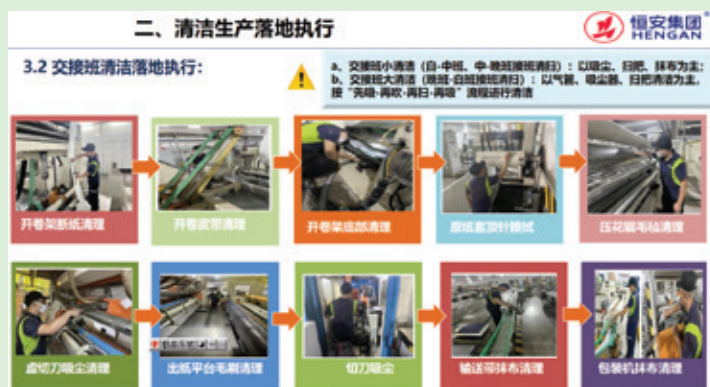
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Nationwide Promotion of the “Handover and Cleaning Acceptance Mechanism”

「交接班清潔驗收機制」全國推廣

In 2024, Shandong Hengan Paper Co. Ltd. was the first to introduce the “Handover and Cleaning Acceptance Mechanism”, ensuring both a clean and orderly production environment, as well as great improvement of production efficiency and product quality. As a highlight case of quality improvement, this mechanism has been tested and verified through practice, and its remarkable effects have been widely recognised. It has been replicated and fully implemented nationwide. On this basis, Hunan Hengan Paper Co. Ltd. bravely innovates, based on its own production characteristics and actual needs, to upgrade the Handover and Cleaning Acceptance Mechanism, such as conducting pre-cleaning communication meetings and post-acceptance summary meetings, which has further enhanced the effect of quality improvement.

2024年，山東公司率先推出「交接班清潔驗收機制」，不僅確保了生產環境的整潔有序，還極大地提高了生產效率和產品質量。作為質量提升的一大亮點案例，該機制經過實踐的檢驗與驗證，其顯著成效得到了廣泛認可，已全國複製推廣並全面執行。在此基礎上，湖南紙品勇於創新，結合自身的生產特點和實際需求，升級交接班清潔驗收機制，如開展清潔前溝通會和驗收後小結會，進一步提升了質量提升效果。



Shandong Hengan Paper Co. Ltd. Handover and Cleaning Acceptance Mechanism
山東交接班清潔生產驗收機制



Hunan Hengan Paper Co. Ltd. Handover and Cleaning Acceptance Summary Meeting
湖南紙品交接班清潔驗收小結會

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In 2024, the Group made significant achievements in the quality improvement initiative. The quality improvement team initiated 102 projects in the annual programme, with a high completion rate of 97%, which effectively promoted the improvement of product quality and production efficiency. On the one hand, we actively cooperated with our suppliers, and through issuing mandatory topics to suppliers, significantly reduced the incidence of multiple issues in sanitary napkins and diapers. On the other hand, in terms of product improvement, focusing on consumer pain points, such as delamination of sanitary pads, leakage incidents, and moisture seepage in wipes, the Group has continued to improve and successfully launched an improved version of the product, which has significantly enhanced the experience of use and significantly reduced the rate of customer complaints.

3.2.6 Quality culture

In 2024, Hengan continued to promote the construction of quality culture, and standardise the daily management process of the quality system, to ensure that product quality is always maintained at the leading level in the industry. For quality management positions, we conducted a systematic competency gap analysis between job requirements and current personnel capabilities. This initiative was followed by 30 targeted training sessions focused on quality awareness and technical proficiency enhancement, engaging 1,160 participants. The programme has significantly strengthened the ability of quality management personnel to identify, monitor, and mitigate critical quality risks.

2024年，本集團質量提升行動成果顯著。質量改善小組活動年度立項102個課題，結案率高達97%，有力推動了產品質量和生產效率的提升。一方面我們與供應商積極合作，通過下達供應商指令性課題的方式降低了衛生巾及尿褲的多個質量問題指標，如印刷不良發生率和蚊蟲問題發生率等。另一方面，產品改善方面，圍繞消費者痛點，如護墊脫層、漏尿及濕巾下滲等質量問題，我們持續改進，成功推出了改良版產品，顯著提升了使用體驗，客訴率明顯降低。

3.2.6 質量文化

2024年，恒安持續推動質量文化建設，規範質量系統日常管理流程，確保產品質量始終保持在行業領先水平。針對質量管理相關崗位，我們系統梳理崗位所需技能與現有人員技能水平之間的差距，並組織了30場次專項質量意識及能力提升培訓，參訓1,160人次，提升了質量管理人員對於重點質量風險的管控能力。

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Cross-Functional Benchmarking & Learning Audit Initiative

「比學趕超」交叉學習查核活動

From September to November 2024, Hengan planned and implemented the Cross-Functional Benchmarking & Learning Audit Initiative. The activity centred on the theme of “Benchmarking to Identify Gaps, Learning to Drive Improvement, Catching Up to Address Weaknesses, and Surpassing New Benchmarks”. 42 quality specialists from 13 production companies across the country participated in the on-site learning and checking of each production base, which effectively promoted the exchange and improvement of quality management experience.

2024年9月至11月，恒安策劃並實施質量「比學趕超」交叉學習查核活動。此次活動圍繞「對比找差距，學習促提升，追趕補短板，超越新標桿」的主題展開，深入各生產基地的實地學習查核，全國13家生產公司的42名質量骨幹參與，有效促進了質量管理經驗的交流與提升。



Cross-Functional Benchmarking & Learning Audit Summary Meeting
「比學趕超」交叉學習查核總結會議



Cross-Functional Benchmarking & Learning Audit Site
「比學趕超」交叉學習查核現場

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In order to further inspire the quality awareness and work passion of employees, the Group encourages mutual learning among employees through the establishment of quality indicators and the organisation of quality competitions. With a positive and proactive quality culture atmosphere fostered, the quality management work within the Group has received more extensive attention and focus.

為了進一步激發員工的質量意識和工作熱情，本集團通過設立質量指標、開展質量競賽等形式，鼓勵員工之間互相學習，形成了一種積極向上的質量文化氛圍，使得質量管理工作在集團內部得到了更加廣泛的關注和重視。

Quality Excellence Award Rotation Programme

質量流動紅旗評比

The Group has launched the Quality Excellence Award Rotation Programme to comprehensively enhance the quality management level. This programme conducts rigorous monthly evaluations across individual production companies, assessing performance against key indicators such as product inspection pass rate, complaint rate, and on-site quality audit compliance. The winning unit will hold the Quality Excellence Award for a month, in recognition of its outstanding performance in quality management. This initiative not only stimulates the competitive awareness among production companies but also promotes the exchange and sharing of quality management experience, driving the overall quality management level of Hengan to a new height.

本集團為全面提升質量管理水平開展質量流動紅旗評比活動。該活動以各生產公司為單位，依據成品檢驗合格率、投訴率、現場質量稽查等多項關鍵指標，每月進行一次嚴格評選。獲旗單位將持有質量流動紅旗一個月，以此表彰其在質量管理方面的卓越表現。這一舉措不僅激發了各生產公司之間的競爭意識，更促進了質量管理經驗的交流與分享，推動恒安整體質量管理水平邁向新台階。



Quality Excellence Award Rotation Programme
質量流動紅旗評比

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In addition to the internal quality culture construction, Hengan Group actively participates in external quality-related forums and exchanges, keeping up-to-date with the latest quality standards and trends in the industry. The Group shares quality management experiences with other excellent enterprises, and jointly discusses new ideas and methods of quality management, thus injecting new inspiration and momentum into the Group's quality culture construction, and further enhancing its influence and competitiveness in the industry.

除了內部的質量文化建設外，恒安集團還積極參與外部的質量相關論壇和交流活動，及時了解行業最新的質量標準和動態，與其他優秀企業分享質量管理經驗，共同探討質量管理的新思路和新方法，為集團質量文化建設注入了新的靈感和動力，也進一步提升了集團在行業內的影響力和競爭力。

2024 Fujian Benchmark Enterprise High-quality Development Seminar

2024年福建標桿企業高質量發展研討會

In 2024, the Group was invited to attend the Fujian Benchmark Enterprise High-quality Development Seminar organised by China Quality Mark Certification Committee, Fujian branch. This conference gathered more than 20 well-known enterprises, with a total of over 100 industry experts. As a representative, Hengan shared quality management experience, engaged in in-depth exchanges with peers, and jointly discussed new paths for high-quality development, demonstrating the leading position and responsibility of the Group in the industry.

2024年，本集團受邀參加由福建省方圓標誌認證委員會舉辦的福建標桿企業高質量發展研討會。此次會議匯聚了20多家知名企業，共計100多位行業精英。恒安作為參會代表，分享質量管理經驗，與同行深入交流，共同探討高質量發展新路徑，展現了本集團在行業內的領先地位與責任擔當。



2024 Fujian Benchmark Enterprise High-quality Development Seminar

2024年福建標桿企業高質量發展研討會

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3.3 Attach Great Importance to Chemical Safety

The Group highly values chemical safety and strictly follows normative documents including the *Management Policy for Safety and Ingredient of Products and Materials* (《產品和材料安全與成分管理制度》), the *Hengan Group Material Safety Index List* (《恒安集團材料安全指標清單》), the *Hengan Group Products Safety Index List* (《恒安集團產品安全指標清單》) and the *Additive Limitation List* (《添加物限度清單》), and makes improvement on chemical procurement, storage, usage and disposal. At the same time, we disclosed the *Chemical Management Policy* (《化學品管理政策》) on our official website, disclosing various measures such as those for chemical procurement, additive limitation, risk supervision, and target management of the Group, and we are committed to comprehensively identifying the potential chemical risks of all chemicals used in our products, disclosing the registration and use of regulated chemicals, and publicizing information on the formulation of our products, so as to safeguard the rights and interests of consumers in all aspects, and to ensure the safety and health of our products.

Strictly adhering to international, national, and industry-related standards as well as internal standards, Hengan builds upstream raw material control with high standards, introduces high-quality raw materials, regularly identifies and evaluates all chemicals used in all products, clarifying the list of banned chemicals and strictly controlling existing chemicals, and phasing out or minimizing the use of controversial chemicals, to provide products that consumers can trust.

3.3.1 Product development

Hengan maintains a highly responsible attitude towards consumers' health and safety, strictly abides by regulations such as the *Product and Material Quality Safety and Ingredient Management Policy* (《產品和材料質量安全與成分管理制度》), and implements a comprehensive standardised management of chemical use in the product R&D process. Through a scientific and rigorous process, we screen and strictly control chemicals involved in product R&D. We also review and update relevant regulatory documents regularly based on the latest chemical regulatory requirements, industry trends, and implementation status, ensuring product chemical safety from the development stage.

3.3 重視化學品安全

本集團高度重視化學品安全，嚴格執行《產品和材料安全與成分管理制度》《恒安集團材料安全指標清單》和《添加物限度清單》等規範性文件，對包括產品開發、化學品採購、儲存、使用以及披露在內的化學品相關全流程實施精細化管理。同時，我們發佈《化學品管理政策》全面披露化學品採購流程、添加限度、風險監督與目標管理等多種措施，承諾全面識別所有產品使用化學品的潛在化學品風險，披露監管化學品的註冊和使用情況，並公開產品的配方信息，全方位守護消費者權益，確保產品安全健康。

恒安嚴格依據國際、國家、行業相關標準以及內部標準，以高標準建設上游原材料管控，引進優質原材料，針對所有產品中使用的化學品定期開展識別與風險評估，明確禁用的化學品清單，並嚴格管控現有化學品，並淘汰或最小化爭議化學品的使用，以提供令消費者放心的產品。

3.3.1 產品開發

恒安秉持著對消費者健康與安全高度負責的態度，嚴格遵守《產品和材料質量安全與成分管理制度》等規範文件，對產品研發過程中化學品的使用實施全面規範化管理，通過科學嚴謹的流程，對產品研發中所涉及的化學品進行層層篩選與嚴格把關。我們亦根據最新化學品監管要求、行業趨勢以及規範執行情況定期對相關規範文件進行檢討回顧，並適時更新，從開發端保障產品化學品安全。

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Step 1 Identify

步驟一：識別

- Identify external national product/material safety laws, regulations, and standards applicable to the products and corresponding materials;
識別產品及對應材料適用的外部國家產品 / 材料安全法律、法規、標準；
- Identify the standards issued by the Standard Committee applicable to the products and corresponding materials.
識別產品及對應材料適用的集團內部標準。

Step 2 Standardisation

步驟二：制標

- Establish the safety index requirements for new products during its initiation;
在新品立項時同時確立產品所需的安全指標要求；
- Provide the Material Safety Index List after the determination of product safety index.
在確立產品安全指標後，同時輸出對應材料安全指標清單。

Step 3 Confirmation

步驟三：確認

- Ensure that the product is safe before finalising it for mass production by commissioning external testing agencies to conduct comprehensive safety tests based on the established safety list;
產品量產前依據確立的安全清單委託外部檢測機構進行全面安全檢測，確認產品安全性；
- Confirm that raw materials and auxiliary materials meet the relevant national safety index and internal standards such as the Material Safety Index List.
確認原輔助材料符合國家相關安全指標及材料安全指標清單等內部標準。

Step 4 Review

步驟四：檢討

- Identify changes in safety index through ongoing checks and updates of external safety standards, dynamic tracking of product safety testing reports of external media, external communications on product safety issues, etc., and organise reviews to assess whether material safety requirements are met;
通過持續外部安全標準檢查更新、外部媒體產品安全檢測報道動態跟蹤、產品安全問題外部交流等，識別安全指標變化，並組織本集團內部評審，確定材料安全要求；
- Regularly summarise the existing safety index of the Group's products and materials and assess whether such index needs revision.
定期總結本集團產品、材料安全指標現狀，並評審指標是否需重新修訂。

Chemical use management process in the product development stage

產品研發階段化學品使用管理流程

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3.3.2 Chemical procurement

The Group applies high standards on chemical supplier selection, requiring them to present qualified business license, "Safety Production License", "Business Permit", and related MSDS. Chemical suppliers admission is subject to factory inspection, small batch testing and signing corresponding control standards by both parties before normal procurement. For chemical products that are expected to be in direct contact with paper products, the suppliers are required to present additional certificates of non-toxic and non-hazardous chemicals issued by authoritative third-party testing institutions or provincial centres for disease control and prevention, to ensure that the products they provide are non-toxic and non-hazardous.

3.3.3 Chemical storage

The Group strictly manages purchased chemicals. We have set up specific storage warehouse equipped with corresponding facilities and appointed responsible staff. Hazardous chemicals for temporary storage must be put in a fixed location, and the storage method and quantity must conform to the national standard *Rules for Storage of Hazardous Chemicals* (《常用化學危險品貯存通則》), and daily inspection must be conducted.

3.3.2 化學品採購

本集團嚴格篩選化學品供應商，要求供應商提供符合資質的營業執照、「安全生產許可證」、「經營許可證」，以及相應的化學品安全數據說明書(MSDS)。化學品供應商准入均需驗廠合格、小批量試機並由雙方簽訂相應管控標準後方可進行正常採購。其中，產品直接接觸紙質產品的化學品供應商需額外提供權威第三方檢測機構或省級疾病控制中心出具的化學品無毒無害證明資料，確保其提供的產品無毒無害。

3.3.3 化學品儲存

本集團嚴格管理購入的化學品。我們專設存儲倉庫，配備相應設施，設專人管理；危險化學品暫存時，存放在固定的地點，儲存方式、方法與儲存數量符合國家標準《常用化學危險品貯存通則》，並進行日常檢查。

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3.3.4 Chemical use

The Group, with reference to internationally leading safety standards, has established our *Material Safety Index List* (《材料安全指標清單》) and *Additive Limitation List* (《添加物限度清單》), listing the types of chemicals allowed for use and their limit standards, and setting an insurmountable red line for chemical use, to effectively prevent potential safety risks. At the same time, we strictly manage the processes of chemical procurement, transport, and storage according to systems such as the *Material Safety Index List* (《材料安全指標清單》). Also, we require upstream suppliers to strictly comply with the *Material Safety Index List* (《材料安全指標清單》) and other relevant requirements.

Additionally, we regularly carry out identification and risk assessment of chemicals in use in accordance with regulatory requirements, prioritizing reference to leading international chemical safety standards, industry trends and cutting-edge research developments, and strictly restrict the use of banned substances such as allergenic aromatics, azoaromatic amines, carcinogenic dyes and allergenic dyes. At the same time, we dynamically manage the *List of Prohibited Additive Chemicals* (《禁止添加化學品清單》) to ensure that banned items are clear and enforceable. In 2024, we highly focused on the SVHC (Substances of Very High Concern) list under the EU's Regulation on the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH), adding perfluorooctane sulphonate (PFOS) and perfluorooctanoic acid (PFOA) to the list of prohibited additions. And then we conducted a thorough investigation on the use of these two types of chemicals to promptly eliminate all risk chemicals.

3.3.4 化學品使用

本集團參照國際領先的安全標準，建立了本集團的《材料安全指標清單》和《添加物限度清單》，列出允許使用的化學品種類及其限量標準，為化學品使用設定了不可逾越的紅線，有效防範了潛在的安全風險。同時，我們根據《材料安全指標清單》等制度嚴格管理化學品採購、運輸、存儲等流程，並要求上游供應商亦嚴格遵守《材料安全指標清單》等相關要求。

此外，我們定期依據監管要求，優先參考國際領先的化學品安全標準、行業趨勢及前沿研究動態，持續開展在用化學品識別與風險評估，嚴格限制致敏性芳香劑、偶氮芳香胺、致癌染料、致敏染料等禁用物質的使用。同時，我們動態維護《禁止添加化學品清單》，確保禁用條目明確可執行。2024年，我們依據歐盟化學品註冊、評估、許可和限制(REACH)法規高度關注物質(SVHC)清單，在禁止添加清單中增加了全氟辛烷磺酸(PFOS)和全氟辛酸(PFOA)，並對這兩類化學品的使用開展盤查，及時淘汰所有風險化學品。

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Chemicals Phased Out by Wet Wipe Products

濕巾產品淘汰風險化學品

According to the requirements of GB 43631-2023 *Basic Safety Technical Specification for Paper Products for Infants and Children* (《嬰幼兒及兒童用紙品基本安全技術規範》), baby wet wipes are required not to contain “Methylisothiazolinone” and “Methylchloroisothiazolinone”. To ensure product safety, the chemicals “Methylisothiazolinone”, “Methylchloroisothiazolinone” and “Bropol” traditionally adopted in all wet wipes (baby, adult and physical wipes) products were phased out. Among them, “Bropol” is a formaldehyde retarder, which is harmful to human health as it trace amounts of formaldehyde when added to wet wipes.

依據GB 43631-2023《嬰幼兒及兒童用紙品基本安全技術規範》要求，嬰兒濕巾產品要求不得存在「甲基異噻唑啉酮」和「甲基氯異噻唑啉酮」。為提升濕巾產品的安全性，恒安已在所有濕巾（嬰童、成人、物用等濕巾）產品中禁用了「甲基異噻唑啉酮」、「甲基氯異噻唑啉酮」及「布羅波爾」等化學品。其中「布羅波爾」為甲醛緩釋體，因其加入在濕巾產品中會產生微量甲醛，對人體健康造成傷害。

While strictly controlling the use of chemicals, Hengan also strictly manages the addition and residue of chemicals in products. We have established the *Hengan Group Product Safety Index List* (《恒安集團產品安全指標清單》), which listed the quantitative indicators of chemical safety parameters, biological parameters, physical parameters, biocompatibility parameters, and toxicological safety parameters affecting the quality of products such as wet wipes, dry wipes, sanitary napkins, and diapers. The Group's safety standards for chemicals meet or exceed national and industry standards, as well as other authoritative international standards, such as REACH, a regulation of EU. Some chemicals the Group uses are also listed as Substances of Very High Concern (SVHC) in the REACH regulation List. The concentrations (weight ratio) of these chemicals in the Group's products are all lower than 0.1% as stipulated in the regulation.

To further strengthen the safety defences, in 2024, Hengan intensified monitoring efforts, conducting chemical safety monitoring on 65 types of key materials and 33 series of products. At the same time, we invited third-party organisations to conduct a series of certifications on the safety of our products and raw materials, with all certification results showing compliance.

在嚴控化學品使用的同時，恒安亦嚴格管理產品中化學品的添加與殘留。我們建立了《恒安集團產品安全指標清單》，列出影響濕巾、乾巾、衛生巾、紙尿褲等產品質量的化學安全參數、生物參數、物理參數、生物相容性參數、毒理安全參數的量化指標，所有指標均符合或高於相應國家、行業標準、以及其他具有權威的國際標準，如歐盟REACH法規等。本集團所使用的列入REACH法規清單的高度關注化學物質(SVHC)清單，其存在產品中的濃度（重量比）均低於該法規規定的0.1%。

為了進一步鞏固安全防線，2024年恒安加大檢測力度，我們邀請第三方機構共對65類關鍵材料和33個系列產品進行化學品安全檢測，檢測結果均顯示合格。

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3.3.5 Chemical disclosure

Hengan is committed to providing consumers with transparent and safe product information. On product packaging, we are gradually disclosing the types and specific concentrations of chemicals contained in the product, ensuring that consumers can clearly understand the chemical composition of our products. Taking the baby wet wipe product as a pilot, in accordance with GB/T 27728.2-2024 *Wet Wipes and Similar Products – Part 2: Particular Requirements for Babies and Children Wet Wipes* (《濕巾及類似用途產品第2部分：嬰童濕巾專用要求》), we plan to complete the labelling of the full composition of chemicals for such product in 2025, to further enhance product transparency.

3.4 Improve Customer Service

Hengan continuously improves its customer service capabilities, providing considerate and timely high-quality services through multiple channels to meet customer expectations. Driven by customer satisfaction, we build a sound complaint management mechanism, attach importance to customer privacy protection, and adhere to a responsible marketing philosophy, providing consumers with high-quality and reliable consumption experiences to win customer trust and support.

3.4.1 Customer satisfaction

Hengan strictly abides by pertinent laws and regulations such as the *Law of the People's Republic of China on Protection of Consumer Rights and Interests* (《中華人民共和國消費者權益保護法》), and follows relevant internal procedures, such as the *Customer Satisfaction Survey Control Procedures* (《顧客滿意度調查控制程序》) to analyse customer and client satisfaction through official website, e-commerce platform, hotline and online follow-up investigation, focusing on the feedback of customers' experience of using the products in terms of wearing feeling, fit, thickness, softness, absorbency, dryness, leakage, breathability, allergy feeling, deodorization, antibacterial and skincare and other feelings. At the same time, the Group employs a third-party professional network search organization to continuously search the whole network for information related to Hengan's products, and communicate with customers and follow up on the feedback in a timely manner to enhance the level of customer satisfaction.

3.3.5 化學品披露

恒安致力於為消費者提供透明、安全的產品信息。在產品包裝上，我們逐步披露產品所含的化學品種類及其具體含量，確保消費者能夠清楚了解產品的化學成分構成。我們以嬰兒濕巾產品為試點，依據GB/T 27728.2-2024《濕巾及類似用途產品第2部分：嬰童濕巾專用要求》，計劃於2025年完成該類產品化學品全成分標註，進一步提升產品透明度。

3.4 提升客戶服務

恒安不斷提升客戶服務能力，通過多渠道為客戶提供貼心及時的優質服務，滿足客戶期望。我們以客戶滿意度為驅動力，構建完善的投訴管理機制，重視客戶隱私保護，並秉持負責任的營銷理念，向客戶提供優質可靠的消費體驗，以贏得客戶信任與支持。

3.4.1 客戶滿意度管理

恒安嚴格遵守《中華人民共和國消費者權益保護法》等相關法律法規，基於《顧客滿意度調查控制程序》等內部制度，通過官網、電商平台、熱線電話、線上回訪等多重渠道，全方位調研客戶使用不同產品的穿戴感受、合身性、厚度、柔軟度、吸收量、乾爽性、漏尿情況、透氣性、過敏感受、除臭抑菌護膚等體驗反饋，對客戶滿意度進行調研分析。此外，本集團亦聘請第三方機構，持續對恒安產品相關信息進行全網搜索，對於反饋的問題及時與顧客溝通、跟進處理，提升顧客的滿意程度。

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In terms of customer service management, the Group has established an organisational structure for customer service management, consisting of training, quality inspection, and intelligence teams, responsible for comprehensively enhancing and optimising every aspect of customer service. We also incorporate customer satisfaction into performance evaluations, especially setting indicators such as “online store service score” and “personal service satisfaction” for customer service specialists to motivate them to continuously improve service level. In 2024, we set a customer complaint follow-up satisfaction target of 99%, achieving 100% in actual performance.

在客戶服務管理方面，本集團構建了由培訓組、質檢組和智能組共同組成的客戶服務管理組織架構，負責全面提升和優化客戶服務的每一個環節。我們亦將客戶滿意度納入績效考核，特別是在用戶體驗客服專員崗位績效考核項目中設置「線上店鋪服務分」、「個人服務滿意度」等考核指標，以此激勵客服專員不斷提升服務水平。2024年，我們設定客訴回訪滿意度目標99%，實際達成100%。

Training Team

培訓組

- Departmental training and cultural support, e.g. summarising knowledge of service experience and supporting departmental members to meet business competence needs through training and assessment.
負責部門培訓與文化支持工作，如總結歸納服務經驗知識，並通過培訓考核的方式支持部門成員滿足業務能力需求。

Quality Inspection Team

質檢組

- Departmental operational quality checks and financial reconciliations.
負責部門業務質量檢驗和財務對賬。

Intelligence Team

智能組

- Departmental intelligence development and maintenance, such as daily maintenance of intelligent customer service robots, as well as data and system development.
負責部門智能化開發維護，如智能客服機器人的日常維護、數據與系統開發的日常維護等。

Organisational Structure for Customer Service Management
客戶服務管理組織架構

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To continuously improve customer service quality, Hengan actively carries out customer service training. In 2024, we held a total of 52 various training courses, with over 500 participants, and achieved the goal of passing rates set for the training. These training courses have enhanced the professionalism and service awareness of our employees, winning widespread customer praise and recognition for Hengan. Hengan Group, for its outstanding performance in consumer rights protection and service quality improvement, was awarded the honourable titles of “2023 Top Ten ‘Online Consumer Dispute Resolution (ODR)’ Enterprises” at the provincial level in Fujian Province and “Outstanding ODR Enterprise” in Jinjiang City for 2023.

3.4.2 Complaint management

Hengan has fully implemented the customer complaint management system and formulated a series of customer complaint management policies such as the *Customer Complaint Control Procedures* (《顧客投訴控制程序》), *Customer Service Standards* (《客服崗位服務標準》), *Customer Complaint Handling Records* (《客訴處理履歷》), *Return Visit Policy for Customer Complaint* (《客訴回訪制度》), *Information Analysis* (《信息分析》) and *Accountability System for Quality Problems* (《質量問題責任落實到人》). Besides, Hengan has also set customer complaint rate targets for the performance and modules of various products such as allergies, urine leakage, waist sticker problems, and mosquitoes, and incorporated the customer complaint rate level into the quality performance evaluation of relevant departments, so as to effectively reduce the complaint rate.

為持續提升客戶服務質量，恒安還積極開展客戶服務的培訓工作。我們於2024年共舉辦了52場各類培訓課程，合計參與人次超過500人次，並實現了該培訓設置的考核通過率目標。這些培訓提升了員工的專業素養和服務意識，為恒安贏得了廣泛的客戶讚譽和認可。恒安集團憑藉在消費者權益保護和服務質量提升方面的卓越表現，榮獲了福建省省級「2023年度十佳『在線消費糾紛解決(ODR)』企業」和晉江市2023年度「優秀ODR企業」的榮譽稱號。

3.4.2 投訴管理

恒安全面推行客戶投訴管理體系，通過《顧客投訴控制程序》《客服崗位服務標準》《客訴處理履歷》《客訴回訪制度》《信息分析》和《質量問題責任落實到人》等管理制度，針對過敏、漏尿、腰貼問題、蚊蟲等各項產品性能和模塊的質量問題設置客訴率目標，並將客訴率水平納入相關部門質量績效考核中，以降低客訴率。

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To standardise and improve the process of consumer feedback and complaint handling by responsible departments, the Group has formulated the *Control Procedures for Handling External Quality Incidents and Accidents* (《外部質量事件事故處置控制程序》), clarifying the hierarchical and categorical handling process of complaints and the responsible departments. We have also opened various complaint channels such as the 800/400 service hotline, emails, letters and the new media network platform, and set up customer complaint specialists to collect the complaint information from all channels to realise the timely and proper handling of consumer complaints. During the Reporting Period, based on the number of customer complaints received per 10,000 boxes of products, the Group's overall customer complaint rate was 0.005%.

3.4.3 Privacy protection

Hengan pays attention to consumers' personal privacy, and strictly abides by relevant laws and regulations such as the *Cybersecurity Law of the People's Republic of China* (《中華人民共和國網絡安全法》) and the *Personal Information Protection Law of the People's Republic of China* (《中華人民共和國個人信息保護法》). The Group stipulates the principles of lawful, justified and necessary information collection and use in the *Information Security and Privacy Protection Policy* (《信息安全與隱私保護政策》), and respects and protects the users' right to know, the right to choose, the right to correct and the right to delete. The Group has clearly set up a special privacy protection organisation and personnel, with information collection, use, storage, transmission, sharing, destruction, and other full-process privacy protection measures.

The Group has not received any complaints initiated by consumers due to privacy breaches in the past three years.

為規範和完善消費者問題反饋及責任部門投訴處理流程，本集團根據《外部質量事件事故處置控制程序》明確投訴的分級分類處理流程與責任部門，開放800/400服務電話、郵件、信件、新媒體網絡平台等多種投訴渠道，並設置客訴專員收集各渠道的投訴信息，實現消費者投訴的及時妥善處理。報告期內，按照每萬箱產品所接到的客戶投訴數量計算，本集團整體客訴率為0.005%。

3.4.3 隱私保護

恒安重視客戶隱私保護，嚴格遵循《中華人民共和國網絡安全法》《中華人民共和國個人信息保護法》等相關法律法規，在《信息安全與隱私保護政策》中規定合法、正當、必要的信息收集和使用原則，尊重並保障用戶的知情權、選擇權、更正權、刪除權。本集團明確設有專門的隱私保護組織和人員，與信息收集、使用存儲、傳輸、共享銷毀等全流程隱私保護措施。

本集團在過去三年未收到消費者因隱私泄露而發起的投訴。

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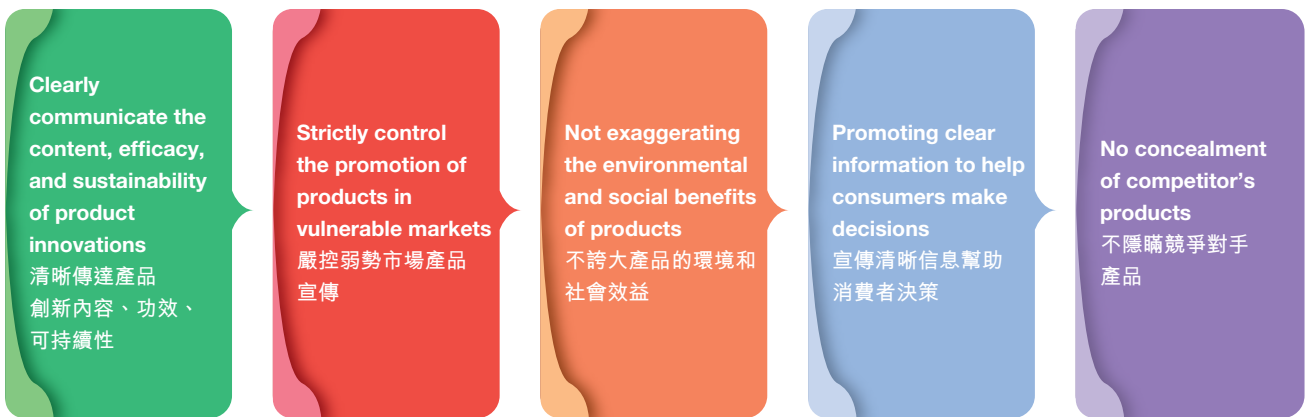
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3.4.4 Responsible marketing

Hengan strictly abides by the *Advertising Law of the People's Republic of China* (《中華人民共和國廣告法》) and other laws and regulations, and has formulated and released the *Responsible Marketing Policies* (《負責任營銷政策》) to regulate the implementation of relevant measures. We strictly comply with business ethics and social responsibilities in product and service promotion, to ensure that the information delivered to consumers and society is fair and credible, establishing corporate credibility and social reputation, and maintaining and enhancing the brand image.

3.4.4 負責任營銷

恒安嚴格遵守《中華人民共和國廣告法》等國家法律法規的相關規定，制定並發佈了《負責任營銷政策》規定相關措施的實施，在推廣產品服務時嚴格遵循商業倫理和社會責任，確保向消費者與社會傳遞的信息公平可信，建立企業可信度和社會聲譽，同時維護和增強品牌形象。



Five Steps to Responsible Marketing
負責任營銷五項措施

We regard product packaging as an essential channel for product promotion, through which we can convey the concept, core values and characteristics of the brand, and help consumers better understand the product and brand. To standardise the management of marketing information, Hengan has specially formulated the *Administrative Measures of Packaging Design* (《包裝設計管理辦法》) and the *Product Packaging Layout Review Process* (《產品包裝版面審核流程》) to enforce the strict review of the information disclosed on the product packages and ensure that consumers are provided with comprehensive and accurate product information.

我們將產品包裝視為產品宣傳的重要渠道，通過包裝傳達我們品牌的理念、核心價值和特點，並幫助消費者更好地了解產品和品牌。為落實營銷信息管理規範，恒安根據《包裝設計管理辦法》及《產品包裝版面審核流程》等內部制度，對產品包裝上披露的信息進行嚴格審核，確保消費者獲得全面準確的產品信息。

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Product Packaging Layout Review Process
產品包裝版面審核流程

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4. WORKFORCE WELLBEING & EMPOWERMENT, CREATING A HAPPY WORKPLACE

Hengan International values every employee and always believes that the well-being and growth of employees are the foundation for the stable development of the enterprise and the fundamental driving force to achieve sustainable growth. The Group focuses on and guarantees the legitimate rights and interests of employees, and advocates a diversified, equal, and inclusive corporate culture, so as to achieve joint progress of the enterprise and employees, while creating a happy workplace.

4.1 Equal and Regulated Employment

To ensure the legality and compliance of employment practices, the Company strictly abides by national and local laws such as the *Labour Law of the People's Republic of China* (《中華人民共和國勞動法》), the *Labour Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》), the *Trade Union Law of the People's Republic of China* (《中華人民共和國工會法》), and the *Law of the People's Republic of China on Protection of Minors* (《中華人民共和國未成年人保護法》). We have formulated and improved the *Human Resources Management Policy* (《人力資源管理制度》). The Group carries out the corporate culture of diversity, equality, and inclusiveness in the process of recruitment and employee management, in order to stimulate the potential of employees.

4.1.1 Recruitment management

To improve the efficiency of recruitment management and quickly obtain high-quality talents, we have established an online process management platform for the recruitment business across the whole group. We have carried out system construction with the goal of comprehensive recruitment data analysis and decision-making, which has achieved a digital closed-loop management from the release of recruitment needs to the collection of onboarding information. We utilise this platform to integrate resources from various channels, and actively build the employer brand, enhancing our recruitment efficiency while improving candidates' interview experience. Meanwhile, we build a tiered and shared management of the talent pool to quickly locate and discover talents.

4. 員工賦能，恒促幸福職場

恒安國際珍視每一位員工，始終堅信員工的福祉與成長是企業穩健發展的基礎和實現可持續發展的根本動力，關注並保障員工的合法權益，倡導多元、平等和包容的企業文化，實現企業和員工的攜手共進，打造幸福職場。

4.1 平等規範僱傭

為確保用工行為合法合規，公司嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國工會法》《中華人民共和國未成年人保護法》等國家及地方法律，制定並完善《人力資源管理制度》，在招聘、員工管理過程中貫徹多元平等與包容的企業文化，以激發員工潛能。

4.1.1 招聘管理

為提升招聘管理效率、快速獲取優質人才，我們建立全集團招聘業務線上线流程管理平台，以全面的招聘數據分析和決策為管理目標開展系統建設，實現了從發佈招聘需求到入職信息採集流程的數字化閉環管理。我們利用該平台整合各渠道資源，積極建設僱主品牌，在提升候選人面試體驗的同時，提高我們的招聘效率，同時建立人才庫分級和共享管理，快速定位和發掘人才。

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The Company actively promotes the joint construction of college internship and training bases, respectively signing corresponding agreements with universities such as Xiamen University and Fuzhou University. In 2024, the Company organised 3 corporate open days, attracting more than 400 students from universities such as Xiamen University, Huaqiao University, and Minnan Science and Technology College. We also opened up summer internship opportunities for universities such as Fujian Agricultural and Forestry University, accepting 22 interns. In addition, we signed a case enterprise base cooperation project with Xiamen University to expand the depth and breadth of school-enterprise cooperation.

As of the end of the Reporting Period, Hengan International has obtained the honourable titles of “Case Enterprise Base of Xiamen University”, “Student Practice Base of Quanzhou Normal University”, “Industry-education Integration Training Base of Minnan University of Science and Technology”, and others. During the Reporting Period, we participated in the 5th “Shining Star” Business Case Challenge held by the EDP Centre, School of Management, Xiamen University and won the “Best Organisation Award” and ranked the “Fourth Best Team”.

公司積極推進大學生實習實訓基地共建合作，分別與廈門大學、福州大學等高校簽訂大學生實習實訓基地共建。2024年，公司組織了3次企業開放日活動，吸引廈門大學、華僑大學和閩南科技學院等校400餘名學生參與。我們亦為福建農林大學等高校開放暑期實習機會，接收實習生22人。此外，我們與廈門大學簽訂了案例企業基地合作項目，全方位拓展校企合作深度與廣度。

截至報告期末，恒安國際已獲得「廈門大學案例企業基地」「泉州師範學院大學生實踐基地」「閩南理工學院產教融合實訓基地」等榮譽稱號。報告期內，我們參與廈門大學管理學院EDP中心第五屆「至耀之星」商業案例挑戰賽，並獲得「最佳組織獎」和「團隊第四名」的成績。



Xiamen University
Case Enterprise Base
廈門大學案例企業基地



Quanzhou Normal University
Student Practice Base
泉州師範學院
大學生實踐基地



Minnan University of Science and Technology
Industry-education Integration Training Base
閩南理工學院
產教融合實訓基地

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4.1.2 Protection of Rights and Interests

The Company strictly abides by national laws and regulations such as the *Labour Law of the People's Republic of China* (《中華人民共和國勞動法》), the *Labour Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》), and the *Provisions on Prohibition of Child Labour* (《禁止使用童工規定》), and respects and refers to internationally recognised human rights principles such as the *Universal Declaration of Human Rights* (《世界人權宣言》) and the *Declaration on Fundamental Principles and Rights at Work* (《關於工作中的基本原則和權利宣言》). Furthermore, the Company has formulated and publicly released the *Human Rights Policy* (《人權政策》), integrating human rights principles into our strategies and policies.

We resolutely prohibit the use of child labour or forced labour, and have established a clear management policy and a strict information management system. Upon detect of any such behaviour, we will immediately notify the Human Resources Department and report to local labour or public security departments, and make appropriate arrangements based on the advice of the relevant departments. We also explicitly stipulate in the *Human Resources Management Policy* (《人力資源管理制度》) that the rest shall be guaranteed for employees, overtime work is not advocated, and employees are required to apply for and obtain approval for overtime work in advance and get overtime pay or time off to safeguard the fundamental rights and interests of employees.

Hengan signs labour contracts with all employees in accordance with laws and regulations, clearly defining the rights and obligations of both parties to the labour contract, and does not arbitrarily dismiss employees at will to protect the legitimate rights and interests of labourers. We also respect the rights of employees to participate in independent labour unions, collective bargaining and freedom of association, actively safeguarding the legitimate rights and interests of employees. As of the end of the Reporting Period, the contract signing rate for employees in the Group was 100%, and the rate of employee collective agreements and membership is 100%.

4.1.2 權益保障

公司嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《禁止使用童工規定》等國家法律法規，尊重並參考《世界人權宣言》《關於工作中的基本原則和權利宣言》等國際公認的人權原則，制定並公開發佈《人權政策》，將人權原則融入我們的戰略和政策中。

我們堅決杜絕使用童工或強迫勞動，設置明確的管理政策和嚴格的信息管理系統。一旦發現相關行為，將立即通知人力資源部，同時上報勞動部門或公安部門，根據相關部門的意見做出適當安排。我們亦在《人力資源管理制度》中明確規定保障員工休息，不提倡加班，員工加班需提前申請並獲批，並獲得加班工資或調休，以保障員工的基本權益。

恒安依據法律法規與所有員工簽訂勞動合同，明確勞動合同雙方當事人的權利和義務，不隨意解聘員工，保護勞動者的合法權益。我們亦尊重員工參加獨立工會、集體談判的權力及結社自由，積極維護員工的合法權益。截至報告期末，本集團員工勞動合同簽訂率為100%，員工集體協議簽訂率和工會入會率為100%。

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In addition, we incorporate relevant content into the pre-employment training system for employees and promote human rights-related propaganda on the “Hengan Red Home”, official account in WeChat. Thus, all employees can deeply understand and practice the Company’s human rights philosophy. To actively build a harmonious and stable labour relationship and effectively safeguard the legitimate rights and interests of employees, we have established a labour dispute mediation committee. The committee assumes the responsibility of coordinating and communicating between employees and the enterprise in the event of disputes over the performance details of labour contracts, the implementation of collective contract terms, and the enforcement of corporate labour rules and regulations. In doing so, we have actively built up a bridge for equal dialogue between the enterprise and employees, and taken practical actions to safeguard the rights and interests of employees.

4.1.3 Equality and Diversity

Hengan advocates for a diverse, equal, and inclusive culture. In the *Human Rights Policy* (《人權政策》), we actively implement the principle of equal employment, as well as the “zero tolerance” principle for discrimination and harassment. We are committed to not discriminating against employees and job applicants due to race, religious belief, gender, age, sexual orientation, disability, nationality, etc., and to ensuring equal opportunities and equal pay for all employees. In addition, we provide a reporting channel for employees encountering harassment or discrimination incidents. We will conduct a prompt, thorough, and fair investigation upon receiving a complaint and implement corresponding corrective and disciplinary measures. The information of all victims or complainants is protected during the investigation process.

此外，我們將相關內容納入員工入職前培訓體系，並在企業微信的「恒安紅色家園」公眾號推送人權相關宣傳，使全體員工深刻理解並踐行公司的人權理念。為積極構建和諧穩定的勞動關係，切實維護員工合法權益，我們成立勞動爭議調解委員會，在員工與企業就勞動合同履行細節、集體合同條款落實、企業勞動規章制度執行等方面出現爭議時，承擔起協調溝通的責任，積極搭建起企業與員工之間平等對話的橋樑，以實際行動為員工權益保駕護航。

4.1.3 平等多元

恒安推崇多元、平等與包容文化，在《人權政策》中積極貫徹平等就業原則，對歧視和騷擾等行為奉行「零容忍」原則。我們承諾不因種族、宗教信仰、性別、年齡、性取向、殘疾、國籍等歧視員工和求職者，且所有員工機會平等、同工同酬。此外，我們為員工提供了遭遇騷擾或歧視事件的舉報途徑，在收到投訴後將進行迅速、徹底和公正的調查，並實施相應的糾正和處罰措施。所有受害者或投訴者的信息在調查過程中均受到保護。

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We work on both hardware facilities and soft environment to promote gender equality and women's career development in an all-round way. We adhere to the principles of fairness, justice, and inclusiveness, and recruit talents taking job adaptability as the core standard. We provide equal employment opportunities for female job seekers, and ensure that every capable and aspiring woman can find a stage to showcase herself in the Company. We also fully consider the special needs of female employees during the maternity and breastfeeding period. We set up well-equipped baby-sitting rooms and breastfeeding rooms in a cosy environment to help them better balance work and family life. Additionally, we are committed to achieving gender pay equality. During this Reporting Period, the overall salary ratio of male to female employees in the Group is 1:0.9.

We actively assist disadvantaged groups in integrating into the society, providing a broad range of career development opportunities for people with disabilities through diversified job placement. We fully consider the physical conditions and abilities of disabled employees, employing them to work as facilities maintenance specialists, auxiliary workers, equipment technicians, security guards, production monitors, packaging team leaders, etc. to help them realise their own values. In 2024, we employed 93 disabled employees, accounting for 0.4% of total workforce.

Additionally, we have always adhered to the concept of being rooted in the local community and giving back to society. Under suitable conditions, we prioritise the hiring of local employees and continue to increase the proportion of local employees employed. Thus, we can create more high-quality local employment opportunities, and actively promote a win-win situation for business growth and the development of local talents. In 2024, the local employment rate of employees in the customer service centre and order centre of the headquarters in Anhui, Jinjiang reached more than 67%.

我們從硬件設施與軟性環境兩方面著手，全方位推動性別平等與女性職業發展。我們秉持公平、公正、包容的原則，以崗位適應性為核心標準，在招聘環節廣納賢才，為女性求職者提供平等的就業機會，確保每一位有能力、有抱負的女性都能在公司找到施展才華的舞台。我們亦充分考慮女性員工在生育哺乳期的特殊需求，設置配備齊全和環境溫馨的育嬰室與哺乳室，幫助她們更好地平衡工作與家庭生活。此外，我們亦致力於實現性別薪酬平等，本報告期內，本集團整體男女員工薪酬比為1：0.9。

我們積極助力弱勢群體融入社會，通過多元化的崗位設置，為殘障人士提供了廣闊的職業發展空間。我們充分考慮殘障人士的身體狀況和能力特長，為他們安排公設維護專員、輔助工、設備技術員、保安、生產班長、包裝組長等崗位，幫助他們實現自身價值。2024年，我們共僱傭93名殘障人士，佔員工總數的0.4%。

此外，我們始終秉持立足當地、回饋社會的理念，在條件適宜的情況下，優先僱傭經營地員工，致力於持續提升本地員工僱傭比例，為當地創造更多高質量就業崗位，積極推動企業業務增長與本地人才發展實現互利共贏。以晉江安海總部客服中心和訂單中心為例，2024年，中心員工本地化用工率達到67%以上。

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4.2 Dedicate to Employee Care

To attract, motivate, and retain high-quality talents, Hengan International provides comprehensive remuneration and welfare plans for employees. Meanwhile we offer them a high-quality work and life experience to stimulate their potential in all aspects through the organisation of various activities.

4.2.1 Remuneration and Benefits

The Company continuously optimises the remuneration structure and incentive system by formulating the *Remuneration Management Policy* (《薪酬管理規定》). At the same time, the Company has implemented the “Target Wage” system, which links the remuneration system with the job duties and mission objectives of employees. We strictly ensure the compliance, fairness, and reasonableness of the remuneration system, and adhere to equal pay for equal work. To fully leverage the role of remuneration incentives, we optimise salary planning based on local salary levels and combined with skill level evaluations to build a fair, reasonable, and competitive remuneration system.

The Company always puts the well-being of employees first. On statutory holidays such as New Year's Day, Chinese New Year, Ching Ming Festival, International Labour Day, Dragon Boat Festival, Mid-Autumn Festival, and National Day, we strictly arrange for employee to take leave in accordance with national laws and regulations. In addition to statutory benefits, we also provide all employees with a variety of non-remuneration welfare measures for work-life balance, considering the different customs, management, legal requirements, and employee needs in each of our operating locations. Moreover, we have launched an equity incentive plan, which has already been implemented in two phases, covering more than 1,000 employees.

4.2 致力員工關懷

為吸引、激勵並保留高素質人才，恒安國際為員工提供全面的薪酬和福利計劃，並通過開展豐富多樣的活動，為員工提供優質的工作與生活體驗，全方位激發員工潛能。

4.2.1 薪酬福利

公司持續優化薪酬結構和激勵體系，制定《薪酬管理規定》，實行「目標工資薪酬」制度，將薪酬體系與員工崗位職責、任務目標掛鉤，嚴格確保薪酬體系的合規、公平、合理，並堅持男女同工同酬。為充分發揮薪酬激勵作用，我們依據地方薪資水平情況，同時結合技能等級評審，持續優化薪資規劃，構建公平合理、富有競爭力的薪酬體系。

公司始終將員工福祉放在首位。在元旦、春節、清明節、國際勞動節、端午節、中秋節、國慶節這些法定節假日，我們嚴格依據國家法律法規安排員工休假。除法定福利外，我們亦充分考慮到各運營地不同的習俗、管理、法律要求和員工需求，面向全體員工提供多樣化的非薪酬福利措施，關注員工的工作與生活平衡。此外，我們推出期權激勵計劃，目前已開展兩期，覆蓋員工數超過1,000人。

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Hengan International's Welfare System
恒安國際福利體系

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4.2.2 Care and Communication

We regularly organise informative employee activities and competitions, and provide recreational facilities such as basketball courts, ping pong rooms, chess and card rooms, and internet cafes to help them relax and work in a better state. In 2024, the Group carried out 12 activities, greatly enriching the lives of employees.

4.2.2 關懷溝通

我們定期組織內容豐富的員工活動與賽事，並提供籃球場、乒乓球室、棋牌室及網吧等休閒娛樂活動設施，幫助他們放鬆身心，以更好的狀態融入團隊。2024年，集團開展12項活動，極大豐富了職工生活。

“Full Moon & Family, Harmony & Serenity” Mid-Autumn Festival Celebration

「人月滿盈，家國恒安」中秋節活動

In September 2024, the Group held the “Full Moon & Family, Harmony & Serenity” Mid-Autumn Festival celebration, which featured photo-taking, interesting games, folklore experiences, and culinary experiences. Employees were also able to experience traditional culture such as mooncake dice game, Han-style clothing and lantern riddles. The Group invested over RMB32,000 for this celebration, which attracted 320 employees to participate. It not only spread the Mid-Autumn Festival culture, but also built a bridge for employees to communicate and exchange ideas, greatly enhancing the employees’ sense of belonging and happiness.

2024年9月，集團舉辦「人月滿盈，家國恒安」中秋活動，現場設置拍照打卡、趣味遊戲、民俗體驗、以及美食體驗等特色區域，員工亦能體驗博餅、漢服、猜燈謎等傳統文化。此次活動投入超人民幣3.2萬元，吸引了320名員工參與，不僅傳承了中秋文化，更搭建起員工溝通交流的橋樑，極大地提升了員工的歸屬感與幸福感。



“Full Moon & Family, Harmony & Serenity”
Mid-Autumn Festival Celebration
「人月滿盈，家國恒安」中秋節活動

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“Persistent Endeavor, Skilful Achievement” World Book Day Event

「久久為功，善作善成」世界讀書日活動

In April 2024, Hengan Group, centred on the theme of “Persistent Endeavor, Skilful Achievement,” launched a reading event. This included a mini-library, a candy wall, and book drift bottles at the headquarters. Employees could borrow books by scanning QR codes or donate second-hand books in exchange for potted plants or milk. Online reading activities such as “Lifelong Growth” were also initiated across all regions, with rewards set based on the number of days of card-reading, effectively creating a reading atmosphere, promoting employee growth, and enhancing corporate cohesion.

2024年4月，恒安集團圍繞「久久為功，善作善成」主題開展讀書活動，在總部設迷你圖書館、糖果牆和圖書漂流瓶等，員工可通過掃碼借書或捐二手書換取盆栽或牛奶。全國各區域亦在線上發起共讀《終身成長》等書籍打卡活動，按打卡天數設置獎勵，有效營造閱讀氛圍，助力員工成長，增強企業凝聚力。



“Persistent Endeavor, Skilful Achievement”
World Book Day Event
「人月滿盈，家國恒安」中秋節活動



24th “Hengan Cup” Badminton Tournament
第二十四屆「恒安杯」羽毛球賽



“Tracing Ancient Towns, Savouring Anhai” Hiking Competition
「尋跡古鎮，品味安海」徒步比賽

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“Strive for Love, March Towards the Future” 4th Hengan Family Day
「為愛拼搏 • 一起向未來」第四屆恒安家庭日活動

To fully demonstrate our attention and support for the employees' family lives, we actively carry out assistance in helping employees in difficulty. In 2024, we provided assistance through scholarship subsidies and condolences to 39 employees in difficulty, with a total of around RMB96,000.

We also actively establish an open, transparent, and smooth two-way communication environment, where employees can raise their own demands and reasonable suggestions through diversified communication channels, including phone, corporate WeChat, email, surveys, face-to-face meetings, and communication sessions. In response to the constructive suggestions put forward by employees, the responsible persons of the relevant departments will handle them in a timely manner or formulate improvement plans to ensure that all demands are properly addressed.

4.3 Cultivate Outstanding Talent

Hengan International firmly believes that the professionalism of employees can drive innovation and development, thereby enhancing the Company's influence in the industry. We provide comprehensive training and incentive mechanisms to ensure that our employees can empower the Company's long-term development and technological innovation with professional skills.



Employee Birthday Party
員工生日會活動

為充分展現對員工家庭生活的重視與支持，我們積極開展困難員工幫扶工作。2024年，我們通過助學補助、發放困難員工慰問金等形式，累計補助39人次，補助金額約人民幣96,000元。

我們亦積極建立公開、透明及暢通的雙向溝通環境，員工可通過多元化的溝通渠道，提出自身訴求以及合理化意見。針對員工提出的建設性意見，相關部門負責人將進行及時處理或制定改進計劃，以確保所有訴求得到妥善處理。

4.3 培養優秀人才

恒安國際堅信，員工的專業素養能夠推動創新發展，從而提升公司的行業影響力。我們為員工提供完善的培養和激勵機制，確保我們的員工能夠以專業技能賦能公司長期發展與技術創新。

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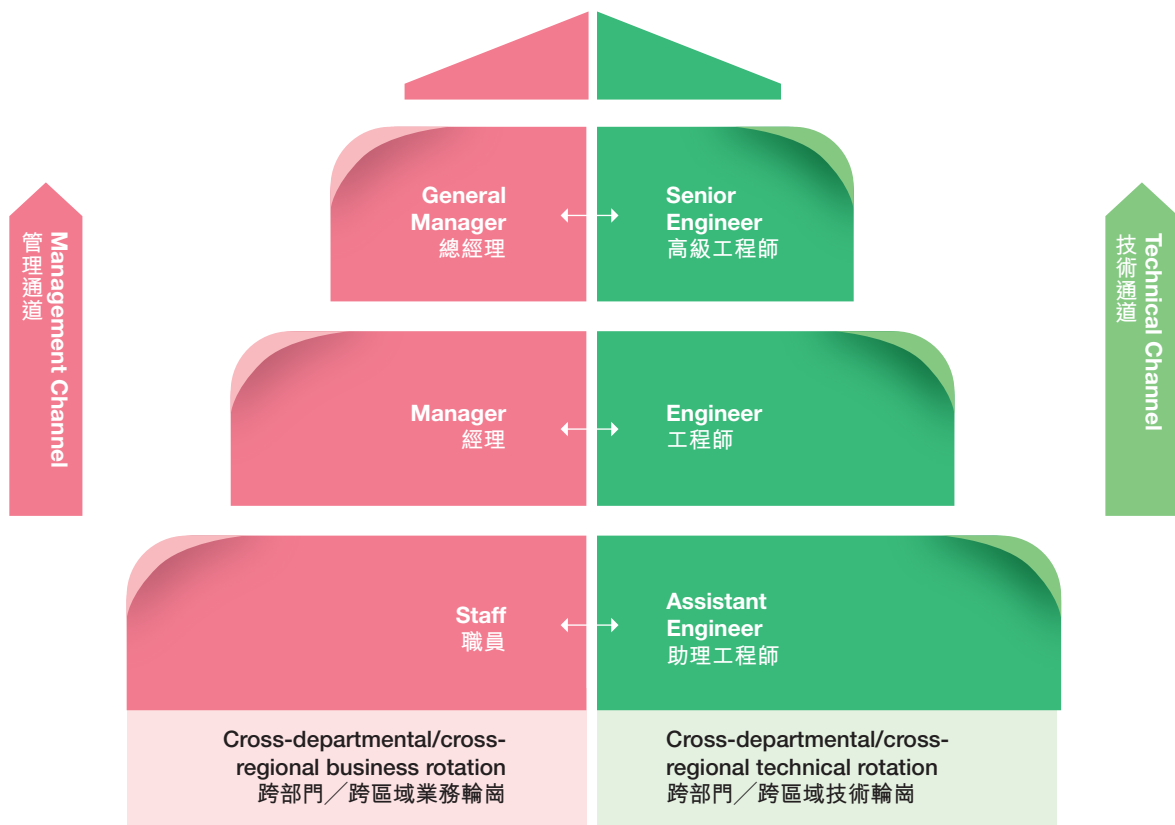
環境、社會及管治報告

4.3.1 Talent Development

The Company continuously taps into the potential of its employees, promoting the continuous growth of talents. We have formulated the *Management Framework for Hengan Group's Talent Development System* (《培養體系管理架構》) and established a “dual-channel career development system”, to provide a diversified development platform for employees. The system involves the internal management promotion channel for competitive recruitment and the technical promotion channel for evaluation of professional technology, knowledge and skills. In doing so, we ensure the fairness and transparency of the talent selection. In 2024, 125 management employees were promoted in Hengan.

4.3.1 人才發展

公司持續激發員工潛力，促進人才的持續成長。我們制定《培養體系管理架構》，構建「雙通道職業發展體系」，即競聘上崗的內部管理晉升通道和以專業技術、知識技能進行評審的技術晉升通道，為員工提供了多元化的職業發展路徑，確保了人才選拔過程的公正性與透明度。2024年，恒安管理崗位內部晉升人數為125人。



Employee Career Development Path Diagram
員工職業發展路徑示意圖

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To propel the steady advancement of the talent strategy, we carry out a talent inventory among current employees. This comprehensive assessment encompasses five dimensions: performance evaluation, capability assessment, value assessment, leadership assessment, and nature. Through these evaluations, we conduct an overall talent analysis and identify high-potential talents, thereby establishing a scientific and reasonable echelon building plan.

The Group conducts monthly, quarterly and annual performance appraisals for its employees on a result-oriented basis, and conducts comprehensive competency assessments with reference to the daily work attitudes and collaboration skills, so as to create an incentive mechanism that is a win-win situation for both the employees and the development of the enterprise. Meanwhile, in order to ensure the fairness and impartiality, the Group has established a performance complaint mechanism, whereby employees can raise objections to the results of the performance evaluation and communicate with the Human Resources Department or their departments. We take employees' appeals seriously, provide timely feedback, and ensure the openness and transparency of the performance management process.

4.3.2 Talent Cultivation

Hengan focuses on employee development and talent empowerment, formulating the *Hengan Group Training Management Regulations* (《恒安集團培訓管理規定》). By establishing an efficient talent training system, it customises curriculum systems and training programmes tailored to management roles, specialists and new-generations employees. By constructing training models such as the combination of training management and the online learning platform and the instructor-and-course-combined management approach, it constructs training models to meet the job competence needs of different groups. We actively explore digital learning and digital talent training systems, utilising the "Hengan International Online Learning Platform for New Employees" to provide flexible and convenient learning resources for employees, promoting personal growth and career development. In 2024, Hengan invested over RMB1.77 million in employee education and training initiatives.

為推動企業人才戰略穩步前行，我們開展在職員工人才盤點工作，從績效評估、能力評估、價值觀評估、領導力評估和性質五個維度展開全面評估，進行整體人才分析並識別高潛人才，構建科學合理的人才梯隊建設規劃。

本集團構建科學的績效管理體系，通過月度、季度、年度結果性考評，結合日常工作態度、協作能力等過程表現，全面評估員工綜合能力，打造員工與企業雙贏的激勵機制。同時，為確保公平公正，我們設立績效申訴機制，員工對評估結果有異議時，可與人力部門或所在部門溝通，我們對員工的申訴予以認真對待，及時給予反饋，確保績效管理過程公開透明。

4.3.2 人才培養

恒安關注員工發展，注重人才賦能，制定《恒安集團培訓管理規定》，通過建立高效的人才培養體系，為管理類、專業類員工及新生代員工定製課程體系和培養項目，並通過培訓管理和在線學習平台建設相結合、講師管理與課程管理相結合等培訓模式的構建，滿足不同群體的崗位能力需求。我們積極探索數字化學習和數字化人才培養體系，利用「恒安國際新員工在線學習平台」，為員工提供靈活、便捷的學習資源，以促進個人成長和職業發展。2024年，恒安在員工教育培訓方面共投入超過人民幣177萬元。

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Hengan International Talent Cultivation System
恒安集團人才培養體系

Type 類型	Object 對象	Course System 課程體系	Training Program 培養項目	Cultivation Method 培養方式	
Management 管理類	Pilotage programme talents 領航人才	Series training for middle and high level management 中高層管理者系列培訓	Pilotage Programme (Current General Manager + Reserve Director) 「領航計劃」 (現任總經理 + 總監儲備)	Project Customisation 項目定製 Special Operation 專項運營 Coaching 教練輔導 Action Learning 行動學習 Book Sharing 讀書分享 Personal IDP 個人IDP Job Rotation 輪崗歷練 1+1+1 Interview 70/20/10 1+1+1面談 70/20/10 School-enterprise Cooperation 校企合作	
	Hidden Dragon programme talents 潛龍人才	Series training for mid level management 中層管理者系列培訓	Hidden Dragon Programme (New General Manager + Reserve General Manager) 「潛龍計劃」 (新任總經理 + 總經理儲備)		
Specialty 專業類	Key sequence talents 關鍵序列	Professional skills enhancement for key sequence (commerce/e-commerce/category production/ supply chain/financial) 關鍵序列專業技能提升 (商貿／電商／品類生產／供應鏈／財務)	Gannet Project (commerce/e-commerce/ category production/ supply chain/financial) 「大雁計劃」 (商貿／電商／品類生產／ 供應鏈／財務)		
	In-house Instructors 講師梯隊	Professional skills enhancement for In-house Instructors 內部講師專業技能提升	In-house Trainer Ladder Training Programme 內訓師梯隊培養項目		
	Key sequence talents 關鍵序列	Professional skills development for key sequence (commerce/e-commerce/category production/ supply chain/financial) 關鍵序列專業技能開發 (商貿／電商／品類生產／供應鏈／財務)	Learning map development (commerce/e-commerce/ category production/ supply chain/financial) 學習地圖開發工作坊 (商貿／電商／品質生產／ 供應鏈／財務)		
	General Series 通用系列	Trainings for basic/general skills 基礎／通用技能類培訓	Basic/general skills specialised upgrading 基礎／通用技能專項提升		
New Generation 新生代	Campus Recruitment 校園招聘	Training for management trainee 管理培訓生培訓	Future Star Plan 「未來之星計劃」		
	Social Recruitment 社會招聘	Induction training for new employees 新員工入職培訓	New corner 90-Day programme 「新人90天計劃」		
Training management + online learning Platform building 培訓管理+線上學習平台建設					
Lecturer management + course management 講師管理+課程管理					
Talent management system building (Talent Planning/Talent Selection/Talent Inventory/ Assessment and Motivation/Training and Development/Promotion and Elimination) 人才管理機制建設（人才規劃／人才選拔／人才盤點／考核激勵／培養發展／晉升淘汰）					

Hengan International Talent Cultivation System
恒安國際人才培養體系

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New Comer 90-Day Programme

新人90天轉身計劃

To strengthen the management of new employees in the Group and meet the Company's requirements for talents, we have developed the *New Comer 90-Day Manual* (《新人90天轉身手冊》) and launched the "New Comer 90-Day Programme". Based on the actual situation of the Company, we designed a standardised new employee onboarding learning list. Through four stages: corporate acquaintance, role comprehension, role proficiency, and seamless integration, we promote the complete integration of new employees in interpersonal communication, team collaboration, and other aspects, achieving a splendid transformation from new comers to core strength in the Company.

為加強集團新入職員工的管理，滿足公司對人才的要求，我們制定《新人90天轉身手冊》並開展「新人90天轉身計劃」，根據公司實際情況設計標準化新員工入職學習清單，通過認識企業、認識崗位、勝任崗位、轉身融入四階段，促進新員工在人際溝通、團隊協作等方面完全融入團隊，實現從職場新人到公司骨幹力量的華麗轉身。

Corporate acquaintance 認識企業

- Corporate culture courses learning
企業文化類課程學習
- Rules and regulations courses learning
規章制度類課程學習
- Experiential learning
體驗式學習

Role comprehension 認識崗位

- Job-Specific knowledge and skills courses learning
崗位應知應會類課程學習
- Basic business theory courses learning
業務基礎理論類課程學習

Role proficiency 勝任崗位

- Job skills courses learning
崗位技能類課程學習
- Coaching and mentoring for position-specific learning
教練帶教輔導崗位學習

Seamless integration 轉身融入

- Learning outcome evaluation
學習成果評估
- Next step development plan
下一步發展計劃

Four Stages of New Comer Training
新人培養四階段

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“Qianfan Programme” Management Trainee Training Camp 「千帆計劃」管培生訓練營

To help the management trainees better understand the corporate culture of the Group, Hengan launched the “Qianfan Programme” Management Trainee Training Camp in July 2024. The 7-day training camp included 5 days of general courses covering team collaboration and corporate culture, and 2 days of specialised courses tailored for management trainees in production and commerce. Through various activities such as team-building exercises, music festivals, debate competitions, role-playing carnivals, and corporate culture knowledge competitions, we enhanced the trainees’ enthusiasm for participation. This training camp established awards such as the Excellent Team Award, Outstanding Trainee Award, Best Debater Award, and Strongest Debate Team, providing support and encouragement to outstanding individuals and teams during the camp.

為幫助管培生了解集團企業文化，恒安於2024年7月開展「千帆計劃」管培生訓練營。訓練營為期7天，5天通用課程涵蓋團隊協作、企業文化等內容，2天專業課程針對生產、商貿管培生分類教學。我們通過拓展活動、音樂節、辯論賽、角色扮演嘉年華和企業文化知識競賽等多種活動形式，增加管培生參與的積極性。本次訓練營設立了優秀團隊獎、優秀學員獎、最佳辯手獎、最強辯論團隊等獎項，對在訓練營期間表現優秀的管培生個人及團隊給予支持和鼓勵。



“Qianfan Programme” Management Trainee Training Camp
「千帆計劃」管培生訓練營

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Collaboration with Xiamen University for Executive Development Programme (EDP)

廈門大學EDP中心合作中高層培養項目

From September 2023 to June 2024, Hengan partnered with Xiamen University to implement a 10-month EDP Phase II programme, focusing on the Group's general manager-level personnel and high-potential manager-level personnel. It offered 10 offline courses, 2 online Harvard courses, and 2 reading camps, aiming to break through cognitive barriers, enhance leadership, and business management skills. This programme covered 50 participants from departments such as business development, production, supply chain & procurement, and marketing. 12 trainees were promoted during the training.

2023年9月至2024年6月，恒安攜手廈門大學開展為期10個月的EDP二期項目，聚焦集團總經理級人員、經理級高潛人員，開設10門線下課程、2門線上哈佛課程與2期閱讀營，旨在突破認知、提升領導力與業務管理技能。本次項目覆蓋50人，來自商貿發展部、生產部、供應鏈&採購部及市場部等多部門，其中12名參訓人員在學習期間獲得晉升。



Collaboration with Xiamen University for Executive Development Programme (EDP)

廈門大學EDP中心合作中高層培養項目

To strengthen internal self-learning, we have established an internal trainer training mechanism, encouraging management to make full use of their rich management experience, give full play to their professional knowledge advantages, actively assume the role of "internal trainer", and pass on valuable practical experience and cutting-edge concepts to every employee. By doing so, we aim to foster a strong learning atmosphere across the enterprise. As of the end of the Reporting Period, the Group has secured a pool of 2,375 internal trainers through public recruitment and trial lectures, effectively promoting knowledge sharing and skill improvement.

為加強內部自主學習，我們設立內訓師培養機制，鼓勵管理者充分利用自身豐富的管理經驗，發揮專業知識優勢，積極擔當「內訓師」角色，將寶貴的實踐經驗與前沿理念傳遞給每一位員工，在企業內部營造濃厚的全員學習氛圍。截至報告期末，本集團通過公開招聘、試講選拔，已擁有2,375名內訓師，有效促進知識共享與技能提升。

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2024 Internal Trainer Training Camp 2024年內訓師訓練營

In November 2024, Hengan Innovation Academy launched an internal trainer training camp, focusing on “course design and development” and “teaching skills”. Through various methods such as classroom teaching and practical exercises, the team was taught scientific and practical teaching methods. After pre-class efforts and in-class refinement, this training camp produced course materials for 28 courses across 7 major modules. All 37 participants from departments such as marketing, supply chain, safety quality, and production successfully passed the certification after review. Among them, 19 participants were promoted to intermediate internal trainers due to their outstanding performance, and 18 participants were recognised as junior internal trainers. This camp injected new vitality into the internal training of the Group.

2024年11月，恒安創新學堂開展內訓師訓練營，聚焦「課程設計與開發」和「授課技巧」兩方面，通過課堂授課、實操演練等多種方式，將科學、實用的教學方法教授給團隊。經過課前努力與課中打磨，本次訓練營共產出7大模塊28門課程課件。此次培訓，共有來自市場營銷、供應鏈、安全質量、生產等部門的37人參加，經評審全體學員均順利通過認證，其中19人憑藉出色表現晉升為中級內訓師，18人獲評初級內訓師，為企業內部培訓注入全新活力。



2024 Internal Trainer Training Camp
2024年內訓師訓練營

To further motivate employees to actively participate in the Company's internal training programmes and enhance the professional quality of internal trainers, providing them with more opportunities for self-improvement, the Company has formulated the *Hengan Group internal Trainer Management Regulations* (《恒安集團內部培訓師管理辦法》). A training fund is established to support internal trainers in attending various external training projects, including systematic academic education, to help trainers strengthen their theoretical foundation and broaden their knowledge horizon; it can also be used for work-related visits and study tours, allowing trainers to delve into the forefront of the industry, absorb advanced experience, and cultivate more outstanding talents for the development of the Group.

為進一步激勵員工積極投身企業內部培訓工作，提升內訓師專業素養，為內訓師提供更多提升自我的機會，公司制定《恒安集團內部培訓師管理辦法》，設立培訓基金用於支持內訓師參加各類外部培訓項目，其中涵蓋系統的學歷教育，助力內訓師夯實理論基礎，拓寬知識視野；也可用於開展工作性參觀考察學習，讓內訓師深入行業前沿，汲取先進經驗，為企業發展培育更多優秀人才。

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We encourage employees to pursue higher levels of education and provide comprehensive resource support. During the Reporting Period, the “2021 Dual-system Junior College Programme” in collaboration with Quanzhou College of Technology has successfully concluded, with 80 employees successfully completing the programme, achieving academic advancement and self-improvement. In addition, we plan to further organise and open the correspondence undergraduate programme in cooperation with Sanming University and Huaqiao University, paving a broader path for employees’ growth and development.

我們鼓勵員工追求更高層次的教育，並為其提供全方位的資源支持。報告期內，我們與泉州輕工學院合作的「2021級二元制大專班」已成功結業，80名員工順利結業，成功實現學歷進階與自我提升。此外，我們計劃進一步組織並開放與三明學院、華僑大學合作的函授本科班項目，為員工鋪就更為廣闊的成長之路。

4.4 Ensure Health and Safety

Adhering to the comprehensive safety management philosophy of “All accidents can be prevented”, Hengan International deeply integrates safety considerations into every aspect of the Company’s operations, continuously improves the safety system and enhancing employees’ safety awareness, thus ensuring a healthy and safe working environment for employees.

4.4 保障健康安全

恒安國際秉持「一切事故都可以預防」的全面安全管理理念，將安全考量深度融入到公司運營的每一個環節，不斷完善安全體系和提升員工安全意識，確保為員工提供健康且安全的工作環境。



Comprehensive Safety Management Philosophy, Policies, and Objectives
全面安全管理理念、方針和目標

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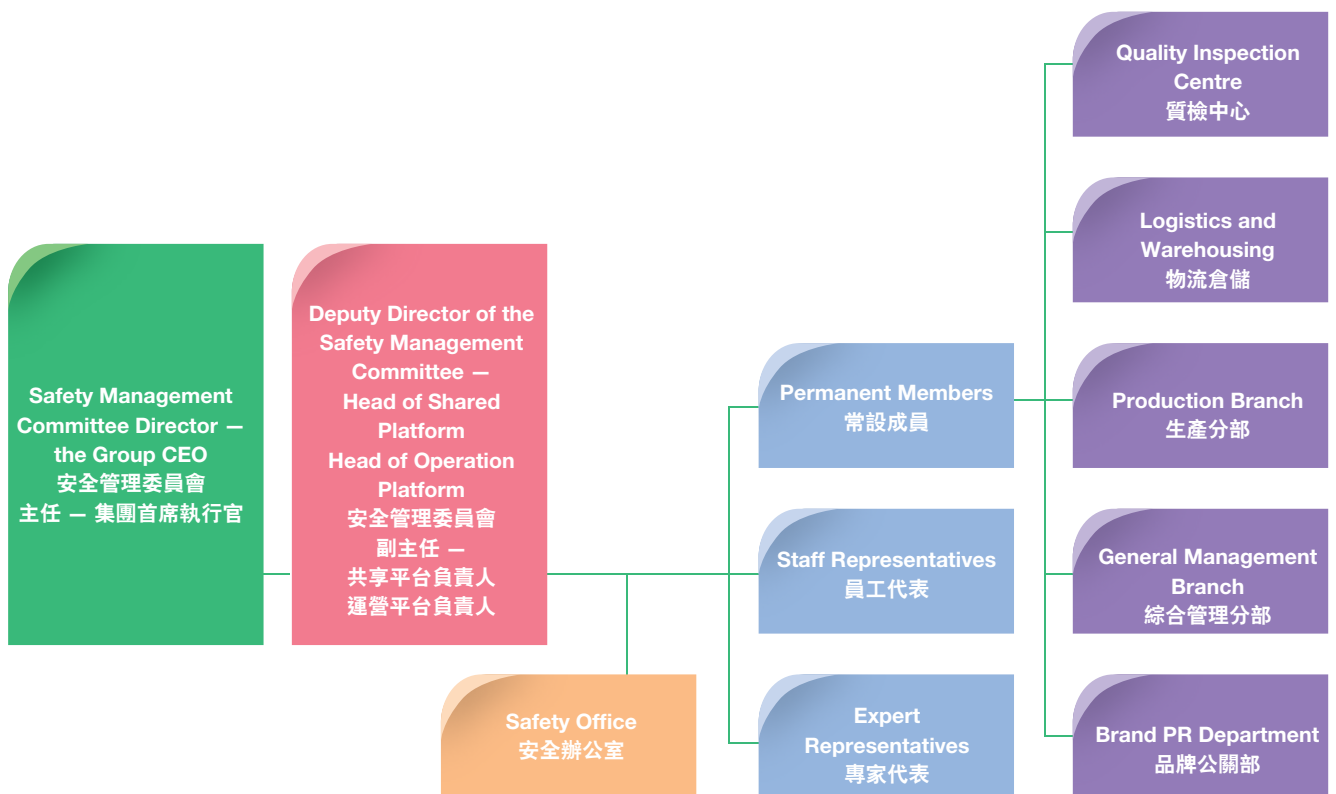
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4.4.1 Safety Management System

Hengan always puts great importance on the occupational health and safety of employees, and has established a comprehensive safety management system framework that includes concepts and principles, guidelines and objectives, a comprehensive safety management process and system, safety management element standards, and operation standards/SOPs. We have established a Safety Management Committee, with the Group CEO serving as the director, to comprehensively lead safety work, make decisions on major safety issues and organise regular meetings every two months. In doing so, we can understand the progress of safety management work in each production company, the issues that require coordination from the Group and lay out key tasks for specific stages. The Safety Office, as the executive body of the committee, is responsible for organising monthly safety meetings, annual and semi-annual safety reporting meetings, and supervising the implementation of various safety work. In 2024, there were no major violations or accidents related to health and safety in the Group.

4.4.1 安全管理體系

恒安始終關注員工職業健康與安全，構建了包含理念和原則、方針及目標、全面安全管理流程制度、安全管理要素標準、以及作業標準／SOP等內容的全面安全管理制度框架。我們成立安全管理委員會，由集團首席執行官擔任主任，負責全面領導安全工作，決策重大安全事項，每兩個月組織例會，了解各公司安全管理工作開展情況、各公司需要集團協調解決的問題、以及佈置階段性重點工作。安全辦公室作為安全管理委員會的執行機構，負責組織安全月例會、安全年度和半年度匯報會，監督各項安全工作的落地實施情況。2024年，本集團未發生與健康及安全相關的重大違規事故。



Safety Management Framework
恒安國際安全管理架構

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We have formulated a “Three-Step” comprehensive safety management strategy, strictly abide by laws and regulations such as the *Work Safety Law of the People’s Republic of China* (《中華人民共和國安全生產法》) and the *Law of the People’s Republic of China on Prevention and Control of Occupational Diseases* (《中華人民共和國職業病防治法》). We have also formulated and strictly implemented internal systems such as the *Comprehensive Safety Management System* (《全面安全管理制度》), the *Administrative Provisions on Maintenance of Fire-fighting Policy* (《消防維保管理規定》), the *Employee Occupational Health Management* (《員工職業健康管理辦法》) and the *Safety, Health and Environment Management Measures for Contractors* (《承包商安健環管理辦法》). In addition, the *Emergency Handling Plan for Unexpected Death of Personnel* (《人員意外死亡事件應急處理預案》) was newly added within the Reporting Period to enhance emergency response capabilities and minimise the Company’s losses. In 2024, all production companies within the Group that meet the certification criteria will have established an ISO 45001 Occupational Health and Safety Management System and obtained third-party certification, achieving a certification rate of 100%.

我們制定了「三步走」全面安全管理戰略，嚴格遵守《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等法律法規，制定並嚴格落實《全面安全管理制度》《消防維保管理規定》《員工職業健康管理辦法》《承包商安健環管理辦法》等內部制度，並於報告期內新增《人員意外死亡事件應急處理預案》，提升處理事件的應急能力，最大程度減少公司損失。2024年，本集團所有滿足認證條件的生產公司均建立ISO 45001職業健康安全管理体系並通過第三方認證，認證比例為100%。



Comprehensive Safety Management Strategy
 恒安國際全面安全管理戰略

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To ensure the implementation of responsibilities, we require the director of Safety Management Committee and each safety responsibility entity must clearly understand their own safety responsibilities, sign a safety management target responsibility statement annually to clarify specific indicators and assessment requirements, thereby promoting the effective implementation of annual safety goals. We have established a comprehensive incentive and constraint mechanism. We commend and reward collectives and individuals who excel in safety management and achieve significant results, and criticise and punish departments and relevant responsible personnel who trigger comprehensive safety red lines or fail to achieve comprehensive safety production targets. This serves to urge all responsible entities to maintain a high level of attention to safety work. In addition, to improve the performance assessment of safety management personnel, we have developed the “Hengzhi Patrol” system, setting daily patrol routes and tasks, and reporting safety inspection situations. In 2024, the completion rate of patrol tasks by safety engineers and specialists reached 100% excluding special circumstances.

4.4.2 Health and safety management

We initiated the Total Safety Management (TSM) project since 2018 to effectively manage safety risks in the production and manufacturing process. Through measures such as equipment lockout management, safety production benchmark production lines, and improved operational specifications, we have comprehensively improved the level of safety production management and effectively safeguarded employee safety. In 2024, based on the improvement opinions from the external audit of the system, we established a tracking record of environmental and safety indicators management plan and conducted monthly updates to ensure timely adjustments and improvements to safety-related issues.

為確保責任落實，我們要求安全管理委員會主任和各安全責任主體清晰認知自身安全職責，每年簽訂安全管理目標責任狀，明確具體指標和考核要求，以此推動年度安全目標的有效落實。我們構建完善的激勵與約束機制，對於在安全工作中表現突出、積極取得顯著成績的集體和相關人員，給予及時表彰和獎勵；而對於觸發全面安全紅黃線或未能達成全面安全生產目標的部門及相關責任人員，則嚴格給予批評和處罰，以此督促各責任主體時刻保持對安全工作的高度重視。此外，為完善安全管理人員績效考核，我們開發「恒智巡」系統，設置每日巡查路線及任務，上報安全點檢情況。2024年，除特殊情況外，安全工程師及專員的巡查任務完成率達100%。

4.4.2 健康安全管理

為有效管理生產製造過程中的安全風險，我們自2018年起開展全面安全管理(TSM)項目，並通過設備閉鎖管理、安全生產標桿生產線、完善作業規範等舉措，全面提高安全生產管理水平，切實保障員工安全。2024年，我們依據體系外審改進意見，建立環境和安全指標管理方案跟蹤台賬，並進行月度更新，以便及時調整和改進安全相關問題。

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Equipment Lockout Management

設備閉鎖管理

To reduce the frequency of human-machine contact and lower the risk of safety accidents, we continue to promote door closing operations and safety door interlock management. For workstations that require frequent door opening operations for equipment cleaning, inspection, and operation, we take the measure of opening holes in the safety doors to limit their contact range with the machine. This ensures the normal operation process while fortifying a comprehensive safety production defence line.

為減少人機接觸頻次，降低安全事故風險，我們持續推行閉門作業、安全門聯鎖管理。對於設備清潔、點檢、操作等部分需頻繁開門操作的工位，我們採取在安全門上開孔的措施，限制其與機台接觸範圍，在保障正常作業流程的同時，全方位築牢安全生產防線。

Safety Production Benchmark Production Line Project

安全生產標桿生產線項目

During the Reporting Period, we selected 1 production line from the paper products, hygiene products, and baby diaper production departments respectively, which had experienced frequent safety accidents in the past three years, to pilot the construction of a safety benchmark production line featuring “personnel with safety awareness, equipment with protection, operations with standards, and visualised specifications”. Through measures such as standardising attire and PPE wearing, conducting safety training, establishing and auditing the “Three Violations” systems, planning fire emergency routes, defining area responsibilities, strengthening signage management, and implementing risk notification and safety inspections, the three benchmark production lines successfully achieved the goal of zero accidents and zero injuries in the pilot phase.

報告期內，我們從紙品、衛品、紙尿褲生產部近三年安全事故多發車間中各選取1條產線，試點打造「人員有意識、設備有防護、作業有標準、目視化規範」的安全標桿產線。通過規範著裝與PPE佩戴、開展安全培訓、制定「反三違」制度並稽核、規劃消防通道、劃分區域責任、加強標識管理、落實風險告知與安全檢查等措施，最終3條標桿產線在試點階段成功實現零事故、零傷害的目標。

We aim for “Full Compliance and Industry Best”, providing safety assistance to production bases with a high incidence of accidents. We help them identify weaknesses in safety management and seek solutions to reduce accident rates. In 2024, we identified 304 problem points, all of which have been 100% rectified by the end of the Reporting Period.

我們以「全面合規，行業標桿」為目標，對事故較多的生產基地開展安全幫扶，幫助其查找安全管理工作薄弱點，尋求安全事故下降的解決方案。2024年，我們共發現304個問題點，截至報告期末已100%整改完成。

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We also attach great importance to the physical and mental health of employees. We have formulated the *Personal Protective Equipment (PPE) Management* (《個人防護裝備(PPE)管理辦法》) to standardise the use process of employees and have taken a series of measures to safeguard employee health, to resist various potential risks in the work process, and to provide comprehensive protection for the occupational health and safety of employees. During the Reporting Period, there were no cases of occupational diseases at Hengan International.

我們亦高度重視員工的身心健康，制定《個人防護裝備(PPE)管理辦法》以規範員工使用流程，並採取一系列保障員工健康的舉措，為員工在工作過程中抵禦各類潛在風險，全方位守護員工的職業健康與安全。報告期內，恒安國際未發生職業病案例。

Occupational hazard protection 職業危害防護

- Annually inspect and evaluate work places with occupational disease hazards, commission third-party testing companies to detect occupational disease hazard factors, and track the treatment and rectification of hidden dangers.
每年檢測評價有職業病危害的工作場所，委託第三方檢測生產公司職業病危害因素，跟蹤隱患治理與整改。
- Install dust removal and exhaust systems for dust and waste gas facilities, control noise sources, and use protective equipment for transmission or use.
為產塵和廢氣設施安裝除塵排氣裝置，控制噪音源、傳播或使用防護用品。

Employee health protection 員工健康保障

- Arrange annual occupational health check-ups and issue reports, and transfer employees suspected of having occupational diseases from their posts.
安排年度職業健康體檢並出具報告，調疑似職業病員工離崗。
- Regularly distribute labor protection supplies and supervise and educate on the correct use and wearing of them.
定期發放勞保用品，監督教育正確佩戴使用。
- Purchase group commercial insurance for special types of work, including coverage for accidental injury, serious illness, and other types of insurance.
購買團體特殊工種商業保險，含意外傷害、重疾等多種險種。

Mental health care 心理健康關懷

- The labour union periodically organises mental health management activities and invites experts to conduct psychological stress-relief lectures.
工會不定期組織心理健康管理活動，邀請專家開展心理解壓講座。

Hengan International Occupational Health and Protection Measures
恒安國際職業健康防護舉措

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4.4.3 Safety Risk Assessment

We value the management of safety risks. Through safety risk assessment, safety inspection supervision, and emergency response processes, we comprehensively and deeply identify and analyse various potential safety risks in the operation of the Group to minimise accident losses and impacts:

- Safety risk assessment: Identify and assess unacceptable risks in the safety, health, and environmental field, form a major safety, health, and environmental risk list for each department, and work on safety analysis and planned work observations based on this. For special risks, we strictly classify and evaluate according to requirements, generate detailed *Risk Assessment Reports* (《風險評估報告》), thereby effectively promoting plans and actions to reduce risks and achieving effective identification and control of original risks;
- Safety inspection supervision: Based on relevant laws and regulations of safety, health, and environmental protection, safety technology management standards, and the major safety, health, and environmental risk sources list, comprehensive safety, health, and environmental inspections are conducted through a combination of regular, special, seasonal, and daily inspections. The inspection content covers multiple dimensions such as equipment maintenance, mechanical protection isolation, and safety operation procedures. Additionally, at least one flyover inspection is conducted for each production company every year. After the inspection, the inspection team conducts data statistics and root cause analysis, proposes requirements for rectification and corrective measures, and continuously monitors and supervises to ensure effective problem resolution;

4.4.3 安全風險評估

我們重視安全風險的管理，通過安全風險評估、安全檢查監督和應急響應等流程，對企業運營過程中潛在的各類安全風險進行全面、深入的識別和分析，最大程度降低事故損失與影響：

- 安全風險評估：識別並評估安健環領域的不可接受風險，形成各部門重大安健環風險清單，並以此為依據開展工作安全分析、有計劃工作觀察等活動。針對專項風險，嚴格按照要求進行分類評估，生成詳盡的《風險評估報告》，從而有效推動降低風險的計劃與行動，實現對原始風險的有效辨識與控制；
- 安全檢查監督：依據安健環相關法律法規、安全技術管理標準以及重大安健環危險源清單，採用定期、專項、季節性和日常相結合的方式，全方位開展安健環檢查。檢查內容涵蓋設備維護、機械防護隔離、安全操作規程等多個維度，同時每年對各生產公司至少進行一次飛行檢查。檢查結束後，由檢查小組進行數據統計與原因分析，提出整改和糾正措施要求，並持續跟蹤監督，確保問題得到有效解決；

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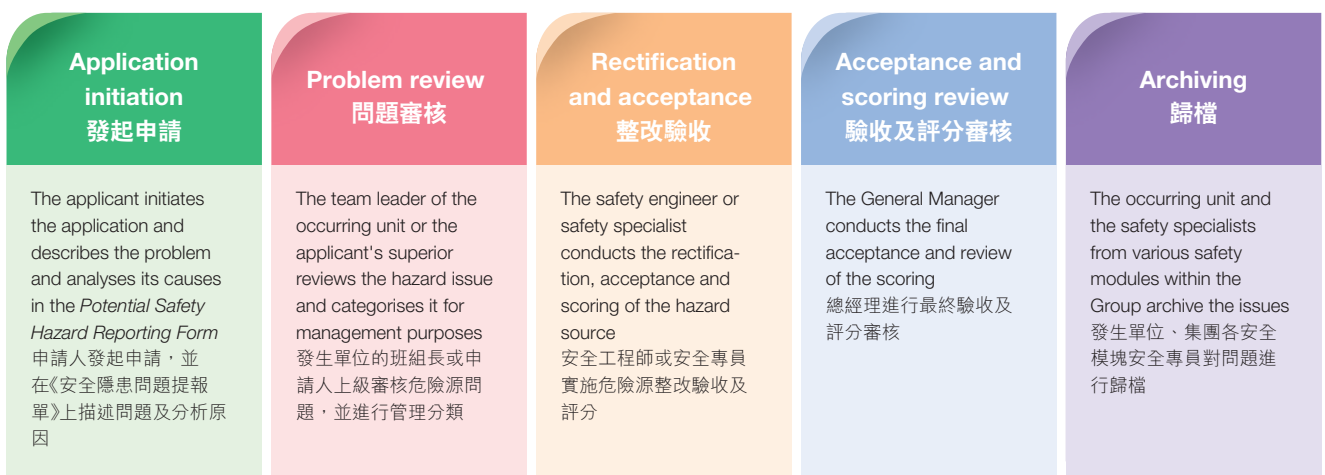
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- Accident handling and emergency response: Establish the *Regulations for Safety Accident Handling Management* (《安全事故處理管理規定》), and establish a comprehensive process for handling occupational injuries. Comprehensive safety representatives, within one week of an occupational injury, promptly organise or assist in analysing and investigating the causes of the incident based on their authority, identifying responsibilities, formulating rectification plans according to their authority, and ensure that employees receive treatment promptly after an injury.

Furthermore, we have established and refined a reporting process for potential safety hazards. By clarifying the responsibilities of each department and position in handling these hazards, we ensure that there is a dedicated person in charge for each stage, from the discovery and assessment of hazards to rectification, acceptance, and archiving. This efficiently identifies and resolves safety hazards, and reduces accident risks. In 2024, a total of 1,421 individuals participated in submitting problem reports, with an average participation rate of 12.7% and an average reporting rate of 106%; a total of 11,844 reports concerning potential safety hazards were received, of which 11,761 have been rectified and completed, with 83 still under rectification.

- 事故處理與應急響應：制定《安全事故處理管理規定》，建立完善的工傷處理流程，全面安全代表將在工商發生一週內依據權限迅速組織或協助開展原因調查分析，明確事故責任，制定整改方案，確保員工在遭受工傷後能夠在第一時間得到妥善治療。

此外，我們建立並完善安全隱患問題提報單流程，通過明確各部門及崗位在安全隱患處理中的職責，確保從隱患發現、評估、整改到驗收、歸檔的每個環節都有專人負責，高效識別與解決安全隱患，降低事故風險。2024年，共計1,421人參與問題提報，人均參與率12.7%，人均提報率106%；共計收到11,844條安全隱患問題提報，其中已整改完成11,761條，整改中83條。



Potential Safety Hazard Reporting Form Process
安全隱患問題提報單流程

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4.4.4 Enhance Safety Awareness

The Company attaches great importance to the construction of safety culture. According to the *Guidelines for Enterprises to Develop Emergency Response Plan for Work Place Accidents* (《生產經營單位安全生產事故應急預案編製導則》) (GB/T 29639-2020), it has compiled the *Comprehensive Emergency Response Plan for Production Safety Accidents (including Special Projects)* (《生產安全事故綜合應急預案(含專項)》), clarifying the emergency response procedures for accidents such as hazardous chemicals, fire explosions and dust explosions, to ensure that employees can respond quickly and effectively in emergencies.

In addition, we require that the initial safety training for safety production management personnel should not be less than 32 hours, with annual retraining not less than 12 hours. New employees are required to undergo pre-job safety training for no less than 24 hours, pass an examination, and sign a job risk notification. We enhance the safety awareness and emergency response capabilities of employees through multi-level and multi-form training and exercises. In 2024, a total of 30,433 hours of safety training were completed by employees.

4.4.4 提升安全意識

公司高度重視安全文化建設，根據《生產經營單位安全生產事故應急預案編製導則》(GB/T 29639-2020)，編製《生產安全事故綜合應急預案(含專項)》，明確危險化學品、火災爆、粉塵爆炸等事故的應急處理流程，確保員工在緊急情況下能夠迅速、有效地應對。

此外，我們要求安全生產管理人員初次安全培訓時間不得少於32學時，每年再培訓時間不得少於12學時；新員工崗前安全培訓時間不得少於24學時並通過考試，並須簽署崗位風險告知書。我們通過多層次、多形式的培訓和演練，全面提升員工的安全意識和應急能力。2024年，員工參與安全培訓共計30,433小時。

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“Everyone Stresses Safety, Everyone Masters Emergency Response — Unblocking the Life Passage” Production Safety Month Activity

「人人講安全、個個會應急 — 暢通生命通道」安全生產月活動

In June 2024, Hengan Group conducted the Production Safety Month activity around the theme that “Everyone Stresses Safety, Everyone Masters Emergency Response — Unblocking the Life Passage”. The Group and its production companies established an organising committee for the event, popularising safety knowledge through means such as exhibition boards and essays. They also hosted fun competitions like “Find the Safety Issues” and “Clear Safety Passages”, conducted first aid skill competitions and knowledge quizzes, and set up safety experience games and knowledge mobile games, creating a positive and vibrant atmosphere. This activity spent a total of RMB185,000, with a total of 2,339 employees from 21 production bases participating. Through a variety of rich and interesting activities, the safety awareness and emergency response capabilities of employees were effectively enhanced.

2024年6月，恒安集團圍繞「人人講安全、個個會應急 — 暢通生命通道」主題開展安全生產月活動。集團與各生產公司組建活動組委會，通過宣傳展板、徵文等形式普及安全知識，舉辦安全來找茬、安全通道疏通等趣味競賽，開展急救技能比拚、知識競賽，設置安全體驗遊戲、知識手遊，形成了良好的活動氛圍。本次活動共投入人民幣185,000元，21家生產基地共計2,339人參與，通過在豐富有趣的各類活動，有效提升員工安全意識與應急能力。



Hunan Production Company's 2024 Production Safety Month Launching Conference
湖南生產公司2024年「安全生產月」啟動會

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Safety Experience Museum Project

安全體驗館項目

To enhance the effectiveness of safety education, we actively seek in-depth cooperation in professional fields, collaborating with the Quanzhou Institute of Equipment Manufacturing Haixi Institutes, Chinese Academy of Sciences, to carry out the Safety Experience Museum project during the Reporting Period. The project integrated a series of advanced facilities, including the four-in-one experience system for mechanical injuries, the four-in-one experience system for gear extrusion, the mechanical accident simulation platform, the safety knowledge Q&A platform, and the simulation bionic hand system. Employees can directly experience the correct usage of various safety protection products and immerse themselves in the thrilling scenes of dangerous moments, bringing a strong wake-up call to employees in a highly impactful way, and prompting employees to truly internalise safety awareness, thus comprehensively enhancing the overall safety management level of the Company.

為增強安全教育的實效性，我們積極尋求專業領域的深度合作，於報告期內與中科院泉州裝備製造研究中心攜手開展安全體驗館項目，融入了械傷害四合一體驗系統、齒輪擠壓四合一體驗系統、機械事故模擬平台、安全知識搶答平台以及模擬仿生手系統等一系列前沿設施。員工置身其中，能夠直觀地感受到各類安全防護用品的正確使用方式，身臨其境地體驗危險瞬間的驚險場景，以極具衝擊力的方式給員工帶來強烈警醒，促使員工將安全意識真正內化於心，全方位提升公司整體的安全管理水平。



Multi-functional Mechanical Injury Experience
多功能機械傷害體驗



Workshop Risk Prediction Training
車間危險預知培訓



Risk Source Identification and Hidden Danger Investigation and
Treatment Capacity Enhancement Training
危險源辨識及隱患排查治理能力提升培訓

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To strengthen the safety management of contractors, we have formulated the *Safety, Health and Environment Management Measures for Contractors* (《承包商安健環管理辦法》), which explicitly requires strict review of contractor qualifications and mandates that all contractors to sign the safety management agreement. Before contractors enter the factory, we conduct comprehensive safety training and briefings for them, requiring that contractor employees must correctly wear qualified labour protection equipment during operations. For resident contractors, we regularly carry out safety training and hold safety assessments annually. For contractors who fail the assessment or are unable to make improvements despite repeated training during the management process, we will include them in the blacklist to comprehensively ensure the safety of the Company's operational environment.

為強化承包商安全管理，我們制定《承包商安健環管理辦法》，明確規定必須嚴格審查承包商資質，且要求所有承包商均需簽訂安全管理協議。在承包商進廠前，我們對其進行全面的安全教育培訓及交底，要求承包商員工在公司作業期間必須正確佩戴合格的勞動防護用品。針對常駐承包商，我們定期開展安全教育培訓，每年組織安全考核，對考核不合格或在管理過程中屢教不改的承包商，將其納入黑名單管理，以此全方位保障公司作業環境安全。



Warehouse and Logistics Outsourcing Fire Safety Training
倉庫及物流外包方消防安全培訓



Warehouse Management and Logistics Carrier Safety Education
倉管及物流承運商安全教育

5. TRUSTED PARTNERSHIPS, CREATING A PROSPEROUS FUTURE TOGETHER

Hengan understands that establishing a solid partnership is the cornerstone for success. We constantly improve our supplier management system, achieve full-process management, and strive to build a sustainable supply chain characterised by open and trustful cooperation, long-term stability, and win-win collaboration. Hengan always maintains an open and inclusive attitude, engaging in in-depth cooperation and communication with suppliers, moving forward together, and jointly promoting the sustainable development of supply chain management, thus becoming a strong force for the common prosperity of the industry.

5. 信賴夥伴，恒創共榮未來

恒安深知，建立穩固的合作夥伴關係是通往成功的基石。我們不斷健全供應商管理體系，實現全流程管理，致力於打造一個坦誠互信、長期穩定、合作共贏的可持續供應鏈。恒安始終秉持開放包容的態度，與供應商開展深度合作與交流，攜手並進，共同推動供應鏈管理的可持續發展，成為行業共榮的堅實力量。

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5.1 Full-Process Management

In 2024, the Group comprehensively revised the *Supplier Management Policy* (《供應商管理制度》) to achieve fine management of the full process of supplier development and admission, performance evaluation, daily management, and elimination and withdrawal. We adopted the “Hengyigou” digital platform as a unified management tool to regularly maintain supplier basic information, ensuring that the Group has accurate, complete, and prompt supplier information.

5.1.1 Supplier admission

In accordance with the *Hengan Group Supplier Evaluation Management Policy* (《恒安集團供應商評估管理制度》), the Group's supplier admission audit includes on-site full-system access inspection, on-site partial-system access inspection, and qualification access assessment to screen suppliers that meet the Group's standards. Hengan judges whether the suppliers need to pass the on-site system access inspection with reference to the types of suppliers according to the business rules. If suppliers do not need to conduct on-site inspection, they are required to pass the qualification access assessment.

When suppliers produce materials of higher importance, lower substitutability and greater impact on the Group's production, they are required to undergo on-site system access inspection. Hengan will set up an onsite inspection team to score and inspect the supplier's level of cooperate business performance and management capability, financial status, quality system capability, service delivery capability, cost control capability, production control capability, technology research and development capability, etc. with reference to the *Management Measures for Supplier On-site Inspection Management Measures* (《供應商現場考察管理辦法》), and to determine whether the supplier meets the auditing standards. If a supplier fails to pass the access assessment or has non-conformities, Hengan needs to assess whether the supplier needs to be rectified based on the results of the on-site system access and provide the supplier with rectification suggestions and support. When the supplier's rectification reaches the cooperation standard, the cooperation can be carried out. On the premise of ensuring the quality of production materials, the Group preferentially selects local suppliers.

5.1 全流程管理

2024年，本集團對《供應商管理制度》進行全面修訂，以實現對供應商開發准入、績效評估、日常管理及淘汰退出的全流程精細化管理，並採用「恒宜購」數字化平台作為統一的管理工具，定期對供應商基本信息進行信息維護，確保企業擁有準確、完整、及時的供應商信息。

5.1.1 供應商准入

依據《恒安集團供應商評估管理制度》，本集團對供應商的准入審核包括現場全體系准入、現場部分體系准入以及資質准入評審，以篩選符合本集團標準的供應商。恒安根據業務規則，參考供應商類型判斷是否需要通過現場體系准入考察。如供應商不需要進行現場考察則需通過資質准入考核。

當供應商生產物料重要性較高、替代性較低、對本集團生產影響較大時，需經過現場全體系准入考察。恒安成立現場考察小組，參照《供應商現場考察管理辦法》對供應商企業經營業績和管理能力、財務狀況、質量體系能力、服務交付能力、成本管控能力、生產控制能力、技術研發能力等多方面水平進行評分考察，判定供應商是否達到審核標準。如供應商未通過准入考核或存在不符合項，恒安需要根據現場體系准入的結果，評估該供應商是否需要整改，並為供應商提供整改意見和整改指導。當供應商整改達到合作標準後，方可進行合作。在保證生產物料質量的前提下，本集團優先選擇本地供應商。

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On-Site Full-System Access Inspection for Supplies

供應商現場
全體系准入

- Criteria include: cooperate business performance and management capability, financial status, quality system capability, service delivery capability, cost control capability, production control capability, technology research and development capability.

准入內容包含：企業經營業績和管理能力、財務狀況、質量體系能力、服務交付能力、成本管控能力、生產控制能力、技術研發能力等。

On-Site Partial-system Access Inspection for Supplies

供應商現場部
分體系准入

- Criteria include: cooperate business performance and management capability, financial status, quality system capability, service delivery capability, cost control capability, production control capability, technology research and development capability.

准入內容包含：企業經營業績和管理能力、財務狀況、質量體系能力、服務交付能力、成本管控能力、生產控制能力、技術研發能力等部分體系。

Qualification Entry for Supplies

供應商資質准入

- Criteria include:

准入內容包括：

- ✓ Environment, safety and quality standards: certificate of environmental impact assessment, certificate of work safety standardisation, pollutant discharge permit, fire safety permit, ISO9001, ISO9002, ISO14001, SA8000, ISO45001, UL, VDE, EMC, CCEE, CE, etc.;
- 環境、安全及質量標準：環境影響評價證書、安全生產標準化證書、排放污染物許可證、消防安全許可證書、ISO 9001、ISO 9002、ISO 14001、SA 8000、ISO 45001、UL、VDE、EMC、CCEE、CE等；
- ✓ Special qualifications required by special business: printing business license required by prints, relevant construction class qualification certificate required by civil engineering and construction, pressure vessel class certificate required by pressure vessels, explosion-proof qualification required by explosion-proof business, and firefighting qualification required by firefighting industry;
- 特殊行業需要特殊資質：印刷類需要印刷經營許可證書、土建類需要相關建築等級資質證書、壓力容器類需要壓力容器等級證書、防爆類需要防爆類資質、消防類需要消防資質等；
- ✓ Agent, trader or service provider must provide relevant distribution authorisation certificate, and manufacturers' qualification certificate for production and operation, production or business scope and main products and commodity catalogue;
- 代理商或貿易商或服務商應該提供相關經銷授權證書，及製造廠家生產經營的資質證書、生產或經營範圍以及主要產品、商品目錄；
- ✓ Documents that prove chemicals are toxic-free.
- 化學品無毒無害證明資料。

Supplier Admission Assessment Content

供應商准入考核內容

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5.1.2 Performance evaluation

To ensure the efficient operation and continuous optimisation of the supply chain, Hengan regularly implements annual and monthly performance evaluations of suppliers, covering multiple key areas such as quality, production, cost, delivery, technology, and service. These evaluations not only provide important references for quota allocation and supplier development but also serve as a driving force for the continuous improvement of supplier performance. After identified issues to be rectified during the evaluations, Hengan actively holds quality communication meetings with suppliers, deeply analysing the root causes of the issues and jointly developing improvement measures and rectification plans. Further, Hengan will assign a dedicated person to follow up to ensure the effective implementation of rectification measures, helping suppliers to constantly enhance their competitiveness.

The supplier carries out corrective measures according to the content of the quality meeting and writes an “8D Report”, reporting on the problem resolution process in eight dimensions, including problem correction team members, problem description, transitional measures, problem causes, permanent corrective measures, verification of the effectiveness of permanent corrective measures, measures to prevent similar problems, and implementation of permanent corrective measures, to improve the handling of the corrective process. And then, Hengan started the re-inspection process to re-score the supplier and determine whether further rectification is required. At the same time, we also incorporate ESG management and product carbon footprint into supplier performance evaluations, encouraging suppliers to enhance their ESG performance and promoting sustainable development in the value chain.

5.1.2 績效評估

為確保供應鏈的高效運作與持續優化，恒安定期對供應商實施年度及月度績效評估，全面覆蓋質量、生產、成本、交付、技術、服務等多個關鍵領域。這些評估不僅為配額分配與供應商開發提供了重要參考，更成為驅動供應商績效持續改善的動力源泉。面對評估中發現的待整改問題，恒安主動與供應商召開專題交流會，深入剖析問題根源，共同制定改善措施與整改計劃，並指定專人跟進，確保整改措施得到有效執行，助力供應商不斷提升競爭力。

供應商根據專題會議內容落實整改措施並撰寫「8D報告」，就問題糾正小組成員、問題描述、過渡措施、問題原因、永久性糾正措施、永久性糾正措施效果驗證、預防類似問題措施、永久性糾正措施落實等8個方面匯報問題解決流程，完善處理整改過程。而後，恒安啟動重新驗廠程序，重新對供應商打分，判定是否需要進一步整改。同時，我們也將ESG管理和產品碳足跡納入供應商績效評估，推動供應商提升ESG表現，促進價值鏈可持續發展。

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5.1.3 Daily management

Taking into account the closeness of supplier cooperation relationships, the importance of the materials procured, and the annual performance of suppliers, the Group classifies suppliers into five levels for differentiated management, namely strategic suppliers, core suppliers, preferred suppliers, cultivable suppliers, and excludable suppliers, so as to achieve orderly management of production material suppliers. Hengan adopts different quota strategies and new product cooperation strategies for suppliers based on supplier grades and taking into account various factors such as price and distance in order to maintain high-quality supply chain cooperation.

The supplier classification process is initiated once a year to classify qualified suppliers that have generated transaction behavior in the previous year. If there is a large change in the supply market or product positioning, the supplier classification process can be initiated temporarily. When the supplier classification is finalized, Hengan adjusts the quota with reference to the supplier's monthly performance evaluation results. When the supplier's product qualification rate and other parameters are lower than the recommended value, we initiate the disposal measures of reducing the quota and stopping the order for rectification in order to ensure that the risk of the supplier's cooperation process can be controlled.

In addition, in daily management, we thoroughly examine the suppliers' core sessions such as production management and process control, quality control system and environment, technical processes and cost control. At the same time, we combine internal customer feedback, consumer complaints, and supplier business changes, to conduct supplier daily inspections in a timely manner to control potential risks in quality, supply, and services.

5.1.3 日常管理

本集團將供應商分為五級進行差異化管理，綜合考慮供應商合作關係的緊密程度、採購物資的重要性及供應商年度績效表現，將供應商分為戰略供應商、核心供應商、優選供應商、可培植供應商以及可剔除供應商，以實現對生產物料供應商的有序管理。依據供應商等級，並考慮價格、距離等多種因素，本集團對供應商採取不同的配額策略與新品合作策略，以保障高品質的供應鏈合作。

供應商分級分類流程每年發起一次，對上一年度有產生交易行為的合格供應商進行分級分類。如果出現供應市場或者產品定位變動較大的情況，可臨時啟動供應商分級分類流程。當供應商分級確定後，恒安參考供應商月度績效評估結果調整配額。當供應商產品合格率等參數低於推薦值時，我們啟動降低配額及停單整改的處置措施以保障供應商合作過程風險可控。

此外，在日常管理中，我們深入考察供應商的生產管理及製程控制、質量控制體系及環境、技術工藝及成本控制等核心環節，同時結合內部客戶、消費者投訴、供應商業務變動等情況，適時開展供應商日常考察以管控質量、供應、服務等潛在風險。

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5.1.4 Elimination and exit

The Group will initiate the freezing/withdrawal procedure against suppliers that fail daily inspection, on-site annual review, monthly/annual performance evaluation, and that present serious quality issues or violations of laws and regulations, etc. These suppliers will be removed from the list of qualified suppliers. In 2024, 10 suppliers were removed by the Group due to business turnover and other reasons.

5.1.4 淘汰退出

對於未通過日常考察、現場年審、月度／年度績效評估、出現重大質量問題或有違法違規行為等的供應商，本集團發起供應商凍結或退出流程，在合格供應商清單將其剔除。2024年，本集團共有10家供應商由於業務更迭等原因被清退。

5.2 Sustainable Supply Chain

The Group is committed to building a sustainable supply chain and has issued the *Supplier Code of Conduct* (《供應商行為準則》). Focusing on sustainable development issues such as human rights protection, occupational health and safety, anti-harassment and anti-discrimination, environmental protection, biodiversity conservation, and business ethics, we convey the concept of sustainable development throughout the value chain.

In the supplier admission stage, we set a series of strict inspection programmes, including but not limited to environmental management systems, environmental and hygiene requirements, social risk assessment, and carbon emissions management, reflecting our high regard for the greening, health, and social responsibility of the supply chain.

To ensure the continuous optimisation and improvement of the supply chain in ESG, we regularly conduct ESG risk assessment and on-site audits of raw and auxiliary material suppliers. For suppliers with high ESG risks in the assessment results, we will implement continuous follow-up and supervision to promote their improvement and enhancement. The Group mainly identifies supplier sustainability risks in the following aspects:

- ✓ Whether suppliers' internal regulations meet the requirements of relevant laws and regulations;
- ✓ Whether suppliers have passed environmental management system certification and whether any environmental pollution incidents have occurred to suppliers in the past three years, etc.;

5.2 可持續供應鏈

本集團致力於打造可持續供應鏈，發佈《供應商行為準則》，圍繞人權保障、職業健康安全、反騷擾反歧視、環境保護、生物多樣性保護、商業道德等可持續發展主題，在價值鏈傳遞可持續發展理念。

在供應商准入環節，我們設定一系列嚴格考察項目，包括但不限於環境管理體系、環境與衛生要求、社會風險評估、碳排放管理等，體現我們對供應鏈綠色化、健康化及社會責任的高度重視。

為確保供應鏈在ESG方面的持續優化與提升，我們定期對原輔材料供應商開展ESG風險評估和現場審核。對於評估結果中ESG風險較高的供應商，我們將實施持續的跟進與監督，以推動其改進和提升。本集團主要從以下方面識別供應商可持續發展風險：

- ✓ 供應商的內部規定是否符合相關法律法規要求；
- ✓ 供應商環境管理體系認證、近三年是否發生過環境污染事件等；

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- ✓ Suppliers' environmental and sanitary status, including environmental emergency plans, mosquito control, pollution source control, waste management, workshop/warehousing environment management, etc.;
- ✓ Suppliers' protection of employees' rights and interests (whether suppliers have passed occupational health and safety management system certification, office environment safety, whether incidents such as gender discrimination or child labour occurred to suppliers, fire training and drills, factory risk prevention, health check and job training, etc.);
- ✓ Suppliers' raw and auxiliary material source management and sub-supplier management, etc.;
- ✓ Whether suppliers' relevant products are evaluated by a third-party testing agency;
- ✓ Logistics providers should choose new energy models and energy-saving and environmentally friendly models that meet the standards of national/local environmental protection and other government departments;
- ✓ Whether the suppliers have started the carbon emissions management.
- ✓ 供應商環境與衛生情況(包括環境應急預案、蚊蟲控制、污染源控制、廢棄物管理、車間/倉儲環境管理等);
- ✓ 供應商對員工權益的保障(職業健康安全管理体系認證、辦公環境安全、有無員工性別歧視或僱傭童工事件、消防培訓演習、廠區風險防範、健康體檢、崗位培訓等);
- ✓ 供應商原輔料來源管理及次級供應商管理等;
- ✓ 供應商相關產品是否委託第三方檢測機構評估;
- ✓ 物流供應商應選擇符合國家/當地環保等政府部門標準的新能源車型和節能環保車型;
- ✓ 供應商是否已經開展碳排放管理。

At the same time, we actively encourage and support suppliers to make continuous improvements in environmental protection and social responsibility. For outstanding suppliers, we will provide more business opportunities and cooperation support. When assessing the environmental and social performance of suppliers, we refer to suppliers' disclosed ESG reports and other information such as suppliers' carbon footprint certificates and third-party social responsibility audit reports to comprehensively assess suppliers' environmental and social performance, and prefer suppliers with excellent ESG performance.

同時，我們積極鼓勵並支持供應商在環保和社會責任方面做出持續改進，對於表現優秀的供應商，我們會給予更多的業務機會和合作支持。在評估供應商的環境與社會表現時，我們綜合參考其披露的ESG報告、碳足跡證書以及第三方社會責任審核報告等信息，優先選擇在ESG方面表現優異的供應商。

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5.3 Communication with suppliers

Hengan has established open supplier communication channels. Through on-site inspections or various training and communication meetings, we discuss effective strategies for quality improvement with suppliers, deeply communicate the optimisation paths of product environmental protection performance and enhance suppliers' consensus on ensuring raw material quality. Meanwhile, we promote the common growth of the value chain, further strengthening the cooperative relationship with suppliers, and jointly contributing to the high-quality development of the industry.

5.3 供應商交流

恒安暢通供應商交流渠道，通過現場考察或舉辦各類培訓交流會議，共同探討質量提升的有效策略，深入交流產品的環保性能優化路徑，增強供應商對保障原材料質量等方面的共識，促進價值鏈共同成長，進一步強化彼此間的合作關係，攜手為行業的高質量發展貢獻力量。

UPM Pulp School Event

UPM紙漿學校活動

In August 2024, a delegation including the vice president of the Group, the Director of the Sales Department, the Director of the Marketing Department, and the Director of the Procurement Department, was invited to attend the Pulp School event hosted by our supplier UPM at its headquarters in Helsinki, Finland. During the event, we not only visited the UPM headquarters in Helsinki, Finland, but also listened to an introduction about UPM's company profile, focusing on UPM's outstanding practices in the field of sustainability, which included UPM's successful experiences in greenhouse gas emission reduction, energy efficiency improvement, and the promotion and utilisation of renewable energy.

2024年8月，本集團副總裁、銷售部總監、市場部總監及採購部總監一行，受邀參加了供應商UPM在芬蘭赫爾辛基總部舉辦的紙漿學校活動。期間，我們不僅參觀了UPM芬蘭赫爾辛基總部，還聆聽了UPM關於其公司概况的介紹，並重點了解了UPM在可持續領域的卓越實踐，包括溫室氣體減排、能源效率提升以及可再生能源的推廣利用等方面的成功經驗。



UPM Pulp School Event
UPM紙漿學校活動

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Technical Exchange between Hengan and Suppliers

恒安與供應商開展技術交流

In November 2024, the Group held a technical exchange meeting with Exxon Corporation. Attendees included representatives from key departments such as packaging management, material research and development, hygiene materials research and development, and procurement. At the meeting, we listened to an introduction of the current situation of ExxonMobil's factory and engaged in in-depth discussions on thinning solutions and the application of single-material.

2024年11月，本集團與埃克森公司舉辦了一場技術交流會議。參會人員包括包裝管理組、材料研發、衛材研發及採購部等關鍵部門代表。會上，我們聽取了埃克森美孚工廠現狀介紹，並就減薄方案和單一材質應用展開了深入探討。



Supplier Technical Exchange
與供應商開展技術交流

6. HEALTH & COMMUNITY ENGAGEMENT, NURTURING A CONSTANT LOVE FOR THE NATION

Hengan, as a leading domestic household products company, has established the corporate mission of "Growing with you for a better life" since its establishment, considering the return to society as its responsibility. We actively build the foundation of charity, vigorously support charity funds, and are committed to caring for different groups within families and society. With a pure heart, we fulfil social responsibility and serve the public well-being.

6. 健康社區，恒揚家國情懷

恒安作為國內家庭生活用品領軍企業，自創立之初就已經確立了「追求健康，你我一起成長」的企業使命，將回饋社會視為己任。我們積極構築慈善事業基石，大力支持慈善基金，致力於關愛家庭、關愛社會的不同群體，用一片初心，將履行社會責任、服務社會民生貫徹到底。

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6.1 Build the Foundation of Charity

Adhering to the concept of “Love Changing Lives”, Hengan set up the “Youth Volunteer Service Team” as a platform for employees to participate in social welfare activities in 2011, and established the Hengan Volunteer Association in 2017. Up to now, we have 836 employees and a total of 35 volunteer service teams who have taken the initiative to join voluntary activities and actively participated in various public welfare activities, such as blood donation, helping special groups, caring for left-behind children, flood rescue, environmental protection, etc., and supported the social public welfare undertakings with practical actions. During the Reporting Period, 395 volunteers accumulated 3,029 service hours.

On the 25th anniversary of the establishment of the enterprise, Hengan International donated RMB100 million to set up the Hengan Charity Fund, and donated another RMB200 million to it on the 30th anniversary of the establishment of the enterprise. Over the past 39 years of development, Hengan and its major shareholders have made cumulative donations of more than RMB2 billion to the fund pool. In 2024, relying on the charity fund, we coordinated the implementation of public welfare projects with relevant parties and social resources, serving a broader range, more fields, and a wider population. The cumulative donation reached RMB230 million, benefiting nearly 300,000 girls and families.

Hengan’s persistent efforts and significant contributions to charity and public welfare have won extensive recognition and praise from all sectors of society. In 2024, at the Quanzhou Charity Conference, the family of Hui Lin Chit, the Vice Chairman of the Board of Directors of the Group, was awarded the title of “Quanzhou Charity Family”, Fujian Hengan Group was awarded the title of “Quanzhou Charity Enterprise”. Sze Man Bok, the Chairman of the Board of Directors of the Group and Hung Ching Shan, the former Executive Director, were honoured as “Quanzhou Charity Ambassadors”. In addition, as a pioneer in social public welfare practice, Hengan Group also won the title of “Weibo Model Public Welfare Partner”.

6.1 構築慈善基石

秉承著「愛•改變生活」的理念，恒安在2011年成立「青年志願者服務隊」作為員工參與社會公益活動的平台，並在2017年成立恒安志願者協會。發展至今，我們已有836名員工，共35支志願者服務隊主動加入志願活動，積極參與無償獻血、幫扶特殊群體、關愛留守兒童、抗洪搶險、環境保護等各類公益活動，用實際行動支持社會公益事業。報告期內，395名志願者累計服務小時數達3,029小時。

在企業成立25週年之際，恒安國際捐贈人民幣1億元成立恒安慈善基金，並在企業成立三十週年之際再向其中捐贈人民幣2億元。發展39年以來，恒安及其主要股東累計捐款超人民幣20億元。2024年，我們依託慈善基金，聯動相關方及社會資源，統籌實施公益項目，讓公益事業惠及更大範圍、更多領域、更廣人群，累計捐贈人民幣2.3億元，受益女童和家庭近30萬人次。

恒安長期以來在慈善與公益事業上的不懈努力與顯著貢獻，贏得了社會各界的廣泛認可與讚譽。2024年，在泉州市慈善大會上集團董事局副主席許連捷家族獲評「泉州慈善世家」，福建恒安集團有限公司獲評「泉州慈善企業」，集團董事局主席施文博、原執行董事洪青山分別獲評「泉州慈善大使」。此外，恒安集團作為社會公益實踐的先行者，還榮獲「微博榜樣公益合作夥伴」稱號。

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Quanzhou Charity Family
泉州慈善世家



Weibo Model Public Welfare Partner
微博榜樣公益合作夥伴

6.2 Carry out Public Welfare Activities

Hengan Group actively participates in a variety of public welfare activities. We care for children with autism and the education of girls in remote mountainous areas, and advocate for attention to the elderly group. We continuously explore sustainable public welfare models, aiming to extend care to every corner in need of help, covering and benefiting a broader range of vulnerable social groups. We are committed to making public welfare and charity reach more people.

6.2.1 Tribute to profession

Hengan always focuses on those professional groups who silently dedication, whether they are safeguarding peace on the borders of the motherland or saving lives and rescuing the injured on the medical front lines. They protect people's safety and health with an unwavering spirit. Hengan expresses its profound respect and practical support through special funds and material donations, aiming to improve their quality of life and working conditions, so that this dedication and contribution receives due rewards and respect.

6.2 開展公益活動

恒安集團積極投身於多樣化的公益活動，從關愛孤獨症兒童，到偏遠山區的女童教育，再到呼籲關注老年群體，不斷探索可持續的公益模式，旨在將關愛延伸至每一個需要幫助的角落，覆蓋並惠及更廣泛的社會弱勢群體，致力於讓公益慈善惠及更多的人。

6.2.1 職業致敬

恒安始終將目光投向那些默默奉獻的職業群體，無論是在祖國的邊疆守衛安寧，還是在醫療前線救死扶傷，他們都以無畏的精神守護著人們的安全與健康。恒安通過專項基金、物資捐贈等形式，向他們表達崇高的敬意與實際的支持，旨在提升他們的生活品質與工作條件，讓這份堅守與奉獻得到應有的回報與尊重。

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“Caring for the Frontier, Blessing the Chinese Nation” Fujian’s Care for Female Soldiers Guarding the Western Frontier of the Motherland

「情繫邊疆 福佑中華」福建關愛駐守祖國西部邊疆女軍人活動

In January 2024, during the “Caring for the Frontier, Blessing the Chinese Nation” Fujian’s Care for Female Soldiers Guarding the Western Frontier of the Motherland event, Hengan, in partnership with Space 7 and Anerle, meticulously prepared 2,000 boxes of hygiene gift packs filled with deep affection and kindness. These would be delivered to the most beloved female soldiers at the Xinjiang frontier defence line before the Spring Festival, expressing our respect and admiration for the modern “Hua Mulan”, who guard the frontiers of our motherland when they are young, writing a worthy chapter of the times with loyalty, struggle, and dedication.

2024年1月，在「情繫邊疆 福佑中華」福建關愛駐守祖國西部邊疆女軍人活動中，恒安攜手七度空間和安爾樂，精心準備2,000箱飽含深情厚意的衛生禮包，將在春節來臨之前送達新疆邊防一線最可愛的女軍人的手中，以此表達對現代「花木蘭」用青春守衛祖國邊疆，用忠誠、奮鬥和奉獻書寫無愧於時代芳華的尊崇和敬重。



“Caring for the Frontier, Blessing the Chinese Nation” Fujian’s Care for Female Soldiers Guarding the Western Frontier of the Motherland

「情繫邊疆 福佑中華」福建關愛駐守祖國西部邊疆女軍人活動

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Delivering Love Gift Packages to Nurses of the First Affiliated Hospital of Xiamen University on Nurses' Day 向廈門大學附屬第一醫院護士節捐贈愛心禮品包

In May 2024, on the occasion of the 113th Nurses' Day, the Group, in partnership with the Xiamen City Renshan Medical Assistance and Medical Development Foundation, held a donation ceremony at the First Affiliated Hospital of Xiamen University, delivering 1,630 love gift packages to the nurses at the hospital. The gift packages included products such as HEARTTEX Cloud-Feel Tissue Papers and Space 7 Tianshan Velvet Cotton Series Ultra-Thin Pure Cotton Sanitary Pads. We conveyed the highest respect to all "Angels in White" who protect life and health, and offered our best wishes.

2024年5月，在第113個護士節來臨之際，本集團攜手廈門市仁善醫療救助和醫學事業發展基金會在廈門大學附屬第一醫院舉辦捐贈儀式，向廈門大學附屬第一醫院護士節捐贈愛心禮品包1,630份，包括心相印雲感抽紙、七度空間天山絨棉系列極薄純棉衛生巾等系列產品，對所有守護生命和健康的「白衣天使」們致以最崇高敬意，送上美好的祝願。



Delivering Love Gift Packages to Nurses of the First Affiliated Hospital of Xiamen University on Nurses' Day
向廈門大學附屬第一醫院護士節捐贈愛心禮品包

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6.2.2 Care for Children

Hengan shows profound concern for children with special needs and is committed to offering them comprehensive support and affection. From providing material aid to offering emotional comfort, Hengan works tirelessly to establish a nurturing environment brimming with love and hope. This platform enables every child to flourish in an atmosphere of understanding and respect, reflecting the corporate compassion and commitment of Hengan.

6.2.2 呵護兒童

恒安深切關注特殊兒童群體，致力於為這些孩子提供全方位的支持與關愛。從物質援助到心靈慰藉，恒安努力搭建一個充滿愛與希望的成長平台，讓每一個兒童都能在理解與尊重中綻放屬於自己的光芒，彰顯了恒安作為企業的溫度與擔當。

2024 Theme Event for World Autism Awareness Day in Quanzhou

泉州市2024年世界孤獨症日主題活動

In April 2024, Quanzhou held the 2024 Theme Event for World Autism Awareness Day. The Group attended the event and donated RMB20 million through the Quanzhou Autism Care Foundation, offering a donation of love to individuals with autism and families in need. Together, we aim to support the blue sky for individuals with autism and their families, and hope to gather more love through public welfare activities for the autism community and their families, allowing the fallen angels to spread their wings of dreams.

2024年4月，泉州市舉行2024年世界孤獨症日主題活動，本集團出席活動並通過泉州市孤獨症關愛基金捐贈人民幣2,000萬元，向孤獨症人群及困難家庭捐贈一份愛心，一同撐起孤獨症人士和他們家庭的藍天，並盼望能夠通過公益助殘活動，凝聚更多的愛心，為孤獨症群體及家庭送去更多的關愛和溫暖，讓折翼的天使插上夢想的翅膀。



2024 Theme Event for World Autism Awareness Day in Quanzhou

泉州市2024年世界孤獨症日主題活動

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“Ensuring Stability for Family and Nation and Protecting Ningxia’s Happiness” Supplies Donation and Ningxia “Love Mom” Empowerment Activity

「家國恒安 護寧幸福」物資捐贈暨寧夏「愛心媽媽」賦能活動

In 2024, the Group, in partnership with the China Children and Teenagers’ Fund, donated love supplies worth RMB1.1 million to Ningxia, supporting the “Little Sapling” care for children in difficulties and the “Love Mom” empowerment activities in the Ningxia region. At the event, attendees distributed love supplies to the “Love Mom”, medical staff, and representatives of families with children in difficulties. After the ceremony, leaders in attendance participated in the “Love Mom” empowerment training, listened to stories shared by representatives of “Love Mom” about caring for children in difficulties. They also participated in the summer holiday care for children activities in Xiapo Village, WenBao Township, and visited families with children in difficulties.

2024年，本集團攜手中國兒童少年基金會向寧夏捐贈價值人民幣110萬元愛心物資，支持寧夏地區開展「小樹苗」困境兒童關愛工作及「愛心媽媽」賦能活動。活動現場，出席嘉賓為「愛心媽媽」、醫護人員及困境兒童家庭代表發放了愛心物資。儀式後，與會領導參加了「愛心媽媽」賦能培訓，現場聆聽了「愛心媽媽」代表關愛困境兒童故事分享，參加了溫堡鄉夏坡村暑期兒童關愛活動，並入戶慰問了困境兒童家庭。



“Ensuring Stability for Family and Nation and Protecting Ningxia’s Happiness” Supplies Donation and Ningxia “Love Mom” Empowerment Activity
「家國恒安 護寧幸福」物資捐贈暨寧夏「愛心媽媽」賦能活動

6.2.3 Care for women

As a company that shoulders social responsibility, Hengan Group has been committed to promoting and improving women’s health conditions since its establishment in 1985, providing women with safer and more comfortable choices, and contributing positively to the promotion of gender equality and women’s empowerment.

6.2.3 關懷女性

作為一家肩負社會責任的企業，恒安集團自1985年成立以來就一直致力於推動和改善女性健康條件，為女性提供更加安全、舒適的選擇，更為推動社會性別平等與女性賦權貢獻積極力量。

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“Pink Wings” Girls’ Puberty Health Education Public Welfare Project 「粉紅羽翼」女童青春健康教育公益項目

In October 2024, on the eve of the 13th “International Day of the Girl Child”, the Group donated cash and products worth RMB3.3 million to the China Children and Teenagers’ Fund, jointly launching the “Pink Wings” series of health education activities for girls during puberty, including “public welfare classrooms” for girls’ puberty health education. These activities aim to popularise physiological and psychological health knowledge for girls during puberty, precisely address the challenges girls face during their growth, and ensure the protection of girls’ rights and interests.

2024年10月，在第十三個「國際女童日」來臨前夕，本集團向中國兒基會捐贈價值人民幣330萬元現金產品，共同啟動「粉紅羽翼」女童青春健康教育系列活動，包括女童青春健康教育「公益課堂」等，普及女童青春生理健康、心理健康知識，精準化解女童成長痛點，保障女童權益。

Since its establishment, the Group has always been concerned about the healthy growth of girls during puberty. Over the past 13 years, Space 7 has provided menstrual education and assistance to more than 5 million girls in over 16,000 primary and middle schools through the “Growth Wings” brand public welfare project. This year, “Growth Wings” was officially upgraded to “Pink Wings”. Through a series of public welfare activities under “Pink Wings”, Hengan hopes to attract extensive attention from all sectors of society to the health education for girls during puberty and jointly create a good social atmosphere of caring for girls and supporting their healthy growth.

本集團從成立之初一直關注青春女童的健康成長，過去13年裡七度空間已通過「成長的翅膀」品牌公益項目為16,000餘所中小學超過500萬女童提供經期教育與幫助。今年「成長的翅膀」正式升級為「粉紅羽翼」，通過「粉紅羽翼」的系列公益活動，恒安希望能夠引起社會各界對女童青春健康教育的廣泛關注，共同營造一個關愛女童、支持女童健康成長的良好社會氛圍。



“Pink Wings” Girls’ Puberty Health Education Public Welfare Project
「粉紅羽翼」女童青春健康教育公益項目

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Caring for Women's Health in the Western Region Public Welfare Activity

關愛西部女性健康公益活動

In August 2024, the Group, in partnership with the Shanghai Rainbow-colored Dream Public Welfare Fund, carried out the "Caring for Women's Health in the Western Region" public welfare activity in Barkam, Ngawa Tibetan and Qiang Autonomous Prefecture and Xinlong County, Garze Tibetan Autonomous Prefecture, Sichuan Province. The activities successively reached more than a dozen towns in northwestern part of Sichuan, conducting health check-ups, health education, emergency and serious illness assistance, and distribution of Space 7 love supplies. These efforts aim to help local residents improve their health awareness and to popularise disease prevention measures.

2024年8月，本集團聯合上海虹色夢公益基金在四川省阿壩藏族羌族自治州馬爾康市和甘孜藏族自治州新龍縣開展關愛西部女性健康公益活動，先後走進川西北十幾個鄉鎮，為當地居民開展健康體檢、健康宣教、急重症救助及七度空間愛心物資發放等活動，幫助當地居民提高健康意識，普及如何做好疾病預防工作。

During the event, the Group also provided free "Aja" bags containing daily necessities such as Space 7 products to local women. We carefully guided them on how to use these items and daily care steps. We hoped they can improve their health awareness and cultivate good hygiene habits through the regular use of these supplies, thereby fundamentally reducing the incidence of gynecological diseases.

活動期間本集團還為當地女性免費發放包含七度空間等日常用品在內的阿佳包，並細心指導她們使用方法，日常護理步驟等，希望她們通過習慣使用這些物資改善健康觀念，培養良好的衛生習慣，從根本上降低婦科疾病的發病率。



Caring for Women's Health in the Western Region Public Welfare Activity
關愛西部女性健康公益活動

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6.2.4 Respect and Love for the Elderly

Respecting the elderly is a traditional virtue of the Chinese nation. For a long time, we have actively practiced this concept, considering the care of the elderly as an indispensable social responsibility of the enterprise. We are committed to building a warm and inclusive society that is friendly to the elderly, so that every elderly person can feel the warmth and respect from society, and enjoy a happy and healthy life in their later years.

6.2.4 敬老愛老

敬老愛老是中華民族的傳統美德，長期以來，我們積極踐行這一理念，將關愛老年人視為企業不可推卸的社會責任。我們致力於構建一個溫馨、包容的老年友好社會，讓每一位老人都能感受到來自社會的溫暖與尊重，安享幸福、安康的晚年生活。

Respect the Elderly Activity in Zhijin County, Guizhou Province on the Double Ninth Festival

重陽節貴州織金縣敬老活動

In October 2024, the Group, in partnership with the China Children and Teenager' Fund, donated living supplies worth RMB237,500 to the elderly university, nursing homes, welfare institutions, and the elderly individuals facing particular hardships in Zhijin County. We also paid a visit to the nursing homes in Zhijin County, showing our care by inquiring about the well-being of the elderly residents. Additionally, we delivered comfort supplies and festive greetings, promptly addressing the practical challenges they face. This initiative brought the warmth and attention of the broader community to the elderly, making them feel cherished and supported.

2024年10月，本集團攜手中國兒童少年基金會向織金縣老年大學、敬老院、福利院及特殊困難老人等群體捐贈價值人民幣23.75萬元生活用品，還走訪慰問了織金縣敬老院，關切詢問老人的生活情況，並為老人們送去慰問物資以及節日的祝福，及時幫助解決老人們的實際困難，讓老人們感受到了社會大家庭的溫暖與關懷。



Respect the Elderly Activity in Zhijin County, Guizhou Province on the Double Ninth Festival

重陽節貴州織金縣敬老活動

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“Deep Respect for the Elderly, Warmth from Philanthropy” Double Ninth Festival Visit Activity

「濃濃敬老情，慈善暖人心」重陽節慰問活動

In October 2024, the Group launched the “Deep Respect for the Elderly, Warmth from Philanthropy” Double Ninth Festival visit activity. We donated 452 boxes of care supplies to 27 elderly welfare institutions across the city. Through practical actions, we passed on the virtue of respecting and caring for the elderly, and advocated for all sectors of society to actively participate in public welfare activities that support and love the elderly.

2024年10月，本集團開展「濃濃敬老情，慈善暖人心」重陽節慰問活動，向全市27家老年福利機構捐贈452箱愛心物資，以實際行動傳遞尊老敬老美德，倡導社會各界積極參與助老愛老公益活動。



“Deep Respect for the Elderly, Warmth from Philanthropy” Double Ninth Festival Visit and Donation Activity

「濃濃敬老情，慈善暖人心」重陽節慰問活動

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6.2.5 Rural Revitalisation

Hengan is committed to rural revitalisation and actively responds to the national strategy for agricultural modernisation. Ten years ago, the Group proactively took on the responsibility to help the impoverished Xinban Village, paving the way for the villagers' prosperity through innovative thinking and project-driven approaches. Over the years, Hengan has assigned front-line management personnel of the Group to go deep in the field and provide agricultural skills training and planting technical guidance, assisting Xinban Village in developing characteristic agriculture. In the second year of assistance, the income of the villagers increased by 35% per capita, and the collective income increased by 512%.

In recent years, Xinban Village has undergone a complete transformation. Now in Xinban Village, there is a bridge named "Hengan", which represents the villagers' respect for Hengan International, and also commemorates Hengan's good deeds to guard the "Stability for Family and Nation".

6.2.5 鄉村振興

恒安心繫鄉村振興，積極響應國家農業現代化戰略。十年前，本集團主動掛鉤幫扶貧困新坂村，以創新思維和項目帶動，鋪就村民致富路。多年來，集團一線管理人員深入田間地頭，提供農業技能培訓與種植指導，助力新坂村發展特色農業。幫扶次年，村民人均收入提升35%，集體收入增長512%。

近年來，新坂村面貌煥然一新。現在在新坂村裡，有一座名為「恒安」的橋，代表著村民們對恒安國際的敬意，也紀念著恒安用善舉守護「家國恒安」。

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ENVIRONMENTAL KPIs

The environmental KPIs in the ESG Report cover 30 production companies including Weifang Thermal Power of Hengan International.

環境範疇KPI

本報告環境範疇KPIs覆蓋恒安國際的30家生產公司包括濰坊熱電。

	2024	2023	2022	Unit 單位
Waste gas emissions (Papermaking sector) 廢氣排放(造紙版塊)				
NO _x	137	175	153	tonnes 噸
SO ₂	41	63	55	tonnes 噸
Smoke and Dust 煙塵	15	15	16	tonnes 噸
Dust particles 粉塵顆粒	22	22	21	tonnes 噸
Waste water discharge 廢水排放				
Total waste water discharge 廢水排放總量	5,436,416	5,635,644	5,042,726	tonnes 噸
Waste water discharge (Papermaking sector)¹ 廢水排放(造紙版塊) ¹				
Intensity of waste water discharge 廢水排放密度	3.4	3.3	3.1	tonnes/tonnes of paper 噸／噸紙
COD emissions COD排放量	289.5	239.3	155	tonnes 噸
Intensity of COD emissions COD排放濃度	69.3	59.5	43.0	mg/L 毫克／公升
N-NH ₃ emissions N-NH ₃ 排放量	9.0	6.1	9.1	tonnes 噸
Intensity of N-NH ₃ emissions N-NH ₃ 排放濃度	2.2	1.5	2.5	mg/L 毫克／公升

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	2024	2023	2022	Unit 單位
Waste emissions² 廢棄物排放 ²				
Hazardous waste emissions 有害廢棄物排放量	79	123	81	tonnes 噸
Hazardous waste emission intensity 有害廢棄物排放密度	0.03	0.05	0.04	kg/RMB10,000 of revenue 千克／萬元人民幣營收
Non-hazardous waste emissions 無害廢棄物排放量	110,495	118,739	106,515	tonnes 噸
Non-hazardous waste emission intensity 無害廢棄物排放密度	48.7	50.0	47.1	kg/RMB10,000 of revenue 千克／萬元人民幣營收
GHG emissions³ 溫室氣體排放 ³				
Direct GHG emissions (Scope 1) 直接溫室氣體排放(範疇一)	557,885	585,056	581,532	tCO ₂ e 噸二氧化碳當量tCO ₂ e
Indirect GHG emissions (Scope 2) 間接溫室氣體排放(範疇二)	869,516	987,536	934,270	tCO ₂ e 噸二氧化碳當量tCO ₂ e
Total GHG emissions 溫室氣體排放總量	1,427,401	1,572,592	1,515,802	tCO ₂ e 噸二氧化碳當量tCO ₂ e
GHG emission intensity 溫室氣體排放密度	0.63	0.66	0.67	tCO ₂ e/RMB10,000 of revenue 噸二氧化碳當量 tCO ₂ e／萬元人民幣 營收
GHG emissions (Papermaking sector)⁴ 溫室氣體排放(造紙版塊) ⁴				
GHG emissions 溫室氣體排放量	1,226,500	1,310,121	1,076,237	tCO ₂ e 噸二氧化碳當量tCO ₂ e
GHG emission intensity 溫室氣體排放密度	1.01	1.09	0.99	tCO ₂ e/tonnes of paper 噸二氧化碳當量 tCO ₂ e／噸紙

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	2024	2023	2022	Unit 單位
Energy consumption⁵ 能源消耗 ⁵				
Total energy consumption 能耗總量	3,881,749	3,919,168	3,760,651	MWh MWh兆瓦時
Energy consumption intensity 能耗密度	1.7	1.6	1.7	MWh/RMB10,000 of revenue MWh兆瓦時／萬元 人民幣營收
Direct energy consumption 直接能源消耗	2,058,305	2,205,561	2,109,050	MWh MWh兆瓦時
Natural gas 天然氣	90,868,860	109,032,108	89,474,684	m ³ 立方米
Anthracite 無煙煤	168,241	166,884	178,672	tonnes 噸
Liquefied natural gas 液化天然氣	7,023	3,651	\	tonnes 噸
Liquefied petroleum gas 液化石油氣	3.1	9.0	\	tonnes 噸
Diesel fuel 柴油	16.95	28.05	\	tonnes 噸
Indirect energy consumption 間接能源消耗	1,823,445	1,713,607	1,651,601	MWh MWh兆瓦時
Purchased electricity 外購電	122,916	115,571	100,747	10,000kWh 萬度
Purchased steam and heat 外購蒸汽與熱	2,139,442	2,008,440	2,318,874	GJ GJ吉焦
Energy consumption (Papermaking sector)⁶ 能源消耗(造紙版塊) ⁶				
Total energy consumption 能耗總量	414,818	416,206	341,472	tce 噸標煤
Energy consumption intensity 能耗密度	0.34	0.35	0.31	tce/tonnes of paper 噸標煤／噸紙

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	2024	2023	2022	Unit 單位
Water consumption⁷ 水資源消耗 ⁷				
Total water consumption 總用水量	11,497,005	9,022,578	8,536,171	tonnes 噸
Including: 其中：				
Water consumption (Tap water) 用水量(自來水)	7,442,401	5,170,104	4,950,245	tonnes 噸
Water consumption (Reservoir water) 用水量(水庫水)	4,054,605	3,852,474	3,585,926	tonnes 噸
Water consumption intensity 用水密度	5.1	3.8	3.8	tonnes/RMB10,000 of revenue 噸／萬元人民幣營收
Water consumption (Papermaking sector)⁷ 水資源消耗(造紙版塊) ⁷				
Water consumption 用水量	8,291,427	6,940,143	6,138,848	tonnes 噸
Water consumption intensity 用水密度	6.8	5.8	5.6	tonnes/tonnes of paper 噸／噸紙
Packaging material consumption 包裝材料消耗				
Total packaging material used 包裝材料使用量	162,806	135,552	113,457	tonnes 噸
Intensity of packaging material used 包裝材料使用密度	0.07	0.06	0.05	tonnes/RMB10,000 of revenue 噸／萬元人民幣營收

Notes:

備註：

- Due to the production increase in 2024, the emissions of COD and N-NH₃ of papermaking sector increased in 2024. However, the wastewater discharge intensity, COD discharge concentration and N-NH₃ discharge concentration were far less than the standard under the *Discharge Standard of Water Pollutants for Pulp & Paper Industry (GB3544— 2008)* (《制漿造紙工業水污染物排放標準》);
- Hazardous waste of the Group includes mercuric tubes, used batteries, cartridges, waste oil (such as lubes, engine oil), used ink bottles, used additive bottles, used detergent bottles, waste white mineral oil barrels etc.; non-hazardous waste includes sludge, wetproof, cinder, production waste, domestic waste, gypsum, coal ash, etc.;
- 由於2024年產量增加2024年造紙板塊COD和N-NH₃的排放量均有所增加，但本集團造紙板塊的廢水排放密度、COD排放濃度和N-NH₃排放濃度遠小於《製漿造紙工業水污染物排放標準》(GB 3544-2008)的排放標準；
- 本集團有害廢棄物包括含汞燈管、廢電池、硒鼓、廢油(如潤滑油、機油)、廢油墨瓶、廢添加劑瓶、廢清洗劑瓶、廢白礦物油空桶等；無害廢棄物包括污泥、濕漿、爐渣、生產廢料、生活垃圾、石膏、粉煤灰等；

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3. The main sources of GHG emissions from this Group include, Scope 1: direct emissions, including fossil fuels consumed during the production process, such as anthracite, natural gas, liquefied natural gas, liquefied petroleum gas etc. Scope 2: energy indirect emissions, including purchased electricity, purchased steam and heat. We calculate the GHG emissions by carbon dioxide equivalent and in accordance with the GHG Protocol Corporate Accounting and Reporting Standard《溫室（氣體核算體系：企業核算與報告標準）》issued by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD). We also refer to the Methodology and Reporting Guidelines for Greenhouse Gas Emission Accounting by Power Generation Enterprises in China《中國發電（企業溫室氣體排放核算方法與報告指南（試行））》and the Guidelines for the Calculation and Reporting of Greenhouse Gas Emissions from Paper and Paper Products Manufacturers (Trial)《造紙和紙製品生產企業溫室氣體排放核算方法與報告指南（試行）》issued by the National Development and Reform Commission;
4. Since the papermaking sector is the main source of the Group's GHG emissions, the GHG emissions and the intensity of GHG emitted for production of each tonne of paper in the papermaking sector are separately disclosed here;
5. The total energy consumption of the Group is calculated based on the use of anthracite, natural gas, liquefied natural gas, liquefied petroleum gas, diesel fuel, purchased electricity, purchased steam and heat, in combination with the "General Rules for Comprehensive Energy Consumption Calculation" (GB/T 2589-2020)《綜合能耗計算通則》;
6. Since the energy consumption of papermaking sector accounts for a relatively high proportion of that of the Group, the energy consumption and intensity of energy for production of each tonne of paper in the papermaking sector are separately disclosed here;
7. Since the water consumption of the papermaking sector accounts for a large proportion of that of the Group, the water consumption and intensity of water for production of each tonne of paper in the papermaking sector are separately disclosed here; In 2024, in order to enhance product quality, the Group commissioned 4 TAD and TAD-class paper machines with new technology, which have higher water consumption. In addition, in order to safeguard product quality, the Group has strengthened the requirements for cleaner production and intensified on-site cleaning of the process system, which has resulted in higher water extraction and cleaning frequency, as a result, the total water consumption and the water consumption of papermaking sector in 2024 is higher than that in 2023, while the water consumption intensity of papermaking sector is still 51% lower than the national standard upper limit of water withdrawal per tonne of product specified in *Water Quotas Part 5: Paper Products* (GB/T18916.5-2022)《取水定額第5部分：造紙產品》.
3. 本集團的溫室氣體排放主要排放來源包括：範疇一：直接排放，包括生產過程中使用的無煙煤、天然氣、液化天然氣、液化石油氣等；範疇二：能源間接排放，包括使用的外購電、外購蒸汽和外購熱。我們的溫室氣體核算按二氧化碳當量呈列。我們按世界資源研究所(WRI)與世界可持續發展工商理事會(WBCSD)發佈的《溫室氣體核算體系：企業核算與報告標準》，同時參考《中國發電企業溫室氣體排放核算方法與報告指南（試行）》《造紙和紙製品生產企業溫室氣體排放核算方法與報告指南（試行）》等標準進行核算；
4. 由於造紙板塊是本集團溫室氣體排放的主要來源，故在此單獨披露造紙板塊的溫室氣體排放量和噸紙產量溫室氣體排放密度；
5. 本集團能源消耗總量根據無煙煤、天然氣、液化天然氣、液化石油氣、柴油、外購電、外購蒸汽、外購熱等的使用量，參照《綜合能耗計算通則》(GB/T2589-2020)等標準進行算；
6. 由於造紙板塊的能源使用量在本集團總能耗中佔比較大，故在此單獨披露造紙板塊的生產耗能量和噸紙產量能源使用密度；
7. 由於造紙板塊的用水量在本集團總用水量中佔比較大，故在此單獨披露造紙板塊的生產用水量和噸紙產量用水密度；2024年，為提升產品品質，本集團4台新工藝技術的TAD及類TAD紙機投產，該類型紙機的水耗較高；此外，為保障產品品質，本集團加強清潔生產要求，強化現場工藝系統清洗力度，取水和清洗頻次提高，因此2024年的總耗水量和造紙板塊用水量較2023年有所上升，但2024年造紙板塊用水密度仍比《取水定額第5部分：造紙產品》(GB/T18916.5-2022)中規定的先進造紙企業單位生活用紙取水量低51%。

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SOCIAL KPIs

The social KPIs in the ESG Report covers the entire Hengan International.

社會範疇KPI

本報告社會範疇KPIs覆蓋恒安集團。

	2024	2023	2022	Unit 單位
Employee Overview 員工概況				
Total workforce 總僱員	23,000	23,000	23,000	Person 人
By gender 按性別劃分				
Male 男性	46%	44%	42%	
Female 女性	54%	56%	58%	
By age group 按年齡劃分				
Under 30 30歲以下	24%	24%	22%	
30-49 30-49	70%	71%	72%	
50 and above 50歲及以上	6%	5%	6%	
By employee type 按僱傭類型劃分				
Full time 全職	100%	99.996%	99.996%	
Part-time 兼職	0	0.004%	0.004%	

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	2024	2023	2022	Unit 單位
By region ¹ 按地區劃分 ¹				
Northeast region of China 東北區域	4.2%	4.4%	5.0%	
Fujian region of China 福江區域	29.4%	29.0%	28.4%	
Huguang region of China 湖廣區域	22.1%	21.2%	19.6%	
North region of China 華北區域	4.7%	4.8%	5.0%	
East region of China 華東區域	11.9%	12.3%	13.5%	
Luyu region of China 魯豫區域	10.8%	11.0%	11.4%	
Northwest region of China 西北區域	4.7%	5.1%	5.1%	
Southwest region of China 西南區域	12.1%	12.1%	11.9%	
Hongkong and overseas 香港及海外區域	0.1%	0.1%	0.1%	
Proportion of female by job title 各職級女性佔比				
General manager and above 總經理級及以上	13%	14%	12%	
Manager 經理級	32%	31%	30%	
Functional staff 職能員工	37%	39%	40%	
Junior staff 基層普工	89%	91%	92%	

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	2024	2023	2022	Unit 單位
Employee turnover rate ² 員工流失率 ²				
By gender 按性別劃分				
Male 男性	35%	38%	33%	
Female 女性	26%	32%	29%	
By age group 按年齡劃分				
Under 30 30歲以下	62%	62%	63%	
30-49 30-49	20%	25%	21%	
Aged 50 and above 50歲及以上	32%	37%	28%	
By region 按地區劃分				
Northeast region of China 東北區域	14%	24%	20%	
Fujian region of China 福江區域	33%	36%	34%	
Huguang region of China 湖廣區域	33%	39%	31%	
North region of China 華北區域	21%	29%	26%	
East region of China 華東區域	33%	41%	35%	
Luyu region of China 魯豫區域	20%	26%	22%	
Northwest region of China 西北區域	36%	33%	37%	
Southwest region of China 西南區域	34%	33%	32%	
Hong Kong and overseas 香港及海外區域	8%	0	0	

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	2024	2023	2022	Unit 單位
Development and Training 發展與培訓				
Ratio of employees trained ³ 僱員受訓比例 ³				
By gender 按性別劃分				
Male 男性	100%	86%	92%	
Female 女性	90%	67%	77%	
By job title 按職級劃分				
General manager and above 總經理級及以上	42%	54%	52%	
Manager 經理級	86%	75%	85%	
Functional staff 職能員工	100%	83%	94%	
Junior staff 基層普工	86%	61%	66%	
Average training hours of employees 僱員平均培訓時數	20	11	12	Hour 小時
By gender 按性別劃分				
Male 男性	25	14	14	Hour 小時
Female 女性	16	8	10	Hour 小時
By job title 按職級劃分				
General manager and above 總經理級及以上	6	6	6	Hour 小時
Manager 經理級	19	17	13	Hour 小時
Functional staff 職能員工	24	12	13	Hour 小時
Junior staff 基層普工	13	7	9	Hour 小時

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	2024	2023	2022	Unit 單位
健康與安全 Health and Safety				
職業病發生率 Incidence of occupational diseases	0	0	0	
Number of work injuries 因工受傷人次	65	67	69	Occurrence 人次
Number of days lost due to work injury 因工傷損失工作日數	2,782	2,817	2,883	Day 天
Number of work-related fatalities 因工亡故人數	0	0	0	Person 人
Supply Chain Management 供應鏈管理				
Total number of raw and auxiliary materials suppliers 原輔材料供應商總數	596	612	624	Supplier 家
By country 按國家劃分				
China 中國	557	581	592	Supplier 家
America 美國	4	3	5	Supplier 家
India 印度	2	2	3	Supplier 家
Others 其他地區	33	26	24	Supplier 家
Product Responsibility 產品責任				
Percentage of recall for safety and health reasons 因安全與健康須回收百分比	0	0	0	
Anti-corruption 反貪污				
Number of concluded legal cases regarding corrupt practices brought against the Group's employees during the Reporting Period 於匯報期內對本集團僱員提出並已審結的貪污訴訟案件的數目	3	0	4	Case 起

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	2024	2023	2022	Unit 單位
Community Investment 社區投資				
Hengan International's charitable and other donations 恒安國際慈善及其他捐款	1,331	1,114	6,600	RMB10,000 萬元人民幣
Volunteer hours 志願者小時數	3,029	2,862	2,782	Hour 小時

Notes:

備註：

1. The northeast region of China includes: Liaoning Province, Jilin Province, Heilongjiang Province; The fujiang region of China includes: Fujian Province, Jiangxi Province; The huguang region of China includes: Guangdong Province, Guangxi Zhuang Autonomous Region, Hainan Province, Hunan Province, Hubei Province; The north region of China includes: Beijing, Tianjin, Hebei Province, Shanxi Province, Inner Mongolia Autonomous Region; The east region of China includes: Shanghai, Zhejiang Province, Jiangsu Province, Anhui Province; The luyu region of China includes: Shandong Province, Henan Province; The northwest region of China includes: Shaanxi Province, Gansu Province, Qinghai Province, Xinjiang Uygur Autonomous Region, Ningxia Hui Autonomous Region; The southwest region of China including: Sichuan Province, Chongqing, Yunnan Province, Guizhou Province, Tibet Autonomous Region;
2. The calculation method of the Group's employee turnover rate is Employees in the specified category leaving employment during the reporting year/ Total number of employees in the specified category at the end of the reporting year (excluding the turnover during the probation period);
3. The calculation method of the Group's employee training ratio is the number of employees in the specified category who took part in training/the total number of employees in the specified category.

1. 東北地區包括：遼寧省、吉林省、黑龍江省；福江地區包括：福建省、江西省；湖廣區域包括：廣東省、廣西壯族自治區、海南省、湖南省、湖北省；華北區域包括：北京市、天津市、河北省、山西省、內蒙古自治區；華東區域包括：上海市、浙江省、江蘇省、安徽省；魯豫區域包括：山東省、河南省；西北區域包括：陝西省、甘肅省、青海省、新疆維吾爾族自治區、寧夏回族自治區；西南地區包括：四川省、重慶市、雲南省、貴州省、西藏自治區；
2. 本集團流失率計算方法為該類別全年流失員工人數／該類別年末員工總數（不包含試用期流失）；
3. 本集團僱員受訓比例計算方法為該類別受訓員工人數／該類別員工總數。

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GRI STANDARDS INDEX

GRI索引表

Statement of Use 使用說明	Hengan International Group Co., Ltd has reported the information cited in this GRI content index for the period 1 January 2024 to 31 December 2024 with reference to the GRI Standards 恒安國際集團有限公司在2024年1月1日至2024年12月31日期間，參照GRI標準報告了在此份GRI內容索引中引用的信息	
GRI 1 used 使用的GRI 1	GRI 1: Foundation 2021 GRI 1：基礎2021	
GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 2: General Disclosures 2021 GRI 2：一般披露 2021	2-1 Organization details 組織詳細情況	ABOUT HENGAN — About the Group 走進恒安 — 集團介紹
	2-2 Entities included in the organization's sustainability reporting 納入組織可持續發展報告的實體	ABOUT THE REPORT — Scope of the Report 報告概覽 — 報告範圍
	2-3 Reporting period, frequency and contact point 報告期、報告頻率和聯繫人	ABOUT THE REPORT — Scope of the Report & READERS FEEDBACK FORM 報告概覽 — 報告範圍 讀者反饋表
	2-4 Restatements of information 信息重述	No significant changes 無重大變化
	2-5 External assurance 外部鑑證	/
	2-6 Activities, value chain and other business relationships 活動、價值鏈和其他業務關係	ABOUT THE REPORT — Scope of the Report 報告概覽 — 報告範圍
	2-7 Employees 員工	Workforce Wellbeing & Empowerment, Creating a Happy Workplace SOCIAL KPIs 員工賦能，恒促幸福職場 社會範疇KPI
	2-8 Workers who are not employees 員工之外的工作者	/

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
2-9	Governance structure and composition 管治架構和組成	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance Governance & Ethical Practices, Constantly Operating in Compliance 卓越治理·恒守合規運營 — 落實 可持續發展治理 卓越治理·恒守合規運營
2-10	Nomination and selection of the highest governance body 最高管治機構的提名和遴選	/
2-11	Chair of the highest governance body 最高管治機構的主席	/
2-12	Role of the highest governance body in overseeing the management of impacts 在管理影響方面·最高管治機構的監督作用	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理·恒守合規運營 — 落實 可持續發展治理
2-13	Delegation of responsibility for managing impacts 為管理影響的責任授權	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理·恒守合規運營 — 落實 可持續發展治理
2-14	Role of the highest governance body in sustainability reporting 最高管治機構在可持續發展報告中的作用	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理·恒守合規運營 — 落實 可持續發展治理
2-15	Conflicts of interest 利益衝突	/

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
2-16	Communication of critical concerns 重要關切問題的溝通	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實 可持續發展治理
2-17	Collective knowledge of the highest governance body 最高管治機構的共同知識	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實 可持續發展治理
2-18	Evaluation of the performance of the highest governance body 對最高管治機構的績效評估	/
2-19	Remuneration policies 薪酬政策	/
2-20	Process to determine remuneration 確定薪酬的程序	/
2-21	Annual total compensation ratio 年度總薪酬比率	/
2-22	Statement on sustainable development strategy 關於可持續發展戰略的聲明	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實 可持續發展治理
2-23	Policy commitments 政策承諾	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能，恒促幸福職場 — 平等 規範僱傭

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
2-24	Embedding policy commitments 融合政策承諾	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能·恒促幸福職場 — 平等規範僱傭
2-25	Processes to remediate negative impacts 補救負面影響的程序	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理·恒守合規運營 — 遵守商業道德
2-26	Mechanisms for seeking advice and raising concerns 尋求建議和提出關切的機制	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理·恒守合規運營 — 遵守商業道德
2-27	Compliance with laws and regulations 遵守法律法規	No significant violations 無重大違規事件
2-28	Membership associations 協會的成員資格	Outstanding Customer Care, Constantly Casting Excellent Quality — Stimulate Innovation Vitality 客戶為先·恒鑄卓越品質 — 激發創新活力
2-29	Approach to stakeholder engagement 利益相關方參與的方法	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理·恒守合規運營 — 落實可持續發展治理
2-30	Collective bargaining agreements 集體談判協議	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能·恒促幸福職場 — 平等規範僱傭

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 3: Material Topics 2021 GRI 3: 實質性議題 2021	3-1 Process to determine material topics 確定實質性議題的過程	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實可持續發展治理
	3-2 List of material topics 實質性議題清單	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實可持續發展治理
	3-3 Management of material topics 實質性議題的管理	Governance & Ethical Practices, Constantly Operating in Compliance — Implement Sustainable Development Governance 卓越治理，恒守合規運營 — 落實可持續發展治理
GRI 201: Economic Performance 2016 GRI 201: 經濟績效 2016	201-1 Direct economic value generated and distributed 直接產生和分配的經濟價值	/
	201-2 Financial implications and other risks and opportunities due to climate change 氣候變化帶來的財務影響以及其他風險和機遇	Please refer to Climate-related Disclosure Report 參見氣候相關披露報告
	201-3 Defined benefit plan obligations and other retirement plans 固定福利計劃義務和其他退休計劃	/
	201-4 Financial assistance received from government 政府給予的財政補貼	/
GRI 202: Market Presence 2016 GRI 202: 市場表現 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage 按性別的標準起薪水平工資與當地最低工資之比	/
	202-2 Proportion of senior management hired from the local community 從當地社區僱傭高管的比例	/
GRI 203: Indirect Economic Impacts 2016 GRI 203: 間接經濟影響 2016	203-1 Infrastructure investments and services supported 基礎設施投資和支持性服務	/
	203-2 Significant indirect economic impacts 重大間接經濟影響	/

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 204: Procurement Practices 2016 GRI 204: 採購實踐 2016	204-1 Proportion of spending on local suppliers 向當地供應商採購的支出比例	/
	205-1 Operations assessed for risks related to corruption 已進行腐敗風險評估的運營點	/
GRI 205: Anti- corruption 2016 GRI 205: 反腐敗 2016	205-2 Communication and training about anti-corruption policies and procedures 反腐敗政策和程序的傳達及培訓	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德
	205-3 Confirmed incidents of corruption and actions taken 經確認的腐敗事件和採取的行動	/
GRI 206: Anti- competitive Behavior 2016 GRI 206: 反競爭行 為2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices 針對反競爭行為、反托拉斯和反壟斷實踐的法律訴訟	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德
	207-1 Approach to tax 稅務方針	/
GRI 207: Tax 2019 GRI 207: 稅務 2019	207-2 Tax governance, control, and risk management 稅務治理、控制及風險管理	/
	207-3 Stakeholder engagement and management of concerns related to tax 與稅務關切相關的利益相關方參與及管理	/
	207-4 Country-by-country reporting 國別報告	/
	301-1 Materials used by weight or volume 所用物料的重量或體積	ENVIRONMENTAL KPIs 環境範疇KPI
GRI 301: Materials 2016 GRI 301: 物料 2016	301-2 Recycled input materials used 所用循環利用的進料	/
	301-3 Reclaimed products and their packaging materials 再生產品及其包裝材料	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化 資源使用

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 302: Energy 2016 GRI 302 : 能源 2016	302-1 Energy consumption within the organization 組織內部的能源消耗量	ENVIRONMENTAL KPIs 環境範疇KPI
	302-2 Energy consumption outside of the organization 組織外部的能源消耗量	Please refer to Climate-related Disclosure Report 參見氣候相關披露報告
	302-3 Energy intensity 能源強度	ENVIRONMENTAL KPIs 環境範疇KPI
	302-4 Reduction of energy consumption 降低能源消耗量	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Climate Change Response 綠色發展，恒繪低碳藍圖 — 應對 氣候變化
	302-5 Reductions in energy requirements of products and services 降低產品和服務的能源需求	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Climate Change Response 綠色發展，恒繪低碳藍圖 — 應對 氣候變化
GRI 303: Water and Effluents 2018 GRI 303 : 水資源和 污水2018	303-1 Interactions with water as a shared resource 組織與水作為共有資源的相互影響	/
	303-2 Management of water discharge-related impacts 管理與排水相關的影響	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保 合規排放
	303-3 Water withdrawal 取水	ENVIRONMENTAL KPIs 環境範疇KPI
	303-4 Water Discharge 排水	ENVIRONMENTAL KPIs 環境範疇KPI
	303-5 Water Consumption 耗水	ENVIRONMENTAL KPIs 環境範疇KPI

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 304: Biodiversity 2016 GRI 304: 生物多樣性2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas 組織在位於或鄰近保護區和保護區外的生物多樣性豐富區域擁有、租賃、管理的運營點	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Protect the Ecological Environment 綠色發展·恒繪低碳藍圖 — 守護生態環境
	304-2 Significant impacts of activities, products, and services on biodiversity 活動、產品和服務對生物多樣性的重大影響	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Protect the Ecological Environment 綠色發展·恒繪低碳藍圖 — 守護生態環境
	304-3 Habitats protected or restored 受保護或經修復的棲息地	/
	304-4 IUCN Red List species and national conservation list Species with habitats in areas affected by operations 受運營影響的棲息地中已被列入世界自然保護聯盟(IUCN)紅色名錄及國家保護名冊的物種	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Protect the Ecological Environment 綠色發展·恒繪低碳藍圖 — 守護生態環境
GRI 305: Emissions 2016 GRI 305: 排放2016	305-1 Direct (Scope 1) GHG emissions 直接(範圍1)溫室氣體排放	ENVIRONMENTAL KPIs 環境範疇KPI
	305-2 Energy indirect (Scope 2) GHG emissions 能源間接(範圍2)溫室氣體排放	ENVIRONMENTAL KPIs 環境範疇KPI
	305-3 Other indirect (Scope 3) GHG emissions 其他間接(範圍3)溫室氣體排放	Please refer to Climate-related Disclosure Report 參見氣候相關披露報告
	305-4 GHG emissions intensity 溫室氣體排放強度	ENVIRONMENTAL KPIs 環境範疇KPI
	305-5 Reduction of GHG emissions 溫室氣體減排量	ENVIRONMENTAL KPIs 環境範疇KPI
	305-6 Emissions of ozone-depleting substances (ODS) 臭氧消耗物質(ODS)的排放	/
	305-7 Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions 氮氧化物(NO _x)、硫氧化物(SO _x)和其他重大氣體排放	ENVIRONMENTAL KPIs 環境範疇KPI

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 306: Waste 2020 GRI 306 : 廢棄物 2020	306-1 Waste generation and significant waste-related impacts 廢棄物的產生及廢棄物相關重大影響	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
	306-2 Management of significant waste-related impacts 廢棄物相關重大影響的管理	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
	306-3 Waste generated 產生的廢棄物	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
	306-4 Waste diverted from disposal 從處置中轉移的廢棄物	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
	306-5 Waste directed to disposal 進入處置的廢棄物	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
GRI 308: Supplier Environmental Assessment 2016 GRI 308 : 供應商環境評估2016	308-1 New suppliers that were screened using environmental criteria 使用環境評價維度篩選的新供應商	Trusted Partnerships, Creating a Prosperous Future Together — Full-Process Management 信賴夥伴，恒創共榮未來 — 全流程管理
	308-2 Negative environmental impacts in the supply chain and actions taken 供應鏈的負面環境影響以及採取的行動	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴，恒創共榮未來 — 可持續供應鏈

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 401 : Employment 2016 GRI 401 : 僱傭 2016	401-1 New employee hires and employee turnover 新進員工僱傭率和員工流動率	SOCIAL KPIs 社會範疇KPI
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees 提供給全職員工(不包括臨時或兼職員工)的福利	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 關愛員工·共同成長 — 平等規範僱傭
	401-3 Parental leave 育兒假	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 關愛員工·共同成長 — 平等規範僱傭
GRI 402: Labor/ Management Relations 2016 GRI 402 : 勞資關係 2016	402-1 Minimum notice periods regarding operational changes 有關運營變更的最短通知期	The Group strictly abides by relevant laws and regulations 本集團嚴格遵守相關法律法規
GRI 403: Occupational Health and Safety 2018 GRI 403 : 職業健康 與安全2018	403-1 Occupational health and safety management system 職業健康安全管理體系	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全
	403-2 Hazard identification, risk assessment, and incident investigation 危害識別、風險評估和事故調查	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全
	403-3 Occupational health services 職業健康服務	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全
	403-4 Worker participation, consultation, and communication on occupational health and safety 職業健康安全事務：工作者的參與、意見徵詢和溝通	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 404: Training and Education 2016 GRI 404: 培訓與教育2016	403-5 Worker training on occupational health and safety 工作者職業健康安全培訓	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能，恒促幸福職場 — 保障健康安全
	403-6 Promotion of worker health 促進工作者健康	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能，恒促幸福職場 — 保障健康安全
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減緩與業務關係直接相關的職業健康安全影響	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能，恒促幸福職場 — 保障健康安全
	403-8 Workers covered by an occupational health and safety management system 職業健康安全管理体系覆盖的工作者	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能，恒促幸福職場 — 保障健康安全
	403-9 Work-related injuries 工傷	SOCIAL KPIs 社會範疇KPI
	403-10 Work-related ill health 工作相關的健康問題	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能，恒促幸福職場 — 保障健康安全
	404-1 Average hours of training per year per employee 每名員工每年接受培訓的平均小時數	SOCIAL KPIs 社會範疇KPI
	404-2 Programs for upgrading employee skills and transition assistance programs 員工技能提升方案和过渡援助方案	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Cultivate Outstanding Talent 員工賦能，恒促幸福職場 — 培養優秀人才

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
	404-3 Percentage of employees receiving regular performance and career development reviews 接受定期績效和職業發展考核的員工百分比	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Cultivate Outstanding Talent 員工賦能·恒促幸福職場 — 培養優秀人才
GRI 405: Diversity and Equal Opportunity 2016 GRI 405: 多元化與平等機會2016	405-1 Diversity of governance bodies and employees 管治機構與員工的多元化	Governance & Ethical Practices, Constantly Operating in Compliance — Practice Efficient Governance 卓越治理·恒守合規運營 — 踐行高效治理
	405-2 Ratio of basic salary and remuneration of women to men 男女基本工資和報酬的比例	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能·恒促幸福職場 — 平等規範僱傭
GRI 406: Non-discrimination 2016 GRI 406: 反歧視2016	406-1 Incidents of discrimination and corrective actions taken 歧視事件及採取的糾正行動	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能·恒促幸福職場 — 平等規範僱傭
GRI 407: Freedom of Association and Collective Bargaining 2016 GRI 407: 結社自由與集體談判2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk 結社自由與集體談判權利可能面臨風險的運營點和供應商	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能·恒促幸福職場 — 平等規範僱傭
GRI 408: Child Labor GRI 408: 童工2016	408-1 Operations and suppliers at significant risk for incidents of child labor 具有重大童工事件風險的運營點和供應商	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴·恒創共榮未來 — 可持續供應鏈
GRI 409: Forced or Compulsory Labor 2016 GRI 409: 強迫或強制勞動2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor 具有強迫或強制勞動事件重大風險的運營點和供應商	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴·恒創共榮未來 — 可持續供應鏈

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 410: Security Practices 2016 GRI 410: 安保實踐 2016	410-1 Security personnel trained in human rights policies or procedures 接受過人權政策或程序的培訓的安保人員	/
GRI 411: Rights of Indigenous Peoples 2016 GRI 411: 原住民權利 2016	411-1 Incidents of violations involving rights of indigenous peoples 涉及侵犯原住民權利的事件	/
GRI 413: Local Communities 2016 GRI 413: 當地社區 2016	413-1 Operations with local community engagement, impact assessments, and development programs 有當地社區參與、影響評估和發展計劃的運營點	Health & Community Engagement, Nurturing a Constant Love for the Nation — Carry out Public Welfare Activities 健康社區，恒揚家國情懷 — 開展公益活動
	413-2 Operations with significant actual and potential negative impacts on local communities 對當地社區有實際或潛在重大負面影響的運營點	/
GRI 414: Supplier Social Assessment 2016 GRI 414: 供應商社會評估 2016	414-1 New suppliers that were screened using social criteria 使用社會標準篩選的新供應商	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴，恒創共榮未來 — 可持續供應鏈
	414-2 Negative social impacts in the supply chain and actions taken 供應鏈對社會的負面影響以及採取的行動	/
GRI 415: Public Policy 2016 GRI 415: 公共政策 2016	415-1 Political contributions 政治捐助	No political contributions 未發生政治捐贈

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GRI Standards Number GRI標準	Disclosure Title 披露項	Report Section(s) 章節名稱
GRI 416: Customer Health and Safety 2016 GRI 416: 客戶健康與安全2016	416-1 Assessment of the health and safety impacts of product and service categories 評估產品和服務類別的健康與安全影響	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先·恒鑄卓越品質 — 嚴守質量責任
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services 涉及產品和服務的健康與安全影響的違規事件	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先·恒鑄卓越品質 — 嚴守質量責任
GRI 417: Marketing and Labeling 2016 GRI 417: 營銷與標識2016	417-1 Requirements for product and service information and labeling 對產品和服務信息與標識的要求	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先·恒鑄卓越品質 — 嚴守質量責任
	417-2 Incidents of non-compliance concerning product and service information and labeling 涉及產品和服務信息與標識的違規事件	During the Reporting Period, the Group did not have corresponding violations 報告期內本集團未發生相關違規事件
	417-3 Incidents of non-compliance concerning marketing communications 涉及營銷傳播的違規事件	During the Reporting Period, the Group did not have corresponding violations 報告期內本集團未發生相關違規事件
GRI 418: Customer Privacy 2016 GRI 418: 客戶隱私2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data 涉及侵犯客戶隱私和丟失客戶資料的經證實的投訴	During the Reporting Period, the Group did not have corresponding violations 報告期內本集團未發生相關違規事件

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ESG REPORTING GUIDE INDEX

香港聯交所《環境、社會及管治報告指引》

KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
A1	Emissions 排放物	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Environmental Management 綠色發展，恒繪低碳藍圖 — 夯實環境管理
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	ENVIRONMENTAL KPIs 環境範疇KPI
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions and, where appropriate, intensity. 直接（範疇1）及能源間接（範疇2）溫室氣體排放量及密度。	ENVIRONMENTAL KPIs 環境範疇KPI
A1.3	Total hazardous waste produced and, where appropriate, intensity. 所產生有害廢棄物總量及密度。	ENVIRONMENTAL KPIs 環境範疇KPI
A1.4	Total non-hazardous waste produced and, where appropriate, intensity. 所產生無害廢棄物總量及密度。	ENVIRONMENTAL KPIs 環境範疇KPI
A1.5	Description of emissions 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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Climate Change Response Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 應對氣候變化 綠色發展，恒繪低碳藍圖 — 確保合規排放

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Ensure Compliant Discharge 綠色發展，恒繪低碳藍圖 — 確保合規排放
A2	Use of Resource 資源使用	
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化資源使用
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	ENVIRONMENTAL KPIs 環境範疇KPI
A2.2	Water consumption in total and intensity. 總耗水量及密度。	ENVIRONMENTAL KPIs 環境範疇KPI
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化資源使用
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化資源使用
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。	ENVIRONMENTAL KPIs 環境範疇KPI

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
A3	The Environment and Natural Resources 環境及天然資源	
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化資源使用
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Optimize Resource Use 綠色發展，恒繪低碳藍圖 — 優化資源使用
A4	Climate Change 氣候變化	
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Climate Change Response 綠色發展，恒繪低碳藍圖 — 應對氣候變化
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。	Resource Conservation & Efficiency, Drawing a Low-Carbon Blueprint for Green Development — Climate Change Response 綠色發展，恒繪低碳藍圖 — 應對氣候變化
B1	Employment 僱傭	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能，恒促幸福職場 — 平等規範僱傭

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	SOCIAL KPIs 社會範疇KPI
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。	SOCIAL KPIs 社會範疇KPI
B2	Health and Safety 健康與安全	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全
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。	SOCIAL KPIs 社會範疇KPI
B2.2	Lost days due to work injury. 因工傷損失工作日數。	SOCIAL KPIs 社會範疇KPI
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。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Ensure Health and Safety 員工賦能·恒促幸福職場 — 保障健康安全
B3	Development and Training 發展及培訓	
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。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Cultivate Outstanding Talent 員工賦能·恒促幸福職場 — 培養優秀人才
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱傭類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	SOCIAL KPIs 社會範疇KPI

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
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。	SOCIAL KPIs 社會範疇KPI
B4	Labour Standards 勞工準則	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能，恒促幸福職場 — 平等 規範僱傭
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。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能，恒促幸福職場 — 平等 規範僱傭
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。	Workforce Wellbeing & Empowerment, Creating a Happy Workplace — Equal and Regulated Employment 員工賦能，恒促幸福職場 — 平等 規範僱傭
B5	Supply Chain Management 供應鏈管理	
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。	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴，恒創共榮未來 — 可持 續供應鏈
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Trusted Partnerships, Creating a Prosperous Future Together — Full-Process Management 信賴夥伴，恒創共榮未來 — 全流 程管理

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目以及相關執行及監察方法。	Trusted Partnerships, Creating a Prosperous Future Together — Full-Process Management 信賴夥伴，恒創共榮未來 — 全流程管理
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。	Trusted Partnerships, Creating a Prosperous Future Together — Full-Process Management 信賴夥伴，恒創共榮未來 — 全流程管理
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Trusted Partnerships, Creating a Prosperous Future Together — Sustainable Supply Chain 信賴夥伴，恒創共榮未來 — 可持續供應鏈
B6	Product Responsibility 產品責任	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先，恒鑄卓越品質 — 嚴守質量責任
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。	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先，恒鑄卓越品質 — 嚴守質量責任
B6.2	Number of products and service 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。	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先，恒鑄卓越品質 — 嚴守質量責任

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
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。	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先，恒鑄卓越品質 — 嚴守 質量責任
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。	Outstanding Customer Care, Constantly Casting Excellent Quality — Strictly Uphold Quality Responsibility 客戶為先，恒鑄卓越品質 — 嚴守 質量責任
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。	Outstanding Customer Care, Constantly Casting Excellent Quality — Improve Customer Service 客戶為先，恒鑄卓越品質 — 提升 客戶服務
B7	Anti-corruption 反貪污	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德
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。	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德
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。	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德

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KPI 層面、一般 披露及關鍵 績效指標	Description 描述	Report Section(s) 章節名稱
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。	Governance & Ethical Practices, Constantly Operating in Compliance — Adhere to Business Ethics 卓越治理，恒守合規運營 — 遵守 商業道德
B8	Community Investment 社區投資	
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。	Health & Community Engagement, Nurturing a Constant Love for the Nation — Carry out Public Welfare Activities 健康社區，恒揚家國情懷 — 開展 慈善活動
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)。	Health & Community Engagement, Nurturing a Constant Love for the Nation — Carry out Public Welfare Activities 健康社區，恒揚家國情懷 — 開展 慈善活動
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)。	Health & Community Engagement, Nurturing a Constant Love for the Nation — Build the Foundation of Charity 健康社區，恒揚家國情懷 — 構築 慈善基石

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READERS FEEDBACK FORM

Thank you for reading the “Hengan 2024 Environmental, Social and Governance Report”. In order to provide more valuable information to the Group’s stakeholders and improve the ability and level of social responsibilities, Hengan sincerely invites you to put forward comments or suggestions about this report.

You can fill out the feedback form and send the form in any of the following ways:

E-mail address: martinli@hengan.com.hk

Mailing address: Unit 2101D, 21st Floor, Tower 1, Admiralty Centre, 18 Harcourt Road, Admiralty, Hong Kong

1. How would you rate the Group’s 2024 ESG Report?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

2. How would you rate the social and environmental responsibilities of Hengan?

Social Responsibility ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

Environmental responsibility ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

3. Please rate the effectiveness of this Report in reflecting the social and environmental impact the Group has brought about through its social responsibility practices.

☐ Excellent ☐ Good ☐ Fair
☐ Poor ☐ Terrible

4. How would you rate the clarity, accuracy and completeness of the information, data and indicators disclosed in this Report?

Clarity ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

Accuracy ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

Completeness ☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Terrible

5. Do you think the contents and formatting of this Report are easy to read?

☐ Yes ☐ Neutral ☐ No

6. Feel free to share any comments or suggestions you may have on the Group and this Report:

讀者反饋表

感謝您閱讀《恒安國際2024年環境、社會及管治報告》，為更好地向利益相關方提供有價值的信息，提高履行社會責任的能力和水平，恒安誠摯邀請您對本報告提出寶貴意見和建議。

您可填寫反饋表，並通過以下任一方式反饋：

電子郵件：martinli@hengan.com.hk

郵寄地址：香港金鐘夏慤道18號海富中心第一座21樓2101D室

1. 您對本ESG報告的總體評價：

☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

2. 您對恒安履行環境和社會的管理責任的評價：

社會責任 ☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

環境責任 ☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

3. 您認為本報告能否反映恒安的社會責任實踐對環境和社會的影響？

☐ 能很好反映 ☐ 能較好反映 ☐ 能一般反映
☐ 不太能反映 ☐ 不能反映

4. 您認為本報告披露的信息、數據、指標的清晰度、準確度和完整性如何？

清晰度 ☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

準確度 ☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

完整性 ☐ 好 ☐ 較好 ☐ 一般 ☐ 較差 ☐ 差

5. 您認為本報告的內容安排和版式設計是否方便閱讀？

☐ 是 ☐ 一般 ☐ 否

6. 您對本集團工作和本報告的其他意見和建議：



恒安國際集團有限公司
HENGAN INTERNATIONAL GROUP CO., LTD