

## 喜威 (中国) 投资有限公司 SHV (China) Investment Company Limited

### 2022 年度可持续发展报告 Annual Sustainability Report

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## 一、CEO 寄语 Message From CEO

又是一年春暖花开的三月，很高兴喜威持续 6 年发布年度可持续发展报告。2022 年既是喜威成立的 25 周年，也是喜威持续抗击新冠疫情、在外部商业环境剧变下业绩与可持续发展方面表现优秀的一年。我们在实现战略目标和低碳减排承诺方面继续取得重大进展，并由始至终地一如既往地确保员工和客户的健康和安全。

It's March again, and in the time of year when flowers blossom, we' re happy to announce the annual sustainability report for the sixth consecutive year. 2022 marks the 25th anniversary of Xiwei, as well as a year of fruitful results achieved in our business development and sustainability performance despite the influence of COVID-19 outbreaks and challenges from the changing business circumstance. We continued to make significant progress in achieving our strategic objectives and sustainability commitments, and meanwhile, ensure the health and safety of our employees and customers as usual.

在这份报告中，您将看到喜威在“创造可持续的未来”的集团愿景下，将对人和环境的关爱融入到日常运营中，不断提升企业的可持续发展能力；同时，秉承“以客户为中心”、稳步贯彻“安全、开源、节流、防损”的 8 字方针，以“技术差异”、“数智运营”为中心的“双飞轮”策略计划 8 大关键项目，有效提升了喜威的核心竞争力。

Under the purpose of Courage to Care for Generations to Come, Xiwei integrated its care for people and environment into day-to-day operation to improve the sustainability of the business. With adhering on one center of Customer Focus and the four guiding principles of Safety, Revenue Growth, Cost Saving & Efficiency, Loss Prevention, we steadily implemented the 8 key projects of Dual Flywheel strategy which is powered by technical differentiation and digitalization, and have effectively enhanced the core competitiveness of Xiwei.

2022 年，我们继续致力于持续发展的推进，在“环境保护”、“健康安全”、“雇员发展”和“社区建设”四个方面，以实际的计划和具体的行动践行着使命。

In 2022, we continue to work together to promote sustainable development with practical plans and specific initiatives in the four areas of Environmental, Health and Safety, Employee Development and Community Initiatives.

我们重点关注生产运作过程中的能源消耗优化以及工艺/工具的提升。通过内部持续的各种流程优化及效率提升措施，减少对能源和人力成本的消耗，降低生产运作环节对生态环境的影响。

We focused on energy consumption optimization and LEAN production. Through continuous internal process optimization and

efficiency improvement measures, we reduced the consumption of energy and labor costs, so as to reduce the impact of production and operation on the ecological environment.

我们始终崇尚“安全第一、生命至上”的理念，致力于提高自身安全管理水平，强化客户安全意识。在严峻的疫情形势中我们竭力保障员工的身心健康和安全。2022 年我们提高了气站的安全标准，加强了对物流车辆安全行为的实时监控，并发起“实现零事故的七个习惯” CARE 安全意识提升项目。

Guided by the concept of "Safety First, Life First", we always drive to improve our safety management level and strengthen the safety awareness of employees and customers. During COVID-19 pandemic, we did our best to protect the physical and mental health and safety of employees. In 2022, we raised safety standards of filling plants and strengthened real-time monitoring of safety behaviors of logistics vehicles. Also, we initiated the "Seven Habits to Achieve Zero Accident" CARE safety awareness enhancement project.

喜威秉承以人为本的发展理念，与员工共同成长。2022 年我们持续传递“正直、信任、探索、包容、激情”的价值观，实现“关爱环境、关心员工、关注业绩”的愿景。SHV 集团顺应集团价值观的变化发布了新的领导力模型，我们也针对各项能力模型的内容有针对性地提供了具体可操作的学习培训课程，帮助员工成长发展。我们还推出了“雇主品牌价值主张策略屋”模型，全方位、各渠道推动雇主品牌建设，包括推动多样性和包容性企业文化，

为不同的员工提供公平的工作环境和条件,持续实施各项激励措施和员工关爱行动。

Xewei adheres to the concept of people development and grows together with employees. In 2022, we continued to deliver the values of Integrity, Trust, Curiosity, Inclusivity, Passion and realized the purpose of Caring for our planet, Caring for our people, Caring for our performance. SHV released a new Leadership Model with the change of the values, and we also provided specific and operable learning and training courses. We also launched the "EVP House" model to promote employer brand building across all channels.

喜威扎根本土 25 年，始终坚持传递大爱精神。2022 年我们继续大力推进“能创未来”公益项目。我们聚焦社会的青少年安全教育、助力社区防疫工作、倾听来自社区居民的心声，为所在社区的可持续发展积极贡献力量。

As a local enterprise, Xiwei is part of the local community which has been the living soil for the company' s growth and development. We actively involved in the building of the community to show our care to the vulnerable group and spread love. In 2022, we continued to carry out social responsibility activities, give support to community in the fight against COVID-19, and listen to the voice of community residents.

喜威，作为国内领先的清洁能源解决方案供应商，致力于为当下和未来提供更为持久的能源供应。2023 年我们将继续努力推进可持续发展的工作，努力实现#25by2025(2025 年实现碳减排减少 25%)的目标。

As a leading provider of clean energy solutions in China, Xiwei is committed to providing a more sustainable energy supply for today and the future. We will continue to work hard on sustainability in 2023 and strive to achieve the #25by2025(25% carbon reduction by2025) target.

能量之道，共创未来！

Advancing Energy together!



## 二、能量之道 发展之道 Sustainable Development

喜威（中国）投资有限公司是荷兰 SHV 能源集团在中国的全资公司，目前在中国拥有二十多家气站，雇有约 4,100 名员工。喜威进入中国 20 余年来，凭借丰富的全球资源和先进的行业经验，在居民用气、商业用气、工业用气等众多业务领域发展迅速，为广大中国客户提供专业、安全、创新的清洁能源解决方案。

As a member of SHV Energy, a family-owned energy enterprise from the Netherlands, SHV (China) Investment Company Limited has more than 20 filling plants in China with around 4,100 employees. Leveraging its rich experience in the globe, SHV Energy China has grown rapidly in various business segments, including domestic gas, commercial gas, and industrial gas, serving Chinese customers with professional, safe and innovative energy solutions.

SHV 能源集团在全球 4 大洲 25 个国家拥有超过 3000 万客户，主要提供液化石油气（LPG）、液化天然气（LNG）、生物燃料等清洁能源解决方案与服务，是全球领先的清洁能源分销商，也是全球第一家大规模分销生物质液化石油气的公司。

SHV Energy Group has been engaging in clean energy business across 25 countries in 4 continents with more than 30 million customers, mainly providing clean energy solutions and service, including LPG, LNG and biomass fuel. SHV Energy Group is a global leading clean

energy distributor and the first large-scale distribution company for biomass LPG in the world.

SHV 能源集团隶属于荷兰大型家族企业——SHV 控股集团。SHV 控股集团起源于 1896 年的 Steenkolen Handels-Vereeniging(煤炭贸易联盟)。目前，SHV 控股集团业务分布在全球 70 多个国家，涵盖清洁能源投资、消费品贸易、超重物搬运、工业服务、动物营养及鱼饲料、策略性投资、检测认证、油气勘探及开发八大板块，全球员工超过 55,000 人，年销售额达 200 亿欧元。

SHV Energy Group is affiliated to SHV Holdings, a large family-owned enterprise originated from Steenkolen Handels-Vereeniging in 1896. SHV Holdings is present in more than 70 countries worldwide with 8 decentralized divisions, including energy distribution, cash-and-carry wholesale, heavy lifting and transport activities , industrial services, testing, inspection and certification, ,animal nutrition and fish feed, private equity, exploration and production of oil and gas. With approximately 55,000 employees globally, its total annual sales amounted to €20.0 billion.

喜威中国发展里程碑 Milestones of SHV Energy China

- ✓ 1997 年，喜威正式进入中国
- ✓ 1997, SHV officially entered China

- ✓ 1997-2006 年，积极开拓珠三角市场，收购东莞喜威、佛山顺燃和广州喜燃
- ✓ 1997-2006, further developed PRD market through acquisition of Dongguan Xiwei, Foshan Shunran and Guangzhou Xiran.
- ✓ 2005 年，车用 LPG 业务启动
- ✓ 2005, Launched LPG business for vehicles
- ✓ 2007 年，收购上海百斯特公司，业务迈进长三角
- ✓ 2007, Acquired Shanghai Bestir Energy, marching into YRD market
- ✓ 2009 年，收购珠海燃气集团。珠海煤气、阳江森叶和江门华宇加入喜威
- ✓ 2009, With acquisition of Zhuhai Gas Group, 3 new members joined Xiwei - Zhuhai Gas, Yangjiang Senye and Jiangmen Huayu
- ✓ 2012 年，积极拓展工业 LNG 项目
- ✓ 2012, Expanding business to industrial LNG
- ✓ 2012-2013 年，收购英国 BP 公司在上海、广州、佛山、中山及江门五个区域的瓶装气业务
- ✓ 2012-2013, Acquired cylinder gas business of BP in Shanghai, Guangzhou, Foshan, Zhongshan and Jiangmen.
- ✓ 2018 年，收购佛山煤气有限公司业务

- ✓ 2018, Acquired bottled gas business of Foshan LPG Company Ltd
- ✓ 2019 年, 布局氢能源业务, 开设第一家加氢站
- ✓ 2019, Started on deploying hydrogen business and opened first hydrogen refueling station
- ✓ 2019 年, 收购珠海欣欣能源公司业务
- ✓ 2019, Acquired bottled gas business of Zhuhai Shin-shin Energy Company Ltd
- ✓ 2020 年 行业率先启用 “行为安全观察与管理” 体系
- ✓ 2020, Take the lead in using the “ Behavior Observation” system within the LPG industry
- ✓ 2021 年, 坚持"以客户为中心", 贯彻"安全、开源、节流、防损"8 字方针
- ✓ Adhered to one center of Customer Focus and the four guiding principles of Safety, Revenue Growth, Cost Saving & Efficiency, Loss Prevention.
- ✓ 2022 年, 实施 “双飞轮” 策略计划
- ✓ 2022, Executed the "Dual Flywheels" strategy plan

### 三、能量之道 绿色环境 Environment

我们协助社会各界通过使用清洁能源从而控制碳排放，改善当地空气质量，同时竭力降低我们自身运营对环境的影响，与全体社会共同致力于一个更清洁的今天和明天。

We have been supporting all sectors of society to control carbon emissions and improve local air quality through clean energy, while making every effort to minimize the environmental impact of our own operations and work with the whole society towards the cleaner today and tomorrow.

#### （一）我们的碳足迹 Our Carbon Footprint

碳减排目标的实现主要从两个方面实现：

The carbon reduction target can be achieved mainly from two aspects:

##### 1. 减少自身运营环节的碳排放

Reduce the carbon emissions from self-operations

##### 2. 帮助客户切换清洁能源减少碳排放

Reduce carbon emissions by switching customers to cleaner energy

碳足迹 – 按流程 Carbon Footprint (by process flow)	2021 碳排放量 (mT CO <sub>2</sub> eq) 占比 Carbon Emission (mT CO <sub>2</sub> eq)	2022 碳排放量 (mT CO <sub>2</sub> eq) 占比 Carbon Emission (mT CO <sub>2</sub> eq)	
Extraction & Production 上游开采和生产	228,258	208,714	12.3%
Upstream Transportation 上游运输	15,600	14,140	0.8%
Storage 储存	-	-	0.0%
Primary Transportation 一级运输	4,915	3,486	0.2%
Midstream Operations 中游储存充装	2,895	2,990	0.2%
Secondary Transportation 二级运输	10,929	10,380	0.6%
Retailing 销售环节	2,200	2,141	0.1%
End Use 终端使用	1,585,304	1,461,164	85.7%
Overhead & Travel 差旅办公	1,591	1,455	0.1%
Total 总计	1,851,692	1,704,471	100.0%

碳足迹 – 按范畴 Carbon Footprint-by scope	2021		2022
Scope 1 Direct Carbon Emission 范畴一：直接排放源	12,777	0.7%	11,238 (0.7%) 对比 2021 年, 下降 12%
Scope 2 Indirect Carbon Emission 范畴二：间接排放源	3,545	0.2%	3,587 (0.2%)
Scope 3 Other Carbon Emission 范畴三：其他排放源	1,835,371	99.1%	1,689,646 (99.1%)
Total 总计	1,851,692	100%	1,704,471 (100%)

此页脚注：CO<sub>2</sub> eq：二氧化碳当量，将多种温室效应气体的效应标准化后，统一度量整体温室效应结果的指标

(Footer: CO<sub>2</sub> eq is carbon dioxide equivalent. Standardizing the effects of various greenhouse gases, and unified the to measure the overall greenhouse effect results)

## (二) 我们的碳影响 Our Carbon Impact

通过协助客户使用更清洁的能源而减少碳排放（称之为“碳影响”），是我们实现总体碳排放目标的一个重要策略。我们与客户密切合作，逐步实现 LPG 对木材、煤、石油等能源的替代，进而帮助民用和工业客户减少能源消耗和碳排放，更好地发挥喜威的碳影响。

Reducing carbon emissions by switching our customers to cleaner energy (referred to as Carbon Impact) is an important strategy to achieve our overall carbon reduction targets. We have worked closely with our customers to achieve the conversion of wood, coal and petroleum to LPG, and thereby helping domestic and industrial customers to reduce energy consumption and carbon emissions.

在 2022 年，我们通过能源切换共实现了 6,850 吨的二氧化碳减排。这相当于种植 41,100 棵树并生长 25 年所带来的二氧化碳减排效应。

In 2022, total 6,850 tons of CO<sub>2</sub> reduction was achieved by energy conversion, this is equivalent to the impact of planting 41,100 pine trees and let them grow for 25 years.

在传统能源解决方案之外，我们以创新的思维探索新的方向，为客户提供更加清洁的能源。

In addition to traditional energy solutions, we have explored new directions with innovative thinking to provide customers with cleaner



energy.

User End Energy Switching 客户端能源切换	Carbon Emission Reduction mT CO2eq 碳减排 mT CO2eq	2022
Coal 煤	2,828	2,239
Diesel 柴油	0	
Electricity 电力	2,087	114
Fuel oil 燃油	455	690
Petrol 汽油	0	
Wood 木材	12,610	3,807
<b>Total</b>	<b>17,980</b>	<b>6,850</b>

	2021	2020	2022
Solid Waste Generation kg 固体废弃物产生量 (公斤)	655,289	703,201	632, 939
Electricity Consumption kwh 电消耗量 (千瓦时)	5,762,676	5,732,973	6,129,190
Water Consumption (m³) 水消耗量 (立方米)	171,137	204,664	145,470

### (三) 能源消耗优化及工艺、工具的提升 Energy Consumption Optimization and LEAN Production

我们持之以恒地审视公司运营环节中的碳排放情况，从能源消耗优化和工艺、工具提升两方面减少我们的环境足迹，实现清洁绿色的可持续发展。

We' ve been reviewing the carbon emissions in our operations persistently to achieve clean and green sustainable development through reducing our environment footprint by energy consumption optimization and LEAN production.

#### 1. 废水流程处理 Wastewater Treatment

喜威首创的可移动式废水处理装置继续在多个站点得到有效使用，2022 全年处理废水达 1,540 吨，节约费用约 RMB:1,540,000 元，大大降低了环保处理成本，为 LPG 罐检废水处理检测开创了全新的解决思路。

Xiwei's first portable wastewater treatment equipment continues to be effectively used in many stations. It disposed 1,540 tons of wastewater and saved over CNY 1.5 million in 2022. The equipment greatly reduced the cost of environmental treatment, and created a new solution for disposing waste water from periodic inspection of LPG tanks.

## 2. 钢检能耗 Cylinder Retesting Energy Saving

钢检业务在 2022 年对工艺流程进行升级改造，提升了检验效率（日均最大检测能力从 1,500 瓶/天提升到了 1,800 瓶/天）。工艺流程改造中员工进行职务创造，发明了一种“液化石油气钢瓶自动蒸汽吹扫装置及系统”，中国知识产权局授予“实用新型专利”。该创新降低了尾气排放、减少了环境污染，节省了电力、尾气处理循环用水和液化石油气的消耗。2022 年全年约节省 45,000 千瓦时电力、减少了 1,000 吨循环用水和 5 吨液化石油气的使用。

In 2022, the cylinder re-testing business continued to upgrade and transform the technological process, improved inspection efficiency (Daily maximum detection capacity has increased from 1,500 bottles to 1,800 bottles per day) . An employee made job creation in the process transformation and invented an " Auto LPG cylinder steam purge unit", which was granted an "Utility Model Patent" by China Intellectual Property Office. The system reduces the off gas emissions, environmental pollution and environmental management risks. At the same time, it will also save electricity, water and LPG consumption. In 2022, about 64,000 kwh electricity, 1,000 tons circulating water and 5 tons LPG were saved.

## 3. 能源创新变革 Energy Innovation

我们积极主动拥抱中国能源创新和变革，上海和江门区域的光伏发电项目持续为我们带来清洁的电力供应。2022 年总发电量为 99,725 千瓦时，约等于

一个普通家庭 15.7 年的电力使用量。我们期待向包括生物质能源在内的其他更多可再生能源领域加速前进，以能源升级和转换，为改善空气质量做出贡献。

We proactively embrace energy innovation and reform in China. The photovoltaic power generation project in Jiangmen and Shanghai continues to bring us clean power supply. The total generation capacity up to 99,725kwh in 2022, which is enough for an average family to use for about 15.7 years. We look forward to accelerating progress towards more renewable energy, including biomass energy, to contribute to better air quality through energy upgrades and conversion.

#### 4. 双飞轮钢瓶管理项目推进 Cylinder Management Improvement

(1) 通过对钢瓶流转生命周期的关键节点进行分析，协同各业务部门实施变革和一系列改善机制。在 2022 年我们节约了 1400 万新钢瓶投资额，折合减少投入超过 17 万瓶新钢瓶；

By analyzing key points across the cylinder flow lifecycle and collaborating with various business departments, we have implemented a series of change management and improvement mechanisms, In 2022 we achieved 14+ million CNY CAPEX Spent saving, which is 178+ thousand pcs new cylinders reduced.

(2) 通过提升内部检验的效率和管理能力，加强洞悉客户回流钢瓶的情况，实现了过期钢瓶回流的减少超 19 万瓶，节约超 770 万的费用节约。

Having improved the internal efficiency of retesting center and the capability, together with the insights of customer cylinder turnover, we realized 7.7+ million retesting OPEX saving regarding cylinder refurbishment, which is 193+ thousand pcs expired cylinders reduced.

(3) 通过工艺精益与创新，实现了钢瓶内外部报废率的优化，平均报废率从 7.4%下降到 4.9%.

Finally, we managed to optimize the scrap rate from 7.4% to 4.9% through lean and innovation in the cylinder refurbishment working process in the external and internal retesting centers.

(4) 减少新钢瓶采购和钢瓶检测，节省了钢、铜以及能源的消耗，碳排放节约超 6000 吨。

The total CO<sub>2</sub> emission saving from the reduction of new cylinder manufacturing and expired cylinder requalification exceeds 6,000 Tons.

## 5. 业务流程线上化 Online business process

(1) “销帮帮” 客户管理系统 XBB Customer Relationship Management (CRM)

贯彻“以客户为中心”的服务宗旨，销帮帮客户关系管理系统通过持续优化与升级，为喜威中国销售团队提供电子化可视化的销售过程管理工具，帮助销售管理人员精细销售过程执行管理并提升销售人员效率。

XBB CRM system digitalized and visualized the sales process management tools for local sales team through continuous optimization and

upgrades, helping sales managers to refine sales process execution and management to improve the efficiency.

## (2) 微信自助开户平台 WeChat Self-service Account Opening Platform

利用大数据及其工具，如电子围栏等大数据营销工具，实现客户开户流程自动化。用户可以自助完成线上开户流程，全程仅需 2 分钟。极大降低了电话回访和线下流程的人力成本消耗，对改善用纸、用电等能源使用效率做出了贡献。

The WeChat mall DIY account creation was set up by using big data and its tools, such as electronic fence and other marketing tools.

Customers can open an account online by themselves and the whole process takes only 2 minutes. It greatly reduces the labor costs for telephone callbacks and offline processes as well as the saving of paper and electricity.

#### 四、能量之道 健康安全 Health and Safety

我们承诺为员工提供健康和安全的工作环境，为客户提供安全 and 高质量产品，提升企业安全意识和文化，提升客户关于燃气安全的知识和行为。

We are committed to providing a healthy and safe working environment for employees as well as providing safe and high-quality products to our customers. Meanwhile we enhance the safety culture company-wide and improve customers' knowledge and ability on gas safety.

2022 年喜威中国的主要安全业绩指标：

- ✓ 零死亡和零严重事故
- ✓ Zero Fatality and Significant Incident
- ✓ 离岗工伤率：比 2021 年下降了 23.53%
- ✓ Lost Time Incident Rate: 23.53 % decrease from 2021
- ✓ 车辆事故率：比 2021 年下降了 11.11%
- ✓ Vehicle Incident Rate: 11.11 % decrease from 2021
- ✓ 客户端事故数：比 2021 年下降了 11.11%

- ✓ The Number of Customer Incident: 11.11% decrease from 2021
- ✓ 安全培训小时数: 88,727 小时 比 2021 年增加了 6.79%
- ✓ Safety Training: 88,727 hours 6.79 % increase from 2021
- ✓ CARE 项目培训的参与人数: 1, 694 人
- ✓ CARE Program training participation: 1,694
- ✓ 应急演练次数: 288 次
- ✓ Emergency Drills: 288
- ✓ 安全检查次数: 3,175 次
- ✓ Safety Inspections: 3,175
- ✓ 总改善行动 (项): 3,867
- ✓ Improvement Actions (items): 3,867



## （一）内部安全管理提升 Internal Security Management Improved

在工艺安全、产品安全、物流安全、应急管理等方面，我们始终秉承“安全不妥协”的理念，朝着“零事故”的目标，不断提高自身安全管理水平，加大安全投入，提升员工安全意识。

We have always been committed to safety, and that is why “no compromise on safety” is applied to our entire business, including process safety, product safety, transportation safety, emergency management and customer safety. Working diligently towards the goal of “Zero Incident” , we continuously improve safety management, put more investment in safety and enhance the safety awareness of employees.

### 1、安全文化路线图 The Visible Felt Leadership (VFL) Roadmap

安全文化路线图是 SHV 能源集团提升安全文化管理水平的重要工具，2022 年我们重点改善了职业健康和人工搬运问题，进行职业健康体检、职业危害因素检测等改善措施。最终设备的选择从依赖式阶段提升到自主式阶段，职业健康模块从反应式阶段提升到依赖式阶段。

The VFL roadmap is an important tool to improve the management level of safety culture in SHV Energy. In 2022, we focused on improving occupational health and manual handling, carried out occupational health examination, detected occupational hazards and other improvement measures. Finally, the selection of equipment in manual handling was upgraded from dependent to independent status, and

the occupational health module was upgraded from reactive to dependent level.

## 2、气站工艺安全提升 Improvement of Process Safety Standards

2022 年，完成了 9 个气站的工艺自动控制系统和储罐高压注水项目的安装、1 个气站储罐工程改造以及 1 个气站全自动钢瓶充装线的改造，从而提高了气站的工艺安全标准。

In 2022, we completed the installation of Programmable Logic Controller (PLC) system and high-pressure water injection system for LPG tank in 9 filling plants, the transformation of the above-ground tank in 1 filling plant and the renovation of automatic cylinder filling lines in 1 filling plant. Thus, the technological safety standard of filling plant was improved.

## 3、员工健康与安全 Employee Health and Safety

全面开展 CARE（关爱）项目，进一步提升公司的安全文化成熟度，营造一个零事故和零未遂事件的安全文化。

The CARE Project was fully rolled out throughout the company to further strengthen the safety culture and foster an environment of zero incident and near miss culture.

(1) 我们在第二届喜威中国安全月举办了“喜迎二十大关爱行动安全竞赛”活动，营造全员关注安全、全员参与安全的良好氛围。

To create a good cultural atmosphere of employee paying attention and participating in safety ,we held the activity of "Welcoming the Safety Competition of the 20th Caring Action" in the 2nd Safety Month Campaign of SHV China.

(2) 通过对气站操作人员进行早班会和一对一指导，加强员工的安全意识，提高员工的安全技能。同时加强对物流车辆的实时监控和司机不安全行为的干预，使物流车辆全年总违章次数与上年度同比下降 67.97%。

Through morning shift meeting and one-to-one coaching for filling plant operators, the safety awareness of employees is strengthened and their safety skills were improved. At the same time, the real-time monitoring of logistics vehicles and the intervention of drivers' unsafe behaviors had been strengthened, making the total number of violations in 2022 was 67.97% lower than the previous year.

(3) 疫情防控期间，喜威关注员工身心的健康和安全。我们的工资支付水平在疫情期间始终高于国家政策标准，并为员工提供相应的全薪病假。我们为员工、志愿者提供防疫用品，部分岗位提供居家办公的便利，减少疫情对员工健康带来的危害。

We paid more attention to the physical and mental health and safety of the employees during COVID-19 outbreaks. We continued to pay wages above national standard level throughout the pandemic and provided our employees with appropriate sick leave at full pay. We provided COVID prevention supplies for our employees and volunteers, and created the flexibility of working from home for some positions

to reduce risks to health from the epidemic.

## (二) 客户端安全 Customer Safety

继续聚焦 “以客户为中心” 的企业文化，开展多种形式的客户端安全教育，提高客户安全意识。

Continued to promote the corporate culture of "Customer focus" to enhance our core competitiveness comprehensively. We keep improving our customers' safety awareness by various type of customer safety education activities which were carried out in different regions.

- ✓ 社区安全教育：6,638 场 (比 2021 年增长 880%)
- ✓ Safety education in community (sessions): 6,638 (880% increase from 2021)
- ✓ 校园安全教育：13 场 (比 2021 年增长 117%)
- ✓ Safety education in School (sessions): 13 (117% increase from 2021)
- ✓ 社区燃气知识宣传栏：2,216 个
- ✓ Gas knowledge boards in community (pcs): 2,216
- ✓ 社区联合安检：387 场 (比 2021 年增长 72%)
- ✓ Joint Safety Inspection (sessions): 387 (72% increase from 2021)

- ✓ 协助政府出动抢险次数: 195 次
- ✓ Assist government with emergency rescues (times):195
- ✓ 消除客户端隐患: 189,003 个(比 2021 年增长 85.2%)
- ✓ Addressed safety hazards for customers (Items): 189,003 (85.2% increase from 2021)

## 五、能量之道 雇员发展 Employee Development

我们充分信任员工，并鼓励员工发挥所长，不断探索新的工作方法以驱动公司变革。公司和员工共同努力，创造正直敬业的工作环境。我们激励员工发挥最大潜能，不断成就自我。我们关爱员工，营建包容多样化与差异性的工作氛围。我们不断完善培训流程和人才发展体系，致力提升员工各项技能以及组织的核心人才竞争力。

We trust our employees, support them to develop their strengths, encourage them to keep trying new ways of working that drive change.

We (the company and employees) work together to create a work environment of dedication, by motivating employees to leverage their potentials and constantly achieve themselves. We care for our employees and tolerate diversity and differences. Through a series of comprehensive trainings and development processes, we upgrade the skillsets of our employees and thereby enhance the organization' s sustainable competitiveness of talents.

- ✓ 2022 年员工总人数：4,074
- ✓ Total Number of Employees in 2022: around 4,074s
- ✓ 全体员工中女性比例：28.03%

- ✓ Percentage of Female: 28.03%
- ✓ 高层管理者中女性比例: 20%
- ✓ Percentage of Senior Female Managers: 20%
- ✓ 2022 年各课程参与人次总计: 106,848
- ✓ Total Number of Employees Attended Training in 2022 (man-time): 106,848
- ✓ 2022 年员工参加培训时长总计: 42,493
- ✓ Total Training Hours (man-hour) in 2022: 42,493

#### 培训记录 Training Hours

专业及通用技能培训: 16,265

- ✓ Training on Specialized and General Skills: 16,265
- ✓ 领导力培训: 24,296
- ✓ Training on Leadership: 24,296

✓ 基础知识培训: 1,932

✓ Training on Basic Knowledge: 1,932

#### (一) SHV 领导力模型更新推广 The Updated SHV leadership Profile

在 SHV 集团发布新愿景和价值观的背景下，新版 SHV 领导力模型应运而生，由 5 个能力维度和 12 个能力项组成。我们针对 12 个能力项制作了宣传物料、开展对应的培训课程、利用在线学习平台云学堂“人才进阶包”课程助力领导力模型的推广与员工学习，使领导力模型能更好地被认知、理解，及应用于招聘选拔、试用期评估、人才培养、绩效管理等业务场景。

With the SHV new purpose and values , SHV released The updated SHV leadership Profile, with 5 dimensions and 12 competences. We made promotional materials for 12 competences, carry out specific training courses. The online training platform XIWEI ACADEMY "Talent Promotion Package" help employees better understanding the leadership Profile. The Leadership Profile can applied to recruitment, probation evaluation, talent training & development, performance management.



## (二) 在线培训 助力发展 Online Training Helps Training & Talent Development

2022 年，喜威延续使用在线培训平台“云学堂”、Workday 人力资源管理系统“Learning”模块。公司在云学堂设置了 14 项课程目录，共 1,257 门课程，方便员工随时在线获取知识来源，提升员工技能与能力。2022 年员工参与的在线培训总时长为 42,493 小时。

In 2022, we continued to use the online training platform " XIWEI ACADEMY " and the "Learning" module of Workday system. XIWEI ACADEMY has set up a total of 14 course catalogs and 1,257 courses, which could facilitate employees to obtain knowledge sources, improve their skills and abilities anytime at their convenient. The staff total online training hours in 2022 up to 42,493.

## (三) 系统自助 赋能员工 Self-service System Empowered Employees

2022 年，喜威 Workday 人力资源管理系统普及全国非一线员工使用。在优化各项 HR 流程，标准化业务流程以外，该系统可以让员工更加便利地查询部分人事信息，参与流程步骤。2022 年，Workday 持续赋能，员工实现了人才档案实时更新及自助化管理，管理人员也可以在系统中实施继任人管理工作，助力公司人才发展的动态更新。

In 2022, Workday is widely used by non-front-line employees nationwide. In addition to optimizing various HR processes and standardizing business processes, the system makes it easier for employees to query some personnel information and participate in

process steps. In 2022, Workday continue to empower employees by realizing the real-time self-service management of talent files, managers realize real-time successor review. This change made one big step of company's talent development.

#### (四) 企业文化 增色聚力 Corporate Culture Gather Strengths

2022 年，喜威依据 SHV 集团的雇主价值主张，结合企业愿景以及价值观，推出了“EVP house 雇主价值主张策略屋”模型，大力宣传雇主品牌。我们还将 D&I 文化具体落地，举办妇女节活动打破对女性的刻板偏见，举行全国摄影大赛展现多样化的员工个体体验。

In 2022, we proposed the "EVP house " model based on the SHV purpose and values and made efforts to publicize the employer value proposition. We also put the D&I culture into daily practice, held International Women's Day activities "break the bias" to break the stereotyped prejudice against women, and held National Holiday photography contest to show diversity of our employees.

#### (五) 持续激励 提升员工敬业度 Continuous Motivation and Improve Employee Engagement

2022 年，我们持续致力于为员工创造积极向上的环境。我们举办丰富的员工节日活动，多渠道展现关怀；我们运营多样化的内部沟通渠道，如 Yammer、喜威 e 家等；我们持续表彰先进个体，肯定员工的努力和付出 通过“喜威为你点赞”、“年度喜威之星”评选心中的优秀标杆。

In 2022, we are committed to creating a good environment for our employees. We hold a variety of staff activities to show care in a multiple ways; We have a variety of internal communication channels, such as Yammer, Xiwei E-family, etc; We recognize the employees' outstanding contributions, through "SHV Thumbs Up for YOU" and "Annual Xiwei Star" select the excellent employees.

## 六、能量之道 社区建设 Community Initiatives

作为植根本地的企业，我们始终认为自己是社区的一份子，在经营过程中为社区的可持续发展贡献自己的力量。我们开展社区爱心志愿活动、慈善慰问等密切与社区相关的公益活动，对社区中的弱势群体给予关注与关爱，传递大爱精神、积极履行社会责任。2022 年，面对严峻复杂的疫情，我们继续助力社区战疫。作为当地社区的人大代表和政协委员，我们积极参政议政，为社区的和谐发展贡献力量。

We have been homed in China for 25 years, and we have always considered ourselves as a part of the community and a contributor of the sustainable development. We continue to carry out public welfare activities that benefiting the community, such as community education, volunteer activities. Besides, we also pay attention to and care for the vulnerable groups in the community, and actively shoulder our social responsibilities to win the trust and support of the public. In 2022, we continued to fight against the severe and complex pandemic together with community. As a member of the local People's Congress and CPPCC, we actively participate in the deliberation and administration of national affairs and contribute to the harmonious development of community.

### （一）助力社区战疫，喜威志愿者在行动 Xiwei Volunteers Fight Against the Epidemic With Community

2022 年新冠疫情在多个城市持续多发，严峻复杂的疫情形势深刻影响社区，喜威在内部积极发动志愿者，支援社区核酸检测等工作任务，与社区共同战

疫。

COVID-19 outbreaks continuously and frequently, and still had profound impact on the community. Xiwei actively called upon internal volunteers, supported community on nucleic acid test.

## （二）走进社区，倾听社区居民声音 Listen to the Voice of Community Residents

为进一步做好群众工作，更好地倾听群众最关切、呼声最高的民生热点问题。喜威社区人大代表和社区人员一同，与社区居民群众面对面交流，了解社区居民群众的意见和建议，并将收集到的意见和建议通过区人大渠道进行反馈和跟踪。

In order to do a better job of mass work, listen to the people's livelihood hotspot issues that they are most concerned about. Xiwei local People's Congress of the community and community staff had in-depth exchange with community residents, and collected their opinions and suggestions, and follow-up through the district People's Congress channel.

## （三）燃气安全教育进校园活动 Gas Safety Education Into the Campus Activity

“小手拉大手，燃气安全进校园”是喜威持之以恒的安全主题教育活动，2022年，喜威联合不同的社区，在校园内举办了燃气安全知识进校园的安全宣

传活动。

“The children lead their parents to acquire gas safety knowledge” activity is a persistent safety theme education activity of Xiwei. In 2022, Xiwei jointed community and held gas safety education into campus activities.

#### (四) 守护独居老人安心之家 Protect Gas Safety for the Elderly Living Alone

喜威联合社区，持续开展“关爱长者，守护燃气安全”关爱行动。期间排查出各种隐患，喜威同事逐一消除隐患并为老人们讲解安全用气的知识。

Xiwei united community, organized “Guard the gas safety for the elderly living alone” activity. During the activity, various hazards were identified. Xiwei staffs removed the hazards one by one and explained the safe use of gas knowledge to the elderly.

#### (五) 喜威蓝信封行动 The Blue Letter Project

2022 年，36 位喜威员工通过专业培训和考核，成为蓝信封通信大使。他们与乡村青少年累计互通书信 333 封，在信中倾听结对青少年的烦恼与困惑，用心关爱孩子的心理健康，用书信关爱的形式陪伴他们成长。

In 2022, 36 Xiwei employees join the Blue Letter Project through professional training and assessment. They exchanged 333 letters with countryside teenagers, listening to the troubles and confusions of teenagers, caring for their mental health, and accompanying them with letters.