



2022-2023

Environmental, Social and Governance Report

Rokin Logistics Supply Chain Co., Ltd

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05

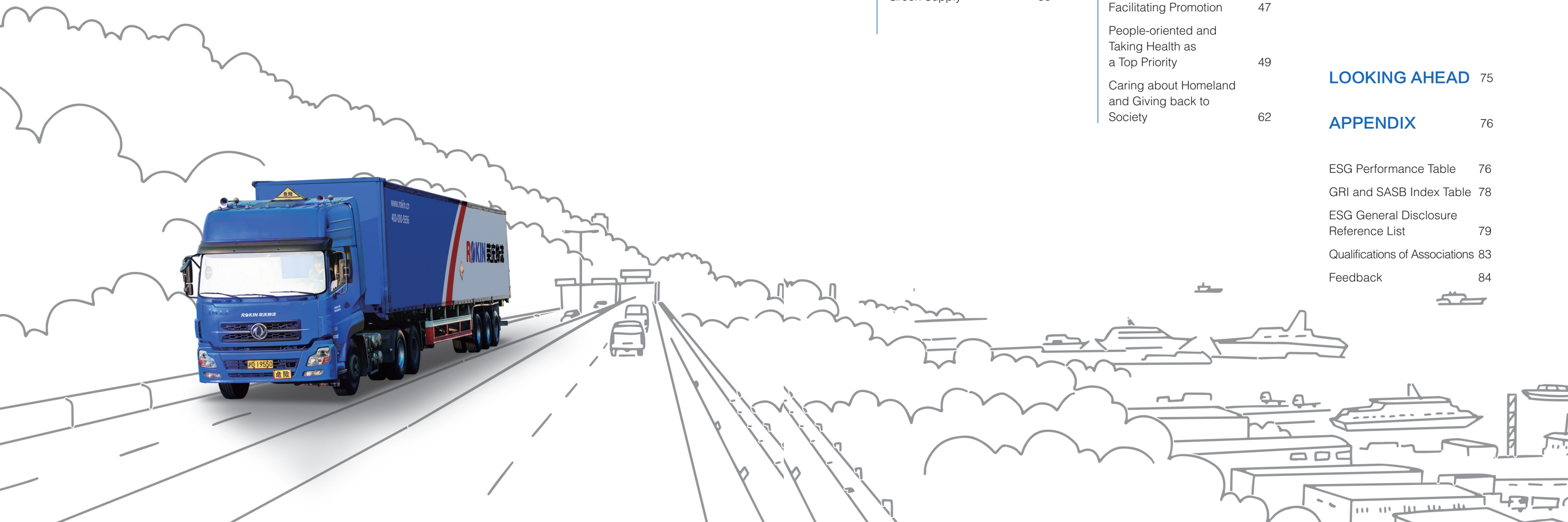
CARING FOR THE EARTH AND PROTECTING ENVIRONMENT

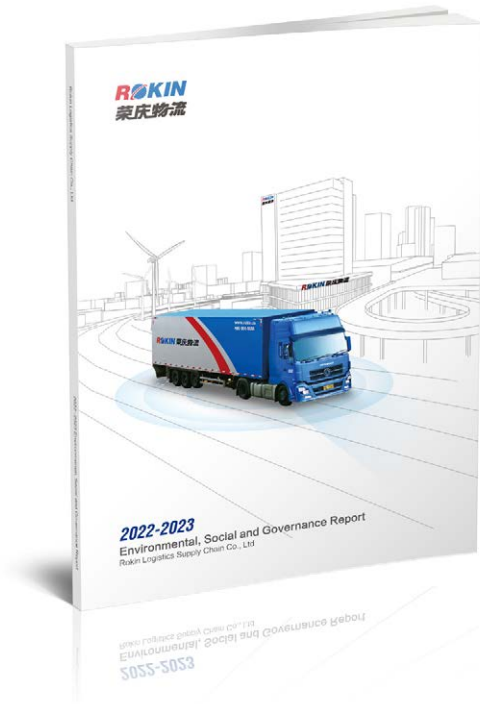
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Introduction for report

This is the first Environmental, Social and Governance Report (“ESG Report”) issued by Rokin Logistics Supply Chain Co., Ltd (hereinafter referred to as “Rokin”, “the Company”, “our Company”, “Company”, or “we”), which aims to present the Company’s environmental and social management policies and responsibility performance practices for 2022-2023.

Reporting period

This Report is an annual report for the period from January 1, 2022 to December 31, 2023. To enhance the readability of the Report, some contents or data may relate to previous or subsequent years.

Reporting organizational scope

The policies, statements and data disclosed herein cover the Company’s headquarters and all subsidiaries.

Data in the report

The data and cases presented herein were extracted from the Company’s internal documents, statistical reports as well as summaries and statistics for the relevant responsibility performance.



This report is printed on environmental-friendly papers certified by FSC (forests)

Basis of preparation

This Report is prepared with reference to:

- Appendix C2 Environmental, Social and Governance Reporting Guide to the Listing Rules of the Hongkong Stock Exchange
- Global Reporting Initiative’s Sustainability Reporting Standards (GRI Standards)
- China Corporate Social Responsibility Reporting Guide Framework (CASS-ESG 5.0) by the Chinese Academy of Social Sciences
- The Ten Principles of the UN Global Compact
- United Nations Sustainable Development Goals (SDGs)
- “Measuring Stakeholder Capitalism: Towards Common Metrics and Consistent Reporting of Sustainable Value Creation” White Paper¹ – Stakeholder Capitalism Metrics by the International Business Council of the World Economic Forum
- Sustainability Accounting Standards Board (SASB)

Reporting principles

This Report is prepared based on the following principles:

Materiality principle: The Company determines major ESG issues through materiality assessment, and the relevant processes and results have been disclosed in this Report;

Quantitative principle: With reference to “Key Performance Indicators” (“KPIs”) requirements in the “Listing Rules and Guidance – Appendix C2 Environmental, Social and Governance Reporting Guide” of the Stock Exchange, the Company has made a quantitative disclosure for KPIs with historical data under the “Environmental” and “Social” categories and made a quantitative disclosure for forward-looking information, such as targets, as far as possible, and will gradually improve the statistical process to achieve full disclosure in the future;

Balance principle: This Report endeavors to achieve objectivity, fairness and truthfulness in reflecting the Company’s performance and practices in environmental and social matters for 2022-2023, and to disclose the problems encountered and improvement measures in a responsible manner;

Consistency principle: The Company follows a consistent statistical method of disclosure, and will adopt a consistent method to disclose ESG information in subsequent years, to facilitate meaningful year-to-year comparisons.

Access and feedback to this report

This Report will be published on the Company’s official website (<https://www.rokin.cn>). If you have any comments or suggestions on this Report or the ESG performance of the Company, please feel free to send an email to ESG@rokin.cn.

¹ Measuring Stakeholder Capitalism: Towards Common Metrics and Consistent Reporting of Sustainable Value Creation, World Economic Forum, September 2020.

ABOUT THE COMPANY

Company Profile

Headquartered in Shanghai, China, Rokin (Rokin Logistics Supply Chain Co., Ltd) is a comprehensive logistics enterprise integrating food cold chain, pharmaceutical logistics, chemical logistics, and high-end general goods as the core business that provides customers with supply chain services integrated with national storage, transportation, and distribution.



55

Branches



64

Logistics Centers



1,000+

Third-party Partners



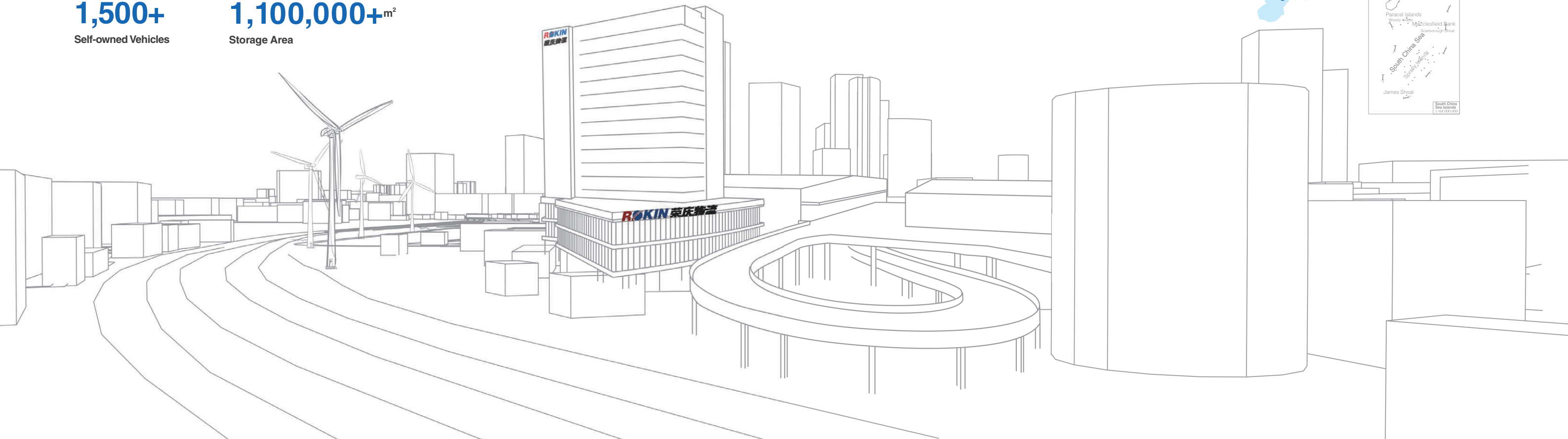
1,500+

Self-owned Vehicles

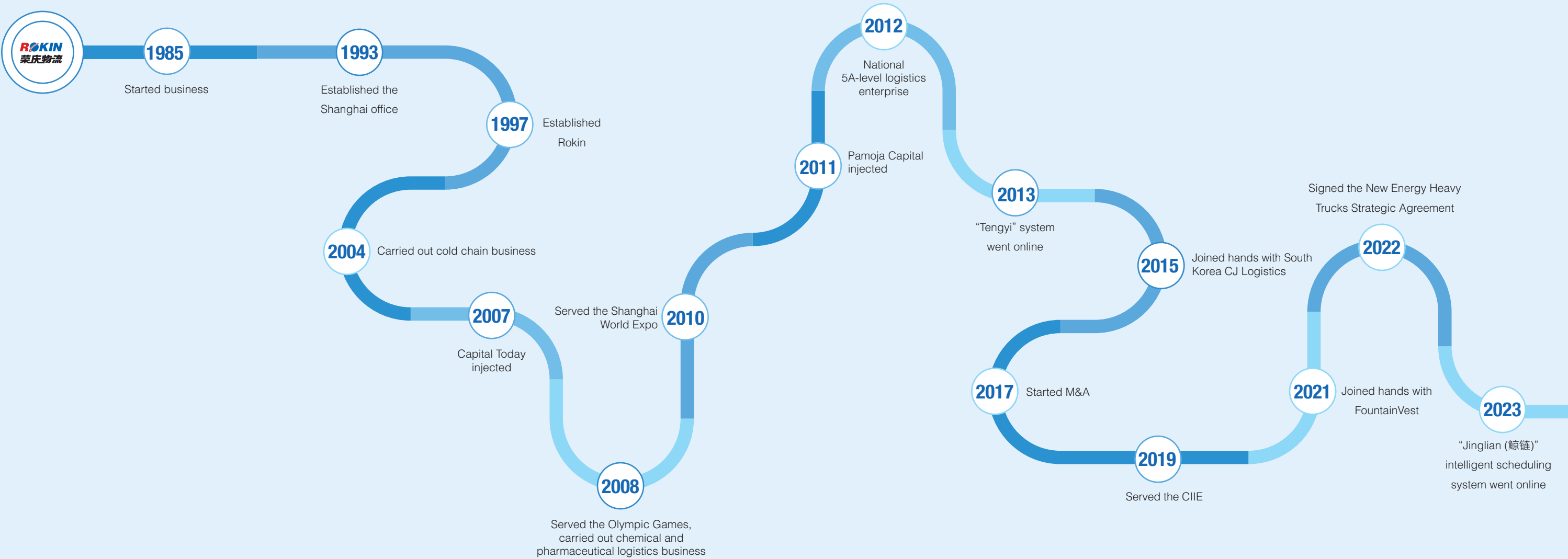


1,100,000+m²

Storage Area



Rokin history



Corporate Culture Values

Rokin forms the "5R" corporate culture values with the core of "Reward (user-first), Rapid (efficient cooperation), Rising (forging ahead with determination), Reciprocal (win-win responsibility) and Real (treating people with integrity)".



Corporate Mission

For years, Rokin has been committed to its corporate mission of "delivering green, shared health". We have vigorously implemented various energy conservation and emission reduction initiatives, such as the operation of new energy vehicles, actively assuming our corporate social responsibility for advancing green development.



Honors and Awards



☆☆☆☆
China's Top 50 Logistics Enterprises for 2023



☆☆☆☆
2023 Green Logistics High-Quality Transportation Demonstration Enterprise



☆☆☆☆
“Golden Pot Award of China Chemical Logistics Industry in 2023 – ESG Sustainable Development Management Enterprise”



☆☆☆☆
2021 Outstanding Logistics Service Provider in China



☆☆☆☆
2021 China Logistics “Double Carbon” Practice Pioneer Enterprise



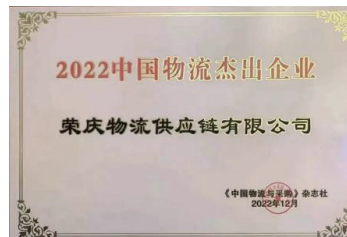
☆☆☆☆
“Top 20 China Pharmaceutical Cold Chain Transport Capabilities for the Year 2021”



☆☆☆☆
2023 Cold Chain Industry Enterprise of the Year



☆☆☆☆
Logistics and Supply Chain Enterprise ESG Innovation Practice Case



☆☆☆☆
2022 China Logistics Outstanding Enterprise



☆☆☆☆
“China's Top 100 Cold Chain Logistics Enterprises”



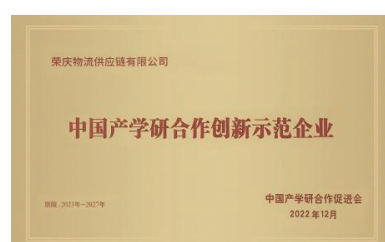
☆☆☆☆
“2021 China Medical Device Third-Party Logistics TOP30”



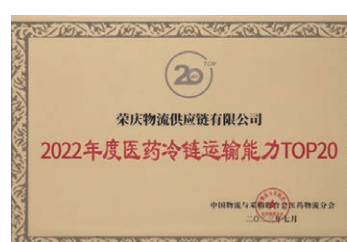
☆☆☆☆
“Best Technological Innovation Award” of the Year



☆☆☆☆
China's Top 100 Cold Chain Logistics Enterprises for 2022



☆☆☆☆
2022 China Industry-University-Research Cooperation Innovation Demonstration Enterprise



☆☆☆☆
Top 20 Pharmaceutical Cold Chain Transport Capabilities for the Year 2022

Progress Report

In line with our sustainable development goals, we adopt and adhere to the following standards and guidelines that support the strengthening of our sustainability performance, encouraging and demonstrating transparency in progress.



☆☆☆☆
CDP Climate Change 2023 Questionnaire received

B score



☆☆☆☆
ecovadis 2023

Bronze



☆☆☆☆
TFS 2023

85%



☆☆☆☆
Join the United Nations Global Compact (UNGC) to actively respond to the Sustainable Development Goals



☆☆☆☆
2021-2022 China Cold Chain Industry Gold Chain Award – Ten Best Cold Chain Integrated Logistics Service Providers



☆☆☆☆
2021-2022 China Cold Chain Industry Gold Chain Awards – Cold Chain ESG Development and Practice Enterprise



☆☆☆☆
2022 Benefiting the Future • Corporate Social Responsibility – Low-carbon Pioneer Award

LEADERSHIP SPEECH



Chairman and President of Rokin
Zhang Yuqing

Reflecting on the past two years, the logistics industry has encountered significant challenges stemming from the dual impact of a complex economic environment and public health events, resulting in various instabilities. Simultaneously, a nascent development pattern has begun to take shape, emphasizing the domestic economy as the mainstay, with reciprocal promotion of domestic and international economies. This underscores the imperative of expediting the seamless flow of major logistics channels. The General Office of the State Council issued the “14th Five-Year Plan” for Cold Chain Logistics Development (《“十四五”冷链物流发展规划》), marking the first time that cold chain logistics has been elevated to the level of national planning. In this era of both challenges and opportunities, Rokin is acutely aware of its mission and responsibility as a committed supply chain enterprise. Responding to challenges with adaptability, and seeking stability while advancing, we embark on a pragmatic path of development through decisive action, shunning empty rhetoric.

Rokin always upholds the principle of “long-termism”, and highlights high-quality corporate governance. To this end, we have established an ESG Management Committee, developed an ESG action framework, and launched an ESG action plan. Internally, we passionately champion these initiatives, while externally, we proactively engage with clients and partners. In active response to the new economic development requirements outlined in China’s “14th Five-Year Plan”, we have joined the United Nations Global Compact, committing to uphold its “Ten Principles” and setting a green goal of “reducing carbon emissions by 50% by 2030”.

We are dedicated to fostering the development of the digital economy through green infrastructure, thereby creating a more environmentally friendly and efficient data system. Leveraging our robust technical capabilities to safeguard information security and driven by business needs, we build an enterprise-level unified data architecture, which enables data aggregation and management across all domains, laying the groundwork for a standardized and transparently interlinked data infrastructure. It offers specialized data services for various management and business personnel and application systems.

A company’s mission stems from continually creating values for the workers and social groups within the real economy. We strive to attract and nurture more outstanding talents across all fronts and grow together with our employees and the community. As a part of the community, we vigorously support the provision of essential supplies, give back to the community, and fulfill our corporate social responsibilities. Rokin has initiated the establishment of a Rural Revitalization Foundation to consolidate the achievements made in poverty alleviation and drive sustainable and accelerated social development.

We are committed to providing our customers with services that meet the highest quality and safety standards. Concurrently, we remain steadfastly dedicated to energy conservation and emission reduction, forging a green supply chain and continuously monitoring the potential impacts of climate change. As of the end of the Reporting Period, we have operationalized more than 200 new energy trucks, with Malu Park utilizing green electricity throughout the year. We have established smart logistics parks and collaborated with customers to promote energy conservation and emission reduction, propelling the entire industry towards a zero-carbon transformation.

Leveraging its own logistics infrastructure, Rokin actively engages in public governance and emergency support under extreme conditions, furnishing timely emergency supply services. In the first half of 2022, we conducted various material transportation operations, totaling over 1,500 shipments and more than 6,000 tons, proactively ensuring the supply of goods to various regions.

Looking ahead, Rokin will continue to increase investment in addressing the pain points and challenges of the logistics industry, with a focus on technological innovation, energy conservation and emission reduction, infrastructure construction, etc. This commitment aims to bolster the sustainable, healthy, green, and high-quality development of the logistics sector, taking every step towards a brighter tomorrow for the planet with a balanced approach to progress and reduce environmental impact.



STATEMENT OF THE BOARD

The Board of Directors assumes full responsibility for the Company’s environmental, social and governance strategy and reporting, is responsible for evaluating and identifying the risks related to the Company’s environmental, social and governance, and ensures that Rokin has appropriate and effective environmental, social and governance risk management and internal control systems in place.

Rokin adheres to the “5R” core corporate culture values of user-first, win-win responsibility, treating people with integrity, forging ahead with determination, and efficient cooperation, paying particular attention to the sustainable development of the enterprise and establishing a sound ESG governance system. The Board of Directors leads and participates in the consideration and decision-making on material ESG issues, including the identification and assessment of ESG risks, the formulation of ESG strategies and policies, the establishment of management policies and plans, the approval and review of ESG target management, and the approval of the annual ESG report and other management contents.

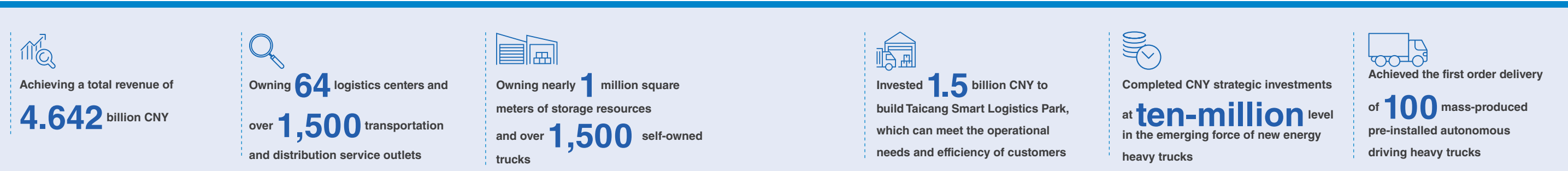
Based on the external environment and the Company’s development strategy, the Company has identified key ESG issues to clarify the focus of the work, reviewed each issue with emphasis and improved the performance in daily work, and carried out target management accordingly. In the future, the Company will continue to adjust the management strategies and promotion methods of sustainable development in accordance with the expectations of stakeholders and the Company’s actual operation, continuously improving the level of sustainable development.

This Report discloses in detail the progress and effectiveness of Rokin’s ESG work in 2022-2023. The Board of Directors, as the highest responsible and decision-making body for ESG matters, ensures that there are no false records, misleading statements or material omissions in the contents of this Report, and assumes full responsibility for the truthfulness and accuracy of its contents.

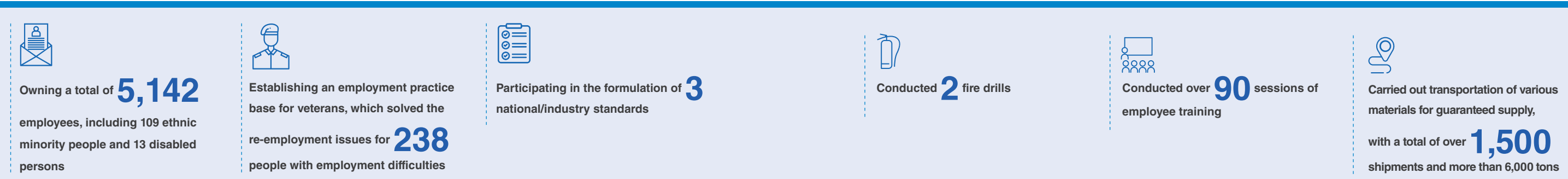
ESG KEY PERFORMANCE INDICATORS

2022

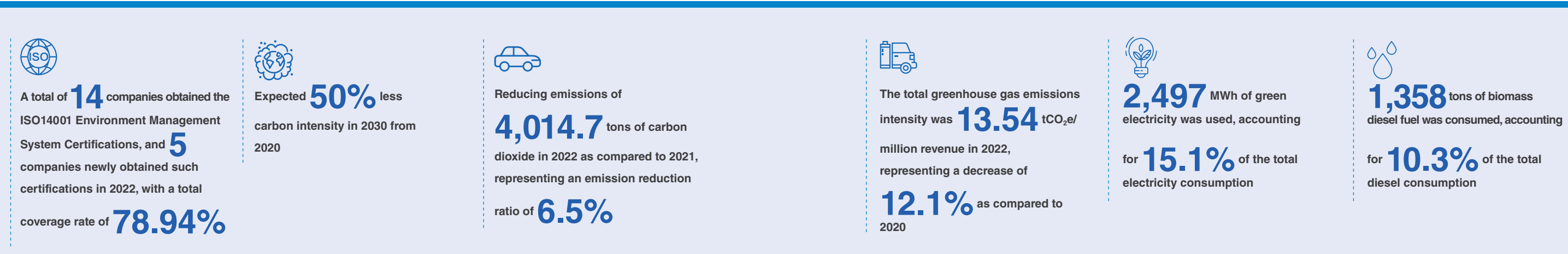
Market



Social



Environmental

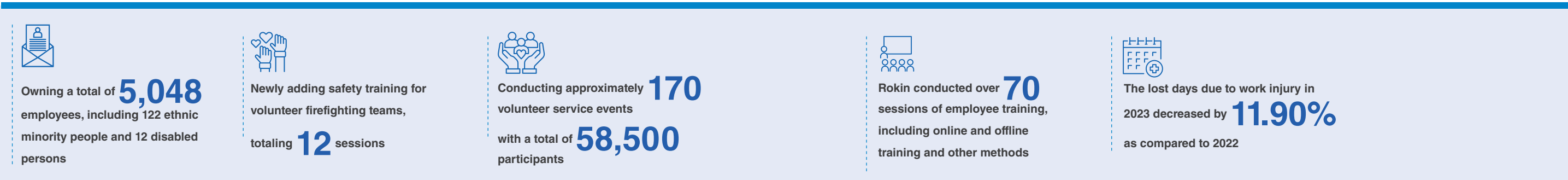


2023

Market



Social

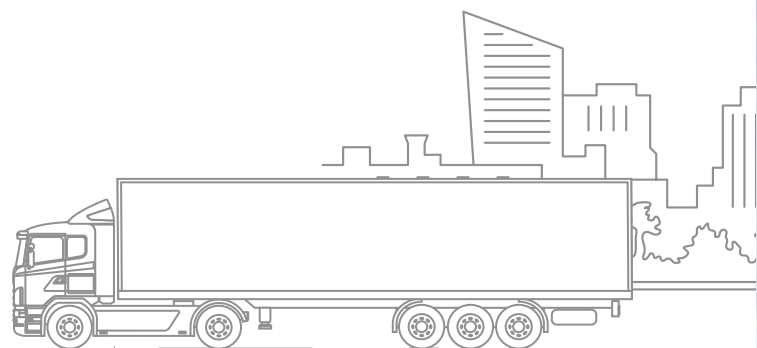


Environmental



01

SUSTAINABLE DEVELOPMENT MANAGEMENT



Rokin actively responded to No. 17 of the United Nations Sustainable Development Goals by proactively communicating with stakeholders to promote the construction of ESG system.



ESG Governance

Green and intelligence have become the keywords of the times, representing the two mainstream trends of economic and social transformation, and are the inherent requirements for promoting the high-quality development of the industry. As a prominent logistics enterprise, Rokin has consistently fulfilled its social responsibilities throughout its extensive development journey. We are deeply committed to advancing the ESG system, embedding the ESG principles of innovation, talent, green initiatives, technology, and safety into every aspect of our operations and development.

ESG governance system

The ESG governance system of Rokin consists of four parts:



ESG management strategy

The Board of Directors of Rokin clarifies the short-, medium- and long-term management strategies for ESG matters:

Short-term	Medium-term	Long-term
Formulate the ESG action blueprint and the ESG work plan of Rokin for the next three years to form a system basically;	Reduce the risk of implementation effectiveness deviating from expectations through regular reporting by ESG principals and the Board of Directors, and constantly conduct reviews and updates, to ensure that the plan is implemented as planned;	The enterprise develops an ESG culture and implements the concept of sustainable development.

We understand that ESG culture is a process of gradual penetration and long-term construction, which requires top-down, inside-out attention, participation and implementation. In the future ESG strategic layout, Rokin will continue to update the ESG framework on a rolling basis, review and update it every three years, as well as conduct a PDCA cycle on it, to review and update it in time when the operation changes, i.e., incorporating ESG into the change management requirements, responding to customers' requirements, and aligning with the direction of the industry development.

Communication with Stakeholders

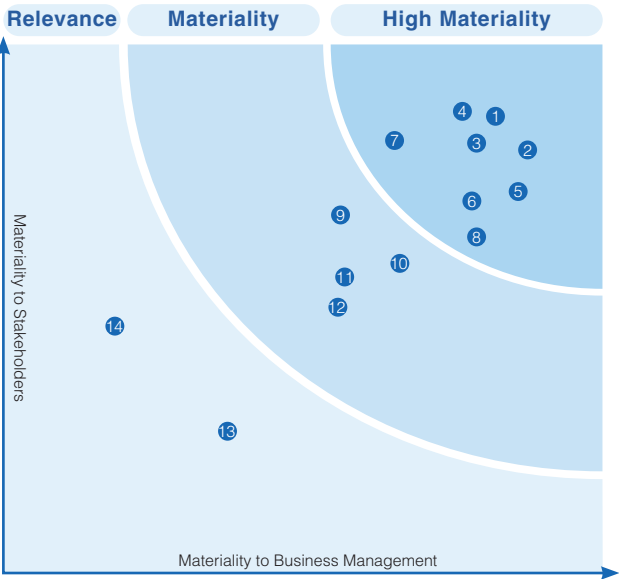
Rokin pays full attention to the impact of its operations on stakeholders, and continuously improves its ESG governance level and communication mechanism by maintaining normalized and diversified communication with six stakeholders including customers, employees, shareholders and investors, governments and regulators, industry chain partners, communities and the public, and responding to their expectations and demands in a timely manner. Meanwhile, maintaining sound relationships and continuous communication with all stakeholders is also an important foundation for us to identify key sustainable development issues, improve sustainable development work and carry out relevant information disclosure.

Stakeholders	Focuses	Communication methods	Communication channels
Shareholders and investors	<ul style="list-style-type: none">Value creationCompliance operationInnovative development	<ul style="list-style-type: none">Creating sustainable economic growthRobust operationResearch and development (R&D) and product innovation	<ul style="list-style-type: none">On-site investigation and visitor receptionDisclosure of public informationTelephone, mail, website, etc.
Governments and regulators	<ul style="list-style-type: none">Compliance with laws and regulationsSupport economic development	<ul style="list-style-type: none">Operation in compliance with laws and regulationsPromoting local employment	<ul style="list-style-type: none">Special reportsInformation disclosure
Customers	<ul style="list-style-type: none">Product diversityEnhancing service experiencePrivacy protection	<ul style="list-style-type: none">Efficient and reliable logistics servicesImproving the customer claim processInformatization construction	<ul style="list-style-type: none">Social media and company websiteCustomer service hotline
Industry chain partners	<ul style="list-style-type: none">Sustainable supply chainHonest and trustworthyStrengthening communication and cooperation	<ul style="list-style-type: none">Responsible procurementProject cooperationIndustry exchange activities	<ul style="list-style-type: none">On-site investigationProject on fostering supply chain capacityEvaluation, consultation, and technical services
Employees	<ul style="list-style-type: none">Diversity and human rights protectionTraining and developmentHealth and safety	<ul style="list-style-type: none">Employee representative congress and trade unionCareer development, health, and safety training	<ul style="list-style-type: none">Meetings, OA systemTrainingFeedback mechanismTeam building activities
Communities and the public	<ul style="list-style-type: none">Public charityCommunity developmentEnvironmental protection	<ul style="list-style-type: none">Volunteer servicesProject cooperationEnergy conservation and emission reduction	<ul style="list-style-type: none">Emergency rescue and disaster reliefCommunity services and volunteer activitiesImplementation of carbon reduction projects

Materiality Assessment

Through the benchmarking analysis and stakeholder surveys, Rokin selected 14 strategic issues conducive to achieving sustainable value co-creation, formed a materiality analysis matrix, and determined the scope and boundary of the report based on data availability.

High Materiality		
1. Compliance risk and ethical governance	2. Scientific and technological innovation and R&D	3. Sustainable supply chain
4. Information security and privacy protection	5. Energy management	6. Response to climate change
7. Occupational health and safety	8. Labor rights and interests	
Materiality		
9. Customer service	10. Greenhouse gas emissions	11. Diversity and inclusiveness
12. Employee training and development		
Relevance		
13. Intellectual property protection	14. Community welfare	



02

COMPLIANCE GOVERNANCE AND INTEGRITY MANAGEMENT



Rokin actively responds to No. 16 of the United Nations Sustainable Development Goals to continuously optimize corporate governance and effectively promote governance efficiency, so as to consolidate the foundation for high-quality corporate development.



Business Ethics and Risk Management and Control

Rokin has formulated a series of rules and regulations on internal control such as the Criminal Compliance Standards, the Provisions on Professional Integrity, and the Interim Provisions on Handling of Employee Violations of Disciplines and Rules in accordance with the Audit Law of the People's Republic of China, the Supervision Law of the People's Republic of China, the Company Law of the People's Republic of China and other relevant laws and regulations, to continuously strengthen its compliance construction, establish a complete internal control and risk management system and strictly observe the regulatory and compliance requirements, so as to regulate the behaviors of the Company.

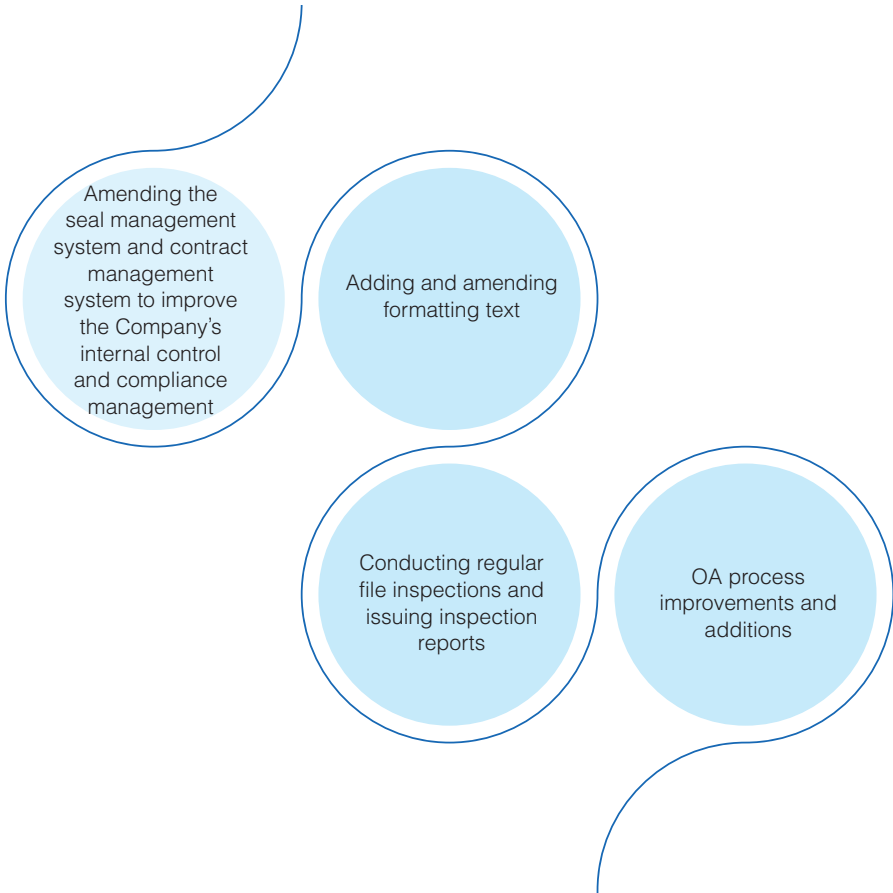
Risk management

Rokin has been advancing the construction of three defense lines for risk management by driving the first defense line to manage and control blind spots and weaknesses in business risks to improve the risk management and control level; strengthening the supervision and management functions of the second defense line to promote management progress; and giving full play to the comprehensive supervision functions of the third defense line to prevent and control operation risks effectively.

The Company conducts risk research to proactively identify potential risks of business ethics in operation. While ensuring the compliance of our own behaviors, the Company continuously deepens its understanding of various systems and requirements. We have a high awareness of risk prevention and control, and the Audit Department regularly reviews the efficiency and effectiveness of business operations.

Strengthening compliance awareness

The Company has conducted internal training on contracts, seals and files, and engaged a law firm to assist in establishing a criminal compliance system. In terms of improving the internal control and compliance management system and promoting the implementation of internal control and compliance management, we have taken the following measures:



During the process of new employee induction, the Company adopts course training and other methods to cultivate their awareness of risk management and control. We have developed course training and special training for key risk function departments in the form of online learning and special training examinations and assessments, etc. In the past two years, we carried out 3 sessions of criminal compliance training throughout the Company, and amended and improved the contract management system and formatting text. In the future, we will continue to organize criminal compliance consolidation training and a series of trainings related to corporate internal compliance and systems.



In the past two years, we carried out **3** sessions of criminal compliance training in total



Rokin joined the China Enterprise Anti-Fraud Alliance to jointly build an integrity ecosystem

In April 2023, Rokin officially became a member of the Enterprise Anti-Fraud Alliance, which further promoted the construction of the Company's integrity culture, and helped establish a social governance model based on collaboration, participation and common interests in the new era while working together with benchmarking enterprises of all industries to jointly combat corruption and fraud behaviors.

Founded in Shanghai in 2015, the Enterprise Anti-Fraud Alliance is China's first non-governmental and non-profit cooperative organization initiated by enterprises with the goal of anti-fraud, aiming to help enterprises carry out anti-fraud activities and system construction through innovation and cooperation, promote resource sharing and information sharing, and build an enterprise anti-fraud experience exchange platform, so as to jointly build a clean business environment.



The first non-governmental and non-profit cooperative organization initiated by enterprises with the goal of anti-fraud in China

Integrity and anti-corruption

Rokin strictly abides by the Anti-Unfair Competition Law of the People's Republic of China (《中华人民共和国反不正当竞争法》), the Interim Provisions on Banning Commercial Bribery (《关于禁止商业贿赂行为的暂行规定》) and other laws and regulations, implements the Company's anti-corruption system and regulations, and practices the mission of “delivering green, shared health” and the core corporate values of “user-first, win-win responsibility, treating people with integrity, forging ahead with determination, and efficient cooperation”.

In order to regulate the business activities of enterprises and safeguard the common interests of both parties, we follow the principles of fairness, openness and integrity, and require all carriers to participate in anti-corruption work, and sign the Carrier Anti-Bribery Agreement (《承运商反贿赂协议》) and other relevant commitments at the same time when signing contracts to prevent bribery and corruption in operation. In addition, the senior management, procurement department and other key employees of the Company all have signed the Integrity and Self-discipline Commitments (《廉洁自律承诺书》), to ensure that they are aware of the Company's requirements for integrity and comply with the Company's systems and regulations related to anti-corruption.

Rokin has established a variety of reporting channels, including but not limited to telephone, email, letter, WeChat, QQ, etc. The whistleblower information is only known to three post holders, i.e., the internal audit manager, the internal audit director and the vice president in charge of the line, and the rest of the staff are not authorized to access the whistleblower information. We protect the real-name whistleblowers, and destroy the relevant records of the whistleblowers after the reports are verified, so as to fully protect the legitimate rights and interests of the whistleblowers. As of the end of the Reporting Period, we had received a total of 17 reports, with a response rate of 100%, all of which had been properly handled.

During the Reporting Period, the Company carried out anti-corruption-related risk assessments at all operating outlets and conducted routine inspections at 13 branches, finding no significant risks associated with corruption.

Information Security and Privacy Protection

Rokin always maintains a high alert to information security and data compliance risks, strictly abides by the Cybersecurity Law of the People's Republic of China, the Personal Information Protection Law of the People's Republic of China and other laws and regulations, and further improves the 26 application systems with OTWB as the core, comprehensively covering business decision-making, business operations, resource management and back-office support to ensure data privacy and cybersecurity.

Rokin has always regarded protecting users' privacy and ensuring enterprise information security as its due responsibility, and is committed to providing safe and reliable information infrastructures for customers and business partners. In terms of customer experience improvement, we have set up an exclusive customer service area to provide customers with online ordering, online reconciliation, business tracking, BI customization and other services; and a unified order processing center to support diversified and professional scenario needs of customers; and realized the whole process visualization of transportation to provide customers with timely and accurate feedback information. As of the end of the Reporting Period, there were no significant matters about information security and privacy leakage.

Leveraging our robust technical capabilities to safeguard information security and driven by business needs, we build an enterprise-level unified data architecture, which enables data aggregation and management across all domains, laying the groundwork for a standardized and transparently interlinked data infrastructure. It offers specialized data services for various management and business personnel and application systems.

Researching and developing a BI visualization platform for customers to automatically manage the carbon emission data during transportation

The Company has independently researched and developed a BI visualization platform for a customer to automatically manage the carbon emission data generated during transportation: the back office automatically extracts information such as vehicle type, vehicle mileage, transportation mode and carbon emission parameters based on the carbon emission calculation model, to calculate and display the carbon emission of corresponding routes.

Case

We provide the following professional services to our customers:



Digital efficiency analysis

In terms of improving management efficiency, we empower efficiency management in the following areas:

CRM-empowered sales management: centralized management of customer information to realize full life cycle management of leads, business opportunities, bidding and contracts;

SRM-empowered procurement management: to realize online management of material requisition, supplier and carrier bidding and procurement;

Integration of business and finance: to realize the traceability of financial data to business data, thus making the management analysis more refined;

Order trajectory tracking: to obtain the current node and status of the order in real time by way of order subscription;

Processing progress tracking: to display the order processing status in real time through the large screen, and urge warehouse personnel to quickly process orders;

Quality monitoring: to record the operation time of each process in logistics, showing non-compliant operations such as receiving goods earlier than shipping;

Human resources (HR) efficiency signage: dynamic management of HR efficiency in four positions including supervision, customer service, documentation and scheduling;

Comparative analyses are available for the branches of the same level and employees with the same position in the same branch.



On-site signage



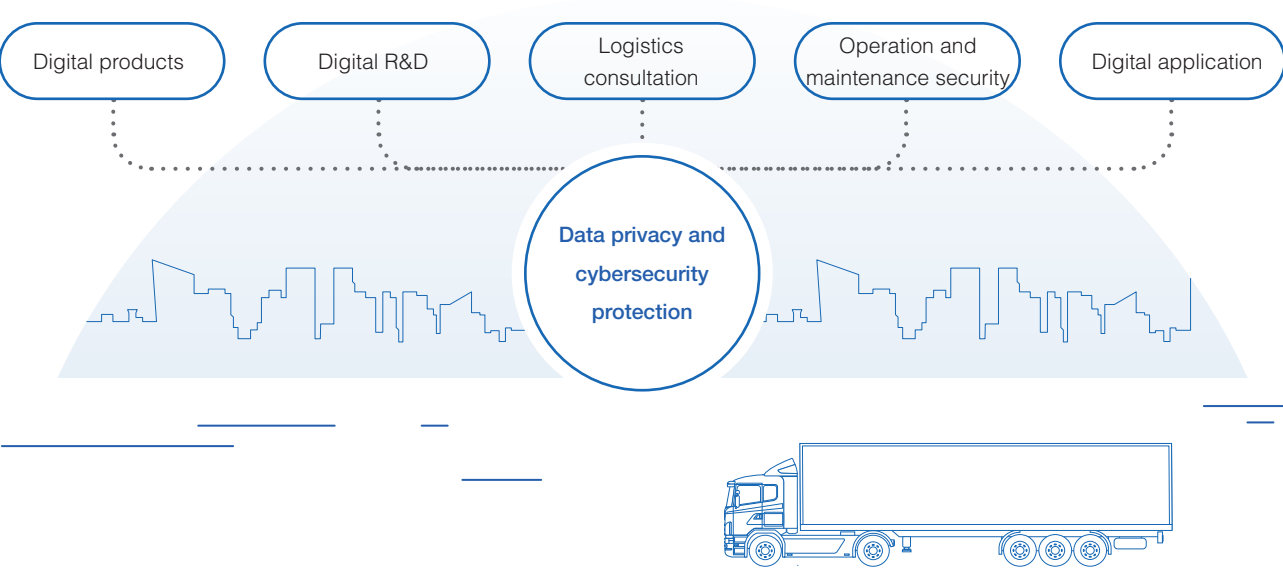
HR efficiency of customer service

In addition, we have automated document processing by automatically dividing orders, dispatching vehicles, and assigning workers through the system, achieved paperless warehouses through the application of mobile terminals, and visualized scheduling through visual order maps and shared vehicle source tasks.

Information security culture construction

The Company has a reliable information security system. Our TMS/WMS/Smart Network Freight System have all passed the grade 3 protection test and have been certified by ISO27001 Information Security Management System, which demonstrates that Rokin has reached the leading level of the management mechanism and technology in terms of protecting customers' privacy and data security.

We have established an organizational structure for digital products, digital R&D, logistics consultation, operation and maintenance security and digital application, under which data privacy and cybersecurity protection are managed. As for employees, all of our employees have signed confidentiality clauses in relation to information security, and have made commitments regarding information security and confidentiality for data of the Company, customer information and privacy, and personal information of employees.



The Company has conducted information security special trainings covering such aspects as information security laws and regulations, information asset risk assessment, information security awareness and information security management system standards. Information security trainings are conducted on a quarterly basis by way of a combination of online and offline forms.

We also regularly conduct information security drills on the core business system. In August 2022 and October 2023, led by the head of information security, in conjunction with the head of transport and warehousing operations, the product planning division, the operation and maintenance management division and other divisions, we conducted security tests and drills such as vulnerability scanning, penetration testing, high-availability architecture switching, data recovery verification, all of which met the requirements.

03

FOCUSING ON RESPONSIBILITIES AND CARING ABOUT OUR CUSTOMERS



Rokin actively responded to No. 8, 9, 12 and 17 of the United Nations Sustainable Development Goals, to provide customers with satisfactory services.



Providing Quality Service and Putting Quality First

In order to enable customers to enjoy satisfactory service, Rokin undertakes core business scenarios, and adopts the middle platform model, to build the overall digital structure of “fast demand response, reusable capabilities and continuous iteration”. It has established a series of systems and regulations, such as the Regulations on Administration of Customer Loss and Risk Warning (《客户流失及风险预警管理规定》), the Loss Improvement Management System (《亏损改善管理制度》), the Customer Classification Standard (《客户分类标准》) and the Regulations on Administration of Major Projects (《大项目管理规定》). In addition, Rokin provides delivery services which are of higher quality and more convenient for customers with the ISO9001 Quality Management System, to improve the user experience constantly.

Ensuring service quality

Rokin pays high attention to customers' advice and suggestions, and actively broadens communication channels, including mail, the official website, 400 phone interviews, terminal delivery and receipt and other methods. We implement the standardization management in the whole process of each complaint in aspects of complaint feedback, acceptance, investigation, claim settlement and improvement, and settle claims as fast as practicable; meanwhile, we share customers' complaint cases, to analyze reasons, formulate improvement measures, prevent the same type of customer complaint and continue to improve products and services. For national customer service and professional skills, the Customer Service Department conduct no less than one session of training per month and the coverage of training is more than 85%. In 2023, we completed 15 sessions of training in total, 5 of which were online training and 10 of which were offline training.

The time limits for dealing with complaints are as follows:



In 2022, Rokin received a total of 2,639 instances of customer feedback primarily about damage and deformation, delivery delay, etc., through the website, phone, mail and other channels, the response rate of which was 100%. In 2023, we received a total of 2,326 instances of customer feedback about damage and deformation, delivery delay, etc., through the website, phone, mail and other channels, the response rate of which was 100%. Subsequently, we conducted targeted rectification, follow-up and improvement against each feedback. In the future, we will dig out the advantages and problems of Rokin and continue to enhance customer experience for problems to be improved through exploring the focus and expectation on services from customers' perspectives.

Customer recognition

We conduct satisfaction surveys among customers twice a year, mainly by revisiting the head of the logistics department in the form of an online questionnaire. After each revisit, we will analyze customers' feedback, rectify feedback problems and track the improvement of problems found during the last revisit to achieve a closed-loop effect.

In the second quarter of 2022, we received commendatory letters from multiple customers, such as a S-level cold chain customer. Specifically, we resisted the pressure to complete tasks during the special period when the operation amount rose, which was highly recognized by customers.

After receiving a series of system standards, we took corresponding measures and passed each examination of customers:

BRC Food System Standard was implemented in a customer's warehouse. We complied with the requirements of the standard, obtained the relevant certificate, and cooperated with the customer's on-site examinations twice a year;

IFS Food System Standard was implemented in a food warehouse in Wuhan. We complied with the requirements of the standard, obtained the relevant certificate, and cooperated with the customer's on-site examination once a year;

ISO9001 Quality Management System Standard was implemented in a project. We cooperated with the customer's on-site examination once a year, held quality KPI meetings on a monthly basis, and conducted assessment and review of management on an annual basis; we were awarded the Forward-looking Quality Management Award (前瞻性质量管理奖) and the Golden Partner Award (金牌合作单位奖) by the customer for three consecutive years due to excellent quality.



Promoting industry development

As a large logistics enterprise that has been deeply involved in the industry for nearly forty years, we actively participate in industry summits and seminars to share our experience with all parties and promote industry development. We participated in the formulation of three national standards, namely, Classification & Basic Requirement for Cold Chain Logistics (GB/T 28577-2021), Specification for Handover of Food Cold Chain Logistics (GB/T 40956-2021) and Operation Specifications for Medicinal Product Cold Chain Logistics (GB/T 28842-2021), which were jointly issued by the State Administration for Market Regulation and Standardization Administration on November 26, 2021, and have formally come into effect from June 1, 2022.

“Diversified Mutualism • Accelerated Circulation” Global Cold Chain Summit 2022 was Successfully Held

Case

From August 18 to 19, 2022, the “14th Global Cold Chain Summit 2022” hosted by the China Federation of Logistics & Purchasing (CFLP) and Global Cold Chain Alliance was held in Wuhan, Hubei. With the theme of “Diversified Mutualism • Accelerated Circulation”, the summit focused on the future development of cold chain and related industries, and jointly explored the leap-forward development of cold chain industry.

Xiong Xingming, Director and CEO of Rokin, also the rotating Chairman of the Cold Chain Logistics Committee (CCLC) of CFLP, attended the meeting and shared the successful experience and practices of Rokin in energy substitution and energy efficiency improvement with the leaders of the cold chain industry, closely focusing on the topic of “Diversified Mutualism • Cold Chain ESG and Sustainable Development”.



In the future, Rokin will continue to leverage its own advantages, accelerate the integration and layout of food cold chain and pharmaceutical cold chain fields, and contribute to the leap-forward development of China's cold chain logistics while continuously providing professional, efficient and high-quality customer service.

Professional skills training

Employee skills training is an important component of human resource management and development, which is conducive to the formation of a team of talents and team building, and is also a crucial factor in enhancing the core competitiveness of an enterprise. Therefore, we conduct no less than one session of special training for employees per month, including customer service, post skills and software skills improvement, etc., covering more than 85% of the employees. In addition, we also conduct monthly safety training and education for employees on a monthly basis, including the following aspects:

- 1

notification of illegal violations;
- 2

the requirements of laws and regulations and relevant documents of government departments;
- 3

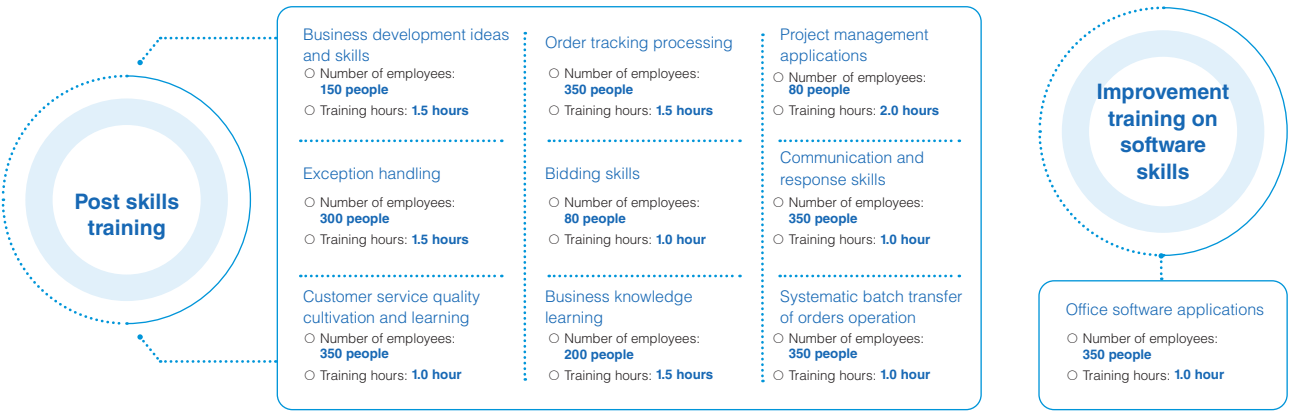
analysis of accident cases, warnings of illegal violations, etc. (processes, causes and improvement measures);
- 4

the use of transportation vehicles and related equipment;
- 5

training on safety knowledge such as classification and hazardous characteristics of dangerous goods;
- 6

the basic knowledge of loading and unloading operations, including skills training on cargo stacking and securing and the requirements and limitations of mixed cargo loading of vehicles;
- 7

security management requirements for checking on customers at the door, etc.



Promoting smart transportation

In the field of cutting-edge technology, Rokin has carried out a forward-looking layout by applying new energy, injecting the power of science and technology and using intelligent driving to help the quality and efficiency improvement of the whole process of transportation and low-carbon emission reduction. Intelligent driving can reduce the labor intensity of the drivers and provide more safety and comfort. As of the end of the Reporting Period, we have adopted intelligent driving for main line transportation from Shanghai to Guangzhou. Adopting intelligent driving on this route firstly can achieve better effects since the road conditions of this route are complex, with many mountain roads, curved roads, and ramps.

In the future, Rokin will build an intelligent scheduling system for delivery routes and apply it in the drayage business, to improve the rationality of vehicle dispatching, reduce the uncertainty of vehicle dispatching caused by human scheduling, reduce the difficulty and intensity of work, and enhance the work efficiency. It will also help the partners, customers and itself to realize low-carbon transformation, reduce the carbon emissions from energy consumption at source, enhance the carbon efficiency of business operations, realize green development and co-construct a zero-carbon society.

“Mass Production Going First • Co-Leading the Future” Rokin Autonomous Driving Heavy Trucks were Officially Delivered

Case

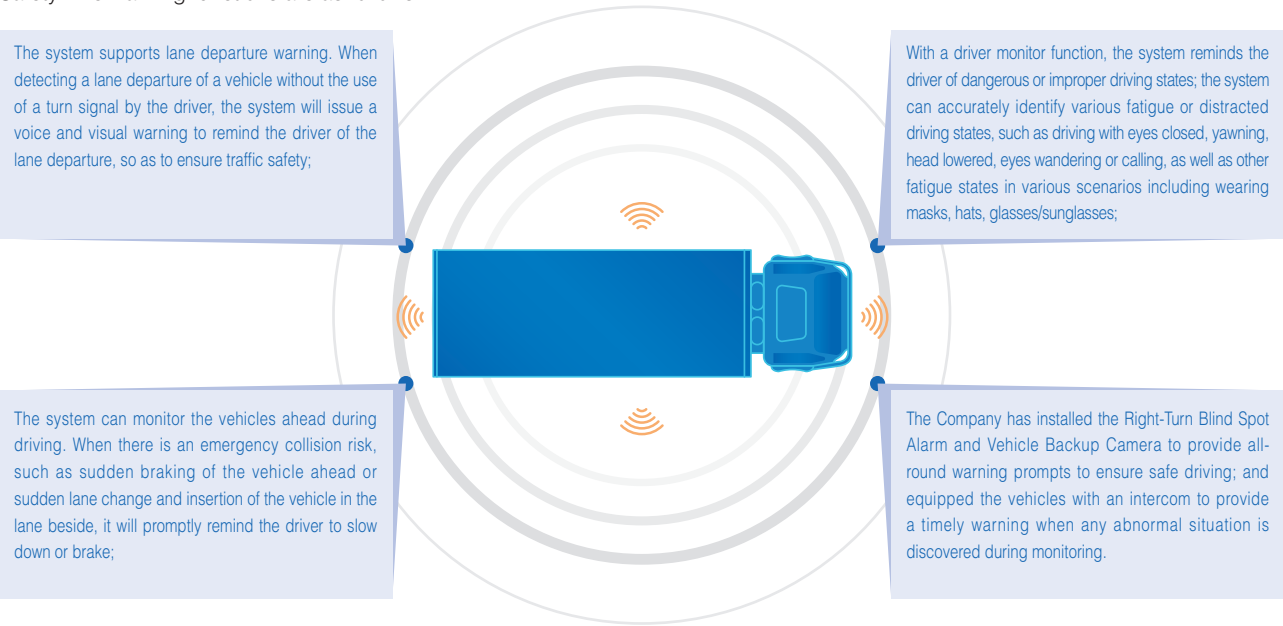
On August 16, 2022, the “Mass Production Going First • Co-Leading the Future – Rokin Autonomous Driving Heavy Truck Delivery Ceremony” was held at the Rokin Taicang Smart Logistics Park. The autonomous driving heavy truck J7 delivered at the event was produced by FAW Jiefang with the assistance of Plus and Zhito. The trucks delivered this time were the first batch of the order for 100 autonomous driving heavy trucks, which was the largest order for front-loading and mass-production autonomous driving heavy trucks in China by then. In the future, these trucks will be put into the joint operation special line for mass-produced intelligent heavy trucks established by Rokin and Plus, which will empower the logistics transportation services of the main line.



Delivery site of autonomous driving heavy trucks

Safe driving assistance system

To ensure safe driving, the Company has installed the Tongli MR9804H three-in-one Driving Assistance System, which integrates ADAS (Advanced Driving Assistance System) and DMS (Driver Monitoring System) functions, to reduce the risk of accidents through early warning. All warning information will be automatically uploaded to the cloud management platform of the Internet of Vehicles of Active Safety. The warning functions are as follows:



Increase the full load rate

In order to increase the number of special line dispatches and the full load rate of vehicles, reduce operating costs, and enhance the Company's core competitiveness, as for the full load rate, we developed a full load rate appraisal scheme for special line, conducted monthly appraisals and publicized the relevant information on the intranet. The specific requirements are as follows:

The branches shall strengthen the business expansion, and adjust the structure of goods transportation in a targeted manner based on the existing business features, so as to increase the full load rate of vehicles and the number of dispatches by rational loading;

Choosing a vehicle with reasonable size according to the volume of the goods to prevent loading a small number of goods on a large vehicle;

Strengthening the training of warehouse loading personnel on goods loading to make full use of the space of vehicles;

Data falsification is strictly prohibited, the Statistics Table of Full Load Rate for Special Line must be filled strictly based on the actual situation, and feedback must be provided to the corresponding DingTalk group in a timely manner.

Green logistics transformation

In November 2022, Rokin completed CNY strategic investments at a ten-million level in the emerging force of new energy heavy trucks and signed an order for 200 EV heavy-duty trucks. The order is currently the largest order for EV heavy-duty trucks by purely forward research and development in China, and the first batch of vehicles will be delivered and put into use starting in 2024. In the future, we will continue to increase investment in smart logistics facilities and equipment, empower logistics with technology, and devote to the full transformation and upgrading of our own smart logistics. As of the end of 2023, we have put into use more than 200 new energy vehicles. The vehicles not only demonstrate the Company's profound accumulation in new energy technologies, but also show our steadfast pursuit of environmental protection and smart mobility concepts.

More than **200** new energy vehicles were put into use

Smart logistics park

With a total investment of 1.5 billion CNY, Taicang Logistics Park covers an area of about 200 mu of land with a total gross floor area of 185,000 m², including a building complex and smart warehouses. Rain collectors are installed under the lawn of the park, which can collect rainwater from the whole park and use it for plant irrigation, and ground cleaning. Meanwhile, in response to the national carbon emission policies, the park adopts energy-saving and environment-friendly materials for its buildings and sets up charging areas for new energy vehicles. The whole park has a dedicated truck parking area that can accommodate approximately 200 trucks at the same time. With the DMS system for efficient management and control, it guarantees the throughput of goods in and out of the park.

Rokin owns more than 400 self-owned cold chain vehicles and temperature control warehouses covering over 320,000 m², monitored by the BeiDou system for transparent control throughout the entire process. The cold chain warehouses at Taicang Logistics Park are divided into constant temperature warehouses and cold storage warehouses, all of which are subject to all-round and full-time control of temperature and humidity in a real-time manner. As of the end of the Reporting Period, the utilization rate of the entire Taicang Park had exceeded 60%.

Self-owned cold chain vehicles

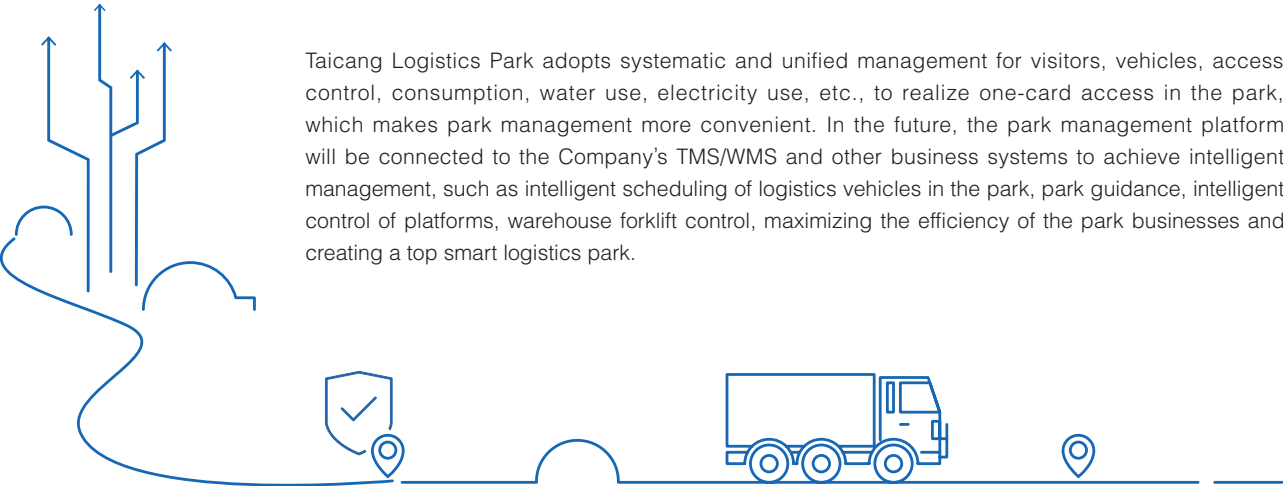
More than **400**

Temperature control warehouses

Over **320,000** m²



FOCUSING ON RESPONSIBILITIES AND CARING ABOUT OUR CUSTOMERS



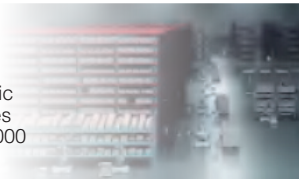
Taicang Logistics Park adopts systematic and unified management for visitors, vehicles, access control, consumption, water use, electricity use, etc., to realize one-card access in the park, which makes park management more convenient. In the future, the park management platform will be connected to the Company's TMS/WMS and other business systems to achieve intelligent management, such as intelligent scheduling of logistics vehicles in the park, park guidance, intelligent control of platforms, warehouse forklift control, maximizing the efficiency of the park businesses and creating a top smart logistics park.

Features of Taicang Logistics Park

- 1 High-end and ingenious design**
- Complying with international standards
 - Adopting a two-floor structural design
 - Facilitating vehicle parking



- 2 Efficient and convenient storage**
- Automated stereoscopic warehouse/VNA shelves
 - Storage space of 300,000 CBM



- 3 Efficient access for vehicles**
- Accommodating 200 vehicles to park simultaneously
 - Efficient DMS monitoring



- 4 Best B2B environment**
- Dustproof treatment of floors
 - Professional pest prevention and control



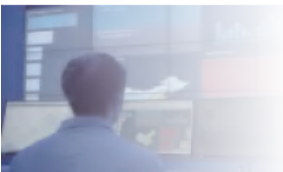
- 5 Sound cold storage facilities**
- Constant temperature/refrigeration/freezing
 - The area of the cold storage warehouse of 19,000 m²
 - Real-time temperature/humidity control system



- 6 Customized B2C**
- High-end automation equipment
 - Customized solutions for customers
 - Daily order processing volume of 2 million



- 7 High-end IT technology**
- TES professional technology
 - BI big data analysis
 - Whole process visualization of on-site operations



- 8 Green park**
- Application of energy-saving and environment-friendly building materials
 - Use of solar photovoltaics
 - New energy vehicle charging areas



○ Automated warehouse



Spiral elevator



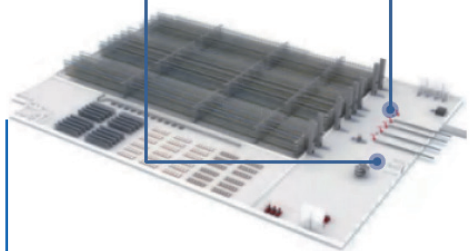
Palletizing robot arm



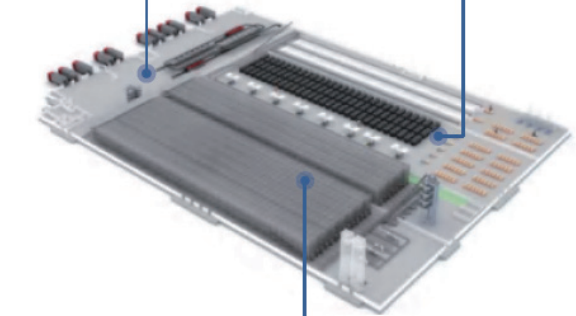
Cross conveyor belt



AGV for handling



We provide customized design to meet the customers' operational needs and efficiency based on the operational characteristics and special needs before the customers enter the warehouse



Smart stereoscopic warehouse



○ General warehouse

The general warehouse covers a total area of **72,000 m²**, with a high space utilization rate, which can meet the individual needs of customers



○ 3 cold-chain warehouses with temperature zone

The cold-chain warehouse covers a total area of **19,000 m²** and has **3** temperature zone warehouses, which allows customized storage based on the needs of customers



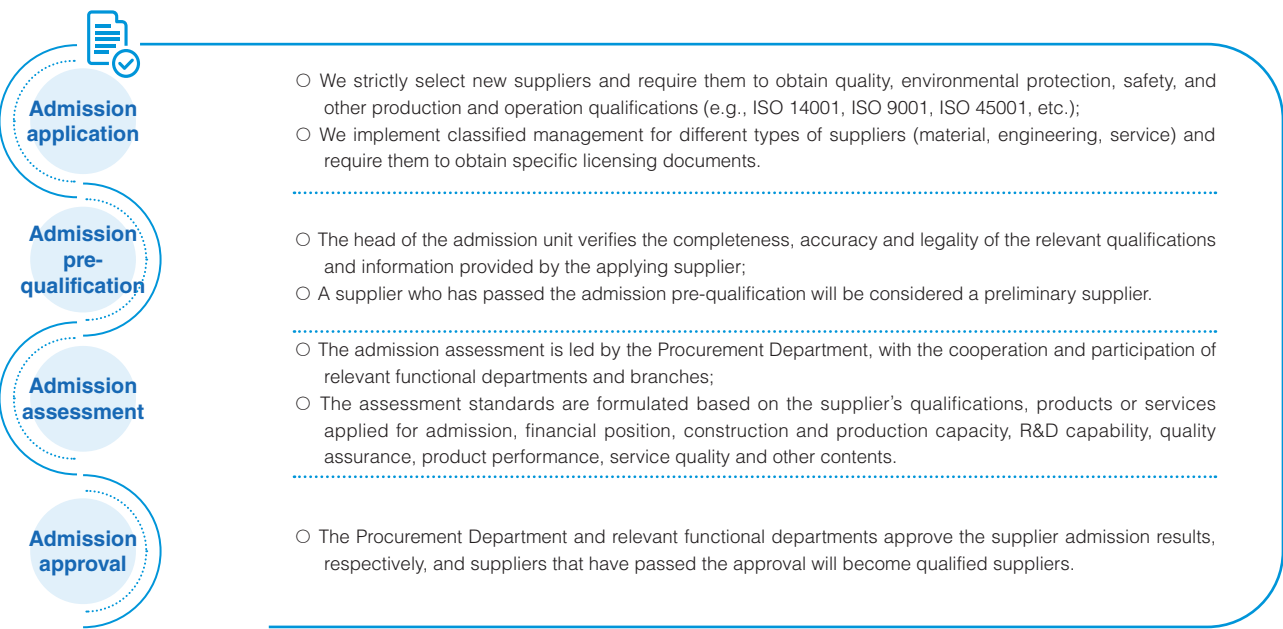
- Green and environment-friendly warehouse
- Meet the needs of customers for multi-temperature layers
- Standardized operating area at a constant temperature

Multi-dimensional Appraisal and Green Supply

As a large logistics service supplier, Rokin focuses on supplier management. We adhere to the core values of integrity and responsibility and advocate the cultivation of a cooperation environment of equality, respect, transparency, win-win development and positivity. Through this approach, we have established long-term, stable, and mutually beneficial cooperation relationships with our suppliers and partners, working together to build a responsible supply chain.

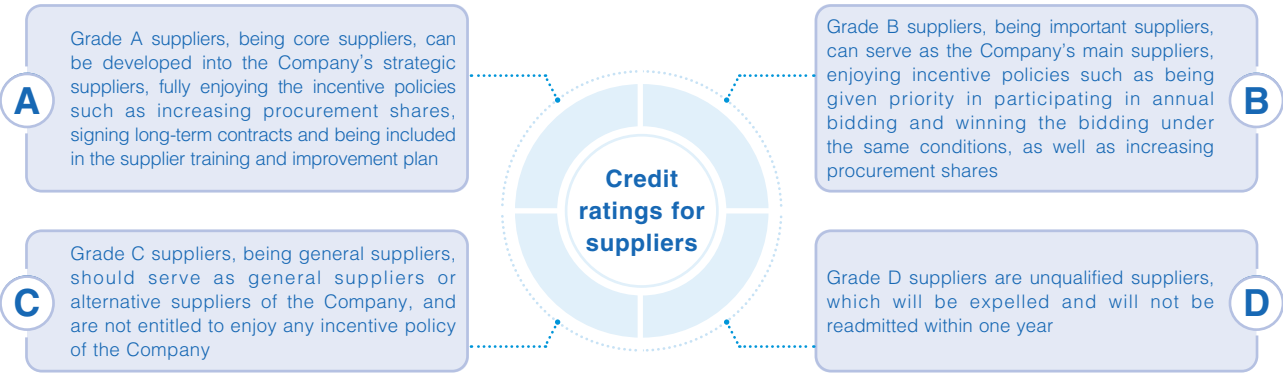
Supplier admission

In the process of supplier selection, we take into consideration their performance in environmental protection, occupational health and safety, quality assurance, etc. Therefore, we have set up the following management measures for admission and appraisal:



Supplier classification

Rokin has classified its suppliers into four grades, i.e., "Grade A", "Grade B", "Grade C" and "Grade D", according to their credit ratings. Grade A, Grade B and Grade C suppliers are qualified suppliers; while Grade D suppliers are unqualified suppliers, which will be expelled and will not be readmitted within one year.



Suppliers appraisal

We have formulated corresponding appraisal standards to normalize and standardize the management of carriers, set up a fair, just and transparent appraisal system, and integrate the KPI appraisal of carriers, which mainly focus on the timely rate of picking-up, timely rate of delivery, complaint rate, loss rate, compensation rate, timely rate of receipt return, major accidents, and the promotion of key work, etc., so as to strengthen the overall operation capability of carriers and build up an excellent carrier team.

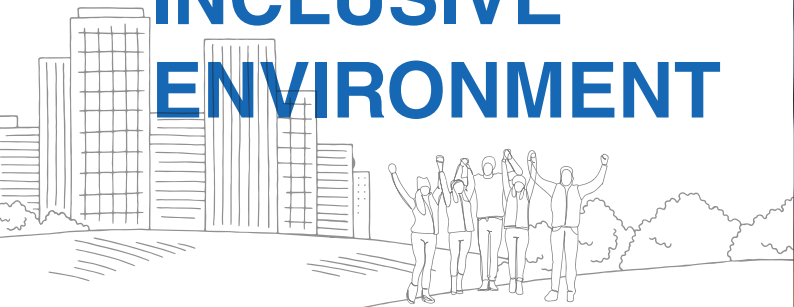
We are committed to standardizing the behaviors of suppliers in the fields of environment, society and labor rights, encouraging suppliers to obtain system certifications in environment, occupational health and safety, as well as information security, and regard them as important indicators for suppliers appraisal.

During supplier appraisal, we uphold the principle of "dynamic appraisal and merit-based selection", employing a combination of daily management and regular appraisal. During the annual/quarterly periodic appraisal process of suppliers, we require suppliers to provide a letter of commitment to fulfill social responsibility during the year, including a series of materials such as supplier qualification certificates, to ensure that suppliers meet the requirements of the Company, minimize the supply risks and reduce the cost of supplier management. In addition, we inspect suppliers from time to time every year by means of the desktop audit or flight inspection, so as to promote suppliers to strengthen routine management and continuously improve their performance in environmental, social and safety, etc. In 2023, we ceased cooperation with 365 carriers, 42 of which were due to ESG considerations.



04

WORKING TOGETHER IN AN OPEN AND INCLUSIVE ENVIRONMENT



Rokin prioritizes its employees, showing respect and empowering them to unleash their full potential. It proactively aligns with No. 1, 3, 4, 5, 8 and 10 of the United Nations Sustainable Development Goals (SDGs), implementing various measures to safeguard employees' rights and interests and empower their career development.



Talent Achievement and Rights and Interests Protection

Employment of employees

The Company strictly abides by the Labor Law of the People's Republic of China (《中华人民共和国劳动法》), Labor Contract Law of the People's Republic of China (《中华人民共和国劳动合同法》), Social Insurance Law of the People's Republic of China (《中华人民共和国社会保险法》), Individual Income Tax Law of the People's Republic of China (《中华人民共和国个人所得税法》) and other relevant laws and regulations, and has established a sound employment system to protect the legitimate rights and interests of employees in human rights protection, recruitment and employment, career development, remuneration and benefits, health and safety, etc. At the same time, we are committed to creating an equal and diversified recruitment environment, continuously optimizing the talent training system, driving the development of Rokin with talents, and working together with employees to share development achievements.

Diversity and equal opportunity

Rokin adheres to the principle of "openness, equality, competition and meritocracy" when recruiting employees. In combination with relevant laws and regulations, we have formulated the Recruitment Management System (《招聘管理制度》), which clearly stipulates that all candidates have equal opportunities and will not be treated differently due to their place of origin, gender, ethnicity, religious beliefs, etc. We respect and recognize the diversity of employees. The Company attracts talents through internal competition, campus recruitment, social recruitment, online recruitment and other diversified channels every year, and strives to create a stimulating, creative, diverse and non-discriminatory work environment that respects personal dignity for all employees.

The Company prohibits discrimination and differential treatment, respects the customs of ethnic minorities, and promotes employment opportunities for people facing employment difficulties. As of the end of 2023, Rokin had a total of 5,048 employees, including 122 ethnic minority people and 12 disabled persons.

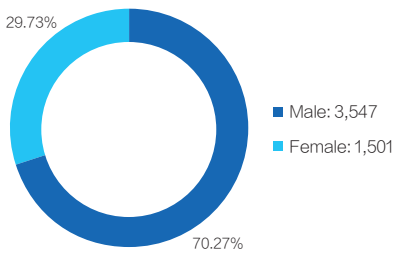


Total number of employees:

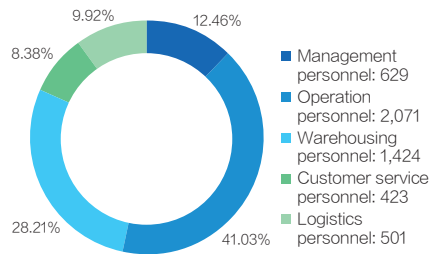
5,048

Ethnic minority people: 122
Disabled persons: 12

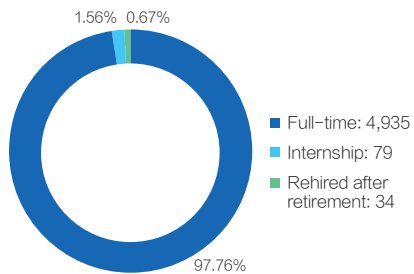
Full-time employees by gender



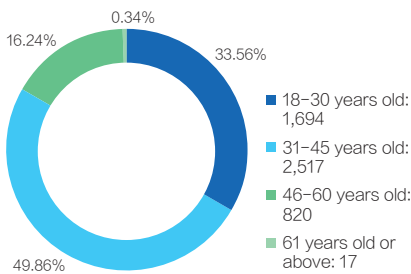
Full-time employees by job category



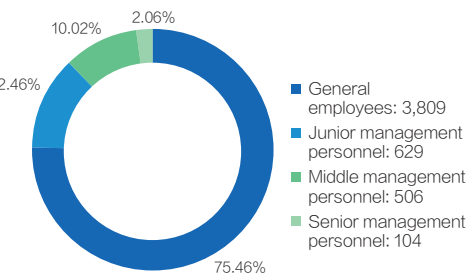
Number of employees by employment type



Full-time employees by age



Employees by position level



Prohibition of the use of child labor

The Company strictly complies with relevant laws and regulations such as the Law on the Protection of Minors of the People's Republic of China (《中华人民共和国未成年人保护法》) and the Provisions on Prohibition of Using Child Labor (《禁止使用童工规定》) to explicitly prohibit the use of child labor and individuals under the age of 18. During the recruitment, the Company uses the EHR system for management and control, which can automatically identify identity information, and prohibits individuals under the age of 18 from entering the recruitment process. In order to prevent imposters from entering the recruitment process, the Company verifies the ID card information of employees again during the onboarding process, and a warning will be given by the system when unqualified identity information is entered into the system. At the same time, the Company formulates a child labor remediation policy and remediation procedures.

During the Reporting Period, the Company did not experience any incident of using child labor.

Elimination of compulsory labor

We implement different working hours for different types of work to ensure the rest and physical and mental health of our employees. The Company complies with national regulations, and resolutely eliminates forced labor to guarantee employees' rights to normal rest and vacations.

School-enterprise cooperation

Rokin actively carries out exchanges and cooperation with universities. The Company conducts academic competitions and establishes Rokin Group scholarships to motivate students to make academic progress, so as to support student education and talent introduction. We also cooperate with the logistics management major to provide graduate internship sites and training of teaching content for graduates of such major, as well as subsidies for food and accommodation, aiming to cultivate professional reserve talents and expand the pool of talent reserves.

In 2023, Rokin and Langfang Yanjing Vocational Technical College carried out school-enterprise cooperation to jointly build a training base of the College's teachers, an on-campus logistics practice training room and an off-campus internship site, and established a "Rokin order class" comprising 50 students selected through interviews from modern logistics management major, to train talents collaboratively. The class adopted an oriented order training model. Students who have obtained their graduation certificates and passed the internship appraisal will be directly employed by Rokin as regular employees provided that they express their willingness to join the company. In recognition of outstanding students, Rokin offered scholarships to students of the "Rokin order class", with 3 first prizes, 5 second prizes and 10 third prizes. Rokin deepened school-enterprise cooperation and integration between industry and education, improved the practical teaching system of the College, and enhanced the practical ability of students comprehensively to meet the employment demand of enterprises. This approach aims to bolster the ability to serve the local economy, and to achieve win-win cooperation through leveraging complementary advantages.



On-campus Recruitment Fairs



Lanzhou Vocational Technical College came to inspect



Langfang Yanjing Vocational Technical College came to visit and inspect



Scholarship Award Ceremony



Employee care

The employee's sense of happiness and satisfaction are the driving forces of enterprise development. Rokin attaches great importance to employee care, pays attention to the life of employees, and actively organizes and carries out a variety of activities to enrich employees' work experience, enhance their sense of belonging and happiness, and strengthen the cohesion and sense of identity of employees.

Remuneration and benefits

Rokin attaches great importance to establishing an employee remuneration and benefits system. It has formulated the Management System on Remuneration (《薪酬管理制度》) and the Management System on Performance Evaluation (《绩效考核管理制度》), which outlined the standards and application principles of salaries and benefits, guided by the principles of "fairness, justice and reasonableness". The Company has a welfare system that covers endowment, medical, unemployment, employment injury and maternity insurance and housing provident fund (五险一金), statutory holidays, allowances and bonuses, employee dormitory and canteen, which guarantees employees' rights of labor protection, social security, rest and vacation. The Company provides annual one-time assistance to employees in difficulty and subsidies for those who are seriously ill.

Employee activities

The Company actively conducts a variety of content-rich employee activities, including holiday blessings, anniversary blessings, and employee team building, in the forms of physical exercise, exhibition visit, etc. These activities aim to enrich employees' spare time, fulfill their spiritual needs, and promote a healthy work-life balance.



Activities for Women's Day



Group birthday party



Labor union

In order to foster employee care and strengthen the protection of employees' rights and interests, Rokin established labor unions in Shanghai and Shandong in 2016 and 2017 respectively, and took the relevant requirements of the Labor Union Law of the People's Republic of China (《中华人民共和国工会法》) as the top priority of labor union construction. As of the end of 2023, the labor union in Shanghai consisted of seven management members, including one president and six committee members, and 731 labor union members. With the support of labor unions at all levels, Rokin has organized several employee care activities, such as the Cool Summer Visit (夏季送清凉), Books Deliver Warmth (图书温暖), Basketball Matches and Running to Welcome the New Year (迎新跑), etc., to let the front-line employees feel the warmth and care.



Activities carried out by labor unions

The Company's labor unions protect the legitimate rights and interests of employees, adjust labor relations, and cooperate and work together for the development of the enterprise. They safeguard the legitimate rights and interests and special interests of female employees, aiming to build harmonious and stable labor relations and promote the common development of female employees and employers. In accordance with the principle of equal consultation, and the prescribed procedures and work requirements for signing collective contracts, the Company's labor union discussed and approved the 2023 Collective Contract (Draft) at the meeting of employees (representatives) on June 20, 2023, and the official version was prepared on July 1, 2023 for signing and sealing by the chief representatives of both parties.

Feedback

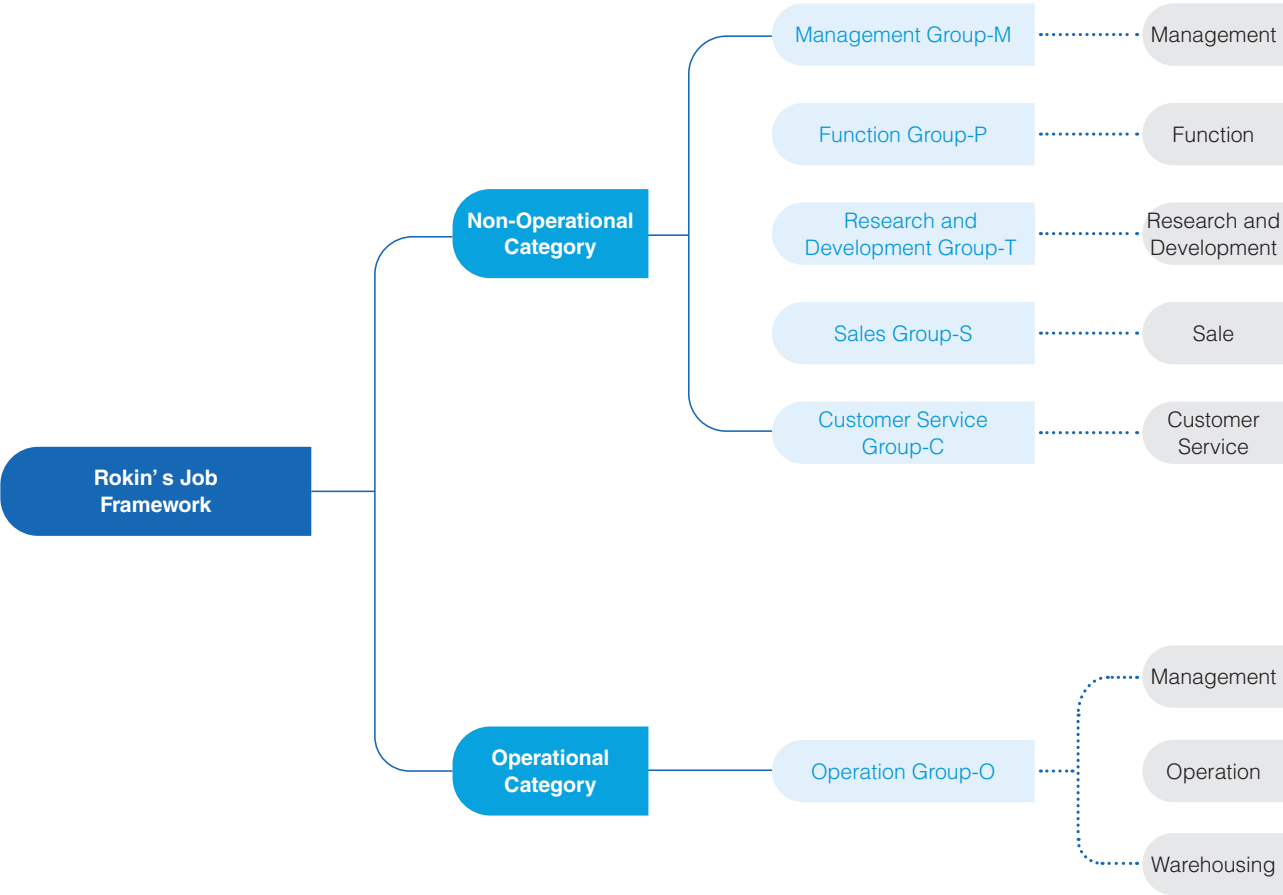
The Company attaches great importance to the satisfaction, happiness and engagement of its employees, and encourages employees to provide feedback, advice and suggestions. To safeguard employees from discrimination, harassment, or injury during working hours, we have established complaint channels, including a complaint hotline, mailboxes and DingTalk, and any complaints will be rigorously verified through internal inspection and addressed strictly once verified. During the Reporting Period, the Company did not experience any discrimination or harassment incidents.

Supporting Growth and Facilitating Promotion

Employee development

Rokin places a high priority on employee career development and has established a job framework based on position and differentiated by the value contributed by each role. This framework is designed in accordance with the Company's current situation, aiming to ensure it meets present operational needs while being flexible enough to adapt to the Company's rapid growth. Rokin's ultimate goal is to create a talent management system that encompasses remuneration design, talent planning, training and development, all rooted in a job grade system. Rokin aims to develop dual career growth pathways in both management and professional expertise, ensuring the career growth and skill enhancement of its employees. For employees in customer service, operations, warehousing, IT, and other departments, Rokin has implemented distinct employee management and job grade promotion pathways as well as the promotion of job grades and title grades, to meet employees' development needs and the Company's talent cultivation goals. Rokin has issued the Regulations for the Management of the Reserve Cadre Talent Pool (《储备干部人才库管理规定》), actively advancing the construction of the job grade system to facilitate employees to align their capabilities with opportunities.

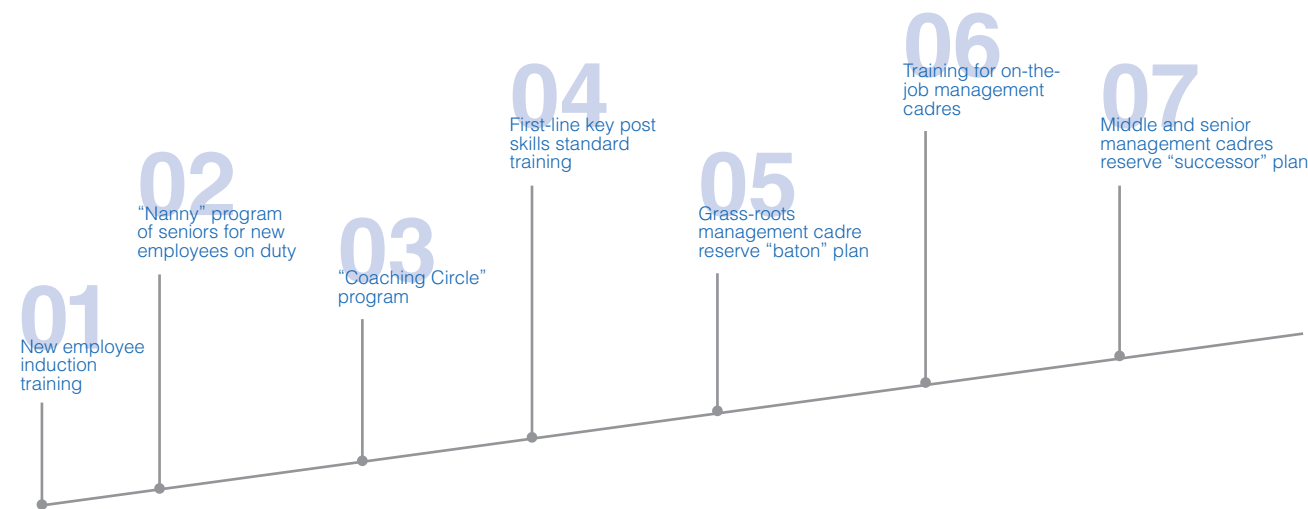
We have provisionally categorized positions into seven groups based on their place in the value chain and their sequence within different groups. These categories include management, function, research and development, sale, customer service, warehousing, and operation. The specific job framework is illustrated in the diagram below:



Employee training

Believing that “talent is the primary resource”, Rokin is committed to building a sound employee training system and creating a rich, flexible and diversified training course platform to facilitate employees' career development.

Rokin implements a hierarchical talent training system, offering corresponding training programs to all employees, from new employees to managers at all levels:



In 2022, Rokin conducted over 90 sessions of employee training, covering safety education, post skills, (basic, advanced and essential) leadership, new employee adaption and so on.

In 2023, Rokin conducted over 70 sessions of employee training in various forms such as online and offline training, covering ESG training, new employee training, (basic, advanced, front-line and essential) leadership, business general knowledge, operational skills, functional skills, warehousing skills, sales skills, transportation safety, customer service skills and so on.



Photo of the 2022 Strategic Focus and Operational Innovation Training Camp

People-oriented and Taking Health as a Top Priority

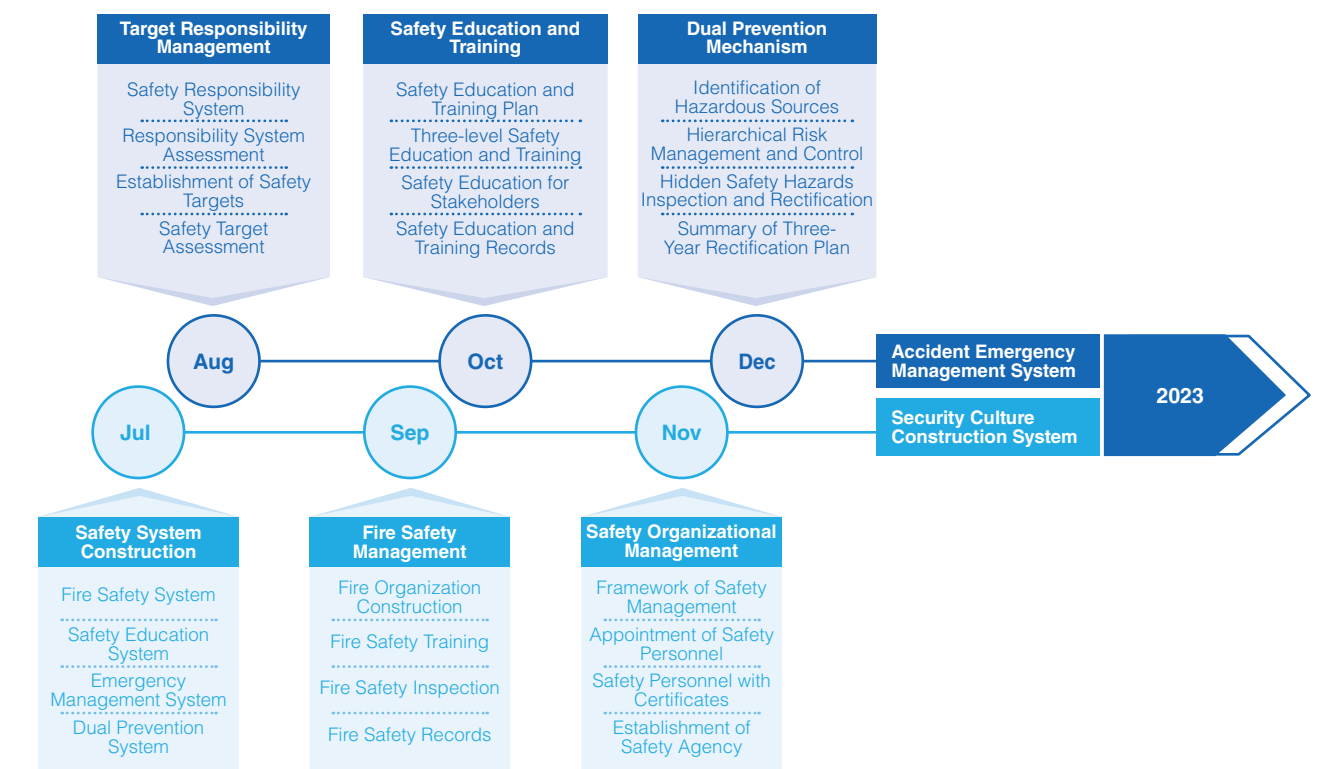
Ensuring production safety

Rokin strictly complies with the Safety Production Law of the People's Republic of China 《中华人民共和国安全生产法》, the Fire Prevention Law of the People's Republic of China 《中华人民共和国消防法》, the Emergency Response Law of the People's Republic of China 《中华人民共和国突发事件应对法》 and other laws and regulations, attaches great importance to the health and safety of all employees and has formulated the Company's safety production management systems and regulations, including the Warehouse Fire Safety Management Regulations 《仓库消防安全管理规定》, the Operation Safety Management Regulations 《运营安全管理规定》, the Safe Production Management Regulations for Road Chemical Goods Transportation 《道路化工货物运输安全管理规定》, and the Safety Management Assessment Measures for Hazardous Goods Vehicles 《危险品车辆安全管理考核办法》, etc. We are committed to establishing a sound safety production management system and advancing the Company's safety management work towards systemization, normalization and standardization.

Safety management system and institutional construction

The Safety Management Department has identified relevant safety production laws and regulations, standards and norms applicable to the Company's production and operation, including a total of 109 safety laws and regulations related to safe production, road transportation, special equipment, emergency management, safety accidents, and the dual prevention system. These regulations provide institutional safeguards for safe production and occupational health, effectively preventing risks.

The Company is gradually advancing the construction of the safe production management system according to the plan, covering safety system construction, target responsibility management, fire safety management, safety education and training, safety organizational management, dual prevention mechanism, and other aspects. We conduct monthly assessments on the key performance indicators of occupational health and safety in our branches, covering accident situations, implementation of safety responsibilities (hidden hazards inspection, training and education, risk management and control, systems and ledgers, etc.), safety investment, work with a certificate, emergency materials, carrier management, and other contents, to further establish and improve the accident emergency management system and security culture construction system.



Safety management and control measures

The Safety Management Department uses the LEC (risk assessment of work environment) method to classify hazard sources into 53 categories with a total of 312 items. Among them, there are 8 items of third-level risk and 304 items of fourth-level risk. Based on the above, it studies and identifies the risk situations of each branch, formulates the corresponding risk identification lists and makes third-level risk notification cards, requiring each branch to post them and arrange inspections every two hours. In 2022, the branches posted a total of 369 third-level risk notification cards. The Safety Management Department has continuously carried out risk assessments of work environment. In 2023, it also conducted a detailed classification and assessment of potential hazard sources and further implemented grid-based fire management. This management model divides the Company's fire safety management into several grids and specifies responsible persons for each grid. The responsible persons are in charge of fire safety work within their grids, including daily inspections, hidden hazards inspection and other tasks, in order to more precisely monitor and manage the fire safety conditions of each area.

Risk Level (D)

Score Value	Risk Degree	Risk Level
First-level risk	Extremely dangerous, work cannot be continued	Not permissible
Second-level risk	Highly dangerous, immediate rectification is required	Significant risk
Third-level risk	Significantly dangerous, rectification is needed	Relatively high risk
Fourth-level risk	Generally dangerous, attention is needed	Ordinary risk
Fifth-level risk	Slightly dangerous, but acceptable	Low risk

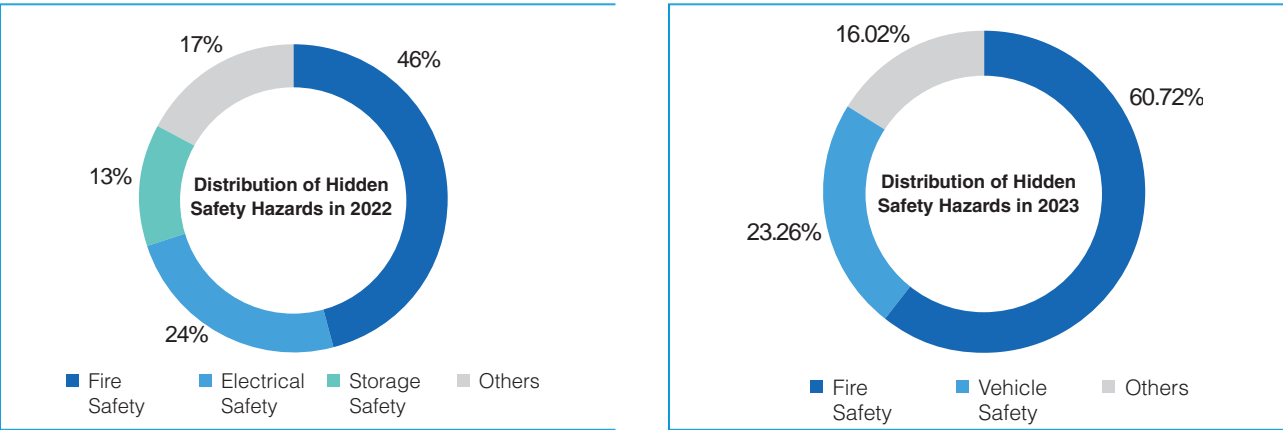
We have set up important hazard source display boards, safety risk notification cards, and various safety warning signs in prominent locations on the site to achieve full coverage of safety warning signs for equipment and facilities, thereby reducing safety risks.



Post risk notification cards in key areas

Hidden safety hazards inspection

Rokin actively conducts the hidden safety hazards inspections, and organizes the specialized rectification initiatives to constantly enhance employees' safety and prevention awareness and eliminate potential hidden safety hazards within the Company. In 2022, we identified 779 hidden hazards related to storage, firefighting and electrical usage, with most rectification efforts completed within the same year. In 2023, we conducted a total of 957 safety inspections, uncovering 1,628 various hidden hazards. All hidden safety hazards inspected in 2023 inspections have been fully rectified. We have devised tailored rectification plans based on the nature and severity of the identified hidden hazards, and enhanced employee safety training and education to ensure timely and effective rectification of all hidden hazards. Meanwhile, we regularly provided on-site support to our branches to ensure the effectiveness and long-term safety of rectification measures. The distribution of hidden safety hazards is as follows:



External safety inspection

Rokin has integrated risk management into every aspect of its production and operation, and strengthened the safety production compliance through safety risk management and control, hidden hazards inspection and governance, and cultivation of safety awareness, therefore ensuring the health and safety of employees while preventing the occurrence of any accidents resulting in casualties.



Safety training and drills

Rokin attached importance to cultivating safety awareness and capacity of employees, and actively conducted training relating to safety production to enhance safety awareness of employees; meanwhile, it continued to improve its emergency plan system and increase safety emergency drills to improve the emergency practice ability of employees.

Safety education and training

In 2022, the Company carried out conventional safety training, including 12 driver safety training courses and 40 safety promotion activities for safety directors and safety managers. Besides, the branches also carried out quarterly training and examinations for safety managers and safety directors, with 664 employees attending the training in total.

In 2023, in case of steady organization of the above training, we added the monthly safety training for the volunteer firefighting team, with a total of 12 sessions conducted over the year. Every month, we required the branches' safety managers to organize training for the volunteer firefighting team based on their actual business circumstances. The content of the training mainly covered basic fire safety knowledge, the use and maintenance skills of fire-fighting equipment, as well as in-depth understanding of laws, regulations and responsibilities. Through this systematic training, we ensured that every volunteer firefighter can continuously enhance their fire safety awareness and emergency response capabilities, which empowers them to more effectively address potential fire risks.

The major safety training sessions are as follows:

Time	Content of training	Number of participants
June 2022	A series of activities for the "Work Safety Month"	3,421
July 2022	Fire safety education and training	2,565
August 2022	Forklift safety training	441
September 2022	Training themed with "Focusing on Fire Protection and Giving Top Priority to Life"	–
October, November and December 2022	Training on the Safety Education and Training Management System, the Dual Prevention Mechanism of Risk Classification Control and Hidden Hazards Inspection and Governance, and the Emergency Response Management System for Production Safety Incidents (Trial)	2,049
November 2022	Series of activities for the Fire Fighting Publicity Month themed with "focusing on fire prevention, ensuring safety and promoting development"	–
December 2022	Traffic Safety Day training, safety training before the Spring Festival	2,788
February 2023	Training on resumption of work and production	1,686
March 2023	Appraisal training of safety inspection standard for safety managers	43
April 2023	Forklift safety training	561
May 2023	Electricity safety training	1,980
June 2023	Work Safety Month activities themed with "Everyone stresses safety, and is able to deal with emergencies"	3,741
July 2023	Safety training in summer	1,170
August 2023	Specially intensive driving safety training based on the driving characteristics in summer	1,791
September 2023	Fire safety training focusing on enhancing fire awareness and emergency response skills	2,378
October 2023	Training of "Combating Three Violations" on strengthening the awareness and behavior of combating illegal command, illegal operation and violation of labor discipline	2,173
November 2023	Activities of the Fire Safety Month themed with "Prevention as a Priority, Giving Top Priority to Life"	2,832
December 2023	Publicity and training activities of the National Traffic Day themed with "Civilized transportation, moving forward together"	738

Training activity of “Work Safety Month”

Case

- The Safety Management Department carried out safety training through “cloud classroom”, with 3,421 and 3,741 employees participating in the training in 2022 and 2023 respectively.
- The Long-distance Transportation Department, branches in Harbin, Jinan and other areas carried out offline safety training according to their actual conditions.



The training scene of “Work Safety Month”





Case

I. Carried out extensive publicity to create a safe production atmosphere.



II. Conducted safety publicity and education to enhance safety management capabilities, such as traffic safety training and forklift safety training, etc.



III. Conducted hidden hazards inspection and governance, and carried out hidden safety hazards inspection and governance for equipment and facilities in key places, such as vehicles, warehouses, parks, special equipment and typhoon and flood prevention areas.



IV. Enhanced on-site supervision, regulated safe production behavior and conducted in-depth safety inspections at the frontline.



Work Safety Month Activity of Wuhan Branch



Case

From June 8, 2023 to the end of the month, under the guidance of the Safety Management Department of the Head Office, Wuhan Branch successfully held the Work Safety Month Activity, in which all employees and their families participated. Through the Safety Commitment Signing Ceremony, Safety Knowledge Competition and "Children's Coloring and Painting Competition Themed on Safe Behavior" and other activities, the safety awareness of employees and their families was significantly enhanced. Especially, the Children's Coloring and Painting Competition not only inspired the children's enthusiasm for participation, but also broadened the coverage of safety education through family influence. This activity was highly appreciated by the leaders of the Head Office and the branch, laying a solid foundation for the safety development of the Company.



During the Work Safety Month, Rokin also carried out the “Safety Snapshot” activities among all its branches. Employees created a safe production atmosphere and raised awareness of production safety by taking pictures of production safety-related personnel, scenes and bulletin boards.

Since April 2023, the Safety Management Department has formally implemented a monthly safety assessment for the branches, the core content of which covers the following three main areas:

Safety facilities and codes of practice:

To assess the daily management and maintenance of the park, firefighting, vehicles and special equipment to ensure that all facilities meet the safety standards; to supervise the employees' compliance with the relevant codes of practice to prevent accidents.

Personnel qualification and safety training:

To verify the safety operation certificates and professional qualification certificates of employees in all positions to ensure that the employees have the appropriate qualifications; to check the safety training records of the employees to strengthen the safety awareness and emergency response capability of employees.

Hidden hazards inspection and rectification:

To regularly carry out comprehensive hidden hazards inspections to identify and rectify potential safety risks in a timely manner to ensure the safe and stable operation of the Company. To enhance the overall safety prevention of the Company through continuous hidden hazards management.



Excellent photos from the “Safety Snapshot” activities

Based on the size of the warehouse, the nature of the stored items and the fire risk rating, we divide the warehouse into multiple grid areas for fire safety grid management to achieve more detailed and systematic fire safety management. In the grid layout planning, each grid area is assigned a specific person responsible for fire safety, who shall be responsible for fire safety work in respective areas, including but not limited to regularly inspecting the integrity of firefighting facilities and equipment, and discovering and dealing with hidden fire hazards in a timely manner. The efficiency and effectiveness of fire safety management have been improved through a clear division of responsibilities.

Training activity of “Focusing on Fire Protection and Giving Top Priority to Life” Case

- On September 15, 2022, the fire safety management training was successfully held by the Safety Management Department of the Head Office of Rokin in Taicang Rokin Smart Logistics Park. Leaders of the safety management of the Head Office of Rokin, the safety directors (including the safety officers), the warehouse managers and the volunteer firefighters of branches in the Yangtze River Delta region participated in the training.
- The training courses were delivered by fire safety experts, covering the basics of fire safety management and the practical operation of fire protection facilities and equipment. Through a series of fire safety cases, safety experts explained the fire protection knowledge in a simple and easy manner, enriching employees' safety knowledge reserves and further improving safety awareness.



Training activity of “National Traffic Day” Case

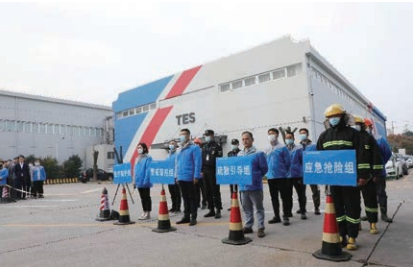
- On December 2, 2022, in order to further improve the traffic safety awareness of employees and effectively prevent traffic accidents, the Safety Management Department of the Head Office organized all branches nationwide to carry out the “National Traffic Safety's Day on December 2” activity.




Safety emergency drills

The Company conducted a fire drill involving all employees in June and November of 2022 and 2023, respectively.


2022




Emergency rescue team




A volunteer firefighting team was operating the fire engine




Hose exercise by a volunteer firefighting team



Employee evacuation and escape




Demonstration on how to use a fire extinguisher




Group photo of participants in the drill


2023




Emergency rescue team




On-site rescue and escape




Demonstration on how to use a fire extinguisher



Joint drills with territorial firefighting brigades





Safety management effectiveness and objectives

In 2022, we have made the following progress in Level 2 safety standardization:



The safety standardization project approval was completed


Relevant parties have entered the site and completed the preliminary investigation on the park

Continuous rectification of hidden hazards

In 2023, Rokin Logistics Co., Ltd. Taicang Branch (荣庆物流有限公司太仓分公司) and Shanghai Rokin International Storage and Transportation Co., Ltd. (上海荣庆国际储运有限公司) made significant progress in safety standardization for the industrial and trade industry, and successfully passed the strict appraisal and review of Level 2 safety standardization. Passing appraisal and review fully proved our professionalism and advancement in safety management, and reflected the great importance we attach to and continuous investment in safe production. The achievement of Level 2 safety standardization not only helps to improve the Company's safe production management level and reduce the risk of accidents, but also further enhances the enterprise's market competitiveness and provides a strong guarantee for the Company's sustainable development.

In the future, we will further enhance safe production management in key areas and increase intelligent hardware facilities and equipment for digital management.

Plan for installing monitoring and alarm equipment at key fire risk locations

 Case

We intend to reasonably set up the types, quantities, and locations of the devices based on the types and significance of the items placed in the area as well as the size and surroundings of the warehouse, and install alarm devices in the warehouse area accordingly.

Temperature rising alarm and fire point marking





Temperature-sensitive cables are laid in electrical rooms and cable trenches densely filled with wires to monitor and prevent electrical fires resulting from short-circuiting or wire overload.

Smoke detection and alarm





The equipment in areas such as forklift charging areas, employee dormitories, fire control rooms and fire pump rooms is available for fire detection.

Detection and alarm for concentrations of flammable gases

In gas stations, kitchens and other flammable and explosive places, the equipment can monitor the concentration of flammable gases. It can trigger an alarm within a short time, with the alert information displayed on the monitoring preview interface.



Storage area

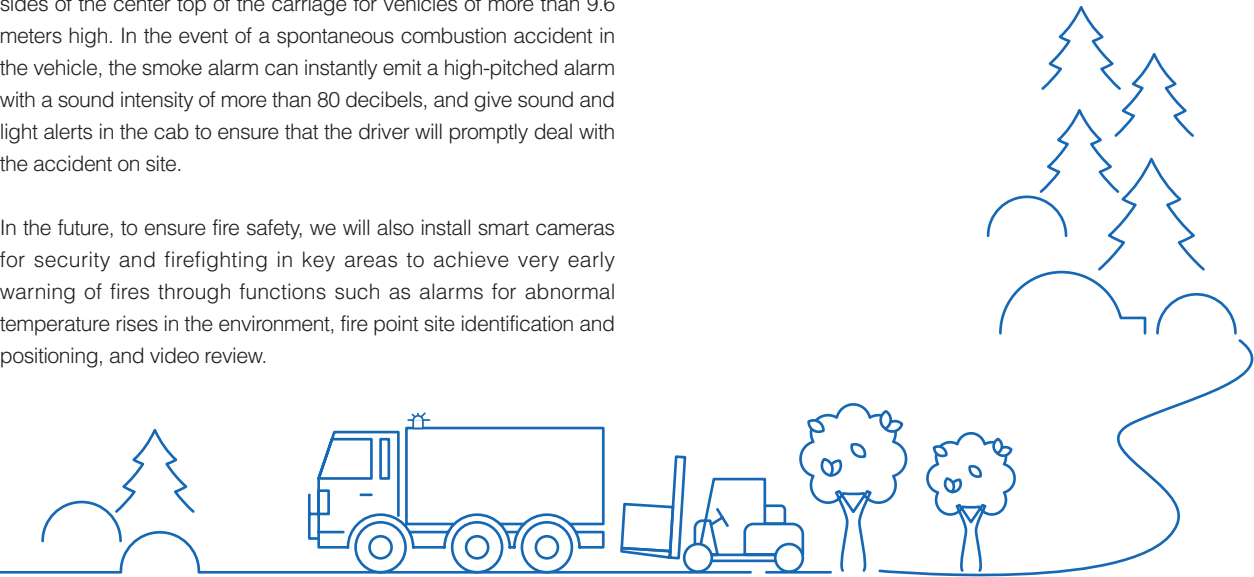


Gas station and fire pump room

In June 2023, the Safety Management Department and IT Department of the Company jointly introduced a thermal imaging alarm pilot system for Malu Park as a pilot unit. In the forklift charging area, four sets of thermal imaging equipment, one smoke detector, and one supercomputer were deployed. The installation of the system significantly improved the safety level of the forklift charging area in the park. It effectively prevents fires and other safety accidents through real-time monitoring and early warning of potential heat sources and smoke, thereby protecting the safety of the persons and property in the park.

In order to enhance the safety of truck operations and reduce the losses caused by spontaneous combustion accidents, we plan to gradually install smoke detection alarm systems in trucks: a smoke alarm will be installed on the center top of the carriage for vehicles of 9.6 meters high or below; a smoke alarm will be installed on the two sides of the center top of the carriage for vehicles of more than 9.6 meters high. In the event of a spontaneous combustion accident in the vehicle, the smoke alarm can instantly emit a high-pitched alarm with a sound intensity of more than 80 decibels, and give sound and light alerts in the cab to ensure that the driver will promptly deal with the accident on site.

In the future, to ensure fire safety, we will also install smart cameras for security and firefighting in key areas to achieve very early warning of fires through functions such as alarms for abnormal temperature rises in the environment, fire point site identification and positioning, and video review.



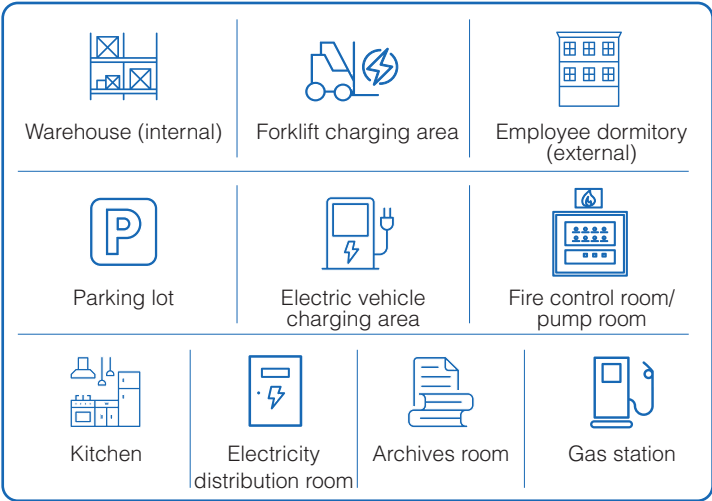
Smart camera for security and firefighting



Temperature-sensitive alarm

Fire point detection

High-definition video



Occupational health

Rokin attaches great importance to the health and safety of all employees, strictly abides by the Prevention and Control of Occupational Diseases Law of the People's Republic of China (《中华人民共和国职业病防治法》), the Regulations on Work-Related Injury Insurance (《工伤保险条例》) and other relevant laws and regulations, and takes the safety of the personnel as the primary consideration of the entire production and operation activities. We have formulated a number of employee protection measures and occupational norms and systems to prevent occupational risks and make every effort to protect the health and safety of the employees.

In order to prevent and control the occurrence of work accidents, standardize the process of handling accidents, improve employees' awareness of safe operation and minimize the risk of accidents, we have set up the Work-Related Injury Incident Committee (工伤事件委员会) and formulated the Provisions on Work-Related Injury Management for Rokin Employees (《荣庆物流员工工伤管理规定》). Such provisions specify a series of contents such as the duties of the Work-Related Injury Incident Committee, the definition and categorization of work-related injuries, the emergency treatment process of work-related injuries, the declaration process of work-related injuries, the settlement of expenses, work-related injury leave, and the rectification and accountability of accidents.

In 2022, the Company had 8 work accidents in total, including 1 transportation accident during the commute, 3 accidents at work, and 4 other accidents (fall injury, etc.), resulting in a loss of 420 workdays due to work-related injuries. In 2023, the Company had 7 work accidents in total, including 2 transportation accidents during the commute, 3 accidents at work, and 2 other accidents (fall injury, etc.), resulting in a loss of 370 workdays due to work-related injuries. We provide appropriate work-related injury compensation to employees who are injured at work, and grant different lengths of work-related injury leave depending on the injury.

In order to further protect the safety of our employees, improve the emergency response capability of the Company and enhance the image and competitiveness of the Company, we have set up an emergency equipment room in the Company, covering some basic emergency supplies, to ensure that the Company has enough equipment and resources to cope with emergencies. In the future, the emergency equipment room will be more specialized and intelligent, so that the Company can better respond to various emergencies.

Allocation and management of emergency supplies

Emergency equipment room

• 水泵 water pump	• C级防护服 class C protective clothing
• 重型化学吸附垫片 heavy chemisorption gasket	• 护目镜 protective glasses
• 防化类球形吸液垫 chemical resistant sock shaped absorbent pad	• 丁腈手套 nitrile gloves
• 废物回收桶200L waste recycling bucket 200L	• 防爆手电筒 explosion proof flashlight
• 防爆工具 (套) explosion proof tools (set)	• 雨衣 raincoat
• 堵漏工具 (无火花型) plugging tools (non sparking type)	• 轮胎压力表 tire pressure gauge
• 95加仑二次围堵泄漏应急桶 95 gallon containment spill bucket	• 堵漏木楔 plugging wedge
• 轮胎省力扭力扳手 tire torque effort saving wrench	• 消防沙 Sand for Emergency Use
• 轮胎扭力扳手 tire torque wrench	• 消防水池 Water pool for fire fighting
• 消防靴 fire boots	• 防爆铲及防暴桶 explosion proof shovel & bucket
• 防化靴 chemical resistant boots	• 消防锹及消防桶 fire shovel and fire bucket
• 黄沙袋 sandbags	• 黄沙桶 sand bucket
• 防爆锹 explosion proof spade	• 防火毯 flash hider
• 防毒面具 gas masks	• 警示锥 warning cone



Basic emergency supplies allocated in the vehicle



- Safety helmet: 2020年11月20日
- Chemical protective goggles: Protection against chemical splashes and impact
- Self-contained breathing apparatus: Preventing or filtering the inhalation of harmful chemicals in the air
- Workwear (full suit)
- Reflective vest
- Nitrile gloves: Protection and tear-proof
- Safety shoes: Impact-resistant, puncture-resistant and anti-static
- Class C chemical protective clothing: Full-body protection against particles or liquid splashes

应急物资 Emergency supplies



- Dry powder fire extinguisher
- Sand bucket + sand or sawdust (1/3 of the bucket volume)
- Copper fire shovel (explosion-proof)
- Absorbent cotton (sheet-like + sock-like)
- Explosion-proof flashlight
- Plugging tool set (plugging wooded cone, plugging mud and plugging tape)

医药箱 Medicine cabinet



- Drug list
- Triangular bandage
- Adhesive bandage
- Medical scissors
- Medical gauze
- Medical bandage
- Medical tape
- Rubber tourniquet
- Cotton swab
- Tweezers
- Alcohol cotton ball
- Rendan pills (heatstroke prevention)

Introduction to the allocation and management of emergency supplies

Caring about Homeland and Giving back to Society

Rokin actively fulfills its corporate social responsibilities, cares about the community, and carries out voluntary public welfare activities in many fields. In 2023, it conducted approximately 170 volunteer service events, with a total of 58,500 participants; the Company responded to the national strategy of rural revitalization by empowering rural development; furthermore, the Company supported production stabilization to ensure the supply and timely delivery of medical and living materials during critical periods.

Contributing to rural revitalization

In February 2022, Rokin established a veterans' employment practice base to provide opportunities for veteran employment. By the end of the Reporting Period, we re-employed a total of 238 individuals facing employment challenges. In October 2022, at the county-wide charity commendation and "Rural Revitalization Fund" donation mobilization meeting in Lanling County, Shandong Province, Rokin pledged a donation of 10 million CNY to further consolidate the outcomes of poverty alleviation efforts, facilitate rural revitalization, and promote the sustained and rapid economic and social development of Lanling County. In the same month, Rokin donated 1.8 million CNY for rural construction.



In October 2022,
Rokin pledged a donation of

10million CNY

at the "Rural Revitalization Fund" donation
mobilization meeting

Guaranteed supply of materials

Rokin earned the trust of the government and customers through its expertise in cold chain logistics and its advantages in equipment resources. It has undertaken important transportation tasks with professional, innovative, and attentive services during unexpected and emergency situations.

In ensuring the supply, we, building on our past experiences, garnered attention from top management, set up a dedicated leadership team, and actively innovated to address supply challenges and streamline resource integration. In the second quarter of 2022, for example, Rokin maximized its operational network by strategically designating its outlets in the Yangtze River Delta region, especially those around Shanghai, as the Company's drop-and-pull connection points to support Shanghai's needs.



Thoughtful planning

After thoughtful planning and layout in the early stage, the Company's vehicles for transporting materials to support Shanghai from other provinces and the drop-and-pull vehicles in the city arrived at the designated location within the agreed time, and carried out drop-and-pull connections with thorough disinfection measures and no physical contact, that is, the exchange of tractor heads by large vehicles, and in-situ goods transfer between carriages by small vehicles.



Risk reduction

In this way, it can not only minimize personnel contact and guarantee the personal safety of drivers and operators, but also ensure zero contact with materials and transport security, achieving the dual goals of "guaranteeing supply of materials" and "preventing virus transmission" without compromise.



Regional decentralization

According to the Company's previous "multipoint distribution" strategy, we have distributed our Shanghai operation team (including vehicles, personnel and equipment) to several points, and added two new operation sites in Pudong and Jinshan in addition to our regular operation sites in Baoshan, Shanghai and Malu, Jiading.



Operational advantages

We have converted the Company's advantageous resources into individual units and allocated those resources to multiple points, ensuring that during capacity emergencies across the entire Shanghai, personnel and vehicles are available in each district and at each point for immediate deployment and use. This achieves a balance between "multipoint distribution" and "integration of advantageous resources," effectively ensuring the transportation and delivery services of goods within the city.

During this period, the Company's management set an example, and all Rokin people practiced physically, showing the spirit of hard work and dedication to struggle - building a firm line of defense, guarding safety; overcoming obstacles, scrambling for time and seconds; sacrificing the small family for the sake of the big one; performing their duties, and sticking to their posts.

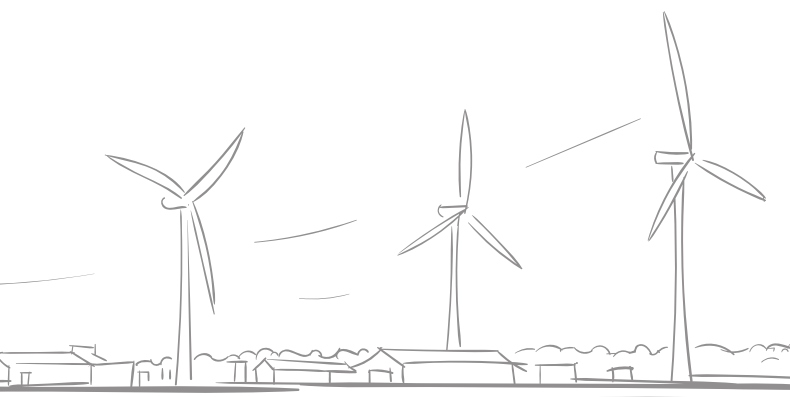
Donation for public welfare

In October 2023, Rokin carried out the 2023 paired assistance of the Malu Aid to Qinghai Three-Year Plan (马陆援青三年行). Based on the suggestion of the deputy secretary and deputy governor of Jiuzhi County in Qinghai, the funds were donated in a targeted way to 10 impoverished students (30,000 CNY) and the Health and Wellness Bureau of Jiuzhi County (102,000 CNY for the cause of health construction), respectively.



05

CARING FOR THE EARTH AND PROTECTING ENVIRONMENT



Adhering to the concept of low-carbon development, Rokin actively responds to No. 6, 7, 13 and 15 of the United Nations Sustainable Development Goals by practicing green office, energy conservation and emission reduction to build China into a beautiful country where clear waters and green mountains are conserved.



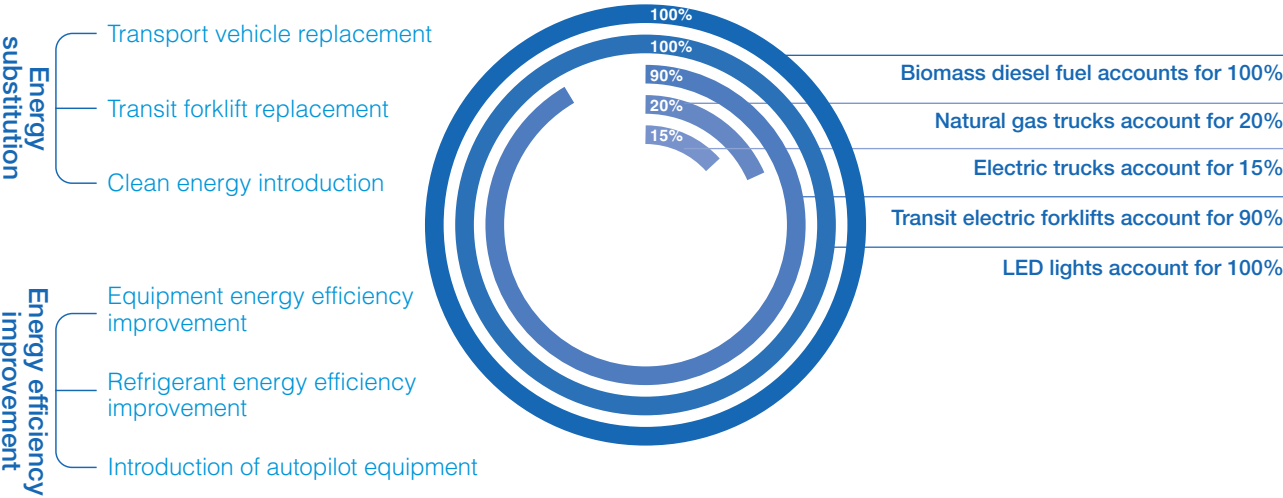
Delivering Green and Low-carbon Operation

In response to China’s commitment to the green development concept and requirements, we actively promote green energy and new energy equipment, and have established intelligent logistics parks, intending to facilitate green emission reduction and boost the development of the industry.

Environmental policies

Rokin strictly abides by the Environmental Protection Law of the People’s Republic of China (《中华人民共和国环境保护法》), the Energy Conservation Law of the People’s Republic of China (《中华人民共和国节约能源法》) and other laws and regulations, and continuously improves the Company’s environmental protection efficiency. We are committed to mitigating the environmental impact of our business, and regularly assess our environmental performance. The environmental management system of the Company has been certified to the ISO14001:2015 standard. As of the end of 2023, 15 branches in Shanghai, Beijing, Guangzhou, Chengdu, Xi’an, Wuhan, Qingdao, Kunshan and Taicang of Suzhou and other areas have obtained the ISO14001 Environment Management System Certification, representing a coverage of 83.33%.

We regularly review our environmental protection measures and the respective outcomes and strive to reduce greenhouse gas emissions, save water resources and minimize energy consumption. To ensure continuous improvement of our environmental performance, we have set targets with respect to different aspects of environmental protection and monitored our performance against these targets regularly.



Emission reduction measures by Rokin



Rokin undertakes to efficiently harness technology to promote the transformation towards green and low-carbon development, and to achieve **50%** less carbon intensity in 2030 from 2020

Certification

Rokin has established and improved its certification for quality, environmental management, occupational health and safety management and other professional qualifications, and continues to promote the system certification for various business sectors. As of the end of the Reporting Period, we have obtained the following certifications:

ISO9001	1	Rokin Logistics Supply Chain (Beijing) Co., Ltd. (荣庆物流供应链(北京)有限公司)
	2	Rokin Logistics Supply Chain Co., Ltd Chengdu Branch (荣庆物流供应链有限公司成都分公司)
	3	Guangzhou Economic and Technological Development Zone Jianzhong Transportation Co., Ltd. (广州经济技术开发区建中运输有限公司)
	4	Guangzhou Rokin Logistics Supply Chain Co., Ltd. (广州荣庆物流供应链有限公司)
	5	Rokin Logistics (Suzhou) Co., Ltd. (荣庆物流(苏州)有限公司)
	6	Qingdao Rokin Logistics Supply Chain Co., Ltd. (青岛荣庆物流供应链有限公司)
	7	Rokin Logistics Supply Chain Co., Ltd Shenyang Branch (荣庆物流供应链有限公司沈阳分公司)
	8	Rokin Logistics Supply Chain Co., Ltd
	9	Shanghai Rokin International Storage and Transportation Co., Ltd. (上海荣庆国际储运有限公司)
	10	Shanghai Xiaorong Logistics Co., Ltd. (上海晓荣物流有限公司)
	11	Rokin Logistics Supply Chain Co., Ltd Shenyang Branch
	12	Rokin Logistics (Taicang) Co., Ltd. (荣庆物流(太仓)有限公司)
	13	Rokin Logistics Supply Chain Co., Ltd Tianjin Branch (荣庆物流供应链有限公司天津分公司)
	14	Rokin Logistics Supply Chain Co., Ltd Wuhan Branch (荣庆物流供应链有限公司武汉分公司)
	15	Rokin Logistics Supply Chain Co., Ltd Xi'an Branch (荣庆物流供应链有限公司西安分公司)

ISO45001	1	Rokin Logistics Supply Chain (Beijing) Co., Ltd.
	2	Guangzhou Economic and Technological Development Zone Jianzhong Transportation Co., Ltd.
	3	Guangzhou Rokin Logistics Supply Chain Co., Ltd.
	4	Rokin Logistics (Suzhou) Co., Ltd.
	5	Qingdao Rokin Logistics Supply Chain Co., Ltd.
	6	Rokin Logistics Supply Chain Co., Ltd Chengdu Branch
	7	Rokin Logistics Supply Chain Co., Ltd Shenyang Branch
	8	Rokin Logistics Supply Chain Co., Ltd
	9	Shanghai Rokin International Storage and Transportation Co., Ltd.
	10	Shanghai Xiaorong Logistics Co., Ltd.
	11	Rokin Logistics (Taicang) Co., Ltd.
	12	Rokin Logistics Supply Chain Co., Ltd Tianjin Branch
	13	Rokin Logistics Supply Chain Co., Ltd Wuhan Branch
	14	Rokin Logistics Supply Chain Co., Ltd Xi'an Branch

SA8000	1	Shanghai Rokin International Storage and Transportation Co., Ltd.
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ISO13485	1	Shanghai Rokin International Storage and Transportation Co., Ltd.
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BRC	1	Shanghai Rokin International Storage and Transportation Co., Ltd.
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TAPA-TSR	1	Rokin Logistics Supply Chain Co., Ltd
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ISO14001	1	Shanghai Rokin International Storage and Transportation Co., Ltd.
	2	Rokin Logistics Supply Chain Co., Ltd
	3	Shanghai Xiaorong Logistics Co., Ltd.
	4	Rokin Logistics Supply Chain Co., Ltd Shenyang Branch
	5	Rokin Logistics Supply Chain Co., Ltd Guangzhou Branch (荣庆物流供应链有限公司广州分公司)
	6	Rokin Logistics (Suzhou) Co., Ltd.
	7	Guangzhou Economic and Technological Development Zone Jianzhong Transportation Co., Ltd.
	8	Rokin Logistics Supply Chain (Beijing) Co., Ltd.
	9	Rokin Logistics Supply Chain Co., Ltd Chengdu Branch
	10	Rokin Logistics Supply Chain Co., Ltd Shenyang Branch
	11	Qingdao Rokin Logistics Supply Chain Co., Ltd.
	12	Rokin Logistics (Taicang) Co., Ltd.
	13	Rokin Logistics Supply Chain Co., Ltd Tianjin Branch
	14	Rokin Logistics Supply Chain Co., Ltd Wuhan Branch
	15	Rokin Logistics (Kunshan) Co., Ltd. (荣庆物流(昆山)有限公司)

Energy and emissions management

Restructuring energy and substituting traditional sources with green alternatives play pivotal roles in energy conservation and emissions reduction for logistics and warehousing. Bio-oil serves as a fuel source at the Malu head office and Baoshan operation center, as well as in our ten self-operated canteens. Currently, half of these ten canteens have completed the transition to the use of bio-oil, with plans in place for other canteens to complete the substitution of bio-oil gradually, aiming for full bio-oil utilization. In Malu Park, we rely on green electricity to power the park’s daily operations all year round, effectively lowering our carbon footprint.

Rokin is fully aware of the impact of disposal and discharge of waste on the natural environment and people’s life safety. For non-hazardous waste, household waste is delivered to the municipal government for proper management after segregation. We’ve engaged qualified third-party environmental units to deal with cafeteria waste oil residue by signing an agreement. As of the end of the Reporting Period, no hazardous waste has been generated by our operations. Regarding wastewater, our sewage mainly consists of domestic wastewater and rainwater, managed within the designated sewage pipeline system of the park to prevent direct discharge into surface water bodies. Sewage and waste treatment adhere to regulatory standards, with regular third-party monitoring and verification. We prioritize exhaust gas management by strictly controlling fuel quality from the source and ensuring vehicle emissions during our operations meet national standards. Additionally, we promote the use of automotive urea to reduce pollutant emissions from heavy trucks.

The amounts of energy used by the Company are as follows:

Type of energy	2022	2023
Gasoline ² (ton(s))	201.2	22.8
Diesel (ton(s))	13,163.5	9,014.43
Biomass diesel fuel (ton(s))	1,357.96	4,695
Total fuel consumption (ton(s))	14,722.66	13,732.23
Bio-oil (ton(s))	7.00	4.90
Natural gas ('0,000 m³)	5.03	5.87
Liquefied petroleum gas (ton(s))	15.36	42.08
Liquefied natural gas (ton(s))	123.19	115.84
Purchased heat (million kJ)	/	3,232.91
Total electricity (MWh)	16,507.20	23,437.79
Including green electricity (MWh)	2,497.44	2,395.33
Others (MWh)	14,009.76	21,042.46

² In 2023, the Company implemented more refined allocation and management for vehicle resources. As a result of the proper adjustment and optimization of official vehicles, gasoline consumption of the Company has decreased significantly.

The greenhouse gas emissions of Rokin are primarily derived from fossil fuels such as diesel and liquefied natural gas used in transportation vehicles, refrigerant used in cold-chain warehouses, gasoline, purchased electricity and heat used in administrative office, as well as natural gas and liquefied petroleum gas used in canteens. The greenhouse gas emissions of the Company are as follows:

Source of emissions	2022	2023
Scope 1 ³ : direct emissions (tons of carbon dioxide equivalent ("tons of CO ₂ e"))	49,681.37	43,235.00
Scope 2 ⁴ : indirect emissions (tons of CO ₂ e)	8,453.23	11,189.60
Total greenhouse gas emissions (tons of CO ₂ e)	58,134.60	54,424.60
Greenhouse gas emissions intensity (tons of CO ₂ e/million of revenue)	13.54	13.34

Water resource management

Rokin fosters innovation in various water recycling systems. We collect and filter rainwater through a rainwater recovery system, and recycle it as green belt water. We advocate for water conservation by promoting and upgrading water-saving equipment and appliances across our parks, such as installing inductive water-saving faucets and inductive water-saving toilets in office areas, and installing plug-in-card water-saving appliances in dormitory areas, so as to digitally monitor and manage the domestic water consumption of residential employees. Our Head Office and five branches, including the Shanghai Pudong Branch, Suzhou Branch, Kunshan Branch, Taicang Branch, and Guangzhou Branch, have completed the installation of direct drinking water dispensers and have put them into use, successfully replacing the original use of bottled water and offering employees a more convenient and healthier drinking option.

Rokin is well aware of the scarcity of freshwater resources and the paramount importance of conserving water resources, so it attaches great importance to environmental protection requirements, strictly adheres to relevant regulations, and consistently builds a green system. The water resources used by the Company come from urban tap water, and there is no issue in sourcing water. We generate no wastewater, but only produce domestic water, which has been discharged with a three-layer filter device. The Company’s water consumption statistics are shown on the right:

Biodiversity

In the realm of biodiversity conservation, Rokin annually invests significant funds in green initiatives, including greening planting and maintenance and other series of work. In 2022, we invested a total of 280,000 CNY in daily greening management and maintenance to ensure a lasting and stable effect of greening. In 2023, our greening expenditure was adjusted to a total of 200,000 CNY, but we still paid attention to the quality and effectiveness of our greening efforts despite the reduced amount of investment. Moving forward, we will continue to increase our investment in greening to further contribute to the protection and improvement of the ecological environment.



³ Direct greenhouse gas emissions were calculated with reference to the Measurement Methods of Greenhouse Gas Emissions for Express Industry issued by the State Post Bureau of The People’s Republic of China and How to Prepare an ESG Report - Appendix 2: Reporting Guidance on Environmental KPIs issued by the Hong Kong Stock Exchange.

⁴ Indirect greenhouse gas emissions were calculated based on the Guidelines for Accounting and Reporting Greenhouse Gas Emissions of Enterprises - Power Generation Facilities by the Ministry of Ecology and Environment of the People’s Republic of China (2021 Revision) (Draft for Comments).

⁵ Due to public health incidents, office water consumption has decreased, resulting in a relative decline in indicators.

Taking Green Measures and Protecting Environment

Response to climate change

The impacts of climate change receive widespread attention from the world today. For enterprises, climate change risk is part of their overall risk management. Rokin deeply understands that improving energy utilization efficiency, reducing greenhouse gas emissions, and responding to extreme weather changes are important measures for the Company to achieve sustainable development and enhance its competitiveness. By referring to the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), the Company discloses its efforts to identify and respond to climate-related risks and opportunities through four aspects, i.e., governance, strategy, risk management, and indicators and goals.

Governance

Rokin actively identifies risks and opportunities related to climate change, analyzes the financial impacts of climate change on business operations, and formulates corresponding risk response measures in conjunction with business development. The Board of Directors has a clear understanding of climate change risks and, as the highest risk management body, has formulated response strategies for ESG risks including climate change risks.

Strategy

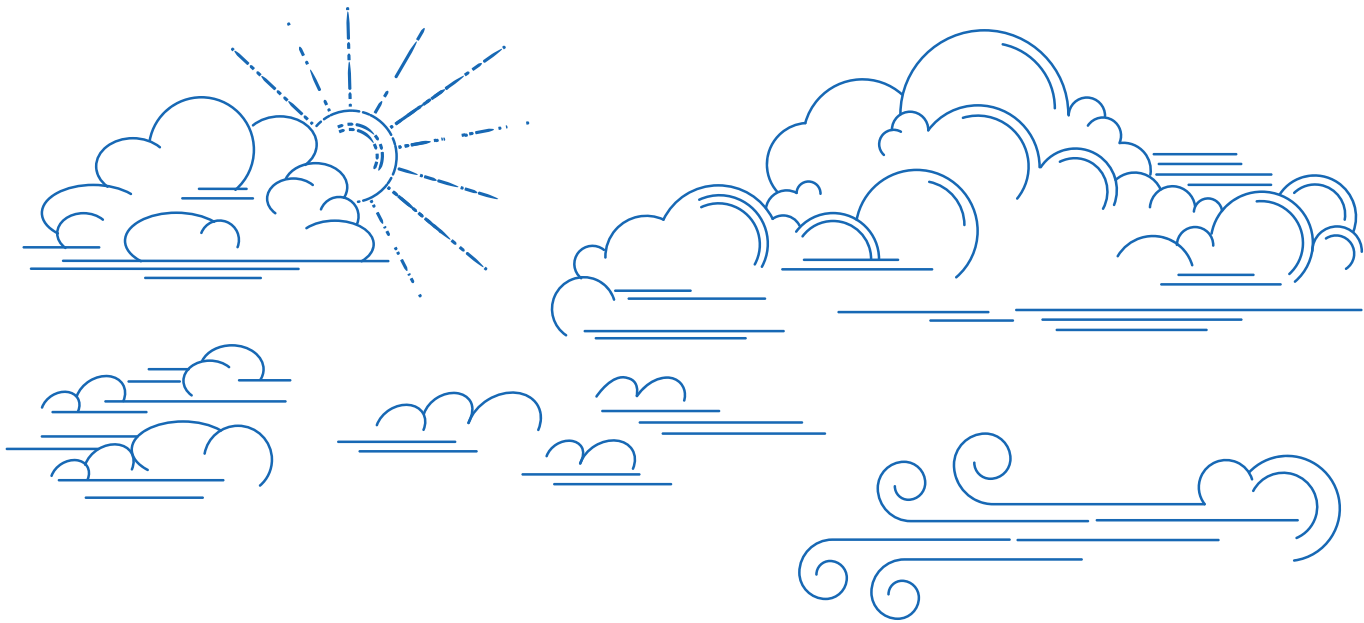
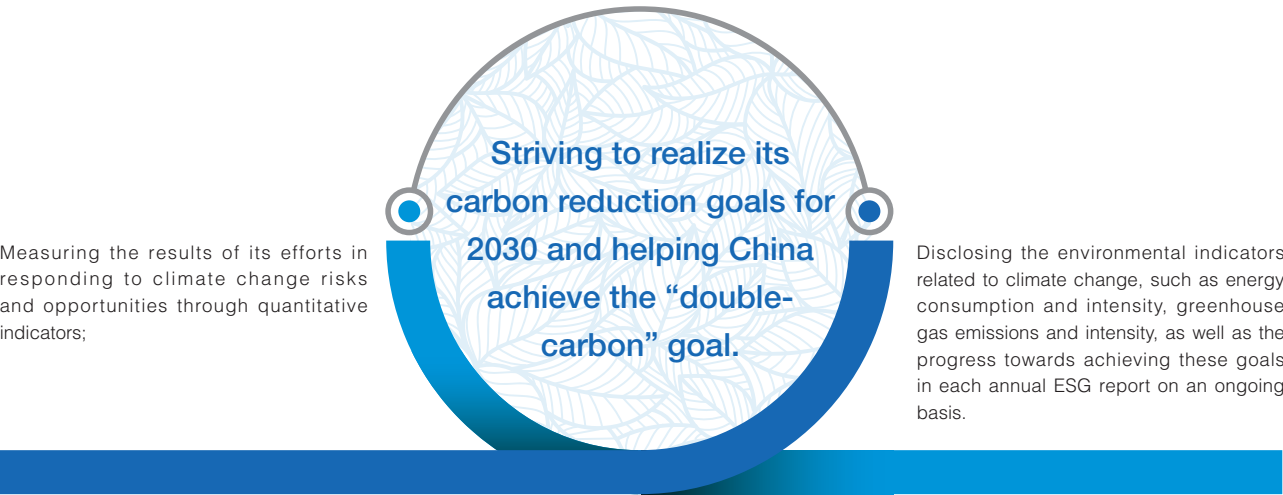
We identify risks through surveys, team discussions, expert consultations, scenario analysis, policy analysis, and industry benchmarking, etc., including energy sources and transformation, resource efficiency, technical services, markets, resilience, etc., to comprehensively improve disaster prevention and control levels and transportation stability.

Risk management

Type of Risks	Description of Risks	Potential Impact of Risks	Responses
Acute risks	Typhoons, extreme precipitation, extreme hot weather, and extreme cold weather	Affect the Company's business continuity and result in the disruption and paralysis of the business	We have formulated the Meteorological Disaster Emergency Plan of Rokin (《荣庆物流气象灾害应急预案》), which stipulates the response methods of extreme weather in detail, and carried out emergency drills on a regular basis.
Chronic risks	Global warming will lead to an increased frequency of natural disaster risks (e.g. heat waves, droughts, fires)	High temperature may reduce the efficiency of logistics and transportation	
Policy and regulatory risks	Increase in carbon price	Resulting in an increase in environmental compliance costs for the Company	We have achieved partial success in reducing carbon emissions in various ways, such as gradually increasing the use of new energy vehicles, optimizing transportation routes, and promoting automated driving and automation equipment.
Market risks	Increase in fuel cost	Resulting in an increase in transportation expenses of the Company	We have managed the sustainability of our supply chain, identified and monitored market risks related to fuel prices and formulated detailed response plans. For instance, we have implemented a sliding-scale fuel pricing model to hedge the risk of rising costs.
Impacts on other stakeholders	Increasing concern of the society about the enterprises' response to climate change	If the Company fails to carry out the low-carbon transformation effectively, its public image may be damaged, which further negatively affects its revenue	We have established mechanisms to communicate with stakeholders and conducted identification work on ESG materiality.

Indicators and goals

Rokin is committed to:



Energy conservation and emission reduction

As a socially responsible company, Rokin is fully aware of the impact of its business on the environment, and is committed to creating sustainable services, with the aim of leading by example in bringing positive impact on the industry and even society through the optimization and upgrading of its business operations. Based on our past carbon reduction achievements, we have set more ambitious carbon reduction goals and strategic plans. To meet our carbon reduction goals, we have implemented the following measures: upgrading vehicle electrification, reducing or abolishing administrative vehicles, promoting biomass diesel fuel, introducing green electricity in parks, replacing clean refrigerants in cold stores, etc.

In addition, since July 2021, we have initiated the DingTalk Public Welfare Forest Cloud Tree Planting (钉钉公益林云种树) campaign to guide employees to use their accumulated green energy to water the public welfare forest and complete the "tree planting". As of the end of the Reporting Period, we had planted more than 3,200 trees. As it is the common aspiration of all mankind to live in an environment of lush green trees, singing birds and blooming fragrant flowers, Rokin is committed to practicing energy conservation and emission reduction with practical actions and joining hands with others to build the shelter forest, sowing seeds of hope and forging ahead.



2022
Our CO₂ emissions were reduced
by **4,014.7** tons, or
6.5%, as compared to 2021

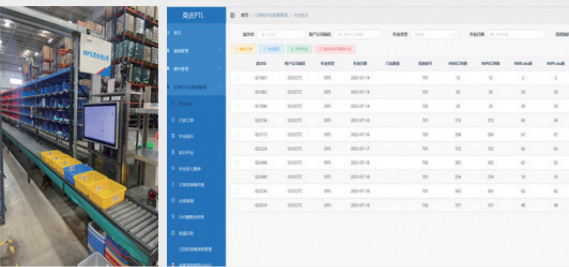
2023
CO₂ emissions of the Company
were reduced by **3,710.0**
tons, or **6.4%**, as compared
to 2022

Nationwide deployment of WIPS



We completed the rapid deployment and stable launch of WIPS (Wireless Intrusion Prevention System) in four branches across China, including Taicang, Guangzhou, Chengdu and Beijing. The project lasted for four months and the deployment and switchover in all four branches were completed as at September 25, 2023, with an average implementation cycle of less than two weeks per branch. The system saved 10-20 minutes of wave processing time, optimized the logic of lighting on and off, and increased the average operating efficiency by 20%. During the Double 11 Shopping Carnival, it ran stably and received unanimous praise from on-site staff.

Taicang July 13



Guangzhou August 4



Chengdu August 25



Beijing September 20



Green warehousing

In terms of warehousing, Rokin actively promotes green warehousing by upgrading the warehousing automation system, introducing environment-friendly refrigerants in cold-chain warehouses, and recycling consumables, to optimize warehouse operation processes, reduce energy consumption of equipment, and tremendously improve efficiency.

As of the end of the Reporting Period, the statistics of packaging materials we used are as follows:

Category	Quantity	
	2022	2023
Cartons (thousand)	38,462.0	37,248.4
Transit boxes (thousand)	54.8	53.6
Fixed straps (thousand)	271.9	267.6
Stretch film (thousand rolls)	40.6	49.2
Wooden pallets (thousand)	2,688.9	2,812.6
Plastic pallets (thousand)	104.6	98.6

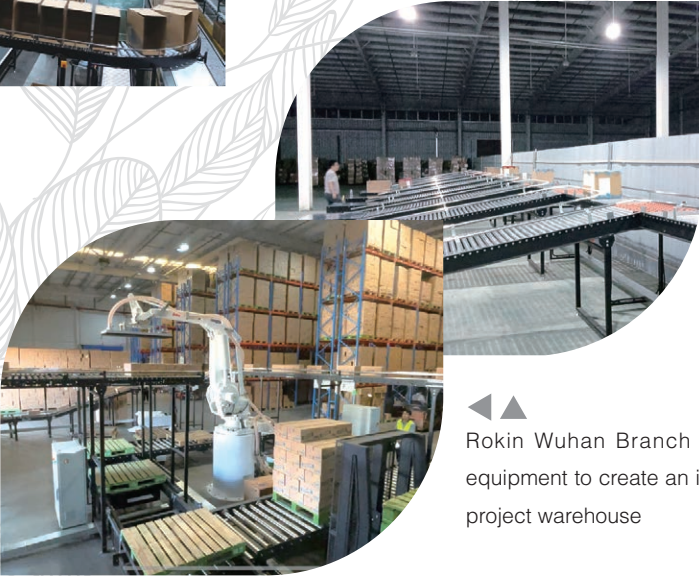
▶ Rokin Beijing Branch officially launched a new sorting system in its new warehouse



▶ Rokin Taicang Automated Warehouse launched a new automated sorting system. The system features modular design and strong flexibility, aiding customers in accurately and swiftly processing orders from multiple channels

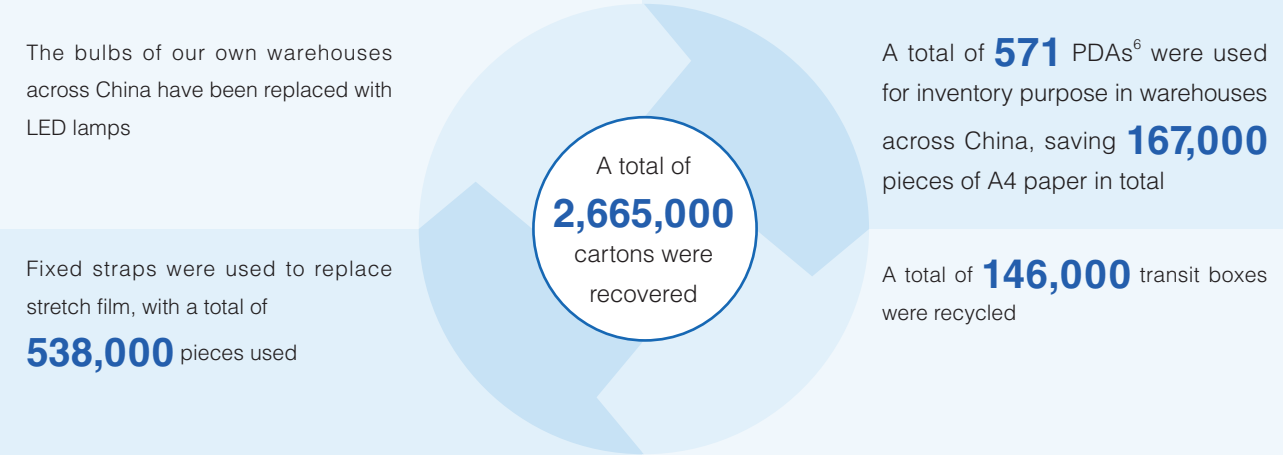


▲ Rokin Kunshan Branch launched an automated palletizing manipulator unloading system



◀ Rokin Wuhan Branch introduced RFID equipment to create an intelligent Rainbow project warehouse

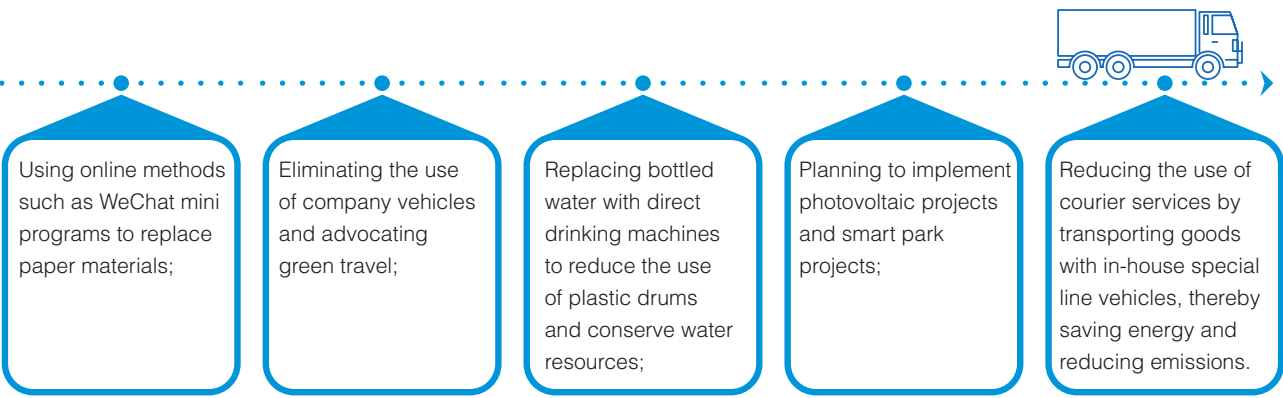
In addition, we have also adopted some environmental protection measures, and achieved certain results:



Green office

We have formulated the “Business Trip Management Report”, “Administrative Logistics Management Regulations”, “National Air Conditioning Management Regulations”, “National Dormitory Electricity Management Regulations” and other internal management systems, requiring employees to strictly control the temperature of air conditioners and turn off the power in time; use electronic documents more frequently and advocate paperless office; practice low-carbon travel and adhere to the “135” green transportation (walking within 1 km, cycling within 3 km and taking public transportation within 5 km); oppose food waste, encourage “Clean Plate” campaign, oppose disposable tableware, and encourage the use of personal recyclable tableware.

At the same time, Rokin also promoted green office in the following aspects:



⁶ PDA inventory: we conduct efficient and high-speed picking operations through PDA scanning, and record inventory information in real time, to ensure accurate collection of information in the process of warehouse goods circulation, improve labor efficiency, and reduce the error rate.

LOOKING AHEAD

Following the guidance of Xi Jinping’s Thought on Socialism with Chinese Characteristics for a New Era, we fully implement the spirit of the Party’s Work Conference and the Central Economic Work Conference. We uphold the Party’s overall leadership and the general principle of seeking progress while maintaining stability, thereby taking a more solid step toward high-quality development.

With almost four decades of industry experience, Rokin has emerged as a national 5A-level comprehensive logistics enterprise, integrating core businesses spanning cold chain, general goods, chemicals, and pharmaceuticals. We provide clients with integrated supply chain services that encompass nationwide warehousing, transportation, and distribution. As a prominent logistics enterprise, Rokin has consistently fulfilled its social responsibilities throughout its extensive development journey. We are deeply committed to advancing the ESG system, embedding the ESG principles of innovation, talent, green initiatives, technology, and safety into every aspect of our operations and development.

Looking to the future, a new era characterized by intelligent technology, rural revitalization, high-quality development, and carbon reduction and sequestration is upon us. Rokin is poised to embrace this era of great transformation by leveraging platforms to attract talent, driving innovation with talent, leading technology with innovation, and equipping industries with technology. We are dedicated to contributing to a better life for people and to the realization of the Chinese Dream. We are willing to collaborate with various stakeholders to jointly promote the greening and integration of supply chains, building bridges for resource interchange to facilitate sustainable consumption and production, and driving green, sustainable development across the entire lifecycle of the supply chain from upstream to downstream. Rokin is committed to making substantial contributions to sustainable development and resilient recovery across the globe.

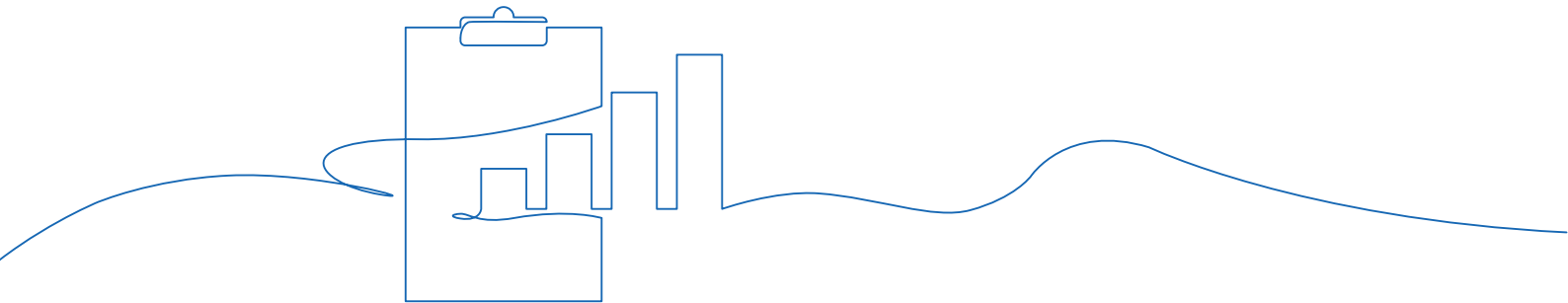
As the great river flows, each wave rises higher than the last. Expanding from transportation to modern industry, Rokin’s workforce, spread across the nation, exemplifies the essence of the new era’s Yimeng Spirit with the qualities of honesty, diligence, perseverance, and an indomitable spirit, while staying attuned to the pulse of the times. They are crafting noteworthy new chapters of the “southward” progress, generation after generation.



ESG Performance Table

Environmental key performance indicators table

Indicator		Unit	2022	2023
Scope 1 greenhouse gas emissions		tons of CO ₂ e	49,681.37	43,235.00
Scope 2 greenhouse gas emissions		tons of CO ₂ e	8,453.23	11,189.60
Total greenhouse gas emissions		tons of CO ₂ e	58,134.60	54,424.60
Greenhouse gas emissions intensity		tons of CO ₂ e/million of revenue	13.54	13.34
Gasoline		tons	201.2	22.8
Diesel		tons	13,163.5	9,014.43
Biomass diesel fuel		tons	1,357.96	4,695
Total fuel consumption		tons	14,722.66	13,732.23
Bio-oil		tons	7.00	4.90
Natural gas		'0,000 m³	5.03	5.87
Liquefied petroleum gas		tons	15.36	42.08
Liquefied natural gas		tons	123.19	115.84
Purchased heat		million kJ	/	3,232.91
Total electricity		MWh	16,507.20	23,437.79
Including	Green electricity	MWh	2,497.44	2,395.33
	Others	MWh	14,009.76	21,042.46
Water consumption in total		'0,000 tons	23.82	35.84



Social key performance indicators table

Primary indicators	Secondary indicators	Tertiary indicators	Unit	2022	2023
B1 Employment	Number of employees	Number of employees (year-end)	Person	5,142	5,048
		Including: Ethnic minority people	Person	109	122
		Disabled persons	Person	13	12
	Full-time employees by gender	Male	Person	3,646	3,547
		Female	Person	1,496	1,501
	Full-time employees by job category	Management personnel	Person	629	629
		Operation personnel	Person	2,219	2,071
		Warehousing personnel	Person	1,358	1,424
		Customer service personnel	Person	435	423
		Logistics personnel	Person	501	501
	Full-time employees by age	Aged 18-30	Person	1,644	1,694
		Aged 31-45	Person	2,960	2,517
		Aged 46-60	Person	503	820
		Aged 61 or above	Person	35	17
	Full-time employees by position level	General employees	Person	3,884	3,809
		Junior management personnel	Person	629	629
		Middle management personnel	Person	513	506
		Senior management personnel	Person	116	104
B2 Health and Safety	Number of employees by employment type	Full-time	Person	5,023	4,935
		Internship	Person	80	79
		Rehired after retirement	Person	39	34
	Work-related fatality	Number of work-related fatalities in the past three years	Person	0	0
	Work accident	Work accident	Case	8	7
	Lost days due to work injuries for employees	Lost days due to work injuries for employees	Day	420	370
	Terminated suppliers	Annual number of terminated suppliers	Unit	/	365
		Annual number of terminated suppliers due to environmental and social issues	Unit	/	42
	Customer complaint	Number of customer complaints	Case	2,639	2,326
B6 Product Responsibility	Information security protection	Information security exercise	Instance	1	1
		Information security training	Instance	4	4
	Legal cases regarding anti-corruption practices	Total number of legal cases regarding anti-corruption practices	Case	0	0
B7 Anti-corruption	Effective whistle-blowing	Number of concluded legal cases	Case	0	0
		Number of effective whistle-blowing	Instance	12	5
	Anti-corruption Training	Response rate to effective whistle-blowing	%	100%	100%
		Number of anti-corruption training sessions	Person	3	/
B8 Community Investment	Public Welfare Activities	Number of public welfare activities	Instance	/	170
	Donation	Annual donation amount	Ten thousand CNY	1,180.0	13.2
	Volunteer Activities	Number of volunteer service events	Ten thousand person-times	/	5.85

GRI and SASB Index Table

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ESG General Disclosure Reference List

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A1.1	The types of emissions and respective emissions data.	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
A1.5	Description of emissions target(s) set and steps taken to achieve them.	Taking Green Measures and Protecting Environment – Response to climate change	P70
A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
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A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Delivering Green and Low-carbon Operation – Energy and emissions management	P68-69
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Delivering Green and Low-carbon Operation – Water resource management	P69
A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Taking Green Measures and Protecting Environment – Response to climate change	P70
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Delivering Green and Low-carbon Operation – Water resource management	P69
A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Taking Green Measures and Protecting Environment - Energy conservation and emission reduction	P72

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A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Delivering Green and Low-carbon Operation - Environmental policies	P66
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A4	General Disclosure	Taking Green Measures and Protecting Environment - Response to climate change	P70
	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		
A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Taking Green Measures and Protecting Environment - Response to climate change	P70
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B1	General Disclosure	Talent Achievement and Rights and Interests Protection - Employment of employees	P42
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B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Talent Achievement and Rights and Interests Protection - Employment of employees	P42
B1.2	Employee turnover rate by gender, age group and geographical region.	Continuous improvement	/
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	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		
B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	People-oriented and Taking Health as a Top Priority - Safety management effectiveness and objectives	P59-60

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B2.2	Lost days due to work injury.	People-oriented and Taking Health as a Top Priority - Safety management effectiveness and objectives	P59-60
B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	People-oriented and Taking Health as a Top Priority - Safety management effectiveness and objectives	P59-60
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B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Continuous improvement	/
B3.2	The average training hours completed per employee by gender and employee category.	Continuous improvement	/
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	(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.		
B4.1	Description of measures to review employment practices to avoid child and forced labor.	Talent Achievement and Rights and Interests Protection - Employment of employees	P42
B4.2	Description of steps taken to eliminate such practices when discovered.	Talent Achievement and Rights and Interests Protection - Employment of employees	P42
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B5	General Disclosure	Multi-dimensional Appraisal and Green Supply	P38-39
	Policies on managing environmental and social risks of the supply chain.		
B5.1	Number of suppliers by geographical region.	Continuous improvement	/
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Multi-dimensional Appraisal and Green Supply	P38-39
B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Multi-dimensional Appraisal and Green Supply	P38-39
B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Multi-dimensional Appraisal and Green Supply	P38-39

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Aspect B6: Product Responsibility			
B6	General Disclosure		
	Information on:		
	(a) the policies; and	Providing Quality Service and Putting Quality First - Promoting smart transportation	P33
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer		
	relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	This indicator is not applicable	/
B6.2	Number of products and service related complaints received and how they are dealt with.	Providing Quality Service and Putting Quality First - Ensuring service quality	P30-31
B6.3	Description of practices relating to observing and protecting intellectual property rights.	This indicator is not applicable	/
B6.4	Description of quality assurance process and recall procedures.	Providing Quality Service and Putting Quality First - Ensuring service quality	P30-31
B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Information Security and Privacy Protection	P25-27
Aspect B7: Anti-corruption			
B7	General Disclosure		
	Information on:		
	(a) the policies; and	Business Ethics and Risk Management and Control	P22-24
	(b) compliance with relevant laws and regulations that have a significant impact on the issuer		
	relating to bribery, extortion, fraud and money laundering.		
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics and Risk Management and Control – Integrity and anti-corruption	P24
B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics and Risk Management and Control – Integrity and anti-corruption	P24
B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics and Risk Management and Control – Risk management	P22
Community			
Aspect B8: Community Investment			
B8	General Disclosure		
	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Caring about Homeland and Giving back to Society	P62-63
	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Caring about Homeland and Giving back to Society	P62-63
	Resources contributed (e.g. money or time) to the focus area.	Caring about Homeland and Giving back to Society	P62-63

Qualifications of Associations

No.	Classification of Units		Name of Associations	Membership
1	CFLP		China Federation of Logistics & Purchasing	Vice President Unit
2			Pharmaceutical Logistics Sub-branch	Vice President Unit
3			Medical Device Association (医疗器械分会)	Vice President Unit
4			China Medical Quality Association (中国医疗质量协会)	General Member
5			Cold Chain Logistics Committee	Executive Vice President Unit
6			Agricultural Products Supply Chain Association (农产品供应链分会) (now renamed as Food Ingredients Supply Chain Association)	Vice President Unit
7			Hazardous Chemical Logistics Sub-committee (危化品物流分会)	Vice President Unit
8			Intelligent Logistics Sub-branch	Vice President Unit
9			Apparel Association (服装协会)	General Member
10			Membership Department (会员部)	
11	Industry Association	China Communications and Transportation Association (CCTA)	Intelligent Logistics Committee (智慧物流委员会)	Vice President Unit
12		Shanghai	Shanghai Logistics Association Cold Chain Logistics Sub-branch (上海市物流协会冷链物流分会)	Vice President Unit
13			Shanghai Logistics Association	Member of Council
14			District Industry Association of Dangerous Goods Transport by Road (区道路危险货物运输行业协会)	Member of Council
15			Municipal Industry Association of Dangerous Goods Transport by Road (市道路危险货物运输行业协会)	Member of Council
16			Shanghai Transportation Trade Association	Member of Council
17			Jiading District Chamber of Commerce (嘉定区商会)	Member Unit
18		Linyi	Shanghai Linyi Chamber of Commerce (上海市临沂商会)	Vice President Unit
19			Linyi Express Association (临沂市快递协会)	
20		Taicang	Logistics and Supply Chain Management Association	Vice President Unit
21		Guangzhou	Guangzhou Development District Private Enterprise Association (广州开发区民营企业协会)	–
22		Shandong Province	Shandong Chamber of Commerce (山东商会)	–

Feedback

Dear readers,

Thank you for reading this Report! This is the 2022-2023 Environmental, Social and Governance (ESG) Report of Rokin. We would appreciate it if you could provide feedback on this Report and share your valuable insights to assist us in further enhancing it.

If you have any comments or suggestions on the sustainability of our Company, please feel free to send an email to ESG@rokin.cn

Your comments on this Report:

1. Do you think this Report highlights the important information of the Company in respect of environment, society and governance?
2. Do you think the information and indicators disclosed in this Report are clear, accurate and complete?
3. Do you think the arrangement of content and style design of this Report are reader-friendly?
4. Which parts of this Report are you most interested in?
5. What other information that you need to know about is not reflected in this Report?
6. Do you have any suggestions for our future sustainability reports?



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