

Pilot 派诺科技

2023 年 社会责任报告

2023 CORPORATE SOCIAL RESPONSIBILITY REPORT

珠海派诺科技股份有限公司 ZHUHAI PILOT TECHNOLOGY CO.,LTD



珠海派诺科技股份有限公司 ZHUHAI PILOT TECHNOLOGY CO.,LTD

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About this report

This report is 2023 corporate social responsibility

report published by Zhuhai Pilot Technology Co.,

Ltd. (hereinafter referred to as "Pilot", the "Com-

pany" or "we"), aiming to comprehensively

present Pilot's practices and achievements in

sustainable development to all stakeholders.

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Chairman's statement

Time Scope The scope of time is from January 1, 2023 to December 31, 2023 (referred to as the "Reporting Period"). In order to enhance the comparability of this report, some contents are appropriately traced back to or extended to significant years of Pilot's development.

Organization Scope

Unless otherwise stated, the statistical scope of the data and information in this report is consistent with the scope of the Company's annual report in 2023, that is, covering Zhuhai Pilot Technology Co., Ltd. and its subsidiaries1 (including Guangdong Tansuo Zhikong Technology Co., Ltd.2, Wuhan Pilot Technology Development Co., Ltd., Liuzhou Pilot Cloud Energy Technology Co., Ltd., Wuhan Sino New Energy Technology Co., Ltd., Zhuhai Sino Energy Technology Co., Ltd., Wuhan Pairui New Energy Co., Ltd. and Zhuhai Huaxia Yunlian Technology Co., Ltd.).

Information Sources

The information in this report is derived from Pilot's public information, official documents, financial reports and statistics from relevant functional departments. Pilot guarantees that there are no false records, misleading statements or major omissions in the contents of this report.

Reference standards

- ▲United Nations Sustainable Development Goals (SDGs)
- ▲GRI Standards for Sustainability Report
- ▲Continuous Supervisory Guidelines No. 11 for Companies Listed on Beijing Stock Exchange -- Sustainability Report (For Trial Implementation)
- ▲General Framework of Guidelines for Sustainability Reporting of Chinese Corporates (CASS-ESG 6.0)

¹Pilot Technology (Hong Kong) Co., Ltd., a wholly-owned subsidiary of the Company, was incorpor-

The original "Guangzhou Tansuo Intelligent Control Technology Co., Ltd." was renamed to "Guangdong Tansuo Intelligent Control Technology Co., Ltd." on May 11, 2024

2023 is the first year to fully implement the spirit of the 20th National Congress of the Communist Party of China. It is a crucial turning point in the strategic deployment of the "14th Five-Year Plan". It is also the first year for China to take solid steps towards the grand goal of comprehensively building a modern socialist country. In this context, promoting high-quality development is not only the core essence of the national strategy, but also the inherent demand and inevitable choice for the development of listed companies. From a new historical starting point, Pilot was successfully listed on the Beijing Stock Exchange, thus opening a new chapter of development and embarking on a new journey to meet future development and opportunities. We deeply feel that the mission is glorious and the responsibility is heavy. In 2023, we actively responded to the national call, continued to adhere to the corporate mission of "from IoT to IoI, driving 'Smart Electricity, Green Energy'", deeply explored the field of energy IoT, led the green transformation of the energy IoT industry, and jointly contributed to the in- depth implementation of the national "dual carbon" strategy and the construction of ecological civilization.

Continuous entrepreneurship to build a solid foundation for growth. Under the guidance of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, Pilot adheres to the leading of party building for high-quality development, keeps optimizing corporate governance, and builds a stable cornerstone for the Company's development. The Company has been rated as "Specialized and Sophisticated SMEs in Guangdong Province" and a national-level "Little Giant" enterprise. The Company's trademarks "PILOT" and "Pilot Technology" have been selected into the Key Trademark Protection List of Guangdong Province. In 2023, we continued to deeply improve the governance structure, complied with laws and regulations, systematically strengthened the organizational structure of the general meeting of shareholders, the board of directors, the board of supervisors and the officers, and made all efforts to build an efficient management system with clear powers and responsibilities, supervision and counterbalance. We gave full play to the supervisory functions of independent directors and board secretary, and carried out the forward-looking, scientific and sound strategic decision-making. Besides, we strengthened internal control, enhanced risk management and control capabilities, and responded to market changes with flexible and stable strategies to ensure the sustainable and sound development of the Company.

Continuous innovation to drive green transformation. Pilot is not only an advocate of green development, but also a pioneer in practice. We internalize green and low-carbon concepts internally and externalize them through our actions, leading the way for corporate actions in addressing the challenges of climate change. The Company actively embraces the green technology revolution, independently develops and promotes energy-saving and emission-reducing technologies and products. From smart grids, EV charger to smart energy management platforms, every innovation aims to make substantial contributions to energy conservation and

carbon reduction. In daily operations, we actively implement the concept of green office, and rely on Intelligent Operation and Maintenance(O&M), as well as Energy Management Systems to achieve efficient allocation and recycling of energy in Pilot Technology Park, with a comprehensive energy saving rate of over 50%, setting a new trend in the development of green parks.

Outstanding achievements to seek a better future together. Pilot, with the people-oriented concept, is committed to creating harmonious, sound mutually beneficial and win-win labor relations, and cultivating professional elite teams. By improving salary and benefits, strengthening vocational training and creating an excellent working environment, we stimulate employees' potential and creativity to build a harmonious, inclusive and innovative enterprise ecosystem. In addition, relying on high-end platforms such as Postdoctoral Research Workstations, Guangdong Provincial Enterprise Technology Center and Engineering Technology Research Center, we continue to input scientific research momentum and consolidate the foundation of corporate development. In 2023, R&D expenditures accounted for 8.99% of operating income. By the end of 2023, we had accumulated a total of 195 patents and 182 computer software copyrights. In 2023, our customer satisfaction reached 97.21%, and we won the trust and support of the market and customers with our quality, professional and efficient services.

As the tide rises, it is time to hoist the sails; with steadfast determination, we embark on a new journey. With unwavering commitment, we pave the way for a brighter future. Looking forward to the future, Pilot will continue to explore the path of sustainable development with higher morale and far-reaching vision; driven by innovation, drive industrial upgrading and green transformation; and guided by wisdom, build a safe, economical and low-carbon digital energy service system. We firmly believe that Pilot will take firmer steps on the path of sustainable development, contributing more "Pilot Wisdom" and "Pilot Strength" to global green and sustainable development!

> Li Jian Chairman of Pilot



on February 1, 2024 and is not included in the scope of this report.

Exploring Pilot

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Corporate culture

CORPORATE

CULTURE

Corporate mission:

To drive the transition from the Internet of Things(IoT) to the Internet of Intelligence(IoI), advocating for "Smart Electricity, Green Energy"

Corporate spirit:

Persistent entrepreneurship, relentless innovation, and outstanding achieve-

Original Aspiration:

Grow from a small startup into a global enterprise, fostering a sense of collective ownership and becoming the most trusted energy IoT company in the eyes of customers





Pilot (stock code number: 831175), founded in 2000, stands as a leading global provider in the field of smart

Company overview

energy solutions. At its core lie self-developed sensing equipment, edge gateways, software platforms, and intelligent algorithms. Pilot cater to a diverse range of industries, including public buildings, data centers, healthcare, education, electronic semiconductors, transportation, industrial enterprises, offering them IoT energy products and digital energy services. Over two decades of relentless growth, Pilot has amassed a comprehensive product portfolio spanning cloud platform, information transmission channel, edge computing, and acquisition terminal. Our flagship offerings encompass intelligent power measurement, control, and protection systems, IoT management platform tailored for energy and critical equipment, an integrated smart energy dual-carbon management platform, electric vehicle(EV) charging equipment and system platform. This robust ecosystem forms the foundation of a secure, cost-effective, and eco-friendly digital energy service system, powered by data and advanced algorithms.

Currently, the Company boasts two major R&D centers in Zhuhai and Shenzhen, and is in the process of establishing another in Wuhan. We have constructed a comprehensive marketing, engineering, and after-sales service network system spans across North China, East China, South China, Central China and West China with Beijing, Shanghai, Guangzhou, Wuhan and Xi'an serving as regional centers, and set up offices in Changsha, Nanjing, Hangzhou, Jinan, Chengdu, Tianjin, Urumqi and other major large and medium-sized cities in China to respond and serve customers more quickly. Our business operations extend throughout the entire country and encompass over 80 overseas markets.



Organizational Structure

Headquarters, industrial parks, R&D centers (including Wuhan R&D Center under construction), branche offices, and major engineering service centers

Revenue

RMB **602** million in 2023

Customer Base and Equipment Inventory

Over 20 years of energy service experience

Over 5,000 users online

Over 150,000 smart devices online

Over 8,000 end customers

Over 10,000 cloud platform users

Over 45,000 charging piles online

Over 40,000 smart air conditioners online

Over 80 global partner nations

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Development history

2000

雄鸡初啼 筚路蓝缕

- 公司成立 Established in 2000
- 第一代PMAC智能电力仪表 First generation PMAC smart power meters
- 500强ODM ODM for Fortune Top 500



2008

逆风飞扬 静水潜流

- 第一代能源管理系统 SmartPM 2000 First generationSmartPM 2000 energy management system
- 进军海外:东南亚、澳洲、欧洲等 International expansion: Southeast Asia, Australia, Europe
- 样板客户Prototype clients: 青岛奥帆中心、奥运射击馆、篮球馆等多个奥运场馆、澳门威尼斯人、上海浦东机场 Qingdao Olympic Sailing Center, Olympic shooting and basketball venues, Venetian Macao, Shanghai Pudong Airport



2016

云管边端 风劲奋蹄

- 第一代基于大数据的云产品电易知 First generation cloud product based on big data, "DianYiZhi"
- · XGate6系列边缘网关 XGate6 series Smart gateway
- ·SmartME能源与设备运维管控平台 SmartME energy and equipment operation and maintenance control platform
- 进军充电桩行业,中标国家电网网上海段项目 entered the electric vehicle charging station industry and won the bid for the Shanghai State Grid project.



2020

华厅集瑞 群贤毕至

- 金融行业消防电气云平台: 建设银行,农业银行 Financial industry fire electrical cloud platform: Construction BankAgricultural Bank
- Smart DCIM数据中心基础设施管理系统: 中石油 Smart DCIM data center infrastructure management system: PetroChina
- 智联系列仪表Ego700/边缘计算终端Ego1000 Intelligent Power meter series Ego700 / edge computing terminal Ego1000
- · AloT+能源服务战略落地:
- AloT + energy service strategy implementation:
- 柳州工人医院机电运维项目
- Liuzhou Worker's Hospital mechanical and electrical operation and maintenance project 贺州市人民医院能源托管项目
- Hezhou People's Hospital energy trusteeship project 广州国家档案馆合同能源管理项目
- Contract energy management project for Guangzhou National Archives
- 乔迁二期园区 Phase Two of Pilot Technology Park





2004

智能电力仪表制造商



能源管理供应商



自出机杼 系统自研

- 第二代PMAC系列智能仪表,获得多项自主知识产权 Second generation PMAC series smart meters, with multiple proprietary technologies
- 配电系统、电气火灾设备及系统 Power Distribution Systems, Electrical Fire **Equipment and System**
- 第一代低压马保 First generation low-voltage motor protection





2010

鸿猷丕展 华厦开新

- PMAC8660电能质量分析仪 PMAC8660 power quality analyzer
- PMAC700系列第三代智能仪表 Third generation PMAC700 series smart power meters
- · SmartPM3000F中低压智能变配电管理系统 SmartPM3000F mediumand low voltage smart power distribution management system
- 人才激励,股份改制,派诺科技园—期建成 ${\it Talent incentives} \ {\it equity restructuring}, {\it Phase One of Pilot Technology Park completed}$
- 样板客户Prototype clients 横琴长隆、广州西塔、上海世博会29个场馆、华南理工大学、北京师范大学 Chimelong Ocean Kingdom, Guangzhou West Tower, Shanghai Exp@9 venues, South China University of Technology, Beijing Normal University

2014

创新驱动 革故鼎新

- 基于SmartPiEMS能源综合管控平台的行业解决方案突破 Breakthrough industry solutions based on SmartPiEMS energy comprehensive management platform
- 。公共建筑行业:雁栖湖国际会议中心、国家图书馆, 深圳地铁、京沈高铁 $Public\ buildings\ : Yanqi\ Lake\ International\ Conference\ Center,\ National\ Library,$ Shenzhen Metro, Beijing-Shenvang High-Speed Railway
- 数据中心行业: 阿里巴巴、腾讯、世纪互联、移动、联通、电信 Data centers : Alibaba, Tencent, Century Internet, China Mobile, China Unicom, China Telecom
- 医院行业:湘雅三院、华西医院
- Hospitals : Xiangya Third Hospital, West China Hospital
- 国家高新区博士后科研工作站
- Established a national high-tech postdoctoral research workstation

AloT+能源服务提供商

2018

苦练内功 智能物联

三朵云助力能源物联网:

Three clouds empower energy IoT:

智慧能源云: 1000家用户 Smart Energy Cloud for 1000 users 安全用电云: 3000家用户 Safe Electricity Cloud for 3000 users 空调云: 20000台设备 Air Conditioning Cloud for 20,000 devices

与华为联合研发边缘计算网关

Co-developed edge computing gateway with Huawei

• 战略合作:美的、南网、霍尼韦尔、西门子、绿地、华润、联通 Strategic cooperation with Midea, State Grid Corporation, Honeywell, Siemens, Greenland, China Resources, China Unicom

2023

资本扬帆 奋楫者先

- •北交所上市Listed on the Beijing Stock Exchange
- 国家级专精特新"小巨人"企业 Recognized as a national-level specialized and new "little giant" enterprise
- 自研产品畅销海外86个国家 Our self-developed products are selling well in 86 countries overseas
- 发布储能—体柜产品 Released integrated energy storage system
- 首个光储充检一体化项目: 珠海金银湾 First project of the EV Charging Station with Solar Power & Battery Energy Storage System (BESS), located in Jinyinwan Park, Zhuhai





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EMPOWERING SUSTAINABLE SOLUTIONS FOR

Development strategy

Buildings: Power and energy management system solutions Industrial enterprises: Customized energy management solutions Data centers: Efficient operation and maintenance and energy

New energy: New energy vehicle charging piles, energy storage

Rail transit: Intelligent power and energy monitoring

products and integrated microgrid solutions

Business portfolio

Business Sector

saving solutions

Core Strategis

Technical Advantages

Independent R&D and innovation Customer-centric approach

Power IoT integration technology Energy digital platform technology Electrical safety assurance technology

Power monitoring and metering technology

Intelligent O&M (operation and maintenance) technology Intelligent microgrid coordinated and control technology

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Pilot Industrial Park

Industrial landscape













Sino Charging Pile Production Park













Wuhan Intelligent Production Base and R&D Center









Focusing on the "power consumption-side" energy services, the Company has gradually developed from the initial research and development of smart meters and other power metering hardware products to a comprehensive, data-driven and algorithm-based provider of safe, economical, and low-carbon energy digitalization services. Committed to refining its energy digitalization service ecosystem, the company integrates energy digital hardware products as the entry point, an energy digital system platform as the core, and data services as the guiding principle. This approach continually fortifies and elevates the company's R&D and manufacturing capabilities, enabling it to deliver products that support the expansion of energy digital system platforms and services that facilitate intelligent two-way interactions between power grids and users. Ultimately, this strategy propels the company towards rapid and sustainable growth.



Product strategy

09

The company's energy IoT products and energy digitization solutions collectively forge a robust ecosystem within the realm of the modern power system, embodying digitalization, electrification, and decarbonization. Our offerings span across a wide array of services, including energy IoT products, energy digitization solutions, standardized systems tailored for diverse scenarios, and industry-specific customized systems. Furthermore, in 2023, the company strategically invested in energy storage system integration and microgrid regulation technologies, marking a significant escalation in our R&D endeavors.



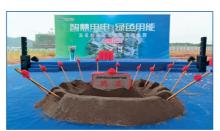




Milestones in 2023



Pilot was listed on the Beijing Stock Exchange



The foundation stone of Wuhan Industrial Park was officially laid on August 8.



Zhuhai Sino Energy Technology Co., Ltd. has established its presence on September 6.



Pilot was rated as a national-level "Little Giant" enterprise.



The Company's trademark "PILOT" was selected into the Key Trademark Protection List of Guangdong Province.



The "Building Energy and IoT Dual-Carbon Platform" was selected as the 2022 Energy Resource Measurement Service Demonstration Project of the State Administration for Market Regulation.



The Company's energy IoT low-carbon park was selected as a pilot demonstration of industrial Internet green low-carbon park.

附件		20	22 年产业集群数字化	转型试点项目培育人库名单
序号	细分行业	地市	牵头单位	试点项目名称
1	有面容器	惠州	联通 (广东)产业发现网有限公司	55. 技术的融合创新驱动智能焊填产业高质量发展工程
2		珠斑	珠海拔诸科技股份有限公司	珠海市印刷电路板产业集群数字化转型工程
3	日期化路板	89.71	广州指中电子科技有限公司	梅州市南江区高福印制电路板产业集群数字化转型工程
ii.	e w	MATE	丰顺县盈取科技有限公司	丰项县也卢广业集群数字化转型升级项目
5	内不能改	广州	广州明珠装备股份有限公司	汽车制造装备产业集群数学化转型工程
6	ения	本党	本党模僚宝智能科技有限公司	基于模具产业集群协同的精密制造数字化特型工程

The company-led project was selected into the cultivation list of industrial cluster digital transformation pilot projects.



The "Power Demand Side Management Platform" was selected into the fifth batch of reference products (technologies) for power demand side management in the national industrial field by the Ministry of Industry and Information Technology.

			技术研究所	No.
366	ZL201710325036.0	基于充电失败风险排序 的电动汽车充放电控制 方法	华南理工大学、珠海派 诺科技股份有限公司	黄廷城、张勇3

The "Electric Vehicle Charging and Discharging Control Method Based on Charging Failure Risk Ranking" was selected into the China Patent Excellence Award.

	广东省节能技术、设备 (产品) 推荐目录 (2023年版)					
腭	技术名称	EREA	被心性术及工艺	身物型	技术机构	
39	集中空海系统可能要担抗术	空網的景格	每千旬時用並進期合質性平台,內理点接來分配的 第三级金数据形式或其來。 显現,或用確認的心思 用。 我心然不一空期他们以起,但其具非常的心思 而此一次,以此一次,但是一次,但是一次 一次,以此一次,以此一次 一次,以此一次 一次 一次 一次 一次 一次 一次 一次 一次 一次 一次 一次 一次 一		克斯塔科拉图外提及 公	

The "Centralized Air Conditioning System Energy Saving Management and Control Technology" was selected into the recommended catalog of energy-saving technologies and equipment (products) in Guangdong Province.

	广东	F省超低能耗、近零的	能耗建筑等!	典型案例	名单
	地市	项目名称	申报类型	建筑类型	建筑总面积(万 m2)
11	政治市	派诸科技因二期厂房办公楼	超低轻耗建筑	办公建筑	2, 25

The Pilot Technology Park (Phase II) was selected as a typical case of ultra-low energy consumption buildings in Guangdong Province.



























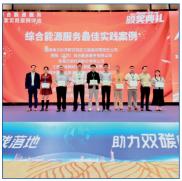
Empowering new energy applications with AI won the runner-up in the 2nd Guangzhou Pazhou Algorithm Competition.



The combined electrical fire monitoring detector was selected into the List of Zhuhai Innovative Products, 2022.



The Company was listed into the Top Ten Brands of Construction Electrical Brand Competitiveness in China's Engineering Survey and Design Industry in 2023.



The Xiaoshan International Airport Smart Energy Management and Control Platform Project won the "Integrated Energy Service-Best Practice Case Award".



The Company won the title of "Leading Brand of



The Company won the "2022 Data Cente Innovative Product of the Year" in the 2022 Data Center Industry Survey Results.





00 新海湖省10000月 阿到位
The Company was listed into the top 100 innovative enterprises in Zhuhai in 2022 and the list of the top 100 innovative enterprises with
comprehensive strength and economic contribution.



witnessed its growth and progress.

Through continuous efforts and contributions, the Company has gained many achievements and honors that have

Awards & Certifications

Enterprise qualifications

- Postdoctoral Workstation

National-level "Little Giant" Enterprise High-tech Enterprise Provincial Enterprise Technology Center Guangdong Engineering Technology Research

Enterprise with AAA Credit rating Top 100 IoT Enterprises in Guangdong Province "Contract-abiding and Credit-worthy Enterprise in Guangdong Province" for six consecutive years National High-tech Industrial Development Zone



Production qualifications

Quality Management System Certification Environmental Management System Certification Occupational Health and Safety Management System Certification Information Security Management System Certifica-

Metering Management System Certification (AAA) intellectual Property Right Management System

Work Safety License

Certification



Engineering qualifications

Contracting of Electronic and Intelligent Engineering (Level 2)

General Contracting of Mechanical and Electrical Engineering Construction (Level 3)

Contracting of Construction Mechanical and Electrical Installation Engineering (Level 3) Contracting of Fire-fighting Equipment Engineer-

Special Project for Building Intelligent System Design (Class B)









Product qualifications

CE certification, CCC certification, CPA certification, FCC certification, UL certification, KEMA certification, Cape inspection report, computer software copyright, etc.











Awards and recognitions

 ${\sf Top\ Ten\ Outstanding\ Brands\ in\ the\ Intelligent\ Building\ Electrical\ Industry\ for\ 10\ Consecutive\ Years}$

Third Prize of Science and Technology of Guangdong Province

First Prize of Zhuhai Science and Technology Progress Award



13









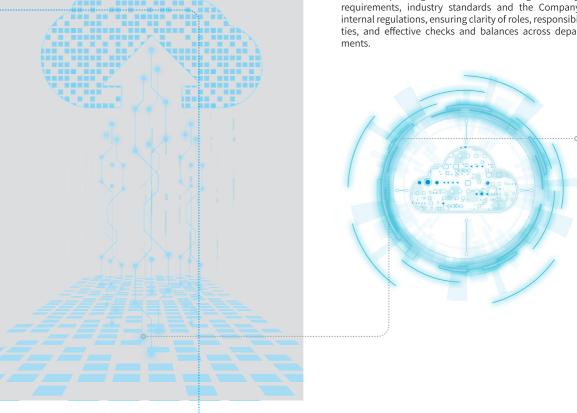
In compliance with the requirements outlined in the *Company Law, Securities Law* and other applicable laws and regulations, the Company has formulated the Articles of Association. We have established and refined the systems of the General Meeting of Shareholders, Board of Directors, Board of Supervisors, Independent Director and Board Secretary, thereby constructing a corporate governance structure tailored to the standards of listed companies. The General Meeting of shareholders, Board of Directors, Board of Supervisors and senior management work in harmony, while the Independent Directors and the Board Secretary effectively oversee and manage the Company operation. This *ensures* adherence to legal and standardized practices, safeguarding the interests of all shareholders.

Sustainability governance

Pilot has profoundly embedded the concept of sustainability into corporate governance framework, establishing a practical operational and management system tailored to its unique needs. Through continuous refinement of its systematic management structure and optimization of approval processes, Pilot has fortified a robust management system that clearly outlines guidelines for operation. These efforts not only ensure the company's efficient day-to-day functioning but also safeguard its sustainable development journey.

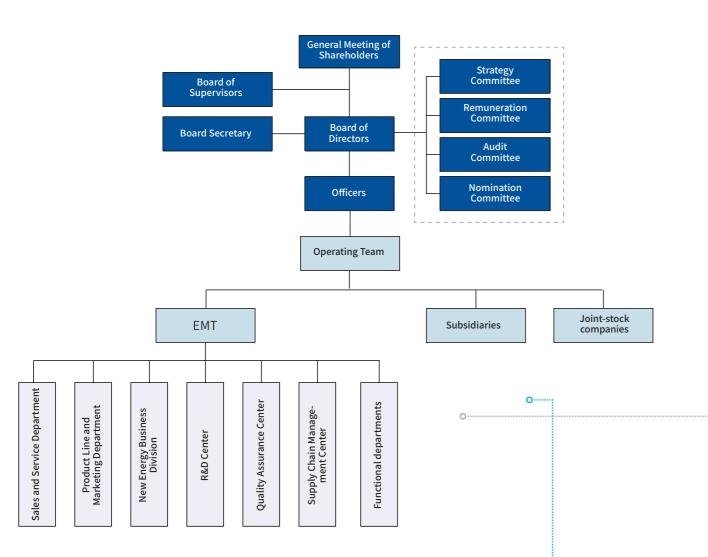
Enhancing corporate governance

The General Meeting of Shareholders, Board of Directors, Board of Supervisors, Board Secretary and Management have all performed their respective rights and obligations in strict accordance with the provisions and requirements of the Company Law, Securities Law, Articles of Association and other laws, regulations and business rules. The Company's major decisions in production, operation, investment and finance have been made in accordance with the procedures and rules stipulated in the Articles of Association and internal control systems. Throughout the reporting period, all mentioned organizations and personnel have operated lawfully and ethically, fulfilling their responsibilities and obligations diligently. The current corporate governance structure aligns with legal requirements, industry standards and the Company's internal regulations, ensuring clarity of roles, responsibilities, and effective checks and balances across departments.



Pilot 派诺科技

Organizational chart



In pursuit of swift market responsiveness and hierarchical efficiency enhancement, Pilot has continuously refined and optimized the organizational structure, resulting in a more flattened hierarchy with clear defined roles and responsibilities. The managemen tier comprises the General Meeting of Shareholders, the Board of Directors, the Board of Supervisors, the Board Secretary and the Senior Management Team, collectively overseeing decision-making, deployment, supervision, inspection, and overall promotion to ensure seamless coordination and mutual checks and balances among various departments. EMT is responsible for carrying out the Company's routine operation and management, as the highest responsible organization for the Company's routine operation.

Operation through the Tripartite Governance Structure

The General Meeting of Shareholders, the Board of Directors and the Board of Supervisors cooperate, check and balance each other, thus to jointly promote the sound, standardized and transparent operation of the Company. During the reporting period, the convening, proposal deliberation, notification time, convening procedures, authorization and entrustment, voting, resolution making and other procedures, and the voting results of the three board meetings of the Company complied with the relevant provisions of laws, administrative regulations and the Articles of Association; the necessary lawyer witness procedures were fulfilled; and all the proposals adopted at each meeting were legal and valid.



Number of supervisors: 3
Number of female supervisors: 2

Number of directors: 7
Number of female directors: 1

General Meeting of Shareholders - Ensuring the standardization and efficacy of corporate governance

The general meeting of shareholders, as the highest authority of the Company, is responsible for formulating major decisions and policies of the Company. According to the Company Law, Articles of Association and other relevant regulations, the Company has developed the Rules of Procedure for the General Meeting of Shareholders, and convened the general meeting of shareholders in strict accordance with laws, regulations and company rules and regulations to fully exercise the rights of shareholders and ensure the rights and interests of all shareholders, especially minority shareholders. During the reporting period, the Company convened 7 general meetings of shareholders and deliberated 28 proposals.

Board of Directors - Overseeing the smooth and effective management of the Company's operations

The board of directors is responsible for implementing the resolutions made at the general meeting of shareholders, and routine business decisions and management, as the executive body in the corporate governance structure. In accordance with the *Company Law, Securities Law* and other relevant regulations, the Company has formulated the *Rules of Procedure for the Board of Directors*, and paid attention to the differences of directors in gender, profession and qualification to ensure the diversity of the board of directors. During the reporting period, the Company convened 13 meeting of board of directors and deliberated 54 proposals.

Number of officers: 7
Number of female officers: 1

Board of Supervisors - Ensuring compliance and driving the company's structured development

The board of supervisors is responsible for supervising the behavior of the board of directors and the management to ensure that they operate in compliance with laws and regulations. According to the *Company Law, Securities Law* and other relevant regulations, the Company has formulated the *Rules of Procedure for the Board of Supervisors*. Each supervisor earnestly performs his/her supervisory duties, effectively supervises the Company's major events, related transactions, financial status, and performance of duties by directors and managers, and expresses supervisory opinions. During the reporting period, the Company convened 12 meetings of the board of supervisors and deliberated 26 proposals.









Party building leadership

Pilot adheres to the guidance of Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, thoroughly implements Xi Jinping's important thoughts on party building, and performs high-quality party building to promote production and operation and lead the Company's high-quality development. As at the end of the reporting period, the Party Committee of Pilot had 110 party members, including 30 female party members. During the reporting period, the Party Committee of Pilot, as one of the demonstration sites of Party building, received a total of 944 visits and exchanges from 24 party branches of different units.



[Case]: Organizing party building activities and renewing the oath of Party membership

In March 2023, the Party Committee of Pilot visited the Memorial Hall of the First Congress of the Communist Party of China in Shanghai, revisiting the founding journey of the Communist Party of China and gain an in-depth understanding of the glorious founding history, struggle and brilliant achievements of the Communist Party of China in Shanghai. Under the solemn atmosphere of the oath hall, Party Secretary Li Jian led the party members to recite the oath of joining the party to unite cohesive strength.

SDGs

The Company has actively responded to the United Nations' Sustainable Development Goals, dedicated to fully integrating sustainability concepts and core issues into strategies and operations, and actively implementing sustainable development actions while achieving economic benefits, so as to protect the environment and promote social progress.





Dimen- sion	Sustainability issues	Pilot's actions	SDGs
Environment	-Implementing environmental management -Practicing green operation -Promoting low-carbon development	•The use of clean energy accounted for 20%. •Pilot's energy IoT low-carbon park was selected as a pilot demonstration of industrial Internet green low-carbon park. •Pilot Technology Park: The primary energy-saving rate exceeded 20%, and the comprehensive energy-saving rate exceeded 50%. •The Pilot Technology Park (Phase II) was selected as a typical case of ultra-low energy consumption buildings in Guangdong Province.	6 清清次本和
Society	-Priority to people -Quality assurance -Mutual benefit and win-win result -Customer first -Care and love	•Female employees accounted for 30.82%. •Cumulative number of authorized patents: 195 •Cumulative number of valid copyrights: 182 R&D fund investment in 2023: RMB 54,105,001.77	1 元共労 2 季切塩 3 設計 3 設計 4 代務教育 5 性別平等 9 产业、创新包 3 設計 4 代務教育 5 性別平等 11 可持续 12 角质性 17 保証目标实现的 12 角质性 17 保証目标实现的 12 分质性
Governance	-Sustainability-relat- ed governance -Commercial practices	•Proportion of directors receiving anti-corruption training: 100% Proportion of officers receiving anti-corruption training: 100%	8 体面工作和 16 和平、正义与 强大机构

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Stakeholders Communication

To fully comprehend the expectations and demands of all stakeholders, we have continuously expanded diversified communication channels, smoothed communication mechanisms with various stakeholders, and provided timely feedback to join hands with all parties to promote sustainable development.



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Key stakeholders	Key communication topics	Main communication methods	Communication frequency
Governments/regulatory authorities	–Compliance with laws and regulations –Tax payment according to law –Environmental protection	-Stock exchange meetings -Government meetings -Information disclosure according to law -Organizing popular science/visit activities	Regular/irregular
Employees	–Safeguarding basic rights and interests –Training and development –Health and safety –Employee care	-Workers' congress -Employee satisfaction survey -Leadership interview -Company internal OA system -Employee training and special meetings	Regular/irregular
Shareholders/investors	-Adherence to business ethics -Anti-unfair competition -Green operation	−Hotline −E-mail −Working meetings −General meeting of shareholders	Regular/irregular
Customers/potential customers	-Customer management -Product quality -Technological innovation -Supply chain management -Data privacy and security	-Customer complaint platform -Satisfaction survey -Professional training -After-sales service -Regular visits	Regular/irregular
Suppliers/business partners	-Product quality -Industry exchanges and cooperation -Supply chain management	-On-site visit -Visitor reception -Supplier qualification review -Supplier communication platform -Supplier empowerment training	Irregular
The public/society	–Charity and public welfare –Dissemination of green concepts	–Public welfare activities –Popular science and visit activities	Irregular

During the reporting period, the Company strictly implemented the *Investor Relations Management System* to effectively protect investors' right to know. The board secretary serves as the person responsible for managing the Company's investor relations, and the securities department is the functional department of the Company's investor relations management, specifically responsible for affairs concerning the Company's investor relations management.

During the reporting period, the Company objectively and truthfully informed investors of its development, communicated with investors in a timely manner, improved communication efficiency and promoted effective output of results; in accordance with the requirements on information disclosure and management of companies listed on the Beijing Stock Exchange, correctly performed information disclosure to ensure that the legal rights and interests of shareholders were respected and protected; seriously and patiently answered investors' inquiries, carefully recorded investors' opinions and suggestions, and timely gave feedback of the handling results to investors. The office of the board of directors promptly received institutions and potential investors, and facilitated them to visit the Company for inspection and survey.

Material issues identification

Based on the process of "Issue Identification-Issue Research-Issue Prioritization", we systematically carried out the identification and evaluation of material issues to identify material issues related to the Company's sustainable development, and make key disclosures in the report.

Issue identification:

By studying the background of industry development, referring to domestic and foreign ESG standards, industry practices and communicating with stakeholders, we identified 21 issues pertinent to the Company's sustainable development.

Issues research:

Through on-site interviews and online questionnaires, internal and external stakeholders were invited to participate in the assessment of material issues.

Issues prioritization:

Starting from the two dimensions of the significance of impact on economic, environmental and social sustainability, as well as the importance to stakeholders, the issues were analyzed, ranked and reviewed to form a matrix of material issues.

Highly-priority issues

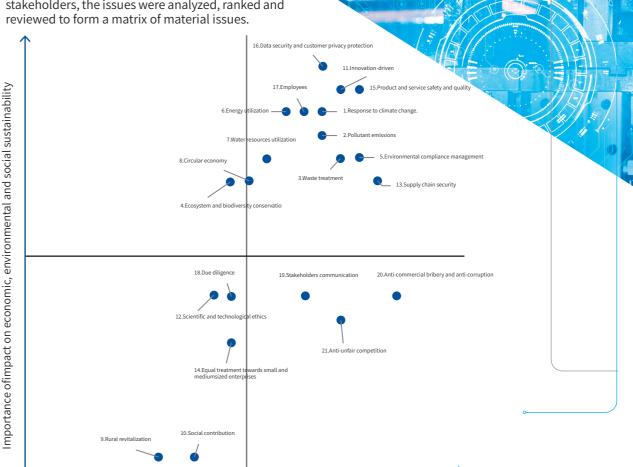
Climate change, pollutant emissions, waste management, environmental compliance, energy utilization, water resources management, circular economy, innovation-driven, supply chain security, product & service safety/quality, data security & customer privacy, employees welfare

Moderate-priority issues

Ecosystem & biodiversity protection, stakeholders communication, anti-commercial bribery & anti-corruption, anti-unfair competition

Low-priority issues

Rural revitalization, social contribution, scientific & technological ethics, due diligence, equal treatment towards SMEs



Importance to stakeholders

eholders

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Environment

Pilot, with green and low carbon as its long-term development goal, is committed to integrating the "green, healthy and smart" concept into park operation and product design, grasping green development opportunities, and helping green and sustainable development. The Company has advocated green office, formulated environmental management policies, implemented energy conservation, consumption reduction and efficiency improvement, and improved resource and waste management. Besides, the Company has carried out active innovation of smart power products, proposed energy digital solutions, provided EV charger and charging system services, promoted energy digitalization, and helped the low-carbon development of the industry with "Pilot Wisdom".



Compliance and risk management

Effective risk management is the guarantee for the steady development of enterprises. Pilot has established a risk management system, covering the risks in finance, operation, work safety and other aspects. The chairman is the first person responsible for risk management and control. Through regular risk assessment and audit, the Company identifies, analyzes and responds to potential risks in a timely manner to ensure that risks are controlled within an acceptable range. During the reporting period, under the supervision of the first person responsible for risk management and control, each department conducted detailed sorting out the financial, operational and work safety risks, completed the risk level assessment, and formulated specific countermeasures.

Business ethics & practices

Pilot is devoted to maintaining high standards of business practices and ensuring the legal and compliant company operations by establishing and implementing strict management systems. The Company has set up a special internal audit department in anti-commercial bribery, anti-corruption and anti-unfair competition, and has opened a specific complaint channel, welcoming stakeholders to report problems and feedbacks through hotline and e-mail. The Company also closely monitors the business ethics of suppliers to promote fair competition in the overall market.

Anti-unfair competition

Pilot has strictly complied with the Anti-Unfair Competition Law and the Anti-Monopoly Law, and set up an internal information management department to supervise and manage the validity of information, avoid false and exaggerated information, and standardize marketing behavior. We have actively monitored market behavior and compliance review to ensure fairness and transparency in business operations, and jointly create a fair, just and orderly business environment.

During the reporting period, the Company had no lawsuits or major administrative penalties resulting from unfair competition.

Commitment to business ethics

Pilot has strictly followed the Criminal Law Amendment (XI), Anti-Money Laundering Law and Announcement on Preventing the Financing Risks of Token Issuance, developed the Internal Control System, Internal Audit System and Anti-Fraud System, and specified relevant anti-bribery and anti-corruption provisions in the Employee Handbook.

We, with zero tolerance for corruption and bribery, have set up an internal audit department and a securities & legal department, adopted strict internal control measures, strictly checked contract compliance, and resolutely put an end to commercial bribery. We have regularly organized employees to attend relevant training on anti-commercial bribery and anti-corruption to enhance their awareness and ability and prevent potential risks. In addition, we have also established a whistleblower protection policy to ensure that the rights and interests of whistleblowers are protected. In terms of external transactions, the Company has reviewed qualifications of suppliers and signed the Supplier Integrity Agreement with each supplier.

During the reporting period:

- •Commercial bribery incidents: 0
- Corruption incidents: 0
- •Proportion of directors receiving anti-corruption training:

100%

•Proportion of officers receiving anti-corruption training: 100%

Embracing green operation

Addressing climate change

Under the opportunities and challenges of the "dual carbon" background, we attach great importance to various impacts brought by climate change and constantly strengthen the Company's adaptability and resilience to climate change. In 2023, we identified potential climate change risks and opportunities that may have an impact on our business and operations, updated our inventory of climate change risks and opportunities, and developed response measures to proactively address climate change.

		Identifying climate-related risks		
Risk category	Risk name	Risk description	Time scope	Pilot's response
Physical risks	Extreme weather events	Extreme weather events caused by climate change (such as heavy rains, flooding, heat waves, etc.) can suspend operations and customer services.	Short-term, medium-term	-Established emergency response mechanism to ensure personnel safety and supply chain stability -Strengthened supplier management and guided the industrial chain to make
,	Climate anomalies such as warming and sea level rise	Leading to an increase in electricity and water costs	Long-term	strategic reserves and procurement -Built flood prevention facilities, and took into account the risk of sea level rise in planning site selection
	Policy and legal risks	Increasing compliance costs due to increasingly stringent regulatory policies on carbon emissions	Medium-term, long-term	-Improved energy efficiency, refined management system, and reduced
Transformation risks	Technological risks	Insufficient adoption of new clean energy and low-carbon technologies may affect the Company's production and product competitiveness.	Medium-term	carbon emissions -Invested in the R&D of new technologies, enhanced technology application level, and cooperated in developing and introducing advanced technologies -Enhanced transparency in information
	Reputation risks	Failure to timely disclose climate-related information or inadequate response may result in reputation damage and reduced market trust.	Short-term, medium-term	disclosure, regularly published ESG or sustainability reports, and strengthened communication with stakeholders
		Seizing climate-related opportuniti	es	
Орр	oortunity name	Opportunity description	Impact duration	Pilot's response
Enei	rgy management	Government and market support and investment in renewable energy have increased, providing the Company with new business growth opportunities.	Medium-term, long-term	
Green te	chnology innovation	Developing and applying green technologies can enhance the market competitiveness of the Company and obtain policy and financial support.	Short-term, medium-term	-Invested in the R&D of green technologies, promoted the commercial application of technologies, and enhanced technology reserves -Launched products that meet
Low-car	Low-carbon product market Increased consumer demand for environmentally friendly products provides the Company with an opportunity to expand the market for low-carbon products. Medium-term, long-term Subsidies and preference optimized the finance optimized th		marketing and improved brand image -Actively applied for government subsidies and preferential policies, optimized the financial structure, and made use of policy dividends	
Po	Policy incentives The government has introduced various incentive policies (such as tax incentives, subsidies, etc.) to encourage the Company to carry out low-carbon transformation.		Short-term, medium-term	

[Case] Actively responding to severe weather

Facing the challenges of extreme weather, we have adopted a series of innovative measures to ensure business continuity and employee safety. The Company has established a cooperative relationship with "Moji Weather", which provides strong data support for our energy management business through real-time monitoring of weather changes. In addition, we have set up a weather warning function in the Company's internal OA system to help employees reasonably plan commuting time and route under severe weather conditions and effectively avoid potential dangers.





During the reporting period:

- · Scope 1 GHG emissions: **29.37** tonnes of CO₂e
- · Scope 2 GHG emissions: **1,061.45** tonnes of CO₂e



Enhancing efficiency through energy conservation and reduction

The Company has actively responded to the national "dual carbon" goal, attached great importance to energy management, and comprehensively implemented energy conservation and consumption reduction measures to improve energy efficiency. In addition, we have continuously optimized the energy structure of the park, and comprehensively developed and utilized renewable energy such as photovoltaics to reduce our dependence on traditional energy and effectively reduce carbon

Energy management

Based on our self-developed technology, we have established the SmartME IoT platform for building energy and equipment management and control in the park. This platform integrates artificial intelligence, digital twins and other advanced technologies to facilitate monitoring, prediction, fault diagnosis, management, environmental adaptive regulation across various building subsystems. It enables intelligent control features such as automatically turning off air conditioners and lights when areas are unoccupied. Furthermore, in line with the national mandate for energy conservation and emission reduction, we have implemented power curtailment measures during peak electricity hours, effectively safeguarding essential production and living electricity needs while fostering a sense of energy-saving responsibility among employees.

Energy usage:

- · Purchased electricity: **2,251,230** kWh
- Petrol consumption: **13,500** litres

Using clean energy

In line with the national "dual carbon" targets, we have proactively embarked on the integration of green and clean energy in two parks of Zhuhai Headquarters. On the roofs of these campuses, we've installed a combined 221kWp distributed photovoltaic system, comprising 115kWp at the Science and Technology Park office building and 106kWp at the Industrial Park. This setup generates approximately 198,900kWh of electricity annually, equivalent to a yearly reduction in CO, e

During the reporting period, clean energy contributed a significant **20%** of overall energy usage.



Pollutant prevention and control

The Company is not engaged in a heavily polluting industry, and its production and operation meet national and local environmental protection requirements. During the reporting period, we strictly implemented relevant national and local environmental protection laws and regulations, and managed pollutants involved in the production process in strict accordance with relevant emission standards and treatment requirements. Notably, we have maintained an incident-free record regarding environmental accidents and have not been subject to any penalties for violating environmental protection laws and regulations

Ca	ategory	Sources	Treatment method
Exh	aust gas	Primarily welding smoke generated during electronic components welding and the exhaust from coating process	Collected and treated by professional devices before being discharged at high altitude, ensuring minimal discharge and concentrations compliant with the <i>Emission Limits of Air Pollutants</i> (DB44/27-2001), having slight impact on the surrounding atmospheric.
Waste water		Primarily domestic sewage	Meets discharge standards outlined in the <i>Discharge Limits of Water Pollutant</i> (DB44/26-2001), treated in septic tanks, then conveyed through the municipal sewage pipelines for centralized treatment.
Noise		Generated during in-plant welding	Mitigated through sound insulation, vibration damping foundation, and other noise reduction measures. Daytime and nighttime noise levels at plant boudaries conform to <i>Emission Standard for Industrial Enterprises Noise at Boundary</i> (GB12348-2008), minimal impact on surrounding.
Waste	Hazardous waste	Toner cartridges for printing, waste packaging materials, waste circuit boards, etc.	The printer rental company recycled toner cartridges regularly and the transferred waste packaging and circuit boards to qualified third-party agents for disposal.
waste	Non-hazard- ous waste	Waste packaging materials, domestic garbage and solder slag in the production and operation process	Waste packaging and domestic garbage were cleaned up regularly by sanitation workers. Non-hazardous solder slag generated by lead-free materials that are used in the welding process of electronic components were collected and disposed of by a professional third-party organization entrusted by the Company, minimal extenal impact.

During the reporting period:

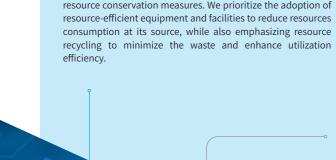
- · Total hazardous waste generated: 422 kg
- · TTotal non-hazardous waste generated: 40,000 kg



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Resource recycling & utilization

The Company has continuously optimized the resource management and control system, rigorously enforcing resource conservation measures. We prioritize the adoption of

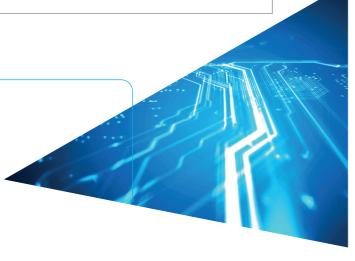


Water conservation

The Company has actively carried out water conservation efforts throughout the organization, elevating water management standards. Annual water conservation targets are established, water-consuming behavior are reasonably regulated, improvement of water-consuming equipment and processes are strengthened, and employees' awareness of water conservation is continuously enhanced to ensured the sustainable use of water resources. The Company's water supply mainly consists of municipal tap water, which is mainly used for office operations, thus eliminating risks associated with water source selection and water use.

Water conservation measures

- -Encouraged internal employees to bring their own water cups and reduce the consumption of bottled water
- -Set up a dedicated rainwater harvesting tank to collecte rainwater for flowers watering and green plants spraying, minimizing the need of fresh water intake
- -Popularized scientific knowledge on water-saving, posted water-saving slogans, and enhanced employees' water-sav-
- -Regularly inspected and maintained the water supply facilities to ensure their proper functioning and reduce the loss and waste



Circular economy

The Company has advocated green office, promoted circularization and digital transformation of resource utilization, insisted on using renewable, recyclable and other environmentally friendly materials, reduced the impact of packaging, and advanced efficient utilization of resources and environmental protection.

Circular measures

- -Used OA office system internally, employed email, instant messaging software and other tools for communication and file transfer, and promoted digital office
- -Encouraged double-sided printing, as well as the use of shared paper documents
- -Set up waste paper recycling bins and used reusable paper for drafts or informal printing
- -Recycled product packaging cartons

Developing green industrial parks

The Company has adhered to the principles of "Green, Healthy and Smart" in building its technology parks. Through independent research and innovation, it has achieved green operation and maintenance, intelligent interconnection to create new building models, and comprehensive smart operation and maintenance to support carbon-neutral operations—a series of "energy-side revolution" initiatives that effectively reduce the company's energy consumption and fully implement low-carbon, intelligent operations.

Pilot Technology Park boasts:

- · The energy-saving rate for building envelopes exceeded 20%.
- The overall energy-saving rate exceeded 50%.

In-house innovation for green O&M

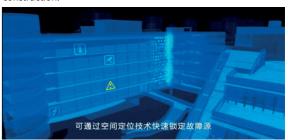
Pilot Technology Park leverages the SmartME IoT platform, developed in-house by Pilot Technology, for comprehensive energy and equipment management. This platform seamlessly integrates "source, grid, load, storage, and charging" operational data, enabling intelligent monitoring of equipment status and formulating strategic operational plans. It intelligently manages flexible resources like photovoltaic storage, charging systems, and adjustable loads like air conditioners, maximizing the park's low-carbon potential and significantly enhancing overall building energy efficiency. Adhering to zero-carbon green manufacturing principles, the platform precisely meters energy consumption, optimizing economic use according to peak and off-peak electricity rates. The "plug-and-play" nature of photovoltaics, energy storage, and charging stations drastically minimizes power access and consumption losses, averaging a reduction of around 15%. Furthermore, the data center of Pilot Technology Park employs the SmartDCIM infrastructure management system, also developed by Pilot Technology. This system offers integrated monitoring of power, environment, security, and IT equipment, enabling real-time control and swift fault detection, significantly enhancing operational and maintenance efficiency.



SmartME building energy and equipment IoT management and control platform

Smart interconnection for innovative building models

Pilot Technology Park incorporates digital technologies such as BIM, intelligent perception, and big data analysis in the green construction spectrum such as collaborative design, intelligent production, smart construction sites, smart operation and maintenance, and intelligent review. It integrates and collaborates with the park's green and low-carbon development strategies to pioneer a novel model for zero-carbon, environmentally-friendly construction.



Interconnection with digital technologies such as BIM, intelligent sensing, and big data

Comprehensive Smart O&M for zero-carbon operations

Pilot Technology Park, grounded in effective energy management and control, integrates rooftop distributed photovoltaics, EV charger, carbon footprint monitoring, and other capabilities, leveraging idle rooftop space to enhance carbon sequestration. By supplementing with green certificate trading, it strives to attain "zero-carbon" status. Harnessing an intelligent microgrid management system in tandem with energy storage solutions, the park efficiently orchestrates flexible resources encompassing sources, loads, storage, and adjustable loads. It prioritizes the local absorption and utilization of renewable energy, incorporates regional demand-side response strategies, and leverages electricity price signals to optimize power consumption across various periods, thereby mitigating energy expenses and accelerating the achievement of zero-carbon operational objectives.



Smart park dual carbon and energy IoT platform



Pilot 派诺科技

Promoting low-carbon development

Pilot Technology is missioned with "Smart Electricity, Green Energy", steadfastly targeting green and high-quality development. By infusing the philosophy of green development into the R&D and operation process, the company relentlessly bolsters investments in digital technology and new power systems. Offering comprehensive, one-stop smart energy and dual-carbon solutions encompassing solution consulting, system integration, and O&M services, Pilot Technology empowers clients to transform and upgrade amidst the new era of green economy, facilitating their pursuit of efficient and sustainable growth. The Company contributes "Pilot Wisdom" towards realizing dual-carbon goals for the whole society.



LOW CARBON DEVELOPMENT

Smart power products

Pilot provides intelligent equipment such as multifunction power meter, motor protection and control devices, electrical fire monitoring devices, electrical safety detection devices and IoT Smart Gatewa. Deployed across vast landscapes including large buildings, data centers, financial institutions, hospitals, transportation hubs and industrial parks, these intelligent power products serve as the cornerstone of modern, intelligent power grids, fostering efficiency and safety in energy distribution and utilization.

Energy digitization solutions

Pilot's energy digitization solutions encompass electricity consumption and energy management systems, along with energy digital services, empowering clients to attain eco-friendly, energy-efficient, and stable energy consumption goals. These solutions serve as pivotal implementation tools for achieving the "dual carbon" goal.

EV charger & charging system

Harnessing our extensive technological prowess in the power and energy sector, Pilot provides EV charging pile products alongside comprehensive system services encompassing charging monitoring, metering, electricity bill analysis and O&M management. Our offerings bolster the growth of the electric vehicle industry and facilitate the widespread adoption of clean energy sources.

Facilitating energy digitalization

Pilot is proactively driving the digital transformation of the energy sector, leveraging technologies including the IoT, AI, big data and cloud computing enhance operational efficiency and reliability of power systems. By minimizing redundancies across production processes, we enable comprehensive and granular management of power enterprises nationwide, thereby fostering the development of green, low-carbon, efficient and agile integrated energy infrastructure.



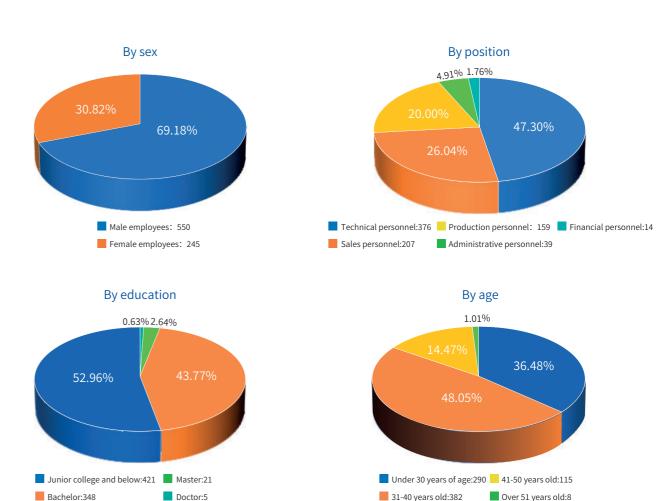
Adhering to the core value of putting people first, Pilot led the progress of the industry through technological innovation, ensured excellent quality, pursued mutual benefit and win-win results with customers, conveyed warmth and care to the society with technological power, and demonstrated its comprehensive commitment and contribution in the realm of social responsibility, marking the beginning of a new chapter in "Society".

People-oriented approach

The Company has formulated rules and regulations such as the *Employee Handbook, Human Resources Management System, Salary Management System of Pilot*, and *Employee Reward System of Pilot* to implement the legitimate rights and interests of employees, adhered to the principle of equal employment, improved the salary and welfare system, enhanced employees' happiness, and built harmonious, healthy, stable and win-win labor relations.

Diversity & inclusion of employees

The Company has promoted employee diversity, attracted and retained diverse talents, strictly prohibited any discrimination on race, skin color, sex, nationality, religion, disability, marital status, age, pregnancy status or other characteristics protected by law, banned forced labor and child labor, respected employees' freedom of belief, protected their personal privacy, and strives to foste a diverse and inclusive work environment.













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A series of internal rules and regulations such as the Employee Handbook clearly embodies the talent selection concept that "promotion based solely on talent and appointment based on ability". In the recruitment process, we have strictly followed the principles of fairness, openness, impartiality and merit-based admission, and resolutely opposed any form of discrimination, ensuring that every candidate can get equal opportunities.

· Total number of employees: **795** · Number of new employees: **182** · Labor contract signing rate: 100%

· Labor dispute incidents: 0

· Proportion of female employees: 30.82% · Proportion of ethnic minority employees: 6.9% · Proportion of female members on the board of

directors: 14.3%

Diversified professional backgrounds

The Company comprises individuals from diverse industry backgrounds, including software engineering(SE), hardware engineering(HE), computer technology(CT), sales, finance, design, production, financial management, etc. Employees from different backgrounds, with expertise and skills in their respective fields, form a rich knowledge sharing base to jointly promote the Company's business innovation and sustainable development.

Inclusion of vulnerable groups

The Company not only provides equal employment opportunities for disabled people, but also offers them one-on-one employment counseling to guide them to tap their self-potential advantages and

achieve career development and growth. In 2023, the Company development, thus effectively stimulating employees' enthusiprovided employment opportunities for 5 disabled people. asm and creativity During the reporting period: · 4 employees were commended for their innovative sugges-• 41 employees received awards for their contributions to intangible assets.

Compensation & benefits assurance

According to the Salary Management System of Pilot, the Company has designed salary plans for different positions and responsibilities, developed an employee stock ownership mechanism, and implemented the Employee Stock Ownership Plan of Zhuhai Pilot Technology Co., Ltd. (Draft) and the Measures for Administration of Employee Stock Ownership Plan of Zhuhai Pilot Technology Co., Ltd. The internal promotion and other mechanisms have been adopted to attract and retain outstanding talents. The Human Resources Management System has been established and implemented to protect the legitimate rights and interests of employees.

Establish a Comprehensive 360° salary and welfare system

-Competitive salary: Competitive salary in the industry, periodic salary adjustment, performance bonus, year-end benefit bonus, project bonus, equity incentive

- -Statutory benefits: Social insurance and housing fund contributions, statutory holidays, paid annual leave
- -Special benefits: Single apartment, delicious canteen, employee birthdays, holiday allowances, wedding and childbearing gratuities, Holidav on March 8th
- -Health & Wellness: Annual physical examination, commercial insurance, employee and family caring fund
- The average number of paid leave days per employee was 23 days (including national holidays) in 2023.

Employee incentives

The Company attaches great importance to employee motivation, and commends and rewards employees with outstanding performance through annual outstanding employee selection and other activities. The Pilot Employee Reward System has been established to reward employees who have made positive contributions in business management, product R&D, production optimization, business expansion and intellectual property

Employee development & training

The Company continues to innovate and improve the talent development system, provides employees with a broad career development platform and diversified professional training, and broadens the career development space of employees.

Provision of career development platform

The Company provides a dual-channel development path of "management + professionalism" to cater to the short-term, medium-term and long-term development needs of employees, fostering mutual growth for both employees and the Company.

Dl.D. position	Management track: R&D supervisor-R&D manager-R&D chief engineer			
R&D position	Professional track: Junior engineer-intermediate engineer-senior engineer-expert			
Technical position	Development track: Technical engineer-technical manager-regional technical lead			
	Management track: Regional supervisor-regional manager-sales director			
Marketing position	Professional track: Sales engineer-sales manager-key customer manager			

The Echelon Talent Management System has been established to carefully cultivate reserve talents and provide solid human resources support for the Company's long-term development. The system adheres to the concept of "Internal Cultivation as Priority, External Recruitment as Complement", customizes training programs according to the development needs of employees, and organizes 1-2 centralized trainings sessions



Talent training program

With the core concept of "sharing, improving and practicing", the Company has constructed an all-round training system integrating online and offline resources to offer the lecturing of courses internally and cooperate with training agencies and consulting companies externally to provide high-quality training for employees. The Company has established "Pilot Training Academy" as the core base for talent training, built a set of internal recommendation tutor system and instruction plan, attached importance to the construction of internal trainer system, and formed a team of internal trainers of more than 40 people to lay the foundation for employee growth and company culture inheritance. In addition, various departments regularly organize technical exchanges, expert sharing and inter-departmental knowledge sharing activities to promote the circulation of knowledge and the coordinated development of teams.

Employee training sessions: **20** times Number of employees trained: 199 Employee satisfaction with training: 100%

Total training hours: **671** hours Employee training coverage rate: **31%** Average training hours per employee: **8.3** hours Total training funds: RMB **91,661**



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Occupational health & safety

The Company puts the protection of employees' health and safety in the first place, strictly abides by relevant laws and regulations on occupational health and safety, and has passed the ISO45001: 2018 occupational health and safety management system certification. During the reporting period, the Company systematically sorted out and upgraded the safety management work, and regularly conducted the fire safety inspection to ensure that all business activities meet the requirements of the occupational health and safety management system.



Employee safety

The Company's safety work adheres to the policy of "Safety First, Prevention Foremost", follows the principle that operation and management must obey safety needs, and realizes safe production and operation.

- -Inspection of potential safety hazards
- -Rectification and tracking of safety issues
- -Safety precautions
- -Workplace environment management
- -Emergency response plan for accidents
- -Accident recording and analysis
- -Safety training program

The Company has maintained a **zero** accidents in production safety.

The Company has reported **zero** work-related

Employee wellness

The Company is dedicated to preserving the health of employees and organizes all employees to carry out health check-ups for all staff members every two years. Newly hired employees enjoy reimbursement for entry physical examination when they become full-time employees. To enhance employee well-being, the Company has actively organized badminton competitions, fun sports meetings and other physical exercise activities, and also offered NLP emotional stress relief training courses to help employees maintain their mental health. In addition, the Company has invited experts to hold health lectures for all employees, and widely disseminated knowledge of healthy lifestyle and disease prevention through corporate WeChat groups, bulletin boards and other channels.

Health check-up coverage: **100%**

Work-related injury insurance coverage: 100%



Enhanced care & communication

Employee communication

The Company offers flexible and diverse communication channels, enabling employees to choose between face-to-face interaction, participating in special meetings, or provideing feedback and suggestions to the management and various departments of the Company via e-mail and other channels. In addition, the innovative "Voice of Pilot" corporate culture communication platform has been introduced and integrated into the OA system, creating a safe and anonymous communication space where employees can freely share their experiences, propose improvements, and engage in lighthearted venting.



"Voice of Pilot" corporate culture communication platform

Employee satisfaction survey

The Company organizes an employee satisfaction survey every year, in which all employees score and make suggestions on the core areas of the Company, includin talent cultivation, incentives, promotion opportunities, inter-departmental cooperation efficiency, workflow and administrative services. Besides, it is supplemented by in-depth interviews with core team members to ensure that the survey results are extensive and in-depth.

Employee satisfaction rate: **91%**

[Case] "Venting Sessions": a new channel for employees feedback

The Company has introduced the novel communication platform of "Venting Sessions". Events are held irregularly, breaking the serious framework of traditional meetings and providing a platform for employees to speak and express themselves freely in a relaxed, lively and down-to-earth way. The top, middle and grass-roots employees can participate online anonymously. Whether it is unique insights into the Company's policies, suggestions for improving the workflow, or even those "minor gripes" that may be difficult to mention at ordinary times, they can find resonance and response here.









Employee activities

The Company is dedicated to fostering a harmonious and comfortable work environment, creating an equal, respectful, free and open working atmosphere through various benefits, services and activities.







"New Year Badminton Tournament": Sports competition facilitating the integration of new graduates into the Company





"Physical and Mental Well-being": Leisure including gyms and reading rooms





"Exchange and Collaboration": Broadening horizons and promoting cooperation and development

[Case] Love fund support: Delivering tangible aid to employees in need and their families

The "Love Fund Management System" has been thoroughly implemented in the Company, which provides graded financial assistance to employees and their immediate family members who have suffered illness or accidental injuries. In 2023, a total of RMB 81,112 in fund subsidies was given to 29 employees. In addition, the Company's party committee took active actions, visited party members and the masses in need, distributed condolences and RMB 1,800 in condolences, further demonstrating the Company's humanistic care and social responsibility.

Innovation-driven Development

With research and development as its driving force, the company has a clear strategy, optimized process management, and fosters innovative teams. It consistently advances the heights of innovation and R&D, steadfastly protects intellectual property, and enhances collaborative research to shape a promising future.

Promoting innovative R&D

The Company adheres to independent innovation, continuously invests in R&D, and has a rich product line covering cloud platform, information transfer channel, edge computing, and acquisition terminal, forming a safe, economical and low-carbon digital energy service system based on data and algorithms. In 2023, the Company increased investment in R&D in energy storage system integration technology and microgrid regulation technology.

R&D strategy & direction

- -Enhancing Energy Efficiency: Proprietary technology monitors and manages energy consumption in real-time to improve efficiency.
- -Supporting Green Industries: Promotes green energy consumption and supports electric vehicle charging infrastructure.
- -Optimizing Production: Utilizes IoT smart management for cost-effective and efficient digital services.
- -Strengthening Services: Ensures quick responses and provides secure, economical, and low-carbon solutions to increase satisfaction.
- -Reinforcing Collaboration: Digital services facilitate industry chain cooperation, building a robust ecosystem together. .

R&D expenditure:

Item	2023	2022
Amount of R&D expenditure (RMB)	54,105,001.77	48,375,184.81
Proportion of R&D expenditure to operating income (%)	8.99	7.89









R&D process management

The company boasts a comprehensive R&D system that supports multiple parallel research modes. These modes primarily include independent research and collaborative development. Independent research focuses on product development, technological pre-research, and building product technology platforms. Conversely, collaborative development involves R&D models that closely integrate industry, academia, and research, creating an extensive ecosystem of cooperative innovation. Our R&D management employs the Integrated Product Development (IPD) system, with the Integrated Product Management Committee (IPMT) making technical and product development decisions. This ensures precise decision-making and flexible adjustments at crucial project stages. Internally, we have established a series of procedural management documents, such as the *New Product Development Flowchart* and the *R&D Project Management Overview*. These facilitate multi-departmental collaboration, ensuring the successful completion of R&D projects.

IPMT		R&D process
PDT manager Product planning representative		Concept phase: Receiving Charter, team appointment, process tailoring, requirement analysis, concept design, preliminary drafting of business plan
SE Project manager Test representative		Planning phase: Overall plan design, outline design, product specifications, marketing plan, detailed project plan, drafting of final business plan, PDCP contract
Manufacturing representative Purchasing representative	\rightarrow	Development phase: Detailed design, hand prototype manufacturing, pilot prototype manufacturing, prototype testing, mold opening, process document preparation, product certification, preparation for small batch trial production
Market representa- tive Financial represen-		Validation phase: Summary of goods demand, small batch trial production, experiment implementation, accuracy evaluation of various fields, evaluation for sales in the market
tative PQA		Release phase: Product launch, mass production, GA release, project summary

To ensure the seamless progression of R&D efforts, we have equipped multiple advanced laboratories, including an EMC (Electromagnetic Compatibility) lab, environmental lab, failure analysis lab, high-voltage lab, electronics lab, and functionality lab, providing the R&D team with top-tier hardware support.

Cultivating innovative teams

The Company has established an interdisciplinary, high-quality R&D team through internal training, external cooperation, and talent introduction. It brings together high-level talents with diverse backgrounds in computer science, communication engineering, electrical automation, electromechanical HVAC, etc., and has the comprehensive ability to innovate in the fields of intelligent sensing technology, IoT technology, microservices & container, cloud & edge computing, big data analysis and AI technology.

R&D personnel:

Education background	2023	2022
Doctor	4	4
Master	12	11
Bachelor	138	117
Junior college and below	46	44
Total R&D personnel	200	176
Proportion of R&D personnel to total employees (%)	25.16	22.34

In order to continuously stimulate and support employees' enthusiasm for innovation, the Company has set clear product innovation performance indicators, and formulated internal documents such as the *Employee Reward System* and *Intellectual Property Management Measures* to quantify and recognize employees' innovation achievements in daily work. This ensures that innovation remains a relentless driving force behind the







Pilot 派诺科技

Protecting intellectual property

Pilot attaches great importance to the protection of intellectual property rights, encompassing patents, trademark rights and copyrights. It strengthens the acquisition, maintenance, application and protection of intellectual property rights, improves the efficiency and level of intellectual property management, and ensures that the Company's innovation achievements are effectively protected. The *Intellectual Property Management Measures* has been developed to promote the output of intellectual property achievements. Besides, a complete intellectual property management certification system has been established, and the annual audit of GB/T 29490-2013 intellectual property management certification system has been passed to ensure the professionalism and standardization of intellectual property protection and management.



Innovation achievements

group standards.

Cumulative number of authorized patents owned: **195** Cumulative number of valid copyrights: **182**

Participation in the drafting of **5** national standards, 3 industry standards, 4 local standards and 6

The Company has accumulated rich R&D technological achievements, and its products have won many honors, such as the first prize of Science and Technology Award of China Electrotechnical Society, the third prize of Guangdong Provincial Science and Technology Award, the third prize of Shanghai Science and Technology Award, and the first prize of Zhuhai Science and Technology Progress Award. It was awarded the honorary titles such as the national-level "Little Giant" enterprise, national-level high-tech enterprise, Guangdong Provincial Enterprise Technology Innovation Center, Guangdong Provincial Engineering Technology Research and Development Center, Specialized and Sophisticated SMEs in Guangdong Province, Guangdong Provincial Private Entrepreneurship and Innovation Industrial Demonstration

Base, Zhuhai (National) High-tech Industrial Development Zone Postdoctoral Research Workstation, etc.



择平: 珠海派诺科柱脂份有限公司

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In 2023, the Company's "Power Demand Side Management Platform" was recognized in the fifth batch of power demand side management reference products (technologies) in the national industrial field by the Ministry of Industry and Information Technology, "Zhuhai PCB Industry Cluster Digital Transformation Project" was selected into the pilot project cultivation list of industrial cluster digital transformation, and "Centralized Air-conditioning System Energy-saving Management and Control Technology" was also recommended by Guangdong Province as an energy-saving technology and equipment (product). In addition, "Electric Vehicle Charging and Discharging Control Method Based on Charging Failure Risk Ranking" won the China Patent Excellence Award.

Leading power innovation with AI algorithms

Since its establishment in 2019, the Company's AI algorithm team has focused on new power systems and established collaborative R&D strategies for power generation, electricity consumption, and energy storage, covering key areas such as load forecasting, energy consumption optimization, and new energy dispatching. Looking forward to the future, the team will continue to deepen the application of AI, keep up with the national new energy and power reform trend, and expand into cutting-edge fields such as smart grids, distributed energy, and electric vehicle charging networks.

[Case] Pilot won second place in top algorithm competition

In September 2023, the second algorithm competition award ceremony and industry conference was successfully held in Pazhou, Guangzhou. This competition was led by the Guangzhou Municipal Government and jointly organized by a number of authoritative organizations, with focuses on "optimizing AI algorithms for a Smarter World" and 3,307 teams from 21 countries around the world participating the competition of cutting-edge AI large models, smart chips and other cutting-edge technologies. After fierce competition, the Company stood out in the field of power battery health estimation and won the runner-up.

Quality assurance

Pilot adheres to the principle of high standards and strict requirements, adheres to the forward-thinking approach to product development, continuously improves product quality and brand influence, and is committed to providing customers with the most competitive products with reliable quality and excellent service, and promoting the Company's sustainable development.

Quality management system

The Company has established a complete set of quality management systems with reference to industry standards, and each project type has well-defined quality objectives, which are disseminated and enforced within the organization. The Company has successively passed ISO9001 quality management system and IATF16949 automobile industry quality management system, which reflects the Company's professionalism and standardization in quality management. In addition, according to the requirements of quality management system standards, various process control requirements have been refined, and management methods and means based on data and facts have been emphasized.









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ISO 9001: 2015 quality management system certification

Pilot safety certification related certificates

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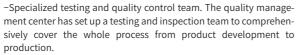
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The Company has established and implemented the whole-process quality control in line with its characteristics, ensuring that every link of products from design, production, verification to delivery is subject to strict standard control. It not only ensures that all indicators meet or exceed the requirements of national standards, but also further consolidates product quality through comprehensive and rigorous functional and performance testing processes, ensuring that every product can meet national standards and show extraordinary quality.

The Company's series of products have successfully obtained a number of authoritative certifications, including CE international safety certification, measuring instrument type approval certification, national compulsory product 3C certification, and Ministry of Public Security fire control product certification. These honors are not only a high recognition of the Company's product quality, but also a firm commitment to the Company's continuous pursuit of excellence, safety and reliability.



-Product development process testing system:

Unit testing--integration testing--system testing--acceptance testing

-Quality control measures in manufacturing process: Incoming material inspection--process inspection control--finished

product delivery inspection--confirmation inspection and consistencv control

-Calibration and maintenance of testing equipment. Calibrate measuring instruments and testing equipment regularly, send them to provincial and municipal metrology institutes for external calibration every year, and assign special personnel to be responsible for daily inspection and maintenance.

-Special funds are set up every year to encourage quality innovation and outstanding contributions in solving quality problems.

After-sales service & product recall

After-sales service

-The Company efficiently implements the after-sales service process in accordance with After-Sales Service and Quality Complaint Handling System, enhances the Company's operating efficiency, stabilizes market reputation, continuously optimizes product quality and customer service experience, and ensures that the interests of each customer are maximized.

Workflow:



-Timeliness requirements: Preliminarily confirm within 2 days, report and solution development within 2 weeks after prototype is provided, and delivery of improved products within 2 months

Product recall

The company, in accordance with the Nonconforming/Non-compliant Control Procedure, accurately identifies and effectively controls nonconformities in quality, environmental, safety management systems, RoHS (Restriction of Hazardous Substances) and mandatory certification in accordance with the Non-conformity/Non-conformance Control Procedures, aiming at reducing their potential impact, avoiding unintended use and delivery of non-conformity/non-conformance products, and ensuring compliance and efficiency throughout the entire production, operation and service process.

Workflow:



-Monthly statistically analyze is conducted on non-conformity, with improvement implemented and recorded

Number of major safety and quality accidents related to products and services: 0 Number of recall incidents: 0

Enhancing quality awareness

The Company attaches great importance to the enhancement of employees' awareness of quality and constantly deepens employees' understanding of the importance of quality. Quality-related training is organized for newly hired employees to ensure they comprehend and align with the Company's quality objectives and policies. For current employees, the Quality Management Center regularly organizes various quality trainings and activities, combining online and offline lectures with practical exercises. In addition, employees' learning results and quality awareness are tested through assessments.

During the reporting period, **20** quality trainings were organized.

Mutual benefit and shared success

Under the core concept of "mutual benefit and shared success", the Company is committed to establish a responsible supply chain system, collaborating with partners to advance sustainable development and achieve mutual value creation and sharing.

Responsible supply chain

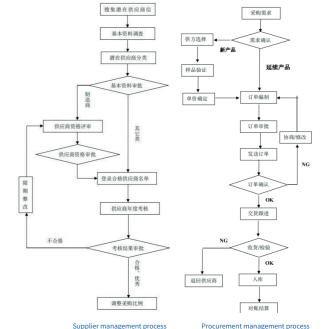
The Company has established internal systems such as Supplier Management Procedures and Procurement Management Procedures, constantly improved supplier access and assessment standards, controlled product supply quality, and jointly built a responsible supply chain.

Supply chain management

The Company has developed a pragmatic and efficient procurement strategy. Under the coordination of multiple departments, the Company strictly audits, evaluates and monitors suppliers in strict accordance with the internal management procedures, so as to ensure the unimpeded procurement channels and the continuous and stable procurement quality.

Optimization and improvement of supply chain management during the reporting period:

- -Proposed and implemented material rectification and cost reduction plans.
- -Built new energy storage material processes, refined classifications, and standardized models.
- -The cost reduction work has reached a record high. Through substitute cost reduction and intensive price bargaining, the target cost reduction of 15% has been achieved.







Supply chain risks identification



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The Company effectively identifies risks in all links of the supply chain and establishes countermeasures to ensure the stable operation of the supply

Risk category	Risk description	Countermeasures
Internal risks	Moral hazard among purchasing staff	Maintained internal integrity, signed integrity agreements externally, and established complaint mailboxes for auditing and overseeing pricing practices.
Inventory risks due to Market Demand Volatility		Purchasing personnel strictly followed the planned requirements, and long-term supplier stocking needed to be completed at the supplier to reduce inventory risks.
	Supplier financial risk	Conducted financial analysis and adopted diversified supplier strategy to reduce single supplier risk.
External risks	Supplier supply risk	The purchasing department cooperated with the quality management center, interviewed suppliers with abnormal quality quarterly, and eliminated those with ineffective rectification.
	Supplier quality risk	The purchasing department cooperated with the production planning department, analyzed the market, managed bottlenecks and important material inventory.

Supplier qualification mechanism

The Company has formulated and continuously improved the supplier access mechanism, strengthened the access assessment requirements for new suppliers, conducted multi-dimensional and in-depth qualification assessment work in accordance with the Measures for Administration of Supplier Qualification Assessment, and selected the qualified suppliers in the List of Qualified Suppliers.

The Company requires suppliers to take the initiative to assume environmental and social responsibilities and contribute to building a sustainable supply chain. related assessment requirements are set in supplier access:

On addition to the Supplier Cooperation Framework Agreement, new suppliers are required to sign a number of agreements such as Quality Assurance Agreement, Relevant Party Environmental/Safety Agreement, Declaration of Compliance with RoHS, Declaration of Compliance with REACH (Registration, Assessment, Authorization and Restriction of Chemicals) and Supplier Integrity and Ethics

© Priority is given to suppliers who have passed ISO9000-2008 and other related system certification and suppliers nearby geographically.

The List of Qualified Suppliers in 2023 covers **330** high-quality suppliers.

Supplier evaluation & assessment

The Company implements a quarterly and annual dual assessment mechanism to comprehensively review the delivery quality, on-time delivery rate, price competitiveness, support and service level of suppliers, as well as the potential impact of delayed delivery on customer operations, and generate a "list of qualified suppliers" after year-end summary analysis. In addition, the Company adopts alternative suppliers to ensure the stability of the supply chain.

Assessment results	Assessment criteria	Countermeasures
Excellent	85 points or above	Added new preferential terms
Qualified	60-84 points	Improvednon-conforming items (held a review meeting if necessary), ensured normal implementation of purchase transactions, and reconfirmed again after the improvement
Unqualified	Below 60 points	Disqualified the suppliers and utilized the alternative supplier

Establishing collaborative partner network

The Company has extensive layout in partner expansion and deepening cooperation. As a leading enterprise in energy IoT solutions, it attracts many partners from the government, enterprises and industries. With focus on industrial chain coordination, the Company fosters cooperation opportunities and pursues common development. In cooperation, enterprises with strong brand influence, abundant resources and leading technology are selected to build strategic alliances. Besides, the Company works closely with carbon emission trading centers, industry associations and energy giants to strengthen exchanges and sharing, participate in industry events, and jointly explore future trends. Moreover, the Company provides all-round support to partners to help them grow their business and improve their market competitiveness.



















































Customer satisfaction

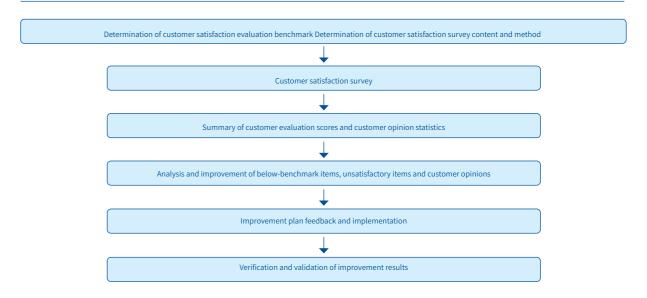
The Company adheres to high service standards, promptly addresses customer requests, and precisely identifies needs through nine-dimensional satisfaction surveys encompassing (design, quality, identification, installation, packaging, model selection, problem-solving capability, technical proficiency, etc.). In view of the unsatisfactory and low-scores items reported by customers, the Company communicates immediately, proposes and implemented improvement measures, and strives for customer satisfaction.

Frequency of customer satisfaction survey: Once per quarter

Number of questionnaires distributed in 2023: 248

Customer satisfaction rate in 2023: 97.21%

Customer satisfaction survey process:



Complaint response

Customer communication and complaint channels:

- -24-hour service hotline: 4008786678
- -Complaint email: service@zhpilot.com

Process for handling customer complaints:

- -The service department receives and assesses issues, collaborates with the quality department for thorough analysis of complex problems, and coordinates R&D and product lines as needed.
- -Commitment to efficiently resolve issues within the "552" timeframe: 5 days for preliminary analysis, 5 days for detailed analysis, and 2 months for solution determination
- -Quarterly phone/onsite follow-ups
- -Actively communicate and upgrades/optimize equipment for internally identified product issues

Customer complaint handling rate: 100%

Responsible marketing

The Company adheres to the concept of responsible marketing, and strictly controls the information accuracy of publicity and marketing materials through various channels. All external marketing materials must pass the Company's internal audit. In terms of information protection, a strict information isolation mechanism has been set up to manage the information of distributors and customers at different levels. In addition, all employees are required to sign relevant confidentiality agreements when joining the company to form a long-term mechanism for information protection.

Number of complaints due to improper marketing: 0

Customer-centricity

The Company always insists on establishing good cooperative relationships with customers. While continuously improving its customer service level, it strengthens the distributor management, provides customers with high-quality products and services, and continues to win the trust by customers.

Enhancing service system



Customer-centered

Online

Establishment of offices in multiple regions

Establishment of sales channels on multiple platforms

Provide technical services to comprehensively solve pre-sales, in-sales and after-sales technical problems



Provide technical services and support to customers to meet their needs through multiple channels in a more comprehensive manner

The Company wholeheartedly provides customers with high-quality products and services, and has formulated customer service management system documents such as the After-sales Service Management System, Event Management Procedure and Problem Management Procedure, as well as customer satisfaction management system documents such as the Customer Satisfaction Control Procedure and Customer Return Visit Management System, and set up a customer satisfaction system focusing on timely response, customized service and product promotion, so as to promote the continuous improvement of customer service.



Customer-oriented training



[Case] MOT improvement training: Identifying & improving customer service

In September 2023, the Company organized MOT (Moment of Truth) improvement training, aiming to enhance the ability of backbones of various departments to identify and optimize critical moments in the service process through an in-depth understanding of MOT theory. With MOT as the core, the trainees were guided to discuss a number of scenario cases of customer-employee docking, such as customer consultation, complaint handling, product experience feedback, etc. Through role-playing, group discussion and other forms, the MOT points in each scene were deeply analyzed, and practical optimization measures were put forward.



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Data security & customer privacy protection

The Company, with resolute idea of safeguarding information security and system performance, has formulated and improved the *Information Security Laws* and *Regulations Control Procedures, Information Security Management Manual, Information Security Management System Organization* and *Responsibility Management Strategy* and other systems. The infrastructure, network, server, software system and various terminal equipment are under management to ensure the overall security of the information system.

Strengthening information security management

The Company's information security organization framework includes three functions: management decision-making, supervision and inspection, and implementation:

-Management decision-making: An information security leading group has been set up, with the leader held by the general manager of the Company, and the members by the deputy general managers and management representatives of the Company.

-Supervision & inspection: An information security working group has been set up to be responsible for daily supervision and continuous inspection.

-Implementation: All employees comply with security requirements, and departments have set up information security officers to coordinate and implement them.

Information security group management organization structure

The Company obtained the ISO27001 information security management system certification in July 2016, and passed the external audit for 8 consecutive years.



ISO27001 information security management system certification

In order to improve the emergency response capabilities of the team, the Company conducted 3 information system disaster recovery drills during the reporting period, covering scenarios such as malicious attacks, data center failures, network interruptions and data server downtime, and comprehensively tested the emergency response, coordination and recovery capabilities.

2 information security incidents were proactively identified, without resulting in substantial impactor economic losses

Number of customer complaints received related to data and privacy security: **0**Incidents of customer data breaches: **0**

Comprehensive privacy protection

The Company is dedicated to offering comprehensive privacy protection through a series of rigorous policies and measures to ensure the safety of users' privacy in products and services, and effectively respond to data leakage or emergencies:

—Stringent access control: The Company has enforced stringent user access controls, leveraging documented systems including *User Access Control Procedure*, *Physical Access Control Procedure* and *Security Area Control Procedure*.

—Holistic information security management strategy: A comprehensive information security management system documents has been established, such as the Employee Information Security Management Regulations, Mobile Media Destruction Management Regulations, Office Communication Facilities Management Regulations, Instant Messaging Tools Use Management Regulations and Network Communication Security Policy, to ensure that information processing meets security standards.

-Confidentiality Agreements for Incoming and Departing Employees: All incoming and departing employees are mandated to sign confidentiality agreements.

—Technical Data Encryption Measures: IP-Guard data encryption system has been launched to encrypt sensitive data to ensure the security of data during transmission and storage.

During the reporting period:

Number of information security training sessions: **1** Person-times for information security training: **782**



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Sharing warmth, spreading joy

In the cause of "Sharing warmth, spreading joy", the Company actively fulfills its social responsibilities, devotes itself to charity and public welfare, promotes rural prosperity through technological empowerment, warms every corner with heartfelt actions, and jointly contributes to a harmonious social landscape.

During the reporting period:

Number of participants in social contribution activities: **29**Cumulative participation time in social contribution activities: **81** hours

Number of public welfare and charity projects/volunteer service initiatives: **3**



The Company, with its own technological advantages in the field of new energy and relying on its self-developed EV charger and management platform, actively bridges the "last mile" gap for EV business to reach rural areas, facilitating green travel for rural residents. This thereby gives a strong boost to rural revitalization. In addition, through technical training and knowledge sharing, it assists rural residents in enhancing their understanding and application of new energy technologies, stimulating the internal development momentum of rural areas.







Pilot charging piles have been settled in many places

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Assistance & relief, gathering forces of love

The Company, with the Federation of Industry and Commerce of Zhuhai High-tech Zone (General Chamber of Commerce), went to the nursing home in Nawu Town, Huazhou to send love and care to the elderly.







In July 2023, teachers and students from Helong Primary School in Wenlou Town, Huazhou were invited to Pilot to carry out summer study activities. The students visited the Company's working environment and gained an in-depth understanding of Zhuhai's history and urban planning and our corporate culture through interactive experiences. In order to further strengthen the contact with the students of Helong Primary School, the Company's party committee specially

School in Wenlou Town, Huazhou

[Case] Party members of the Company pair up to care for students at Helong Primary

Helong Primary School, the Company's party committee specially arranged a "one-to-one buddy system" activity between party members and students. During this activity, each party member carefully selected a small gift to express their concern and support for them.



In the "Thousand Firms Uplift Thousand Towns, Ten Thousand Enterprises Rejuvenate Ten Thousand Villages" campaign led by the Guangdong Provincial Department of Agriculture and Rural Affairs (Rural Revitalization Bureau), the Company was honored with the title of "Top 100 Caring Enterprises in Guangdong" in recognition of its outstanding contribution.



Integration of industry and academia to jointly study the path of green innovation

The Company actively responds to social responsibilities and is committed to promoting the dissemination and practice of environmental protection concepts and green energy-saving technologies on campus. During the reporting period, the Company received a total of 169 teachers and students delegations from 14 schools. These exchange activities have promoted the deep integration of Industry-University-Research to jointly explore new paths for environmental protection and sustainable development.

[Case] Official Unveiling of the Internship & Training Base at Huazhong University of Science and Technology

In November 2023, the jointly-established internship and training base for electronic information graduate students by the School of Artificial Intelligence of Huazhong University of Science and Technology and Pilot was officially unveiled. Leveraging their respective advantages, the two parties will jointly build a collaborative training platform integrating education, scientific research and service, with the purpose of improving the practical innovation ability of graduate students, supplying high-quality innovative talents to enterprises, and realizing the seamless connection between education and industry.





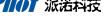


Environmental KPIs

Indicator	Unit	2023
Scope 1: GHG emissions from direct sources	t of CO ₂ e	29.37
Scope 2: GHG emissions from indirect sources	t of CO ₂ e	1,061.45
Total GHG emissions	t of CO ₂ e	1,090.82
GHG emission intensity	t of CO ₂ e/RMB 1 million operating income	1.81
Purchased electricity	kWh	2,251,230
Proportion of clean energy use	%	20
Gasoline consumption	L	13,500
Municipal water consumption	t	12,000
Drinking water consumption	t	0.50
Total water consumption	t	12,000.50
Total hazardous waste generated	kg	422
Total non-hazardous waste generated	kg	40,000
Recycling volume of waste paper	kg	200
Recycling volume of plastic bottles	kg	24
Recycling volume of waste	kg	7,000
Number of environmental litigation cases	/	0
Number of environmental administrative penalties	/	0
Amount of environmental administrative penalties	ten thousand RMB	0

Social KPIs

Indicator	Unit	2023
Person-times of employees participating in charity projects/volunteer services	Person-time	29
Total hours of employees' participation in charity projects/volunteer service	Hour	81
Number of public welfare and charity projects/volun- teer service projects	/	3
Number of newly granted patents in 2023	/	9
Cumulative number of authorized patents	/	195
Number of new valid copyrights added in 2023	/	15
Cumulative number of valid copyrights	/	182
Number of intellectual property infringements	/	0
R&D fund investment in 2023	RMB	54,105,001.77
Proportion of R&D fund investment in operating income in 2023	%	8.99
Number of R&D personnel in 2023	/	200
Proportion of R&D personnel in total employees in 2023	%	25.16
Number of new employees recruited	/	182
Number of total employees	/	795
Number of full-time employees	/	795
Number of part-time employees	/	0
Number of male employees	/	550
Number of female employees	/	245
Number of technical personnel	/	376
Number of sales personnel	/	207
Number of production personnel	/	159
Number of administrative personnel	/	39





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Social KPIs

Indicator	Unit	2023	
Number of financial personnel	/	14	
Number of employees with doctor degree	/	5	
Number of employees with master degree	/	21	
Number of employees with bachelor degree	/	348	
Number of employees with junor college degree and below	/	421	
Number of general employees	/	568	
Number of engineers	/	176	
Number of middle management	/	44	
Number of senior management	/	7	
Number of employees under 30 years of age	/	290	
Number of employees aged 31-40	/	382	
Number of employees aged 41-50	/	115	
Number of Employees aged 51 and over	/	8	
Total turnover of employees	/	196	
Employee turnover rate	%	24.65	
Labor contract signing rate	%	100	
Social insurance coverage	%	100	
Paid days per capita	Day	23	
Labor dispute cases	/	0	
Number of male employees trained	/	119	
Number of female employees trained	/	80	
Number of general employees trained	/	80	

Social KPIs

Indicator	Unit	2023
Number of engineers trained	/	69
Number of middle management trainees	/	30
Number of senior management trainees	/	20
Average training hours of general employees	Hours/person	8.30
Average training hours of engineers	Hours/person	9.70
Average training hours of middle management	Hours/person	22
Average training hours of senior management	Hours/person	33
Number of training courses conducted through the year	/	20
Employee satisfaction with training	%	100
Number of work-related injury accidents in 2023	/	0
Number of work-related fatalities in 2023	/	0
Number of work-related fatalities in 2022	/	0
Number of work-related fatalities in 2021	/	0
Work-related death rate in 2023	%	0
Work-related death rate in 2022	%	0
Work-related death rate in 2021	%	0
Number of days lost due to work-related injury accidents in 2023	Day	104
Employee work-related injury insurance coverage	%	100
Employee accident insurance coverage	%	21
Employee health examination coverage	%	100











Governance KPIs

Indicator	Unit	2023
Number of corruption lawsuits filed against the Company and employees	/	0
Number of anti-corruption training sessions for directors	1	1
Total number of anti-corruption training sessions	1	1
Number of directors receiving anti-corruption training	/	7
Proportion of directors receiving anti-corruption training	%	100
Number of female members in the board of directors	/	1
Number of female members in senior management	/	1
Proportion of female members in the board of director	%	14.30
Proportion of female members in senior management	%	14.30



Index Table of GRI Standards

	I
Instructions for use	Zhuhai Pilot Technology Co., Ltd. reported the information cited in this GRI Content Index with reference to GRI Standards from January 1, 2023 to December 31, 2023.
GRI 1 used	Basic 2021
Disclosure item	Corresponding chapter/section
GRI 2: Gen	eral disclosures 2021
Organization a	and its reporting practices
2-1 Organization details	About this report
2-2 Entities included in the organization's sustain- ability reporting	About this report
2-3 Reporting period, reporting frequency and contact person	About this report
2-4 Restating of information	Not involved
2-5 External authentication	/
Activ	ities and workers
2-6 Activities, value chain and other business relationships	Exploring Pilot
2-7 Employees	People-oriented approach
2-8 Workers other than employees	Mutual benefit and shared success
	Governance
2-9 Governance structure and composition	Sustainability governance
2-10 Nomination and selection of the top govern- ing body	Sustainability governance
2-11 Chairman of the top governing body	Sustainability governance
2-12 Supervisory role of the top governing body in terms of management impact	Sustainability governance
2-13 Delegation of responsibility for management impact	Sustainability governance











Disclosure item	Corresponding chapter/section	
2-14 Role of the top governing body in sustainability reporting	/	
2-15 Conflict of interest	1	
2-16 Communication of important issues of concern	Sustainability governance	
2-17 Common knowledge of the top governing body	Sustainability governance	
2-18 Performance assessment of the top governing body	/	
2-19 Remuneration policy	People-oriented approach	
2-20 Procedures for determining remuneration	People-oriented approach	
2-21 Total remuneration ratio for the year	/	
Strategies,	policies and practices	
2-22 Statement on sustainable development strategy	Chairman's statement	
2-23 Policy commitments	Business ethics & practices	
2-24 Integrated policy commitments	Business ethics & practices	
2-25 Procedures for remedying negative effects	Sustainability governance	
2-26 Mechanisms for seeking advice and raising concerns	Business ethics & practices	
2-27 Compliance with laws and regulations	Business ethics & practices	
2-28 Membership of the association	/	
Stakeholder engagement		
2-29 Methods of stakeholder engagement	Sustainability governance	
2-30 Collective bargaining agreements	/	
GRI 3: Topic materials 2021		

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Disclosure item	Corresponding chapter/section	
3-1 Process of identifying substantive issues	Sustainability governance	
3-2 List of substantive issues	Sustainability governance	
3-3 Management of substantive issues	Sustainability governance	
GRI 201: Econ	omic performance 2016	
201-1 Economic value directly generated and distributed	Exploring Pilot	
201-2 Financial impacts and other risks and opportunities due to climate change	Embracing green operation	
201-3 Defined benefit plan obligations and other retirement plans	People-oriented approach	
201-4 Financial subsidies given by the government	/	
GRI 202: Mai	ket performance 2016	
202-1 Ratio of standard starting wage by gender to local minimum wage		
202-2 Proportion of executives hired from local communities	. /	
GRI 203: Indired	ct economic impacts 2016	
203-1 Infrastructure investment and supporting services	Promoting low-carbon development	
203-2 Significant indirect economic effects	/	
GRI 204: Proc	urement practices 2016	
204-1 Proportion of expenditure on purchases from local suppliers	/	
GRI 205: A	anti-corruption 2016	
205-1 Operating premises where corruption risk assessment has been performed	Business ethics & practices	
205-2 Communication and training of anti-corruption policies and procedures	Business ethics & practices	
205-3 Confirmed incidents of corruption and actions taken	Business ethics & practices	









Disclosure item	Corresponding chapter/section	
GRI 206: Anti-competitive behavior 2016		
206-1 Legal proceedings against anticompetitive conduct, antitrust, and anti-monopoly practices	Business ethics & practices	
GRI 207: Tax 2019		
207-1 Tax policy	/	
207-2 Tax governance, control and risk management	1	
207-3 Stakeholder engagement and management related to tax concerns	1	
207-4 Country reports	Not involved	
GRI 301: Materials 2016		
301-1 Weight or volume of material used	Practicing green operation	
301-2 Recycled feed used	/	
301-3 Recycled products and packaging materials thereof	/	
GRI 30	02: Energy 2016	
302-1 Energy consumption within the organization	Practicing green operation	
302-2 Energy consumption outside the organization	/	
302-3 Energy intensity	/	
302-4 Reduction of energy consumption	Practicing green operation	
302-5 Reduction of energy demand for products and services	Practicing green operation	
GRI 303: Water and effluents 2018		
303-1 Interaction between organization and water as a shared resource	Practicing green operation	
303-2 Managing drainage-related impacts	Practicing green operation	

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Disclosure item	Corresponding chapter/section	
303-3 Water intake	Practicing green operation	
303-4 Water drainage	Practicing green operation	
303-5 Water consumption	Practicing green operation	
GRI 304: Biodiversity 2016		
304-1 Operating premises owned, leased, managed by the organization in biodiversity-rich areas located in or adjacent to and outside protected areas	Not involved	
304-2 Significant impacts of activities, products and services on biodiversity	Not involved	
304-3 Protected or restored habitat	Not involved	
304-4 Species in habitats affected by operations that have been listed on the IUCN Red List and national conservation catalogs	Not involved	
GRI 305	5: Emissions 2016	
305-1 GHG emissions from direct sources (Scope 1)	Practicing green operation	
305-2 GHG emissions from indirect sources (Scope 2)	Practicing green operation	
305-3 GHG emissions from other direct sources (Scope 3)	/	
305-4 GHG emission intensity	Practicing green operation	
305-5 GHG emission reduction	/	
305-6 Emissions of ozone-depleting substances (ODS)	Not involved	
305-7 Emissions of nitrogen oxides (NOX), sulfur oxides (SOX) and other significant gas	Not involved	
GRI 3	06: Waste 2020	
306-1 Waste generation and material impacts related to waste	Practicing green operation	
306-2 Management of material impacts related to waste	/	
306-3 Waste generated	Practicing green operation	











Disclosure item	Corresponding chapter/section	
306-4 Waste diverted from disposal	Practicing green operation	
306-5 Waste disposed	Practicing green operation	
GRI 308: Supplier environmental assessment 2016		
308-1 New suppliers screened using environmental assessment dimension	Mutual benefit and shared success	
308-2 Negative environmental impact of supply chain and actions taken	Mutual benefit and shared success	
GRI 401:	Employment 2016	
401-1 New employee hiring rate and employee turnover rate	People-oriented approach	
401-2 Benefits provided to full-time employees (excluding temporary or part-time employees)	People-oriented approach	
401-3 Parental leave	/	
GRI 402: Labor-management relations 2016		
402-1 Minimum notice period regarding operational changes	/	
GRI 403: Occupational health and safety 2018		
403-1 Occupational health and safety management system	People-oriented approach	
403-2 Hazard identification, risk assessment, and incident investigation	Sustainability governance	
403-3 Occupational health services	People-oriented approach	
403-4 Occupational health and safety matters: Worker participation, consultation and communication	People-oriented approach	
403-5 Occupational health and safety training for workers	People-oriented approach	
403-6 Promoting worker health	People-oriented approach	
403-7 Preventing and mitigating occupational health and safety impacts directly related to business relationships	People-oriented approach	
403-8 Workers covered by the occupational health and safety management system	People-oriented approach	

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Disclosure item	Corresponding chapter/section	
403-9 Work-related injuries	People-oriented approach	
403-10 Work-related health issues	People-oriented approach	
GRI 404: Training and education 2016		
404-1 Average number of training hours per employee per year	People-oriented approach	
404-2 Employee skill improvement programs and transition assistance programs	People-oriented approach	
404-3 Percentage of employees receiving regular performance and professional development assessment	/	
GRI 405: Diversity	and equal opportunity 2016	
405-1 Diversity of governance and employees	People-oriented approach	
405-2 Proportion of basic salary and remuneration for male and female employees	/	
GRI 406: Noi	n-discrimination 2016	
406-1 Discrimination incidents and corrective actions taken	People-oriented approach	
GRI 407: Freedom of associ	ation and collective bargaining 2016	
407-1 Operating premises and suppliers where freedom of association and collective bargaining rights may be at risk	/	
GRI 408:	Child labour 2016	
408-1 Operating premises and suppliers with significant risk of child labor incidents	/	
GRI 409: Forced o	or compulsory labour 2016	
409-1 Operating premises and suppliers with significant risk of forced or compulsory labor incidents	/	
GRI 410: Se	curity practices 2016	
410-1 Security personnel trained in human rights policies or procedures	Not involved	
GRI 411: Rights o	f indigenous peoples 2016	











Disclosure item	Corresponding chapter/section	
411-1 Incidents involving violations of the rights of indigenous peoples	Not involved	
GRI 413: Loc	cal communities 2016	
413-1 Operating premises with local community engagement, impact assessment, and development plans	Practicing green operation	
413-2 Operating premises with actual or potentially significant negative impacts on local communities	Not involved	
GRI 414: Supplie	er social assessment 2016	
414-1 New suppliers screened using social assessment dimension	Mutual benefit and shared success	
414-2 Negative social impacts of supply chains and actions taken	Mutual benefit and shared success	
GRI 415:	Public Policy 2016	
415-1 Political donations	Not involved	
GRI 416: Customer health and safety 2016		
416-1 Assessing the health and safety impacts of product and service categories	Quality assurance	
416-2 Violations involving health and safety impacts of products and services	Quality assurance	
GRI 417: Mark	eting and labeling 2016	
417-1 Requirements for product and service information and identification	Customer-centricity	
417-2 Violations involving product and service information and identification	Not involved	
417-3 Violations involving marketing communications	Not involved	
GRI 418: Customer privacy 2016		
418-1 Verified complaints involving infringement of customer privacy and loss of customer information	Not involved	

Index Table of Continuous Supervision Guidelines No. 11 for Companies Listed on Beijing Stock Exchange -- Sustainability Report (for Trial Implementation)

Issue	Clause	Corresponding chapter/section		
E	Environment			
Response to climate change	Articles 21 to 28	Practicing green operation		
Pollutant discharge	Article 30	Practicing green operation		
Waste disposal	Article 31	Practicing green operation		
Ecosystem and biodiversity conservation	Article 32	Not involved		
Environmental compliance management	Article 33	Implementing environ- mental management		
Energy utilization	Article 35	Practicing green operation		
Utilization of water resources	Article 36	Practicing green operation		
Circular economy	Article 37	Practicing green operation		
	Society			
Rural revitalization	Article 39	Care and love		
Social contribution	Article 40	Promoting low-carbon development Care and love		
Innovation-driven	Article 42	Quality assurance		
Science and technology ethics	Article 43	Innovation-driven		
Supply chain security	Article 45	Mutual benefit and win-win result		
Equal treatment to SMEs	Article 46	Mutual benefit and win-win result		
Product and service safety and quality	Article 47	Quality assurance		
Data security and customer privacy protection	Article 48	Customer first		
Employees	Article 50	Priority to people		
Sustainabil	Sustainability-related governance			
Due diligence	Article 52	Sustainability-related governance		
Communication with stakeholders	Article 53	Sustainability-related governance		
Anti-commercial bribery and anti-corruption	Article 55	Commercial practices		
Anti-unfair competition	Article 56	Commercial practices		







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Thank you for reading the Corporate Social Responsibility Report of Zhuhai Pilot Technology Co., Ltd. in 2013. In order to better improve the content and form of our reports and improve the quality of information disclosure, we sincerely invite you to fill out the following feedback form. Your valuable opinions and suggestions will help us continuously improve our ESG management level.

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