

EDA Group Holdings Limited

EDA 集團控股有限公司*

(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 : 2505



2024

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



1 ABOUT THIS REPORT

1.1 REPORT OVERVIEW

This is the first Environmental, Social and Governance (“ESG”) Report (this “Report”) of the EDA Group Holdings Limited (the “Company”). It provides a comprehensive overview of the Company’s management policy and performance with respect to ESG in 2024. In particular, corporate governance practices are recommended to be read in conjunction with the section headed “Corporate Governance Report” in the annual report.

In the preparation of this Report, the Company uses best efforts to ensure the information covered herein follow the reporting principles of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) in terms of materiality, quantitative, balance and consistency. The Company will continue to strengthen its collection of reporting information to enhance the Company’s performance and disclosure on sustainability issues.

1.2 SCOPE OF THIS REPORT

The policy documents, statements and statistics contained in this Report cover the Company and its subsidiaries for the relevant period and their scope is consistent with that of the annual report of the Company. The timeframe of this Report covers work performed between 1 January 2024 and 31 December 2024 (the “Reporting Period”), whilst some of the descriptions extend beyond the above period for the purposes of completeness and continuity of explanation.

1.3 BASIS OF PREPARATION

This Report is prepared in compliance with the Environmental, Social and Governance Reporting Code (the “ESG Reporting Code”) as set forth under Appendix C2 of the Listing Rules of the Stock Exchange, with reference to the Sustainable Development Goals (“SDGs”) of the United Nations.

1 關於本報告

1.1 報告概覽

本報告是EDA集團控股有限公司(「本公司」)的第一份年度環境、社會及管治(「ESG」)報告(「本報告」)，全面詮釋了本公司2024年度在ESG方面的管理方針及績效表現。其中，有關本公司管治常規建議與年報所載《企業管治報告》一節共同閱讀。

本報告撰寫過程中，本公司力求報告涵蓋的資訊滿足聯交所對本報告重要性、量化、平衡、一致性的原則要求。本公司將持續加強報告資訊收集工作，以提高本公司在可持續發展事項上的表現和披露情況。

1.2 報告範圍

本報告所載政策文件、聲明及數據涵蓋本公司及有關期間的附屬公司，與本公司年報範圍保持一致。本報告時間範圍涵蓋2024年1月1日至2024年12月31日期間(「報告期內」)的工作內容，同時為了闡釋的完整性和連續性，部分描述超出上述期間。

1.3 編寫依據

本報告遵守香港聯交所上市規則附錄C2《環境、社會及管治報告守則》(「ESG報告守則」)，並參考聯合國可持續發展目標(Sustainable Development Goals, 「SDGs」)。



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

1.4 STATEMENT OF DATA SOURCES AND RELIABILITY

All data in this Report is extracted from the Company's statistical reports and relevant documents. The Company undertakes that this Report does not contain any false information or misleading statements, and accepts liability for the veracity, accuracy and completeness of the contents of this Report. The Board of Directors (the "Board") and the senior management team of the Company monitor the contents of this Report to ensure that it is free from any false information, misleading statements or material omissions.

This Report was approved for publication by the Board of Directors on 25 March 2025.

1.5 RESPONSE TO THE ESG REPORTING PRINCIPLES OF THE STOCK EXCHANGE

Materiality: In line with relevant regulatory requirements such as the ESG Reporting Code and with reference to the key issues of peers, the Company communicated with various stakeholders by different means and, having taken into account the Company's strengths and characteristics, assessed the materiality of ESG-related issues to conclude with the material issues of the Company. These issues have been reviewed and confirmed by the Board of Directors and have served as an important direction for disclosure in the preparation of this Report.

Quantitative: The Company has developed ESG indicator management tools that cover all departments and has not only conducted regular statistics on the quantitative key disclosure indicators under the ESG Reporting Code, which are summarized and disclosed at the end of the year, but has also compiled an ESG performance list that can be assessed and verified.

1.4 數據來源及可靠性說明

本報告內所有數據均來自本公司統計報告及相關文件。本公司承諾不存在任何虛假記載或誤導性陳述，對其內容真實性、準確性和完整性負責。本公司董事會和高級管理人員團隊對本報告內容進行監督，以確保其內容不存在任何和虛假記載、誤導性陳述或重大遺漏。

本報告於2025年3月25日獲得董事會批准發佈。

1.5 聯交所ESG報告守則回應

重要性原則：本公司按照ESG報告守則等相關監管要求，參考同行業企業的關鍵議題，與各類利益相關方開展不同形式的溝通與交流，並結合本公司亮點與特色，對ESG相關議題進行重要性評估以最終篩選關鍵議題。這些議題已由董事會審閱確認，並作為編寫本報告的重要披露方向。

量化原則：本公司制定覆蓋各個部門的ESG指標管理工具，不僅依照ESG報告守則中的量化關鍵披露指標進行定期統計，並於年末匯總、披露，還制定了ESG績效表，可被評估及驗證。



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

Balance: The contents of this Report endeavor to give an accurate and objective picture of each issue, and a fair view of the Company's ESG management measures and performance during the Reporting Period, so as to ensure the contents are balanced and allow stakeholders to reasonably assess the Company's overall performance.

Consistency: Compared with the annual report of the Company, this Report made no significant adjustment to the scope of disclosure and applied the same standards and methods in calculating the qualitative key indicators to ensure both reports are comparable. Any changes to the relevant assumptions or calculation methods are explicitly disclosed to inform stakeholders.

平衡原則：本報告內容力求以準確、客觀的態度描述每項議題，公正披露本公司在報告期內在ESG方面的管理措施及績效表現，以確保內容平衡且讓利益相關方合理評估本公司的整體表現。

一致性原則：本報告的披露範圍相對於本公司年報並無重大調整，且計算量化關鍵指標均採用一致的口徑、方法，以保證報告內容的可比性。相關假設或計算方法的任何變動均明確予以披露，以知會利益相關方。

2 BOARD STATEMENT

The Board attaches great importance to the Company's sustainability performance. As the highest responsible body for the management and public disclosure of ESG matters, the Board plays a primary role in leadership and supervision and assumes full responsibility. The Company also continues to raise awareness among its employees about the importance of implementing ESG in strategy and operations through various means. To manage the Company's ESG performance and identify potential risks, and to assist the Board in its ESG work, the Company has established the Environmental, Social and Governance Working Group (the "ESG Working Group"), which is responsible for coordinating all relevant departments and implementing specific ESG projects, regularly conducting objective assessments of the results and effectiveness of the Company's ESG work, and ensuring the execution of ESG-related issues.

2 董事會聲明

董事會高度重視本公司可持續發展表現。作為本公司ESG事宜管理及公開披露的最高責任機構，董事會起主要的領導、監管作用，並承擔全部責任。本公司亦通過多種形式持續加強其員工對有關於策略及營運中實施ESG的重要性的認識。為了管理本公司在ESG方面的表現和甄別潛在風險，協助董事會開展ESG方面的工作，本公司已成立環境、社會及管治工作小組（「ESG工作小組」），負責統籌協調各相關部門並開展具體ESG專案，定期對ESG工作的成果和有效性進行客觀評估，確保ESG各項事宜的執行落地。



Environmental, Social and Governance Report

環境、社會及管治報告

The Company highly values the expectations and demands of all stakeholders. By actively expanding communication channels with stakeholders, the Company strengthens communication with internal and external stakeholders, identifies and assesses important ESG issues through interviews and surveys, reviews the assessment results with management, and discloses them in the “Stakeholder Communication” and “Materiality Assessment” sections of this Report. Based on the external macro environment, industry development trends, and the Company’s strategic plan, the Board discusses and determines the Company’s risks and opportunities in ESG-related issues and makes decisions on important ESG management work and projects for the year. During the Reporting Period, the Company identified measures and their effectiveness in areas such as product and service quality, customer satisfaction, data security and privacy protection, employee rights protection, and low-carbon operations in warehousing and logistics. At the same time, the Company actively responded to the national “Carbon peaking and carbon neutrality” strategy, continuously improving low-carbon environmental measures in line with industry and Company characteristics. In the future, the Company will continue to enhance its ESG governance level based on domestic and international sustainable development trends, combined with industry and business characteristics, monitor and review the achievement of goals, actively respond to stakeholder concerns, and move towards the vision of “Building an efficient and transparent cross-border trade ecosystem.”

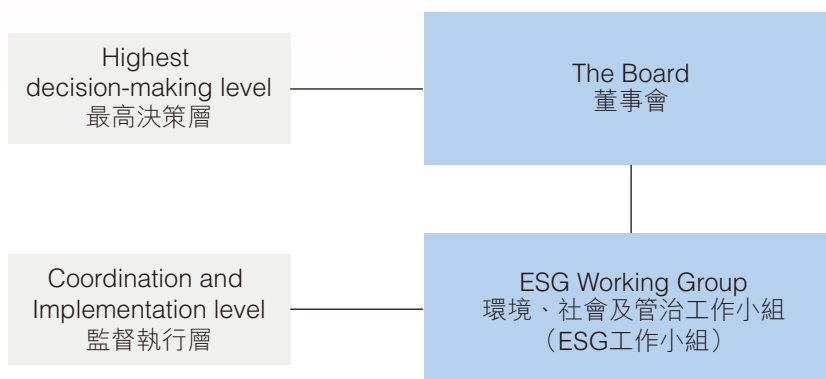
本公司極為重視各利益相關方的期望和訴求，積極拓展利益相關方溝通渠道，加強與內外部利益相關方溝通交流，通過訪談與問卷調查識別和評估ESG重要議題，評估結果經管理層審閱，並在本報告「利益相關方溝通」和「重要性評估」章節進行披露。基於外部宏觀環境、行業發展趨勢以及本公司戰略規劃，董事會討論並確定本公司在ESG相關議題方面的風險與機遇，對年度重要ESG管理工作和專案進行決策。報告期內，本公司識別了產品與服務品質、客戶滿意度、數據安全與隱私保障、員工權益保障、倉儲物流低碳化運營等領域的措施和成效。同時，本公司積極回應國家「雙碳」戰略，結合行業及本公司特點，不斷完善低碳環保措施。未來，本公司將基於國內外可持續發展趨勢、結合行業及自身業務特性，持續提升本公司ESG管治水平，監督與審視目標達成情況，積極回應利益相關方的關切，向「構建高效透明的跨境貿易生態圈」的願景邁進。



3 ESG MANAGEMENT

3.1 ESG GOVERNANCE STRUCTURE

The Company has established an ESG governance structure consisting of the Board and the ESG Working Group, responsible for formulating, managing, and executing the Company's ESG policies, objectives, and strategies, ensuring the proper implementation of ESG-related matters.



Picture: The ESG Governance Structure of the Company
圖：公司ESG管治架構

3 ESG管理

3.1 ESG管治架構

本公司形成了由董事會和ESG工作小組組成的ESG組織架構，負責制定、管理和執行本公司的ESG政策、目標及策略，確保ESG相關事宜的妥善實施。



Environmental, Social and Governance Report

環境、社會及管治報告

The Board, comprising 3 executive Directors, 2 non-executive Directors, and 3 independent non-executive Directors, is the supreme decision-making body for ESG-related issues, bearing overall responsibility for the Company's ESG policies, initiatives, and effectiveness. The Board is responsible for providing guidelines for the management and supervision of ESG-related issues. The Board is fully responsible for ESG matters, ensuring that relevant strategies are properly implemented and continuously updated to fully comply with the latest laws, regulations, and standards. The Board also supports the Company in fulfilling its environmental and social responsibilities, including but not limited to: (i) closely monitoring and keeping abreast of ESG regulatory compliance requirements and development trends, formulating and updating the Company's ESG policies, and supervising the implementation process of these policies; (ii) adopting and reviewing the Company's ESG governance structure; (iii) identifying the Company's key stakeholders and establishing communication channels with stakeholders; (iv) formulating ESG strategies and objectives, ensuring their alignment with the Company's operations and business practices; (v) regularly identifying, assessing, and managing ESG-related risks and opportunities, especially those related to climate change; (vi) reviewing the contents of the ESG report.

The Company's ESG Working Group consists of 6 members, including the Chief Financial Officer and heads of administration, human resources, internal audit, finance, and legal departments. Its main responsibilities are to assist the Board in executing ESG policies, objectives, and strategies, including: (i) conducting materiality assessments of ESG-related risks and providing improvement recommendations based on the assessment results; (ii) collecting ESG-related data from various parties during the preparation of the ESG report; and (iii) continuously monitoring and reviewing the implementation of the Company's measures to address ESG-related risks, and regularly reporting to the Board.

董事會由3名執行董事、2名非執行董事和3名獨立非執行董事組成，是本公司ESG最高決策機構，對本公司的ESG政策、舉措及成效負有整體責任，負責指導ESG相關事宜的管理及監察。董事會對ESG事宜負有全面責任，確保有關策略得以妥善實施，並持續更新，以完全遵守最新的法律、法規及標準。董事會亦支持本公司履行環境及社會責任相關事宜，其中包括但不限於：(i)密切關注及監控有關ESG的監管合規要求和發展趨勢，制定並適時更新本公司的ESG政策，監督該等政策的實施過程；(ii)採納及審閱本公司的ESG組織架構；(iii)識別本公司主要利益相關方，並建立與利益相關方的溝通管道；(iv)制定ESG策略及目標，確保其與本公司的營運及業務實踐的一致性；(v)定期識別、評估和管理ESG相關風險及機遇，特別是與氣候變化有關的風險；(vi)審閱ESG報告內容。

本公司的ESG工作小組由首席財務官、行政、人事、內審、財務、法務等部門負責人共6名成員組成。其主要職責為協助董事會執行ESG政策、目標及策略，包括：(i)對ESG相關風險進行重要性評估，並根據評估結果提供改進建議；(ii)在編製ESG報告時向各方收集ESG相關資料；以及(iii)持續監督和審查本公司應對ESG相關風險措施的實施情況，並定期向董事會匯報。



3.2 RISK AND CRISIS MANAGEMENT

3.2.1 ESG Risk Management

The Company actively identifies and monitors the actual and potential impacts of ESG-related risks on its business, strategy, and financial performance, integrating these considerations into its business, strategy, and financial planning. To manage ESG risks, the Company continuously improves its risk management processes, clarifies response measures for relevant risks, and enhances risk response capabilities. In terms of risk management, the Company continuously improves the risk management process from three aspects: risk identification and assessment, risk monitoring and control, and risk reporting and response, ensuring that all businesses operate within the acceptable range of ESG-related risks. At the same time, to comprehensively identify and address risks faced by various business units, the Company encourages subsidiaries to conduct ESG-related risk assessments, identify potential risks, and formulate corresponding management measures and objectives.

In accordance with the recommendations of the Task Force on Climate-Related Financial Disclosure ("TCFD"), the Company has also conducted a comprehensive mapping of its exposure to physical risks and transition risks associated with climate change, and to formulate countermeasures for the identified key risks in order to enhance the Company's resilience to climate change. These contents are referred to the "A4 Climate Change Response" section in this Report.

During the Reporting Period, the Company did not experience any ESG crisis events.

3.2 風險及危機管理

3.2.1 ESG風險管理

本公司積極識別和監測 ESG 相關風險對本公司的業務、策略和財務表現的實際和潛在影響，並將這些考慮因素納入本公司的業務、策略和財務規劃。為管理 ESG 風險，本公司持續完善風險管理程序，明確相關風險的應對措施，以增強風險應對能力。在風險管理方面，本公司從風險識別與評估、風險監測與控制、風險報告與應對三個方面持續完善風險管理流程，確保各業務在可承受的 ESG 相關風險範圍內有序運作。同時，為全面識別和應對各業務部面臨的風險，本公司鼓勵各附屬公司進行 ESG 相關風險評估，識別潛在風險，並制定相應的管理措施和目標。

本公司亦根據氣候相關財務資訊披露工作小組 (Task Force on Climate-Related Financial Disclosure, 「TCFD」) 的建議，全面摸排本公司面臨的氣候相關的物理風險和轉型風險，並為識別出的關鍵風險制定應對措施，提升企業氣候韌性。該等內容見本報告「A4 應對氣候變化」章節。

報告期內，本公司未發生關於 ESG 方面的任何重大危機事故。



Environmental, Social and Governance Report

環境、社會及管治報告

3.2.2 Crisis Management

The Company has established a comprehensive public relations system to effectively prevent various potential risks and properly handle various emergencies, striving to enhance its crisis response capabilities. The Company has engaged professional third-party public relations consultants to handle crisis public relations, effectively maintaining the Company's brand reputation and market credibility, and safeguarding the steady development of its business. During the Reporting Period, the Company did not experience any major crises or negative public opinion.

3.3 SOCIAL HONORS

During the Reporting Period, the Company was awarded multiple honors for its outstanding performance in its SaaS-based B2C export e-commerce supply chain solutions and high-quality development model. In December 2024, the Company was honored as a "Global Smart Warehouse Cluster Leading Enterprise (全球智慧倉群領航企業)" at the 2024 Yibang Brand Globalization Summit and as one of the "Top 10 Overseas Warehouses (海外倉TOP 10)" at the China Cross-Border E-commerce Logistics Conference. In September 2024, the Company was awarded the "Outstanding Contribution Enterprise in Logistics and Supply Chain Industry (物流與供應鏈行業傑出貢獻企業)" at the China (Shenzhen) International Logistics and Supply Chain Expo. In July 2024, the Company was selected as a "Founding Member of the China International Fair for Trade in Services Exhibition Federation (中國服貿會展商聯合會創始成員單位)." In December 2024, the Company was recognized as a "High-Tech Enterprise (高新技術企業)."

3.2.2 危機管理

為有效預防各類潛在風險，妥善處理各類突發狀況，本公司構建了完善的公關體系，全力提升危機應對能力。本公司聘請專業的第三方公關顧問負責危機公關處理，以切實維護企業品牌聲譽與市場公信力，為業務穩健發展保駕護航。報告期內，本公司未遭遇重大危機或不利資訊事件。

3.3 社會榮譽

報告期內，本公司憑藉以SaaS為核心的B2C出口電商供應鏈解決方案及其高品質發展模式的優秀表現榮膺多個獎項。2024年12月，本公司榮膺2024億邦品牌全球化峰會「全球智慧倉群領航企業」及中國跨境電商物流大會「海外倉TOP 10」；2024年9月，本公司榮獲中國(深圳)國際物流與供應鏈博覽會「物流與供應鏈行業傑出貢獻企業」；2024年7月，本公司入選「中國服貿會展商聯合會創始成員單位」；2024年12月，本公司獲得「高新技術企業」認定。



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



Photo: Top 10 Overseas Warehouses
圖：海外倉TOP 10



Photo: Outstanding Contribution Enterprise in
Logistics and Supply Chain Industry
圖：物流與供應鏈行業傑出貢獻企業



Photo: Global Smart Warehouse
Cluster Leading Enterprise
圖：全球智慧倉群領航企業



Photo: Founding Member of the China
International Fair for Trade in
Services Exhibition Federation
圖：中國服貿會展商聯合會創始成員單位



Photo: High-Tech Enterprise
圖：高新技術企業



Environmental, Social and Governance Report

環境、社會及管治報告

4 ACTIVELY SUPPORTING SUSTAINABLE DEVELOPMENT GOALS

SDGs aim to guide countries around the world in addressing development issues in the three major areas of economy, society, and environment, and encourage all parties, including enterprises, to actively contribute their efforts to achieve sustainable development. Based on its own business characteristics, the Company has identified a series of priorities within the SDGs framework that are most important for corporate development and has integrated them with its ESG management philosophy to guide the Company's ESG work.

While growing the business, the Company actively seeks to realize the aligned development of its business value and social value, and has taken a series of actions in the identified major areas of the SDGs as follows.

4 積極支持可持續發展目標

SDGs旨在指引全球各國解決經濟、社會、環境三大領域的發展問題，並鼓勵包括企業在內的各方積極貢獻自身力量，實現可持續發展。本公司基於其業務特點，在SDGs框架內識別了對企業發展最重要的一系列優先事項，並融合ESG管理理念，以指導本公司ESG工作的開展。

在打造業務增長點的同時，本公司積極尋求商業價值與社會價值的共同發展，在識別出的SDGs重點領域，採取了以下一系列行動。



Picture: The 17 SDGs of the United Nations
圖：聯合國17項可持續發展目標



Environmental, Social and Governance Report

環境、社會及管治報告

SDGs related to the Company's business 聯合國可持續發展目標	Goal Description 目標描述	The Company's Actions in 2024 本公司的行動
3 Good Health and Well-being	Ensure healthy lives and promote well-being for all at all ages	<ul style="list-style-type: none"> The Company pays attention to the health and safety of domestic and international employees, provides medical insurance for employees, and organizes annual physical examinations for employees The Company cooperates with safety training institutions to conduct regular training (1–2 times per year), covering occupational disease prevention, mental health maintenance, and workplace first aid knowledge The Company encourages employees to strengthen physical exercise through on-site sports activities Each department is equipped with a dedicated “organizational steward” to help employees resolve issues that are difficult to communicate directly with superiors, caring for employees' physical and mental health
3 良好的健康與福祉	確保健康的生活方式，促進各年齡段人群的福祉	<ul style="list-style-type: none"> 本公司關注國內外員工健康和安，為員工繳納醫療保險，並組織員工開展年度體檢 與協力廠商安全培訓機構合作，定期開展培訓(每年1–2次)，內容涵蓋職業病預防、心理健康維護和職場急救知識 通過開展線下社團體育活動，鼓勵員工加強鍛煉 每個部門配備專門的組織管家，為員工解決難以直接與上級溝通的事項，關懷員工身心健康
4 Quality Education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	<ul style="list-style-type: none"> The Company provides pre-job and on-the-job training programs for employees, focusing on the improvement of employees' professional capabilities The Company is enthusiastic about rural education, helping rural children gain equal access to education
4 優質教育	確保包容、公平的優質教育，促進全民享有終身學習機會	<ul style="list-style-type: none"> 本公司為員工提供崗前和在崗培訓計劃，注重員工職業能力的提升 本公司熱心鄉村教育事業，助力鄉村孩子獲得平等教育
5 Gender Equality	Achieve gender equality and empower all women and girls	<ul style="list-style-type: none"> The Company firmly opposes gender discrimination, creates a fair and just working environment, and provides equal employment and promotion opportunities for female employees The Company actively promotes board diversity. As of 31 December 2024, 12.5% of the Board members are female The Company regularly organizes activities related to children, caring for employees' family life The Company pays special attention to the health of female employees, supporting the prevention and treatment of female diseases The Company provides up to six months of maternity leave for employees, supporting the balance between work and family
5 性別平等	實現性別平等，為所有婦女、女童賦權	<ul style="list-style-type: none"> 本公司堅決反對性別歧視，營造公平公正的工作環境，為女性提供平等的就業和晉升機會 本公司積極推行董事會多元化政策，截至2024年12月31日，董事會女性董事佔比12.5% 本公司定期組織與幼兒相關的特色活動，關懷員工家庭生活 本公司特別關注女性員工健康，支持女性疾病預防和治療 本公司為員工提供長達六個月的產假，支持工作與家庭的平衡



Environmental, Social and Governance Report

環境、社會及管治報告

SDGs related to the Company's business 聯合國可持續發展目標	Goal Description 目標描述	The Company's Actions in 2024 本公司的行動
8 Decent Work and Economic Growth	Ensure decent work for all to promote regional economic growth	<ul style="list-style-type: none"> The Company actively participates in local development, providing quality employment opportunities and promoting regional economic growth The Company is committed to building a competitive career development platform, offering reasonable compensation and benefits The Company has established a sound recruitment and leave system, encouraging employees to use annual leave and time off to balance work and life
8 體面工作和經濟增長	確保各區域體面工作並帶動區域經濟增長	<ul style="list-style-type: none"> 本公司積極參與地方發展，提供優質的就業崗位，促進區域經濟發展 本公司致力於打造有競爭力的職業發展平台，提供合理的薪酬福利 本公司建立健全招聘、休假制度，鼓勵員工使用年假和調休以平衡工作與生活
9 Industry, Innovation, and Infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation	<ul style="list-style-type: none"> The Company has made organizational innovation its core strategy, relying on the dual-drive model of "IT + Operations," continuously increasing R&D investment, and deeply laying out the global digital supply chain innovation field. During the Reporting Period, the Company established a comprehensive partnership with Huawei Cloud to jointly explore the application of advanced technologies such as Artificial Intelligence (AI) and big data in overseas warehouses and cross-border e-commerce, driving industry development through technological innovation. In February 2025, the Company responded to the national "AI+" strategy by integrating DeepSeek and promoting its application in business scenarios. Through AI technology, The Company has achieved process automation and intelligent decision-making, reshaping the cross-border e-commerce logistics value chain and further consolidating its leading position as an efficient and collaborative cross-border e-commerce supply chain service platform The Company has been recognized as a National High-Tech Enterprise and has obtained multiple national-level innovation certifications
9 產業、創新和基礎設施	建造具備抵禦災害能力的基礎設施，促進具有包容性的可持續工業化，推動創新	<ul style="list-style-type: none"> 本公司以組織創新為核心戰略，依托「IT+運營」雙輪驅動，持續加大研發投入，深度佈局全球數位化供應鏈創新領域。報告期內，本公司與華為雲達成全面合作，共同探索AI、大數據等先進技術在海外倉和跨境電商中的應用，以技術創新助力行業發展。2025年2月，本公司回應國家「AI+」戰略，接入DeepSeek，推動其在業務場景中的應用。通過AI技術，本公司實現了流程自動化與決策智慧化，重塑了跨境電商物流價值鏈，進一步鞏固了高效協同的跨境電商供應鏈服務平台的領先地位 本公司榮獲國家高新技術企業認證，並先後獲得多項國家級創新資質證書
10 Reduced Inequalities	Reduce inequality within and among countries	<ul style="list-style-type: none"> The Company advocates for gender equality and equal employment, prohibits the use of child labor, and safeguards the legal rights and interests of employees The Company actively participates in public welfare activities, regularly donating to support the development of education in rural areas The Company has established a comprehensive employee training system to support employee development and growth
10 減少不平等	減少國家內部和國家之間的不平等	<ul style="list-style-type: none"> 本公司宣導性別平等和平等僱傭，禁止使用童工，保障員工合法權益 本公司積極參與公益活動，通過定期捐贈，關愛鄉村地區教育發展 本公司建立健全員工培訓體系，支持員工發展與成長



Environmental, Social and Governance Report

環境、社會及管治報告

SDGs related to the Company's business 聯合國可持續發展目標	Goal Description 目標描述	The Company's Actions in 2024 本公司的行動
12 Responsible Consumption and Production 12 負責任的消費和生產	Ensure sustainable consumption and production patterns 確保可持續消費和生產模式	<ul style="list-style-type: none"> The Company has established a robust data security management system to protect customer privacy The Company continuously improves pre-sales and after-sales services, enhances communication mechanisms with customers, and maintains customer satisfaction 本公司建立完備的數據安全管理體系，保障客戶隱私 本公司不斷完善售前和售後服務，完善與客戶溝通機制，保持客戶滿意度
13 Climate Action 13 氣候行動	Take urgent action to combat climate change and its impacts 採取緊急行動應對氣候變化及其影響	<ul style="list-style-type: none"> The Company actively promotes a low-carbon and environmentally friendly corporate culture, raising employees' awareness of environmental protection The Company identifies climate change risks and actively responds to them 積極營造低碳環保的企業文化，提高員工環保意識 識別氣候變化風險並積極應對
16 Peace, Justice and Strong Institutions 16 和平、正義與強大機構	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels 創建和平、包容的社會以促進可持續發展，讓所有人都能訴諸司法，在各級建立有效、負責和包容的機構	<ul style="list-style-type: none"> The Company strictly complies with laws and regulations and operates in compliance The Company has established a comprehensive anti-corruption, anti-fraud, and anti-bribery reporting mechanism and conducts regular training 本公司嚴格遵守法律法規，合規經營 本公司建立了完善的反貪污、反舞弊、反腐敗舉報機制，定期開展相關培訓
17 Partnerships for the Goals 17 促進目標實現的夥伴關係	Strengthen the means of implementation and revitalize the global partnership for sustainable development 加強執行手段，重振可持續發展全球夥伴關係	<ul style="list-style-type: none"> The Company actively participates in industry exchanges, continuously promoting the high-quality development of the cross-border e-commerce ecosystem The Company continuously strengthens supply chain management, deepens strategic cooperation with suppliers, and builds a mutually beneficial and sustainable supply chain ecosystem through digital empowerment and resource sharing 本公司積極參與行業交流，持續推動跨境電商生態高品質發展 本公司持續加強供應鏈管理，深化與供應商的戰略合作，通過數字化賦能與資源分享，構建互利共贏、可持續發展的供應鏈生態



Environmental, Social and Governance Report

環境、社會及管治報告

5 STAKEHOLDER COMMUNICATION

The Company greatly values the participation of stakeholders and is committed to building good cooperation and mutually beneficial relationships with internal and external stakeholders. By actively establishing and expanding communication channels, the Company maintains regular and close communication with government and regulators, shareholders and investors, customers, employees, suppliers, partners, the general public, and other stakeholders, listens and responds to the reasonable expectations and requirements of different stakeholders, and integrates them into the Company's daily operations and future planning, achieving a win-win situation and maximizing comprehensive value with stakeholders.

5 利益相關方溝通

本公司高度重視利益相關方的參與，致力於與內外部利益相關方共同構建良好的合作關係、互惠關係。本公司積極建立與拓展溝通管道，和政府及監管機構、股東及投資者、客戶、員工、供應商與合作夥伴、社會公眾等利益相關方保持常態化、緊密化溝通，傾聽和回應不同利益相關方的期望和訴求，並將其融入本公司的日常運營和未來規劃中，攜手利益相關方實現共贏與綜合價值最大化。

Stakeholders 利益相關方	Expectations and Demands 期望與訴求	Communications and Response 溝通與回應
Board Members 董事會成員	<ul style="list-style-type: none">Financial performanceBusiness developmentMajor investment projectsInformation disclosure財務業績業務發展重大投資專案資訊披露	<ul style="list-style-type: none">Regular dispatch of consolidated management reportsAnnual convening of at least four Board meetingsAd hoc Board meetings for major investment/financing deliberations定期發送管理合併報表每年至少召開4次董事會會議對於重大投融資專案，召開臨時董事會討論及表決
Management 管理層	<ul style="list-style-type: none">Financial performanceMedium and long-term development strategyBusiness developmentMajor investment projects財務業績中長期發展戰略業務發展重大投資專案	<ul style="list-style-type: none">Regular report status inspectionsDaily communication and reporting定期檢查報表情況日常溝通與報告



Environmental, Social and Governance Report

環境、社會及管治報告

Stakeholders 利益相關方	Expectations and Demands 期望與訴求	Communications and Response 溝通與回應
Employees 員工	<ul style="list-style-type: none"> Employee promotion and compensation Career development Rights protection Work-life balance 員工晉升和報酬 職業發展 權益保護 平衡工作生活 	<ul style="list-style-type: none"> Employee performance evaluation Internal promotion mechanism Employee training system Team-building activities Employee welfare protection 員工績效評估 內部晉升機制 員工培訓制度 團建活動 員工福利保障
Customers 客戶	<ul style="list-style-type: none"> Service quality Communication channels Data security and privacy protection Diverse needs 服務品質 溝通管道 數據安全與隱私保護 多元化需求 	<ul style="list-style-type: none"> Legal fulfillment of contractual obligations Systematic order follow-up procedures Customer data and privacy protection protocols Efficient and transparent service delivery standards 依法履行合同 系統跟進訂單 客戶資料與隱私保護 提供高效透明的服務
Suppliers and Partners 供應商與合作夥伴	<ul style="list-style-type: none"> Honest cooperation Information sharing Win-win cooperation Business ethics 誠信合作 資訊分享 合作共贏 商業道德 	<ul style="list-style-type: none"> Supplier evaluation Daily meetings and data follow-up Legal fulfillment of contractual obligations 供應商評估 日常會議與資料跟進 依法履行合同
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> Financial performance Business development Major investment projects Information disclosure Communication channels 財務業績 業務發展 重大投資專案 資訊披露 溝通管道 	<ul style="list-style-type: none"> Regular disclosure of financial/operational information Company website Shareholders' meeting convening procedures 定期披露財務及經營資訊 本公司官網 召開股東大會



Environmental, Social and Governance Report

環境、社會及管治報告

Stakeholders 利益相關方	Expectations and Demands 期望與訴求	Communications and Response 溝通與回應
Society and the Public 社會與公眾	<ul style="list-style-type: none"> Support for social welfare Community development Protection of the natural environment 支持社會公益 社區發展 保護自然環境 	<ul style="list-style-type: none"> Charitable initiatives participation Volunteer services Low-carbon operations 投身慈善事業 志願者服務 低碳化運營
Government/Regulatory Agencies 政府／監督機構	<ul style="list-style-type: none"> Compliance with laws and regulations Tax payment Business ethics Support for economic development 遵守法律法規 依法納稅 遵守商業道德 支持經濟發展 	<ul style="list-style-type: none"> Compliant operations Daily communication and reporting Full tax payment 合規運營 日常溝通與報告 足額納稅

6 MATERIALITY ASSESSMENT

To accurately identify the focus of ESG management practices and fully optimize the practice of ESG issue-based management, the Company has established a materiality assessment process to define material ESG issues that are relevant to the sustainable development of the Company and its stakeholders.

Identification of Material Issues By conducting external policy research, benchmarking analysis of industry peers, industry development trend surveys, and reviewing other relevant documents, combined with the Company's development strategy, business characteristics, and its own characteristics, a total of 19 material issues that would impact the Company's operations and development or affect stakeholders' assessment and decision-making of the Company were identified.

Conducting Interviews and Market Research Third-party experts and consultants were engaged to take charge of relevant work, prepare and distribute questionnaires on material ESG issues with reference to interviews with the Company's management and other stakeholders, and conduct the ESG performance benchmarking analysis with the comparable companies in the same industry.

6 重要性評估

為精準定位ESG管理實踐的重點，全面深化ESG議題管理實踐，本公司建立了重要性議題評估流程，以界定與本公司和利益相關方可持續發展切實相關的重要性ESG議題。

識別重要議題 通過開展外部政策研究、同行對標分析、行業發展趨勢調查及查閱其他相關檔後，結合本公司發展戰略、業務特點和自身特色，識別影響本公司經營發展，或影響利益相關方對本公司評估和決策的重大議題共計19項。

開展訪談及市場調研 邀請協力廠商專家顧問主持開展相關工作，製作並發放ESG重要議題調查問卷，結合與本公司管理層及其他利益相關方等訪談，並進行同行業可比公司ESG表現的對標分析工作。



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

Determination of Issue Priority The priority of issues was identified based on stakeholders' comments and the data collected from the questionnaires. After being submitted to the Board for review, the priority of issues for the year was determined.

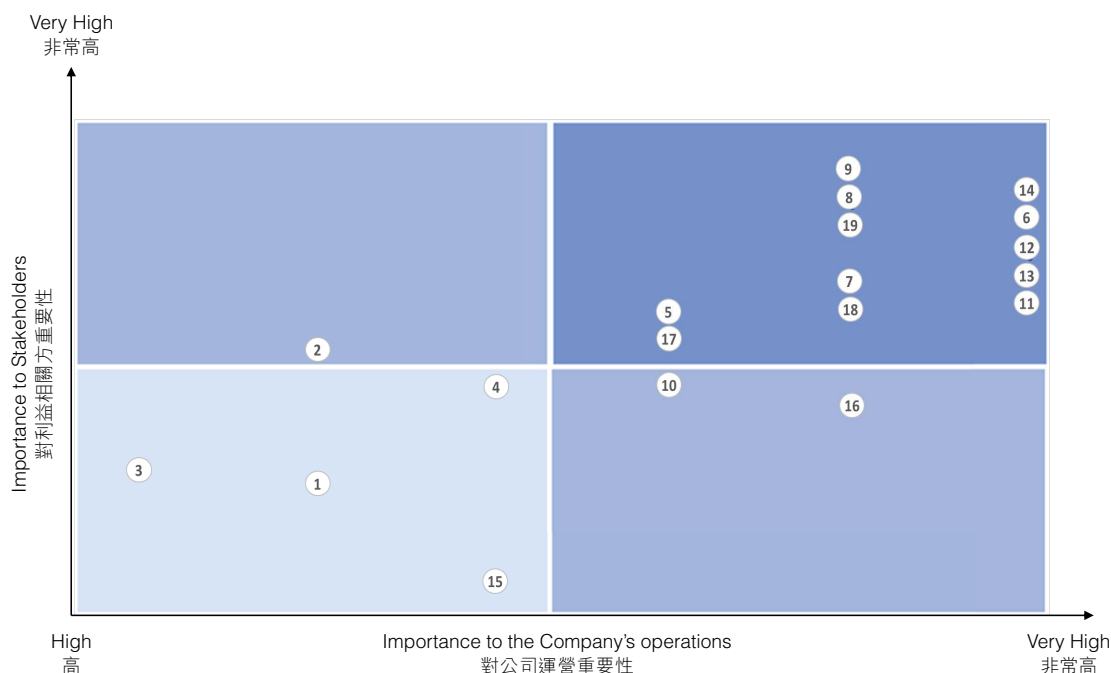
Verification and Reporting A materiality assessment matrix was established based on the results of the issue evaluation, and highlighted disclosure on issues that fall into the core issues matrix was made in this Report.

During the Reporting Period, the Company reviewed and assessed the ESG issues of concern to each stakeholder and analyzed and sorted the importance of ESG issues from two dimensions, being the materiality to the Company's operation and to the stakeholders, through policy research, enterprise interview, questionnaires and industry benchmarking to get full understanding of each stakeholder' expectations and suggestions, and to provide basis for the formulation of long-term ESG strategy. In 2024, the Company identified 12 issues of high importance, 3 of moderate importance and 4 of general importance in total.

確定議題排序 根據利益相關方評價及問卷調查數據，確定議題重要程度順序，提交董事會審閱後，確定本年度議題排序。

確認與報告 根據議題評價結果構建重要性評估矩陣，對屬於核心議題矩陣的議題，在報告中進行重點披露。

報告期內，本公司通過開展政策研究、企業訪談、問卷調查、行業對標，重新審視評估各利益相關方關注的ESG議題，從對本公司運營以及利益相關方的重要性兩個維度，對議題的重要程度並進行分析與排序，充分了解各利益相關方的期望與建議，為制定長遠的ESG發展戰略提供依據。2024年，本公司共識別出12項高度重要議題、3項中度重要議題、4項一般重要議題。



Picture: Material issues matrix in 2024
圖：2024年重要性議題矩陣圖



Environmental, Social and Governance Report

環境、社會及管治報告

Table: Material issues matrix in 2024
表：2024年重要性議題

Materiality 重要性	No. 序號	Issues 議題名稱
Issue of High Importance 高度重要議題	14	Data Security and Privacy Protection 數據安全與隱私保障
	6	Employee Rights and Benefits Protection 員工權益保障
	12	Product and Service Quality 產品與服務品質
	13	Customer Satisfaction 客戶滿意度
	11	Digitization and Innovation 數字化與科技創新
	9	Labor Practices 合法合規用工
	8	Employee Health and Safety 員工健康與安全
	19	Compliance Operations 合規經營
	7	Talent Development and Cultivation 人才培養與發展
	18	Risk Management 風險與危機管理
	5	Low-Carbon Warehousing and Logistics Operations 倉儲物流低碳化運營
	17	Anti-Corruption and Business Ethics 反貪污與商業道德
Issue of Moderate Importance 中度重要議題	10	Diversity and Equal Opportunities 多元化與平等機會
	16	Responsible Supply Chain 負責任供應鏈
	2	Enhancing Energy Efficiency 能效管理
Issue of General importance 一般重要議題	4	Resource Recycling and Utilization 資源循環利用
	1	Climate Change Response 應對氣候變化
	3	Emissions and Waste Management 排放物與廢棄物管理
	15	Social Investment and Philanthropy 社會投資與公益



7 A ENVIRONMENTAL RESPONSIBILITIES

7.1 A1 EMISSIONS

The Company is committed to fulfilling its corporate environmental protection responsibilities, contributing to the creation of a sustainable society where humans and nature coexist harmoniously, and playing a role in the global sustainable development process. Given the nature of the Company's business, which does not involve production or manufacturing, and as most resources are provided by suppliers, the Company does not generate production wastewater or exhaust emissions during its operations.

The Company strictly complies with environmental laws and regulations in China and overseas operational locations, actively taking on environmental protection responsibilities as an integral part of its strategic development. The Company has implemented a series of measures to incorporate environmental protection into its practices, including advancing greenhouse gas (GHG) emissions management, waste management, adopting low-noise equipment and necessary vibration reduction measures, strengthening communication with loading and unloading operators to implement noise control measures, and continuously monitoring and managing packaging materials, energy, and water consumption. During the Reporting Period, the Company did not experience any significant violations of applicable environmental protection laws and regulations.

7 A環境責任

7.1 A1排放物

本公司致力於履行企業環境保護責任，創造人與自然和諧相處的可持續發展社會，在全球可持續發展的進程中貢獻力量。由於本公司的業務性質不涉及生產及製造，且大部分資源由供應商提供，故本公司在營運過程中不涉及生產廢水和廢氣排放。

本公司嚴格遵守中國及海外營運地的環境法律法規，將積極承擔環境保護責任作為本公司戰略發展的重要組成部分。本公司採取一系列措施將環境保護納入實踐，包括推進溫室氣體排放管理及廢棄物管理，採用低雜訊設備與必要的減振措施，加強與裝卸貨操作人員的溝通管理以落實雜訊控制措施，持續監測及管理包裝材料、能源及水資源消耗等行動。報告期內，本公司並無就任何適用的環境保護法律法規出現任何重大違規事宜。



Environmental, Social and Governance Report

環境、社會及管治報告

Due to the nature of the industry and the asset-light operational model, the Company does not generate hazardous waste. In terms of waste management, domestic waste is the primary source of non-hazardous waste. The Company conducts waste sorting and recycling in accordance with regional legal requirements and provides employees with guidance on sorting and disposal methods. The Company regularly reviews the amount of waste generated and recycled, setting targets to reduce waste emissions. The Company strictly adheres to the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste* (《中華人民共和國固體廢物污染環境防治法》) the *Resource Conservation and Recovery Act (RCRA)*, and the *Circular Economy Act* in the countries and regions where it operates, actively reducing various types of waste generated during operations and ensuring proper disposal of all waste types. During the Reporting Period, the Company did not violate any of the aforementioned laws and regulations.

由於本公司所處行業性質及輕資產的運營模式，不涉及有害廢棄物的產生。在廢棄物管理方面，生活垃圾是本公司無害廢棄物的主要來源，本公司按照地區法律規定開展垃圾分類及回收工作，並就分類及處置方法為僱員提供指引；定期檢討廢棄物的產生量及回收量，並制定減少廢棄物排放的目標。本公司嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《資源保護和回收法》（「RCRA」）、《迴圈經濟及廢棄物法》等運營地所在國家地區的各項法律法規，積極減少運營過程中產生的各類廢棄物，並對各類型廢棄物進行有效治理以確保其得到妥善處置。報告期內，本公司無違反上述法律法規的情形發生。

Table: Waste Generation in 2024

表：2024年廢棄物產生情況

Indicator 指標	Unit 單位	2024 2024年
Total Non-Hazardous Waste Generated 無害廢棄物產生總量	Tonnes 噸	39.5
Non-Hazardous Waste Generation Intensity 無害廢棄物產生密度	Tonnes/RMB Million Revenue 噸／人民幣百萬元收入	0.02



7.2 A2 USE OF RESOURCES

Given the Company's asset-light operational model, it does not engage in extensive production activities. The primary resources used in the Company's operations are electricity, diesel, natural gas, water, and packaging materials.

The Company is always mindful of the necessity to conserve energy. Electricity and natural gas are the main types of energy consumed in the Company's operations, with small amounts of natural gas, liquefied petroleum gas (LPG), gasoline, and diesel used for forklifts, vehicles, and other overseas warehouse transportation equipment. The Company has implemented multiple measures to reduce electricity consumption and improve energy efficiency.

In daily operations, the Company strictly complies with the *Environment Protection Law of the People's Republic of China* (《中華人民共和國環境保護法》), *Energy Conservation Law of the People's Republic of China* (《中華人民共和國節約能源法》), the *Clean Air Act (CAA)*, and the *Energy Efficiency Act*, among other relevant domestic and international laws and regulations. The Company continuously strengthens employees' awareness of energy conservation, fosters a culture of energy and electricity savings, actively adopts energy-saving equipment, and reduces the use of lighting systems, air conditioning, and heating equipment during non-working hours. The Company actively takes measures to improve energy efficiency, cultivates a culture of conservation, and practices green and sustainable development. During the Reporting Period, the Company did not violate any of the aforementioned laws and regulations.

7.2 A2資源使用

因本公司為輕資產運營模式，不涉及大量的生產活動。本公司在運營過程中使用的資源主要為電力、柴油、天然氣、水資源及包裝材料。

本公司始終牢記節約能源的必要性。電力、天然氣是本公司營運中能源消耗的主要種類，本公司亦使用少量天然氣、液化石油氣(LPG)、汽油和柴油用於叉車、車輛等海外倉運輸工具。本公司已採取多項措施以減少電力消耗並提高能源使用效率。

在日常運營中，本公司嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國節約能源法》、《清潔空氣法》(CAA)、《能源效率法》等國內外相關法律法規，持續加強員工能源節約意識，營造節能節電文化；積極採用節能設備，減少工作場所非工作時段照明系統、空調及供暖設備的使用。本公司積極採取措施提高能源效率，加強培育崇尚節約的文化，積極踐行綠色可持續發展理念。報告期間，本公司無違反上述法律法規的情形發生。



Environmental, Social and Governance Report

環境、社會及管治報告

Table: Energy Consumption in 2024
表：2024年能源使用狀況

Indicator 指標	Unit 單位	2024 2024年
Purchased Electricity 外購電力	kWh 千瓦時	1,339,314.4
Natural Gas 天然氣	Cubic Meters 立方米	5,974.4
Gasoline 汽油	Liters 公升	5,233.6
Diesel 柴油	Liters 公升	1,445.6
Liquefied Petroleum Gas 液化石油氣	Cubic Meters 立方米	86.4
Total energy consumption ¹ 綜合能耗 ¹	Tonnes of Standard Coal equivalent 噸標煤	180.9
Energy Usage intensity 能源使用密度	Tonnes of Standard Coal equivalent/RMB Million Revenue 噸標煤／人民幣百萬元收入	0.1
Energy Consumption Converted to Electricity 能耗折算電量	kWh 千瓦時	1,471,877.8
Energy Consumption Converted to Electricity Intensity 能耗折算電量密度	kWh/RMB Million Revenue 千瓦時／人民幣百萬元收入	870.9

¹ Total energy consumption and energy conversion power are accounted for in accordance with the “General Rules for the Calculation of the Comprehensive Energy Consumption” (《綜合能耗計算通則》) (GB/T 2589–2020) published by the State Administration for Market Regulation and Standardization Administration of PRC.

¹ 綜合能耗、能源折算電量依據國家市場監督管理總局和國家標準化管理委員會刊發的《綜合能耗計算通則》(GB/T 2589–2020)進行核算。



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

The Company places great importance on water resource usage and actively takes on the social responsibility of protecting water resources. The primary source of water for the Company is municipal water, mainly used in office spaces and warehouses. The Company regularly appoints professionals to inspect and maintain the water supply system to avoid potential water waste. In daily operations, the Company strictly complies with the *Environmental Protection Law of the People's Republic of China* (《中華人民共和國環境保護法》), the *Energy Conservation Law of the People's Republic of China* (《中華人民共和國節約能源法》), 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 *Clean Water Act*, and the *EU Water Framework Directive*, among other relevant laws and regulations. The Company strengthens the culture of water conservation, regularly conducts water-saving awareness campaigns for employees, and practices green and sustainable development. During the Reporting Period, the Company did not violate any of the aforementioned laws and regulations.

本公司高度重視水資源使用問題，積極承擔保護水資源的社會責任。本公司的主要用水來源是市政用水，主要用水場景是辦公處所和倉庫。本公司定期委任專業人員檢查及維護供水系統，以避免潛在的水浪費。在日常運營中，本公司嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國節約能源法》、《中華人民共和國水污染防治法》、《清潔水法》(「Clean Water Act」)、《歐盟水框架指令》(「Water Framework Directive」)等相關法律法規，加強節約用水的文化營造，定期對員工開展節水文化宣傳、踐行綠色可持續發展理念。報告期間，本公司無違反上述法律法規的情形發生。

Table: Water Consumption in 2024
表：2024年水資源使用情況

Indicator 指標	Unit 單位	2024 2024年
Total Water Consumption 總用水量	Tonnes 噸	16,721.5
Total Water Consumption Intensity 總耗水密度	Tonnes/RMB Million Revenue 噸／人民幣百萬元收入	9.9



Environmental, Social and Governance Report

環境、社會及管治報告

In the warehousing and transportation processes, labels, stretch film, cartons, packaging bags, and sealing materials are the primary packaging materials used by the Company. The Company closely monitors the consumption of packaging materials, striving to minimize single-use packaging waste. The Company selects appropriate packaging materials based on the type of goods in orders to improve packaging efficiency and minimize the use of packaging materials. The Company also takes measures to enhance the recycling and reuse of cartons and considers using other sustainable packaging alternatives.

在倉儲及運輸過程中，標籤、纏繞膜、紙箱、包裝袋及封箱材料是目前本公司主要使用的包裝材料，本公司會密切監察包裝材料的消耗量，儘量減少一次性包裝廢物。本公司根據訂單的貨物類型選用合適的包裝材料，以提高包裝效率，最大限度地減少包裝材料的使用。本公司亦採取措施，加強紙箱的回收及重複使用，並將考慮使用其他可持續的包裝材料替代品。

Table: Packaging Material Usage in 2024
表：2024年包裝物料使用情況

Indicator 指標	Unit 單位	2024 2024年
Total Packaging Material Usage 包裝物料總用量	Tonnes 噸	592.2
Label Usage 標籤貼紙用量	Tonnes 噸	15.0
Stretch Film Usage 纏繞膜用量	Tonnes 噸	545.8
Carton Usage 紙箱用量	Tonnes 噸	13.7
Packaging Bag Usage 包裝袋用量	Tonnes 噸	3.9
Sealing Material Usage 封箱材料用量	Tonnes 噸	13.9



7.3 A3 ENVIRONMENT AND NATURAL RESOURCES

The Company strictly complies with applicable environmental laws, regulations, and industry standards. Based on local environmental policies in each operational region, the Company has established guidelines, monitoring mechanisms, and specific measures covering climate change response, emissions and waste management, and resource consumption management to properly manage and reduce the negative impact of operations on the climate and environment, while gradually building resilience to climate change.

The Company has developed and implemented a waste management system focused on source reduction, actively promoting green office practices and advancing paperless office processes. For example, the Company strictly controls the amount of printing paper used and adopts online office approval platforms.

The Company is committed to achieving low-carbon operations in warehousing and logistics by optimizing resource usage through internal management processes, improving warehouse energy efficiency, and conserving energy. By renovating warehouse shelving and ventilation systems to reduce energy consumption, replacing internal combustion forklifts with electric forklifts, encouraging the reuse of warehouse consumables, selecting appropriate packaging methods, actively adopting energy-saving equipment, and reducing the use of idle lighting systems in offices and warehouses during non-working hours, the Company has significantly reduced GHG emissions and energy consumption in the warehousing and logistics processes.

7.3 A3環境及天然資源

本公司嚴格遵守適用的環境法律、法規及行業規範，各運營地區根據當地的環境政策，建立了涵蓋應對氣候變化、排放及廢棄物管理、資源消耗管理等方面的工作指引、監測機制和具體措施，以妥善管理和減少運營對氣候和環境造成的負面影響，同時逐步推進建設適應氣候變化的能力。

本公司制訂並實踐以源頭減廢為本的廢棄物管理制度，積極踐行綠色辦公理念，促進辦公流程無紙化，例如嚴格控制列印用紙數量、採用線上辦公審批平台等舉措。

本公司致力於實現倉儲物流的低碳化運營，通過實施內部管理流程來優化資源使用，提升倉庫的能源效率並節約能源。通過改造倉內貨架和通風系統以降低能耗，應用電動叉車替代內燃叉車，鼓勵倉庫耗材的二次利用，選擇合適的包裝方式，積極採用節電節能設備，並減少辦公處所及倉庫非工作時段閑置照明系統的使用等方面，大幅降低倉儲物流環節中造成的溫室氣體排放及能源消耗。



Environmental, Social and Governance Report

環境、社會及管治報告

In packaging material management, the Company uses appropriate packaging materials and designs to improve packaging efficiency, enhances the recycling and reuse of packaging materials, minimizes single-use packaging waste, and gradually increases the proportion of sustainable packaging materials. In water resource management, the Company regularly appoints professionals to inspect and maintain the water supply system to avoid potential water waste and strengthens employees' awareness of water conservation through water-saving campaigns. Through these measures, the Company is committed to achieving efficient resource utilization and sustainable environmental development.

The Company places great emphasis on the sustainable utilization of natural resources. Through the establishment of a data collection and verification system, the Company monitors the consumption of energy, water, packaging materials, and other resources as key performance indicators, sets reasonable resource consumption targets, and conducts regular reviews. In cases of abnormal consumption, the Company initiates investigations and implements appropriate corrective measures. As the Company expands in scale and diversifies its business operations, it remains committed to integrating environmental protection and natural resource conservation into daily operations, maintaining close attention to and meticulous consideration of environmental and resource-related issues to avoid material adverse impacts. The Company will continue to review existing environmental protection systems and consider strengthening measures and standards for safeguarding the environment and natural resources in a timely manner, contributing to the improvement of the global ecological environment.

在包裝材料管理方面，本公司採用合適的包裝材料和設計提高包裝效率，加強包裝材料的回收及重複使用，儘量減少一次性包裝廢物，並逐步提升可持續包裝材料的使用比例。在水資源管理方面，本公司定期委任專業人員檢查及維護供水系統，避免潛在的水浪費，並通過節水文化宣傳加強員工的節約用水意識。通過這些措施，本公司致力於實現資源的高效利用和環境的可持續發展。

本公司重視自然資源的可持續利用，通過建立數據收集和審核體系，本公司將能源、水及包裝材料等資源的消耗量作為關鍵績效指標進行監測，設定合理的資源消耗目標，並定期進行審查。若發現異常消耗，本公司將開展調查並採取適當的糾正措施。隨著本公司規模的擴大和業務類型的多樣化，本公司始終致力於將環境保護及天然資源保護的理念融入本公司日常運營中，保持對環境及資源問題的密切關注和細緻考慮，以避免對其造成實質性負面影響。本公司亦將持續檢討現行的環境保護制度，並考慮適時加強對環境及天然資源的保護舉措及規範，為全球生態環境改善做出貢獻。



Photo: Water Conservation Symbol

圖：節約用水標識



Photo: Paper Conservation Poster

圖：節約用紙標識



Photo: Electricity Conservation Sign

圖：節約用電標識



Environmental, Social and Governance Report

環境、社會及管治報告

7.4 A4 CLIMATE CHANGE RESPONSE

7.4.1 Governance

The Company deeply recognizes the significant impact of climate change on its strategic planning and business operations and has incorporated climate change governance as an essential component of its ESG system. To effectively address climate risks and continuously improve its ESG governance level, the Company has been consistently refining its ESG governance structure since 2023, integrating the regular identification, assessment, and management of climate change-related risks into the Board's ESG responsibilities. To effectively manage climate-related risks, the Company has established a scientific process for identifying and managing risks and opportunities, clarified response measures, and enhanced risk response capabilities to mitigate inherent potential risks or factors that may affect its operations.

7.4 A4應對氣候變化

7.4.1 管治

本公司深刻認識到氣候變化對本公司戰略規劃和業務運營產生的重大影響，並將氣候變化治理納入本公司ESG體系的重要組成部分。為了有效應對氣候風險，不斷提升本公司ESG管治水平，本公司自2023年構建ESG組織架構起，不斷完善ESG治理體系，將定期識別、評估和管理氣候變化相關風險納入董事會ESG職責。為有效管理氣候相關風險，本公司建立了科學的風險和機遇識別與管理流程，明確了應對措施，並增強了風險應對能力，以減緩本公司業務運營中固有的潛在風險或可能影響運營的因素。



The Board 董事會

- Serving as the highest decision-making and oversight body for climate change matters
氣候變化事宜的最高決策與監管機構
- Setting the company's sustainability direction and climate goals
負責公司可持續發展方向和氣候目標的設定
- Regularly identifying, assessing, and monitoring risks related to climate change
定期識別、評估和監控氣候變化相關風險
- Comprehensively overseeing risk management for climate-related matters
全面監督與氣候相關事宜的風險管理
- Periodically reviewing the effectiveness of the company's climate management strategy, including indicators, targets, and action plans
定期審查公司氣候管理策略的有效性，涵蓋指標、目標和行動計畫

ESG Working Group ESG工作小組

- Implementing robust and actionable measures to effectively mitigate and adapt to the impacts of climate change
採取有力且落地的措施以切實減輕和抵禦氣候變化的影響
- Promoting the implementation of climate actions through cross-departmental collaboration, and continuously monitoring the progress and execution of established targets
跨部門協作以推動氣候行動的實施，持續監控既定目標的進展及執行情況
- Regularly assessing the effectiveness of climate change response measures and reporting to the Board
定期評估氣候變化應對措施的有效性，並向董事會彙報



Environmental, Social and Governance Report

環境、社會及管治報告

7.4.2 Strategy

Globally, climate change is becoming one of the greatest challenges of the 21st century. Addressing climate change is an objective necessity and inherent requirement for sustainable development, and the Company cannot ignore its impact or remain unaffected. The Company is deeply aware of the importance of climate change to its long-term development, adhering to the national “Carbon peaking and carbon neutrality” goals as the highest strategic guidance, aligning with industry standards, and closely monitoring the potential impact of climate change on its business and operations to timely improve response measures and support global climate action.

During the Reporting Period, the Company's business, operational performance, and financial condition were not significantly adversely affected by any climate-related events. In 2024, the Company used the TCFD framework and referenced the potential climate change scenarios outlined in the latest assessment report by the Intergovernmental Panel on Climate Change (IPCC). The Company identified physical risks and transition risks that it may encounter during operations. Based on the Company's business characteristics and industry features, the following physical and transition risk list was developed, including an analysis of the identified risks' actual and potential impacts on the Company's operations and corresponding risk response strategies and measures.

7.4.2 策略

在全球範圍內，氣候變化正成為21世紀面臨的最大挑戰之一，應對氣候變化是可持續發展的客觀需要和內在要求，本公司無法忽視其帶來的影響並獨善其身。本公司深刻意識到氣候變化對其長期發展的重要性，堅持以國家「雙碳」目標為最高戰略指引，對齊行業標準，密切關注氣候變化對本公司業務及運營的潛在影響，以適時完善應對舉措，支持全球氣候行動。

報告期內，本公司的業務、經營業績及財務狀況並無受到任何氣候相關事件的重重大不利影響。2024年，本公司以TCFD的披露標準為框架，並參考了聯合國政府間氣候變化專門委員會（IPCC）在最新評估報告中所闡述的潛在氣候變化情景。我們對本公司在運營過程中可能遭遇的物理風險和轉型風險進行了識別。結合本公司的業務特性和行業特徵，我們形成了以下物理與轉型風險清單，其中包括所識別風險對本公司實際運營和潛在影響的分析，以及相應的風險應對策略和措施。



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

Table: Climate-Related Risks of The Company

表：本公司氣候相關風險

Physical Risks

物理風險

Risk Type 風險類型	Impact Period ² 影響時期 ²	Risk Description 風險描述	Response Measures 應對措施
Acute Risk	Short, Medium, Long Term	<p>Climate change may lead to more frequent extreme weather conditions, posing physical risks to The Company</p> <ul style="list-style-type: none"> The Company owns and operates self-owned and franchised warehouses and uses various transportation methods such as sea and air freight. When the frequency or duration of floods and heavy rainfall increases, or when storms and typhoons become more frequent, the Company's warehousing and transportation may be affected, leading to the damage to logistics infrastructure, goods stranded at transit points or warehouses, and inability to deliver goods on time, thereby affecting logistics fulfillment risks and causing revenue loss Extreme weather conditions may also disrupt The Company's suppliers, adversely affecting the Company's business operations and causing significant losses Persistent high temperatures and other extreme weather conditions may threaten the health and safety of the Company's employees, potentially leading to increased labor costs such as high-temperature subsidies 	<ul style="list-style-type: none"> For operational sites susceptible to flooding, establish disaster warning and emergency response plans Optimize delivery routes to reduce delivery personnel's working time in high-temperature environments, ensuring goods are delivered to their destination as quickly as possible, thereby reducing goods' exposure time to high temperatures Develop emergency plans to adapt to persistent high temperatures, heavy rainfall, and other extreme weather conditions to ensure business continuity and reduce potential harm to employees
急性風險	短、中、長期	<p>氣候變化可能引致更頻繁出現的極端天氣狀況，並對本公司帶來物理風險</p> <ul style="list-style-type: none"> 本公司擁有自營和加盟倉庫，並採用海運、空運等多種運輸方式。當洪澇及暴雨事件發生頻率增加或持續時間延長時，或遭遇越趨頻繁的風暴及颱風，本公司的倉儲與運輸可能會受到影響，導致物流基礎設施受損，貨物滯留在中轉網站或倉庫中，無法及時將貨物送達目的地，從而影響物流履約風險並造成收入損失 極端天氣條件亦可能導致本公司的供應商中斷，從而對本公司業務的開展造成不利影響，並導致本公司產生重大損失 持續高溫等極端天氣亦可能對本公司的僱員的健康及安全構成威脅，本公司可能會受到高溫補貼等勞工成本增加的潛在影響 	<ul style="list-style-type: none"> 對於易受到洪澇災害影響的營運處所，建立災害預警與應急預案 通過優化配送路線，減少配送員在高溫環境下的工作時間，確保貨物以最快速度送達目的地，從而降低貨物在高溫條件下的暴露時間 制定適應持續高溫、暴雨等極端天氣狀況的應急計劃，以確保業務經營的連續性，減少對僱員的潛在傷害



Environmental, Social and Governance Report

環境、社會及管治報告

Transition Risks 轉型風險

Risk Type 風險類型	Impact Period ² 影響時期 ²	Risk Description 風險描述	Response Measures 應對措施
Policy and Regulation Risk	Short, Medium, Long Term	<ul style="list-style-type: none"> The Company's operations cover multiple countries and regions, and changes in policies, laws, technologies, and markets may impose climate change-related mitigation and adaptation requirements on the Company, increasing operational costs For example, the Company may need to switch to energy-efficient lighting, install renewable energy generation facilities, or increase green areas at operational sites, or may need to implement stricter emissions and resource consumption monitoring measures. Failure to comply with environmental regulations may result in fines, suspension of operations, or other penalties Due to shifts in climate-related policies, customers may change their preferences for supply chain solution providers, such as incorporating more green and sustainable supply chain considerations when selecting suppliers. These shifts may reduce demand for the Company's solutions and increase operational costs due to integrating more green and sustainable development concepts into supply chain solutions 	<ul style="list-style-type: none"> Establish a comprehensive GHG emissions management mechanism and system to properly manage and respond to climate change-related data, energy consumption information, and reporting disclosures Actively collaborate with upstream and downstream supply chain partners to jointly build a climate-resilient supply chain Research and seize climate change and transition opportunities, timely adjust the Company's business development strategy and resource allocation
政策及法規風險	短、中、長期	<ul style="list-style-type: none"> 本公司的營運覆蓋多個國家和地區，其政策、法律、技術及市場變動可能對本公司提出氣候變化相關的減緩及調適要求，從而增加本公司的營運成本 例如，本公司可能須在營運處所改用節能照明、安裝新能源發電設施或增加綠化面積，或可能須執行更嚴格的排放及資源消耗監控措施。若未能遵守環境法規，本公司將面臨罰款、停業或其他形式的處罰行動 由於氣候相關政策的轉變，客戶可能轉變對供應鏈解決方案供應商的偏好，如在選擇供應商時納入更多關於綠色、可持續供應鏈的考慮。該等轉變或會導致對本公司解決方案的需求減少，以及本公司在供應鏈解決方案中融入更多的綠色、可持續發展理念帶來的營運成本增加 	<ul style="list-style-type: none"> 建設綜合的溫室氣體排放管理相關機制和體系，妥善管理與應對氣候變化相關的數據、能耗資訊、報告披露等關鍵環節 積極聯動供應鏈上下游夥伴，共同致力打造具有氣候韌性的供應鏈 研究和把握氣候變化和轉型機遇，適時調整本公司業務發展戰略和資源配置



Environmental, Social and Governance Report

環境、社會及管治報告

Risk Type 風險類型	Impact Period ² 影響時期 ²	Risk Description 風險描述	Response Measures 應對措施
Energy Price Volatility 能源價格波動	Short, Medium Term 短、中期	Fluctuations in energy prices may increase the Company's logistics transportation and warehousing costs, adversely affecting overall financial performance 能源價格的波動可能推高本公司物流運輸與倉儲成本，進而對整體財務狀況產生不利影響	<ul style="list-style-type: none">• Implement diversified procurement strategies, actively expand energy supplier channels, and seek more cost-effective energy supply solutions to reduce procurement costs• Optimize transportation routes, update energy-saving equipment (e.g., gradually replacing internal combustion forklifts with electric forklifts), further reduce energy consumption, and enhance the Company's ability to withstand energy price fluctuations, thereby mitigating potential impacts on financial performance• 實施多元化採購策略，積極拓展能源供應商管道，尋找更具性價比的能源供應方案，以降低採購成本• 通過優化運輸路線、更新節能設備(例如將內燃叉車逐步替換為電動叉車)等措施，進一步降低能源消耗，增強本公司抵禦能源價格波動的能力，從而減輕對財務表現的潛在影響

7.4.3 Risk Management

The Company has established a comprehensive climate risk identification, assessment, and management process. By systematically collecting various types of information related to the Company's risks and management, the Company can accurately identify potential climate risks that may affect the achievement of departmental goals and deeply assess their impact on its business development and financial condition, as well as the likelihood and severity of occurrence. For identified significant climate risks, the Company develops corresponding response strategies and risk solutions based on a comprehensive assessment of the effectiveness of the existing internal control system and sets reasonable risk control targets to provide clear guidance for climate-related risk management.

7.4.3 風險管理

本公司已建立全面的氣候風險識別、評估與管理流程。通過系統收集與本公司風險及管理相關的各類資訊，本公司能夠精準識別出可能影響各部門目標實現的潛在氣候風險，並深入評估其對本公司業務發展和財務狀況的影響及發生的可能性與嚴重程度。針對已識別的重大氣候風險，本公司在全面評估現有內部控制體系有效性的基礎上，制定相應的應對策略和風險解決方案，並設定合理的風險控制目標，為氣候相關風險管理提供明確的指導依據。

² The time frame for climate-related risks is defined as short-term (0–2 years), medium-term (2–5 years), and long-term (5–10 years) to assess the impact and changing trends of risks under various climate scenarios within different time horizons.

² 氣候相關風險的時間框架定義為短期(0–2年)、中期(2–5年)、長期(5–10年)，以評估在不同時間範圍內多種氣候情境下風險的影響及變化趨勢。



Environmental, Social and Governance Report

環境、社會及管治報告

7.4.4 Metrics and Targets

The Company's GHG emissions during business operations primarily originate from Scope 1 emissions due to the direct combustion from the use of company-owned vehicles, and Scope 2 emissions indirectly generated from purchased electricity and heating.

In practice, the Company has implemented a series of measures to reduce GHG emissions in daily operations. For example, the Company uses online meetings to replace non-essential business travel, fosters employees' awareness of low-carbon commuting, and encourages the use of public transportation for daily commutes. In the warehousing and logistics processes, the Company actively implements green and low-carbon measures. On one hand, by replacing traditional internal combustion forklifts with electric forklifts on a large scale, the Company has significantly reduced GHG emissions caused by fuel combustion, promoting the low-carbon transformation of warehouse operations. On the other hand, the Company uses intelligent systems to optimize delivery routes, accurately match the best transportation solutions, improve the efficiency and resource utilization of logistics services, and further reduce GHG emissions during operations.

7.4.4 指標與目標

本公司在業務營運中產生的溫室氣體排放主要來自自有車輛使用導致直接燃燒產生的範圍一排放，以及外購電力和供暖間接產生的範圍二排放。

在實踐中，本公司為減少日常營運中的溫室氣體排放採取了一系列措施。例如，本公司採用線上會議的形式代替非必須的公務旅行；關注培養員工低碳出行的意識，鼓勵員工日常通勤時使用公共交通出行。在倉儲物流環節，本公司積極實施綠色低碳措施。一方面，通過大規模替換傳統內燃叉車為電動叉車，顯著減少了燃料燃燒造成的溫室氣體排放，推動了倉儲作業的低碳化轉型。另一方面，利用智慧系統優化配送路徑，精準匹配最佳運輸方案，提高物流服務的效率和資源利用率，進一步降低了運營過程中的溫室氣體排放。



Environmental, Social and Governance Report

環境、社會及管治報告

Table: GHG Emissions in 2024
表：2024年溫室氣體排放情況

Indicator 指標		Unit 單位	2024 2024年
Scope 1: Fuel combustion 範圍一：燃料燃燒	Direct GHG Emissions ³ 溫室氣體直接排放量 ³	tCO ₂ e 噸二氧化碳當量	28.5
	Direct GHG Emission Intensity 溫室氣體直接排放密度	tCO ₂ e/RMB Million Revenue 噸二氧化碳當量／人民幣百萬元收入	0.02
Scope 2: Purchased electricity 範圍二：外購電力	Indirect GHG Emissions ⁴ 溫室氣體間接排放量 ⁴	tCO ₂ e 噸二氧化碳當量	480.1
	Indirect GHG Emission Intensity 溫室氣體間接排放密度	tCO ₂ e/RMB Million Revenue 噸二氧化碳當量／人民幣百萬元收入	0.28
Total GHG Emissions 溫室氣體排放總量		tCO ₂ e 噸二氧化碳當量	508.6
Total GHG Emission Intensity 溫室氣體總排放密度		tCO ₂ e/RMB Million Revenue 噸二氧化碳當量／人民幣百萬元收入	0.30

The Company deeply understands the importance of participating in global climate action, consistently adhering to the concept of green and sustainable development, actively responding to global carbon reduction initiatives, practicing the national “Dual Carbon” strategy, and striving to achieve the long-term goals of the Paris Agreement. Using 2023 as the baseline, the Company aims to reduce GHG emission Intensity and energy consumption Intensity by 5% to 8% over the next five years. In waste disposal, the Company provides employees with recycling guidelines to ensure a 100% compliance rate in waste disposal.

本公司深知參與全球氣候行動的重要性，始終秉持綠色可持續發展的理念，積極回應全球減碳倡議，踐行國家雙碳戰略，致力於實現《巴黎協定》的長期目標。以2023年為基準，本公司致力於在未來五年內將溫室氣體排放密度和能耗密度降低5%至8%。在廢棄物處置方面，本公司為員工提供分類回收指引，確保廢棄物處置合規率達到100%。

³ Direct (Scope 1) GHG emissions are calculated in accordance with the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories (《IPCC 2006年國家溫室氣體清單指南2019修訂版》) published by the Intergovernmental Panel on Climate Change (IPCC).

⁴ Indirect (Scope 2) GHG emissions are calculated based on the Announcement on the Release of the Electricity Carbon Dioxide Emission Factor for 2022 (《關於發佈2022年電力二氧化碳排放因數的公告》), published by the Ministry of Ecology and Environment of the People's Republic of China on 26 December 2024.

³ 直接(範圍一)溫室氣體排放量依據政府間氣候變化專門委員會(IPCC)刊發的《IPCC 2006年國家溫室氣體清單指南2019修訂版》進行核算。

⁴ 間接(範圍二)溫室氣體排放量依據中華人民共和國生態環境部於2024年12月26日刊發的《關於發佈2022年電力二氧化碳排放因數的公告》進行核算。



Environmental, Social and Governance Report

環境、社會及管治報告

Goal 設立目標

Reduce GHG emission intensity by 5%–8% within 5 years
5年內溫室氣體排放密度降低5%–8%

The Company's Actions 公司行動

- Replace internal combustion forklifts with electric forklifts on a large scale to reduce direct combustion emissions
- Optimize delivery routes through intelligent matching to improve the utilization and efficiency of its logistics services, thereby reducing GHG emissions
- 將內燃叉車大規模替換為電動叉車，減少直接燃燒排放產生的溫室氣體排放
- 通過智慧匹配最優配送方式，提高本公司物流服務的利用率和效率，減少溫室氣體排放

8 B SOCIAL

8.1 B1 EMPLOYMENT

The Company strictly complies with the *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》) and the *Labor Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》), among other relevant laws and regulations, and actively formulates internal management systems such as the *Compensation Management Measures* (《薪酬管理辦法》) and the *Employee Performance Evaluation Management Measures* (《員工績效考核管理辦法》) to effectively safeguard and protect the legal rights and interests of employees. The Company's management systems are in compliance with applicable labor laws and regulations and are primarily used to regulate recruitment, onboarding and training, employee transfers, termination, and promotion processes. For new employees, the Company provides an electronic version of the new employee handbook, *EDA Novice Village* (《易達雲新手村》), and other relevant policy documents to help them familiarize themselves with the Company's operations, employment practices, and labor conventions. If local labor laws or the Company's human resources management policies change, the Company will promptly update the handbook and distribute the revised version to all employees.

8 B社會

8.1 B1僱傭

本公司嚴格遵守《中華人民共和國勞動法》及《中華人民共和國勞動合同法》等法律法規，並積極制定《薪酬管理辦法》及《員工績效考核管理辦法》等內部管理制度，切實保障與維護員工的各項合法權益。本公司制定的管理制度符合相關適用的勞動法規，主要用以規管招聘、入職及培訓、僱員調職、解聘及晉升的工作流程。對於新入職的員工，本公司會提供電子版新員工入職手冊《易達雲新手村》等相關制度文件，以便其熟悉本公司的運營、僱傭及勞工常規。若地方勞動法規以及本公司人力資源管理政策等發生變動，本公司將及時更新手冊並向全體員工分發修改後的版本。



During the reporting period, the Company did not experience any incidents of employment discrimination, harassment, bullying, insult, child labor, or forced labor. Additionally, no significant non-compliance or violations of relevant laws and regulations were found in other employment aspects such as compensation and dismissal, recruitment and promotion, working hours, rest periods, and other benefits.

8.1.1 Human Resources Management

The Company adheres to a professional and rigorous talent management philosophy, formulating precise hiring strategies based on annual business expansion plans. Leveraging multiple recruitment channels, including internal referrals, professional agencies, social media platforms, and online recruitment websites, the Company attracts outstanding talent from various fields, building a robust talent pool. For candidates who meet job requirements, the Company strictly follows laws and regulations, signing standardized labor contracts or service contracts to fully protect their legal rights and ensure the compliance and professionalism of the talent acquisition process.

To effectively improve talent retention, the Company has implemented a series of comprehensive measures. In terms of brand building, the Company actively participates in industry exhibitions and exchange events, continuously enhancing its corporate reputation and strengthening employees' sense of belonging and loyalty. At the same time, the Company places great importance on fostering positive word-of-mouth from former employees, encouraging them to recommend outstanding talent and leveraging the ripple effect of a good reputation to attract more high-quality talent.

報告期內，本公司未發生任何用工歧視、騷擾、霸凌、侮辱、聘用童工及強制勞動等相關事件，在其他僱傭方面(如賠償和解僱、招聘和晉升、工作時間、休息時間以及其他福利待遇)也未發現任何重大不合規及違反相關法律及法規的事項。

8.1.1 人力資源管理

本公司秉持專業嚴謹的人才管理理念，依據年度業務拓展規劃制定精準用人策略。借助內部推薦、專業仲介機構、社交媒體平台以及線上招聘網站等多元招聘管道，廣泛吸納各領域優秀人才，構建起堅實的人才儲備庫。對於符合崗位要求的應聘者，本公司嚴格遵循法律法規，與其簽訂規範的勞動合同或勞務合同，全方位保障其合法權益，確保人才引進流程的合規性與專業性。

為有效提升人才留存率，本公司採取了一系列綜合舉措。在品牌建設方面，本公司積極投身各類行業展會與交流活動，持續提升企業知名度與美譽度，強化員工歸屬感與忠誠度。同時，本公司高度重視離職員工口碑的打造，鼓勵離職員工積極推薦優秀人才，借助良好口碑的傳播效應吸引更多優質人才加盟。



Environmental, Social and Governance Report

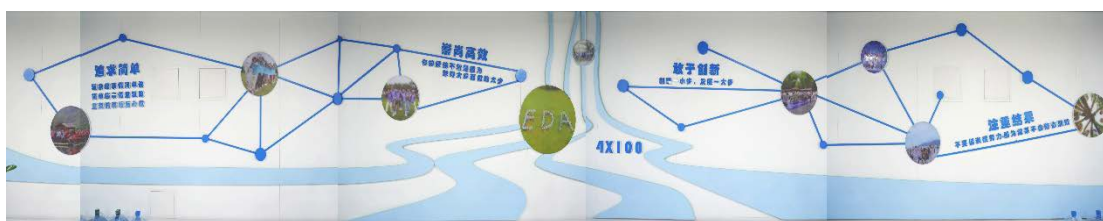
環境、社會及管治報告

In terms of new employee care, the Company has carefully designed and implemented a new employee care program. Through systematic new employee training and a mentorship system, the Company provides comprehensive, multi-level support and guidance to help new employees quickly integrate into the corporate culture and work environment.

The Company upholds the talent philosophy of “resilience, reliability, and responsibility” and promotes the “4×100” team spirit. At the business level, given the extensive and multi-faceted nature of the overall business process, the Company places particular emphasis on collaboration and handovers between employees to ensure seamless connections across all stages. At the management level, the Company actively promotes breaking down departmental barriers, fostering deep integration and collaboration across departments, striving to achieve smooth and efficient delivery akin to a 4×100 meter relay, thereby maximizing the Company’s operational efficiency.

在新員工關懷方面，本公司精心設計並實施了新人關懷計劃。通過開展系統化的新人四堂課培訓以及導師制度，為新員工提供全方位、多層次的支持與指導，助力其迅速融入企業文化和工作環境。

本公司秉持「皮實、靠譜、擔當」的人才主張，大力宣導「4×100」團隊精神。在業務層面，由於整體業務流程跨度大、環節多，本公司特別注重員工間的協同與接力，確保各環節緊密銜接。在管理層面，本公司積極推動打破部門壁壘，促進跨部門的深度融合與協作，力求達到如4×100米接力般流暢、高效的交付效果，從而實現本公司運營效能的最大化。



Picture: The Company’s 4×100 Team Spirit Culture Wall

圖：本公司4×100團隊精神文化牆

The Company regards talent as a critical asset and is committed to providing employees with a workplace that embodies humanistic care, fostering a culture of mutual respect and growth, thereby ensuring that employees can realize their value in a harmonious and stable environment and grow together with the Company. As of 31 December 2024, the Company had 367 full-time employees from different regions, with women accounting for 39.3% of the workforce.

本公司視人才為企業的重要資產，致力於向員工提供充滿人文關懷的工作場所，孕育互相尊重、互助成長的企業文化，從而保障員工可以在和諧穩定的環境中實現自身價值，與本公司共同成長。截至2024年12月31日，本公司共有367名來自不同地區的全職員工，其中女性佔比為39.3%。



Table: Employee Data in 2024
表：2024年本公司僱傭員工數據

Indicator 指標		Unit 單位	2024 2024年
Total Number of Employees 員工總數		Person 人	367
Number of employees by gender 按性別劃分的員工人數	Male Employees 男性員工	Person 人	223
	Female Employees 女性員工	Person 人	144
Number of employees by age 按年齡劃分的員工人數	Under 30 30歲及以下	Person 人	174
	31–39 31歲–39歲	Person 人	113
	Over 40 40歲及以上	Person 人	80
Number of employees by employees' rank 按層級劃分的員工人數	Decision-Making Level 決策層	Person 人	8
	Senior Management 高級管理層	Person 人	1
	Middle Management 中級管理層	Person 人	61
	Junior employees 普通員工	Person 人	297
Number of employees by types of employment 按僱傭類型劃分的員工人數	Full-Time 全職員工	Person 人	351
	Part-Time 兼職員工	Person 人	16
Number of employees by regions 按地區劃分的員工人數	Mainland China 中國大陸	Person 人	226
	Hong Kong 中國香港	Person 人	8
	United States 美國	Person 人	63
	Canada 加拿大	Person 人	10
	Germany 德國	Person 人	16
	United Kingdom 英國	Person 人	35
	Australia 澳大利亞	Person 人	9



Environmental, Social and Governance Report

環境、社會及管治報告

The Company is committed to attracting and retaining talent from diverse backgrounds. During the Reporting Period, the Company's employee turnover rates were as follows:

本公司致力於吸引並留住不同背景的人才，報告期內，本公司所統計員工流失率如下：

Table: Employee Turnover Data in 2024
表：2024年本公司員工流失數據

Indicator 指標		Unit 單位	2024 2024年
Total employee turnover rate ⁵ 員工總流失率 ⁵		%	24.0
Turnover rate by gender ⁶ 按性別劃分的員工流失率 ⁶	Male Employees 男性員工	%	21.0
	Female Employees 女性員工	%	28.0
Turnover rate by age 按年齡劃分的員工流失率	Under 30 30歲及以下	%	25.0
	31-39 31歲-39歲	%	20.0
	Over 40 40歲及以上	%	27.0
Turnover rate by region 按地區劃分的員工流失率	Mainland China 中國大陸	%	23.0
	Hong Kong, Macao, and Taiwan 中國港澳台	%	0.0
	United States 美國	%	28.0
	Canada 加拿大	%	33.0
	Germany 德國	%	33.0
	United Kingdom 英國	%	20.0
	Australia 澳大利亞	%	10.0

⁵ Total turnover rate of employee = total number of resignations/total number of employees;

⁶ Turnover rate of each category = number of resignations in such category/total number of employees in such category.

⁵ 員工總流失率=離職總人數／員工總人數；

⁶ 各類別流失率=該類別雇員離職人數／該類別雇員總數。

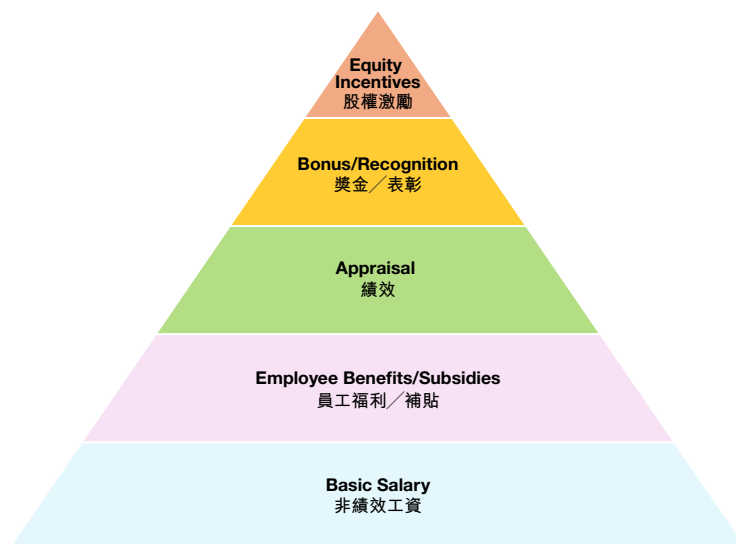


8.1.2 Remuneration and Other Entitlements

The Company has established a fair, reasonable, and competitive compensation system to attract and retain outstanding employees. Employee compensation consists of base salary, benefits/allowances, bonuses, performance-based pay, and year-end bonuses. The base salary is determined based on a comprehensive evaluation of job classification, job nature, and market conditions, with salary ranges established for different positions. Specific salary levels are determined based on employees' knowledge, skills, and practical experience, ensuring market competitiveness. The Company incentivizes employees to achieve performance goals, make project breakthroughs, or achieve innovative and critical progress through bonuses and recognition. Additionally, the Company has established an equity incentive plan as a long-term incentive program, linked to the Company's strategic goals, to reward employees' long-term contributions and commitment to the Company.

8.1.2 薪酬福利及其他待遇

本公司建立了公平、合理、具有競爭力的薪酬體系，以吸引和保留優秀員工。員工薪酬由基本工資、福利／補貼、獎金、績效和年終獎等部分組成。基本工資是本公司根據崗位分類、工作性質和市場情況等因素進行綜合評估後，建立職務薪資指導範圍，並根據員工的知識技能、實踐經驗等條件確定具體薪資幅度，以對標市場薪酬水準，確保具備同行競爭力。本公司通過頒發獎金和表彰來激勵員工達成績效目標，取得專案性突破或創新性、關鍵性進展。同時，本公司設立股權激勵作為長期激勵計劃，與本公司戰略目標相掛鉤，以激勵員工的長期貢獻和對本公司的承諾。



Picture: The Company's Compensation and Performance Pyramid

圖：本公司薪酬績效金字塔



Environmental, Social and Governance Report

環境、社會及管治報告

To effectively motivate employees to fulfill their responsibilities and achieve job objectives, the Company has established a scientific performance management system. By formulating the *Performance Management System* (《績效管理制度》), the Company has built a closed-loop management mechanism covering performance feedback, performance planning, performance evaluation, and performance coaching. This system regularly assesses employees' work performance, promotes continuous improvement, and enhances overall team competitiveness. Additionally, the Company has introduced the *Reward and Punishment Management System* (《獎懲管理制度》), establishing a positive incentive mechanism to fully mobilize employees' enthusiasm. To set benchmarks and recognize outstanding performance, the Company has established an honor culture wall, publicly acknowledging employees with exceptional performance and creating a positive and uplifting atmosphere. In addition to compensation incentives, the Company provides employees with a rich and diverse range of benefits and care:

- **Health benefits:** The Company legally contributes to employees' medical insurance, pension insurance, unemployment insurance, work-related injury insurance, maternity insurance, and housing provident fund;
- **Holiday Celebrations:** The Company regularly organizes collective birthday parties for employees and distributes holiday gifts and organizes team-building activities during important holidays such as Dragon Boat Festival, Women's Day, Mid-Autumn Festival, and Spring Festival;

為有效激勵員工履職盡責、達成崗位目標，本公司建立了科學的績效管理體系。通過制定《績效管理制度》，構建了包含績效回饋、績效計劃、績效考核和績效輔導四個維度的閉環管理機制，定期評估員工工作表現，促進員工持續進步，全面提升團隊競爭力。同時，本公司出台了《獎懲管理制度》，建立正向激勵機制，充分調動員工積極性。為樹立標杆、表彰先進，本公司特別設立榮譽文化牆，對業績突出、表現優異的員工進行公開表彰，營造積極向上的氛圍。除了薪酬激勵，本公司還為員工提供了豐富、多元化的福利關懷：

- **保險計劃：**本公司依法為員工繳納醫療保險、養老保險、失業保險、工傷保險、生育保險及住房公積金；
- **節日紀念：**本公司為員工定期舉辦集體生日會，並在重要節假日（如端午節、婦女節、中秋節、春節等）為員工發放節日禮品並組織團建活動；



Environmental, Social and Governance Report

環境、社會及管治報告

- **Late Arrival Exemption:** The Company implements an electronic clock-in system, allowing employees three exemptions per month for late arrivals or early departures of up to 30 minutes each. Employees can submit attendance exception appeals through the OA system, which are processed upon approval;
- **Group Activities:** The Company regularly organizes annual trips, annual health check-ups, and cross-departmental and departmental team-building activities, effectively enhancing team cohesion and creating a warm and harmonious team atmosphere, allowing employees to feel the warmth and strength of the team at work;
- **Club Activities:** The Company has established clubs for badminton, basketball, soccer, table tennis, hiking, and Werewolf games, actively organizing offline activities during leisure time to encourage employee participation.
- **遲到豁免：**本公司實行電子打卡考勤制度，員工每月可享有3次單次不超過30分鐘的遲到／早退豁免機會，員工可通過OA系統提交考勤異常申訴，經審批後完成補打卡流程；
- **集體活動：**本公司定期組織年度旅遊，年度體檢以及跨部門團建與部門內部團建，有效增強團隊凝聚力與向心力，營造溫馨和諧的團隊氛圍，讓員工在工作中感受到團隊的溫暖與力量；
- **社團建設：**本公司成立羽毛球、籃球、足球、乒乓球、徒步、狼人殺等社團，在閒暇時間積極開展線下活動，鼓勵員工參與。



Photo: The Company Hosts Employee Birthday Party

圖：公司舉辦員工生日會



Photo: The Company Hosts Mid-Autumn Festival Celebration

圖：公司舉辦中秋節慶賀活動



Environmental, Social and Governance Report

環境、社會及管治報告



Photo: The Company Soccer Club
圖：公司足球社團



Photo: The Company Basketball Club
圖：公司籃球社團



Photo: Company Hosts Women's Day Care Event
圖：公司舉辦婦女節關懷活動



Photo: Company Hosts Christmas Afternoon Tea
圖：公司舉辦聖誕下午茶

In addition to offering a wide range of employee benefits and care, the Company encourages employees to balance work and life, and sets scientifically and reasonably working hours in accordance with local labor laws. The Company not only ensures that employees enjoy all basic rights, legal weekends, and public holidays, but also provides paid leave, including sick leave, marriage leave, maternity leave, breastfeeding leave, bereavement leave, and work injury leave.

在提供豐富多彩的員工福利與關懷之外，本公司鼓勵員工平衡工作與生活，並依照當地勞動法訂立科學合理的員工工作時數。本公司不僅保障員工依法享有各項基本權利、法定雙休及公眾假期，還為員工提供帶薪休假，包括病假、婚假、產假、哺乳假、喪假及工傷假等。



8.1.3 Anti-Discrimination, Diversity, and Equal Opportunity

The Company adheres to the core values of diversity and inclusion, fully implementing the principles of anti-discrimination, diversity, and equal opportunity. In terms of employment policies, the Company strictly follows the principle of equality and anti-discrimination laws and regulations both domestically and internationally. The Company has formulated the *Recruitment and Employment Management System* (《招聘錄用管理制度》), which prohibits any form of discrimination against employees based on gender, appearance, physical or mental disabilities, age, marital and parental status, ethnicity, race, religion, educational background, accent, or other factors during recruitment, onboarding, training, promotion, and rewards. Additionally, the Company maintains a zero-tolerance policy towards workplace sexual harassment, bullying, humiliation, intimidation, and other behaviors that infringe on employees' legal rights. Any such incidents will result in severe penalties for the responsible parties.

8.1.3 反歧視、多元化及平等機會

本公司秉持多元、包容的核心價值觀，全力踐行反歧視、多元化及平等機會的理念。在僱傭政策方面，本公司嚴格遵循平等原則與海內外反歧視法律法規。本公司制定《招聘錄用管理制度》，規定在招聘、入職、培訓、晉升、獎勵等多項環節，禁止任何因性別、容貌、身心障礙、年齡、婚姻和生育狀況、民族、種族、宗教信仰、教育背景、口音等有所不同而對員工進行歧視。此外，本公司對職場性騷擾、霸凌、侮辱、恐嚇等損害員工合法權益的行為持零容忍態度，一旦發現，將對相關責任人予以嚴厲處罰。



Environmental, Social and Governance Report

環境、社會及管治報告

In terms of communication mechanisms, the Company adopts a flat “flexible octopus” management structure, breaking down hierarchical barriers and promoting efficient information flow and communication. During the onboarding process, the Company’s mentorship system provides new employees with one-on-one dedicated mentors, helping them quickly and accurately understand job tasks and improving the conversion rate during the probation period. The Company has established a dedicated HR email channel, providing overseas employees with the same opportunities for suggestions and complaints as domestic employees, ensuring that employees can speak freely in an equal and open communication environment. The Company actively fosters an inclusive corporate culture, encouraging young people to join the team and adopting a tolerant attitude towards new employees’ mistakes. At the same time, the Company implements performance management reforms, regularly conducting case studies of successful and failed performance, providing employees with valuable learning opportunities to help them grow and progress in practice.

Through diverse team building, the Company has gathered outstanding talent from different nationalities, with overseas offices primarily staffed by local employees, fully respecting and leveraging the advantages of local talent. In the domestic employee composition, the gender ratio is balanced at approximately 1.2:1.0, and the Company’s Chief Executive Officer (CEO) is also female, fully demonstrating the Company’s outstanding practices in gender equality.

在溝通機制上，本公司採用扁平化的「柔性八爪魚」管理架構，打破層級壁壘，促進資訊的高效流通與溝通。在新員工入職過程中，公司設立的「導師制」提供了一對一的專屬導師，便於新員工快速準確理解工作任務，提高試用期轉化率。本公司特別設立了專門的HR郵箱管道，為海外員工提供與國內員工同等的建議與投訴機會，確保員工能夠在平等、開放的溝通環境中暢所欲言。本公司積極營造包容的企業文化，鼓勵年輕人加入團隊，對新員工的失誤持包容態度。同時，本公司通過實施績效管理改革，定期開展成功與失敗績效案例分析，為員工提供寶貴的學習機會，助力其在實踐中不斷成長與進步。

本公司通過多元化的團隊建設，彙聚了來自不同國籍的優秀人才，海外辦公室更是以當地僱員為主，充分尊重和利用各地人才優勢。在國內員工構成中，男女比例均衡，約為1.2:1.0，本公司CEO亦為女性，充分展現了本公司在性別平等方面的卓越實踐。



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

8.1.4 Employee Rights Protection

The Company consistently upholds the core value of “people-oriented,” effectively safeguarding employees’ legal rights and creating a happy, secure, diverse, and inclusive work environment. To ensure standardized and institutionalized management, the Company has formulated and implemented a series of internal regulations, including the *Probation Period Management System* (《試用期管理制度》), *Business Travel and Outbound Work Management System* (《出差與外出公幹管理制度》), *Team Building Fee Management System* (《團建費管理制度》), and *Transfer Management System* (《異動管理制度》). These regulations clearly define employee hiring, termination, compensation and benefits, leave, promotion, business travel, team building, working hours, job transfers, and allowances, and are strictly enforced to ensure compliance. In terms of feedback channels, the Company is committed to creating an open and inclusive communication environment, establishing direct and smooth feedback channels within the Company. Employees can provide feedback directly to organizational stewards, business leaders, or the CEO, ensuring that employees’ voices are heard and effectively addressed in a timely manner.

8.1.4 員工權益保障

本公司始終秉持「以人為本」的核心價值觀，切實保障員工合法權益，營造幸福、安心、多元共融的工作環境。為確管理規範化、制度化，本公司制定並實施了《試用期管理制度》、《出差與外出公幹管理制度》、《團建費管理制度》、《異動管理制度》等一系列內部規章，對員工聘用、離職、薪酬福利、休假、晉升、差旅、團隊建設、工作時間、崗位調動及津貼補助等方面作出明確規定，並通過嚴格的執行機制確保制度落地。在反饋管道方面，本公司致力於營造開放、包容的溝通環境，在本公司內部建立了直接且暢通的意見反饋管道，員工可以將意見直接反饋給組織管家、業務負責人或CEO，確保員工的聲音能夠被及時傾聽並得到有效處理。

8.2 B2 HEALTH AND SAFETY

The Company regards occupational health and safety as one of its most important responsibilities, strictly complying with applicable labor and safety protection laws and regulations in China and overseas operational locations. The Company has implemented strict work safety guidelines in all its offices and warehouses and provides employees with a handbook to familiarize themselves with the office environment and enhance safety awareness.

8.2 B2健康與安全

本公司將職業健康與安全視為最重要的職責之一，嚴格遵守中國及海外營運地適用的有關勞動及安全保護事項的法律及法規。本公司已在其各個辦公處所和倉庫中實施嚴格的工作安全指引，並提供員工手冊，使員工可以自行熟悉辦公處所，提高安全意識。



Environmental, Social and Governance Report

環境、社會及管治報告

In terms of safety production, the Company has formulated the *Safety Production Training Guide* (《安全生產培訓指南》) applicable to domestic and overseas employees, ensuring that employees follow relevant standard procedures during production operations and mandating the activation of safety mechanisms in the event of equipment failure to ensure risk control. For employee training in domestic and overseas warehouses, overseas warehouse employees receive the same safety training and communication as domestic employees. Based on employees' specific job tasks and responsibilities, the Company provides targeted safety production training, including operating specific equipment, using specific tools, safe handling techniques, cargo stacking, and best practices for preventing workplace accidents and injuries. Additionally, the Company ensures the health and safety of every employee by regularly inspecting equipment safety and establishing unified operating standards.

For three consecutive years (including the Reporting Period), the Company did not experience any employee-related violations of the aforementioned laws and regulations or any work-related injury or fatality incidents.

在安全生產方面，本公司制定海內外員工適用的《安全生產培訓指南》，確保員工在生產作業時遵循相關的標準規程，並在設備故障時強制啟動安全機制，確保風險可控。針對國內和海外倉的員工培訓，海外倉的員工接受與國內一致的安全培訓和宣貫。根據員工的具體工作任務和職責，本公司提供針對性的安全生產相關培訓，包括操作特定設備、使用特定工具、安全搬運技巧、貨物堆疊以及預防工作場所事故和傷害的最佳實踐等內容。此外，本公司通過定期檢查設備安全、制定統一操作標準，保障每位員工的健康與安全。

連續三年內(含本報告期)，本公司未發生任何與員工相關的違反前述法律、法規事件及工傷、工亡事故。



8.3 B3 DEVELOPMENT AND TRAINING

8.3.1 Career Advancement

The Company follows a people-oriented principle, focusing on establishing talent growth channels for employees and providing broad career development opportunities. The Company has formulated the *Career Development & Compensation Performance* (《職業發展 & 薪酬績效》) system, under which employees are divided into four professional categories based on business forms: professional, technical, market, and business. The Company has established a “Six Levels, Three Tiers” career advancement model, with key factors for professional advancement including the depth and breadth of professional knowledge, the depth of professional skills, professional influence, business results orientation, problem-solving ability, and performance reviews. This model helps employees grow from “novices” with limited knowledge and requiring supervision to “experts” with multiple skills and the ability to solve complex problems, and ultimately to “masters” who are experts in multiple fields and participate in setting industry standards.

8.3 B3發展與培訓

8.3.1 職業晉升

本公司遵循以人為本的原則，注重為員工建立人才成長通道，並為員工提供廣闊的職業發展機會。本公司制定《職業發展 & 薪酬績效》制度，在專業發展通道下，員工根據業務形態分為四個不同職業族：專業族、技術族、市場族、業務族。明確「六級三等」職業通道的晉升模式，根據員工專業知識的深度和廣度、專業技能的深度、專業影響力、業務的結果導向、問題解決的能力與績效回顧作為專業通道分級的關鍵因素。幫助員工從知識結構單一、常被指導與監督的「新手」成長為一專多能、能治疑難雜症的「能手」，再到最終成為多領域專家、參與制定行業標準的「高手」。



Picture: “Six Levels, Three Tiers” Career Development Pathway
圖：「六級三等」職業發展通道



Environmental, Social and Governance Report

環境、社會及管治報告

The Company is committed to building an open, inclusive, and dynamic talent development platform, breaking down departmental barriers and providing fair and just competition opportunities for outstanding employees across different business lines. To create a fair competitive environment for talent development, the Company implements a competitive recruitment and comprehensive assessment mechanism. The assessment mechanism comprehensively evaluates employees' multi-dimensional capabilities, including professional knowledge, market insight, customer relationship maintenance, sales strategy formulation, and team development capabilities, providing a fast track for outstanding employees to grow into team leaders in a short period, greatly stimulating employees' career development enthusiasm.

8.3.2 Employee Training

The Company has established a comprehensive training system for all employees, covering topics such as business development and industry trends, to enhance employees' skills and help them continuously improve their professional capabilities and expertise, clarifying career development paths. The Company has developed a four-course management training program for new employees, emphasizing cross-departmental collaboration and understanding of business fundamentals, enabling them to quickly understand business conditions, work systems, responsible personnel, and career development paths. The Company has established a robust mentorship system, with new employees guided by department heads and professional staff after onboarding. By developing personalized learning plans and clear probation goals, the Company helps new employees quickly adapt to the Company's culture and meet job requirements. To continuously monitor employee growth, the Company regularly organizes feedback sessions between mentors and mentees after employees pass probation and provides special funding support, effectively enhancing employees' sense of belonging and career security, and promoting the stable development of the talent pool.

本公司致力於打造開放、包容、流動的人才發展平台，打破部門壁壘，為不同業務線上的優秀職員提供公平公正的競爭機會。為營造公平競爭的人才發展環境，本公司推行競聘上崗與綜合考核機制。考核機制全面評估員工的多維度能力，包括專業知識儲備、市場洞察力、客戶關係維護、銷售策略制定及團隊培養能力等核心要素，為本公司優秀人才提供了快速晉升通道，使得普通員工有機會在短期內成長為團隊負責人，極大地激發了員工的職業發展積極性。

8.3.2 員工培訓

本公司為全體員工建立健全的培訓體系，覆蓋業務發展、行業動態等主題，以提升員工的技能實力，協助員工不斷增強自身業務能力和專業素養，明確職業發展路徑。本公司為新員工制定入職四堂課的管理培訓計劃，強調跨部門協作和業務底層邏輯理解，使其儘快了解業務情況、工作制度、對接負責人、職業發展路徑等。本公司建立了完善的導師制度，新員工入職後由部門負責人與專業崗位人員共同指導。通過制定個性化的學習計劃與明確的轉正目標，幫助新員工快速適應本公司文化並勝任崗位要求。為持續關注員工成長，本公司在員工轉正後定期組織導師與學員的交流反饋活動，並提供專項經費支持，有效增強了員工的歸屬感與職業安全感，促進了人才隊伍的穩定發展。



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

The Company has built a digital training platform called “Qi Xue Bao,” encouraging employees to independently select courses or training content of interest for online learning. Additionally, the Company has established a shared knowledge base on the cloud, sharing relevant regulations, training materials, and other resources for employees to read. To stimulate internal knowledge sharing, the Company encourages employees to actively serve as trainers and provides benefits such as promotion opportunities for employees who volunteer to be trainers, encouraging employees to achieve self-improvement through knowledge sharing and ultimately empowering the team.

本公司搭建了數字化培訓平台「企學寶」，鼓勵員工自主選擇感興趣的課程或培訓內容進行線上學習。同時，本公司依托雲盤建立了共用知識庫，分享相關規章制度、培訓材料等供員工閱讀。為激發內部知識共享，本公司鼓勵員工主動擔任講師開展培訓，並且對於主動報名擔任講師的員工提供晉級機會等講師福利，鼓勵員工通過知識輸出實現自我提升，最終賦能團隊。



Picture: “Qi Xue Bao” Training Platform
圖：「企學寶」培訓平台



Environmental, Social and Governance Report

環境、社會及管治報告

During the Reporting Period, the Company organized multiple training sessions for employees at various levels and departments based on business types. The training content was extensive, covering professional knowledge and skills in the industry, corporate culture, employee rights and responsibilities, team building, and other relevant content in the Company's industry, effectively enhancing employees' professional and management capabilities. Additionally, the Company conducted ESG organizational management knowledge training for senior management and directors, focusing on the listing rules and guidelines issued by the Stock Exchange and corporate ESG requirements, further strengthening management's compliance awareness and governance capabilities.

報告期內，本公司依據業務類型，針對各層級及各部門員工組織了多場培訓活動。培訓內容廣泛，涵蓋行業的專業知識與技能、企業文化、員工權責、團隊建設以及本公司所屬行業的其他相關內容，有效提升了員工的專業素養和管理能力。此外，本公司為中高級管理層及董事開展了ESG組織管理知識培訓，圍繞聯交所發佈的上市規則與指引，以及企業ESG相關要求，進一步強化管理層的合規意識與治理能力。

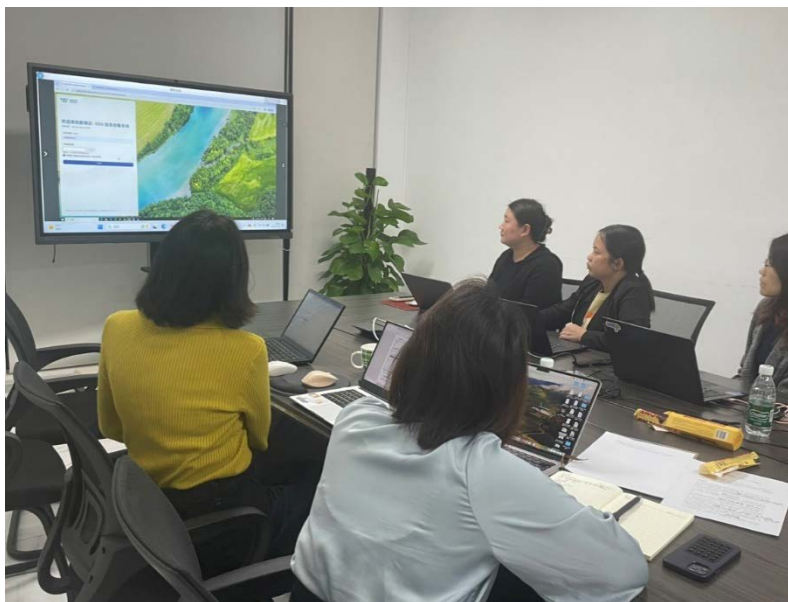


Photo: The Company Conducts ESG Training
圖：公司開展ESG培訓



Environmental, Social and Governance Report

環境、社會及管治報告

In 2024, 61.5% of the Company's employees received training, with each employee undergoing an average of 5.3 hours of training. The average training hours per employee by type are as follows:

2024年度，本公司受訓員工比率達61.5%，每名員工平均受訓時數為5.3小時，按類型劃分的員工人均受訓小時數如下：

Table: Employee Training Data in 2024
表：2024年公司員工培訓情況

Indicator 指標		Unit 單位	2024 2024年
Proportion of trained employees 受訓員工比率		%	61.5
Proportion of trained employees by rank ⁷ 按員工職級劃分的受訓員工比率 ⁷	Decision-Making Level 決策層	%	100.0
	Senior Management 高級管理層	%	100.0
	Middle Management 中級管理層	%	68.0
	General Employees 普通員工	%	59.0
Proportion of trained employees by gender 按性別劃分的受訓員工比率	Male Employees 男性員工	%	48.0
	Female Employees 女性員工	%	75.0
Average Training Hours per Employee 每名員工平均受訓時數		Hours 小時	5.3
Average Training Hours by Employee Level ⁸ 按員工職級劃分的人均受訓時數 ⁸	Decision-Making Level 決策層(董事)	Hours 小時	20
	Senior Management 高級管理層	Hours 小時	18
	Middle Management 中級管理層	Hours 小時	5.8
	Junior Employees 普通員工	Hours 小時	4.8
Average Training Hours by Gender 按員工性別劃分的人均受訓時數	Male Employees 男性員工	Hours 小時	5.1
	Female Employees 女性員工	Hours 小時	5.7

⁷ Proportion of trained employees by category = total number of trained employees in that category/total number of employees in that category.

⁷ 按類別受訓員工比率=該類別受訓員工總數／該類別員工總人數。

⁸ Number of training hours per employee by category = Total number of training hours for the category/Total number of employees in the category.

⁸ 按類別員工人均受訓小時數=該類別員工的總受訓時數／該類別員工總人數。



Environmental, Social and Governance Report

環境、社會及管治報告

8.4 B4 LABOR STANDARDS

The Company strictly complies with the *Labor Law of the People's Republic of China* (《中華人民共和國勞動法》), the *Labor Contract Law of the People's Republic of China* (《中華人民共和國勞動合同法》), the *Law of the People's Republic of China on the Protection of Minors* (《中華人民共和國未成年人保護法》), the *Employment Ordinance (Chapter 57 of the Laws of Hong Kong)*, the *Fair Labor Standards Act*, the *National Labor Relations Act*, Title VII of the Civil Rights Act of 1964, the *Civil Code*, and the *Act on part-time and temporary work (TzBfG)*, among other laws and regulations and international human rights conventions in the countries and regions where it operates. The Company has implemented a series of internal control and compliance measures.

The Company strictly prohibits the employment of any child labor or forced labor and explicitly states in the *Employee Handbook* (《員工手冊》) that individuals below the legal working age cannot become employees of the Company. During the recruitment process, the Company also requires applicants to provide accurate personal information to verify their age and employment eligibility. To standardize resignation management, the Company has formulated the *Resignation Management System* (《辭職管理制度》), ensuring the legal rights and interests of departing employees in accordance with relevant laws and regulations. The Company does not support forced labor practices and has established bottom-up feedback channels, allowing employees to report any incidents of forced labor for timely detection and correction.

During the Reporting Period, the Company did not experience any incidents of child labor or forced labor, nor did it violate any of the aforementioned laws and regulations.

8.4 B4勞工準則

本公司嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國未成年人保護法》、《僱傭條例》(香港法例第57章)、《公平勞動標準法》、《國家勞資關係法案》、《1964年民權法案第七章》、《民法典》、《兼職與固定期限合同法》等各個運營所在國家和地區的法律法規與國際人權公約，採取一系列內控合規措施。

本公司嚴格禁止僱傭任何童工及強制勞工，並在《員工手冊》內明確規定未達法定年齡的不得成為公司員工。在招聘過程中，本公司亦要求申請人提供真實準確的個人資料，以檢查其年齡及僱傭資格。為規範離職管理工作，本公司制定《辭職管理制度》，同時依據相關法律法規，保障離職員工的合法權益。本公司不支持強制性勞工行為，並建立了自下而上的反饋管道，便於員工對強迫勞動的行為進行投訴舉報，及時發現及時糾正。

報告期內，本公司未有聘用童工和強制勞工等違規事件發生，未違反上述法律法規。



8.5 B5 SUPPLY CHAIN MANAGEMENT

The Company adheres to responsible procurement and supplier selection to ensure service quality and sustainability. To ensure the effectiveness of supply chain management, the Company has formulated the *Warehouse Supplier Management System* (《倉儲供應商管理制度》), which defines the warehouse supplier selection process and principles, establishes supplier data files, and conducts continuous monitoring. Additionally, the Company has developed the *Procurement Management System* (《採購商管理制度》) to regulate procurement order management and tracking, clarify account reconciliation and accounts payable management, and oversee order interruption supervision, reporting, and follow-up procedures. The Company places great importance on supplier management and relationship maintenance, striving to build fair, honest, trustworthy, mutually beneficial, and sustainable supplier partnerships. The Company has established a supply chain management system aimed at maintaining a stable and reliable supplier base, providing reliable services and supply guarantees for high-quality business operations.

8.5 B5供應鍊管理

本公司堅持負責任採購和供應商篩選，以保障服務品質及可持續性。為確保供應鍊管理的有效性，本公司制定《倉儲供應商管理制度》，規定倉儲供應商篩選流程及原則，建立倉儲供應商資料檔案，並對其進行持續監控。同時，本公司制定《採購商管理制度》以規定採購訂單管理與跟蹤方式，明確對賬與應付賬款管理、訂單中斷的監督、報告與跟進流程等內容。本公司高度重視供應商管理與供應商關係維護，致力於打造公平、廉潔、誠信、共贏與可持續的供應商合作關係。本公司建立了供應鍊管理體系，旨在維持供應商隊伍穩定與可靠，為企業高品質運營提供可靠的服務和供應保障。



Environmental, Social and Governance Report

環境、社會及管治報告

During the Reporting Period, the supplier data by region is as follows:

報告期內，按地區劃分的供應商數據如下：

Table: Supplier Data in 2024
表：2024年本公司供應商情況

Indicator 指標		Unit 單位	2024 2024年
Number of suppliers by region 按地區劃分的供應商數量	Total 總計	Entity 家	413
	North China 中國 — 華北地區	Entity 家	5
	East China 中國 — 華東地區	Entity 家	52
	South Central China 中國 — 中南地區	Entity 家	54
	Hong Kong, Macao, and Taiwan 中國 — 港澳台地區	Entity 家	4
	United States 美國	Entity 家	144
	Canada 加拿大	Entity 家	29
	Germany 德國	Entity 家	49
	United Kingdom 英國	Entity 家	59
	Australia 澳大利亞	Entity 家	17



8.6 B6 PRODUCT RESPONSIBILITY

8.6.1 Product and Service Quality

As a technology company specializing in cross-border e-commerce services with a focus on “Internet + Overseas Warehousing,” the Company empowers ecosystem partners such as cross-border e-commerce platforms, logistics service providers, and warehousing service providers through its self-developed SaaS platform, helping partners reduce costs, improve efficiency, and achieve seamless cross-border transactions. The Company’s core business revolves around “digital overseas warehouses + smart logistics + cloud systems,” with a global network of over 60 warehouse centers, managing the industry’s largest overseas warehouse network. As one of the first “Provincial Public Overseas Warehouse (省級公共海外倉企業)” in Guangdong Province, the Company has been awarded multiple honors, including “Specialized, Refined, Unique, and Innovative Enterprises (專精特新企業),” “ISO9001 Quality Management System Certification (ISO9001品質管理體系認證企業),” and “Contract-Honoring and Creditworthy Enterprise (守合同重信用企業).” During the Reporting Period, the Company was selected as a global service case by Amazon Web Services (AWS) and became a TEMU semi-hosted official certified warehouse, an eBay certified docking warehouse, and an AliExpress overseas hosted certified ecological warehouse.

8.6 B6產品責任

8.6.1 產品與服務品質

作為一家專注於跨境電商服務的「互聯網+海外倉」科技型企業，本公司通過自主研發的SaaS平台，為跨境電商、物流服務商、倉儲服務商等生態合作夥伴賦能，幫助合作夥伴降低成本、提升效率，實現跨境無憂、買賣無界。本公司以「數字海外倉+智慧物流+雲系統」作為主營業務，全球佈局60+個倉儲中心，管理著業內最大的海外倉網絡。作為廣東省第一批「省級公共海外倉企業」，本公司被授予「專精特新企業」、「ISO9001品質管理體系認證企業」、「守合同重信用企業」等多項殊榮。報告期內，本公司入選亞馬遜雲科技(AWS)全球服務案例，成為TEMU半託管官方認證倉、eBay認證對接倉與速賣通海外託管認證生態倉。



Environmental, Social and Governance Report

環境、社會及管治報告



Photo: Quality Management System Certification
圖：品質管理體系認證證書



Photo: Specialized, Refined, Unique, and Innovative Enterprises Certificate
圖：專精特新企業證書



Photo: Provincial Public Overseas Warehouse Enterprise Certificate
圖：省級公共海外倉企業



The Company deeply understands that maintaining quality control capabilities is crucial to its business operations and financial performance. Therefore, the Company has established strict quality control policies and procedures, consistently implementing and maintaining high service standards throughout its operations. The Company's operations team is primarily responsible for overseeing the overall implementation of the quality control system. Each business department must execute systematic quality management policies and standard operating procedures related to its functions when providing supply chain solutions to maximize the overall quality and efficiency of the Company's services.

To ensure that employees are familiar with and comply with its quality control policies and procedures, the Company requires employees to participate in regular training. For self-operated and franchised warehouses, the Company ensures quality and operational standardization through the following measures: (i) providing regular training to warehouse staff on standardized key performance indicators and warehouse management protocols; (ii) requiring employees stationed in franchised warehouses to use The Company's platform to ensure seamless integration of inventory-related data stored and processed through The Company's warehouses; (iii) regularly reviewing the performance of these warehouse employees; (iv) conducting on-site management, regular training, and assessments by The Company's warehouse operations team and locally stationed employees; and (v) sharing local knowledge, experience, and technical solutions with external employees, managers, and personnel stationed in these warehouses.

本公司深知，保持品質控制的能力對公司的業務運營和財務表現至關重要。因此，本公司制定了嚴格的品質控制政策和程序，並在整個運營過程中始終貫徹和保持高標準的服務。本公司的運營團隊主要負責監督品質控制體系的整體實施。每個業務部門在提供供應鏈解決方案時，均需執行與其職能相關的系統性品質管理政策和標準操作程序，以最大限度地提高本公司服務的整體品質和效率。

為確保員工熟悉並遵守本公司的品質控制政策和程序，本公司要求員工定期參加培訓。對於自營倉庫和加盟倉，本公司通過以下措施確保品質和運營的標準化：(i) 定期向倉庫人員提供關於標準化關鍵績效指標和倉庫管理協議的培訓；(ii) 派駐在加盟倉的員工必須使用本公司平台，以確保與通過本公司倉庫存儲和完成的庫存相關數據的無縫整合；(iii) 定期審查這些倉庫的員工表現；(iv) 由本公司的倉庫營運團隊和派駐當地的員工進行現場管理、定期培訓及考核；(v) 與派駐在這些倉庫的外部員工、經理及人員分享當地的知識、經驗和技術解決方案。



Environmental, Social and Governance Report

環境、社會及管治報告

Additionally, the Company strictly complies with the *Consumer Protection Law of the People's Republic of China* (《中華人民共和國消費者權益保護法》), the *Advertising Law of the People's Republic of China* (《中華人民共和國廣告法》), the *Implementation Rules for the Administration of International Freight Forwarding Industry of the People's Republic of China* (《中華人民共和國國際貨物運輸代理業管理規定實施細則》), the *Trade Descriptions Ordinance* (Chapter 362), and the *Federal Trade Commission Act (FTC Act)*, among other domestic and international laws and regulations, and provides employees with guidance and training to help them fully understand the Company's policies and compliance requirements. During the Reporting Period, the Company did not violate any of the aforementioned laws and regulations.

8.6.2 Customer Satisfaction

During the Reporting Period, the Company adhered to the philosophy of providing users with more convenient and efficient service experiences, investing millions of RMB in developing digital platforms and mobile applications. The Company has established a smooth and fast pre-sales and after-sales service system, offering customers multiple communication channels such as official website inquiries, email, and telephone consultations to facilitate service usage. By developing comprehensive customer complaint response scripts, the Company ensures that customer service personnel can respond to customer complaints promptly, professionally, and empathetically.

During the Reporting Period, the Company received 13 product and service complaints, all of which were promptly addressed, achieving a 100% complaint resolution rate.

此外，本公司嚴格遵守《中華人民共和國消費者權益保護法》、《中華人民共和國廣告法》、《中華人民共和國國際貨物運輸代理業管理規定實施細則》、《商品說明條例》(第362章)、《聯邦貿易委員會法》(FTC Act)等海內外法律法規，並為員工提供指引及培訓，以助他們充分了解本公司的政策及合規要求。報告期內，本公司未違反上述法律法規。

8.6.2 客戶滿意度

報告期內，本公司秉持為用戶提供更便捷、高效的服務體驗理念，投入數百萬元人民幣開發數字化平台與移動應用。本公司建立了暢通、快速的售前售後服務體系，為客戶提供官網查詢、電子郵件、電話諮詢等多種溝通管道方便客戶使用服務。通過制定完善的客戶投訴答覆話術，確保客服人員在面對客戶投訴時，能夠迅速、專業、人性化地回應。

報告期內，本公司接獲產品及服務投訴13起，接獲投訴均得到及時處理，客訴處理率達100%。



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

8.6.3 Intellectual Property Protection

The Company strictly complies with the *Patent Law of the People's Republic of China* (《中華人民共和國專利法》) and the *Copyright Law of the People's Republic of China* (《中華人民共和國著作權法》), among other laws and regulations, and strictly regulates patent rights, intellectual property rights (including technical secrets, trademarks, copyrights, trade secrets, patents, trademarks, copyrights, and computer software introduced by the Company), and rights granted by the *Anti-Unfair Competition Law of the People's Republic of China* (《中華人民共和國反不正當競爭法》) (including trade names, domain names, and network address rights).

To standardize the Company's intellectual property management, promote the protection, development, utilization, and management of intellectual property, and drive technological innovation and invention, the Company has formulated a series of systems and procedures, including the *EDA Intellectual Property Management System* (《EDA知識產權管理制度》) and the *EDA R&D Project Intellectual Property Workflow System* (《易達雲研發專案知識產權工作流程制度》), continuously strengthening the Company's intellectual property protection framework. The Company regularly organizes internal legal knowledge training and case sharing to enhance employees' sensitivity and sense of responsibility regarding intellectual property protection. The Company's holdings of trademarks, domain names, and software copyrights have continued to increase. In 2024, the Company added 5 trademarks, and 12 domain names compared to the previous year.

During the Reporting Period, the Company did not experience any disputes or cases related to infringement or content plagiarism involving intellectual property.

8.6.3 知識產權保護

本公司嚴格遵守《中華人民共和國專利法》及《中華人民共和國著作權法》等法律法規，對專利權、知識產權(包括技術秘密、商標權、著作權、商業秘密、本公司引進的專利、商標、著作及電腦軟件等)以及《中華人民共和國反不正當競爭法》所賦予的權利(包括商號、功能變數名稱、網絡位址專用權等)進行嚴格規定。

為規範本公司知識產權管理工作，促進知識產權的保護、開發、利用和管理，推動技術創新和發明創造，促進科技成果的推廣應用，本公司制定了《EDA知識產權管理制度》、《易達雲研發專案知識產權工作流程制度》等一系列制度辦法，不斷強化本公司知識產權保護建設，定期組織內部法律知識培訓和案例分享，提高員工對知識產權保護的敏感度和責任感。本公司持有的商標、功能變數名稱及軟件著作數量不斷增加，2024年本公司持有商標相較去年增加5個，持有域名新增12個。

報告期內，本公司未發生涉及侵權、內容剽竊等有關知識產權的糾紛與案件。



Environmental, Social and Governance Report

環境、社會及管治報告

Table: Intellectual Property Statistics in 2024
表：本公司2024年知識產權情況統計

Indicator 指標		Unit 單位	2024 2024年
Patents 持有專利	Total Number of Patents 總專利數目	Units 件	7
	Utility Model Patents 實用新型專利	Units 件	1
	Invention Patents 發明專利	Units 件	6
Total Number of Trademarks 持有商標		Units 件	24
Total Number of Domain Names 持有域名		Units 個	26
Total Number of Software Copyrights 持有軟件著作數量		Units 件	23

8.6.4 Data Security and Privacy Protection

The Company adheres to the principle of “safety first, prevention-focused, comprehensive governance” in information security management, ensuring controllability, manageability, and real-time monitoring of information system security. Following the overarching security protection strategy of “zoning, grading, and domain separation,” the Company implements the Information system security classification protection system. During the Reporting Period, the Company continued to strengthen data security management by enhancing cybersecurity protections, establishing data backup and recovery mechanisms, and ensuring the security and reliability of both corporate and customer data.

8.6.4 數據安全與隱私保障

本公司以「安全第一、預防為主、綜合治理」為總體方針開展資訊安全管理，實現資訊系統安全的可控、能控、在控。依照「分區、分級、分域」總體安全防護策略，執行資訊系統安全等級保護制度。報告期內，本公司持續採取措施強化數據安全管理，包括加強網絡安全防護、建立數據備份和恢復機制等，確保本公司與客戶數據的安全、可靠。



Information Security Management:

- The Company's management information network is divided into an internal network (for core operations and office use) and an external network (for external business and internet access), with robust logical isolation measures between the internal and external networks;
- Formulated the *Information Security Overall Policy and Strategy* (《資訊安全工作總體方針及策略》), outlining principles, objectives, and frameworks covering physical security, network security, host security, application security, and data security;
- Established the *Data Backup Management System* (《數據備份管理制度》), *Database Backup and Recovery Strategy* (《數據庫備份恢復策略》), and *Backup and Recovery Management Protocols* (《備份與恢復管理》) to standardize critical data backup processes, responsibilities, and post-disruption recovery procedures;
- Developed hardware and software disaster recovery plans to ensure rapid business system restoration during emergencies, minimizing operational losses;

資訊安全管理方面：

- 公司管理資訊網絡分為信息內網和信息外網，實現「雙機雙網」，信息內網定位為承載網絡和內部辦公網絡，信息外網定位為對外業務網絡和訪問互聯網使用者終端網，信息內、外網之間實施強邏輯隔離的措施；
- 制定《資訊安全工作總體方針及策略》，對資訊系統的安全管理提供總體策略性架構，明確資訊安全的總體方針、目標和原則，涵蓋物理安全、網絡安全、主機安全、應用安全和數據安全等多方面策略；
- 在數據備份與管理方面，制定《數據備份管理制度》、《數據庫備份恢復策略》、《備份與恢復管理》等相關制度，規範公司重要數據備份清單的建立、備份職責、備份的檢查及系統受到破壞後的恢復工作，合理防範電腦及資訊系統使用過程中的風險；
- 制定硬件及軟件的災害恢復計劃，確保在突發情況下能夠快速恢復業務系統，降低損失；



Environmental, Social and Governance Report

環境、社會及管治報告

- Conducted regular risk assessments and vulnerability scans to identify and resolve potential issues, ensuring stable system operations;
- Utilized advanced network storage solutions to safeguard data integrity, availability, and confidentiality;
- Implemented the *Cybersecurity Management System* (《網絡安全管理制度》) and *Cybersecurity Standards* (《網絡安全標準規範》), defining technical controls, access policies, firewall configurations, intrusion detection, encryption protocols, and governance frameworks;
- Enforced the *Data Center Security Management System* (《中心機房安全管理制度》) to standardize cabinet operations, prevent human errors, and ensure uninterrupted system functionality;
- Instituted the *Internet Security Penalty System* (《互聯網安全管理懲罰制度》) to penalize violations of cybersecurity policies;
- During the Reporting Period, the Company obtained the “Level 3 Certification for Information System Security Classification Protection” issued by Shenzhen authorities.
- 定期對公司資訊系統的相關風險及隱患風險進行排查和評估，及時發現並解決潛在問題，保障資訊系統的穩定運行；
- 採用業界先進的網絡記憶體進行資源分享與儲存，保障公司數據的安全性、完整性和可用性；
- 制定《網絡安全管理制度》、《網絡安全標準規範》，明確網絡安全管理的關鍵技術、物理安全策略、訪問控制策略、防火牆控制、入侵偵測、資訊加密策略以及網絡安全管理策略；
- 制定《中心機房安全管理制度》，對機房的機櫃及操作人員執行嚴格管理，設定各項操作規程，防止誤操作，確保公司資訊系統運行連續；
- 制定《互聯網安全管理懲罰制度》，明確違反網絡安全管理規定的行為及相應的處罰措施，確保公司網絡安全管理制度的有效執行；及
- 報告期內，公司通過國家資訊系統安全等級保護測評，獲得由深圳市核准頒發的「資訊系統安全等級保護三級認證」。



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



Picture: EDA SaaS — Shenzhen Information Security Classification Protection Assessment Results
圖：易達雲SaaS — 深圳市網絡安全等級保護測評結果

Customer Information and Privacy Protection:

- Formulated the *EDA Data Privacy Protection Policy* (《易達雲數據隱私保護政策》), regulating the collection, use, storage, sharing, access, update, and deletion of customer data to ensure lawful and secure processing;
- Adopted a *Data Classification and Protection Strategy* (《數據分級保護策略》), categorizing data by sensitivity and archiving audit logs for accountability.

客戶資訊與隱私保護方面：

- 制定《易達雲數據隱私保護政策》，規定公司對獲取到的客戶資訊進行收集、使用、保存、共用，以及為客戶提供的訪問、更新、刪除和保護資訊的方式，確保客戶資訊的合法、合規使用和安全保護；及
- 制定《數據分級保護策略》，將數據按照不同的重要性等級，細化分類存儲。必要時還可以將操作記錄稽查等保護措施一併歸檔，以保證數據的可靠性。



Environmental, Social and Governance Report

環境、社會及管治報告

The Company strictly complies with the *Data Security Law of the People's Republic of China* (《中華人民共和國數據安全法》), *Personal Information Protection Law of the People's Republic of China* (《中華人民共和國個人資訊保護法》), *General Data Protection Regulation (GDPR)*, *Binding Corporate Rules for Processors (BCR-P)*, and the *Standard Contractual Clauses (SCCs)*, enhancing its information management systems to safeguard customer data. During the Reporting Period, no incidents of data breaches or privacy violations occurred.

本公司嚴格保護客戶資訊及數據安全，認真貫徹執行《中華人民共和國數據安全法》、《中華人民共和國個人資訊保護法》、《通用數據保護條例》(「GDPR」)、《處理商企業約束性規則》(「BCR-P」)、《歐盟標準合同條款》(「SCC」)等相應法律法規的有關要求建立並完善資訊管理系統，採取多種措施更好地保護客戶資訊。報告期內，本公司未發生客戶隱私權洩露及數據資訊洩漏等事件。

8.6.5 Digitalization and Technological Innovation

Adhering to the organizational philosophy of “pursuing simplicity, advocating efficiency, focusing on results, and daring to innovate,” the Company continues to delve deeply into the field of technological innovation, striving to optimize user experience through cutting-edge technologies. The Company offers comprehensive solutions that cover cross-border logistics, order processing, cargo sorting and distribution, and extend to domestic and international warehousing services. In a dynamic market environment, the Company accurately meets customer needs with flexible strategies, effectively enhancing customer satisfaction and market competitiveness.

8.6.5 數字化與科技創新

秉持「追求簡單、崇尚高效、注重結果、敢於創新」的組織主張，本公司在技術創新領域持續深耕，致力於通過前沿技術優化用戶體驗。本公司提供的綜合解決方案覆蓋跨境物流、訂單處理、貨物分揀與配送，並延伸至境內外倉儲服務。在動態市場環境中，本公司憑藉靈活策略精準對接客戶需求，有效提升客戶滿意度與市場競爭力。

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



During the reporting period, the Company vigorously promoted digital transformation. The Company has established a comprehensive partnership with Huawei Cloud, deeply integrating their respective strengths to create a stable and sustainable collaborative relationship. This cooperation encompasses three major areas: AI technology empowerment, ecosystem collaboration empowerment, and data security empowerment. Leveraging Huawei Cloud's advanced technology accumulations in AI, big data, and cloud computing, both parties will jointly develop SaaS solutions for global enterprises, promoting the global deployment and application implementation of cross-border e-commerce overall solutions, and assisting enterprises in their digital and intelligent transformation.

報告期內，本公司大力推動數字化轉型。本公司與華為雲達成全面合作，雙方在各自優勢領域深度交融，共創穩定、可持續發展的合作夥伴關係，合作涵蓋了AI技術賦能、生態合作賦能以及數據安全賦能三大方面。依託華為雲在AI、大數據、雲計算等領域的前沿技術積累，雙方將聯合開發面向全球企業的SaaS解決方案，推動跨境電商整體解決方案的全球部署和應用實施，助力企業數智化轉型。



Photo: EDA and Huawei Cloud reach cooperation
圖：易達雲與華為雲達成全面合作

During the reporting period, the Company invested approximately RMB 32 million in R&D expenditures to upgrade its technological infrastructure to enhance data security and optimize customer experience. The Company actively explores and applies advanced technologies such as AI, big data analytics, and cloud computing, significantly enhancing business efficiency and innovation capabilities.

報告期內，本公司共投入約人民幣32百萬的研發支出，用以升級技術基礎設施，加強數據安全，優化客戶體驗等。本公司積極探索並應用人工智能、大數據分析與雲計算等先進技術，顯著提升業務效率與創新能力。



Environmental, Social and Governance Report

環境、社會及管治報告

In terms of product and business model innovation, based on the distributed microservices architecture of the spring-cloud framework, the Company has successfully developed an intelligent logistics system and an intelligent price comparison system. This system, building on the Company's existing mature technologies, achieves a 35% improvement in logistics processing efficiency and significantly reduces logistics transportation costs through optimizing order processing workflows and matching algorithms. Upon completion of the project, the Company successfully obtained an invention patent and established a complete technological system, reaching a leading domestic level and effectively filling a technological gap in the industry. Meanwhile, by integrating AI large models, the Company has deeply embedded Optical Character Recognition (OCR) and Automatic Speech Recognition (ASR) technologies into existing business systems, further enhancing the operational efficiency and accuracy of warehousing and logistics.

The Company has established a Centralized Digital Platform, focusing on technological research and development and innovation, and exploring frontier technologies; leading the charge in core technology breakthroughs and reserves, supporting the core competitiveness of the enterprise. In terms of digital talent development, the Company continues to expand the scale of digital training and optimize recruitment strategies, with the Centralized Digital Platform team steadily growing, and the educational structure and professional quality of the team significantly improved.

在產品與業務模式創新方面，本公司基於spring-cloud框架的分散式微服務架構，成功開發了智慧物流系統和智慧比價系統。該系統立足本公司現有成熟技術進行關鍵創新，通過優化訂單流轉處理流程和匹配演算法，實現了物流處理效率提升35%，顯著降低了物流運輸成本。項目完成後，本公司成功獲批一項發明專利，並構建了完整的技術體系，達到國內領先水準，有效填補了行業技術空白。同時，本公司通過整合AI大模型，將文字識別(OCR)與語音辨識(ASR)技術深度融入現有業務系統，進一步提升了倉儲物流的操作效率和精準度。

本公司成立數字管理中台部門，聚焦於技術研發與創新，開展前沿技術探索；主導核心技術的攻關與儲備，支撐企業核心競爭力。在數字化人才建設方面，本公司持續擴大數字化培訓規模並優化招聘策略，數字管理中台團隊規模穩步增長，團隊學歷結構和專業素質顯著提升。



Environmental, Social and Governance Report

環境、社會及管治報告

Table: Centralized Digital Platform employees
表：公司數字管理中台員工統計

Indicators 指標		Unit 單位	2024 2024年
Total number of Centralized Digital Platform employee 數字管理中台員工總數		Person 人	60
Number of employees by education level 按學歷劃分的員工人數	College Diploma 大學專科	Person 人	4
	Bachelor's Degree 大學本科	Person 人	53
	Master's Degree 碩士研究生	Person 人	3

8.7 B7 ANTI-CORRUPTION

The Company strictly complies with laws and regulations such as the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Prohibition of Commercial Bribery Activities* (《關於禁止商業賄賂行為的暫行規定》), and *The Company Law of the People's Republic of China* (《中華人民共和國公司法》). In accordance with relevant laws and regulations, the Company has established internal management systems for anti-fraud, anti-money laundering, and anti-bribery, fostering a clean, honest, upright, and trustworthy corporate culture, and strengthening the standardization of employee behavior. Through conducting training on laws and regulations and professional ethics, the Company prevents the occurrence of unethical behaviors such as corruption and favoritism, establishes complaint and reporting mechanisms, and opens dedicated complaint channels, continuously improving its risk management capabilities.

8.7 B7反貪污

本公司嚴格遵守《中華人民共和國反不當競爭法》、《關於禁止商業賄賂行為的暫行規定》及《中華人民共和國公司法》等法律法規，依據相關法律法規制定了反舞弊、反洗錢、反賄賂等內部管理制度，打造清朗、廉潔、正直、誠信的企業文化，加強規範員工行為。通過開展法律法規及職業道德規範培訓，杜絕腐敗、徇私舞弊等不道德行為發生，建立投訴舉報機制，開通專用的投訴管道，本公司不斷完善風險管理能力。



Environmental, Social and Governance Report

環境、社會及管治報告

During the Reporting Period, the Company organized 1 anti-corruption and anti-bribery training session, 1 anti-money laundering and anti-fraud training session, and 1 anti-commercial bribery training session, covering all departments of the Company. The training included interesting segments such as sharing successful cases of digital anti-corruption both domestically and internationally, guiding employees to actively participate in the thinking and learning process of relevant legal norms. During the Reporting Period, the Company did not encounter any litigation cases involving bribery, fraud, extortion, or money laundering, nor did it violate the aforementioned laws and regulations.

報告期內，本公司共組織1場反腐敗、反貪污培訓，1場反洗錢、反詐騙培訓及1場反商業賄賂培訓，覆蓋公司所有部門。培訓包含了國內外數字化反腐敗成功案例分享等趣味環節，引導員工積極參與對相關法律規範的思考與學習過程。報告期內，本公司未發生涉及賄賂、舞弊、敲詐、欺詐和洗錢的訴訟案件，未違反上述法律法規。

Table: Anti-Corruption Training
表：反貪污培訓

Indicators 指標	Unit 單位	2024 2024年
Number of employees covered by anti-corruption training 反貪污培訓覆蓋的員工人數	Person 人	148
Average hours of anti-corruption training per employee 員工人均接受反貪污培訓時數	Hour 小時	4.0
Average hours of anti-corruption training per director 董事人均接受反貪污培訓時數	Hour 小時	3.0
Percentage of board members covered by anti-corruption training 反貪污培訓覆蓋的董事會成員比例	% %	100%



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

8.8 B8 COMMUNITY INVESTMENT

The Company is deeply concerned with the development of the communities in which the Company operate and is committed to fulfilling our social responsibilities to contribute to the broader community. The Company regularly donate to public welfare organizations such as charitable foundations, positively impacting community building and social development in our operational areas. The Company encourage our employees to participate in community construction, jointly fostering a positive atmosphere for community welfare. Since 2020, the Company has annually donated funds to support educational projects for children lacking parental care (missing parents, affection, and companionship), the construction of rural libraries, and care homes for children and adolescents, contributing to the popularization of rural education and the development of rural children and youth. During the reporting period, the Company donated RMB50,000.

8.8 B8社區投資

本公司心繫所在社區的發展情況，致力於履行社會責任，為更廣泛的社區作出貢獻。本公司定期為慈善基金會等公益機構進行捐款，為其運營所在地的社區建設和社會發展帶來正面影響。本公司鼓勵員工參與社區建設，共同營造良好的社區公益氛圍。自2020年起，本公司每年捐贈善款用於助學「缺三親」（缺親人、缺親情、缺親伴）小朋友、鄉村書苑建設、少年兒童關愛之家等鄉村教育專案，為鄉村教育的普及和鄉村兒童、青少年的發展貢獻力量。報告期內，本公司共捐贈5萬元人民幣。



惟益慈善
WE-I CHARITY

捐贈證書 NO:24-2024

DONATION CERTIFICATE

致深圳市易達云科技有限公司：

惟益慈善於2024年12月27日收到深圳市易達云科技有限公司捐贈的善款，人民幣50000元整，該款項將用於慈善公益事業，包括但不限於：助學缺三親小朋友、鄉村書苑建設、少年兒童關愛之家等項目。感謝對慈善公益事業的支持。
謹致此證，以表謝忱！

Thanks for your loving care and support to WE-I CHARITY your donation RMB 50000 will be used in charity.
Thank you very much!



理事長 
Chairman of board of director
2024年12月27日



惟益慈善
WE-I CHARITY

让善良有去处 让使用出价值

Picture: 2024 Donation Certificate

圖：2024年捐贈證書



Environmental, Social and Governance Report

環境、社會及管治報告

APPENDIX 1 ESG PERFORMANCE





附錄一：ESG關鍵績效指標表

Indicator Category 指標大類	Performance Indicator 績效指標	Unit 單位	2024 2024年
Environmental Performance 環境績效	Total non-hazardous waste generation 無害廢棄物產生總量	Tonnes 噸	39.5
	GHG emissions (Scope 1, Scope 2) 溫室氣體排放量(範圍一、二)	Tonnes of CO ₂ e 噸二氧化碳當量	508.6
	Total energy consumption 綜合能耗	Tonnes of standard coal equivalent 噸標煤	180.9
	Total water consumption 總用水量	Tonnes 噸	16,721.5
	Label usage 標籤貼紙用量	Tonnes 噸	15.0
	Stretch film usage 纏繞膜用量	Tonnes 噸	545.8
	Carton usage 紙箱用量	Tonnes 噸	13.7
	Packaging bag Usage 包裝袋用量	Tonnes 噸	3.9
	Sealing material usage 封箱材料用量	Tonnes 噸	13.9
	Total number of employees 員工總數	Person 人	367
	Total employee turnover rate 員工總流失率	% %	24.0%
	Percentage of employees trained 受訓員工比率	% %	61.5%
	Average training hours per employee 員工人均受訓小時數	Hour 小時	5.3
Social Performance 社會績效	Number of work-related fatalities (past three years) 因工死亡的員工人數(近三年)	Person 人	0
	Number of suppliers 供應商數量	Entity 家	413
	Percentage of female directors in the Board 董事會女性董事佔比	% %	12.5%
	Percentage of independent directors in the Board 董事會獨立董事佔比	% %	37.5%
Governance Performance 管治績效	Number of Board meetings held (Listing date till 31 December 2024) 董事會會議召開次數(上市日到2024年12月31日)	Meeting 次	3



APPENDIX 2 ESG INDICATOR INDEX

附錄二：ESG報告指標索引

Section of this Report 報告章節	ESG Code Index 《ESG報告守則》索引	Contribution to UN SDGs SDGs
About This Report 關於本報告	/	/
Board Statement 董事會聲明	/	/
ESG Management ESG管理	D(III)	/
Actively supporting SDGs 積極支持可持續發展目標	/	/
Stakeholders Communication 利益相關方溝通	/	/
Materiality Assessment 重要性評估	/	/
A ENVIRONMENTAL RESPONSIBILITY		
A 環境責任		
A1 Emissions	A1.1 、 A1.3 、 A1.4 、 A1.5 、 A1.6	
A1排放物		
A2 Use of Resources	A2.1 、 A2.2 、 A2.3 、 A2.4 、 A2.5	
A2資源使用		
A3 Environment and Natural Resources	A3.1	
A3環境及天然資源		
A4 Climate Change Response	D(I) 、 D(II) 、 D(III) 、 D(IV)	
A4應對氣候變化		



Environmental, Social and Governance Report

環境、社會及管治報告

B SOCIAL

B 社會

B1 Employment

B1.1 、 B1.2



B1僱傭

B2 Health and Safety

B2.1 、 B2.2 、 B2.3



B2健康與安全

B3 Development and Training

B3.1 、 B3.2



B3發展與培訓

B4 Labor Standards

B4.1 、 B4.2



B4勞工準則

B5 Supply Chain Management

B5.1 、 B5.2 、 B5.3 、 B5.4



B5供應鏈管理

B6 Product Responsibility

B6.1 、 B6.2 、 B6.3 、 B6.4 、 B6.5



B6產品責任

B7 Anti-corruption

B7.1 、 B7.2 、 B7.3



B7反貪污

B8 Community Investment

B8.1 、 B8.2



B8社區投資

