

北森控股有限公司\*  
Beisen Holding Limited

於開曼群島註冊成立的有限公司  
(A company incorporated in the Cayman Islands with limited liability)



# AI

## 2024/2025 環境、社會及管治 (ESG) 報告

Environmental, Social and Governance (ESG) Report

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# 報告編制說明

## About This Report

本報告為北森控股有限公司發佈的獨立環境、社會及管治（ESG）報告，旨在真實、客觀地反映公司在 ESG 管理與履責實踐方面的成果與進展。

This is an independent Environmental, Social, and Governance (ESG) report released by Beisen Holding Limited, truthfully and objectively presenting the Company's accomplishments and progress in ESG management and responsible practices.

### 報告主體與稱謂

#### Reporting Entity and Name Abbreviations

本報告主體為北森控股有限公司。為便於表述，在報告中也以「北森」「公司」或「我們」表示。

The reporter is Beisen Holding Limited. For better expression, "Beisen", "the Company" or "We/our" are also referred to as Beisen Holding Limited in the report.

### 報告週期

#### Reporting Period

如無特別注明，本報告涵蓋時間範疇為 2024 年 4 月 1 日至 2025 年 3 月 31 日，與公司財務報告一致。為保障信息的完整性和連續性，報告中部分內容可能包括超出此時間範疇的事項。

Unless otherwise specified, this report covers the period from April 1, 2024 to March 31, 2025, which aligns with the Company's financial report. To ensure the completeness and continuity of information flow, the report may disclose matters beyond this time frame.

### 報告範圍

#### Reporting Scope

除另有說明外，本報告的披露範圍包含公司直接運營和管理業務範圍。報告披露環境績效覆蓋中國內地主要辦公場所，分佈在 12 個省及 4 個直轄市內。因為公司暫無自有數據中心，僅有租用數據中心，租用數據中心的環境績效暫未包含在披露範圍內。

Unless otherwise specified, this report focuses on the businesses directly operated and managed by the Company. The key environmental performance indicators pertain to our primary offices across 12 provinces and 4 municipalities in Chinese mainland. Currently, we do not own any data centres, and the environmental data from the rented data centres is excluded from our disclosure.

### 報告標準

#### Reporting Standards

本報告依據《香港聯合交易所有限公司（「聯交所」）證券上市規則》（以下簡稱「上市規則」）附錄 C2《環境、社會及管治報告指引》（以下簡稱「指引」）編寫。

The report is prepared in accordance with *Appendix C2 Environmental, Social and Governance Reporting Guide* (hereinafter referred to as *the ESG Reporting Guide*) in *the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (SEHK)*.

\* 僅供識別 \*for identification purpose only

### 數據說明

#### Data Description

本報告中所涉及的財務數據均摘自公司 2025 財年年度報告，如有差異，請以年度報告為準，其他數據均來自公司的正式文件。

The financial data in this report are all extracted from the Company's FY2025 Annual Report. In case of discrepancies, the annual report shall prevail. Other data are sourced from the Company's official documents.

如無特別說明，本報告涉及的貨幣計量幣種均為人民幣。

Unless otherwise specified, the currency referenced in this report is the Renminbi (RMB).

### 報告原則

#### Reporting Principles

重要性  
Materiality

本報告已披露重要 ESG 議題的識別過程及準則，並識別及披露了重要利益相關者以及利益相關者參與的過程和結果。具體遵循情況詳見後文對應部分。  
The report has disclosed the identification process and rationale for determining material ESG topics. We have also identified and disclosed our key stakeholders, along with the mechanisms for stakeholder engagement and the outcomes of those interactions. Please see the corresponding sections below for more details.

量化  
Quantitative

本報告中定量關鍵績效指標的統計標準、方法、假設及 / 或計算工具，以及轉換因素的來源，均在報告釋義中進行說明。  
The statistical criteria, methodologies, assumptions and/or calculation tools for the quantitative key performance indicators (KPIs) in this report as well as the sources of conversion factors are detailed in the explanatory notes.

平衡  
Balance

本報告不偏不倚地呈報公司報告期內的表現，避免可能會不恰當地影響報告讀者決策或判斷的表述。  
The report presents an impartial overview of the Company's performance during the reporting period, avoiding descriptions that could unduly influence the decisions or judgments of its readers.

一致性  
Consistency

本報告披露數據所使用的統計方法均保持一致。  
The data methodologies used in this report are consistent.

### 報告獲取

#### Report Access

本報告以電子版發佈。電子版報告可在公司網站（<https://www.beisen.com>）和香港聯合交易所「披露易」網站（[https://www.hkexnews.hk/index\\_c.htm](https://www.hkexnews.hk/index_c.htm)）查閱和下載。

This report is available in electronic format. You can review and download the electronic version of the report from our Company's website ( <https://www.beisen.com/> )and the “HKEX news” website of the SEHK ([https://www.hkexnews.hk/index\\_c.htm](https://www.hkexnews.hk/index_c.htm)).

# 董事會聲明

## Board Statement

作為公司治理的最高決策機構，公司董事（以下簡稱「董事」）會（以下簡稱「董事會」）始終將 ESG 理念深度融入戰略決策與監督實踐，持續完善治理架構、強化風險管控能力、深化管理機制創新。2025 財年，董事會以提升 ESG 治理效能為核心目標，確保可持續發展理念貫穿企業運營全流程，為利益相關方創造長期價值。

As the highest decision-making body of Beisen’s governance, the board (the “Board”) of directors (the “Director(s)”) of the Company has been committed to integrating ESG philosophy into strategic decision-making and supervision. To this end, it continuously improves governance structure, strengthens risk control capability, and innovates in management mechanism. In FY2025, the Board focused on the core goal of improving ESG governance efficiency to weave the sustainability philosophy throughout enterprise operations and deliver long-term value for stakeholders.

董事會作為 ESG 事宜的最高決策主體，持續完善戰略統籌機制，系統性識別氣候變化、數據安全、員工權益等領域的風險與機遇，推動其與公司業務規劃和財務目標的深度融合。通過定期審議 ESG 目標達成進展，動態優化管理策略，確保 ESG 原則全面嵌入企業戰略決策流程，提升組織應對複雜環境挑戰的韌性。

As the top decision-making body on ESG matters, the Board continues to improve its strategic coordination mechanism, systematically identify risks and opportunities regarding climate change, data security and employee rights, and deeply integrate itself into the Company’s business planning and financial goals. By regularly reviewing our progress toward ESG goals and dynamically optimizing management strategies, the Board ensures that ESG principles are fully embedded into our strategic decision-making processes, thereby enhancing the Company’s resilience against complex environmental challenges.

在監督履職層面，董事會嚴格履行全週期管理職責，建立覆蓋目標制定、執行跟蹤與績效評估的閉環體系。通過專項審議機制，重點監督產品服務責任管理、信息安全體系及人才發展計劃的實施成效，確保 ESG 實踐符合國內外監管要求及行業標準。審計與風險管理委員會將強化合規審查工具，對新興監管動態保持敏捷回應，為董事會決策提供專業支持。

In terms of the supervision over performance of duties, the Board diligently fulfils its full-cycle management responsibilities and has established a closed-loop system covering target setting, execution tracking and performance evaluation. Through a specialised review mechanism, the Board oversees the effectiveness of product and service responsibility management, information security system and talent development plan. This ensures that our ESG practices align with domestic and international regulations and industry standards. The Audit and Risk Management Committee will enhance compliance review tools, maintain an agile response to emerging regulatory changes, and provide professional support for the Board’s decision-making.

董事會明確要求管理層高效落實 ESG 戰略，將治理目標轉化為可執行的部門行動計劃。通過優化跨部門協同機制，強化 ESG 目標與績效考核的關聯性，確保責任分解到崗、任務落實到人。ESG 工作小組作為執行層，需定期向董事會彙報關鍵議題的推進情況，並協同各業務單元提供專業支持，保障治理決策的高效傳導與執行反饋。

The Board has explicitly mandated that the management efficiently deliver ESG strategies and translate governance objectives into actionable plans by departments. By optimizing cross-departmental collaboration, the Board aims to strengthen the alignment between ESG goals and performance evaluation, ensuring position-specific responsibilities and individual-specific tasks. As the executive level, the ESG Working Group is required to regularly report the progress of key issues to the Board, and collaborate with business units to provide professional support, ensuring efficient communication and implementation of governance decisions.

為持續提升治理能力，董事會持續加強自身專業履職水平，通過定期培訓、同業對標及外部專家諮詢，深化對新興議題的研判能力。同時，優化專業委員會職能分工，強化 ESG 專項小組的資源統籌作用，確保治理架構與執行層的高效銜接。

To continuously improve governance capability, the Board keeps strengthening its professional performance and analytical skills on emerging issues through regular training, peer benchmarking and external expert consultation. Additionally, the functions of its specialised committees are optimised, and the resource coordination role of special ESG teams are reinforced, securing a seamless connection between the governance structure and the executive level.

董事會堅信，卓越的 ESG 治理是企業基業長青的基石。未來將以更高標準踐行治理責任，通過機制優化與能力升級，推動公司可持續發展，為股東、員工及社會創造長期價值，引領行業高質量發展。

The Board firmly believes that excellent ESG governance is the cornerstone of corporate sustainability. In the future, the Board will fulfil its governance responsibility with higher standards, promote the Company’s sustainable development by improving mechanisms and capabilities, and create long-term value for shareholders, employees and society, thus leading the high-quality development of the industry.





# 關於北森

## About Us

### 公司簡介

#### Company Profile

北森控股有限公司是中國最大的雲端人力資本管理 (HCM) 解決方案提供商，也是中國唯一一家已構建統一開放的 PaaS 基礎設施的雲端 HCM 解決方案提供商。公司的平台 iTalentX 為企業提供雲原生 SaaS 產品 (即雲端 HCM 解決方案)，以幫助企業高效地招聘、測評、管理、發展及留用人才。iTalentX 是業內首個也是唯一一個提供全套雲端應用的平台，涵蓋企業在員工全生命週期的 HCM 需求。憑藉選擇廣泛且不斷增長的、具有適配性和強可及性的 HCM 解決方案，公司始終在引領企業智能化及優化人力資源管理方面處於領先地位。

Beisen Holding Limited is the largest provider of cloud-based Human Capital Management (HCM) solutions in China and the only cloud-based HCM solution provider in the country with a unified and open PaaS infrastructure. The Company's platform, iTalentX, offers cloud-native SaaS products - namely cloud-based HCM solutions - to help enterprises efficiently recruit, assess, manage, develop, and retain talents. The iTalentX is the industry's first and only platform offering a full suite of cloud-based applications that address HCM needs across the entire employee lifecycle. With a broad and expanding range of adaptable and highly accessible HCM solutions, the Company remains at the forefront of driving enterprise intelligentization and optimising human resource management.

### 企業文化

#### Corporate Culture



# 榮譽與獎項

## Honours and Recognitions

**新旗獎 2024 最佳產品大獎**  
New Flag Award The Best Product Award of 2024  
智享會 HREC

**2024 年度最佳人力資源服務機構**  
2024 Best HR Services Agency  
智享會 HREC

**2024 年度先進委員單位**  
2024 Advanced Committee Unit  
中国人力资源开发研究会 Human Resources Development of China

**2024 人力資源技術供應商價值大獎——招聘與任用 HR 甄選供應商**  
Recruiting and Staffing Solution Provider of 2024 HREC HR Tech Solution Provider Value Awards  
智享會 HREC

**2024 人力資源技術供應商價值大獎——學習與發展供應商價值大獎**  
Learning and Development Solution Provider Value Award of 2024 HREC HR Tech Solution Provider Value Awards  
智享會 HREC

# ESG 管理

## ESG Governance

北森將推進 ESG 管理體系建設，提升 ESG 管理水平、深耕履責實踐視為可持續發展的核心競爭力，以永續發展、長期主義為希冀，與各利益相關者一道創造社會價值。

At Beisen, we regard the improvement of ESG management system, ESG performance and responsible practices as essential components of our competitive advantage in pursuit of sustainable development. Together with stakeholders, we strive to create social value.

### ESG 治理體系

#### ESG Governance Structure

公司持續優化 ESG 治理架構各層級職責，強化董事會作為決策層的監督、評估、文化引領作用。已建立由董事會擔任最高決策機構，經營管理團隊（EMT）、ESG 工作小組共同參與的三層治理架構。

The Company continuously refines ESG governance responsibilities at all levels and strengthens the Board's role in oversight, evaluation, and cultural leadership as the decision-making body. A three-tier governance structure has been established, with the Board serving as the top decision-making body, and the Executive Management Team (EMT) and ESG Working Group jointly involved in ESG governance.



利益相關者管理

Stakeholder Management

公司通過多種渠道保持與各利益相關者的常態化溝通，以合規披露精準回應利益相關者的期望和訴求，提升自身 ESG 表現。

The Company maintains regular communication with stakeholders through multiple channels and responds to their expectations and concerns through complaints and accurate disclosures, thereby enhancing its ESG performance.

利益相關者 Stakeholders	期望與訴求 Expectations and demands	溝通方式 Communication channels
 股東 / 投資者 Shareholders/investors	保障股東權益 Protection of shareholders' rights and interests 投資回報 Return on investment 信息披露 Information disclosure 合規經營及管理 Compliance operations and management	新聞稿及公告 Press releases and announcements 公司財報 The Company's financial report 公司官網 The Company's official website 投資者會議及路演 Investor meetings and roadshows
 政府 / 監管機構 Government and regulatory authorities	法律及監管合規 Compliance with laws and regulations 依法納稅 Tax payment in accordance with the law 業務及經濟發展 Business and economic development 社會貢獻 Social contribution 安全運營 Safe operation 加強環境保護 Strengthening environmental protection	合規報告 Compliance report 實地檢查 On-site inspection 參與會議 / 研討會 Conference/seminar attendance 特別查詢 / 檢查 Special enquiry/inspection 彙報文件 Reporting document 環境檢查 Environmental inspection
 客戶 Clients	數據隱私保護 Data privacy protection 優質服務體驗 High quality service experience 產品研發創新 Product R&D and innovation	公司官網 The Company's official website 產品平台 Product platform 社區媒體平台 Social media platforms 多種客服渠道 Various customer service channels 客戶滿意度調查 Customer satisfaction survey

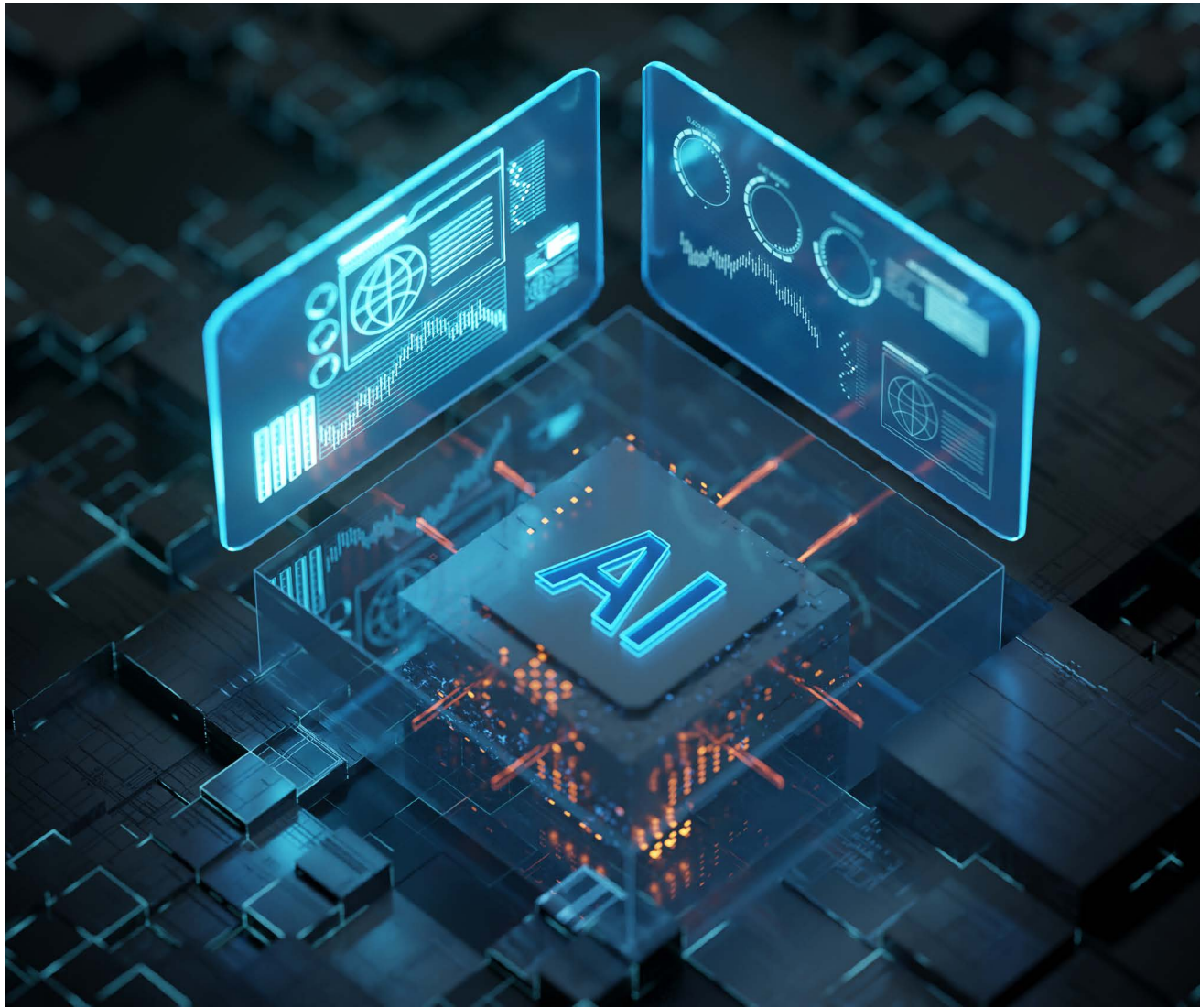
利益相關方 Stakeholders	期望與訴求 Expectations and demands	溝通方式 Communication channels
 員工 Employees	保障員工權益 Protection of employees' rights and interests 職業健康及安全 Occupational health and safety 改善員工福利 Improvement of employee welfare 平等就業機會及多元化發展 Equal opportunity in employment and diversified development	勞動合同 Labour contract 員工大會 Staff meeting 辦公平台 Office platforms 日常交流活動 Daily communication activities
 供應商 / 合作夥伴 Suppliers and partners	長期業務關係 Long-term business relationship 公平合理價格 Fair and reasonable pricing 產品品質保證 Guarantee of product quality	實地考察 On-site inspection 日常交流 Daily communication 定期會議 Regular meetings
 社區公眾 Communities/the public	社區參與 Community engagement 公益項目 Charitable programmes	公益慈善活動 Public service activities 公司官網 The Company's official website 社交媒體平台 Social media platforms



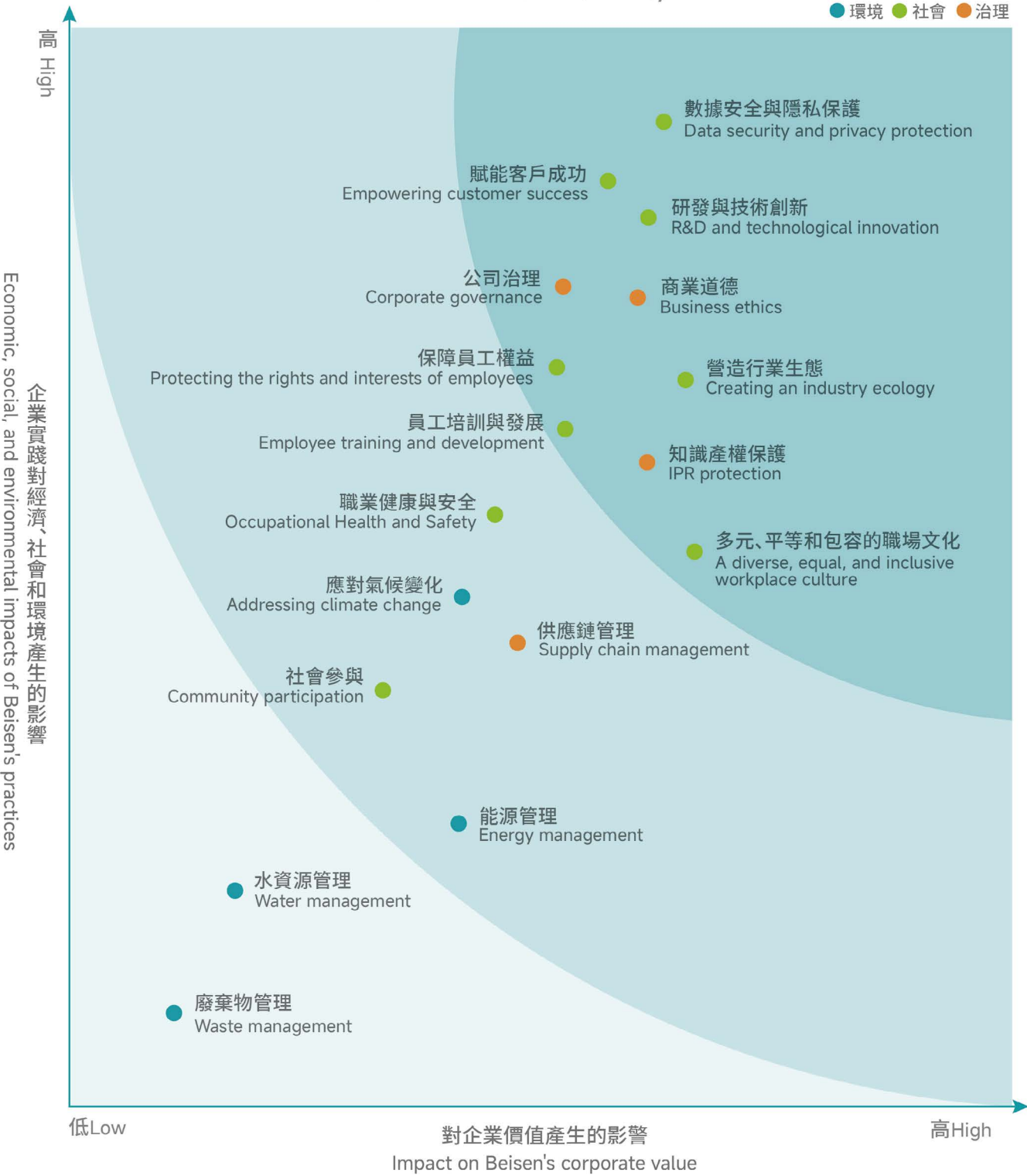
重要性評估  
Materiality Assessment

公司於 2025 財年根據監管政策變化、行業發展趨勢、外部評價體系，結合自身發展運營情況進行年度實質性議題重檢和影響評估。通過實質性議題調查問卷引入利益相關者和 ESG 專家意見，評估議題池中各項議題影響的重大程度並進行篩選、排序，以評估結果作為報告編制和 ESG 工作提升的重要參考。2025 財年評估情況如下：

In FY2025, the Company conducted an annual review of material topics and impact assessment in light of regulatory changes, industry trends, external evaluation frameworks, and its own operational context. Through a materiality survey, the Company took into account the opinions of stakeholders and ESG experts to assess the significance of topics within the topic pool. Topics were then screened and prioritised based on their level of impact, with the results serving as a key reference for report preparation and ESG performance improvement. The FY2025 assessment is as follows:



北森2025財年實質性議題重要性矩陣  
Beisen's FY2025 materiality matrix





# 根植合規 築牢長青之基

## 01

Enhancing Compliance for Sustainability

北森以高水平公司治理為可持續發展根基，持續優化治理體系，深化合規與風險管理，恪守商業道德，為長期穩健發展築牢堅實基礎。

Beisen takes high-level corporate governance as the foundation for sustainable development, continuously optimizes its governance system, strengthens compliance and risk management, upholds business ethics, and builds a solid foundation for long-term steady development.

18 公司治理  
Corporate Governance

19 合規管理  
Compliance Management

21 風險管理  
Risk Management

25 商業道德  
Business Ethics



# 公司治理

## Corporate Governance

公司董事會由 6 名董事組成，其中獨立非執行董事 3 名，占董事會總人數的 50%。為強化特定領域的監督管理，董事會下設審核委員會（「審核委員會」）、薪酬委員會（「薪酬委員會」）和提名委員會（「提名委員會」），各委員會在董事會授權範圍內，高效履行監督職責。

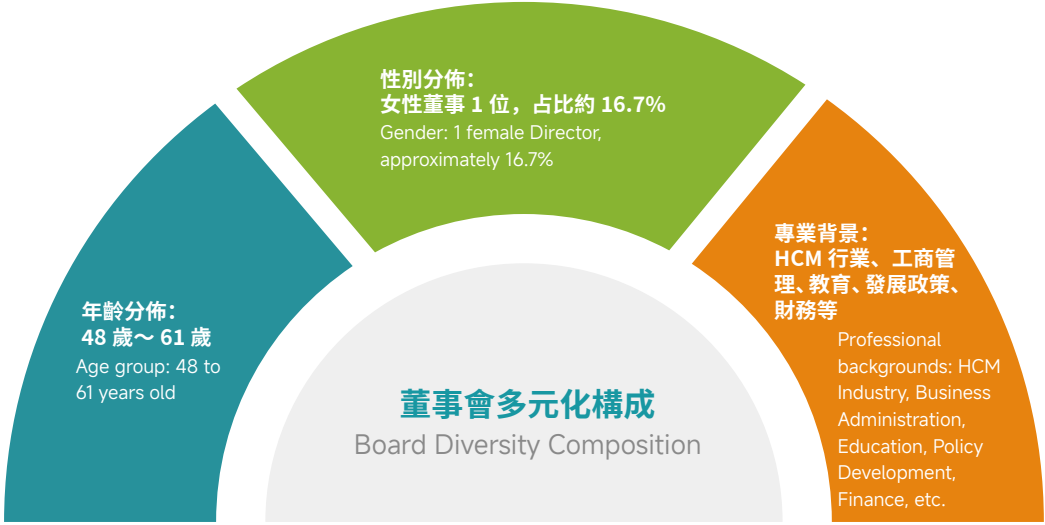
The Company’s Board consists of six members, including three independent non-executive Directors, accounting for 50% of the Board. To strengthen oversight in specific areas, the Board has established the audit committee (the “Audit Committee”), the remuneration committee (the “Remuneration Committee”), and the nomination committee (the “Nomination Committee”). Each committee operates efficiently within its delegated authority to fulfil its supervisory responsibilities.

為確保董事會成員勤勉履職、保障股東利益，公司通過多種措施確保董事會有效履責，包括董事會會議出席率考核，根據公司制度，公司章程修改需經股東大會批准，嘗試開展首席執行官繼任計劃，施行年度董事會績效評估。

To ensure that Board members diligently fulfil their duties and protect shareholders’ interests, the Company has implemented multiple measures to support effective governance, such as assessing Board meeting attendance, requiring shareholder approval for amendments to the Articles of Association in accordance with our policies, initiating a CEO succession plan, and conducting annual Board performance evaluations.

公司積極落實《董事會多元化政策》，從性別、年齡、文化教育背景、專業經驗、技能知識、種族及服務年限等多維度綜合考量董事候選人，致力於打造結構多元、能力互補的董事會團隊。提名委員會作為政策執行的關鍵部門，不僅負責審查和監督《董事會多元化政策》的具體實施情況，還深度參與董事會多元化量化目標的討論與制定，並按年度進行公開信息披露，確保政策執行透明、規範。

The Company stringently implements the *Board Diversity Policy* by considering a wide range of factors – such as gender, age, cultural and educational background, professional experience, skills and expertise, ethnicity, and term of service – when selecting Board candidates. We are committed to building a Board that is diverse in composition and complementary in capability. As the key body responsible for policy implementation, the Nomination Committee not only reviews and monitors the execution of the *Board Diversity Policy*, but also plays an active role in formulating and discussing quantitative diversity targets. It ensures transparency and compliance of policies by disclosing relevant information annually.



為有效提升公司高級管理層的持股情況對個人履責與財務業績的正向引導與考核，2025 財年，公司設定董事會成員最低持股目標，公司首席執行官及其他執行董事的基本工資和持股情況均在公司財務報告中予以披露。

To strengthen the alignment between senior management accountability and financial performance, the Company set minimum shareholding targets for Board members in FY2025. The base salaries and shareholdings of the chief executive officer of the Company and other executive Directors are disclosed in the Company’s financial reports.

2025 財年董事會成員最低持股目標
Minimum shareholding targets for Board members in FY2025
<b>董事長 王朝暉不低於 5000 萬股</b> Chairman Wang Zhaohui: no less than 50 million shares
<b>CEO 紀偉國不低於 5000 萬股</b> CEO Ji Weiguo: no less than 50 million shares
<b>CFO 劉憲娜 不低於 100 萬股</b> CFO Liu Xianna: no less than 1 million shares

在性別平等與薪酬公平方面，公司高管層面女性平均基本工資高於男性；在包含底薪與其他現金獎勵的綜合薪資上，公司女性平均收入也高於男性。性別薪酬獎金平均值與中位值差距分別僅為 - 1.80% 與 - 1.50%，體現出獎金分配上的相對公平性。公司將持續關注薪酬結構，通過優化管理機制，推動性別薪酬差距進一步縮小，構建更公平包容的職場環境，助力 ESG 目標實現。

In terms of gender and pay equally, the average base salary for female executives at the Company is higher than that of their male counterparts. When including base salary and other cash incentives, the average total compensation for female executives of the Company also exceeds that of males. The average and median gender pay gaps in bonuses stand at just -1.80% and -1.50% respectively, reflecting a relatively fair distribution of bonuses. The Company will continue to monitor its compensation structure and improve management mechanisms to further narrow the gender pay gap. By fostering a fairer and more inclusive workplace, we aim to fulfil our ESG goals.

# 合規管理

## Compliance Management

### 合規管理組織

#### Compliance management organization

公司構建了全面且嚴密的合規管理體系架構，以董事會為領導核心，下設監察合規部，統籌協調公司整體合規管理工作，負責合規管理體系的日常運行、監督及優化工作。同時，各業務部門設立合規聯絡員，形成「橫向到邊、縱向到底」的網格化管理架構，確保合規要求能夠精準落地到公司運營的各個環節。

The Company has established a comprehensive and robust compliance management framework, with the Board at its core. Its subordinate compliance and audit department is responsible for overseeing and coordinating the Company’s overall compliance work, including the routine operation, supervision, and optimisation of the compliance management system. At the same time, compliance liaisons have been appointed within each business unit, forming a comprehensive management structure that “extends both horizontally and vertically”, which ensures that compliance requirements are effectively implemented across all aspects of the Company’s operations.



合規制度  
Compliance system

在制度更新方面，建立了動態且嚴謹的機制。公司定期開展合規風險評估，結合內外部環境變化，如法律法規修訂、行業監管政策調整、市場環境變動等因素，及時啟動制度更新流程。制度更新需經起草修訂、內部多部門研討、專家論證、監察合規部審議等環節，確保制度的科學性、有效性與合規性。新制度發佈前，會進行全員宣貫培訓，保障員工充分瞭解制度變化與要求。

A dynamic and rigorous mechanism has been established for system updates. The Company conducts regular compliance risk assessments and, in response to changes in internal and external environments – such as legal and regulatory updates, shifts in industry oversight, and market dynamics – promptly initiates the system update process. System updates must undergo a series of steps – including drafting and revision, internal cross-departmental discussions, expert review, and evaluation by the compliance and audit department – to ensure their scientific nature effectiveness, and compliance. Before the release of any new system, company-wide training and communication sessions are conducted to ensure that all employees fully understand the changes and requirements.

合規舉措  
Compliance measures

北森為強化合規監管意識，提升合規文化，聯動各地區辦開展安全反腐培訓。培訓聚焦公司信息安全、職務犯罪法律知識，通過典型案例講解，結合員工實際工作場景進行深入交流。2025 財年內，共計 320 名員工參與培訓並完成知識考試。2025 財年內無違規事件發生，公司通過系列培訓有效強化各層級合規履責意識，築牢紀律紅線。

To strengthen compliance awareness and promote a culture of integrity, Beisen organised anti-corruption and safety training in collaboration with regional offices. The training focused on information security and legal knowledge related to occupational crimes, with real-life cases and interactive discussions tailored to employees’ daily work scenarios. In FY2025, a total of 320 employees participated in the training and completed the knowledge assessment. No violations occurred during the FY2025. Through a series of training sessions, the Company effectively reinforced compliance awareness across all levels, firmly upholding standards of discipline.



審計監督  
Audit supervision

公司構建了系統化的審計機制。公司審計部門按年度計劃，採用風險導向方法，定期審查各業務板塊合規性，識別流程中的法律、制度及監管風險，重點評估制度執行效果與漏洞，遵循審計準則全面評估合規管理體系。

The Company has established a systematic audit mechanism. In line with the annual plan, the audit department of the Company has adopted a risk-based approach to regularly review the compliance of business units, identifying legal, procedural, and regulatory risks within operational processes. It focuses on assessing the effectiveness and gaps in policy implementation and rolls out comprehensive assessments of the compliance management system in accordance with audit standards.

審計流程涵蓋方案制定、證據收集、報告編制及整改跟蹤。責任部門須限期整改，審計方監督落實，結果納入績效考核，促進合規管理持續優化。董事會與管理層依據審計報告推進整改閉環，強化風險防控能力，保障企業穩健發展。

The audit process covers planning, evidence collection, report preparation, and correction follow-up. Responsible departments are required to implement corrective actions within a definite time, with the audit team overseeing execution. Results are incorporated into performance evaluations to drive continuous improvement in compliance management. The Board and management act on audit findings to ensure a closed-loop corrective process, strengthening risk control capabilities and supporting the Company’s stable and sustainable development.



風險管理  
Risk Management

公司持續完善風險管理架構，形成風險管理「三道防線」。同時，進一步優化風險管理制度體系，將風險管理融入關鍵業務決策當中，提升經營管理韌性。

The Company continuously improves its risk management framework and has established the “Three Lines of Defence” model. At the same time, the Company continues to enhance its risk management system by integrating risk control into key business decisions, thereby strengthening operational resilience.

風險管理體系

Risk management system

風險管理體系以董事會為最高責任機構，負責做出風險管理決策、評估制定風險管理政策、審閱風險管理和內部監控制度持續監控風險管理成效。各戰區業務及職能部門、風險控制部門、內部審計部門協同參與風險管理工作。

The risk management system is overseen by the Board as the highest governing body. The Board is responsible for making risk management decisions, evaluating and setting management policies, reviewing management and internal control mechanisms, and continuously monitoring the effectiveness of such practices. Business divisions, functional departments, risk control departments, and the internal audit department work collaboratively to carry out risk management activities.

圍繞「全面性、重要性、客觀性、統一性、及時性」五大原則，公司持續完善《內部控制管理制度》，制度涵蓋信息系統、監管合規、人力資源、財務報告等方面的風險管理政策。依托穩定運行「三道線」風險管控模式，保障各類風險鑒別與管理工作的全面開展。

Based on the five principles of “comprehensiveness, materiality, objectivity, unity, and timeliness” the Company has established the Regulations on *Internal Control Management*. Accordingly, we strictly implement risk management policies covering aspects such as information systems, regulatory compliance, human resources, and financial reporting. We smoothly operate the “Three Lines of Defence” risk control model to implement the risk identification and management tasks on all fronts.

「三道線」風險管控模式  
“Three Lines of Defence” risk control model

一道線——各戰區業務和職能部門

First line of defence - Business units and functional departments

負責系統性識別、評估及檢查與每項業務和交易有關的風險。

They are responsible for systematically identifying, evaluating and checking the risks associated with each business and transaction.

二道線——風險控制部門

Second line of defence - Risk control departments

法務、財務、信息安全、合規監察部門等部門共同參與，負責界定規則組合及模型、提供技術支持、制定新制度及監察組合管理，建立公司層面與業務層面的重大風險列表，確保風險應對策略和監控措施合理有效。

Legal, finance, information security, and compliance monitoring departments collaborate with each other to define rule sets and models, provide technical support, establish new systems, and monitor combined management. They create a significant risk list at the company and business levels to ensure the reasonableness and effectiveness of risk response strategies and monitoring measures.

三道線——內部審計部門

Third line of defence - The internal audit department

定期對重大風險的應對情況進行分析和評估，上報管理層審閱，每年至少向審核委員會彙報一次。It conducts regular analysis and evaluation of responses to significant risks, reporting to the management for review and reporting to the Audit Committee at least once a year.

風險管理流程

Risk management process

公司執行全生命週期風險管理流程，對風險進行識別、評估、應對和監控，持續提升風險管理水平。

We implement a full life cycle risk management process to identify, assess, respond to, and monitor risks, continuously improving the level of risk management.

風險敞口識別和應對

Risk management process

資料系統風險

Information system risks

密切關注信息系統的風險管理，設計並採用嚴格的內部程序以支持用戶數據和其他相關信息的維護、存儲和保護工作，避免相關數據泄露或遺失。

We closely monitor the risk management of information systems, design and implement strict internal procedures to support the maintenance, storage, and protection of user data and other relevant information, to prevent data leaks or losses.

人力資源風險

Human Resources Risks

建立了涵蓋招聘、培訓、職業道德及遵紀守法等要素的內部監控政策，並制定了員工手冊和商業行為準則，要求員工遵守高水平道德標準。為員工提供充分的培訓和資源支持，以滿足不同員工的職業發展需求，保障人才團隊的穩定性和活力。

We have established internal control policies covering elements such as recruitment, training, professional ethics, and compliance, and have developed employee handbooks and a code of conduct, requiring employees to adhere to high ethical standards. We provide employees with adequate training and resource support to meet the career development needs of different employees, ensuring the stability and vitality of the talent team.

財務報告風險

Financial Reporting Risks

擁有財務報告風險管理的全套會計政策及程序，如財務報告管理、內部監控、投資管理及預算管理等，並為財務相關人員提供培訓，支持其在日常運用中有效執行相關政策及程序。建立了數字化業財系統，有效化解財務失衡及環境不確定性帶來的多重風險，為可持續增長提供底層支撐。

We have a full set of accounting policies and procedures for financial report risk management, such as financial report management, internal control, investment management, and budget management, and provide training for financial personnel to support effective implementation of relevant policies and procedures in daily operations. We have established a digital financial system to effectively mitigate multiple risks caused by financial imbalances and environmental uncertainties, providing underlying support for sustainable growth.

新興風險識別

Identification of emerging risks

- 業務轉型風險 Business transformation risk

針對出海業務轉型發展，數據隱私合規風險提升，屬地均以升級標準隱私協議為依託，推出敏感數據海外屬地存儲的方案。登錄時需要經由設定內同意授權，完善告知義務、提示規避風險。公司提供豐富的個人權益落地和回應能力，滿足相關國家的數據出境合規要求。同時，北森聯合漢坤律師事務所發佈了《中企出海人力資源管理數據合規白皮書》，幫助出海客戶提升數據合規能力。



In response to the transformation and expansion of its overseas business and the heightened risks associated with data privacy compliance, the Company has introduced solutions for localised storage of sensitive data abroad, based on upgraded standard privacy agreements in each jurisdiction. Users are required to provide informed consent during login, with clear notifications in place to fulfil disclosure obligations and mitigate risks. The Company offers robust mechanisms to enforce and respond to individual rights, ensuring compliance with cross-border data transfer requirements in relevant countries. In addition, Beisen, in collaboration with Han Kun Law Offices, released the *White Paper on Data Compliance in Human Resource Management for Chinese Enterprises Going Global* to support overseas clients in strengthening their data compliance capabilities.

● 信息安全風險 Information security risk

基於國家現行監管規則要求，建立人工智能相關的安全保障機制。包括但不限於機構、制度、技術措施等。通過設置算法安全專職機構，建立並執行算法安全管理制度，對員工進行 AI 安全應急回應培訓，落實算法安全技術保障等措施，保障信息安全風險可控。

In accordance with current national regulatory requirements, the Company has established a security assurance mechanism for artificial intelligence. It includes but is not limited to organisational structures, policies, and technical safeguards. The Company strives to keep information security risks at bay by establishing a dedicated unit for algorithm security, implementing an algorithm security management policy, providing AI security incident response training for employees, and enforcing technical safeguards.



根據《北森內部審計章程》，公司於 2025 財年完成既定內部審核計劃。審核委員會認定內部監控與風險管理工作符合企業發展規劃預期，滿足企業管治守則 D.2.1 條的有關規定。

In accordance with *Beisen Internal Audit Charter*, the Company completed its scheduled internal audit plan in FY2025. The Audit Committee concluded that the internal control and risk management efforts were in line with the Company's development plans and complied with the requirements of Provision D.2.1 of the Corporate Governance Code.

風險文化傳播

Risk culture publicity

公司提供多元化的風險文化交流機會，打造全員參與的風險文化氛圍，提升各層級員工的風險管理意識。風險控制部門開展多種主題的文化宣導與知識賦能活動，提高員工的風險鑒別、防範、應對能力和責任感。

The Company offers diverse opportunities for risk culture engagement, fostering a culture of risk awareness at all levels and enabling company-wide participation in risk management. Risk control departments organise a variety of themed awareness and knowledge empowerment activities to enhance employees' ability to identify, prevent, and respond to risks, while strengthening their sense of responsibility.

商業道德

Business Ethics

公司堅持誠信經營，恪守商業道德，制定並嚴格執行反腐敗制度。為提升員工商業道德標準，培養良好的道德風尚，全體員工在商業道德、商業行為、反貪腐等方面均作出承諾並受到嚴格監督管理，營造誠信、透明、守信的企業氛圍。

The Company upholds integrity in its operations, adheres to high standards of business ethics, and has established and strictly enforces comprehensive anti-corruption policies. To raise ethical standards and foster a strong culture of integrity, all employees are required to commit to principles of business ethics, business conduct, and anti-corruption, and are subject to strict supervision. This helps cultivate a corporate environment that values honesty, transparency, and trustworthiness.

《北森商業行為準則》對於如腐敗和賄賂、歧視、信息保密、利益衝突、反競爭、洗錢和內幕交易等違規行為，視情節嚴重程度，執行紀律處分或對應處置措施。2025 財年，根據法規與發展需求，公司持續對商業行為準則進行優化與修訂，更新關於禮品管理、慈善捐款或贊助等方面的管理規定。

The *Beisen Code of Business Conduct* outlines disciplinary actions or corresponding measures for violations such as corruption and bribery, discrimination, confidentiality breaches, conflicts of interest, anti-competitive, money laundering, and insider trading, depending on the severity of the misconduct. In FY2025, according to regulations and development needs, we will continue to optimise and revise our business code of conduct, and update the management regulations on gift management, charitable donations or sponsorships.

報告期內，共處理違規事件 0 起，有效維護公司商譽形象。

During the reporting period, 0 violations occurred, demonstrating the Company's fine reputation.

反腐敗與反賄賂

Anti-corruption and anti-bribery

公司嚴格遵守《中華人民共和國刑法》《中華人民共和國公司法》《中華人民共和國反不正當競爭法》等相關法律法規，持續優化完善《北森反腐敗政策》《北森商業行為準則》實效性。公司持續加強反腐敗、反舞弊管理，對全體員工提出廉潔從業要求，對任何形式的腐敗、賄賂、欺詐、挪用等違規行為秉承「零容忍」態度嚴肅處理，建立風清氣正、陽光透明的工作氛圍。

The Company strictly complies with relevant laws and regulations, including the *Criminal Law of the People’s Republic of China*, the *Company Law of the People’s Republic of China*, and the *Anti-Unfair Competition Law of the People’s Republic of China*. We continue to enhance the effectiveness of the *Beisen Anti-Corruption Policy* and *Beisen Code of Business Conduct*. The Company continues to strengthen its anti-corruption and anti-fraud management by upholding strict integrity requirements for all employees. We maintain a zero-tolerance stance towards any form of corruption, bribery, fraud, or embezzlement, fostering a clean, transparent, and upright working environment.

公平競爭

Fair competition

公司嚴格遵循國家反不正當競爭法律法規，在商業併購及合作中杜絕商業賄賂、虛假宣傳及侵犯商業秘密等行為。公司實行全流程公開透明的供應商選擇機制確保採購決策公平公開，嚴禁任何形式的利益輸送或歧視性條款。所有合作供應商均遵守公司廉潔承諾要求，如存在違規，行為一經查實將終止合作並追究法律責任，持續維護健康有序的商業生態。

The Company strictly adheres to the Anti-Unfair Competition Law of the People’s Republic of China and relevant regulations, and prohibits commercial bribery, false advertising, and infringement of trade secrets in all business acquisitions and partnerships. The Company implements a fully transparent end-to-end supplier selection process to ensure fairness and openness in procurement decisions, strictly prohibiting any form of benefit transfer or discriminatory clauses. All partnering suppliers are required to comply with the Company’s integrity commitments. Any confirmed violations will result in termination of cooperation and legal accountability, ensuring the continued integrity and order of the business ecosystem.

稅務政策

Tax policy

公司嚴格遵循國家稅收法律法規，依法履行納稅義務，稅務申報與繳納流程規範透明。作為高新技術企業，公司符合相關稅收優惠政策。公司建立稅務內控機制，確保優惠政策精準落地，實現合規性與經濟效益的平衡。

The Company strictly complies with national tax laws and regulations, fulfils its tax obligations, and implements standard and transparent tax declaration and payment processes. As a high-tech enterprise, the Company qualifies for relevant tax incentive policies. The Company has established an internal tax control mechanism to ensure accurate implementation of preferential policies, balancing compliance with economic benefits.

報告期內 During the reporting period

董事廉潔合規培訓覆蓋率：**100%**  
100% coverage rate of integrity and compliance training for Directors

對公司及員工提出並已審結的貪污訴訟案件：連續四年為零  
0 corruption lawsuits filed and concluded against the Company and employee four consecutive years

反貪污培訓次數：**3**次  
3 anti-corruption training sessions



舉報與處置

Reporting and response

公司鼓勵對各類違法違規行為的實名舉報，建立了暢通的內外部舉報途徑。公司舉報人保護制度承諾對舉報人和配合調查的相關人員進行嚴格保護。

The Company encourages the reporting of all types of illegal and non-compliant behaviour through real-name disclosures, and has established smooth internal and external reporting channels. The Company’s whistleblower policy provides all-round protection for whistleblowers and individuals involved in investigations.

公開舉報途徑

Public reporting channels

舉報郵箱：tousu@beisen.com；sed@beisen.com  
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# 葉茂循環 滋養生態之脈

## 02

Sustaining the Ecosystem  
Based on Thriving Foliage

北森重視生態文明建設，制定並公開發佈《北森環境保護政策》，持續推進節能減排、廢棄物迴圈利用等工作，不斷加強綠色運營規範化管理，逐步開展氣候相關風險和機遇的識別和管理，致力於實現企業運營與生態環境的共贏共生。

Beisen places high importance on the construction of ecological civilization. We have formulated and publicly released the *Environmental Conservation Policy*, continuously advancing energy conservation and emission reduction, as well as the recycling of wastes. Our commitment to enhancing the standardised management of green operations is unwavering. Furthermore, we are progressively identifying and managing climate-related risks and opportunities, striving to achieve a harmonious coexistence between our business operations and the ecological environment.

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# 環境管理

## Environmental Management

公司嚴格遵守《中華人民共和國環境保護法》《中華人民共和國節約能源法》《中華人民共和國固體廢物污染環境防治法》《中華人民共和國水污染防治法》等法律法規，持續加強環境管理與資源利用，宣導節約意識，降低排放、減少廢棄物的產生，努力實現環境友好的目標。

Beisen strictly adheres to relevant Chinese laws and regulations, such as the *Environmental Protection Law*, the *Energy Conservation Law*, the *Law on the Prevention and Control of Environmental Pollution by Solid Wastes*, and the *Water Pollution Prevention and Control Law*. We continuously strengthen environmental management and resource utilisation, promote awareness of conservation, reduce emissions, minimise waste generation, and strive to achieve environmentally friendly objectives.

### 環境管理體系

#### Environmental management system

公司的環境管理體系，已通過 ISO 14001 認證，環境管理部門負責制度執行、節能宣傳及跨部門協調，定期開展環境風險識別、指導監督改進工作，確保公司運營及環境保護責任落地。

Our environmental management system has obtained ISO 14001 certification. The environmental management department is responsible for implementing policies, conducting energy conservation promotion, and facilitating inter-departmental coordination. It also regularly conduct environmental risk identification and provide guidance and oversight for improvements to ensure the effective implementation of our operational and environmental protection responsibilities.



北森 ISO 14001 管理體系認證證書  
Beisen's ISO 14001 certification

# 資源利用

## Resource Utilisation

### 能源管理

#### Energy management

公司依託智能化能源管理優化用能結構，提升數據中心能效，推進能耗責任制管理。2025 財年，公司進一步降低算力能耗、構建數字化驅動的低碳運營模式。

Beisen leverages intelligent energy management to optimise the energy consumption structure and enhance the energy efficiency of data centres. We have advanced the implementation of an energy consumption responsibility system. In the fiscal year 2025, the Company further reduced the energy consumption of computing power and constructed a digitally driven, low-carbon operation model.

智能化能源  
管理  
Intelligent energy  
management

辦公場地優先選擇獲得 LEED 認證的辦公場地  
Priority is given to office spaces that have obtained LEED certification.

機房和數據  
庫使用  
Server room and  
database usage

除支持工區辦公網絡的部分設備外，總部服務器和數據中心採取托管模式；確保 IT 基礎設施供應商符合節能環保資質要求，確保供應鏈的高效能源管理。  
Except for certain devices that support the office network in work areas, the headquarters' servers and data centres operate on a managed service model. We ensure that IT infrastructure suppliers meet energy conservation and environmental protection qualifications, guaranteeing efficient energy management throughout the supply chain.

### 水資源管理

#### Water resource management

公司主要用水為辦公用水，來源為市政用水，在求取合適水源上不存在問題。公司通過宣傳節水意識、加強員工宣導及管道巡檢等舉措減少浪費，目前正計劃逐步建立量化的節水目標與管理機制，以實現用水效率持續提升。

Beisen primarily utilises office water sourced from municipal supplies, ensuring no issues in obtaining suitable water sources. The Company reduces waste through initiatives such as promoting water-saving awareness, enhancing employee education, and conducting routine pipeline inspections. We are currently planning to establish quantitative water-saving targets and management mechanisms to continuously improve water usage efficiency.

水資源  
再利用  
Water resource  
reuse

進行雨水回收利用升級改造，對空調冷凝水進行回收利用  
We carried out system upgrades to enhance rainwater harvesting and implemented the recovery and reuse of air conditioning condensate water.



# 減排治污

## Emissions Reduction and Pollution Control

### 廢棄物管理

#### Waste management

公司推行廢棄物常態化管理，提高電子廢棄物資源回收再利用水平，確保對廢棄物的規範化處置。報告期內，通過年度資產盤點和日常資產管理工作優化對二手電子用品的處置和循環利用。

The Company implements routine waste management practices to enhance the recycling and reuse of electronic waste resources and ensure standardised waste disposal. During the reporting period, we optimised the disposal and circular utilisation of used electronic equipment through annual asset inventories and day-to-day asset management.

廢棄物種類和處置方式 Types and disposal methods of waste

有害廢棄物 Hazardous waste	硒鼓、墨水匣 Toner cartridges, ink cartridges	單獨收集並委托有資質的第三方統一進行無害化處理 Collect separately and entrust to qualified third parties for unified harmless treatment
無害廢棄物 Non-hazardous waste	辦公垃圾 Office waste	開展垃圾分類和集中回收清運 Implement waste sorting and centralised recycling and transportation
	廢舊電子設備 Obsolete electronic equipment	開展退役辦公電腦捐贈或公司內購 Donate retired office computers or encourage in-house purchases by the staff 交由專業二手電子用品平台回收處理 Hand over to a specialized second-hand electronic products recycling platform for recycling and disposal

廢舊電池回收  
Used battery recycling

公司積極參與物業廢舊電池回收工作，妥善處理運營產生的環境影響物料  
We actively participate in property-managed battery recycling initiatives to ensure the responsible disposal of environmentally sensitive materials generated during operations.

### 降低環境影響

#### Reduction of environmental impact

公司積極降低自身環境影響，系統性推進綠色運營措施落地，形成「規劃 - 執行 - 評估」閉環，確保業務碳排強度持續優化，實現環境效益與運營效率的協同提升。

The Company is committed to minimising its environmental footprint by systematically implementing green operational measures. A closed-loop “Plan-Do-Review” mechanism has been established to ensure continuous improvement in carbon intensity across business operations, driving synergy between environmental benefits and operational efficiency.

# 綠色發展

## Green Development

### 低碳運營

#### Low-carbon operations

公司以低碳運營理念踐行綠色發展價值觀，依託自身數字化技術特色持續提升無紙化辦公水平。採用電子物料申領、擴大線上運營、選用環保裝修材料等措施降低運營能耗。

We embrace a low-carbon operational philosophy to advance our green development values. Leveraging our strengths in digital technology, we continue to improve the level of a paperless office. By implementing measures such as digital materials requisition, expanding online operations, and using environmentally friendly renovation materials, we effectively reduce our operational energy consumption.

無紙化辦公  
Paperless office

公司已將發行工卡、名片申請、個人電腦申請、資產盤點等業務進行線上運營，並逐步擴大運營範圍  
We have digitised processes such as access card issuance, business card applications, personal computer requests, and asset inventory, and continues to expand the scope of digital operations.

進行環保節能改造  
Energy-efficient renovations

對公區照明設備進行節能改造，降低運營電力消耗，裝修全部選用環保材料  
We have upgraded lighting systems in public areas to enhance energy conservation and reduce power consumption. All renovation projects exclusively use environmentally friendly materials.

### 節能宣導

#### Energy-saving advocacy

公司通過主題活動日提升全員節能意識，張貼環保標識，宣導低碳理念。結合第三方碳核査與年度目標跟蹤，形成節能減排閉環管理，確保能耗年均下降目標有效落實。

The Company raises energy conservation awareness among all employees through themed event days and the display of environmental signage, promoting low-carbon concepts. By integrating third-party carbon audits with annual target tracking, we have established a closed-loop management system for energy conservation and emissions reduction, ensuring the effective implementation of our annual energy consumption reduction goals.

世界地球日 綠色低碳發展主題宣傳日

Earth Day-Green and Low Carbon Development Themed Promotion Day

公司以「4.22 世界地球日」為主題，宣導綠色生活（節約用電、垃圾分類、綠色出行）及環保行動（節約用水、使用環保袋），形成對於全體員工的價值引導與理念傳播。

On the occasion of "World Earth Day" (April 22), the Company advocates for a green lifestyle, encouraging electricity saving, waste sorting, and eco-friendly commuting, alongside environmental initiatives such as water conservation and the use of reusable bags. These efforts serve to instil core environmental values and foster a culture of sustainability throughout the entire workforce.



世界地球日宣傳海報  
Earth Day promotional poster

應對氣候變化  
Climate Change Response

公司高度重視氣候相關風險和機遇的管理，主動識別、評估和應對氣候變化帶來的風險和機遇，探索將氣候相關風險納入戰略、業務和財務規劃，提升自身氣候變化韌性。

The Company attaches great importance to the management of climate-related risks and opportunities. By proactively identifying, assessing, and responding to risks and opportunities brought about by climate change, we incorporate climate-related risks into strategic, business, and financial planning to enhance our resilience to climate change.

識別與應對氣候相關風險和機遇  
Identification and response to climate-related risks and opportunities



治理 Governance

公司已建立並運行涵蓋決策、管理、執行三層次職能的 ESG 治理架構，其中，董事會是公司氣候相關風險和機遇的最高監督機構，負責評估氣候相關風險及其短、中、長期的當期和預期影響。

The Company has established and operates an ESG governance structure consisting of three level of functions including decision-making, management, and execution. Among which, the Board is the highest supervisory body for the Company's climate-related risks and opportunities, responsible for assessing the short, medium, and long-term current and expected impacts of climate-related risks.



戰略 Strategy

識別和評估氣候相關風險和機遇對公司業務、戰略和財務的影響，根據評估結果建立緩解、轉移、接受或控制的風險和機遇應對計劃。

We identify and assess the impact of climate-related risks and opportunities on the Company's business, strategy, and finance, and establish response plans to mitigate, transfer, accept, or control risks and opportunities based on the assessment results.



風險管理 Risk management

持續推動將氣候風險納入全面風險管理體系，加強流程管理、規章制度、管理工具的建設和完善，保障業務運營和資產安全。

We are integrating climate risks into the enterprise risk management (ERM) system, and also strengthen the establishment and improvement of process management, regulations, and management tools to ensure the safety of business operations and assets.



指標和目標 Metrics and targets

設定節能減排目標和廢棄物管理目標，並持續跟進目標達成情況，實施、調整相關計劃和舉措。報告期內，探索開展碳盤查工作，為相關指標和目標奠定基礎。

We set energy conservation, emission reduction, and waste management targets, continuously follow up on the achievement of these targets, and implement and adjust related plans and measures. During the reporting period, we conducted carbon inventory to lay the foundation for relevant metrics and targets.

目標 Targets

**減排目標：**在 2025 財年基礎上，維持或減少溫室氣體排放強度  
**Emission reduction target:** Maintain or reduce greenhouse gas emission intensity based on FY2025

**節能目標：**在 2025 財年基礎上，維持或減少能源消耗強度  
**Energy conservation target:** Maintain or reduce energy consumption intensity based on FY2025

**減廢目標：**保持公司服務器、顯示器、電腦設備等由有資質的回收商進行 100% 合規處理  
**Waste reduction target:** Ensure 100% compliance disposal of servers, monitors, computer equipment, etc., by qualified recyclers

風險與機遇識別結果和應對措施

Identification results of risks and opportunities and response measures

風險 / 機遇類型 Types		風險 / 機遇名稱 Risks/opportunities	風險 / 機遇對業務影響描述 Impacts on business		時間範圍 Time frame	應對措施 Response measures
物理風險 Physical risks	急性物理風險 Acute physical risks	極端天氣 Extreme weather	颶風、洪水、極寒、高溫、降雨等極端天氣事件的發生，主要會影響公司運營，造成服務中斷、財產損失與數據丟失等，進而給公司營業收入與聲譽造成損失 Extreme weather events such as hurricanes, floods, extreme cold, high temperatures, and heavy rain mainly affect company operations, causing service interruptions, property damage, and data loss, which in turn result in loss of revenue and reputation for the Company		短期 Short-term	通過採取居家辦公、調整辦公時間等靈活辦公的活動形式，保障員工人身安全及運營秩序，併發布相關預警提示信息 Ensure employee safety and operational order through flexible working arrangements such as remote work and adjusted office hours, and send alerts 於服務器上配置不間斷供電系統，以避免極端天氣對終端運營產生的影響 Configure uninterruptible power systems for servers to avoid impacts of extreme weather on terminal operations
	慢性物理風險 Chronic physical risks	平均氣溫不斷上升 Rising average temperature	平均氣溫的不斷上升，增加辦公場所通風、製冷需求，影響企業經營的長期運營成本 The continuous rise in average temperature increases the demand for ventilation and cooling in work places, affecting the long-term operating costs		長期 Long-term	持續關注天氣監測，保障運營安全 Track weather monitoring to ensure operational safety 制定高溫相關應急預案 Develop emergency plans responding to high temperatures
轉型風險 Transition risks	政策和法律風險 Policy and legal risks	日益嚴格的環境監管，碳減排與生態保護政策出台 Increasingly stringent environmental regulation, and release of carbon reduction and ecological protection policies	企業低碳經營成本上升，合規成本增加，可能出現因未及時合規而導致罰款、聲譽受損和客戶流失；項目開發成本增加 Increasing low-carbon operating costs and compliance costs for businesses, as well as fines, reputation damage, and customer loss due to untimely compliance; increased project development costs		短期 Short-term 長期 Long-term	推進實施節能降耗措施，加快低碳轉型 Implement energy conservation and consumption reduction measures to accelerate low-carbon transition 及時擬定或更新內部相關政策 Timely draft or update the relevant internal policies 在准入、考核階段關注服務器託管供應商的環境政策合規性，發現不合規情況時及時止損 Pay attention to the environmental policy compliance of server hosting suppliers during the onboarding and assessment stages, and promptly mitigate losses if non-compliance is found
	市場風險 Market risks	全球市場關注的改變 Changes in global market concerns	投資者、客戶對於企業排放和資源使用、提供低碳產品和服務能力的關注日益增加，未來市場的競爭壓力變大 Investors and customers are increasingly concerned about corporate emissions, resource usage, and the ability to provide low-carbon products and services, resulting in higher pressure on market competition		長期 Long-term	推進適合行業發展趨勢的綠色運營模式，持續提升數字化管理水平，監測客戶滿意度 Promote green operation models suitable for industry development trends, continuously enhance digital management levels, and monitor customer satisfaction
	技術風險 Technology risks	低碳技術 Low-carbon technology	隨著國家政策驅動，公司在低碳技術研發和應用上的投入將會增加 Driven by national policies, the Company's investment in low-carbon technology R&D and application will increase		短期 Short-term 長期 Long-term	推進節能減排技術應用 Promote the application of energy-saving and emission-reduction technologies
機遇 Opportunities	市場機遇 Market opportunities	產品服務創新 Product and service innovation	企業關注產品與服務對氣候變化的支持性，將產品服務能力延展至客戶的可持續發展戰略與目標需求中 The Company prioritises how its products and services support climate change initiatives by aligning their capabilities with customers' sustainability strategies and objectives		短期 Short-term 長期 Long-term	創新產品可持續發展賦能特性，將業務產品設計中的可持續發展技術方案與工具屬性進一步優化，從而助力客戶的可持續發展戰略與目標 Innovate in the sustainability-enabling features of its products by continuously refining the sustainability technologies and functional tools embedded in product design, thereby empowering customers to better achieve their sustainability strategies and objectives

備註：根據業務開展模式，風險與機遇清單中定義時間範圍短期為 1 ～ 3 年；中期為 3 ～ 5 年；長期為 5 年及以上。  
Note: According to our business operational model, the defined time frames for risks and opportunities are: short-term (1-3 years), medium-term (3-5 years), and long-term (5 years and above).



# 花開共融 綻放多元之美

## 03

Blossoming Together and  
Embracing the Beauty of  
Diversity

北森始終將發展社會的共同利益，作為企業核心社會價值追求；充分落實企業社會責任，開展多元包容的文化公益實踐。公司高度重視員工職業健康與成長賦能，通過系統化培訓助力人才發展；積極參與社區建設，推動志願活動常態化，並協同供應鏈夥伴共建綠色生態，讓發展成果更廣泛惠及所有利益相關者。

Beisen is dedicated to advancing the common good of society as a core pursuit of its corporate social value. We actively fulfil our corporate social responsibilities through diverse and inclusive public welfare practices. The Company places immense importance on employees' occupational health and growth empowerment, offering systematic training to foster talent development. Additionally, we engage in community-building efforts, promote regular volunteer activities, and collaborate with supply chain partners to create a green ecosystem. These actions ensure that the benefits of our development are broadly shared among all stakeholders.

40 員工權益與發展  
Employee Rights and  
Development

54 社區溝通與參與  
Community Engagement

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Building a Sustainable  
Supply Chain





員工權益與發展

Employee Rights and Development

公司堅守「員工成功」的人才理念，以「業人一體」為業務和實踐的目標，和員工共用公司業務與發展成果。依託數字化管理優勢構建多維職業發展通道及分層培訓體系，覆蓋專業能力提升與領導力培養。完善彈性工作制等機制保障職業健康，促進工作生活平衡。搭建內部人才流動平台，實現員工與業務的協同成長，確保人才價值與企業價值共創共用。

We uphold the talent philosophy of “Employee Success”, with the integrated goal of aligning business objectives and employee growth, sharing business achievements and development outcomes with our employees. Leveraging digital management advantages, we have established a multi-dimensional career development framework and a tiered training system that covers both professional skills enhancement and leadership cultivation. Flexible work arrangements and other mechanisms are implemented to safeguard occupational health and promote work-life balance. An internal talent mobility platform is set up to facilitate the coordinated development of employees and business, ensuring the co-creation and sharing of talent value and corporate value.

員工管理

Employee management

公司通過內部制度平台向全員公開《員工手冊》《內部招聘管理制度》等涵蓋招聘、晉升、解雇全流程的政策文件，並定期開展合規性審查與動態修訂，確保符合《中華人民共和國勞動法》《中華人民共和國合同法》等法規要求。公司嚴格遵循《北森人權承諾書》《北森反歧視反騷擾政策》中明確的平等僱傭原則，禁止因性別、種族、年齡、國籍、宗教信仰等因素的歧視行為，同時優先吸納退役軍人、殘障人士等群體。入職前通過身份核驗、背景調查等程序篩選候選人，基於自願原則簽訂勞動合同，並建立舉報核查機制杜絕童工及強制勞工。報告期內，公司未發生相關非法僱傭行為。

The Company publicly discloses key policies, including the *Employee Handbook* and *Internal Recruitment Management Code*, through an internal institutional platform, covering recruitment, promotion, and dismissal processes. These policies undergo regular compliance reviews and dynamic updates to ensure alignment with applicable Chinese laws such as the *labour Law* and the *Contract Law*. The Company strictly adheres to the equal employment principles set forth in the *Beisen Human Rights Commitment* and *Beisen Anti-Discrimination and Anti-Harassment Policy*, prohibiting discrimination based on gender, ethnicity, age, nationality, religion, or other factors. Priority recruitment is given to veterans, persons with disabilities, and other designated groups. Candidates undergo identity verification and background checks prior to employment, with labour contracts signed on a voluntary basis. A robust reporting and investigation mechanism is established to prevent child labour or forced labour. During the reporting period, no incidents of illegal employment has occurred in the Company.

報告期內 During the reporting period

全職員工數量：**1,898** 人

1,898 full-time employees

受工會保護的 / 享受集體談判協議  
涵蓋的員工百分比：**100%**

100% employees protected by labour unions/  
covered by the Collective Negotiation Agreement

勞動合同簽訂率：**100%**

100% labour contract signing rate

五險一金覆蓋率：**100%**

100% coverage of five special insurances and housing provident fund

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指標名稱 Indicators	單位 Unit	2025 財年 FY2025	2024 財年 FY2024	2023 財年 FY2023
新聘員工總數 Total number of new hires	人	526	404	708
員工總流失率 Total employee turnover rate	%	30.6	31.6	35.4
員工自願離職率 Voluntary turnover rate	%	19.2	23.0	26.7

公司宣導以「重視人才、績效文化」為核心的薪酬理念，制定有《薪酬福利管理制度》《北森外派人員補助制度》《激勵制度》等制度，實行定崗定薪，保障同工同酬，根據職位序列和職級標準公平公開制定員工的薪酬及激勵結構，為全體員工提供具有競爭力的薪酬體系。

We advocate for a remuneration principle that revolves around talent and performance appreciation. According to our regulations, such as the *Remuneration and Benefits Management System*, the *Expatriate Subsidy Policy*, and the *Incentive Policy*, we tailor salaries based on position requirements to ensure equal pay for equal work. We fairly and openly formulate employee salary and incentive structure based on job ladders and grading standards, providing a competitive salary system for all employees.

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graph TD; 1((1  
公司級戰略制定  
Company-level  
strategy formulation)) --> 2((2  
戰略解碼及組織  
績效目標設定  
Strategy breakdown  
and organisational  
performance goal  
setting)); 2 --> 3((3  
組織績效過程跟  
進及監督  
Ongoing monitoring  
and oversight of  
organisational  
performance)); 3 --> 4((4  
組織績效評定及  
應用閉環管理  
Organisational  
performance evaluation  
and closed-loop  
management)); 4 --> 1;
```

41

績效激勵與賦能提升

Performance incentives and empowerment enhancement

為高級管理層以下的員工開設激勵計劃，主要形式為股份期權與受限制股份單位，覆蓋比例達到 25% ~ 30%

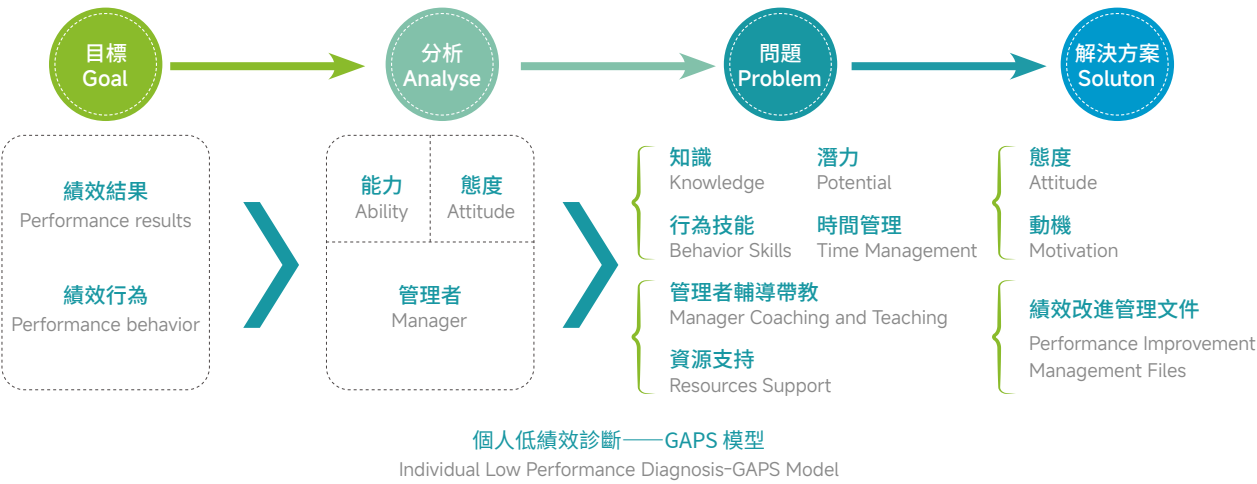
The Company offers incentive programmes for employees below senior management, primarily through stock options and restricted stock units, covering approximately 25% to 30% of eligible employees.

嚴格落實「以責任貢獻為導向、以奮鬥者為本」的文化，強調長期與短期績效平衡，嚴格落實北森績效管理制度，對員工績效進行季度管理與評估

Upholding a culture guided by “responsibility-driven contribution and recognising the efforts of dedicated employees”, the Company highlights a balanced approach between short-term and long-term performance. The Beisen Performance Management System is rigorously implemented with quarterly performance assessments for employees.

鼓勵員工「績效持續改進」，幫助員工診斷低績效根因並輔導改進

Employees are encouraged to pursue continuous performance improvement, with targeted support to diagnose underlying causes of underperformance and provide coaching for enhancement.



多元化績效賦能，助力管理提升

Empowering diversity in performance to enhance management

公司持續加強對管理者、員工本人及 HRBP 的績效賦能，借助 LOC/LFC 幹部轉身賦能、新人訓練營、線上視頻學習、技能考試等綜合手段，每年持續滾動賦能，覆蓋人員三類人群約 200 人次。

The Company continuously strengthens performance empowerment for managers, employees, and HRBPs. Leveraging a comprehensive approach, including LOC/LFC leadership empowerment programmes, new employee training camps, online video learning, and skills tests, the Company delivers ongoing and rolling empowerment initiatives annually, covering approximately 200 participants across these three groups.

員工權益

Employee rights and interests

公司致力於打造「溫暖、高效、專業」的用人氛圍，嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》等政策法規，保障員工的各項合法權益，堅決防範僱傭童工及強制勞工等非法僱傭行為，塑造多元、平等與包容的職場文化。

The Company is committed to creating a "warm, efficient, and professional" employment atmosphere. In accordance with Chinese laws and regulations such as the *Labour Law*, and the *Labour Contract Law*, we safeguard the legitimate rights and interests of employees, resolutely prevent illegal employment behaviours such as child labour and forced labour, and foster a diverse, equal, and inclusive workplace culture.

與員工的雙向溝通是保障人才團隊向心力的重要一環。通過設置公開郵箱反饋渠道，開展形式多樣的員工對話活動，公司內部形成了暢通的雙向溝通橋樑。我們對收集的所有意見和建議進行 100% 反饋，並不斷優化溝通機制、拓寬溝通渠道，促進員工之間的相互理解和信任，營造公正、透明和高效的工作環境。

Two-way communication with employees is a key pillar in fostering team cohesion and talent retention. The Company has established an open feedback email channel and regularly conducts diverse employee dialogue activities, creating a smooth and transparent communication bridge within the organisation. We ensure 100% response to all collected feedback, continuously optimising communication mechanisms and broadening channels to enhance mutual understanding and trust among employees, thereby cultivating a fair, transparent, and efficient working environment.

為打造滿意、幸福、敬業、低壓的北森工作氛圍，公司定期實施員工調查，核心指標包括員工敬業度水平、各項驅動因素滿意度水平。根據調研結果，通過量化分析，識別改進領域，以優化員工體驗及政策有效性。

To foster a work environment characterised by satisfaction, happiness, engagement, and low stress, the Company conducts regular employee surveys. Core metrics include employee engagement levels and satisfaction with various drivers. Based on quantitative analysis of survey results, we identify areas for improvement to enhance employee experience and policy effectiveness.

此外，公司提供豐富的福利禮品及特色節假日活動。

In addition, the Company offers a wide range of employee benefits and gifts, along with a variety of themed holiday events.

敬業度水準結果性指標 Outcome indicators of engagement level	原因指標 / 驅動因素 Causal indicators/ drivers	結果指標 Outcome indicators	外部指標 External indicators
留任 retention	發現、鎖定關鍵問題 find and identify problems	診斷敬業度概況 diagnose overall engagement	與敬業度相關的效能指標 performance indicators related to engagement
努力 effort	文化願景 Cultural vision	個人敬業行為 Personal engagement behaviour	員工保留率 Employee retention rate
挑戰 challenge	領導效能 Leadership effectiveness	敏捷組織敬業度 Agile organizational engagement	員工績效 Employee performance
組織賦能感 organizational empowerment	工作回報 Work rewards	組織賦能感 Organizational empowerment	客戶滿意度 Customer satisfaction
	培養發展 Training and development		經營業績 Business performance

北森敏捷組織敬業度模型

Beisen Agile Organisation Engagement Model

報告期內 During the reporting period

組織敬業度<sup>1</sup>: **65.1%** ,較 FY2024 提升: **5.8** 百分點  
Organisational engagement: 65.1%, up 5.8 percentage points from FY2024

個人敬業度: **69.7%** ,較 FY2024 提升: **5.8** 百分點  
Personal engagement: 69.7%, up 5.8 percentage points from FY2024

組織賦能感: **52.4%** ,較 FY2024 提升: **5.8** 百分點  
Organisational empowerment perception: 52.4%, up 5.8 percentage points from FY2024

組織敬業度調查覆蓋人數: **1,584** 人  
Number of employees covered by the organisational engagement survey: 1,584

員工成長

Employee growth

公司構建多途徑發展與多層級賦能的職業成長空間，覆蓋從基層至高管的全職業週期。通過定制化培訓課程、跨部門項目實戰及導師帶教機制，系統性提升員工專業深度與跨界協作能力。以《職業發展管理制度》為指導，公司的員工職業發展管理機構職責、職位職級體系構成、職業發展路徑、晉升結果與申訴、職級應用管理、職級關聯應用等關鍵要素清晰明確。

The Company has built a multi-channel, multi-tiered career development framework that empowers employees at all levels, from entry-level staff to senior executives, throughout their entire career lifecycle. By offering customised training programmes, cross-functional project experience, and structured mentorship, the Company systematically enhances employees’ professional expertise and interdisciplinary collaboration capabilities. Guided by the *Career Development Management Policy*, the Company has clearly defined key elements such as the responsibilities of the career development management body, job and grade structure, career progression pathways, promotion outcomes and appeals processes, as well as the application and integration of job grades.

「專業」培養路徑 Professional development path

實行管理與專業雙通道職業發展路徑，專門面向校招生建立成長路徑項目，保障具有不同職業優勢、處於不同發展階段的員工擁有適宜的發展空間，讓員工能夠發揮所長，實現快速成長。

We implement a dual career path through two distinct paths: a managerial track and a professional track, and establish special growth path programmes for campus recruits. This approach ensures that employees with different professional strengths and at different stages of development can embrace suitable development spaces, allowing them to maximise their strengths and achieve rapid growth.

針對各層級所需的專業能力不同，將專業成長路徑劃分為新入職、L1-L5 層級：森小白、森小賢、森大俠、森大美、黃金森鬥士、白金森鬥士。

According to the different professional abilities required at each level, the professional track is divided into new recruitment, and L1-L5 levels: Beisen Newcomer, Beisen Sage, Beisen Warrior, Beisen Fighter, Beisen Gold Fighter, Beisen Platinum Fighter.



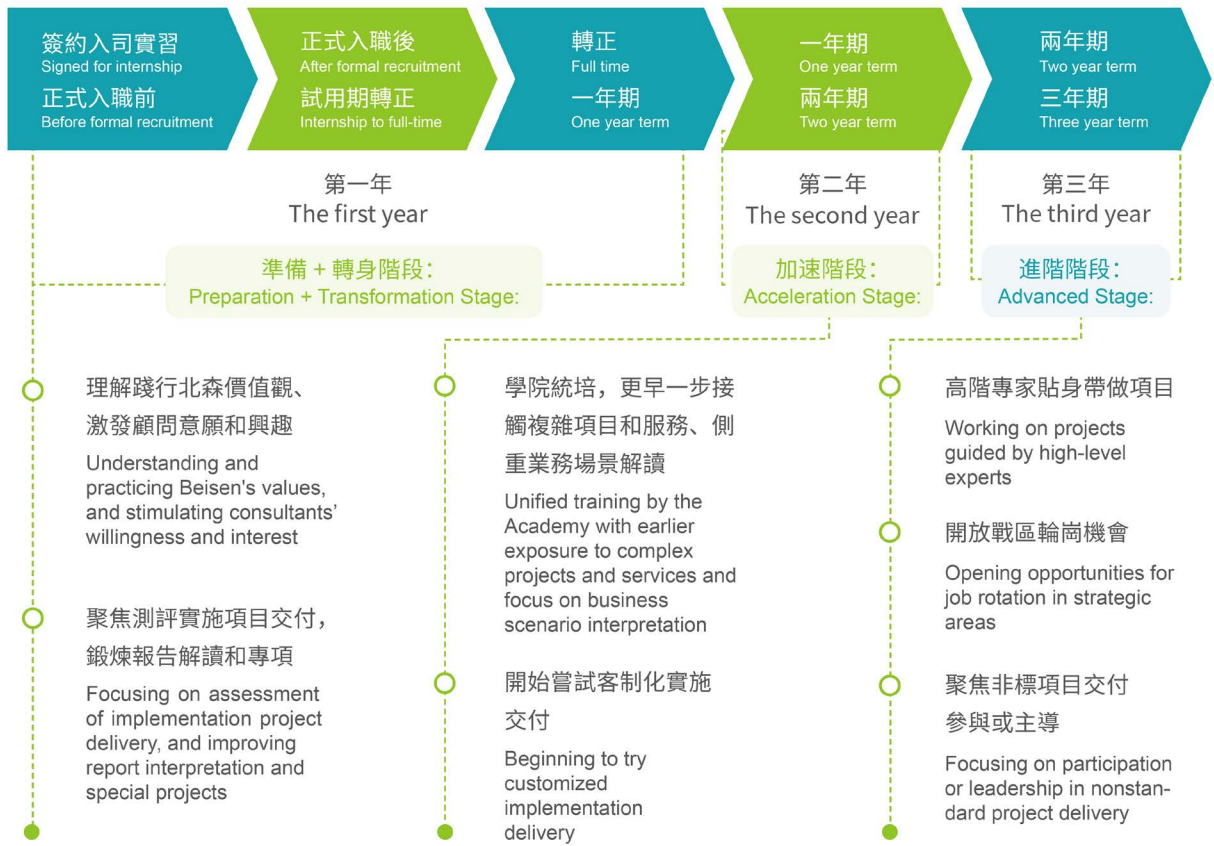
<sup>1</sup> 組織敬業度調查採用 1-6 分描述認可度，以高認可度員工比例計算總體得分。組織敬業度由個人敬業度與組織賦能感共同構成，採用公司組織敬業度模型進行綜合計算。  
<sup>1</sup> The organisational engagement survey uses a 1-6 scale to measure recognition levels, with the overall score calculated based on the proportion of employees with high recognition. Organisational engagement is composed of individual engagement and a sense of organisational empowerment, and is comprehensively assessed using the company's organisational engagement model.

「幹部」培養路徑 Leadership development path





「森π生」成長路徑設置 “Sen π Student” growth path setting



為滿足員工的職業發展需求，公司支持員工根據自身優勢承擔相應的工作，並為員工提供內部調崗與晉升的多種選擇，在管理崗位的選拔中，優先為內部員工提供充足的機會。

To meet the career development needs of employees, we support employees in undertaking corresponding work based on their own advantages and provide various choices for internal job transfers and promotions. In the selection of management positions, priority is given to in-house employees of the Company.



培訓體系

Training system

公司依託客戶成功學院構建多層培訓體系，通過對不同職級採取標準化培訓培養專業複合型人才。同步建立了內部導師制度與北森知識案例庫，結合自身 AI 科技優勢實現人才梯隊可持續供給及企業文化深度的傳承。

Leveraging the Customer Success Academy, the Company has developed a comprehensive multi-tiered training system designed to develop versatile professionals across different job levels through standardised training programmes. In parallel, an internal mentorship programme and the Beisen Knowledge Case Base have been established, integrating the Company's AI technology strengths to ensure sustainable talent tier supply and the inheritance of Beisen's corporate culture.



人才供應發展體系

Talent supply and development system



我們致力於為員工提供適宜的培訓體系，建立「專家培養體系、骨幹培養體系、生力軍培養體系」北森三層次專業力打造體系，助力員工全面發展。

We are committed to providing an appropriate training system for employees. With the three - tiered professional development framework of Beisen, consisting of Specialist Training System, Backbone Training System, and Campus Recruit Training System, we assist the comprehensive growth of employees.

分層分類培訓體系

Beisen's tiered training system

<b>專家培養體系</b> Specialist Training System	依托軟件專家條線「行研社」、測評專家條線「高研社」，面向高級專家開展產學研一體的賦能發展項目。Replying on the software experts “Industry Research Institute” and assessment experts “Advanced Research Institute” we carry out the empowerment projects that integrate industry, universities and research institutes for senior experts.
<b>骨幹培養體系</b> Backbone Training System	對腰部力量的骨幹員工，圍繞任職資格中的關鍵能力項、關鍵跨越項，開展專業能力認證，為職級向上發展提供能力支撐。For the backbone employees that compose the Company's central force, professional capability certification programmes are carried out revolving around the key abilities and key leapfrogging skills that pertain to vocational qualifications, so as to provide capability support for the upward development of employees’ careers.
<b>生力軍培養體系</b> Campus Recruit Training System	針對校招生群體，開展為期三年的培養項目，關注校招生群體從搖籃到騰飛的全成長過程，助力其在知識儲備、專業能力、價值觀、職業化方面的全面勝任。A three-year training programme is carried out for Beisen's campus recruited employees, focusing on the entire career growth process from cradle to maturity. This process will help them to be fully competent in terms of knowledge reserve, professional ability, values and professionalism.

培訓課程設置

Training course design

崗位學習計劃與專項學習結合，分層分類落實員工培訓課程設置

Our employee training curriculum is categorised and implemented in accordance with post-based learning plan and specialized skills.



公司為員工提供豐富的培訓課程與形式，保障不同類型的培訓內容與培訓形式、員工崗位相匹配，提升培訓效率和成效。

The Company provides employees with diverse training courses in different forms to match the training content and forms with employee job positions, enhancing training efficiency and effectiveness.

培訓形式

Training Forms

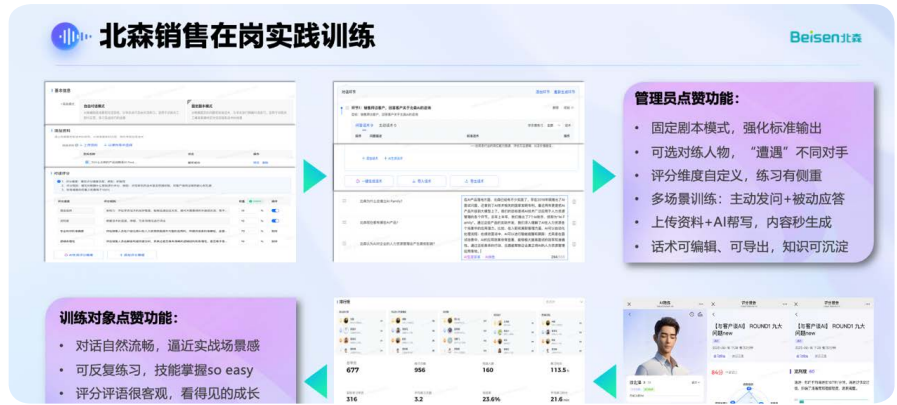
- **移動學習：**通過移動端、PC 端的學習平台，學習視頻課程、文檔類課程，借助答題、闖關、提交作業、線上評論、學習圈交互等方式，實現碎片化學習（日活提升 60%）

**Mobile learning:** Employees access video and document-based courses via mobile and PC ends. Through interactive features such as quizzes, challenges, assignment submissions, online comments, and learning circles, the Company facilitates fragmented learning, resulting in a 60% increase in daily active users.



- **AI 化學習：**借助 AI 智能陪練、AI 智能教練、AI 員工助手等自主開發的 AI 工具，實現銷售話術的即時打磨、方案講解的自主練習、領導力溝通的隨身口袋教練、公司制度規章的隨時 Q&A

**AI-enhanced learning:** Leveraging proprietary AI tools including AI Practice Assistant, AI Coach, and AI Employee Assistant, the Company enables real-time refinement of sales scripts, autonomous practice of solution presentations, on-the-go leadership communication coaching, and instant Q&A for company policies and regulations.





- **線下脫產學習：**主要針對專項培訓計劃和活動，如新員工培訓、管理者專項提升或員工專項能力提升等

**Offline full-time learning:** Mainly for special training plans and activities, such as new employee training, special improvement for managers, or special capability improvement for employees, etc.



- **線上直播類赋能：**圍繞作戰主題，組織「快閃赋能午餐會」，聚焦作戰最佳實踐經驗分享、贏單案例複盤、講故事大賽等主題展開敏捷式赋能

**Empowerment through online live streaming:** Organised around operational themes, "Flash Empowerment Lunches" deliver agile training focused on sharing best practices, reviewing successful cases, and storytelling competitions.



案例  
Case

**LOC 基層管理者轉身計劃**

LOC Leadership Original Course

基層轉身幹部培養是北森每年度的保留項目，它旨在幫助新管理者從「個人貢獻者」初次轉身為幹部身份，從衝鋒陷陣的尖兵成為驅動和影響他人達成結果的管理者，其在角色認知、流程提效、績效落地、團隊凝聚、識人善任等方面都需要持續磨煉和培養。

The Leadership Original Course is one of Beisen's annual flagship initiatives. It is designed to support new managers in their initial transformation from individual contributors to leadership roles, from front-line performers to managers who drive and influence others toward achieving shared goals. The initiative requires continuous refinement and development in areas such as role awareness, process optimisation, performance execution, team cohesion, and talent identification and deployment.

**職業健康保障**

Occupational health assurance

公司嚴格遵循《中華人民共和國安全生產法》《中華人民共和國職業病防治法》等法規，制定《北森職業健康與安全政策》，職業健康安全管理體系已通過 ISO 45001 認證。由人力部門開展相關職業健康安全計劃，將公司職業健康與安全計劃行動的優先順序、量化目標、行動舉措、進展情況形成內部彙報。通過常態化辦公安全巡檢、員工年度健康體檢及工區硬體設施提升保障工作環境的安全舒適。

We strictly comply with relevant Chinese laws and regulations, including the *Law on Work Safety* and the *Law on the Prevention and Treatment of Occupational Diseases*. We have established the *Beisen Occupational Health and Safety Policy*, and our occupational health and safety management system has been certified to ISO 45001 standards. The human resources department implements relevant occupational health and safety programmes, prioritising actions, setting measurable targets, defining initiatives, and reporting progress internally. Routine workplace safety inspections, annual employee health examinations, and upgrades to office facilities ensure a safe and comfortable working environment.

**職業健康與安全保障**

Occupational health and safety protection



公司依據《考勤管理制度》，通過彈性工時、法定假期保障及調休機制平衡員工工作與生活。福利體系覆蓋物質關懷與文化生活，提供月度餐補、生日福利、母嬰關懷，額外森豆假，定期更新內購優惠；節日福利包內容；組織健身社團、特色主題節日等活動，強化團隊凝聚力。同時，通過內部滿意度調研動態優化福利細則，確保關懷舉措精準匹配員工需求。

In accordance with the *Attendance Management Policy*, the Company balances employees' work and life through flexible working hours, statutory holidays, and compensatory time-off arrangements. Our comprehensive benefits system addresses both material support and cultural wellbeing, including monthly meal allowances, birthday gifts, maternal and infant care, additional paid leave (Sendou Leave), and regularly updated employee purchase discounts. Holiday benefit packages and organised wellness clubs and themed events further strengthen team cohesion. Additionally, we continuously refine our benefits programmes based on internal satisfaction surveys to ensure our care measures precisely meet employees' needs.



報告期內 During the reporting period

每月為員工提供每人 300 元午餐補貼，與工資一同發放

We provide a monthly lunch subsidy of RMB 300 per employee, issued together with the salary.

於員工生日當天發放專屬生日福利，本財年以生日蛋糕與電影票兌換為主

We offer exclusive birthday gifts to employees on the day of their birthdays. In FY2025, we mainly offered the exchange of birthday cakes and movie tickets.

於員工入職周年當天，為員工提供特別的周年福利

We provide special anniversary benefits to employees on their employment anniversary.

在國家法定假期的基礎上，提供福利假期「森豆假」，員工每入職滿一年即可享受一天「森豆假」

On top of the national statutory holidays, we provide employees with welfare leaves named the "Sendou Leave". All employees are entitled to one day of "Sendou Leave" for each year of employment.

不定期組織非法定節日慶祝活動，如七夕（中國情人節）、818HR 節、1024 程序員節、感恩節、聖誕節等

We organise non-statutory holiday celebration activities irregularly, such as Qixi Festival (Chinese Valentine's Day), 818 HR Day, 1024 Programmers Day, Thanksgiving, Christmas, etc.



在工區各區域設有下午茶台及自助零食貨櫃，提供不限量花草茶及咖啡等

We set up afternoon tea stations and self-service snack cabinets in various work areas, with unlimited supply of herbal tea and coffee, etc.

各工區均設立母嬰室，配備沙發、小冰箱、消毒櫃、儲物櫃，房間均可鎖，提供較隱蔽空間，注重寶媽隱私，便於使用

Each work area is equipped with a mother-and-baby room where the sofa, small refrigerator, disinfection cabinet, and storage cabinet are in place. The rooms can be locked, providing a more concealed space. Easy to use, they better protect the privacy of mothers.

與客戶合作，為員工搭建優質福利積分購物平台

We collaborate with customers to build a high-quality bonus points shopping platform for employees.

持續運營各類社團，豐富員工的文化生活選擇

We continuously operate various clubs to enrich employees' cultural life choices.

為保障員工的人身財產安全、降低員工因病所產生的醫療費用支出，在購買必要社會保險的基礎上，為每一位員工購買補充商業保險

To ensure the physical and property safety of employees and reduce the medical expenses incurred by employees due to illness, we purchase supplementary commercial insurance for each employee in addition to necessary social insurance.

員工節日福利及活動一覽

Overview of employee holiday benefits and activities

節日禮盒：雙旦、端午、中秋、女神節；

Holiday gift boxes: Delivered during Double Festivals (Christmas & New Year), Dragon Boat Festival, Mid-Autumn Festival, and Women's Day



特色節日活動：清涼一夏、818HR 節、1024 程序員節

Special Holiday Events: "Cool Summer", 8.18 HR Day, and 10.24 Programmer's Day



工區母嬰室環境

Dedicated Maternal and Infant Care Rooms Within the Workplace



# 社區溝通與參與

## Community Engagement

北森始終將社會責任視為企業的重要使命，積極投身公益項目，宣導員工參與公益慈善活動，以實際行動為社會創造更多價值。

Beisen consistently regards social responsibility as a core corporate mission, actively engaging in public welfare initiatives and encouraging employee participation in charitable activities to create greater social value through tangible actions.

### 公益慈善

#### Charity

公司致力於構建「源於社會、反哺社會」的良性迴圈，通過積極參與慈善捐贈活動，不斷提升社區福祉。我們注重公益慈善項目的規劃與實施，明確重點投入領域，並確保資金使用的透明度，以最大化公益效益。

The Company is committed to fostering a virtuous cycle of “from the society, back to the society” by actively participating in charitable donations and initiatives to enhance community well-being. We prioritise the planning and implementation of public welfare projects, clearly define key investment areas, and ensure transparency in fund utilisation to maximise social impact.

案例  
Case

#### 「益路向北」公益活動項目

##### “Charity Journey” Public Welfare Activity

2024 年，公司於 818HR 節再次啟動「‘益’路向北——百日公益」活動，活動包含「公益行走捐」「榮譽表彰捐」「幹部讀書捐」三部分。活動得到了員工的積極回應，累計捐贈公益金額超過 6 萬元，為社會公益事業貢獻了北森的力量。

In 2024, the Company relaunched the “Charity Journey Hundred-day Public Welfare Activity”, comprising “Charity Walk”, “Charity Honour”, and “Cadres Charity Reading”, during the 818 HR Festival. The activity received enthusiastic support from employees, raising over RMB 60,000 in charitable contributions, demonstrating Beisen’s commitment to public welfare.

案例  
Case

#### 馬雲公益基金會·鄉村教育計劃

##### Jack Ma Foundation · Rural Education Programme

2024 年，北森為馬雲公益基金會的鄉村教育計劃公益項目提供了 66,610 個森豆，用於支持公益測評，主要涉及鄉村教師群體，共 1,265 人完成測評甄選。通過這一合作，北森助力鄉村教育發展，為鄉村教師提供專業支持，推動教育資源的均衡化發展。

In 2024, Beisen contributed 66,610 Sendou to the Jack Ma Foundation’s Rural Education Programme to support public welfare assessments primarily targeting rural teachers. A total of 1,265 rural educators completed the evaluation and selection process. Through this partnership, Beisen has helped advance rural education by providing professional support to teachers and promoting equitable access to educational resources.



### 志願活動

#### Volunteer services

公司鼓勵員工積極參與各類志願活動，為社會貢獻愛心與力量。通過組織多樣化的志願活動，不僅增強了員工的社會責任感，也提升了員工的團隊協作能力和綜合素質。

The Company actively encourages employees to participate in various volunteer initiatives, contributing care and support to society. By organising diverse volunteer activities, Beisen not only strengthens employees’ sense of social responsibility but also enhances their teamwork capabilities and overall competencies.

案例  
Case

#### 青海湖公益活動

##### Public welfare event at Qinghai Lake

2024 年 6 月 29 日，公司高管團隊奔赴青海，前往西寧市星光特殊兒童服務中心，探訪自閉症兒童（「星星的孩子」），並將首屆活動的公益金額全部用於服務中心孩子們的日常康復工作，為特殊兒童的健康成長提供了有力支持。

On June 29, 2024, the Company’s executive team traveled to Qinghai to visit the Xingguang Special Children’s Service Centre in Xining, where they spent time with children with autism (the “children of the stars”). All public welfare funds raised from the inaugural event were donated to support the centre’s daily rehabilitation efforts, providing meaningful assistance for the healthy development of these special children.



案例  
Case

#### 北京京都兒童醫院送溫暖活動

##### Warmth-giving event at Beijing Jingdu Children’s Hospital

北森組織員工前往北京京都兒童醫院，開展送溫暖活動，為患病兒童送去關愛與祝福。通過捐贈物資和陪伴互動，北森員工為孩子們帶來了溫暖和希望，傳遞了企業的愛心與關懷，進一步增強了員工的社會責任感。

Beisen organised employees to visit Beijing Jingdu Children’s Hospital to deliver warmth and care to hospitalised children. Through donations of supplies and interactive companionship, Beisen’s staff brought hope and comfort to the children, embodying the Company’s compassion and care while further strengthening employees’ sense of social responsibility.





社區參與  
Community participation

北森致力於為各行業的人力資源管理從業者的培養提供技術和能力支持，以不同培訓的方式和科目，為企業 HR 提供多領域專項的培訓輔導。2024 年，共開設 8 期專家認證工作坊，培訓學員 147 人，平均滿意度達到 99%；開設線上專題直播和課程 13 期，培訓人數 859 人，平均滿意度 99%。

Beisen is committed to supporting the professional development of human resource practitioners across various industries by providing technical expertise and capacity-building resources. Through diverse training forms and specialised subjects, the Company offers targeted guidance to enterprise HR teams. In 2024, Beisen conducted 8 expert certification workshops, training 147 participants with an average satisfaction rate of 99%. Additionally, 13 online live sessions and courses were delivered, engaging 859 learners and maintaining an average satisfaction rate of 99%.



北森從 2022 年起，設置了針對企業從事人力資源信息化的人員 (HRIS) 的專業能力培訓和認證項目，2024 年，共開設 17 期課程，賦能 481 人，為企業 HRIS 從業者提供專題學習、實操提高和行業交流的渠道，助力企業人力資源數字化人才生態的發展。

Since 2022, Beisen has established specialised training and certification programmes for professionals involved in Human Resource Information Systems (HRIS). In 2024, a total of 17 courses were offered, empowering 481 participants. These programmes provide HRIS practitioners with opportunities for focused learning, hands-on skill enhancement, and industry networking, thereby fostering the development of a digital talent ecosystem within enterprise human resources.

案例  
Case

多高校課程專業化建設賦能  
Empowering the specialised construction of courses in multiple universities

2024 年，北森與中國人民大學、北京師範大學及浙江大學等高校合作推進專業課程建設，並分享 AI 人才測評、AI 管理實踐等主題講座。北森專家受邀擔任北京師範大學心理測評大賽評委，支持清華大學 CVO 項目評估，完成 30 名學員的測評。

In 2024, Beisen collaborated with leading universities such as Renmin University of China, Beijing Normal University, and Zhejiang University to advance the development of specialised academic programmes. The collaboration included themed lectures on AI-based talent assessment and AI-driven management practices. Beisen experts were invited to serve as judges for the Psychological Assessment Competition at Beijing Normal University and supported the Tsinghua University CVO Programme assessment, completing assessments for 30 participating students.

案例  
Case

多領域測評賦能人才發展與企業成長  
Multi-domain assessment empowering talent development and corporate development

北森在產品測評方面，北森 AI 個人領導力教練軟件平台 (Mr. Sen) 獲得多項著作權認證，其通過模擬場景與 AI 對話互動，即時點評並提供建議，助力管理者提升領導力。在人才測評上，北森協助墨德瑞特開發「公益領導力」「優秀公益人」測評模型，2024 年，提供 5,050 個森豆支持公益測評，推動公益人才發展。在招聘測評領域，北森打造 AI 面試官產品，具備「六合一」評估能力，革新招聘流程，助力企業高效精準選拔人才。

In the realm of product assessments, Mr. Sen, Beisen's AI-powered personal leadership coaching platform, has received multiple copyright certifications. By simulating real-world scenarios and engaging in interactive AI dialogue, the platform provides real-time feedback and actionable suggestions to help managers enhance their leadership capabilities. In talent evaluation, Beisen partnered with Moderate to develop assessment models for "Public Welfare Leadership" and "Outstanding Public Welfare Practitioners". In 2024, Beisen contributed 5,050 Sendou to support these public welfare assessments, promoting the growth of public welfare talents. Within recruitment assessments, Beisen's AI Interviewer product features a "six-in-one" evaluation capability that revolutionises the hiring process, enabling enterprises to select candidates with greater efficiency and precision.



案例  
Case

多社區協會深度參與與積極貢獻  
Active engagement and contribution in multiple industry associations

北森作為行業內的積極踐行者，深度融入多個專業領域社群，廣泛參與多個重要行業協會組織，包括四川省大數據產業聯合會、四川省軟件行業協會及成都市蓉商總會。秉持促進行業交流、深化行業合作，貢獻北森力量的合作願景，共同推動行業持續前行。

As a proactive industry participant, Beisen has deeply integrated into numerous professional communities and actively engages with key industry associations, including the Sichuan Big Data Industry Federation, Sichuan Software Industry Association, and Chengdu Rongshang Chamber of Commerce. Upholding a vision of fostering industry communication, deepening industry cooperation, and contributing Beisen's expertise, the Company works collaboratively to drive continuous advancement across the industry.

合作行業協會 Industry Association	合作會費支出 Membership Fee
四川省大數據產業聯合會 Sichuan Big Data Industry Federation	0.5 萬元 RMB 5,000
四川省軟件行業協會 Sichuan Software Industry Association	0.1 萬元 RMB 1,000
成都市蓉商總會 Chengdu Rongshang Chamber of Commerce	0.1 萬元 RMB 1,000



# 打造可持續供應鏈

## Building a Sustainable Supply Chain

北森致力於攜手合作夥伴，從綠色採購政策、供應商培訓計劃到行業合作與人才培養，全方位構建一個可持續的供應鏈生態，推動經濟、社會和環境的協調發展。

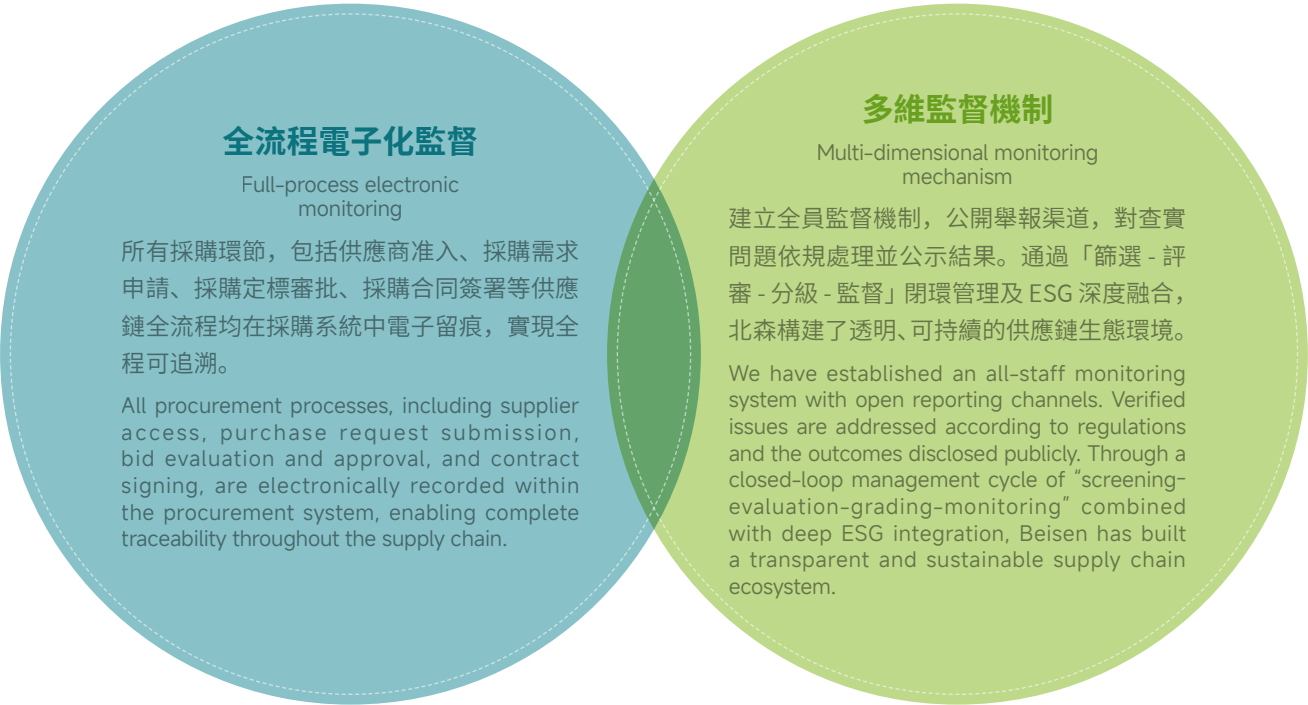
Beisen is committed to working hand in hand with its partners to build a sustainable supply chain ecosystem. Through green procurement policies, supplier training programmes, industry collaboration, and talent development initiatives, the Company promotes the coordinated development of economic, social, and environmental progress.

### 綠色採購政策

#### Green procurement policy

我們高度重視採購人員的廉潔管理，通過一系列措施確保採購活動的透明與公正。報告期內，公司通過嚴格的監管和排查，未發現任何採購崗位員工的貪腐行為，確保了採購活動的廉潔與合規。

We place strong emphasis on integrity management within procurement, implementing robust measures to ensure transparency and fairness throughout procurement activities. During the reporting period, through stringent oversight and audits, no corruption incidents involving procurement personnel were identified, safeguarding the integrity and compliance of procurement operations.



### 供應商培訓計劃

#### Supplier training programme

2024 年 4 月，北森採購部（「採購部」）發佈《採購管理制度》V3.2 版本，首次把 ESG 標準納入採購決策，新增環境保護、社會責任及數據安全等 ESG 績效評估條款。11 月，修訂《供應商管理辦法》V3.1 版，要求對有負面評價的供應商組織整改並跟進結果，強化履約能力動態管理；建立 ESG 優先合作機制，在招標評標中增設 ESG 專項評分，推動供應商提升可持續實踐、合規運營及社會責任表現。

In April 2024, Beisen’s procurement department (the "Procurement Department") released version 3.2 of the *Procurement Management Policy*, which for the first time incorporated ESG standards into procurement decisions. New evaluation criteria were added covering environmental protection, social responsibility, and data security, etc. In November, version 3.1 of the *Supplier Management Measures* was updated to require corrective actions and follow-ups for suppliers with negative evaluations, reinforcing dynamic contract performance management. An ESG-preferred collaboration mechanism was established, introducing dedicated ESG scoring in bidding and evaluation processes to encourage suppliers to enhance their sustainable practices, compliance, and social responsibility performance.

### 供應商全流程管理

#### Full-process supplier management



動態分級與退出機制  
Dynamic grading and exit mechanisms

分級管理  
Grading management

每自然年年末依據績效評估結果及北森分級標準，將供應商劃分為 A-F 類。其中，A/B 類為北森核心供應商，在滿足需求的前提下，相較於其他等級供應商，享有報價相同條件下的優先被選擇權。D/F 類為不合格供應商，需北森採購部介入整改優化或終止合作。2024 年，參與評估的供應商共 105 家，其中 A 類占比 11.43%，D/F 類占比 0.95%。

At the end of each calendar year, Beisen evaluates suppliers based on performance appraisal results and the Company's classification standards, categorizing them into six grades from A to F. Suppliers rated A or B are considered core suppliers and, provided they meet procurement requirements, are given priority selection rights under equal pricing conditions. Suppliers rated D or F are deemed non-compliant and subject to intervention by the Procurement Department for rectification or termination of cooperation. In 2024, a total of 105 suppliers underwent evaluation, with Grade A suppliers accounting for 11.43% and Grade D or F suppliers accounting for 0.95%.

退出機制  
Exit mechanism

年度績效評估結果公示後，北森採購部結合需求部門意見，對 D 類供應商發送整改通知，提供改進建議並限期完成優化；對於整改後再次評估績效仍然不合格的供應商，按照北森採購制度規定將列入 F 類黑名單供應商，三年內不再建立合作。

Following the publication of annual performance evaluation results, the Procurement Department, in consultation with requesting departments, issues rectification notices to Grade D suppliers, providing improvement recommendations and deadlines for completion. Suppliers who fail to improve after reassessment will be designated as Grade F blacklisted suppliers per Beisen's procurement policies, and barred from cooperation for three years.

ESG 評審標準

ESG review criteria

經系統性研判與精準化設計，我們形成了深度結合項目特性、北森戰略規劃及行業發展趨勢的 ESG 要求。同等條件下，詢比價項目中，北森對 ESG 績效表現優異的供應商有優先選擇權；招標項目中，北森在評標標準中對 ESG 表現存在適度賦分機制。以下是我們的供應商 ESG 審核標準：

Through systematic analysis and precise design, we has developed ESG requirements that are closely aligned with project characteristics, the Company's strategic planning, and broader industry trends. Under equal conditions, suppliers with outstanding ESG performance are granted priority in request-for-quotation (RFQ) projects. For tender projects, Beisen incorporates ESG performance into the evaluation criteria with appropriate weighting mechanism. The following outlines are Beisen's ESG review standards for suppliers:

環境維度 Environmental

- 在生產環節優先採用節能設備與技術，優化能源使用效率。  
Prioritise the use of energy-efficient equipment and technologies in production processes to optimise energy utilization.
- 制定科學的用水計劃與節水方案，減少水資源浪費，推動資源的高效循環利用。  
Develop scientific water usage plans and water-saving measures to reduce water waste and promote efficient resource recycling.
- 落實嚴格的污染防控措施，確保廢氣、廢水、廢渣排放全面符合國家及地方環保標準。  
Implement strict pollution control measures to ensure that emissions of exhaust gases, wastewater, and solid waste fully comply with national and local environmental standards.
- 建立完善的廢棄物分類收集、處理與回收體系，降低項目環境影響。  
Establish a comprehensive system for waste classification, collection, treatment, and recycling to minimise the environmental impact of projects.

社會維度 Social

- 嚴格遵守勞動法規，全方位保障員工合法權益，涵蓋合理工時、薪酬待遇、勞動保護及職業發展機會等方面。  
Strictly comply with labour laws to comprehensively protect employees' legal rights and interests, including reasonable working hours, fair compensation, labour protection, and opportunities for career development.
- 制定系統化員工培訓計劃，助力員工技能提升與職業成長。  
Develop systematic employee training programmes to support skill enhancement and career growth.
- 主動與社區開展溝通協作，尊重地方文化習俗，規避負面效應。  
Actively communicate and collaborate with local communities, respecting cultural customs and avoiding negative impacts.
- 鼓勵通過創造就業崗位、開展公益活動等方式，積極融入社區建設，促進區域協同發展。  
Encourage integration into community development through job creation, public welfare activities, and other initiatives that promote regional coordinated development.

治理維度 Governance

- 禁止出現賄賂、欺詐、圍標、串標等違法違規行為。  
Prohibit illegal activities such as bribery, fraud, bid rigging, collusion, etc.
- 建立健全反腐敗制度與內部監督機制，強化員工合規培訓，營造誠信經營的商業環境。  
Establish sound anti-corruption systems and internal supervision mechanisms, strengthen employee compliance training, and foster an honest business environment.
- 及時、全面地向採購方披露環境績效、社會影響、公司治理等 ESG 相關信息，通過定期報告或數據共用，確保項目執行的透明度與可追溯性。  
Disclose ESG-related information, including environmental performance, social impact, and corporate governance, to purchasers in a timely and comprehensive manner through regular reports or data sharing, ensuring transparency and traceability of project execution.

廉潔從業管理

Integrity management

為深化與供應商的溝通協作，系統宣貫北森供應商管理標準及 ESG 可持續發展要求，全面提升供應鏈運營效率、合規性及 ESG 績效，北森採購部於 2025 財年 8 月牽頭召開首屆供應商大會，公司員工體驗部、法務部、財務核算部、合規監察部等職能部門協同參與。此次大會不僅加強了與供應商的交流與合作，也為推動供應鏈的可持續發展奠定了堅實基礎。

The Procurement Department led the first Supplier Conference in August of the fiscal year 2025 to strengthen communication and collaboration with suppliers, systematically promote Beisen’s supplier management standards and ESG sustainability requirements, and comprehensively enhance the efficiency, compliance, and ESG performance of the supply chain. This event saw collaborative participation from key functional departments, including employee experience, legal affairs, financial accounting, and compliance monitoring departments of the Company. The conference not only strengthened communication and cooperation with suppliers but also laid a solid foundation for promoting sustainable development across the supply chain.



首屆供應商大會活動現場  
The First Supplier Conference

技術開發與生態協同

Technology development and ecosystem collaboration

北森致力於通過技術開放與生態協同，推動人力資源管理的智能化轉型，為客戶創造更大的價值，同時攜手合作夥伴共同構建一個可持續發展的產業生態。

Beisen is committed to advancing the intelligent transition of human resource management through open technology and ecosystem collaboration. We aim to create greater value for our customers while jointly building a sustainable industry ecosystem with our partners.

技術開放與創新

Technological openness and innovation

北森聚焦組織管理與人才管理的前沿理念與實踐，協同企業客戶廣泛開展參訪、交流活動，促進人才數字化管理先進理論和技術的交流與推廣。

Beisen focuses on cutting-edge concepts and best practices in organisational and talent management. By partnering with enterprise customers to conduct extensive site visits and exchange activities, we actively promote the exchange and adoption of advanced theories and technologies in digital talent management.

案例  
Case

PaaS 生態集成

PaaS ecosystem integration

在 Pass 生態方面，北森圍繞人力資源全模塊場景，於 2024 年新增集成廠商近 20 家，累計集成合作廠商近百家，覆蓋 OA、銀企直聯、電子簽等全場景。iTalent APP 適配華為鴻蒙系統並上架應用市場，進一步降低客戶使用成本，提升用戶體驗。

In terms of PaaS ecosystem, Beisen has expanded its integration network to cover the full spectrum of human resource scenarios. In 2024, the Company added nearly 20 new integration partners, bringing the total number of ecosystem collaborators to nearly 100. These partners span key functions including OA, bank-enterprise connectivity, and electronic signatures. Additionally, the iTalent APP has been adapted for the Huawei HarmonyOS and launched in its app store, further reducing customer adoption costs and enhancing the overall user experience.

案例  
Case

AI 技術賦能生態創新

Empowering ecosystem innovation through AI technology

北森通過深化與智譜 AI、通義千問及文心一言等頭部 AI 廠商的戰略合作，推出多款智能化 HR SaaS 產品。例如，基於自研 SenGPT 人力大模型的「AI 面試官」已商業化落地，覆蓋超 160 家客戶，並在校招及藍領招聘場景中實現規模化應用。同時，接入 DeepSeek-R1/V3 大模型，進一步升級 AI 陪練助手、Mr.Sen 領導力教練等產品，推動人力資源管理的全流程智能化轉型。

Beisen has deepened strategic collaborations with leading AI platforms such as Zhipu AI, Tongyi Qwen, and ERNIE Bot, launching a suite of intelligent HR SaaS products. Notably, the “AI Interviewer” powered by Beisen’s proprietary large language model SenGPT has been commercially deployed, serving over 160 customers and achieving large-scale application in campus recruitment and blue-collar hiring scenarios. Additionally, integration with DeepSeek-R1 and V3 models has enabled further upgrades to products such as the AI Practice Assistant and Mr. Sen Leadership Coach, accelerating the full-process intelligent transformation of human resource management.

戰略併購與資源整合

Strategic M&A and resource integration

截至 2025 財年末，北森生態夥伴數量突破 500 家，同比增長 128%；生態夥伴貢獻商機量同比增長 233%，充分發揮生態協同效應。

By the end of FY2025, the number of Beisen’s ecosystem partners exceeded 500, representing a year-on-year growth of 128%. Opportunities generated through ecosystem partners increased by 233% year-on-year, demonstrating the strong synergistic effect of ecosystem collaboration.

案例  
Case

北森收購酷學院，打響 2025 年 SaaS 併購第一槍

Beisen acquires Cool College, marking the first SaaS M&A deal of 2025

2025 年 1 月，北森以 1.8 億元全資收購企業培訓平台酷學院，整合其 2,700 萬用戶及 8,000 萬人次培訓資源，補強學習雲生態。併購後，酷學院課程庫擴充至超 1 萬門線上課程，實戰師資超 1,500 名，並推出 AI 做課助手、AI 陪練助手等工具，加速從 E-Learning 向 AI-Learning 轉型。

In January 2025, Beisen completed the full acquisition of Cool College, the corporate training platform, for RMB 180 million, integrating its 27 million users and 80 million participants of training resources to further enhance its Learning Cloud ecosystem. Following the acquisition, Cool College’s course base expanded to over 10,000 online courses, supported by a faculty of more than 1,500 experienced instructors. The Company also launched AI-powered tools such as the AI Course Assistant and AI Practice Assistant, accelerating the shift from E-Learning to AI-Learning.



北森控股媒體溝通會現場  
Media briefing event of Beisen Holding Limited



# 果結匠心 淬煉卓越之器

## 04

Bearing the Fruit of  
Craftsmanship, Forging  
Tools of Excellence

作為中國領先的人力資源科技公司，北森致力於為中國企業提供人力資源管理場景中所有技術和產品。我們堅持技術立業，通過持續創新解決方案，不斷精進服務水平和產品品質，極力推動企業提升人力資源管理效率、人才管理能力、幫助員工成長，實現智慧決策。

As a leading human resources technology company in China, Beisen is committed to providing a comprehensive suite of technologies and products for all HR management scenarios. We are a technology-driven enterprise, continuously innovating our solutions and enhancing our service standards and product quality. We strive to help organisations improve HR management efficiency, strengthen talent development capabilities, support employee development, and enable intelligent decision-making.

66 品質保障  
Quality Assurance

79 網絡與隱私安全  
Network and Privacy  
Security



# 品質保障

## Quality Assurance

北森始終將品質保障作為企業可持續發展的核心支柱，通過嚴格的品質管理、持續的創新驅動和以客戶為中心的服務理念，構建全方位品質保障體系，確保從產品研發到服務交付的每一個環節都經得起考驗，為客戶創造長期價值，為行業樹立品質標杆。

Beisen regards quality assurance as a core pillar of its sustainable development. Through rigorous quality management, continuous innovation, and a customer-centric service philosophy, we have built a comprehensive quality assurance system. This system ensures that every stage, from product development to service delivery, can withstand scrutiny, creating long-term value for clients and setting a benchmark for quality in the industry.

### 品質管理

#### Quality management

北森通過建立科學的研發管理體系，由公司產品市場委員會統籌研發決策，嚴格執行 IPD 流程，確保從需求分析到產品落地的每個環節都經過專業評審，持續提升產品的可靠性、穩定性及市場適配性，為各行業客戶提供更優質的產品體驗。截至報告期末，北森已通過 ISO 9001 體系認證。

Beisen has established a robust R&D management framework governed by the product market committee of the Company, which oversees all product development decisions. By strictly implementing the IPD process, we ensure that every step, from needs assessment to product launch, undergoes expert review. This systematic approach continuously enhances the reliability, stability, and market fit of our products, enabling us to deliver superior experiences to clients across industries. As of the end of the reporting period, Beisen has obtained the ISO 9001 Quality Management System certification.

### 創新驅動

#### Innovation-driven development

北森將創新作為企業的基因，深度融合人工智能、5G 等前沿技術與人力資源管理場景，通過持續的產品研發與快速迭代，打造智能化、一體化 HR SaaS 解決方案。我們始終以客戶需求為導向，將技術創新轉化為實際應用價值，為各行業客戶提供專業可靠的產品服務，持續引領人力資源數字化變革。

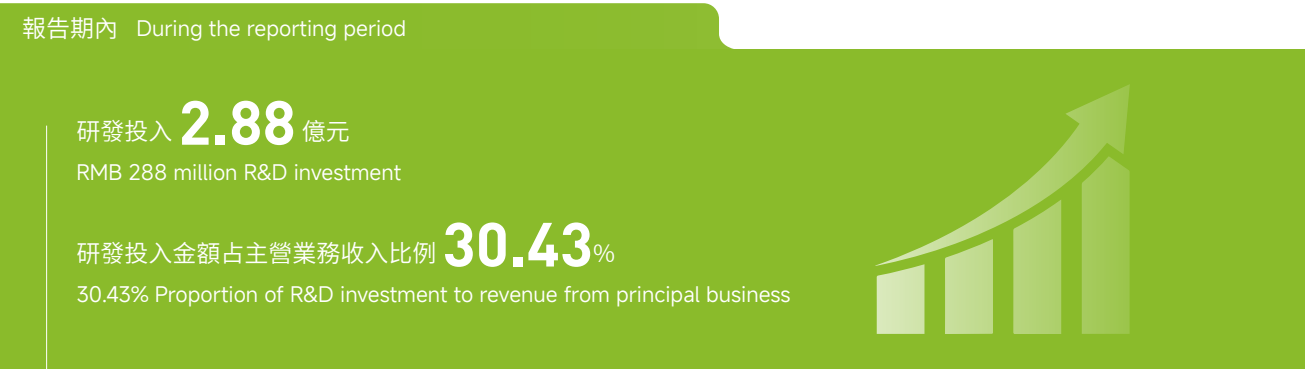
Innovation is embedded in Beisen's DNA. By deeply integrating cutting-edge technologies such as artificial intelligence and 5G into HR management scenarios, we continuously advance product development and rapid iteration to deliver intelligent, integrated HR SaaS solutions. Guided by customer needs, we translate technological innovation into real-world value, providing professional and reliable products and services to clients across industries, and continuously leading the digital transformation of human resources.

### 完善創新管理

#### Strengthening innovation management

北森成立人才管理研究院，致力於持續輸出符合本土市場需求的解決方案。研究院彙聚了來自劍橋大學等全球頂尖學府的 200 餘名高學歷專業人才，碩士及以上學歷占比 90%，其中超半數成員具備國內外知名諮詢機構或大型企業服務經驗。此外，公司持續深化與國內外知名高校心理學院、管理學院或商學院的戰略合作，推動理論創新與實踐應用的良性循環，為行業高質量發展提供智力支持和技術保障。

Beisen has established the Talent Management Research Institute, which is dedicated to developing solutions tailored to the local market. The institute brings together over 200 highly educated professionals, many of whom hold degrees from leading global institutions such as the University of Cambridge. More than 90% hold a master's degree or above, and over half have experience in top-tier consulting firms or large enterprises. In addition, Beisen also maintains strategic partnerships with prestigious psychology, management, and business schools in China and abroad. These collaborations promote a virtuous cycle between theoretical innovation and practical application, providing intellectual and technological support for the high-quality development of the HR industry.



### 收穫創新碩果

#### Harvesting the fruits of innovation

基於在研發創新上持續的高投入，北森取得了豐碩的創新成果。通過一體化 HR SaaS 平台，以數字化人才管理助力企業低碳轉型與商業價值提升。無紙化流程和智能遠程協作有效降低企業運營碳排放與行政成本，精準招聘和綠色技能培訓加速 ESG 人才儲備，AI 面試官技術大幅減少招聘差旅需求。公司技術型解決方案幫助客戶實現環境效益與商業價值的雙贏，也為北森構建了更可持續的營收增長模式。

Beisen's sustained investment in R&D has yielded remarkable innovation outcomes. Through its integrated HR SaaS platform, the Company empowers enterprises to advance low-carbon transition and enhance business value via digital talent management. Paperless workflows and intelligent remote collaboration significantly reduce operational carbon emissions and administrative costs. Precision hiring and green skills training accelerate ESG talent development, while the AI Interviewer technology substantially cuts travel demand during recruitment. These technology-driven solutions not only enable clients to achieve both environmental and commercial benefits, but also support Beisen in building a more sustainable revenue growth model.



北森公有雲部署支持碳減排

Beisen public cloud deployment supports carbon emission reduction

客戶在選擇北森 SaaS 軟件時，使用北森配套的公有雲服務系統，可避免客戶由於私有雲建設及運營產生的碳排放。按照 GHG Protocol《溫室氣體核算體系：企業核算與報告標準》進行計算，規模千人以內的公司通過使用北森公有雲系統，可節約碳排放量約為 17,227.72kg/ 年。

When selecting Beisen's SaaS software, clients who opt for Beisen's public cloud services can avoid the carbon emissions associated with building and operating their own private cloud infrastructure. Based on calculations aligned with the *GHG Protocol Corporate Accounting and Reporting Standard*, companies with fewer than 1,000 employees can reduce their annual carbon emissions by approximately 17,227.72 kg by utilizing Beisen's public cloud system.



公有雲部署  
Public cloud deployment

► 助力應對新興風險和機遇 Assist in addressing emerging risks and opportunities

發佈全球一體化 HR SaaS 解決方案 V4.0 及《中企出海人力資源管理數據合規白皮書》，護航中企出海

Launch of Global Integrated HR SaaS Solution V4.0 and *White Paper on HR Data Compliance for Chinese Enterprises Going Global*

為助力中國出海企業應對屬地差異化管理、全球合規要求等核心挑戰，北森推出全新全球一體化 HR SaaS 解決方案 V4.0，實現高效跨國人力資源管理。同時，聯合漢坤律師事務所發佈《中企出海人力資源管理數據合規白皮書》，幫助 HR 規避風險，提升管理效率。

To help Chinese enterprises address key challenges such as jurisdictional management differences and global compliance requirements, Beisen launched its latest Global Integrated HR SaaS Solution V4.0, enabling efficient cross-border human resource management. In parallel, Beisen partnered with Han Kun Law Offices to release the *White Paper on HR Data Compliance for Chinese Enterprises Going Global*, offering practical guidance to HR professionals on risk mitigation and enhancing management efficiency.



《中企出海人力資源管理數據合規白皮書》  
*White Paper on HR Data Compliance for Chinese Enterprises Going Global*

勞動力管理解決方案，讓合規零風險，管理更精細

Workforce management solutions that ensure zero compliance risk and enable more refined management

為助力企業實現管理變革，北森推出勞動力管理解決方案。通過提供複雜排班 + 智能排班能力，不僅讓排班效率大幅度提升、讓勞動力資源滿足業務波動的需求，還能在成本、合規等多重約束條件下，利用智能算法，給出最優排班方案，幫助企業把班排合理、排高效，並讓員工相對滿意。系統可自動識別孕期、哺乳期員工，智能規避夜班和加班安排，確保符合勞動法規，充分滿足企業對用工合規和人性化安排。

To support enterprise management transformation, Beisen launched a workforce management solution that combines complex scheduling with intelligent optimization. This solution significantly enhances scheduling efficiency, aligns workforce deployment with business fluctuations, and uses intelligent algorithms to generate optimal scheduling plans under multiple constraints such as cost and compliance. It not only enables rational and efficient shift planning but also considers employee satisfaction. The system automatically identifies employees in pregnancy or breastfeeding periods, intelligently avoiding night shifts and overtime assignments, thereby ensuring full compliance with labour laws while meeting enterprise needs for compliant and humane workforce management.



北森製造業勞動力管理十大優勢場景  
Beisen's top 10 workforce management scenarios for the manufacturing industry

截至報告日<sup>2</sup> As of the reporting date

獲得專利授權 **24** 個  
24 authorised patents

擁有軟件著作權 **139** 個  
139 software copyrights



<sup>2</sup> 統計截至 2025 年 3 月 31 日，公司已獲得的專利授權與軟件著作權，包含北森與酷學院。  
<sup>3</sup> The data reflects the number of patents granted and software copyrights obtained by the Company as of March 31, 2025, including those held by both Beisen and Cool College.



► 新興技術支持企業人才決策 Emerging technologies empowering talent decision-making

案例  
Case

AI 面試官評能力測潛力，重塑招聘流程，人均初面成本降低 87.5%

AI Interviewer assesses capabilities and potential, reshaping recruitment processes with an 87.5% reduction in per-candidate initial screening cost

為解決線下面試流程繁瑣人效低、風險隱患難識別等難題，北森基於 20 多年 People Science 技術沉澱及最新的 AI 技術，創新推出 AI 面試官產品，模擬真人面試官面試提問工作經歷並基於應聘者回答即時追問。AI 面試官深耕校園招聘場景，並持續拓展藍領招聘場景，從專業技能、崗位勝任力、認知能力等 6 大維度全面評估候選人的能力和潛力，讓人才評價更精准。AI 面試官可以融入線上測評、替代電話溝通、初試流程等多個環節，極大縮短了招聘流程，更減少了面試官差旅，減少了應聘者不必要的出行，極大幫助降低了相關碳排放。

To address inefficiencies in traditional in-person interviews and the difficulty of identifying potential risks, Beisen leveraged over two decades of People Science expertise combined with cutting-edge AI technology to launch its innovative AI Interviewer. This product simulates real interviewer behaviour by asking questions about candidates' work experiences and conducting real-time follow-up based on their responses. Tailored initially for campus recruitment and now expanding into blue-collar hiring, the AI Interviewer conducts comprehensive evaluations across six key dimensions, including professional skills, job competencies, and cognitive abilities, etc., ensuring more accurate talent assessments. Seamlessly integrated into multiple recruitment stages such as online assessments, phone screenings, and initial interviews, it significantly shortens recruitment timelines, reduces the need for interviewer travel, minimises unnecessary candidate commutes, and contributes to lower carbon emissions.



案例  
Case

全新發佈 People Analytics 4.0，賦能企業科學決策

The People Analytics 4.0 launched, empowering scientific decision-making in enterprises

北森全新發佈 People Analytics 4.0，幫助企業對標行業先鋒，量身定制完整且切實可行的分析體系，幫助企業衡量人力投入與營收產出的關係，建立人力管理與經營業務的聯繫，賦能管理，科學決策。

Beisen has officially launched People Analytics 4.0, a next-generation solution designed to help enterprises benchmark against industry leaders and develop a tailored, actionable analytics system. The solution enables companies to assess the relationship between human capital investment and revenue output, establish a strong linkage between HR management and business operations, and empower leadership with data-driven, strategic decision-making capabilities.



北森高管駕駛艙 PC 端  
Beisen Executive Cockpit PC Version

案例  
Case

幹部與人才管理數字化方案，賦能企業高質量人才供應

Digital solution for cadre and talent management empowers enterprises with high-quality talent supply

為幫助企業打造戰略驅動的高質量人才供應體系，北森發佈幹部與人才管理數字化方案，聚焦企業幹部選拔、梯隊建設、領導力發展等核心場景，通過數字化工具實現數據驅動的科學決策，推動企業明確用人標準，看清人才全貌，規範選拔任用。

To assist enterprises in building a strategically driven, high-quality talent supply system, Beisen has launched a digital solution focused on key scenarios such as cadre selection, talent pipeline development, and leadership development. Leveraging digital tools, the solution enables data-driven scientific decision-making, helping companies clarify talent criteria, gain a comprehensive view of their workforce, and standardise selection and appointment processes.



北森幹部與人才數字化平台  
Beisen digital platform for cadre and talent management

保護知識產權

Intellectual property protection

北森高度重視知識產權保護，嚴格遵循《中華人民共和國商標法》等相關法律法規，不斷完善知識產權管理體系。公司不僅制定《知識產權管理制度》《北森專利管理制度》等內部規範，還組建了專業的知識產權保護團隊，實施全流程管控。通過獲得國家知識產權管理體系認證，並持續開展知識產權風險監測和預警，切實保障企業創新成果和客戶權益，為持續的技術創新保駕護航。

Beisen places a high priority on intellectual property (IP) protection and strictly adheres to relevant laws and regulations such as the *Trademark Law of the People's Republic of China*. The Company continuously enhances its IP management system by formulating internal policies including the *Intellectual Property Management System* and the *Beisen Patent Management System*, and by establishing a dedicated IP protection team to implement full-process control. By obtaining national certification for its IP management system and continuously monitoring and assessing IP risks, Beisen effectively safeguards its innovation outcomes and customer rights and interests, laying a solid foundation for sustained technological advancement.

助力行業發展

Supporting industry development

► 推動交流與合作 Promoting communication and collaboration

北森持續深化與行業夥伴之間的交流與合作，積極參與行業會議，並以戰略合作促進優勢資源互補，共同應對行業機遇挑戰，增強行業發展韌性與活力。

Beisen consistently deepens exchanges and collaboration with industry partners, actively participates in industry conferences, and leverages strategic cooperation to complement advantages and resources. This collective effort aims to jointly address industry challenges and opportunities, strengthening the resilience and vitality of industry development.

案例  
Case

舉辦 2024 第二屆用戶英雄大會，推動 HR 行業創新發展

Hosting the second “HRIS GO” in 2024 to drive innovation in the HR sector




2024 年 8 月，北森 2024 第二屆用戶英雄大會在北京盛大開幕。會上，北森發佈了基於大模型的 7 大 AI 助手，展示了 AI 技術在人力資源領域的前沿應用。此外，埃森哲等 30 餘家標杆企業的專家通過深度分享 AI 應用實踐與行業洞察，促進了跨企業、跨領域的知識共用與創新碰撞。

In August 2024, Beisen’s second “HRIS GO” was grandly held in Beijing. At the event, Beisen unveiled seven major AI assistants powered by large language models, showcasing cutting-edge applications of AI in the field of human resources. Furthermore, experts from over 30 leading companies, including Accenture, facilitated in-depth knowledge sharing and innovation collision across companies and sectors through their sharing of AI application practices and industry insights.



2024 北森用戶英雄大會  
2024 Beisen HRIS GO

戰略合作 Strategic Cooperation

合作夥伴 Partner	合作內容 Cooperation Content
<p>釘釘（中國）信息技術有限公司 DingTalk (China) Information Technology Co., Ltd.</p> 	<p>探索大型和超大型企業的客戶價值增長，並在產品集成、AI 場景開發等領域持續創新突破</p> <p>Exploring customer value growth for large and ultra-large enterprises, and driving continuous innovation and breakthroughs in product integration and AI scenario development</p>
<p>東華軟件股份公司 DHC Software Co., Ltd.</p> 	<p>打造東華全新學習系統，以數字化視角全面賦能員工發展、促進業務優化與創新、開展組織文化與制度保障</p> <p>Building Donghua’s new learning system to comprehensively empower employee development from a digital perspective, promote business optimization and innovation, and support organisational culture and institutional safeguards</p>
<p>三花控股集團有限公司 Sanhua Holding Group Co., Ltd.</p> 	<p>共同推進企業數字化績效管理進程，並發力共探製造業企業數字化人才培養的場景與實踐</p> <p>Jointly advancing enterprise digital performance management process, and collaboratively exploring scenarios and practices for digital talent development in the manufacturing industry</p>

► 共用科研成果 Sharing research achievements

北森積極推動行業標準化建設，將創新技術與實踐成果轉化為共用標準。報告期內，公司聯合生態夥伴參與制定、牽頭起草國家 / 行業標準 2 項、團體標準 1 項，並公開發佈多項研究報告，開放核心研究成果，助力行業協同發展。

Beisen actively promotes industry standardization by transforming innovative technologies and practical outcomes into shared standards. During the reporting period, Beisen, together with its ecosystem partners, participated in the development and led the drafting of two national/industry standards and one group standard. Additionally, Beisen publicly released multiple research reports and made core research findings open, contributing to collaborative development across the industry.

標準名稱 Standard Name	級別 Level
2024 年雲計算頂級威脅 Top Threats to Cloud Computing 2024	研究成果 Research result
CSA 數據安全詞彙表 CSA Data Security Glossary	國際標準 International standard
雲計算關鍵領域安全指南 v5 Security Guidance for Cloud Computing v5	國際標準 International standard
AI 大模型應用能力成熟度評價標準 AI Large Model Application Capability Maturity Evaluation Standard	團體標準 Group standard
AI 安全產業圖譜（2024） AI Security Industry Map (2024)	研究成果 Research result
共識評估倡議調查表 Consensus Assessments Initiative Questionnaire	研究成果 Research result

主導 / 參與編制的相關標準 / 研究成果  
Related standards and research results led or co-authored

成果 Results

《2024 中國企業校園招聘白皮書》 2024 White Paper on Campus Recruitment of Chinese Enterprises
《央國企專刊 第七期》 Central State-owned Enterprises Special Issue No. 7
《央國企專刊 第八期》 Central State-owned Enterprises Special Issue No. 8

《智能財務人才發展白皮書》<sup>3</sup>  
White Paper on Intelligent Finance Talent Development

公開發佈的研究報告  
Publicly released research reports

<sup>3</sup> 合作方為中國人民大學商學院。  
<sup>3</sup>The collaborating party is the Renmin Business School.

客戶服務  
Customer service

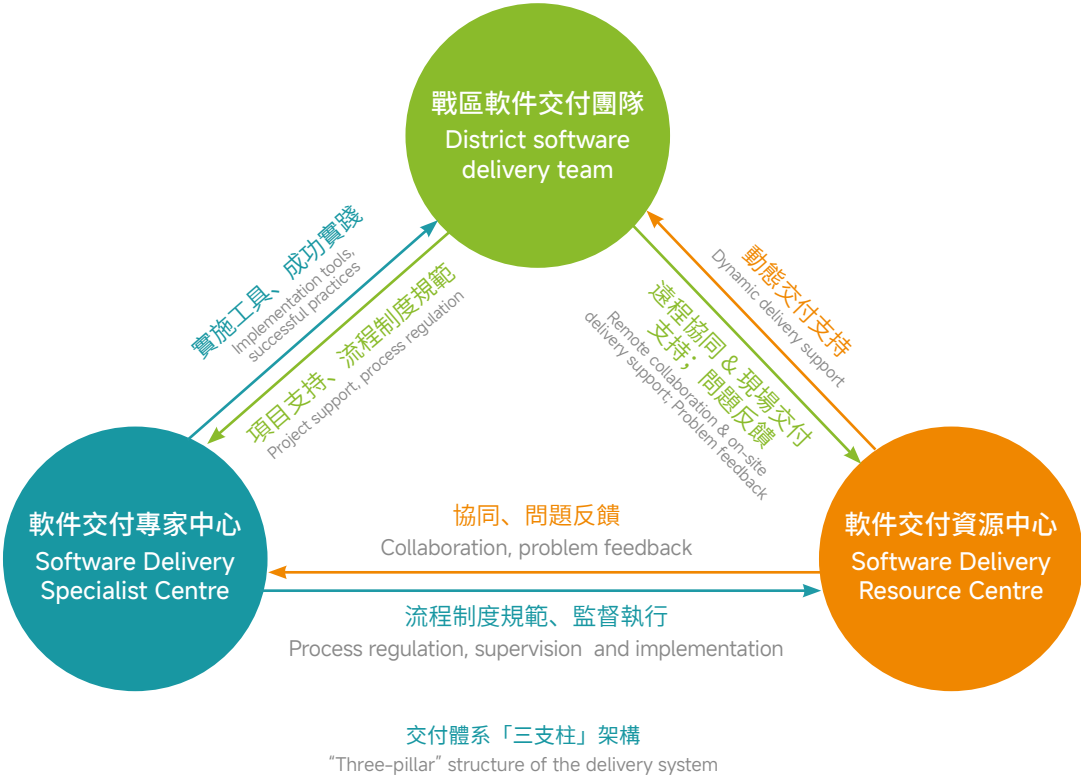
作為中國領先的雲端人力資源管理解決方案提供商，北森始終秉承用戶至上的理念，通過不斷優化和完善用戶成長體系、提升服務效能及積極回應客戶反饋等，持續優化客戶服務體驗，助力客戶成功。

As a leading provider of cloud-based human resource management solutions in China, Beisen consistently upholds a user-first philosophy. By continuously optimizing and improving the user growth system, enhancing service efficiency, and actively responding to customer feedback, we strive to deliver an ever-improving customer service experience that supports customer success.

客戶服務體系  
Customer service system

公司以全球領先標準為標杆，構建了專業化、系統化的客戶服務體系，通過專業技術團隊、全生命週期客戶成功管理體系和高效敏捷的部署服務團隊，為客戶提供高品質、快回應的服務支持。我們持續強化實施交付團隊能力建設，完善客戶成功服務機制，推動服務效能及客戶滿意度不斷提升。

The Company benchmarks against global leading standards to build a professional and systematic customer service system. Through a specialised technical team, a comprehensive customer lifecycle success management system, and an efficient, agile deployment service team, we provide customers with high-quality and responsive service support. We continue to strengthen the capability building of the delivery team, refine the customer success service mechanism, and drive ongoing improvements in service efficiency and customer satisfaction.



客戶成功體系 Customer Success Management



客戶成功服務體系  
Customer Success Management

增強服務效能  
Enhancing service efficiency

報告期內，公司對用戶社區進行升級，全新推出「管理員專區」，為 HRIS 用戶打造一站式學習平台，提供涵蓋應用基礎課程、實踐案例庫，以及包含報名指引、證書查詢及案例解析在內的北森系統管理員認證（BCA 認證）全流程服務等核心內容。同時，公司持續推進知識庫智能化建設，通過全面部署 AI Agent，實現智能問答服務對全量軟件客戶的全覆蓋，推動客戶服務效能實現同比 17% 的提升。此外，公司進一步迭代提升用戶賦能體系，於報告期內開展線上訓練營 6 期，完成 1,090 個用戶培訓，覆蓋客戶 549 家，有效提升客戶的系統應用水平。

During the reporting period, the Company upgraded its user community by launching the brand-new “Administrator Zone”, a one-stop learning platform tailored for HRIS users. This platform offers core content including foundational application courses, a practical case library, and a comprehensive full-process service for BCA Certification, which covers registration guidance, certificate inquiry, and case analysis. Meanwhile, the Company continued advancing the intelligent construction of its knowledge base by fully deploying AI Agents to provide intelligent Q&A services covering all software customers. This initiative drove a 17% year-over-year improvement in customer service efficiency. Additionally, the Company further iterated and enhanced its user empowerment system by conducting six online learning boot camps during the reporting period, completing 1,090 user trainings for 549 customers, effectively improving customers’ proficiency in system applications.





管理員專區  
Administrator Zone

為給客戶提供更高品質的服務體驗，公司全面推進客戶服務團隊能力建設。通過全員完成 MOT 課程培訓與認證，持續深化「客戶成功」的服務理念。重點強化一線顧問的技術能力，推動一線顧問 100% 完成系統運維能力培訓與認證，助力客戶問題一次性解決率從 85% 躍升至 97%。

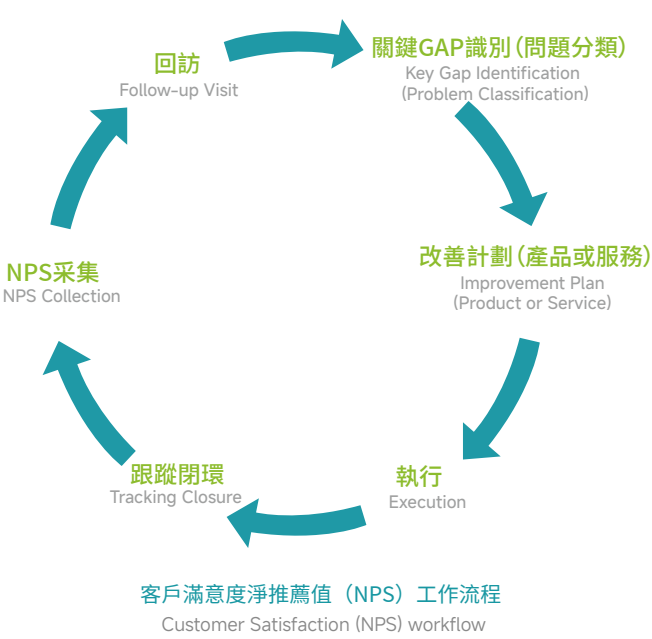
To provide customers with a higher quality service experience, the Company comprehensively advanced the capability building of its customer service team. All team members completed MOT course training and certification, deepening the "customer success" service philosophy. Special emphasis was placed on strengthening the technical skills of frontline consultants, achieving 100% completion of system O&M capability training and certification among them, which helped raise the first-time resolution rate of customer issues from 85% to 97%.

提升客戶滿意度

Enhancing customer satisfaction

公司建立了系統化的客戶滿意度淨推薦值 (NPS) 管理體系，形成標準的工作流程。針對每一條 NPS 貶損反饋，均安排專屬產品經理或服務顧問進行深度回訪，通過結構化的問題識別與分類機制，制定針對性改善方案並跟蹤至問題解決。為確保執行效果，公司將 NPS 指標納入各層級績效考核體系，從產品事業部到各服務單元層層分解落實，形成全員關注客戶體驗的組織共識，有效推動客戶滿意度的穩步提升。

The Company has established a systematic Net Promoter Score (NPS) management system with standardised workflows. For every piece of negative NPS feedback received, a dedicated product manager or service consultant is assigned to conduct an in-depth follow-up. Through a structured problem identification and classification mechanism, targeted improvement plans are developed and tracked until the issues are resolved. To ensure effective execution, the Company integrates NPS metrics into the performance appraisal systems across all organisational levels. From the product divisions to each service unit, accountability is clearly assigned and implemented, fostering a company-wide consensus on prioritizing customer experience. This approach effectively drives a steady improvement in customer satisfaction.



截至報告日 As of the reporting date

客戶滿意度淨推薦值 (NPS) **24.1** %  
Customer satisfaction (NPS) 24.1%

客戶滿意度調查覆蓋率 **19.56** %  
Customer satisfaction survey coverage rate 19.56%



客戶投訴處理

Customer complaint handling

為有效提升客戶訴求的解決效率與品質，公司不斷完善客戶投訴管理機制。針對每項投訴均配置專職投訴服務人員、客戶成功負責人及處理小組，通過標準化流程開展受理、核查、解決及回訪工作，確保客戶反饋都能得到閉環處理。

To effectively enhance the efficiency and quality of addressing customer concerns, the company continuously improves its customer complaint management mechanism. Each complaint is assigned a dedicated complaint service personnel, a customer success lead, and a resolution team to handle acceptance, investigation, resolution, and follow-up through a standardised process, ensuring that every piece of customer feedback is addressed in a closed-loop manner.

截至報告日 As of the reporting date

客戶投訴總數 **14** 宗  
14 cases of customer complaints

客戶投訴解決率 **100** %  
100% customer complaint resolution rate



責任營銷

Responsible marketing

北森嚴格遵循法律法規開展廣告投放，確保所有宣傳內容真實準確、來源可靠，杜絕任何誇大或誤導性表述，堅守誠信透明的營銷準則。同時，我們通過合同約束機制對供應商及合作夥伴的宣傳素材實施全流程審查，從源頭保障營銷內容的合法性與真實性。

Beisen strictly adheres to laws and regulations in all advertising activities, ensuring that all promotional content is truthful, accurate, and reliably sourced. We reject any exaggerated or misleading statements, upholding principles of honesty and transparency in marketing. Meanwhile, through contractual controls, we conduct full-process reviews of promotional materials from suppliers and partners, guaranteeing the legality and authenticity of marketing content from the source.

在每年國家安全演練期間，我們積極向客戶開展“HVV”網絡安全演練宣貫，通過客服團隊、客戶成功經理（CSM）和現場代表（FR）等多渠道傳遞關鍵安全信息，幫助客戶提升風險防範意識與應對能力。同時，為全面強化客戶帳號與數據安全防護，我們正全力推動所有租戶啟用雙因素認證（2FA），進一步降低潛在風險，為客戶構建更穩固的安全防線。

During the annual national security drills, we actively promote the “HVV” cybersecurity exercise to customers through multiple channels including customer service teams, Customer Success Managers (CSMs), and Field Representatives (FRs), helping clients raise awareness and improve their risk prevention and response capabilities. To comprehensively strengthen the protection of customer accounts and data security, we are vigorously promoting the activation of Two-Factor Authentication (2FA) for all tenants, further reducing potential risks and building a more robust security defense for our customers.



責任營銷培訓  
Responsible marketing training

網絡與隱私安全

Network and Privacy Security

網絡安全是北森的生命線。公司建立了完善的信息安全與隱私管理體系，持續優化技術防護措施，切實保障系統和數據安全可靠。

Network security is the lifeline of Beisen. The Company has established a comprehensive information security and privacy management system, continuously optimizing technical safeguards to effectively ensure the security and reliability of systems and data.

網絡安全管理架構

Network security management framework

公司高度重視網絡與信息安全工作，持續完善《北森雲計算有限公司管理體系崗位職責》，不斷明確各層級安全管理職責，強化分工協作機制。公司網絡與信息安全工作由董事會成員組成的網絡與信息安全監督委員會統籌監督安全策略的制定與落實，核心業務部門副總裁級管理人員共同參與，全面保障系統與數據的全生命週期安全。

Beisen places great emphasis on network and information security, continuously refining the Roles and Responsibilities of Beisen Management System Positions Specification to clearly define security management duties at all organisational levels and strengthen collaboration mechanisms. The Company’s network and information security efforts are overseen by the Network and Information Security Supervision Committee, composed of Board members, who coordinate and supervise the formulation and implementation of security strategies. Vice president-level executives from core business departments also participate, fully safeguarding the security of systems and data throughout their entire lifecycle.





網絡安全管理體系

Network security management system

公司構建了覆蓋全生命週期的網絡安全防護體系，以《信息安全與隱私信息管理手冊》為總綱，配套制定了《訪問控制策略》確保許可權管控，《通信和操作管理策略》規範日常運維，《信息安全與隱私風險管理程序》強化風險防控，《信息系統獲取開發和維護策略》保障開發安全，以及《信息安全與隱私保護事件管理程序》完善應急回應，形成了一套完整、閉環的信息安全管理機制，持續優化安全管理體系，全面提升安全防護水平。公司已加入雲安全聯盟，成為理事單位。

The Company has established a comprehensive network security protection system covering the entire lifecycle. Guided by the *Information Security and Privacy Management Manual*, we have formulated supporting policies including *Access Control Policy* to ensure strict permission management, *Communication and Operations Management Policy* to regulate daily operations and maintenance, *Information Security and Privacy Risk Management Procedures* to strengthen risk prevention, *Information System Acquisition, Development, and Maintenance Policy* to guarantee secure development, *Information Security and Privacy Incident Management Procedures* to enhance emergency response. Together, these form a complete, closed-loop information security management mechanism, continuously optimizing the security management system and comprehensively improving security protection capabilities. The Company has joined the Cloud Security Alliance (CSA) as a governing member.

公司管理層每年按照 ISMS&PIMS 體系規定的管理評審要求對公司管理體系的運行情況進行評審，報告期內，審核結果為管理體系運行狀況良好。

The Company's management conducts an annual review of the management system's performance in accordance with the management review requirements of the ISMS & PIMS frameworks. During the reporting period, the review concluded that the management system was operating effectively.

截至報告期末，獲得的信息安全相關體系認證

As of the end of the reporting period, the information security-related system certifications obtained by the Company include:

網絡安全保護等級第三級（S3A3） Level 3 Network Security Protection (S3A3)	C-STAR 雲計算信息安全管理體系 C-STAR Cloud Computing Information Security Management System
體系和機構控制 2（SOC 2）類型 II 報告 System and Organisation Controls 2 (SOC 2) Type II Report	體系和機構控制 1（SOC 1）類型 II 報告 System and Organisation Controls 1 (SOC 1) Type II Report
CAST 雲應用安全可信認證（增強級） CAST Cloud Application Security Trust Certification (Enhanced Level)	ISO/IEC 27001:2022 信息安全管理體系 ISO/IEC 27001:2022 Information Security Management System
ISO/IEC 27701:2019 隱私信息管理體系 ISO/IEC 27701:2019 Privacy Information Management System	雲計算安全評估證書 Cloud Computing Security Assessment Certificate
ISO/IEC 22301 業務連續性認證 ISO/IEC 22301 Business Continuity Certification	ISO/IEC 27001:2022 及 ISO/IEC 27018:2019 公有雲個人信息安全管理體系 ISO/IEC 27001:2022 and ISO/IEC 27018:2019 Public Cloud Personal Information Security Management System

報告期內，公司持續完善安全培訓體系，全面開展各類專項培訓。在開發環節，我們積極強化 IPD 流程之安全測試子流程培訓，在數據全生命週期管理方面，系統開展數據導出、恢復、刪除等規範流程培訓。此外，還針對網絡釣魚防護、安全事件應急回應、運維工具合規等重點領域開展專題宣貫，全面提升員工安全意識和實操能力，築牢企業安全防線。

During the reporting period, the Company continuously improved its security training system and carried out comprehensive specialised training programs. In the development phase, we actively strengthened security testing subprocess training within the IPD process. Regarding data lifecycle management, systematic training was conducted on standardised procedures for data export, recovery, and deletion. Additionally, thematic promotion was held on key areas such as phishing protection, security incident emergency response, and compliance in O&M tools, comprehensively enhancing employees' security awareness and practical skills to reinforce the Company's security defenses.

截至報告日 As of the reporting date			
開展網絡安全培訓課程 11 場 11 sessions of cybersecurity training courses		開展全員網絡釣魚演練 6 次 6 times of phishing drills for all staff	
參與網絡安全培訓員工超 11,000 人 11,000+ employees participated in cybersecurity training		參與演練累計超 10,000 人次 10,000+ participants in the drill	

客戶信息安全與隱私保護

Customer information security and privacy protection

北森始終將客戶個人信息安全置於首位，嚴格遵循權責一致、目的明確、選擇同意、最小必要、確保安全、主體參與、公開透明等核心原則，全面對標《中華人民共和國個人信息保護法》《GB/T 35273 個人信息保護規範》《歐盟通用數據保護條例 GDPR》等國內外法規要求，制定《北森客戶信息安全與隱私保護制度》《北森 iTalentX 隱私政策》等政策，嚴格規範全體員工、所有供應商和第三方生態夥伴的信息安全保護管理，以及個人信息的收集、存儲、使用、共用及保護全流程管理機制，並於《北森 iTalentX 隱私政策》中做出信息安全政策承諾，公司將盡全力保護客戶對自身的個人信息的安全可控。

Beisen always prioritises the security of customer personal information, strictly adhering to core principles including accountability, clear purpose, consent, data minimization, security assurance, subject participation, and transparency. The Company fully aligns with domestic and international regulations such as the *Personal Information Protection Law of the People's Republic of China*, *GB/T 35273 Personal Information Security Specification*, and the *EU General Data Protection Regulation (GDPR)*. Beisen has established policies including the *Beisen Customer Information Security and Privacy Protection Policy* and the *Beisen iTalentX Privacy Policy*, rigorously regulating information security management for all employees, suppliers, and third-party ecosystem partners. These policies govern the entire lifecycle of personal information i.e. collection, storage, use, sharing, and protection. Through the commitments articulated in the *Beisen iTalentX Privacy Policy*, the Company pledges to fully safeguard the security and controllability of customers' personal information.

北森iTalentX隐私政策

修订日期：北京时间 2025年05月16日

生效日期：北京时间 2025年05月16日

感谢您选择使用由北森云计算有限公司及其关联公司（下称“北森”或“我们”）开发、运营的iTalentX——一体化HR SaaS及人才管理平台（下称“北森云”）！

您的信任对我们非常重要，我们深知个人信息对您的重要性，我们将恪守合法正当原则、权责一致原则、目的明确原则、最小必要原则、确保安全原则、主体参与原则、公开透明原则等，尽全力保护您对自己的个人信息的安全可控。同时我们将按法律法规要求并参照业界成熟的安全标准，采取相应安全保护措施来保护您的个人信息。有鉴于此，北森云服务的提供者北森云计算有限公司及其关联公司制定并发布本《北森iTalentX隐私政策》（下称“本政策”）并提醒您：

本隐私政策不适用于任何第三方通过北森iTalentPC端或移动端向您提供的服务，或通过三方SDK或调用三方API数据接口提供服务的服务（以上统称为“第三方服务”）。我们将在本政策中列出所涉及的第三方服务及其隐私政策链接，您向该第三方服务提供者提供的信息不适用于本政策，强烈建议您在选择使用第三服务前充分了解第三方服务的产品功能及隐私保护政策。

北森信息安全政策承諾  
Beisen information security policy commitment



► 客戶信息安全與隱私保護舉措

Customer information security and privacy protection measures

客戶在使用服務前需簽署隱私政策及用戶協議，並可通過便捷渠道註銷帳戶，隨時刪除個人信息，確保對自身信息的完全控制權

Customers must sign the privacy policy and user agreement before using the services, and can delete their accounts and personal information at any time through convenient channels, ensuring full control over their own data

要求接觸客戶信息的全體人員學習並簽署《北森客戶信息安全與隱私保護承諾書》，按最高秘密級別給予客戶信息最高等級的安全保護

All personnel with access to customer information are required to study and sign the *Beisen Customer Information Security and Privacy Protection Commitment*, providing the highest level of security protection for customer data classified at the highest confidentiality level

公開隱私保護負責人聯繫方式，接受社會監督

Contact information for the privacy protection officer is publicly disclosed to accept social supervision

出現數據安全或隱私洩露事件時，依據《糾正和預防措施控制程序》和《北森信息網絡安全應急預案》開展補救工作

In the event of data security or privacy breaches, remedial actions will be carried out according to the *Corrective and Preventive Action Control Procedure* and the *Beisen Information Network Security Emergency Plan*

公司對外公開熱線電話、電子郵箱等聯繫方式，並設立專職個人信息保護專員，及時受理個人信息相關諮詢與投訴，確保用戶權益得到及時回應與保障。

The Company publicly discloses hotline phone numbers, email addresses, and other contact information, and has appointed a dedicated personal information protection officer to promptly handle inquiries and complaints related to personal information, ensuring users' rights and interests are promptly addressed and protected.

熱線電話：400-650-6878

電子郵箱：privacy@beisen.com

地址：四川省成都市高新區天府大道中段 688 號 ICON 大源國際中心 A 區 3 棟 3 層

Hotline: 400-650-6878

Email: privacy@beisen.com

Address: 3F, Building 3, Zone A, ICON Dayuan International Centre, No. 688 Tianfu Middle Avenue, High-tech Zone, Chengdu City, Sichuan Province, China

► 客戶可公開獲悉的隱私保護權利

The privacy protection rights that customers can publicly know about

信息收集和使用  
Collection and use of information

信息存儲  
Information storage

信息共享、轉讓及公開披露  
Information sharing, transfer, and public disclosure

複製、轉移個人信息及反對處理  
Copying and transferring personal information, and opposing processing

客戶享有的信息處置權利  
Customers' rights to information disposal

信息保護措施  
Information protection measures



截至報告日 As of the reporting date

網絡信息安全事件數量 0 件 0 network information security incidents	網絡安全事件影響客戶、員工 0 人 0 customers or employees affected by network security incidents
客戶隱私泄露事件數量 0 件 0 customer privacy breach incidents	本財年披露請求占比 0 % Proportion of requests disclosed in the current fiscal year:0 %
政府或執法機構信息請求數量 0 條 0 piece of information requests from government or law enforcement agencies	

# 展望未來

## Future Outlook

2025 財年，北森直面挑戰與革新的雙重考驗，我們以客戶成功為核心目標，依托人力資源數字化產品體系突破發展瓶頸，在複雜市場環境中持續為客戶創造價值。持續完善自身 ESG 管理，通過綠色運營優化與可持續實踐強化企業韌性基礎。

The fiscal year 2025 presents numerous challenges and opportunities to Beisen. With customer success as our core objective, we will leverage our digital HR product system to overcome development bottlenecks and continue delivering value to clients amid a complex market environment. We will continue to improve our ESG management by optimising green operations and advancing sustainable practices to reinforce the foundation of our corporate resilience.

**破局與躍遷：**2026 財年，北森面臨持續複雜演化的全球環境與 AIGC 技術革命性重塑的行業格局。北森將延續長期主義發展觀，加大研發投入攻克人才管理關鍵技術，通過智能解決方案提升組織效能，推動國內 HR SaaS 產業實現結構性升級。聚焦複雜環境中的戰略機遇，構建技術革新與商業價值的動態平衡體系。

Breakthrough and transformation: In the fiscal year 2026, Beisen will face the dual challenges of a continuously evolving complex global environment and the revolutionary reshaping of the industry landscape by AIGC technology. Upholding a long-term development perspective, Beisen will increase R&D investment to tackle critical talent management technologies. By leveraging intelligent solutions to enhance organisational effectiveness, the Company aims to drive a structural upgrade of China's HR SaaS industry. Focusing on strategic opportunities amid complexity, Beisen is determined to build a dynamic balance between technological innovation and business value.

**深化可持續發展實踐：**北森將持續完善董事會級 ESG 治理架構，深化綠色運營體系建設，實現運營能耗數據可視化監控與碳足跡動態追蹤。開發優化可持續風險評估模型，精確量化環境、社會、治理要素對戰略決策的即時與長期影響，筑牢企業發展安全基線。

Advancing sustainable development practices: Beisen will continue to refine its ESG governance framework at the Board level and strengthen the building of a green operations system. We will implement visualised monitoring of operational energy consumption and dynamic carbon footprint tracking. We will develop and refine sustainable risk assessment models to accurately quantify the immediate and long-term impacts of environmental, social, and governance (ESG) factors on strategic decision-making, thereby reinforcing the security baseline for the Company's development.

**秉持產品創新與服務初心：**北森將堅守「業人一體，為員工而設計」理念，研發覆蓋員工職業全週期、管理者決策全場景的智能工具集，繼續促進 HR Tech 向 People Tech 的質變升級。聚焦「HR 生態聯盟」計劃，打通薪酬、績效、發展模塊的數據壁壘，構建無縫化人才服務鏈。聚焦員工體驗與文化認同，通過功能創新提升組織人才韌性。

Upholding product innovation and service commitment: Adhering to the product concept of "Business-people Integration, Designed for Employees," Beisen will continue to develop intelligent toolsets that support the full career lifecycle of employees and decision-making across all management scenarios, while facilitating the transformation and upgrade from HR Tech to People Tech. Focusing on the "HR Ecological Alliance" plan, we will break down data silos across compensation, performance, and development modules to build a seamless talent service chain. By focusing on employee experience and cultural recognition, we aim to enhance organizational and talent resilience through continuous functional innovation.

# 附錄

## Appendix

### ESG 關鍵績效表<sup>4</sup>

ESG Key Performance Table

### 環境績效 Environmental performance

#### ► 溫室氣體排放<sup>5</sup> GHG emissions

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
範圍一與範圍二溫室氣體排放總量 Total Scope 1 and Scope 2 GHG emissions	噸二氧化碳當量 tCO <sub>2</sub> e	811.96	865.99	872.36
單位經營收入範圍一與範圍二溫室氣體排放總量 Total Scope 1 and Scope 2 GHG emissions per unit revenue	噸二氧化碳當量 / 人民幣 百萬元 tCO <sub>2</sub> e/RMB million	0.86	1.01	1.16
直接溫室氣體（範圍一） <sup>6</sup> 排放量 Direct GHG (Scope 1) emissions	噸二氧化碳當量 tCO <sub>2</sub> e	0	0	/
間接溫室氣體（範圍二）排放量 Indirect GHG (Scope 2) emissions	噸二氧化碳當量 tCO <sub>2</sub> e	811.96	865.99	/
範圍三溫室氣體排放總量 Total Scope 3 GHG emissions	噸二氧化碳當量 tCO <sub>2</sub> e	658.53	281.82	/

<sup>4</sup> 標 “/” 為部分無法統計的歷史數據，我們將持續追蹤相關指標情況。

<sup>5</sup> The “/” symbol indicates certain historical data that could not be collected; we will continue to track these indicators.

<sup>5</sup> 2025 財年溫室氣體排放，時間範圍為 2024 年 4 月 1 日至 2025 年 3 月 31 日。排放邊界為《溫室氣體核算體系》（GHG Protocol）所規定的範圍一、範圍二、範圍三的溫室氣體排放。核算內容包括：外購電力、員工差旅。

<sup>6</sup> For FY2025 (April 1, 2024 to March 31, 2025), Beisen's greenhouse gas (GHG) emissions are reported in accordance with the GHG Protocol, covering Scope 1, Scope 2, and Scope 3 emissions. The accounting includes emissions from purchased electricity and employee business travel.

範圍三數值變化說明：2024 財年測算範圍邊界為公司法人，故差旅平台碳排放未納入 2024 年碳排放統計。2025 財年依據碳盤查《企業溫室氣體排放報告核查指南（試行）》完整性原則，納入員工活動產生的間接排放，包括第三方差旅平台。里程數據計算：2025 財年里程計算為端到端距離，以站位代替城市計算更加精確，因此里程總數產生變化。

Explanation of Scope 3 Data Variation: In FY2024, the boundary for carbon accounting was limited to the company's legal person, and thus carbon emissions from travel platforms were not included in the statistics. In FY2025, following the principle of completeness as outlined in the Corporate Greenhouse Gas Emissions Reporting Verification Guidelines (Trial), indirect emissions from employee activities, including those via third-party travel platforms, were incorporated. Additionally, travel mileage in FY2025 is calculated using end-to-end distances, with station-to-station calculation replacing city-to-city calculation for improved accuracy, resulting in changes to total mileage.

綜上，2025 財年北森碳排放量總體表現會有一定的增長。

Consequently, Beisen's total carbon emissions in FY2025 are expected to reflect a moderate increase.

<sup>6</sup> 公司能源消耗來源為外購電力，故範圍一溫室氣體排放總量為 0；範圍二溫室氣體來自外購電力，排放量根據全國電網平均排放因數計算得出。

<sup>7</sup> The Company's energy consumption is solely derived from purchased electricity; therefore, its Scope 1 greenhouse gas emissions total is zero. Scope 2 emissions, resulting from purchased electricity, are calculated based on the national grid's average emission factor.

► 廢棄物管理 Waste management

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
有害廢棄物總量 Total hazardous waste	噸 tonne	0.05	0.05	0.09
單位經營收入有害廢棄物 <sup>7</sup> Hazardous waste per unit of operating revenue	噸 / 人民幣 百萬元 tonne/RMB million	0.00	0.00	0.00
無害廢棄物總量 Total non-hazardous waste	噸 tonne	118.34	76.90	188.10
單位經營收入無害廢棄物 Non-hazardous waste per unit of operating revenue	噸 / 人民幣 百萬元 tonne/RMB million	0.13	0.09	0.25
焚燒且能量回收的廢棄物總量 Total waste generated through incineration and energy recovery	噸 tonne	90.62	5.78	/

► 能源消耗 Energy consumption

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
能源消耗量 Total energy consumption	千瓦時 kWh	1,308,554.59	1,555,295.43	1,529,645.20
單位經營收入能源消耗量 Total energy consumption per unit revenue	千瓦時 / 人民幣 百萬元 kWh/RMB million	1,384.57	1,819.61	2,037.04
用水量 <sup>8</sup> Total water consumption	噸 tonne	932.80	1,096.80	1,246.80
單位經營收入用水量 Total water consumption per unit revenue	噸 / 人民幣 百萬元 tonne/RMB million	0.99	1.28	1.66

<sup>7</sup>2025 財年公司單位營業收入有害廢棄物實際為 0.00005 噸 / 百萬元，上表所列數據為四捨五入保留兩位小數的結果。  
<sup>7</sup>In FY2025, the Company's hazardous waste generated per million RMB of operating revenue was 0.00005 tons; the figure shown in the table is rounded to two decimal places.  
<sup>8</sup> 公司用水數據僅包含市政用水，其他用水量為 0。  
<sup>8</sup>The Company's water consumption data includes only municipal water, with all other water sources recorded as zero.

社會績效 Social performance

► 員工組成 <sup>9</sup> Workforce breakdown

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
員工總數 Total number of employees		人 person	1,898	1,854	2,085
按僱傭類型劃分 By employment type	全職 Full-time	人 person	1,898	1,854	2,085
	兼職 Part-time	人 person	0	0	0
按性別劃分 By gender	男性 Male	人 person	975	918	982
	女性 Female	人 person	923	936	1,103
女性員工數量目標 Target for the number of female employees		%	50	/	/
按年齡劃分 By age group	30 歲以下 Under age 30	人 person	611	698	973
	30-50 歲 Age 30-50	人 person	1,286	1,154	1,111
	50 歲以上 Age 50 and above	人 person	1	2	1
按地區劃分 By geographic region	東北地區 Northeast China	人 person	79	58	25
	華北地區 North China	人 person	656	689	798
	華東地區 East China	人 person	592	613	693
	華南地區 South China	人 person	211	207	237
	華中地區 Central China	人 person	67	62	58
	西北地區 Northwest China	人 person	88	7	3
	西南地區 Southwest China	人 person	205	218	271

<sup>9</sup> 無特殊說明，本報報告員工數據均為全職員工範疇。  
<sup>9</sup>Unless otherwise stated, all employee data in this report refers exclusively to full-time employees.



員工組成 Workforce breakdown

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
按民族劃分 By ethnicity	漢族 Han	人 person	1,812	1,769	1,995
	滿族 Manchu	人 person	35	35	34
	蒙古族 Mongolian	人 person	14	13	12
	其他民族 Other ethnic groups	人 person	37	37	43
	其他國籍 Other nationalities	人 person	0	0	1

員工流失率 Employee turnover rate

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
員工總流失率 Total turnover rate		%	30.60	31.60	35.40
員工自願離職率 Employee voluntary turnover rate		%	19.20	23.00	26.70
按性別劃分的員工流失率 Employee turnover rate by gender	男性 Male	%	15.60	15.00	/
	女性 Female	%	14.90	17.00	/
按年齡劃分員工流失率 Employee turnover rate by age group	30 歲以下 Under age 30	%	12.20	16.00	/
	30-50 歲 Age 30-50	%	18.30	15.50	/
	50 歲以上 Age 50 and above	%	0.10	0.10	/
按地區劃分的員工流失率 Employee turnover rate by geographic region	東北地區 Northeast China	%	1.30	1.33	0.24
	華北地區 North China	%	10.60	9.48	11.11
	華東地區 East China	%	9.30	11.11	11.14
	華南地區 South China	%	4.80	4.89	5.80
	華中地區 Central China	%	1.60	0.87	1.40
	西北地區 Northwest China	%	0.40	0.00	0.05
	西南地區 Southwest China	%	2.60	3.92	5.26

員工培訓 Employee training

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
員工受訓總數 Total number of employees trained		人 person	1,894	1,852	2,057
員工受訓百分比 Percentage of employees trained		%	99.79	99.89	98.66
按性別劃分員工受訓比例 Percentage of employees trained by gender	男性 Male	%	100.00	100.00	98.98
	女性 <sup>10</sup> Female	%	99.57	99.79	98.37
按管理層級劃分員工受訓比例 Percentage of employees trained by management level	高級 Senior	%	100.00	100	100.00
	中級 Middle	%	100.00	100.00	100.00
	初級 Junior	%	100.00	100.00	100.00
員工培訓總投入 Total investment in employee training		人民幣 萬元 RMB 10,000	212.89	303.62	184.90
全職員工平均培訓投入 Average training investment for full-time employees		人民幣 萬元 / 人 RMB 10,000/ person	0.11	0.16	0.09
員工受訓時數 Employee training hours		小時 hour	41,223	18,819	63,270
全職員工平均培訓小時數 Average training hours for full-time employees		小時 hour	21.77	10.15	30.35
按性別劃分平均受訓小時數 Average training hours by gender	男性 Male	小時 / 人 hour/person	22.41	9.72	27.60
	女性 Female	小時 / 人 hour/person	21.08	10.60	33.68
按管理層級劃分的平均受訓小時數 Average training hours by management level	高級 Senior	小時 / 人 hour/person	17.83	2.52	21.61
	中級 Middle	小時 / 人 hour/person	20.66	6.83	28.98
	初級 Junior	小時 / 人 hour/person	22.17	10.66	31.60

<sup>10</sup> 公司尊重每一名員工的健康需求及家庭需求，對於哺乳期、孕期、產期、長期病假情況的女性員工不要求參加既定培訓。  
<sup>10</sup>The Company respects every employee's health and family needs. Female employees who are in lactation, pregnancy, maternity leave, or on extended medical leave are not required to participate in mandatory training programs.

員工多元化 Employee diversity

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
管理層中的女性總占比 Total proportion of women in the management team		%	40.60	42.00	42.10
高級管理層中女性占比 Proportion of women in the senior management		%	21.40	20.00	20.80
中級管理層中的女性占比 Proportion of women in the middle management		%	39.30	44.00	43.50
初級管理層中的女性占比 Proportion of women in the junior management		%	44.30	44.00	43.90
創收部門中擔任管理層的女性占比 Proportion of women managers in revenue generating departments		%	38.80	41.00	42.00
STEM 職位的女性占比 Proportion of women in STEM positions		%	15.00	17.00	16.10
受工會保護的 / 享受集體談判協議涵蓋的員工百分比 Percentage of employees protected by labour unions/covered by the Collective Negotiation Agreement		%	100.00	/	/
歧視或騷擾違規事件 Discrimination or harassment violations		宗 case	0	/	/
按民族劃分員工在全體管理層中的占比 Proportion of employees in the overall management by ethnicity	漢族 Han	%	94.80	/	/
	滿族 Manchu	%	3.80	/	/
	蒙古族 Mongolian	%	0.70	/	/
	其他民族 Other ethnic groups	%	0.70	/	/
	其他國籍 Other nationalities	%	0.00	/	/

人員招聘 Personnel recruitment

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
新僱傭員工總數 Total number of new hires		人 person	526	404	708
內部候選人填補內部空缺職位的百分比 Percentage of internal candidates for internal vacancies		%	10.64	9.82	9.92
按性別劃分新僱傭員工數量 Number of new hires by gender	男性 Male	人 person	301	230	351
	女性 Female	人 person	225	174	357
按年齡劃分新僱傭員工總數 Number of new hires by age group	30 歲以下 Under age 30	人 person	305	209	475
	30-50 歲 Age 30-50	人 person	221	194	233
	50 歲以上 Age 50 and above	人 person	0	1	0
按性別劃分內部招聘的員工人數 Number of internally recruited employees by gender	男性 Male	人 person	33	17	30
	女性 Female	人 person	23	27	48
按年齡劃分內部招聘的員工人數 Number of internally recruited employees by age group	30 歲以下 Under age 30	人 person	20	17	23
	30-50 歲 Age 30-50	人 person	35	27	54
	50 歲以上 Age 50 and above	人 person	1	0	1
員工缺勤率 Employee absenteeism rate		%	0.70	0.24	/

職業健康與安全 Occupational health and safety

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
因工死亡人數 Number of work-related fatalities	人 person	0	0	0
因工死亡人數比率 Rate of work-related fatalities	%	0	0	0
因工傷損失工作日數 Lost days due to work injury	日 day	157 <sup>11</sup>	20	0
員工失時工傷頻率 (LTIFR) Employees' lost time injury frequency rate (LTIFR)	/	1.30	0.02	0
參加體檢員工比例 Proportion of employees participating in health check-ups	%	100	100	100

供應鏈管理 Supply chain management

指標名稱 KPI		單位 Unit	FY2025	FY2024	FY2023
供應商總數 Total number of suppliers		個 -	352	345	316
按地區劃分的供 應商數目 Number of suppliers by geographic region	東北地區 Northeast China	個 -	4	3	/
	華北地區 North China	個 -	148	127	/
	華東地區 East China	個 -	113	110	/
	華南地區 South China	個 -	49	70	/
	華中地區 Central China	個 -	12	14	/
	西北地區 Northwest China	個 -	9	6	/
	西南地區 Southwest China	個 -	17	13	/
	其他地區 Other regions	個 -	0	2	/

<sup>11</sup> 北森高度重視員工的職業健康與安全，為保障員工權益，2025 財年北森將工傷休息時間彈性增強，因併購酷學院進一步擴大統計範圍，因此，因工傷損失工作日數較 2024 財年有所增加。  
Beisen places a high priority on employee occupational health and safety. To better protect employee rights and interests, the Company introduced more flexible injury leave policies in FY2025. Additionally, due to the expanded statistical coverage by Cool College, the number of lost workdays due to work-related injuries increased compared with FY2024.

客戶服務與投訴 Customer service and complaints

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
客戶投訴總數 Total customer complaints	宗 case	14	40	21
客戶投訴解決率 Customer complaint resolution rate	%	100	100	100
淨推薦值（NPS） Net Promoter Score (NPS)	/	24.10	22.90	17.40

公益慈善 Charity

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
公益總投入 Total public welfare investment	人民幣 萬元 RMB 10,000	164.15	151.91	107.95
志願服務總時長 Total duration of volunteer service	小時 hour	71	40	40
公益活動項目數 Number of charitable activities	/	9	7	2
參與公益志願者員工人數 Number of employee volunteers	人 person	951	285	2

治理績效 Governance performance

信息安全與隱私保護 Information security and privacy protection

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
網絡信息安全事件數量 Number of network security incidents	件 -	0	0	0
網路安全事件影響的客戶、顧客、員工總數 Total customers and employees affected by network security	人 person	0	0	0
客戶隱私泄露事件數量 Number of customer privacy breaches	件 -	0	/	/



► 董事會 Board

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
董事會召開次數 Board meetings held	次 time	4	5	4
監事會召開次數 Meetings of the supervisory board	次 time	0	0	0
召開股東大會次數 Shareholders’ Meetings held	次 time	1	2	3
董事會總人數 Total number of Board members	人 person	6	6	3
董事會女性人數 Number of women on the Board	人 person	1	1	0
執行董事人數 Number of executive Directors	人 person	3	3	3
獨立董事人數 Number of independent Directors	人 person	3	3	0
其他非執行董事 Other non-executive Directors	人 person	0	0	0

► 反貪污 Anti-corruption

指標名稱 KPI	單位 Unit	FY2025	FY2024	FY2023
貪污訴訟案件的數目 Number of corruption litigation cases	個 -	0	0	0
利益衝突違規事件 Conflict of interest violations	件 -	0	/	/
洗錢或內幕交易違規事件 Money laundering or insider trading violations	件 -	0	/	/
反貪污培訓次數 - 向董事提供的 Anti-corruption training session- provided to Directors	次 time	1	0	/
反貪污培訓次數 - 向全體員工提供的 Anti-corruption training session - provided to all employees	次 time	3	4	/
知識產權保護培訓 Intellectual property protection training sessions	次 time	3	4	/

《環境、社會及管制報告指引》內容索引

Environmental, Social and Governance Reporting Guide Index

強制披露規定 Mandatory Disclosure Requirements		頁碼 Page
管治架構 Governance structure	由董事會發出的聲明，當中載有下列內容： A statement from the Board containing the following elements: (i) 披露董事會對環境、社會及管治事宜的監管； (i) a disclosure of the board’ s oversight of ESG issues; (ii) 董事會的環境、社會及管治管理方針及策略，包括評估、優次排列及管理重要的環境、社會及管治相關事宜（包括對發行人業務的風險）的過程；及 (ii) the board’ s ESG management approach and strategy, including the process used to evaluate, prioritise and manage material ESG-related issues (including risks to the issuer’ s businesses); and (iii) 董事會如何按環境、社會及管治相關目標檢討進度，並解釋它們如何與發行人業務有關連。 (iii) how the Board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer’ s business.	P10
彙報原則 Reporting principles	描述或解釋在編制環境、社會及治理報告時如何應用下列彙報原則：重要性、量化、一致性。 A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report: Materiality, Quantitative, Balance, Consistency.	P5
彙報範圍 Reporting boundary	解釋環境、社會及治理報告的彙報範圍，及描述挑選哪些實體或業務納入環境、社會及治理報告的過程。若彙報範圍有所改變，發行人應解釋不同之處及變動原因。 A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	P4
主要範疇、層面、一般披露及關鍵績效指標 Subject areas, aspects, general disclosures and KPIs		

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	A2.4	P31
	A2.5	報告期內，公司主要業務開展過程中不 涉及生產過程，沒有製成成品。 During the reporting period, the Company's main business activities did not involve production processes or the creation of finished products.
A3：環境及天然資源 A3: Environmental and Natural Resources	一般披露 General Disclosure	P32
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	B5.4	P59
B6：產品責任 B6: Product Responsibility	一般披露 General Disclosure	P66
	B6.1	公司主要提供一體化 HR SaaS 及人才管理 平台服務，故不涉及產品因安全與健康理由 回收。 The Company primarily provides integrated HR SaaS and talent management platform services, and therefore, does not involve product recalls for safety and health reasons.
	B6.2	P77
	B6.3	P71
	B6.4	公司業務不涉及產品回收。 The Company's business does not involve product recalls.
B7：反貪污 B7: Anti-corruption	B6.5	P26
社區 Community		
B8：社區投資 B8: Community Investment	一般披露 General Disclosure	P54
	B8.1	P54—57, P93
	B8.2	P54—57

建議反饋

Feedback

尊敬的讀者：

您好！感謝您抽出寶貴的時間閱讀《北森 2025 財年 ESG 報告》。為了進一步提升我們 ESG 工作的品質和透明度，更好地回應利益相關者的期望，我們誠摯地邀請您填寫以下建議反饋表。您的意見對我們至關重要，將幫助我們在未來的工作中不斷改進和完善。

Dear readers,

Thank you for taking the time to read the *2025 ESG Report of Beisen Holding Limited*. To enhance the quality and transparency of our ESG initiatives and better address stakeholder expectations, we sincerely invite you to complete the feedback form below. Your insights are essential to helping us continuously improve our practices in the future.

一、基本信息 Basic Information

1. 您的身份是：	1. Your identity:
<input type="checkbox"/> 員工	<input type="checkbox"/> Employee
<input type="checkbox"/> 客戶	<input type="checkbox"/> Customer
<input type="checkbox"/> 供應商	<input type="checkbox"/> Supplier
<input type="checkbox"/> 投資者	<input type="checkbox"/> Investor
<input type="checkbox"/> 監管機構	<input type="checkbox"/> Regulator
<input type="checkbox"/> 媒體	<input type="checkbox"/> Media
<input type="checkbox"/> 其他（請注明）_____	<input type="checkbox"/> Other (please specify)_____
2. 您與北森的互動頻率是：	2. Your interaction frequency with Beisen:
<input type="checkbox"/> 經常（每月至少一次）	<input type="checkbox"/> Frequently (at least once a month)
<input type="checkbox"/> 偶爾（每季度至少一次）	<input type="checkbox"/> Occasionally (at least once every quarter)
<input type="checkbox"/> 很少（每年一次或更少）	<input type="checkbox"/> Rarely (once a year or less)
<input type="checkbox"/> 從未有過直接互動，但關注北森的發展	<input type="checkbox"/> Haven’t had the chance to interact yet, but I’ve been keeping an eye on Beisen’s updates

二、報告整體評價 Your overall evaluation of the report

3. 您對本報告的整體評價是：	3. Your overall evaluation of this report:
<input type="checkbox"/> 很好	<input type="checkbox"/> Very good
<input type="checkbox"/> 較好	<input type="checkbox"/> Good
<input type="checkbox"/> 一般	<input type="checkbox"/> General
<input type="checkbox"/> 較差	<input type="checkbox"/> Poor
<input type="checkbox"/> 很差	<input type="checkbox"/> Very poor

4. 您認為本報告的內容品質：

- ☐ 很高
- ☐ 較高
- ☐ 一般
- ☐ 較低
- ☐ 很低

4. The quality of this report:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor

5. 您認為本報告的結構：

- ☐ 很合理
- ☐ 較合理
- ☐ 一般
- ☐ 較差
- ☐ 很差

5. The structure of this report:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor

6. 您認為報告版式設計和呈現形式：

- ☐ 很好
- ☐ 較好
- ☐ 一般
- ☐ 較差
- ☐ 很差

6. The format design and presentation of the report:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor

三、議題相關評價 Topic related evaluation

7. 您認為北森在環境議題上的綜合表現：

- ☐ 很好
- ☐ 較好
- ☐ 一般
- ☐ 較差
- ☐ 很差

7. Beisen's overall environmental performance:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor

8. 您認為北森在社會議題上的綜合表現：

- ☐ 很好
- ☐ 較好
- ☐ 一般
- ☐ 較差
- ☐ 很差

8. Beisen's comprehensive social performance:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor

9. 您認為北森在治理議題上的綜合表現：

- ☐ 很好
- ☐ 較好
- ☐ 一般
- ☐ 較差
- ☐ 很差

9. Beisen's comprehensive governance performance:

- ☐ Very good
- ☐ Good
- ☐ General
- ☐ Poor
- ☐ Very poor



四、具體建議與意見 Your suggestions and opinions

10. 您認為本報告還需要披露哪些您希望進一步瞭解的信息？（可多選）

- ☐ 更詳細的環境數據和目標（如溫室氣體排放、能源消耗、廢棄物管理等）
- ☐ 社會責任實踐的更多案例（如員工福利、社區參與、公益項目等）
- ☐ 治理結構和流程的進一步細化（如董事會決策過程、風險管理機制等）
- ☐ 對利益相關者期望和反饋的更深入回應
- ☐ 其他（請注明）\_\_\_\_\_

10. What additional information would you like to see disclosed in this report? (Multiple choices)

- ☐ More detailed environmental data and targets (such as GHG emissions, energy consumption, waste management, etc.)
- ☐ More CSR cases (such as employee benefits, community engagement, charity projects, etc.)
- ☐ Refinement of governance structure and processes (such as Board decision-making processes, risk management mechanisms, etc.)
- ☐ More in-depth response to the expectations and feedback of stakeholders
- ☐ Other (please specify)\_\_\_\_\_

11. 您對北森的 ESG 工作有哪些意見和建議？（開放性問題，可詳細闡述）

11. What are your opinions and suggestions on Beisen's ESG endeavour? (This is an open-ended question, and you can elaborate in detail.)

五、其他信息 Other information

12. 如果方便，請您告知我們您的信息（可選填）：

12. Please leave your information if it is convenient to you (optional):

姓名 (Name):\_\_\_\_\_

聯繫電話 (Tel):\_\_\_\_\_

郵箱 (Email):\_\_\_\_\_

再次感謝您對北森的關注和支持！我們將認真對待每一份反饋，努力在未來的 ESG 工作中做得更好，為實現可持續發展貢獻力量。

Thank you again for your attention to and support for Beisen. We will take every feedback seriously and do better in our future ESG work to contribute to the sustainable development.



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