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About This Report

This report is the 7th Environmental, Social and Governance (ESG) Report of Flat Glass Group Co., Ltd. ("the Company", "Flat Glass" and "Flat"), which aims to disclose the Company's philosophy, well-established management methods, efforts implementation and achievements in relation to ESG issues during the course of operation to investors and other stakeholders.

Basis for preparation

This Report is prepared in accordance with Standards for the Contents and Formats of Information Disclosure by Companies Offering Securities to the Public No. 2 - Contents and Formats of Annual Reports (2021 Revision) (Chapter 5 Environment and Social Responsibility) issued by the China Securities Regulatory Commission , the Environmental, Social and Governance Reporting Guide (effective from 1 January 2022) (the "ESG Reporting Guide") issued by the Stock Exchange of Hong Kong Limited (the" Hong Kong Stock Exchange") and the Guidelines No. 1 for the Application of Self-regulatory Rules of Companies Listed on the Shanghai Stock Exchange — Standard Operation issued by the Shanghai Stock Exchange (the "SSE").

Reporting scope

Organization scope: This report covers the scope of Flat Glass Group Co., Ltd. and its subsidiaries (collectively the "Group"), which is consistent with scope of the consolidated financial statements of the Company for the same period, unless otherwise specified.

Time scope: The information published in this Report is for the period from 1 January 2022 to 31 December 2022. Unless otherwise specified, the data in this report are the data in that period. Certain statements and data may be traced back to previous years as appropriate.

Source of data

The data and information mentioned in the Report are derived from formal records of the Company during actual operations.

Financial data in the Report are denominated RMB. Should any inconsistency between financial data herein and the annual financial report of the Company, the annual report of the Company shall prevail.

Report principles

Materiality

The Company identified the material issues related to the operation concerned by investors and other stakeholders as the focus of this report. The report on material issues in this report also focuses on the industry characteristics and regional characteristics involved in the Company's operation. See the "ESG Management" section of this report for the analysis process and results of material issues. In addition, this report focuses on matters that may have significant impact on investors and other interested parties in terms of environment, society and corporate governance.

Quantitative

This Report disclosed key quantitative performance indicators and 3-year historical data.

Balance

The contents of this report gave a view of the objective facts and disclosed the positive and negative information of the Company impartially.

Consistency

The statistical and disclosure methods of the same indicator in different reporting periods are consistent in this report; if there is any change in the statistical and disclosure methods, it shall be fully explained in the notes to the report, so as to facilitate meaningful analysis by stakeholders and evaluate the development trend of the Company's ESG performance level.



About Flat Glass

Year of establishment

1998

Company name

Flat Glass Group Co., Ltd.

Ownership and legal form

Listed on the Shanghai Stock Exchange (stock code: 601865) Listed on the Hong Kong Stock Exchange

(stock code: 06865)

Principal businesses

Flat Glass is a large enterprise with its business covering an integration of research and development, manufacturing, processing, and sales of glass.

Its main products cover photovoltaic (PV) glass, float glass, architectural glass, and household glass, and its business covers construction of solar photovoltaic station and quartzite mining.

Locations

Main locations of Flat Glass and its subsidiaries include Jiaxing of Zhejiang Province and Chuzhou of Anhui Province in China, and Haiphong in Vietnam. Headquarters

Jiaxing, Zhejiang, China



RMB 15,460.84 million



Total profit

RMB 2,152.88 million





Net asset per share

RMB **6.54**



Social contribution value per share

RMB **1.47**

Flat Glass ranks 153 on the 2022 Global Top 500 New Energy Enterprises.

Note: Social contribution value per share = (net profit attributable to ordinary shareholders of the Company excluding non-recurring items + payments to the government + employee compensation and benefits + interests paid on loans to creditors such as banks + amount of value (such as external donations) created for other stakeholders - other social costs caused by environmental pollution, etc.) / total number of shares of the Company.

ESG Management

With the mission of "To jointly create a green community", adhering to the core value of "Fusion and Symbiosis, Creation and Sharing" and the spirit of "Integrity, Pragmatism, Focusing, Passion, Innovation", Flat Glass is committed to be a globally influenced company in the glass industry and making favorable contributions for promotion of the sustainable development of human society.

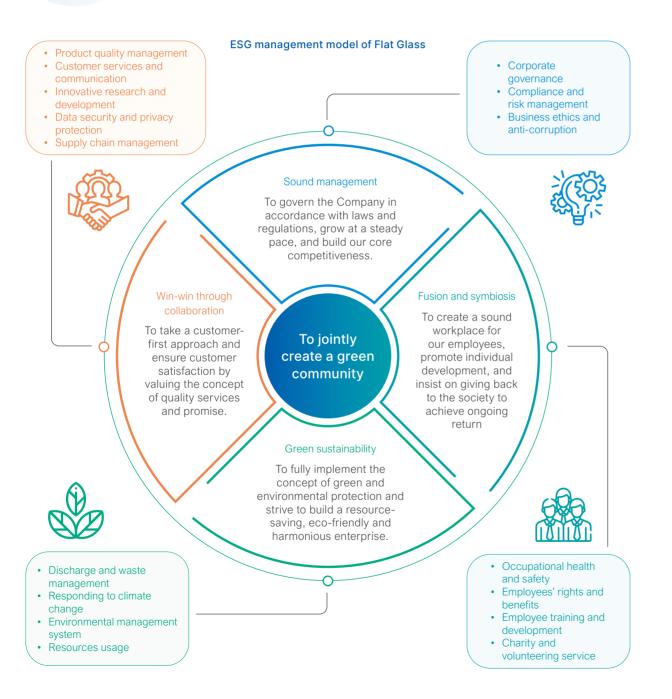
Corporate culture of Flat Glass



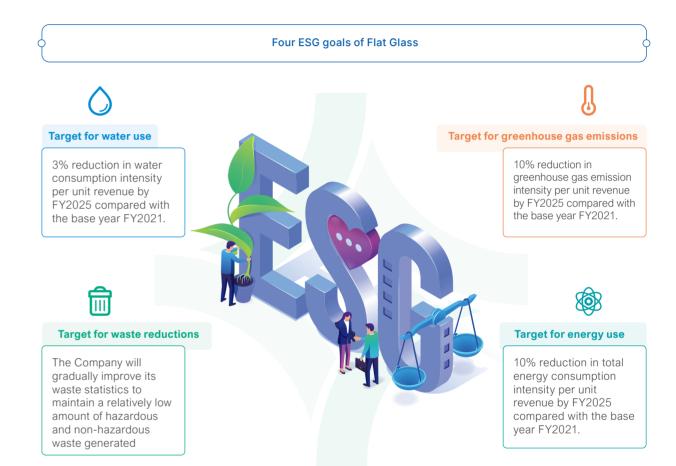


ESG Concept

By attaching great importance to long-term sustainable development and emphasis on the unity of economic, environmental and social benefits, the Company integrates environmental and social responsibility into its strategic business activities, and has proposed ESG management strategies of "sound management", "win-win through collaboration", "green sustainability" and "Fusion and symbiosis" for continuous improvement of the ESG management system and reduction of the impact of its own operation on the environment, while strengthening the research and development of high-quality products, paying attention to the protection of staff interests and talent training, and promoting social harmony.



In order to specify the development direction of its own ESG, the Company set four ESG quantitative targets in 2021, including the target for water use, greenhouse gas emission, waste reduction and energy use. In 2022, the Company has deployed and improved the internal data system to track the progress of the goal on a monthly basis, and gradually achieved the goal through ecological operation measures such as water recycling, energy restructuring and waste generation reduction.



Completion status of four goals of Flat Glass in 2022

Indicator	Unit	2021	2022
Water consumption intensity per unit revenue	m³/RMB'0,000	6.8	5.7
Greenhouse gas emission intensity per unit revenue	tCO ₂ e/RMB'0,000	2.92	2.42
Non-hazardous waste per unit revenue	kg/RMB'0,000	22.80	17.23
Hazardous waste per unit revenue	kg/RMB'0,000	0.46	0.14
Total energy consumption intensity per unit revenue	kg/RMB'0,000	10.46	8.16

ESG Management Structure

Flat Glass fully integrates ESG into the operation and management of the Company under the supervision of the ESG matters by the Board of Directors to promote ESG management. In 2022, the Company upgraded the ESG structure, established an ESG committee under the operating management, thus further improving the ESG management structure and promoting the effective implementation of ESG management from top to bottom. Under the leadership of the Board Secretary Office, the Company's ESG working group is responsible for implementing various ESG work and coordinating the ESG management, communication and policy implementation.



In 2022, the Company's Board of Directors and its committees considered and approved ESG issues concerning corporate governance, information disclosure, employees' rights and interests, investment in ecological projects, and risk management, with a view to continuously improve the Company's ESG management.

Major ESG-related proposals considered by the Board of Directors and its committees in 2022



	500:		
Considered by	ESG issues	Contents	
	Corporate governance	 Amendments to corporate governance-related systems, including Terms of reference of the Remuneration Committee of the Board of Directors of Flat Glass Group Co., Ltd Annual work report of the Board of Directors and the general manager Proposals related to the evaluation report on the Company's internal control Proposals related to the remuneration of directors and senior management 	
	Information disclosure	The Company's ESG Report in 2021, covering environmental management, employee development and training, customer service and communications	
Board of Directors	Employees' rights and benefits	Proposal on restricted share incentive scheme	
	Protection of shareholders' rights and interests	 Proposal on profit distribution The Plan for Dividend Returns to Shareholders of Flat Glass Group Co., Ltd. for the Next Three Years (2022-2024) 	
	Investment in green projects	 Investment in the construction of four PV module glass projects with a daily melting capacity of 1,200 tons by the wholly-owned subsidiary, Anhui Flat Investment in the construction of six PV module glass projects with a daily melting capacity of 1,200 tons by the wholly-owned subsidiary, Nantong Flat 	
Risk Management Committee	Compliance and risk control	 Proposals on re-appoint of accountants and annual evaluation report of internal control The Report on OFAC's Risk Control Work in 2021 and Future Work Plan 	
Remuneration Committee	Employees' rights and benefits	Proposal on restricted share incentive scheme	
Strategic Development Committee	Corporate governance	 The Company's Development Plan in 2022 The Company's ESG performance goals in 2022 	

Stakeholder Communication and Identification of Material Issues

Stakeholder Communication

The trust and support of stakeholders is crucial to the sustainable development of Flat Glass. The Company identifies shareholders and investors, government and regulatory agencies, customers (businesses), suppliers, employees, industry associations, communities and the public as important stakeholders of the Company, deeply understands the opinions and values of all stakeholders, establishes a normalized communication mechanism, responds to their needs through relevant channels, and continuously maintains mutual communication.

Major stakeholders and communication of Flat Glass

Major stakeholders	Issues	Methods/ Channels of communication
Shareholders and investors	Compliance and risk management Corporate governance Business ethics and anti-corruption	 Shareholders' meeting Information disclosure http://sns.sseinfo.com/ Receive investors for survey Attend strategy meetings/ investor presentations
Governments and regulators	Compliance and risk management Business ethics and anti-corruption Responding to climate change Discharge and waste management Use of resources Environmental protection Environmental management system	 Compliance complaint platform of Flat Group Project cooperation Communication through meeting Supervision and inspection
Customers (Business)	Product quality management Innovative research and development Customer service and communication Data security and privacy protection	Customer satisfaction survey Customer visit Attending industry communication activities Technical supervision Safety inspection Industry-academia-research institutes collaboration Confidentiality mechanism
Suppliers	 Supply chain management Business ethics and anti-corruption 	 Supplier evaluation and survey Supplier training Compliance complaint platform of Flat Group
Employees	 Employees' rights and benefits Employee training and development Occupational health and safety 	 Regular meetings Employee activities Complaints and feedbacks Occupational disease protection
Industry associations	Innovative research and development Protection of intellectual property rights	Industry associations Industry-academia-research institutes collaboration Intellectual property management system Attending industry communication activities
Communities and the public	Charity and volunteering service	Community activityRegular communicationMedia communication

Identification of Material Issues

In 2022, taking into account to its own business and operation characteristics, and in accordance with the *Guidelines No. 1* for the Application of Self-regulatory Rules of Companies Listed on the Shanghai Stock Exchange — Standard Operation, ESG Reporting Guide, and the ESG ratings requirements, Flat Glass identified the ESG issues that the Company needed to pay attention to, and continued to communicate with stakeholders and internal and external expert teams to carry out targeted management on the issues.

Identification process of material issues of Flat Glass in 2022



 Interprete national macro policies and industry hot topics, sort out domestic and international ESG disclosure standards, MSCI ESG rating focus, integrate stakeholder and internal and external expert communication, identify the Company's influence, and forming an issue pool.





 Continuous communication with stakeholders and internal and external experts in daily activities, take into account the actual operation of the Company, assess the importance of the impact of the issue, and carry out targeted management on the issue.





 Communication with internal and external experts, consider the focus of international and domestic authoritative ESG rating agencies and other important information users, the topics to be reported are determined and ranked from the two dimensions of importance to stakeholders and importance to the Company.





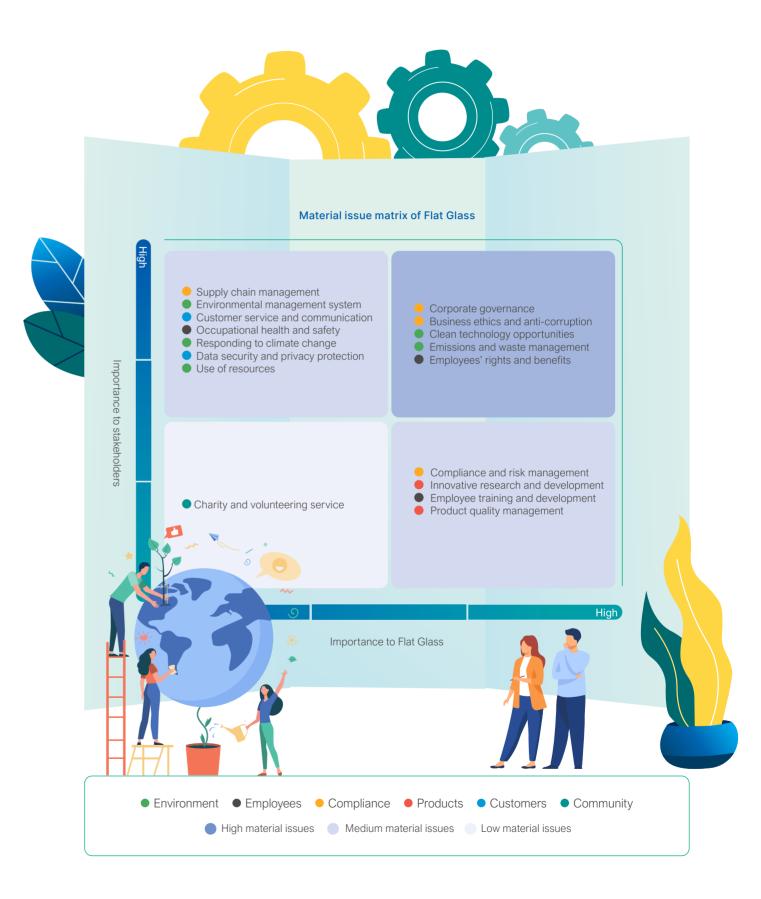
 The material issue matrix is formed according to the ranking results of the issues, which is reviewed by the Board of Directors and ESG committee, and key disclosures are made on the highly substantive issues in the report.



In 2022, the Company, after taking into consideration of various factors including the focus of internal and external stakeholders, policy survey, excellent peer practice and MSCI focuses, adjusted substantial issues and selected 17 material issues to be reported. To ensure the effectiveness of the Company's ESG strategy, the Board of Directors reviews the results of the identification of the Company's material ESG issues on an annual basis to ensure that the Company's ESG strategy covers material ESG issues.

Key changes to material issues of Flat Glass in 2022

Material issue in 2021	Material issue in 2022	Type of change	Cause of change
Employee health and safety	Occupational health and safety	Expression change	
Customer satisfaction and communication	Customer service and communication		Further optimize the expression
Product safety and health	Product quality management		based on the actual situation of the Company, the peer report and relevant standard expression to enable the topic name more consistent with the common language expression
Supplier management	Supply chain management		ianguage expression
Community charity	Charity and volunteering service		
	Corporate governance		
-	Environmental management system	Addition	New topics are added to better respond to MSCI ESG rating requirements according to the topics focused on by MSCI ESG rating,
Labour standards	Employees' rights and benefits	Combination	
Waste management	Discharge and waste management	benchmark the focus of better disclose relevant i and respond to regulator	Extend the topic content and benchmark the focus of MSCI to
Customer privacy protection	Data security and privacy protection		and respond to regulatory and rating



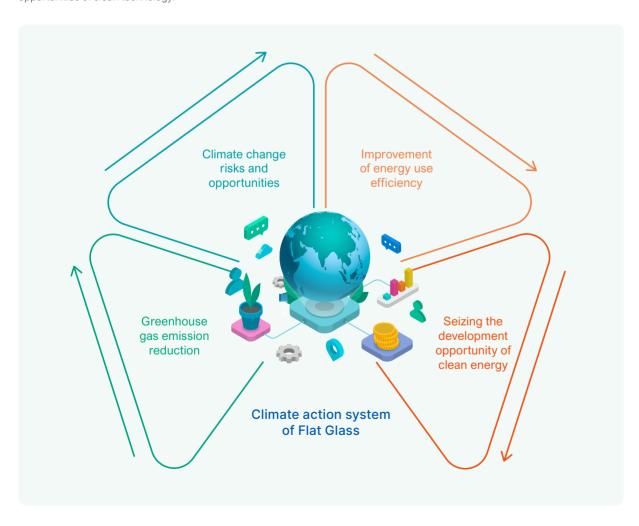
Responsibility Topic

Climate Action on Embracing Green Living of the World



With the rising costs and environmental pollution caused by fossil fuel combustion, photovoltaic power generation as one of the important sources of clean energy has drawn more attention. As an essential auxiliary material for crystalline silicon photovoltaic modules, the strength and transmittance of photovoltaic glass directly determine the life and power generation efficiency of photovoltaic modules. Therefore, the photovoltaic glass industry is an integral part of the photovoltaic industry, which is closely related to the development and changes of the photovoltaic industry.

In 2022, in the process of responding to climate change and promoting the sustainable development for all, Flat Glass identified and managed the risks and opportunities of climate change. Flat Glass also identified the sources of greenhouse gas emissions through carbon inventory actions, and took energy-saving measures to reduce greenhouse gas emissions; In addition, Flat Glass improved energy use efficiency by optimizing energy use links and participated in the formulation of industry standards to facilitate the global clean energy transformation to maintain the leading position in the photovoltaic glass industry to seize the development opportunities of clean technology.



Climate change risks and opportunities

Flat Glass pays attention to the impact of climate change on human health to actively identify the risks and opportunities that climate change brings to the Company's operation, while identifying the impact on climate and environment in its own operation

In 2022, the Company developed a system of climate change management with reference to the recommendations of the Task Force on Climate-related Financial Disclosure (TCFD) of the Financial Stability Board (FSB) in terms of governance, strategy, risk management, and goal and performance development, and constantly improved management according to the results to minimize the carbon footprint generated by operation activities.

Climate change management system of Flat Glass

Governance

- The Board of Directors monitors the management and progress of climate change issues
- · Relevant functional departments and business departments include climate change management into their daily work priorities

Strategy

- · Identify the risks of climate change to the Company's operation, and incorporate the risks and opportunities of climate change into the overall operational risk management
- · Carry out relevant management actions in reducing the operational environmental footprint

Risk management

- · Identify the potential risks and opportunities of operational activities with reference to the risk analysis framework of TCFD, and gradually incorporate the risks and opportunities of climate change into the overall operational risk management of the Company
- · Carry out key management actions in resource conservation and emission reduction

Goal and performance

- · Develoment of greenhouse gas emission reduction targets
- Monthly tracking of target completion
- Disclose greenhouse gas emissions and emission density in the ESG report every year, so as to evaluate the Company's management performance level in response to climate change and develop improvement plans



Flat Glass analyzes and identifies the climate risk and opportunity factors with high probability of occurrence or degree of impact on a case-by-case basis to assess their impact on the Company's financial situation, and take corresponding climate change response measures.

Identification and response of climate change risk of Flat Glass

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Climate change risk		Detailed description	Countermeasures	
Physical risk	Acute physical risk	In the future, more extreme weather events, such as hurricanes or floods, may cause damage to the Company's assets, loss of personnel and interruption of business activities.	Closely monitor the occurrence of extreme weather, establish an emergency management plan for	
	Chronic physical risk	Long-term climate change, such as continuous high temperature, may affect the normal operation of the Company.	extreme weather, and timely respond to the occurrence of extreme weather.	
	Policy and law risk	Climate change policies and laws will be more stringent in the future, and the Company may face legal liabilities such as litigation because the current environmental management situation cannot meet the requirements.	Pay close attention to laws, regulations and policies related to climate change and comply with relevant standards. Track the corresponding regulations and policies and calculate the greenhouse gas emissions every year, so as to make timely response if required.	
Transformation risks	Technical risk	In the process of technological transformation, the development and application of energy conservation and environmental protection technologies such as raw material use, waste treatment and green packaging may lead to an increase in the Company's operating costs; The price of photovoltaic glass is stable. In order to improve market competitiveness, it is necessary to develop new technologies to reduce its own production and operation costs to increase profits.	The pilot project will be implemented. In the case of uncertain future of technology transformation, one or two business lines will be selected for successful pilot projects and then promoted to the whole company.	
	Market risk	At present, the publicity of green environmental protection continues to increase, leading to more public attention to whether enterprises are green in their own production and operation, and consumers will prefer to buy products produced by ecological enterprises.	Implement the concept of green environmental protection in production and operation, and publicize the measures taken and contributions made in green environmental protection to consumers in the marketing process.	
	Reputation risk	The greenhouse gas emission reduction data and emission reduction measures disclosed by the Company are lower than the expectations of investors and customers after being released, which will harm the reputation of the Company.	Take climate change as a key issue and communicate with stakeholders through ESG reports and other channels to continuously enhance the transparency of information disclosure.	

Identification and response of climate change opportunities of Flat Glass



Climate change opportunities	Details	Countermeasures
Resource efficiency	Improving efficiency in the use of resources, including energy and water resources, can help the company reduce costs during operations.	 Actively adopt green office and green operation measures. The concept of ecological and
Energy source	Increasing the use of low-emission energy/clean energy in operational activities, such as the adoption of PV power generation, is beneficial in addressing the risk of future energy price increases.	environmental protection shall be integrated in the design stage of the newly-built plant to reduce the use of resources in the construction and operation links.
Adaptability	The Company has strengthened green supply chain management and other measures to cultivate the adaptability to climate change, better manage climate change-related risks and seize opportunities.	Incorporate environmental managemen performance and other factors into supplier assessment to promote the green development of supply chain.
Products and services	In the context of low carbon economic transformation, the demand of customers as well as consumers in green products and PV glass products is also increasing, which is also a new market opportunity for the Company.	 Continuously improve green R&D and innovation investment. Continuously improve the environmentally friendly and green attributes of our products.

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Greenhouse gas emission reduction

With increasing of global greenhouse gas emissions, and a series of climate issues related to human survival, such as global warming and glacier melting drawing more attention, the execution of agreements such as the Kyoto Protocol and the Paris Agreement, and the regular convening of the United Nations Climate Change Conference show that governments and enterprises of all countries pay close attention to the issue of greenhouse gas emissions.

China has put forward the "double carbon" goal of striving to peak carbon dioxide emissions before 2030 and achieve carbon neutrality before 2060 with an aim to reduce greenhouse gas emissions. In response to the call of "double carbon", the Company has formulated greenhouse gas emission reduction targets and taken a series of actions to reduce carbon emissions in its own production and operation process.

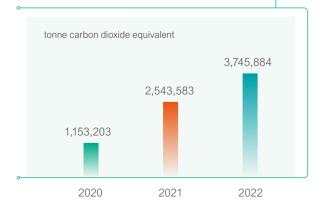
Target for greenhouse gas emissions of Flat Glass

Target for greenhouse gas emissions of Flat Glass: 10% reduction in greenhouse gas emission intensity per unit revenue by FY2025 compared with the base year FY2021.

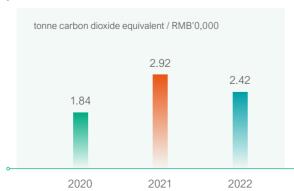
Greenhouse gas emission reduction measures of Flat Glass in 2022

- · Carry out the inventory of greenhouse gas emissions within the boundary organized by the subsidiary Anhui Flat, and promote the energy conservation activities for the follow-up carbon inventory of the whole company;
- · Strengthen equipment maintenance and timely update management, reduce abnormal operation incidents of equipment, improve equipment operation efficiency and reduce energy consumption;
- Energy-saving transformation of some equipment to reduce energy consumption;
- · With regard to the comprehensive management of greenhouse gas emissions, in accordance with the requirements of the Company's internal "Comprehensive Control Procedure for Greenhouse Gas Inventory" and other documents to quantify the Company's annual greenhouse gas emissions, prepare the inventory and complete the inventory report;
- Regularly assess the implementation of the strategy of greenhouse gas emission reduction according to the department's responsibilities, punish the misconduct and mismanagement in the implementation, and supervise the rectification and tracking.

Total greenhouse gas emissions



Greenhouse gas emission intensity per unit revenue



Note: The data caliber of total greenhouse gas emissions is the sum of greenhouse gas emissions in Scope I and Scope II.



Anhui Flat carrying out carbon inventory action



In 2022, a wholly-owned subsidiary of the Company, Anhui Flat Glass Co., Ltd. ("Anhui Flat"), established a Greenhouse Gas (GHG) inventory team to carry out the inventory of greenhouse gas emissions within the organization boundary, and actively promoted the continuous and effective control of greenhouse gas emissions based on the inventory and verification results, effectively achieving the annual greenhouse gas reduction goal.

Organization structure of carbon inventory of Anhui Flat



Top management

Be responsible for the components of Anhui Flat's greenhouse gas team, appoint a GHG representative to provide resources for the greenhouse gas inventory and verification, report the greenhouse gas management performance to the Group's company, and be responsible for the greenhouse gas report issued by Anhui Glass.

GHG representative

Appoint a special person in charge to be responsible for organizing the GHG team to carry out the inventory work, reporting the status and results of greenhouse gas inventory and verification to the top management, and serving as the designated window for internal and external liaison.

Competent department of GHG

Be responsible for collecting the relevant activity data related to greenhouse gas inventory and verification, and responsible for the establishment of inventory, report preparation, inventory information management, and the management and archiving of documents and records of greenhouse gas inventory and verification of Anhui Flat.

Relevant departments involved in carbon inventory

Record activity data and emission factors, summarize them monthly and submit them to the competent department of GHG.

The inventory team confirmed the activity data and emission factors of Anhui Flat from January to December 2022. This carbon inventory further clarified that the main source of carbon emissions of Anhui Flat is direct energy emissions to help Anhui Flat formulate targeted measures to reduce greenhouse gas emissions, and explore the direction for the follow-up carbon inventory of the whole company.

Carbon inventory results of Anhui Flat



Types of greenhouse gas emissions Unit Date for 2022

Carbon emission intensity per unit product

tonne carbon dioxide equivalent/ m3

0.0056

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Improvement of energy use efficiency

The main energy used by the Company in production and operation is natural gas, fuel oil, electricity and diesel. Natural gas and fuel oil are mainly used in the combustion of kiln fuel, electricity in the operation of production equipment, and diesel in the transportation.

On the basis of the principle of "energy conservation and consumption reduction", the Company has formulated energy management systems such as SOP of Energy and Resource Management, set energy management objectives, and established an energy management system to standardize its own energy use methods. In 2022, the Company has optimized its energy structure from three main aspects: reducing energy use, improving energy use efficiency, and energy structure transformation.

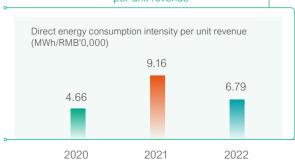
Measures to optimize the energy structure of Flat Glass in 2022



Aspects	Details	Concrete actions
Reducing energy use	Replace old equipment with low energy consumption and high efficiency equipment to reduce energy use	 Energy-saving transformation of boiler fan Energy-saving transformation of boiler water pump and condensate pump
Improving energy use efficiency	Optimize the fuel structure and let the fuel burn fully	 Eliminate existing obsolete motors Eliminate obsolete transformers
Energy structure transformation	Increase the use of clean energy and reduce the burning of fossil fuels	 PV power generation board is laid on the roof of the plant to reduce the amount of purchased power The purchase of two new energy trucks in 2022 can reduce the freight cost of about RMB103,000 per year while reducing the use of direct energy.



Trend of direct energy consumption per unit revenue





Seizing the development opportunities of clean energy

The photovoltaic industry has become the focus of the country and all walks of life with increasing of the market demand. At the same time, the government and regulatory agencies also provide policy support and incentives for the development of the industry.

The Company regards photovoltaic glass as its core business and seizes the business growth opportunities of changing demand, giving play to first-mover advantages and regulatory incentives. In 2022, the Company ensured its vigorous development and leading position in the photovoltaic industry from four aspects: raw material supply, production scale, technological innovation and downstream cooperation.

Measures for the development of clean technology of Flat Glass in 2022



Aspects	Details	Concrete actions		
Raw material supply	Guarantee the supply of raw materials	The acquisition of 100% equity of Anhui Dahua Oriental Mining Co., Ltd. and 100% equity of Anhui San Li Mining Co., Ltd. and the acquisition of mining rights of 117 million tons of quartzite mine right through government bidding, ensured the stable supply of the key raw material ultra-white quartz sand.		
Production scale	Expand its own production scale	Two PV glass furnaces with a daily melting capacity of 1,2 tons at the production base in Jiaxing were ignited and put into operation in the first half of 2022, thus increasing production line and output. Four PV glass furnaces with a daily melting capacity of 1,200 tons of Anhui Flat were ignited and put into operation from the third quarter of 202		
Technological	Develop high-quality products	Research and develop spectral conversion anti-reflection film glass products, aesthetic glass and other products, and innovate the products.		
innovation	Optimize technical structure	Adopt highly automated and intelligent production equipment to reduce energy consumption and raw material waste in the production process.		
	Expand the market	Continue to cooperate with the world's top ten photovoltaic module enterprises to ensure industry competitiveness.		
Downstream cooperation	Maintain existing customers	The R&D department cooperates with the sales department and the quality management department to analyze, test and solve various technical problems raised by customers before, during and after sales to improve customer satisfaction. At the same time, we also collect the voice and feedback of customers, find out the direction of new product development, adjust the direction of research and development, and make new and desirable products that are most suitable for customers.		

Leveraging on continuous technological innovation, sound financial advantages and multibase production advantages, Flat Glass has been listed in the "Global Top 500 New Energy

Enterprises" for many years, ranking 153 in 2022, up by **15** places from 2021.

The Company continues to increase its R&D investment in clean technologies such as PV glass and green products. In 2022, the Company focused on improving the innovation of its own products, such as the independent development of aesthetic glass and the surface cleaning technology of photovoltaic modules. The Company pays attention to the introduction of talents and strengthens the construction of its own research and development institutions. At the same time, with the rapid growth of demand in the photovoltaic industry, the Company's operating income of photovoltaic glass has continued to rise.

Trend of R&D expenses of Flat Glass

			ف محمد مو الله الأحداد
Year	R&D investment (RMB)	Total revenue (RMB)	Proportion of R&D investment in revenue
2020	284,717,812.81	6,260,417,792.26	4.55%
2021	408,417,461.35	8,713,228,065.59	4.69%
2022	523,230,185.51	15,460,843,227.36	3.38%

Note: The data derive from the annual report of the Company for 2020,2021 and 2022.

Revenue and proportion of the photovoltaic glass of Flat Glass

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	Year	Revenue of photovoltaic glass (RMB million)	Total revenue (RMB million)	Proportion of revenue of photovoltaic glass in revenue
	2020	5,225.67	6,260.42	83.47%
	2021	7,121.64	8,713.23	81.73%
ļ	2022	13,681.80	15,460.84	88.49%

Note: The data derive from the annual report of the Company for 2020,2021 and 2022.

排名	公司	国家/地区			
150	盛屯矿业集团股份有限公司	中国			
151	Enphase Energy Inc.	美国			
152	St1 Group Oy	芬兰			
153	福莱特玻璃集团股份有限公司	中国			
154	Albemarle Corporation	美国			
155	中国能源建设集团广东省 电力设计研究院有限公司	中国			
2022 Top 500 Global New Energy Enterprises (excerpt)					

As one of the earliest enterprises to enter the photovoltaic glass industry in China, the Company has various advantages, such as technical advantages, first-mover advantages, customer resource advantages, scale advantages, certification and brand advantages, management advantages, etc. As a leading enterprise in the industry, the Company actively participates in the formulation of industry standards and promotes the common progress of the whole industry.

Industry standards developed by Flat Glass

- Light weight thermally strengthened glass (GB/T 34328-2017)
- Glass for solar energy Part 1: Ultra-clear patterned glass (GB/T 30984.1-2015)
- The norm of energy consumption per unit product of ultra-white patterned glass (GB 30252-2013)
- Anti-reflective coated glass for PV modules (JC/T 2170-2013)
- Lightweight crystalline silicon PV laminated glass (GB/T 37896-2019)
- Test and evaluation methods for light transmission property of cover glass for crystalline silicon PV module (GB/T 37240- 2018)
- Materials for crystalline silicon PV modules Part 1: Panel glass (T/ZBH017-2020)
- Materials for crystalline silicon PV modules Part 2: Backplane glass (T/ZBH018-2020)



Ensuring Sound Development through Compliant Operation

Flat Glass strictly abides by laws and regulations by adhering to compliance operation, and effectively protects the legitimate rights and interests of the Company and all shareholders through the development of corporate governance structure and internal management system.



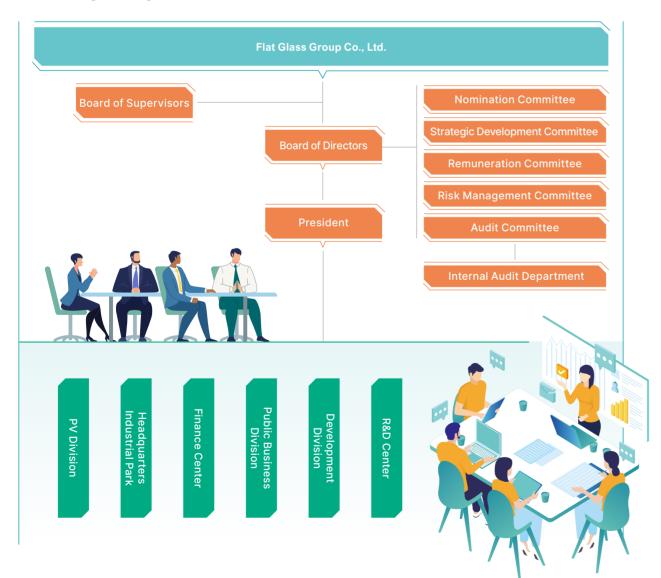


Corporate Governance Enhancement

Governance structure

As an A and H share company listed in mainland China and Hong Kong, the Company strictly observes the requirements of the Company Law of the People's Republic of China, the Code of Corporate Governance for Listed Companies in China and the listing rules of the Shanghai Stock Exchange and the Stock Exchange of Hong Kong to formulate the Articles of Association of Flat Glass Group Co., Ltd., the Rules of Procedures of General Meetings, the Rules of Procedures of Board Meetings and the Rules of Procedures of Meetings of Supervisors and other systems, and has developed the corporate governance structure consisting of the Shareholders' Meeting, the Board, the Board of Supervisors and the Senior Management, which defines the scope of responsibilities of the structure to ensure scientific, standardized and transparent corporate governance.

Internal Management Organization Chart of Flat Glass



Corporate governance structure of Flat Glass



- The highest authority of the Company shall exercise the voting rights on major issues such as the
 enterprise's business policy, the appointment and removal of directors, financing, investment, profit
 distribution, etc. according to law.
- According to the Articles of Association, the shareholders' meeting decides on the remuneration of directors and supervisors. The Company's annual general meeting of shareholders deliberates and determines the remuneration plan for directors and supervisors.



Exercise the business decision-making power of the enterprise according to law, and be responsible
for the establishment and supervision of the Company's internal control system; The Board of Directors
consists of five special committees, namely, the Strategic Development Committee, the Nomination
Committee, the Audit Committee, the Remuneration Committee and the Risk Management Committee.
Each committee makes recommendations on major issues of the Company.



 The Company's supervisory body, which supervises whether the directors and general managers and other management officers of the Company perform their duties according to law.



 Preside over the production, operation and management of the Company, and organize the implementation of the resolutions of the Board of Directors.

In 2022, the Company strictly complied with the requirements of the corporate governance system to ensure that the convening and voting procedures of three meetings were legal and compliant, and the resolutions made were legal and effective. The directors of the Company possess the necessary management experience and operation management ability to perform their duties, and continue to update the conventional knowledge and skills of corporate governance through internal and external training and learning. The Company adheres to and improves the staff supervisor mechanism, has two staff supervisors, and achieves orderly participation of staff representatives in corporate governance.

Composition of the Board of Directors and Board of Supervisors and data of related meetings held of Flat Glass in 2022



Composition of the Board of Directors and Board of Supervisors



7 directors on the Board of Directors.

Among them, 4 are female directors, accounting for 57.14%



4 executive directors



3 independent non-executive directors, accounting for 42.86%



There are 5 supervisors on the Board of Supervisors.

Among them, 2 are employee supervisors.



Data of related meetings held



9 shareholders' meetings were held. A total of 37 issues were considered.



20 board meetings were held.

A total of 58 issues were considered.



11 meetings of special committees of the Board of Directors were held.



13 meetings of the Board of Supervisors were held.

Members and background of the Board of Directors of Flat Glass

				Expertise		
Туре	Name	Gender	Education background	Industry experience	Risk management	Financial management
Executive director	Ruan Hongliang	Male	Business administration	V	$\sqrt{}$	V
Executive director	Jiang Jinhua	Female	Master of business administration	V	\checkmark	\checkmark
Executive director	Wei Yezhong	Male	Engineer	V		
Executive director	Shen Qifu	Male	Machinery manufacturing and equipment	V		
Independent non- executive director	Xu Pan	Female	Doctor of philosophy in accounting			V
Independent non- executive director	Hua Fulan	Female	Master of engineering	V	√	
Independent non- executive director	Ng Yau Kuen	Female	Master of business administration Master of Law in Enterprise	V		1

and Financial Law

Information disclosure

The Company attaches great importance to information disclosure, strictly abides by relevant laws and regulations on information disclosure, truthfully, accurately, completely and timely discloses important information such as the Company's business operation, financial condition and major transactions, so as to provide guarantee for investors to understand relevant information in a timely and accurate manner and make investment decisions

In accordance with the requirements of the regulatory authorities and Shanghai Stock Exchange and the Hong Kong Stock Exchange, the Company has put in place the Information Disclosure Management System, the Internal Reporting System for Material Information, the Registration and Reporting System for Informants of Insider Information and other internal management systems to regulate the Company's information disclosure behavior.

In 2022, the Company disclosed 231 announcements on A Shares and 221 on H Shares, without violation of the listing rules of the stock exchange and the Articles of Association and other relevant regulations and systems. The Company disclosed relevant information about the Company's operating results, financial conditions, major decisions and other aspects in a true, timely, accurate, complete and standardized manner.



Protection of investors' rights and interests

The Company is striving to maintaining the relationship and effective communication with shareholders and investors, actively implements the relevant regulations of the Securities Law and the relevant provisions of the Shanghai Stock Exchange to fulfill the responsibilities as a listed company, and formulates the Investor Relations Management System to continuously strengthen the information communication between the Company and investors and improve the transparency of the Company's operation to effectively protect the rights and interests of investors.

The Company actively communicates with shareholders (especially minority shareholders) through telephone, fax, e-mail, investor relationship interaction platform and other channels. The Company regularly holds performance presentation meetings to interact and communicate with investors on the specific conditions of operating results and financial indicators, and to answer the questions generally concerned by investors.

The Company's profit distribution focuses on reasonable return on investment for investors and takes into account the sustainable development of the Company. The Company reviews the shareholder dividend plan at least once every three years to actively repay investors. In 2022, in accordance with the provisions of the Notice Regarding Further Implementation of Cash Dividends Distribution of Listed Companies (《關於進一步落實上市公司現金分紅有關事項的通知》), the Listed Companies Regulatory Guidance No. 3 — Cash Dividends Distribution of Listed Companies (《上市公司監管指引第 3 號—上市公司現金分紅》) issued by China Securities Regulatory Commission and the Articles of Association, the Company formulated the Plan for Dividend Returns to Shareholders for the Next Three Years (2022-2024) of Flat Glass Group Co., Ltd. to enhance the transparency of cash dividends of the Company, strengthen the Company's awareness of repaying shareholders, and improving and optimizing the Company's dividend decision-making and supervision mechanism.

In 2022, the Company distributed cash dividends of RMB2.3 (tax included) per



For details of corporate governance, please refer to the Corporate Governance section set out in the 2022 Annual Report of Flat Glass Group Co., Ltd.

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Comprehensive Risk Management

Risk identification and management

Internal control is an important guarantee for listed companies to prevent major risks. The Company attaches great importance to risk management and internal control. The Risk Management Committee and Audit Committee of the Board of Directors supervise the relevant risk management measures of the Company and put forward suggestions. The functional departments implement risk management measures in their daily work to ensure the safe operation of the Company. The Company purchases liability insurance for the directors, supervisors and senior managers every year to reduce the risks or losses that may arise during the performance of their duties.

The Company strictly complies with the Audit Law of the People's Republic of China, the Guidelines for Corporate Internal Control Assessment, the Audit Guidelines for Corporate Internal Control, the Guidelines for the Governance of Listed Companies and other relevant laws and regulations to establish and improve the Company's internal control system, and improves the Company's internal control management level.

Risk management responsibilities of functional departments of Flat Glass

Audit Department





Board Secretary Office

Organize the preparation of risk management plan and promote the implementation of the plan, coordinate efforts to promote the day-to-day work of risk management.



Audit Department

Strengthen the development of the system regarding corruption punishment and prevention, improve the anti-corruption and integrity work mechanism, carry out risk management, internal audit, and other work.



Legal Affairs Department

Strengthen the development of the system regarding corruption punishment and prevention, combat corruption and uphold integrity, prevent ethical risks.



Human Resources Department

Promote the construction of the integrity system for all employees and actively carry out the building of enterprise risk management culture.

Risk management process



identification



assessment











Risk testing





In 2022, the Company developed an annual audit plan to identify the risks that should be focused on in the audit according to the risks found in the previous internal audit and the Company's strategic development plan, and carried out relevant internal audit activities around these risks, and regularly issued internal control audit reports. The Company focused on sorting out internal control systems and processes related to procurement, sales, inventory and other businesses, and preparing and releasing internal audit evaluation reference database.

Key risk elements identified by the Company in 2022



Internal control elements	Risk contents	Risk description
	Organizational structure	The risk of lag adjustment of existing business process guideline after the expansion of business scale.
	Human resources	The risk of Insufficient human resources and brain drain.
Control environment	Development strategy	The risk of insufficient strategic guarantee.
	Social responsibility	Safety accident risk, emergency risk, environmental protection risk and product quality risk.
	Procurement management	The risk of increasing in procurement cost.
	Sales management	Lower customer satisfaction and other risks.
	Capital management	The possible risk of capital chain breaking arising from the capital demand far exceeding the capital supply capacity, due to corporate expansion and increase in the demand for fixed capital investment.
Control activities	Asset management	The risk of inventory accounting error, inventory backlog, inventory depreciation, inventory shortage; Risks such as inefficient use of fixed assets, improper maintenance, overcapacity, devaluation of asset value.
	Information system	Information system design does not conform to internal control requirements, improper authorization risks, insufficient information construction, and inefficient internal information transmission; information system risk.
Control measures	Contract management	Risks related to contract subject, contract performance, insufficient post-contract evaluation.

In 2022, the Company carried out internal audit, paid attention to 13 risks, including risks of organizational structure design, insufficient strategic guarantee, human resource shortage and loss, safety production management, environmental protection, quality, capital, rising procurement cost, contract performance, information system security, and took corresponding audit measures.

In 2022, the Company continued to improve and strengthen its internal control, ranking 10th in the "Top 30 Best Internal Control Awards for Listed Companies in Zhejiang".

Business Ethics and Compliance

Business ethics and anti-corruption

Embracing a corporate culture of honesty and integrity and upholding integrity while doing business are prerequisites for sound corporate development. Anti-corruption is the focus of the Company's compliance management. The Company has strictly complied with such laws and regulations as the Anti-Unfair Competition Law of the People's Republic of China and the Interim Provisions on Banning Commercial Bribery, formulated and improved the Fraud Prevention and Whistle-blowing Encouragement System, implemented anti-corruption and anti-fraud management work by strictly following the guideline of prevention before supervision, and regularly conducted anti-corruption training for all employees to develop their awareness of anti-corruption.

In May 2022, the Company issued the Notice on the Improvement of the Provisions on Integrity and Self-discipline of the Company, including the Provisions on Integrity and Self-discipline of the Company, the Integrity Pledge of Employees, and the Contract on Integrity and Self-discipline, to further improve the Company's relevant provisions on integrity and self-discipline.

To eliminate practices of corrupt, extortion, fraud and money laundering, the Company has clearly defined the penalties and treatment measures for employees' bribery in the Employee Handbook, and required employees to sign the "Integrity Pledge" when they get employed by the Company. From 5 December 2022 to 31 January 2023, the Company held the "integrity publicity month of the Flat Group" activity throughout the Group to continuously improve employees' anti-corruption awareness. On 28 June 2022 and 9 December 2022, the Company conducted two anti-corruption trainings.

The Company provides employees with clear and smooth whistle-blowing channels such as telephone hotlines, e-mails and letters, and encourages employees to complain and blow the whistle on corruption either in a real name or anonymously. To prevent any retaliation against whistleblowers or relevant witnesses, the Company takes measures to protect whistleblowers and guarantees that the personal information of whistleblowers and all whistle-blowing data provided by whistleblowers are kept strictly confidential.



Anti-corruption whistle-blowing and handling process of Flat Glass

The Audit Department collects the summarized whistle-blowing data.

The Audit Department reports to the Senior Management within 2 working days.

The Audit Department deploys investigation and completes audit based on the whistleblowing material.



In addition, the Company attaches great importance to the anti-corruption in the procurement process, passing on the anti-corruption principle to suppliers through the incorruptibility clause in the procurement contract, and encouraging the integrity and self-discipline of suppliers. In 2022, the Company conducted a sampling audit of the purchase contracts. 80% of the Company's procurement contracts are entered into on the basis of the Company's contract version, which contains incorruptibility clauses.

In 2022, there were no confirmed violations of the Company in bribery, extortion, fraud and money laundering.



Training meeting on anti-corruption compliance operation in 2022



On 9 December 2022, the Company held the training meeting on anti-corruption compliance operation for 2022, which was attended by more than 600 directors, supervisors, senior managers and business lines of the Group through on-site or online video.

The training session invited lawyers from Zhejiang Jundu Law Firm (浙江君度律師事務所) to give a keynote speech, which deeply analyzed the legal knowledge of commercial bribery, job embezzlement and misappropriation of funds and other job crimes, as well as anti-workplace discrimination, anti-workplace bullying, anti-sexual harassment and contract law from many aspects, such as crime and non-crime, and illegal consequences.

The director of the Group's Legal Affairs Department, starting from "how to use the value judgment to build a clean defense line", introduced the anti-corruption content in the Group's compliance manual to employees.



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Compliance operations

The Company pays attention to compliance management, continues to improve the internal system construction and compliance management process, regularly carries out compliance training, and strengthens the construction of compliance culture. In 2022, the Company has not been punished or warned by regulatory authorities for violating laws and regulations related to product quality, customer service, intellectual property protection, environmental protection, employee employment, etc.





On 28 June 2022, Flat Group organized and carried out the compliance management kick-off meeting and integrity training in the administrative office building by on-site training and video training. More than 200 colleagues from the Company's business departments, such as directors, supervisors and senior executives, sales and procurement, participated in the training.



List of laws and regulations governing the areas in which the Company involves The Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, etc. Listing operation The Rules Governing the Listing of Stocks on Shanghai Stock Exchange, the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, etc. China: Product Quality Law of the People's Republic of China, Law of the People's Republic of China for Protection of Consumers' Rights, Foreign Trade Law of the People's Republic of China, Advertising Law of the People's Product and service Republic of China, etc. Vietnam: No. 36/2005/QH11 Trade Law, No. 54/2014/QH13 Customs Law, No. 107/2016/QH13 Import and Export Tax Law, No. 59/2020/QH14 Enterprise Law, etc. China: Patent Law of the People's Republic of China, Trademark Law of the People's Republic of China, etc. Intellectual property Complied Vietnam: No. 50/2005/QH11 Law, No. 103/2006/NĐ-CP Decree, No. protection 211/2016/TT-BTC Notice, No. 22/2018/NĐ-CP Decree, 42/2019/QH14 Law, China: Environmental Protection Law of the People's Republic of China. Atmospheric Pollution Prevention and Control Law of the People's Republic of China, Solid Waste Pollution Prevention and Control Law of the People's Republic of China, Water Pollution Prevention and Control Law of the People's Republic of China, Cleaner Production Promotion Law of the People's Environmental Complied Republic of China, Energy Conservation Law of the People's Republic of protection China, etc. Vietnam: No. 2-2020-QH14 Environmental Protection Law. No. 06-2022-ND-CP Decree, No. 08-2022-ND-CP Decree, No. 01-2022-TT-BTNMT Circular, No. 02-2022- TT-BTNMT Circular, etc. China: Labor Law of the People's Republic of China. Labor Contract Law of the People's Republic of China, Social Insurance Law, Labor Dispute Mediation and Arbitration Law, Trade Union Law, Law on the Protection of Rights and Interests of Women, Measures for Labor Protection of Female **Employment** Complied Workers of Zhejiang Province, etc. Vietnam: 58_2014_QH13 Vietnam Social Security Law, 45_2019_QH14_ Vietnam Labor Law, etc. China: Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases, Regulation on Work-Related Injury Insurances, Work Safety Law of the People's Republic of China, etc. Occupational health Complied and safety Vietnam: No. 84_2015_QH13 Labor Safety Law, No. 39_2016_ND-CP

Decree, No. 44_2016_ND-CP Decree, No. 58_2020_ND-CP Decree, No.

88_2020_ND-CP Decree, etc.



Pooling Efforts for Consistent Product Quality

By adhering to the concept of high-quality development, Flat Glass is committed to be a globally influenced company in the glass industry. Flat Glass has set up a complete quality

management system to effectively ensure the effective implementation of quality control measures in all aspects of





Stringent Quality Control

Improvement of the quality management system

By upholding the policy featuring "quality first, quality is everyone's responsibility", the Company, in the pursuit of high-quality development, has put in place a comprehensive quality management system, formulated quality management procedures, provided quality training, among other measures to ensure that the quality control measures are effectively implemented in all production links and provide customers with high quality products.

Observe strictly national and international standards

 Strictly complied with the provisions of both national and international standards to carry out production of various glass products.

Put in place quality management system

- Certified by GB/T19001- 2016/ISO9001: 2015
 quality management system, and formulated the
 quality management procedure in accordance
 with the requirements of this system;
- The Company's products have passed PCCC certification, SPF certification, 3C certification and "Made in Zhejiang" certification.









Quality first, quality is everyone's responsibility



Formulate quality management rules

- Developed institutional documents such as Flat Glass Quality Management, Non-conforming Product Control Procedures, Regulations on the Management of Abnormal Raw PV Glass and Quality Defect Manual of Photovoltaic Glass of Flat Glass;
- Implemented standardized management of workshop site, developed SOPs for operation and product quality control.

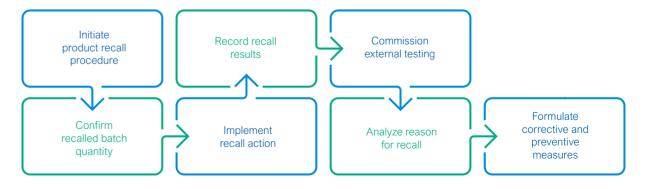
Adopt quality management measure

- Identified internal quality risks, and developed rectify and precaution measures according the customer complaints and statistics.
- Formulated internal control standards and clarified post responsibilities.
- Strengthened internal training and improved glass inspection skills according to the annual training plan.



The Company has established the Nonconforming Product Recall Process system. The Company's General Manager serves as the highest decision maker of product recall, the Sales Department is responsible for the specific implementation of the recall, and the Quality & Technology Department is responsible for the reverse tracing of the non-conforming products. The Company saw zero product recall in 2022.

Product recall process of Flat Glass



Product quality management

The Company has formulated the Nonconforming Product Control Procedures to clarify the organizational structure of the Company's product quality management. The Quality & Technology Department of the Company is the centralized management department of nonconforming products, which comprehensively controls the confirmation, identification, recording, isolation, review, disposal and improvement of nonconforming products, and is responsible for the review and disposal of general nonconforming products. The Production Department is responsible for taking measures to correct the nonconforming products found in the production process and doing a good job in the identification and isolation of nonconforming products. The Sales Department is responsible for communicating with customers about the handling of nonconforming products after delivery.

In 2022, the Company formulated the Control Procedure for Advanced Planning of Product Quality for automotive coated glass products to determine the development requirements of new products, so as to ensure that the developed products can meet the expected requirements of customers, make the new products designed by the Company have market competitiveness and satisfy customers.

Measures for quality management of Flat Glass in 2022



Actions taken	Specific measures
Establishment of a sound management system	 All the Group's production plants have been certified by GB/T19001-2016/ISO 9001:2015 Quality Management System Certification; The Company's products have passed PCCC certification, SPF certification, 3C certification and "Made in Zhejiang" certification; Formulation of Quality Defect Manual of Photovoltaic Glass of Flat Glass; Strengthened communication with suppliers and controlled the quality of raw materials.
Enhanced technical supervision	 Development of internal control standards for photovoltaic glass; Strengthened internal training and improved glass inspection skills.
Improvement of quality awareness	 Carried out training on quality awareness to improve employees' quality management awareness; Summarized product quality data by product/by category, and conducted follow-up analysis in phases before development of measures for improvement;

• Set up quality appraisal targets for teams/departments, with clear rewards and penalties.



Improvement of glass breakage products



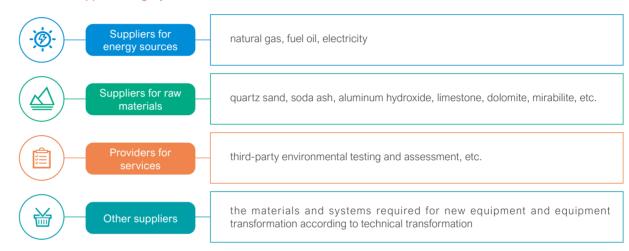
The Company continues to pay attention to customer complaints. During the period from November 2021 to February 2022, the average monthly breakage ratio of the 2.0mm front and back semi-tempered PV glass ("2.0mm semi-tempered glass") of the second phase project in Anhui Province was approximately 0.29%. In the customer complaint information received by the Company, the number of complaints against the 2.0mm semi-tempered glass breakage of the product showed an increasing trend.

The Company organized a research team to carry out on-site inspection and analysis of customer feedback data on the fragment problem of the second phase project of Anhui Flat, and found that the 2.0mm semi-tempered glass breakage was mainly composed of the breakages at the position of the paperless glass inner packaging belt, and targeted to develop and implement improvement measures. Since April 2022, the number of breakages has decreased significantly, and the proportion of fragments has decreased from 0.29% to 0.12%, with an improvement of 58.6%.

Responsible supply chain

Supply chain management is the prerequisite to ensure product quality. The Company has formulated and continuously improved the Supplier Management Code to standardize the quality management of suppliers. Besides, it is committed to fostering sustainable partnerships to guide suppliers and the Company to maintain an enabling business environment.

Flat Glass supplier category



When selecting suppliers, the Company comprehensively considers environmental management, labor management, anticorruption and other factors, and reviews the suppliers once a year according to the audit process of the quality system of Flat's suppliers. For suppliers with poor performance in environmental management, labor management and ethics, the Company issues a rectification notice, provides guidance and suggestions, and conducts on-site review and evaluation within the specified time when necessary. The Company deletes unqualified suppliers from the List of Qualified Suppliers and continuously improves the environmental and social responsibility performance of suppliers by carrying out continuous monitoring, tracking and urging rectification.

At the same time, the Company requires suppliers to prohibit the use of child labor and the use of underage labor in compliance. Under the condition that the quality and price of suppliers' products are comparable, the Company gives priority to selecting suppliers with better performance in social responsibility.

Environmental and social management requirements for new suppliers

Environmental responsibility

- Take measures to prevent and control environmental pollutants including waste water, air emission and solid waste;
- Adopt green product design to save resources as much as possible;
- Adopt green production to minimize the environmental impact on the production process;
- Save resources and recycle water resources as much as possible.

Labor responsibility

- Prohibition of the use of child labor:
- Compliance with the use of underage workers;
- Safety and emergency measures taken;
- Safety education and training provided.

Anti-corruption

 Clear integrity clauses incorporated in the procurement contract for operation with integrity and honesty agreed by the parties.

The Company entered into the Environmental Protection and Safety Agreement of Related Parties with the suppliers, requiring the suppliers to fulfill relevant requirements. The Company adopts the most environment-friendly principle for packaging selection and logistics arrangement, and strives to build and maintain the ecological environment of the PV industry chain through the most reliable, economical, green and high-quality products and services, and jointly contribute to green and low-carbon life and production.

Environmental and social management requirements for key suppliers

Environmental liability

- Eligibility of ISO14001 environmental management system certification;
- Environmental assessment results;
- Effective treatment of waste water, air emission and solid waste.



Labor

- The efforts of safety assessment and fire assessment;
- The efforts of occupational health and safety measures for employees;
- The efforts of safety education and training.

The Company scored the suppliers pursuant to the Supplier Quality System Audit Checklist, and the qualification rate of the Company's supplier review in 2022 was 100%.



Undertaking the 2022 China Photovoltaic Green Supply Chain Conference



The Company actively promotes the sustainable development of the industrial chain by adhering to the principle of scientific and technological innovation. From 18 to 19 August 2022, Flat Glass hosted the "2022 China Photovoltaic Green Supply Chain Conference" in Xiuzhou District, Jiaxing. The theme of the conference was "focusing on issues for supplementing the chain, collaborative cooperation for strengthening the chain, innovation and upgrading for extending the chain, and clean and low-carbon empowering the chain". Approximately 300 guests from leaders of relevant national and local energy ministries and commissions, industry, academia, and financial, power, and crossborder users attended the conference.



Focus on Customer Needs

Improvement of customer service

By adhering to the differentiation strategy and the market-oriented spirit and upholding the service principle of "customer first", the Company formulates system documents such as the Customer Service Management Specification, the Customer Satisfaction Supervision and Measurement Control Procedure and the Specification on the Management of Customer Complaint-based Logistics Return pursuant to the laws and regulations such as the Antimonopoly Law of the People's Republic of China, the Anti-unfair Competition Law of the People's Republic of China, the Product Quality Law of the People's Republic of China, the Price Law of the People's Republic of China, and the Advertising Law of the People's Republic of China, for perfect customer service and complaint feedback processing process, and continuously improve customer satisfaction.

Customer communication is the basis for achieving customer satisfaction. The Company has actively maintained two-way communication with customers to understand their needs and promote their understanding of the Company's related products. The Sales Department of the Company is responsible for contacting customers, determining their needs, handling customer complaints and measuring customer satisfaction.

Customer complaint handling process



The Sales Department and Customer Service Department accept customer complaints and make an internal announcement within 3



The Customer Service Department shall complete the complaint handling work with customers, and other departments shall provide support.



The Quality Management Department of the production base shall analyze the complaint feedback and give a reply within 24 hours, and provide the cause analysis and improvement report of the complaint within 3 working days.



After the customer complaints are sorted out, the Customer Service Department and the Quality Management Department are responsible for the internal and external sorting and filing.

Major customer communication efforts of Flat Glass in 2022



Customer visit and product promotion event

Customer visits and targeted new product promotion activities enabled more customers to get the knowledge of our related products and helped the Company understand and grasp customer needs.

- Carry out various customer exchange meetings offline and online
- · Quarterly business review
- Participate in customer's training on ESG





Exchange among industries

By participating in professional technical seminars, standard workshops, and other events, we showed our expertise & strength, fostered our own brand, and promoted business progress while keeping abreast of the industry pulse.



- Joined the "Industrial Cooperation Center for the Development of Photovoltaic Recycling" as a vice chairman unit in April;
- Held the 2022 China Photovoltaic Green Supply Chain Conference in August;
- $\bullet \ \ {\sf Participated} \ in \ the \ 2022 \ International \ Standardization \ Work \ Conference \ of \ Solar \ Photovoltaics \ in \ September;$
- Held the second meeting of the first session of the Photovoltaic Collaborative Innovation Industry Alliance of the G60 Scientific and Technological Innovation Corridor in the Yangtze River Delta in November;
- Participated in the annual meeting of China Photovoltaic Industry Association in December.

Each division of the Company conducts a customer satisfaction survey covering all customers once a year. The Satisfaction Questionnaire covers product quality, price, after service, delivery date/plan, cooperation degree, R&D capability, etc. According to the customer satisfaction survey and result analysis, the Company has made targeted efforts for improvement to enhance customer loyalty with high-quality customer service and ensure the stable development of the Company.

Complaint settlement rate and customer satisfaction rate of Flat Glass in 2022



The Company saw a complaint settlement rate of

100%



Customer satisfaction rate of PV Division of

97.98%



Customer satisfaction rate of Headquarters Industrial Park of

97.5%

Responsible marketing

In the process of product promotion, the Company pays attention to maintaining its own brand image's and its publicity materials, sales policies and technical documents are subject to the Company's various specification sheets. There were no such cases as use of product labels or exaggerated presentation or publicity.

In addition, the Company conducts training for marketing personnel to ensure that customers can be provided with clear and accurate product information during product promotion. In 2022, the Company carried out sales training in terms of annual sales policy interpretation, product technical performance interpretation, contract laws and regulations interpretation, etc., to enhance the responsible marketing awareness of professionals.

In 2022, the Company did not find any product and service information and logo violations or violations of marketing publicity regulations.

Customer information security and privacy protection

The Company attaches great importance to the privacy and information security of customers, and has formulated the internal confidentiality system pursuant to the Cybersecurity Law of the People's Republic of China, Data Security Law of the People's Republic of China, Personal Information Protection Law of the People's Republic of China, Advertising Law of the People's Republic of China, Regulations on the Administration of the Credit Investigation Industry, Regulations on Security Protection of Computer Information Systems of the People's Republic of China, Administrative Measures for Internet Information Services, Regulations on the Promotion of the Digital Economy of Zhejiang Province and other laws and regulations, to regulate the management of customer information and clarify the way of punishment of employees for disclosing the Company's secrets, so as to prevent the leakage of customer information to the greatest extent.

The Company implements access authorization management for information systems, documents, contracts, technical data, design drawings, etc. involving trade secrets. In 2022, the Company carried out special audit on the information confidentiality executed by key personnel and the authorization of key information systems.

At the same time, the Company has set up a confidentiality mechanism in the contracts signed with customers to keep customers' information strictly confidential, fully respect customers' privacy, and protect customers' legitimate rights and interests. In October 2022, the Company launched the "CRM Platform for Sales and Transportation Integration of Flat Glass", which further optimized the Company's customer service process, established a complete database and reasonable authorization mechanism, and ensured the timely, accurate and confidential work of information.

In 2022, there were no identified breaches or litigations against the Company on customer information security and privacy protection.



Promotion of Development through Innovation

Technology innovation

By holding "development by improvement" as one of its business guidelines and regards innovation as its foundation for business development and through integrating the innovation concept featuring "innovative thinking, innovative knowledge and innovative technology" into its corporate culture, the Company has continued its efforts to strengthen the Company's independent R&D capability and staff innovation capability.

In 2022, the Company continued to strengthen organization management and talent cultivation, increase R&D investment, improve performance and innovation incentives, and improve the Company's R&D system formulation. In 2022, the Company had additional 12 patents, including 6 invention patents and 6 utility model patents.

R&D system development in Flat Glass



- We have built a management structure with General Manager as direct leadership and Tech Lead as R&D Director and fostered a performance appraisal and innovation incentive system and a talent echelon construction system.
- Enlarged R&D team, and implemented internal selection and external recruitment to expand channel for introducing talents;
- Actively carried out long-term industry-academia-research institutes collaboration projects to reserve R&D talents.
- By putting in place the management systems such as Measures for the Administration of Awards Regarding New Product R&D Innovation and Measures for the Administration of Internal Title Appraisal, the Company has improved its internal training mechanism and incentive mechanism, increased the investment in education funds for talent training, strengthened the incentive and reward measures for R&D personnel, and encouraged R&D work.



Cleaning technology on PV module surface

If the photovoltaic coated glass is not cleaned for more than 6 months outdoors, the power generation of the panel will be reduced by 50%. In order to solve this problem in the industry, the Company has studied the factors and mechanism that affect the surface cleaning of photovoltaic coated glass, the impact of different water quality on the cleaning effect, the glass transmittance, the glass film structure and other methods, and found that the cleaning effect of the PH and water hardness of the cleaning water can reach the best within a certain range. The Company has thus developed an economical and efficient cleaning water standard, and has now carried out small tests in companies such as DMEGC, Rituo and Jinko, and has won unanimous praise from domestic and foreign component manufacturers.







ing After using clea odule technology on PV



Intelligent lifting system for the PV glass project in the headquarters industrial park



The finished glass for the PV glass project in the headquarters industrial park originally processed by the Company will be transported to the first floor by forklift manually after being packed by the automatic packaging line. During the process of forklift transportation, the finished glass has the risk of collision. The R&D center of the Company cooperates with the quality management department to carry out technical analysis and test for the glass transportation problem.

In 2022, the Company used the intelligent lifting system to transport the finished glass and reduce the defective products produced in the process of forklift transportation. After deducting the power consumption of the intelligent lifting system from the labor costs, forklift costs, fuel costs, etc., the PV glass project in the headquarters industrial park save approximately RMB800,000 per year.

With an eye to industry-academia-research institutes collaboration, the Company has, since 2012, signed enterprise-academia cooperation agreements with more than 10 colleges and universities, such as Jiaxing Technician College, Bengbu University School of Materials and Chemical Engineering, China University of Mining and Technology School of Foreign Studies, Shanghai Jiao Tong University, in a bid to establish long-term partnership and continue to deepen the integration of industry and education.

Intellectual property protection

The Company has established the management system of Measures for the Administration of Intellectual Properties in accordance with the Patent Law of the People's Republic of China, Trademark Law of the People's Republic of China and other laws and regulations, and made detailed regulations on the management, use and protection of intellectual property rights, such as patents, trademarks and copyrights, so as to safeguard its own intellectual property rights, technical secrets, trademark rights and trade secrets, as well as copyrights in accordance with the law, while respecting and avoiding infringement of others' intellectual property rights.

In 2022, the Company saw zero illegal incident/violation or litigation case against intellectual property protection.





Protection of Green to Create a Sustainable **Future**



Green is the development gene of Flat, and environmental management is an integral part of production of Flat Glass. Flat Glass attaches great importance to environmental protection, promotes quality improvement and energy conservation and emission reduction by putting ecological innovation and manufacturing into practice, integrating cutting-edge digital technology, and uses high-performance photovoltaic glass products to assist the development of green photovoltaic technology, build and maintain the ecological environment of the photovoltaic industry chain, and is committed to contributing to green and low-carbon life and production.





Environmenta Management System

Environmental Environmental impact analysis

Flat Glass is mainly engaged in R&D, production and sales of PV glass, float glass, household glass and architectural glass. The Company uses natural gas, electricity, water and other energy resources to process raw materials such as soda ash and silicon dioxide in the production process, which will produce greenhouse gases, air emission, waste water, solid waste and other emissions.

Environmental impact analysis of Flat Glass

Production link	Environmental factor input	Environmental factor output
R&D and production	Energy: purchased electricity, natural gas, fuel oil Water resources: municipal water supply Raw materials: ultra-white quartz sand, soda ash, alumina, limestone, etc.	Greenhouse gases Exhaust gas: SO ₂ , NO _x , particulate matter Wastewater: chemical oxygen demand (COD _{cr}), suspended solids Non-hazardous waste: sludge, domestic garbage Hazardous waste:waste oil,waste paint buckets, mirror sludge, spent catalyst, waste activated carbon
Supply chain	Energy: diesel consumed by freight vehicles and electric power consumed by electric vehicles Packaging	Greenhouse gases Non-hazardous waste: packaging waste
Office operation	Energy: purchased electricity, electricity and gasoline consumed by self-owned vehicles Water resources: municipal water supply	Greenhouse gases Wastewater: domestic wastewater Non-hazardous waste: domestic waste

To properly dispose of various emissions, the Company has set up an automatic monitoring system within the plant to monitor and control the emissions in real time, so as to ensure the production of high-quality glass products while continuously reducing the negative impact on environment.



Environmental management system

The Company strictly abides by the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Environmental Impact Assessment and other laws and regulations, takes "pollution prevention, compliance with emission/ discharge standards, energy saving and consumption reduction, clean production, continuous improvement" as the environmental management concept, to develop internal systems such as the Environmental Protection Management Regulations, improves the environmental management organization system, and implements the promotion and implementation of the Company's environmental and safety efforts. In 2022, the Company paid the environmental protection related taxes in full, and there was no violation of environmental protection related laws and regulations.

Environmental management organization system of Flat Glass



- Headed by the General Manager, with principals of each production department and division as members of the said group
- Coordinate and manage the environmental and safety work of the Group



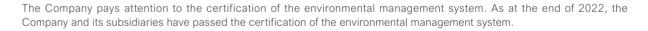


- Set up environmental safety management departments in production departments and subsidiaries
- Be responsible for managing the daily work of the environment and safety
 of the subsidiaries of each production department, supervising, reviewing,
 scoring and implementing the rectification of the environmental work



Environmental safety officer

 Supervise the implementation of specific environmental and safety measures during daily operation and production.



Certification of Flat Glass and all subsidiaries





Name	Certificate	Expiration date
Flat Glass Group Co., Ltd.	GB/T24001-2016/ISO14001:2015	2025.5.4
Anhui Flat Solar Glass Co., Ltd.	GB/T24001-2016/ISO14001:2015	2024.8.9
Zhejiang Flat Glass Co., Ltd.	GB/T24001-2016/ISO14001:2015	2025.4.13
Zhejiang Jiafu Glass Co., Ltd.	GB/T24001-2016/ISO14001:2015	2023.8.26
Flat (Vietnam) Company Limited	ISO14001:2015	2024.1.18

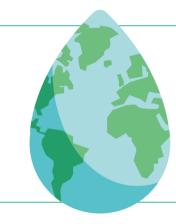
In 2022, the Company prepared emergency plans for environmental emergencies, including disasters, safety, environmental protection, communities, health and other aspects, and form a systematic, complete and operable plan system to comprehensively improve the Company's emergency response capacity. In addition, the Company organized more than two comprehensive drills each year and participates in various emergency drills organized by the superior competent department.

Water resource management

In the process of production, Flat Glass uses water resources in raw material mixing, glass cleaning, equipment cooling and other sectors and also consumes water resources in daily office life. Therefore, a stable water supply source and a reasonable water use system are very important. The water supply source of the Company is mainly municipal water supply. There is no difficulty in obtaining water source, and there is no significant impact on the environment in the process of obtaining water.

The Company strictly abides by the Law of the People's Republic of China on the Prevention and Control of Water Pollution and other laws and regulations related to water resources, establishes water use objectives, and implements a series of water resource management measures in the aspects of water conservation and recycling.

Water resource management concept of Flat Glass



- Adhere to the goal of dual control of water resources consumption and establish a rigid constraint mechanism for water resources carrying capacity;
- Uphold the principle of "priority of water saving " and promote the construction of water-saving enterprises at a higher level;
- Adhere to the concept of green sharing and comprehensively promote the construction of water ecological civilization;
- Adhere to the principle of system coordination and improve water resources
 security:
- Adhere to the idea of innovation and openness, and steadily promote the reform of water resources;
- Adhere to the priority of capacity building and constantly strengthen the foundation of water resources management.

Target for water use of Flat Glass

3% reduction in water consumption intensity per unit revenue by FY2025 compared with the base year FY2021

Water resources management measures of Flat Glass in 2022



 Advocate water conservation, continue to publicize water conservation knowledge among employees, and improve their awareness of water conservation





 The production wastewater and domestic wastewater will be used as cleaning water or greening water after treatment, and the water will be recycled to reduce the use of new water

Emissions and waste management

Flat Glass is committed to reducing its own impact on the environment. For all kinds of emissions generated during the Company's production and operation, the Company strictly controls its own emissions in accordance with the Environmental Management Regulations.

Waste water management

The Company's waste water mainly includes production waste water and domestic waste water. The Company has established a complete sewage treatment system to treat the waste water and discharge the waste water after reaching the standard in pipes. Furthermore, the Company also recycles the water in some sectors, such as recycling the cooled water in the equipment cooling link.

Types, production sectors and disposal methods of waste water of Flat Glass



Types of	waste water	Production sectors	Disposal methods		
	Waste water from soft water disposal	Waste heat boiler, cooling water			
	Waste water from pure water disposal	Glass processing and silver mirror workshop	_		
	Boiler sewage	Waste heat boiler	After being treated by the separate		
Production waste water	Cooling sewage	Cooling of glass furnace, rolling forming, generator set and other equipment	 water reuse system in the plant, 75% of the water will be reused for production, and 		
	Waste water of silver mirror	Silver plating, copper plating, cleaning and spraying	the remaining 25% will be discharged through pipes		
	Waste water of from deep processing	Edging cleaning	- unoughpipes		
	Waste water from sand washing workshop	Raw material treatment	_		
		Daily operation of	After being treated by septic tank and		

Domestic sewage

Daily operation of administrative building, dormitory and canteen

by septic tank and oil separator, it will be discharged into the sewage pipe network

The Company strictly complies with the relevant wastewater discharge standards, controls the total silver, ammonia nitrogen and other pollution factors in its own wastewater, and monitors the wastewater to ensure that the wastewater discharge meets the standards and reduce the impact of its own wastewater discharge on the environment. In 2022, the Company did not discharge excessive wastewater.

Discharge standards and main control indicators for the discharge of waste water of Flat Glass



Monitoring measures

Integrated Wastewater

Subject to the emission

Discharge Standard (GB8978-1996)

Indirect Emission Limits of Nitrogen and Phosphorus

Pollutants from Industrial

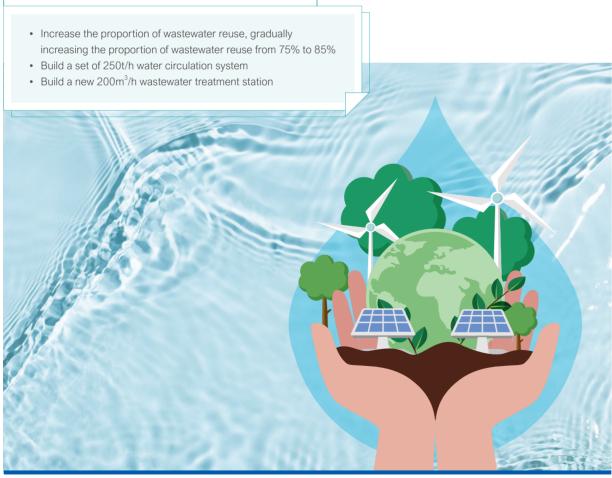
Enterprises (DB33/887-2013)

 Chemical oxygen demand (COD_{cr})

Main control indicators

- Suspended solidsAmmonia-nitrogen
- Total silver
- Total copper
- Install online air monitoring equipment to monitor emissions in real time
- The sewage company conducts sampling monitoring three times a month
- The Company sends out a qualified thirdparty testing agency for testing once a year

Waste water reduction measures of Flat Glass in 2022



Air emission management

The air emission of the Company mainly includes the kiln air emission generated in the production process of raw glass, the dust air emission generated in the feeding process, the acid fog air emission generated in the deep processing process of glass, and the organic air emission. The types and production links of air emission of the Company are as follows:

Types, production sectors and disposal methods of air emission of Flat Glass





Types of air emission	Production sectors	Disposal methods		
Dust exhaust gas	Raw material storage, transportation, mixing, loading and unloading	High altitude discharge after bag dust removal;		
Glass furnace flue gas	Fuel combustion	Electrostatic dust removal + SCR denitration + semi-dry circulating fluidized bed desulfurization + bag-type dust removal are discharged through high chimney;		
Air emission from calendering and coating	Calender coating process	The air emission after high temperature combustion is finally discharged through the chimney of high glass furnace;		
Air emission from silver mirror line	Silver mirror painting, silver mirror baking, silver plating process	The air emission from the silver plating process is collected and treated by the water spray device before being discharged through the high exhaust funnel; The air emission from silver mirror painting and silver mirror baking is collected and treated by activated carbon adsorption + catalytic combustion device, and then discharged through high exhaust funnel;		
Air emission from float line	Online coating process	After incineration treatment + neutralization treatment by spraying NaHCO ₃ powder + treatment by bag-type dust collector, it is discharged through high exhaust funnel.		

The Company strictly complies with the relevant national and local exhaust emission standards, and discharges its own exhaust gas after it reaches the standard. The Company regularly monitors its own exhaust gas to ensure that the exhaust gas discharged meets the relevant standards. In 2022, the Company did not emit excessive exhaust gas.

Discharge standards and main control indicators for the discharge of air emissions of Flat Glass



			6-060G-00
Subject to the emission	Main control indicators	Monitoring measures	Compliance for 2022
 Emission Standard of Industrial Air Pollutants of Flat Glass (GB26453-2011) Zhejiang Air Pollution Prevention and Control Action Plan 	• NO _x • SO ₂ • PM • VOC _s	 Install online air monitoring equipment to monitor emissions in real time Conduct third-party testing of PM every month Conduct third-party comparative testing of SO₂, NOx and PM every quarter Conduct third-party testing of sulfur concentration in fuel oil regularly 	• Complied

The Company regularly issues annual monitoring reports to monitor its own exhaust emissions, and continues to take measures to reduce its own exhaust emissions to lower the impact on the environment. In 2022, the concentration of various emissions of the exhaust gas discharged by the Company reached the emission limit specified in Emission Standard of Industrial Air Pollutants of Flat Glass (GB26453-2011).

Air emission reduction measures of Flat Glass in 2022

- Change the kiln fuel, increase the proportion of natural gas and low sulfur oil, and reduce the emission of pollutants
- Build 3 sets of integrated flue gas treatment facilities of dry desulfurization + composite ceramic filter cartridge dust removal and denitration, each set of which can handle 160000Nm³/h of kiln flue gas to reduce pollutant emission

Waste management

Flat Glass produces non-hazardous wastes such as paper, plastic, metal and office garbage in the daily office operation and hazardous wastes such as waste ink, electroplating waste and waste chemical reagents in the production process. The Company strictly complies with the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes, the Measures for the Prevention and Control of Environmental Pollution by Waste Hazardous Chemicals and other laws and regulations, and formulates the Waste Management Procedure to manage the waste based on the principle of "reduction, recycling and harmless".

Reducing or eliminating waste not only helps to improve operational efficiency, but also helps to achieve a more sustainable circular economy. In 2022, the Company took multiple measures to continuously strengthen waste management. In 2022, the Company did not dispose of waste in violation of regulations.



Main types, production sectors and disposal methods of waste of Flat Glass



			4000
Category	Туре	Production sectors	Disposal methods
	Dust, glass powder	Edge grinding process	Reuse for production after collection
	General sludge	Wastewater reuse	After drying, the bricks shall be recycled by the building materials unit
No be selected as a select	Waste refractory	Cold repair	
Non-hazardous wastes	Dust removal ash	Flue gas dedusting	Regularly entrust qualified disposal units for disposal
	Packaging waste	Use of raw materials	
	Domestic garbage	Office and staff life	Regularly entrust the sanitation department to carry out unified cleaning and handling
	Waste activated carbon	Paint air emission treatment	
	Waste lead-acid battery	Forklift	
Hazardous wastes	Sludge containing silver and copper	Pretreatment of silver mirror wastewater	After collection, a qualified hazardous waste disposal unit is regularly entrusted
Trazardous wastes	Waste oil	Equipment maintenance	for disposal
	Hazardous waste packaging	Use of raw materials	
	Deactivated catalyst	Denitration process	

Waste reduction measures of Flat Glass in 2022

- Improve resource utilization and reduce loss and waste
- R&D of laser cutting technology to replace the current conventional glass cutting process, with zero glass powder production
- Coating solution, paint and other raw materials use recyclable ton barrels instead of disposable plastic barrels and iron barrels to reduce the production of packaging barrels
- Improve the use range of electronic office software and reduce waste paper generation

Waste reduction performance of Flat Glass in 2022



	Category	Unit	2021	2022	Year-on-year change rate compared with 2021
\ \	Non-hazardous wastes (tonne)	tonne	19,865	26,643	Increase by 34% ¹
þ	Hazardous wastes (tonne)	tonne	397	215	Decrease by 46%
	Production density of non-hazardous waste	kg/RMB'0,000	22.80	17.23	Decrease by 24%
Į	Production density of hazardous waste	kg/RMB'0,000	0.46	0.14	Decrease by 69%

Note: 1. The Company has continued to implement waste reduction measures to significantly reduce hazardous waste. The substantial increase of the Company's production capacity in 2022 increased the production of non-hazardous waste.



People-oriented Principle for Fusion and Symbiosis



Flat Glass adheres to the talent concept of "unity and pragmatism, integrity and innovation; morality and talent; lifelong learning, and keeping pace with the times", continues implementation of fundamental rights and interests of employees, advocates an equal and open working atmosphere, respects and cares for every employee, provides a platform for employees to realize their self-worth, and realizes the harmonious development of employees and enterprises.





Safeguarding Employees' Rights and Benefits

Employees' rights and benefits

The Company strictly abides by the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other laws and regulations, formulates the Compilation of Human Resource Management Systems, the Annual Performance Appraisal Management Measures, the Attendance and Leave Management System, the Compensation Management System and other internal management systems to enable a diversified and inclusive work culture atmosphere for employees.

The Company selects, uses, educates and retains talents through multi-channel recruitment methods such as school-enterprise cooperation and online recruitment, and internally establishes an open, fair, impartial, competitive and eliminated employment mechanism through competitive recruitment and post rotation.

The Company adheres to the principles of fairness, impartiality and openness in the recruitment and employment of employees and undertakes to provide equal opportunities in job interview, recruitment, promotion, transfer and salary, etc. It does not discriminate or treat employees differently regardless of age, gender, place of origin, religious beliefs, marital status, etc. and strictly prohibits the employment of child labor or forced labor. In 2022, the Company has not found any violations such as child labor and forced labor.

As at the end of 2022, the Company has 7,693 permanent employees. In 2022, the coverage rate of the labor union/labor agreement entered into between the Company and its employees was 100%, and there was no violation of the rights and interests of employees, nor was there any complaint or punishment from the regulatory authorities.

Overview of labor engagement and basic rights system of Flat Glass



- Recruitment: We adhere to fair employment practices, we do not discriminate against or impose unfair treatment on employees regardless of age, gender, native place, religious belief, marital status, etc., and we say no to the employment of child labor or forced labor.
- Dismiss: We have established a standardized separation management and dismissal process to fully protect the legal rights and interests of employees in the process of dismissal.
- Compensation: We have implemented fixed post and salary management, and the duty allowance base and the maximum bonus base for the management staff are subject to their ranks and technical titles.



 We provide open and transparent promotion channels and encourage employee rotation and competitive recruitment to provide suitable development channels for each employee.



- Labor hour: Our employees work 5 working days (40 hours) a week according to a standard labor time system; For employees involved in production, service, mechanical & electrical, R&D and other positions, we have implemented a comprehensive working hour system and an irregular working hour system, and submitted the comprehensive working hours for approval according to law; overtime work is paid in accordance with the labor law.
- Leave: Our employees are entitled to national holidays, marriage leave, maternity leave, paternity leave, sick leave and other paid holidays in accordance with the law. Overtime work is paid for days of untaken annual leave.

In terms of social insurance, the Company has actively implemented various employee welfare policies to protect various legal interests and provided various basic subsidies such as high-temperature subsidies, traffic subsidies, communication subsidies, etc. The Company stipulates that employees who have worked for more than one year can enjoy a free physical examination every two years. The Company purchases supplementary commercial insurance for retirees, students and overseas business travelers. The Company purchases millions of medical insurance for employees who have been employed for more than one year. By the end of 2022, the number of employees covered by medical insurance per million reached 4,797, including employees themselves, spouses and children.

Caring for employees

The Company advocates an equal and open working atmosphere, provides smooth communication channels, and helps employees better integrate into the enterprise collective. The Company cares about the physical and mental health of employees, and enriches their spare time life and stimulates their vitality by holding sports and recreational activities, community activities and other ways. The Company provides care to employees through mutual aid fund, birthday, holidays, meal allowance, flexible home office and other measures

Employee communications

The Company is committed to creating an open, transparent and trusting working environment, establishing employee communication channels through employee representative meetings, employee interviews and seminars, and regular expert lectures, etc., and promoting the harmonious development of corporate labor relations.

The Company has formulated the Notice of Flat Group on the Scope of Acceptance of Reasonable Suggestions and Incentives to encourage employees to contribute their parts to the development of the Company. Employees can also report complaints or give feedback on their own appeals through WeChat, direct communication with the personnel department, company email and other channels.

In addition, the Company established a trade union organization to respect the right of all employees to join the trade union organization and participate in collective bargaining in accordance with local laws.





Holding a trade union meeting



In July 2022, the Company held a trade union meeting to revise the Employee Handbook, and made resolutions on the contents of the Employee Handbook such as enterprise recruitment and employment, occupational norms, personnel management norms, safety production management, reward and punishment regulations.



Caring for women

The Company recognizes and respects the diversity of employees, advocates a culture of gender equality, pays attention to the treatment and growth of female employees, ensures equal pay for equal work for men and women under equal conditions, and provides corresponding benefits for female employees.

Welfare insurance for female employees of Flat Glass

Safeguard by rules and regulations

The Company has established a women's federation and provided care for female employees in their menstruation, pregnancy, childbirth, breastfeeding and menopause through the establishment and improvement of the Five Period Protection Management System for Women. All these efforts have benefited female employees



The Company provides dormitories for female employees, including single rooms and double rooms for couples, etc., so as to solve the problem of accommodation

Extend care during festival

The Company offers holiday condolences on Women's Day every year, and conducts targeted interviews to be aware of the change of ideas and personal demands of female employees

Provide skill training

The Company encourages female employees to participate in our daily production and construction, provides skill training for individual growth, and sets up female forklift teams in each subsidiary



Tea art lecture on the "Goddess Festival" of Flat



On 8 March 2022, in order to celebrate the "March 8" Goddess Festival, enrich the spiritual and cultural life of female employees, and enhance the cohesion of the enterprise team, Flat held a special lecture on tea art knowledge, and invited female employees from all departments of the Group to gather together to taste tea and exchange ideas and understand tea culture.

This tea art lecture specially invited professional tea artists to teach you the tea culture and tea ceremony knowledge, as well as the product features, production technology, brewing method, tea tasting art of the six tea categories of popular science.



Charity fund

In order to reflect the people-oriented mindset of the Company, the Company's Charity Fund has helped those employees who are sick and hospitalized, or in financial difficulties and offered condolence payments or send blessings to employees who are involved in personal events such as weddings and funerals. In 2022, the Company increased the amount of subsidies for employees' childbirth and death of their immediate family members in the love fund to RMB1,000. In 2022, the Company expressed sympathy to approximately 286 people through the charity fund.



Holding traditional festival activities

On 28 May 2022, the Company held the "Dragon Boat Festival Celebration" Zongzi wrapping activity to inherit the traditional culture of the Dragon Boat Festival and reflect the harmonious and fraternal atmosphere of the Flat's employee family.



Activities dedicated to employees

The Company holds various forms of cultural, sports and recreational activities and club activities for active working atmosphere and develops their entrepreneurial spirit, perseverance and teamwork. In 2022, the Company held various staff activities such as the Dragon Boat Festival, Mid-Autumn Festival, talent competition, group building activities, badminton competitions, etc.



On 4 September 2022, the Company launched the Mid-Autumn Festival moon cake production activity of "Feeling Full of Mid-Autumn Festival and Happy Reunion". Nearly 100 employees and their children gathered together to celebrate the Mid-Autumn Festival.





Carrying out painting teaching activities for employees' children

From October 2022, the Company regularly carries out painting activities for children of employees, cares for children of employees, promotes harmonious parent-child relationship of employees, and gives full play to children's imagination, creativity and hands-on ability.





Holding the 8th Talent Competition of Flat Group

In December 2022, the Company held the 8th Talent Competition of Flat Group, the theme of which was "showing yourself with talent and growing with your dreams", to enrich the cultural and recreational life of employees, display their diverse demeanor, enhance the cohesion of enterprises, and strengthen the construction of team culture.



Empowering Employee Growth

The Company attaches importance to the development and cultivation of talents, encourages employees to continue learning, and constantly update and improve themselves. The Company provides diverse training for employees to continuously enhance their expertise and skills, and help them build meaningful careers.

Staff training

The Company has been vigorously promoting the "craftsmanship", and committed to the building of a learning organization and the establishment of a team of versatile professionals who honor dedication, put equal stress on integrity and ability, are proficient in skills, and pursue innovation. The Company has focused on the development of employee training system to continuously improve the expertise and value of employees. The Company has also set up a special education fund to ensure that employees can enjoy free skill level training and professional proficiency training. In 2022, the Company conducted a total of 719 training sessions.

In 2022, the Company issued the "mentoring system", to give play to the role of "mentoring" of outstanding backbone, and improve the ideological quality and professional ability of new employees and strengthen the organization of enterprise skilled talent team by bringing, teaching and promoting new talents, starting from both practice and thinking.

In 2022, the Company formulated the Regulations on the Management of Continuing Education of Employees, to take employee continuing education as one of the important ways and measures for employee management and technology improvement. In 2022, the Company's continuing education and training costs totaled RMB308,000, including education promotion, post academic training, and qualification certificate training.



Staff development

The Company implements variable compensation to stimulate the enthusiasm and initiative of employees, improve their organizational performance, increase their income, and achieve a win-win situation between the organization and employees. In 2022, the Company formulated the 2022 Performance Assessment Measures, which set the production and quality assessment objectives for each production unit, and formulated the production labor cost piecework standard; The assessment criteria for sales department shall be formulated based on unit price, quantity, remittance, etc. The Company formulates performance appraisal methods on an annual basis and revises the variable compensation system.

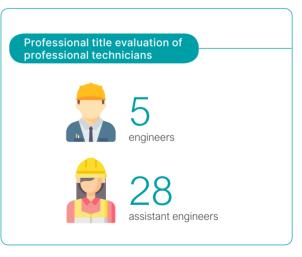
The Company pays attention to the development of business and technical capacity, and has formulated Staff Development Management System and Staff Rotation System to smooth channels for the career development of employees.

The Company has provided employees with a "dual-track" career development system in which "horizontal model" and "vertical model" coexist, and monthly assessment of employees has also been applied. According to their actual situation, employees can choose either "vertical development, horizontal development, or integrated development", whichever the best solution. Employees can also be involved in the rotation of the Company's echelon talent training, interdepartmental rotation and intra-functional rotation through the Company's rotation plan to confirm their career orientation and future development interests.

In 2022, the Company has continued to do a good job in the development of standards and evaluation norms for each type of work and appraisal, improved the evaluation mechanism and system, and promoted efforts of vocational skills level appraisal in the Company

Skill certification and professional title evaluation results of Flat Glass in 2022





In order to better motivate employees' ability to work and increase their loyalty, the Company implemented the A-share incentive plan for middle and senior management and core technical personnel from 2020. In 2022, the Company unlocked 1,060,000 restricted shares that fulfilled the conditions for unlocking during the lock-up period.

Unlocking of A-share incentive plan of Flat Glass in 2022



Protecting Employees' Heath

Employee health and safety has always been the top priority in the Company's business management. By following the "6S" management policy of Seiri, Seiton, Seiso, Seiketsu, Shitsuke and Security, the Company formulates various preventive measures and emergency plans for all kinds of unexpected safety incidents involving employees in the workplace, and is committed to securing them a safe and comfortable workplace where they are free from occupational hazards.

Production safety

The Company regards employee safety as one of its priorities, strictly abides by the Law of the People's Republic of China on Work Safety, Regulations on Work Safety Permits, Regulation on the Safety Management of Hazardous Chemicals and other national laws and regulations related to safe production, and optimizes and improves the safety management system of the Group.

The Company has formulated a production safety responsibility system, set up a production safety committee at the Group level, identified General Manager as principal of the Company's production safety, and created a production safety responsibility group in each business division as a management body to effectively implement all production safety work and conduct trainings on safety.



Middle and senior management training camp of lean management projects



From 21 to 22 June 2022, the Company organized 56 middle and senior managers from the whole group to participate in the lean management project training camp. In the training camp course, the Company explained the challenges faced by managers and the actions that should be taken, and conducted special training for the quality and skills of managers.



In 2022, as the Company's new production lines were put into operation, the proportion of new employees increased. The Company strengthened daily supervision and management, established and improved emergency plans, attached importance to emergency drills, and continued to improve emergency plans according to the problems found in daily safety production management, learned from the major safety production accidents of other enterprises and the deficiencies exposed in emergency plan drills. In 2022, with the assistance of professional personnel, the Company regularly conducted sampling inspection on the implementation of safety production management of all production units.

In 2022, the Company had no major safety production accidents, and no fatal industrial injuries.

Safety management measures taken by Flat Glass

Carry out safety control on production processes

- Establish a production safety management system and standardize the safety of production processes:
- Put in place the Management System of Hidden Danger Investigation and Governance, investigate hidden dangers by carrying out safety inspection, and put on file accordingly.



Development of safety production culture

- Establish a Safety Education and Training System;
- Continue efforts to carry out job competence enhancement and production safety training to continuously improve employees' safety awareness.

Mobilize emergency response

- Formulate the Accident Emergency Rescue System, put in place an emergency command system and emergency plan for the emergency rescue team;
- Regular safety emergency drills are carried out to locate the problems existing in the emergency plan by simulating the site of accident, so that continuous improvement can be made for the emergency plan.

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Occupational health

In accordance with the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases and other laws and regulations, the Company has put in place the Regulations on Management of Labor Protective Supplies and other related occupational health management systems, and has passed GB/T 45001-2020/ISO 45001:2018 occupational health and safety management system certification. The certification scope covers the occupational health and safety management activities related to the production process of photovoltaic glass, float glass, coated glass, silver mirror glass, insulating glass for construction, laminated glass and tempered glass located at No. 1999, Yunhe Road, Xiuzhou District, Jiaxing City, Zhejiang Province.

The main occupational disease hazards existing in the Company's workshop include high temperature, limestone dust, acid fog, noise, etc. Every three years, the Company commissions an external professional organization to identify the occupational disease hazards in the Company's workplace. For the posts with occupational disease hazards, the Company takes measures such as technical transformation to reduce hazard sources, wears labor protection articles, limits daily contact time, regular physical examination and shift to ensure occupational safety and health of employees.

Key points of occupational disease risk prevention of Flat Glass





Provision of tools for occupational disease prevention

· According to the prevention and control requirements of the existing occupational disease risks, in terms of personnel, dust masks (KN95) and ear plugs have been distributed to operators at each position exposure to occupational diseases as per the prevention and control needs, and the employees have been urged to use them.



Renovation of facilities for hazards reduction

- · Replaced high-noise equipment with lownoise equipment and set up vibration and noise reduction measures;
- Conducted technical improvements for noisy positions in the workshop to reduce the adverse effects of noise on employees.



Regular physical examination

 Carried out pre-employment medical examinations and off-the-job medical examinations, and regularly organized occupational disease medical examinations for personnel on duty.

Developing Jointly with the Community

The Company is enthusiastic about social welfare while seeking self-development, and participates in volunteering activities to contribute to community development. In 2022, the Company's combined public welfare donations in promoting education development and pandemic prevention and control amounted to RMB 3,602,800.





In 2022, after the outbreak of the epidemic around Shanghai, the Company immediately launched a response by coordinating the supply of meat, fresh vegetables and other goods in various ways, organizing staff volunteers to repackage, and delivering epidemic prevention supplies to the epidemic area in Shanghai, contributing to the fight against the epidemic.

In 2022, the Company donated 2 batches of supplies, totaling RMB 723.9 thousand.



Key Quantitative Performance

Economic Performance

Indicator	Unit	2020	2021	2022
Revenue	RMB'0,000	626,041	871,323	1,546,084
Total profit	RMB'0,000	187,390	238,175	215,288
Net asset per share	RMB	3.54	5.50	6.54
Social contribution value per share ¹	RMB	1.13	1.46	1.47

Note 1: [Calculation method] Social contribution value per share = (net profit of the Company + taxes created for the country during the year + salaries paid to employees + interests paid on loans to creditors such as banks + amount of value (such as external donations) created for other stakeholders - other social costs caused by environmental pollution, etc.) / total number of shares of the Company.

Environmental Performance¹

Indicator	Unit	2020	2021	2022
Total direct energy consumption ²	MWh	2,917,055	7,983,011	10,496,194
Direct energy consumption intensity per unit revenue	MWh/ RMB'0,000	4.66	9.16	6.79
Total indirect energy consumption ³	MWh	748,660	1,126,902	2,112,509
Indirect energy consumption intensity per unit revenue	MWh/ RMB'0,000	1.20	1.29	1.37
Water consumption	m³	4,941,428	5,924,632	8,825,732
Water consumption intensity per unit revenue	m³/RMB'0,000	7.9	6.8	5.7
Recycled water consumption	m³	7,034,710	6,096,661	4,045,051
Total air emissions	m³	7,061,740,041	11,758,631,347	20,318,513,110
Nitrogen oxides (NO _x) emission	kg	1,965,286	2,413,011	3,487,232
Sulphur dioxide (SO ₂) emission	kg	1,072,670	938,396	2,649,823
Particulate matter (PM) emissions	kg	99,141	121,042	248,975
Industrial waste water emissions	m³	1,700,582	2,636,345	3,169,111
Industrial waste water emission intensity per unit revenue	m³/RMB'0,000	3	3	2
Ammonia nitrogen emission concentration	mg/l	5	5	5
Chemical oxygen demand (COD)	tonne	159	178	139
Hazardous waste produced	tonne	352	397	215
Hazardous waste produced intensity per unit revenue	kg/RMB'0,000	0.60	0.46	0.14
Non-hazardous waste produced	tonne	15,780	19,865	26,643
Non-hazardous waste produced intensity per unit revenue	kg/RMB'0,000	25.21	22.80	17.23
Total greenhouse gas emissions (Scope I) ⁴	tonne carbon dioxide equivalent	696,445	1,888,853	2,541,120

Indicator	Unit	2020	2021	2022
Total greenhouse gas emissions (Scope II) ⁵	tonne carbon dioxide equivalent	456,757	654,730	1,204,764
Total greenhouse gas emissions (Scope I and II)	tonne carbon dioxide equivalent	1,153,203	2,543,583	3,745,884
Greenhouse gas emission intensity per unit revenue	tonne carbon dioxide equivalent	1.84	2.92	2.42
Total use of packaging materials	tonne	-	3,075	5,686
Total use of packaging materials per unit revenue	tonne/ RMB'0,000	-	0.0035	0.0037

Note

- [1]. The increase of the Company's glass production capacity in 2022 led to the increase of energy consumption and GHG emissions, so the corresponding data changed significantly compared with 2021.
- [2]. The direct energy consumption includes the use of fuel oil, natural gas, gasoline usage of private vehicles and diesel usage of private vehicles. The direct energy consumption was converted into MWh based on the average lower heating value (LHV) coefficients of various energy sources published in the China Energy Statistical Yearbook 2017 by the Department of Energy Statistics, National Bureau of Statistics. The fuel oil consumption in 2021 is corrected after review, and direct energy consumption and related data in 2021 are retrospectively adjusted accordingly.
- [3]. Indirect energy consumption refers to purchased electricity.
- [4]. Scope I GHG emissions include direct greenhouse gas emissions from carbon dioxide generated from natural gas consumption, self-owned vehicles gasoline consumption and diesel consumption of diesel generators of the Company, the calculation method of which is with reference to the recommended values of related parameters in the Greenhouse Gas Emissions Accounting and Reporting Requirements Part 7 for Plate Glass Manufacturers (GB/T 32151.7-2015). Recommended values of related parameters. The applied GHG Emission Factor of the self-owned vehicles gasoline consumption and diesel consumption of diesel generators of the Company is with reference to How to prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs issued by Hong Kong Stock Exchange. The fuel oil consumption in 2021 is corrected after review, and the Scope I greenhouse gas emissions and related data in 2021 will be retroactively adjusted accordingly.
- [5]. Scope II GHG emission sources are purchased electricity, the carbon emission factor of purchased electricity is required by the Hong Kong Stock Exchange, to be adjusted in accordance with the national grid emission factor (0.6101 kgCO_x/kWh) set by The Ministry of Ecology and Environment of the People's Republic of China (2019) in 2020; adjusted in accordance with the national grid emission factor (0.5810 kgCO_x/kWh) set by The Ministry of Ecology and Environment of the People's Republic of China (2022) in 2021; adjusted in accordance with the national grid emission factor (0.5703 kgCO_x/kWh) set by The Ministry of Ecology and Environment of the People's Republic of China (2023) in 2022.

Social Performance

Number of Employees

	Indicator	Unit	2020	2021	2022
Total employees ¹		Person	3,575	5,734	7,766
Dygondor	Male	Person	2,674	4,109	5,506
By gender	Female	Person	901	1,625	2,260
Div ampleyment type	Labor contract	Person	3,440	5,679	7,693
By employment type	Other forms of employment ²	Person	135	55	73
	>50 years old	Person	336	400	514
By age group ³	30 to 50 years old	Person	2,209	3,449	4,689
	<30 years old	Person	895	1,830	2,490
Dygoographical	Employees in Mainland China	Person	3,161	4,741	6,841
By geographical region ⁴	Employees in Hong Kong, Macau, and Taiwan as well as overseas	Person	279	938	852

Note:

- [1]. The Company expanded its production line and production capacity in 2021 and 2022, and thus the total number of the Company's employees increased accordingly.
- $\cite{Company include re-employment after retirement and labor outsourcing.}$
- $\hbox{[3]. The number of employees in the Company by age group includes labor contract employees only.}\\$
- [4]. The number of employees in the Company by region includes labor contract employees only.

Employment and Labour Practices Performance

Indicator		Unit	2020	2021	2022
Times of penalties imposed for labor laws and regulations	violations of employment and	Time	0	0	0
Total number of employee discr	imination incidents	Incident	0	0	0
Total labor dispute incidents		Incident	0	1 ¹	0
Employee turnover number ²		Person	-	1,769	1,051
December	Male	Person	-	1,274	659
By gender	Female	Person	-	495	392
	Labor contract	Person	-	1,769	954
By employment type	Other forms of employment	Person	-	0	97
	>50 years old	Person	-	78	78
By age group	30 to 50 years old	Person	-	849	494
	<30 years old	Person	-	842	479
	Employees in Mainland China	Person	-	1,381	746
By geographical region	Employees in Hong Kong, Macau, and Taiwan as well as overseas	Person	-	388	305
Employee turnover rate ³		%	-	30.85	13.53
Diversidas	Male	%	-	31.01	11.97
By gender	Female	%	-	30.46	17.35
	Labor contract	%	-	31.15	12.40
By employment type	Other forms of employment	%	-	-	132.88
	>50 years old	%	-	19.50	15.18
By age group	30 to 50 years old	%	-	24.62	10.54
	<30 years old	%	-	46.01	19.24

Indicator		Unit	2020	2021	2022
	Employees in Mainland China	%	-	29.13	10.90
By geographical region	Employees in Hong Kong, Macau, and Taiwan as well as overseas	%	-	41.36	35.80
Employee training investment ⁴		RMB'0,000	30.5	200	319.5
Employee training coverage		%	100	100	100
Male employee training coverage		%	100	100	100
Female employee training coverage		%	100	100	100
General employee training coverage		%	100	100	100
Mid-level employee training coverage		%	100	100	100
Management employee training coverage		%	100	100	100
Average hours of training per employee employees ⁵	e per year for all	Hour	74.1	71.0	72.4
Average hours of training per male em	ployee per year ⁵	Hour	79.3	54.7	60.7
Average hours of training per female e	employee per year ⁵	Hour	58.8	109.8	100.7
Training hours per general employee ⁵		Hour	85.1	74.0	73.0
Training hours per mid-level employee	5	Hour	26.6	25.0	25.0
Training hours per management emplo	oyee ⁵	Hour	52.0	50.0	50.0
Safety education training coverage		%	100	100	100
Number of work-related fatalities		Person	0	0	0
Rate of work-related fatalities		%	0	0	0
Number of lost-days due to work injuri	es ⁶	Day	2,116	1,859	4,783

Note

- [1]. In 2021, the Company had one labor dispute over the dismissal of employees, which has been settled. Both parties have reached a settlement and unanimously confirmed that all matters arising from labor employment have been resolved, and they have fully understood, including but not limited to work, vacation, salary, social security, economic compensation, confidentiality, non-competition and other matters, and will no longer claim any responsibility between each other.
- [2]. The sharp reduction in employee turnover in 2022 is due to: a. The benefits and benefits given to employees by the company have been improved; b. The scale of the company continues to expand, and employees can have more and better development prospects.
- [3]. The employee turnover rate is calculated using this formula: Employee turnover rate = (Total number of retired and resigned employees)/ (Total number of employees at the end of the period) $\times 100\%$.
- [4]. In 2022, the Company made more training investments due to the increase in trainings at the management level.
- [5] The data of training hours per capita for all employees, male employees, female employees, general employees, mid-level employees, and management employees includes daily pre-shift safety and quality training.
- [6] In 2022, the number of lost-days due to work injuries increased significantly compared to 2021, mainly because the Company expanded its scale and hired more new employees who had weaker safety awareness.

The company has been continuously strengthening the training of new employees and implemented the "mentoring policy" to improve the ideological quality and professional ability of new employees, strengthen the organization of enterprise skilled talent team starting from both practice and thinking and thus minimize the occurrence of work-related injuries.

Supply Chain Performance

	Indicator	Unit	2020	2021	2022
Total number of suppliers ¹		Supplier	943	1,262	2,427
Dygoographical	Mainland China	Supplier	785	1,098	2,163
By geographical region	Hong Kong, Macau, and Taiwan as well as overseas	Supplier	158	164	264

Note

[1]. Compared with the number of suppliers in 2021, the number of suppliers in 2022 has changed significantly because the Company's rapid expansion of production and the continuous development of new suppliers to match the Company's overall capacity, so the number of suppliers has increased significantly.

Product Responsibility Performance

Indicator	Unit	2020	2021	2022
Percentage of total products sold or shipped that are subject to recall for safety and health reasons	%	0	0	0
Number of customer complaints due to product quality or service ¹	Time	783	1,230	699
Complaint handling rate ²	%	100	100	100
Capital investments in technological innovation and R&D	RMB'0,000	28,471	40,842	52,323
Number of R&D employees	Person	438	515	794
Cumulative number of patents granted	Patent	144	177	191
Number of patent applications during the Reporting Period	Patent	24	1	20
Number of patents granted during the Reporting Period	Patent	22	37	12

Note:

Anti-corruption Performance

Indicator	Unit	2020	2021	2022
Times of trainings related to anti-corruption	Time	0	1	2
Average anti-corruption training hours per capita of directors	Hour	-	2	4
Percentage of board members who have received anti- corruption training	%	-	100	100
Average anti-corruption training hours per capita of staff	Hour	-	0.06	0.48
Percentage of employees who have received anti-corruption training	%	-	3.04	16.18
Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period	Case	0	0	0

Community Investment Performance

Indicator	Unit	2020	2021	2022
Number of staff participated in public welfare/volunteer activities	person-time	-	70	670
Total hours contributed to volunteering by staff	hour	-	40	2,920 ¹
Total charity investments	RMB'0,000	337.15	148.6	360.28
Focus areas of contribution				
Culture and sport	RMB'0,000	-	0	5.00
Health	RMB'0,000	-	0	0
Environmental concerns	RMB'0,000	-	0	0
Education	RMB'0,000	-	100	45.30
Others ²	RMB'0,000	-	48.6	309.98

Note:

^{[1].} In 2022, the number of complaints decreased significantly because:

a. The quality of the Company's products has been improved, the furnaces which were newly put into production have gradually stabilized, fewer defects have been produced, and the operators have rich experience;

b. The production process was optimized to be more smooth, and low-level errors were reduced;

c. Inspection equipment was put into operation and the Company introduced process monitoring equipment with 100% realization of basic project defect inspection;

d. The customer's understanding of the product was deepened and some problems were solved on site.

^{[2].} The complaint handling rate in this Report is calculated using this formula: Complaint handling rate = (Number of complaints handled)/ (Number of complaints received) ×100%

^{[1].} In 2022, the Company participated in the volunteer activities of donating pandemic materials in Shanghai and the volunteer service of escorting trucks at Xiuzhou Expressway. Therefore, the number of staff participated in public welfare/volunteer activities increased significantly.

^{[2].} In 2022, other in the Company's total charity investments were mainly non-directed charity donations of public welfare endowments.

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