

在新的一年里，鹏远新和将以行动继续支持联合国全球契约关于人权、劳工、环境及反腐败方面的十项原则  
Pioneer Logistics continues to support the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption

# 2019 可持续发展报告

## Sustainable Development Report 2019



We PIONEER LOGISTICS support 10 principles of UN Global Compact in the areas of Human Rights, Labor Standards, the Environment, and Anti-Corruption.

## 报告说明 REPORT INSTRUCTION

### 报告范围 Report Range

本报告以鹏远新和国际物流有限公司为主体，涵盖总公司及子公司。

报告时间范围：2019 年 1 月 1 日至 2019 年 12 月 31 日。

This report covers Pioneer Logistics' (including the headquarters and all branches) practices of sustainable development from January 1, 2019 to December 31, 2019

### 报告编制原则 Report Formation

本报告参照全球报告倡议组织《可持续发展报告指南 4.0》、联合国全球契约十项原则及联合国全球契约年度进展报告实践指南等标准要求编写。

This report is formed in accordance with GRI 4.0, The UN Global Compact's Ten Principles, and COP formation guidance.

### 报告内容说明 Report Content

报告包含鹏远新和国际物流有限公司在人权、劳工、环境、反腐败等方面的可持续发展责任。

This report covers topics concerning Pioneer Logistics' sustainable responsibility on: human rights, labor, environment, and anti-corruption.

### 报告指代说明 Report Reference

文中出现的“鹏远新和”、“鹏远物流”、“公司”以及“我们”均代表鹏远新和国际物流有限公司。

"CPL", "the company", "us", or "we" all refer to Pioneer Logistics.

### 报告发布形式 Report Issuance

报告语言为中文和英文两种，在对两种文本理解上发生歧义时，请以中文文本为准。

This report is issued in two versions: Chinese and English. In the event of any dispute or misunderstanding relating to the interpretation of the language or terms, the Chinese version shall supersede.



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## 专注价值分享

## DEDICATED TO SHARED **VALUES**

## 可持续发展报告 2019

## Sustainable Development Report 2019

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朱明奇 Steve Zhu  
鹏远新和国际物流有限公司总经理  
General Manager of  
Pioneer Logistics Co., Ltd.

## 总经理致词

### A WORD FROM THE GENERAL MANAGER

一年来，鹏远新和在2018的基础之上加快调整转型，积极贯彻创新、协调、绿色、开放、共享五大发展理念，掀开了发展的崭新篇章。在以市场为导向、以客户为中心的基础上持续发展的同时，鹏远新和积极履行经济、环境和社会责任，尤其是2019年末，新冠疫情在世界范围内的全面爆发，鹏远更是倾尽全力为全世界的疫情防控贡献力量，践行企业社会责任。

During the past year, Pioneer Logistics opened a new chapter on development. We speed up the pace

of adjusting and upgrading our core business on the basis of the 2018 with our core development concept "Innovative, Coordinated, Green, Open, Shared". With developments on our core concept of "customer-focused & market-oriented business", we actively fulfill our economic, environmental, and social responsibilities, especially at the end of 2019, with the outbreak of COVID-19 epidemic all over the world, PENGYUAN is doing its best to

contribute to the epidemic prevention and control all over the world and fulfill its corporate social responsibility.

### 专注价值分享 Dedicated to Shared Values

专注价值分享 是指引我们行为的原则。价值分享不止为公司利益也为员工、客户、环境、社会团体等。我们为客户提供高品质的服务；我们坚持以人为本的员工管理理念；我们为国内外大学生提供了解社会和企业文化的平台；为实现绿色物流目标，我竭尽全力减少运输车辆尾气排放，减少包装材料浪费及节约用电，积极参与绿色供应链项目。基于价值分享理念，我们正在积极地面对和处理当代经济和社会挑战，为人们更好的生活做出贡献。

DEDICATED TO SHARED VALUES is the principle that guides our actions. This principle is not only for the benefit of the enterprise, but also for the employees, customers, environment, communities, and so on. At CPL, we provide our customers with high quality services, adhere to the people-oriented management strategy and offer a social and cultural platform for domestic and international university students. In order to achieve our goal of green logistics, we put our best efforts to reduce the truck exhaust and waste of package materials, save electrical energy and engage in green supply chain projects. Based on the principle of shared values, we positively face and tackle the economic, environmental, and social challenges of our times to contribute to improving the lives of people across the world.



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## 以人为本 People-Orientation

我们一直坚守‘以人为本’管理理念-在管理过程中以人为出发点和中心, 围绕着激发和调动人的主动性、积极性、创造性展开的, 以实现人与企业共同发展为目标的一系列管理活动。



我们深刻体会到人的发展是企业发展的前提, 因为员工的聪明才智是企业重要的知识资源, 它的开发程度决定着企业能否持续发展。所以, 企业搭建、形成和完善内部培训体系, 形成与客户业务技能联动交流机制, 全员能力和综合素质在教学互长的环境中不断得到提升。在新的

一年, 鹏远新和也将持续认真履行对员工的责任, 继续为员工发展创造良好环境。

CPL always adhere to the people-oriented management strategy. Management encourages and motivates employee enthusiasm, positivity, and innovation to achieve our management goal of development in both our employees and our enterprise. We have a deep understanding of the fact that the development of the enterprise is based on the development of its employees. Employee intelligence is a significant source of knowledge for the enterprise, and there is an increasing trend between the development of this source and the development of a sustainable enterprise. With this awareness, we have strengthened our inner training programs by building interactive learning channels for employees between CPL and our customers' company. This has significantly raised the professional skills and comprehensive quality of all employees involved. CPL strives to earnestly fulfill our responsibilities to our staff by continuing to sustain and create a positive environment for their development.

总经理

General Manager of CPL



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## 公司概况 COMPANY PROFILE

鹏远新和国际物流有限公司，前身是民航鹏远航空服务公司，成立于1993年，隶属中国民航总局，是中国国内最早从事国际货代、综合物流及航空票务等业务的综合性服务供应商。

公司总部设于北京，目前在国内设有25个分公司、36个分拨中心及198个作业站点，汇聚形成覆盖中国约3,500个物流节点的运营网络；在海外搭建了以欧洲、北美、南美、澳洲、日本、东南亚及中东为重点航线的国际网络平台。

*我们关注客户需求，及时提供专业解决方案，为持续增加客户价值承担责任。*

*We focus on customers' wants and needs, provide professional solutions timely, and take responsibility for consistently enhancing customer's value.*

Pioneer Logistics, formerly known as Pengyuan Aviation Service, was founded in 1993 and affiliated to the general Civil Aviation Administration of China (CAAC). Pioneer Logistics is one of the earliest companies engaged in international freight forwarding, contract logistics and airlines tickets business in China.

The company, headquartered in Beijing, has 25 branches, 36 hubs and 198 operation stations in China, which has formed the nationwide networks covering about 3,500 logistics nodes. At the same time, it has set up the international networks covering Europe, North America, South America, Australia, Japan, Southeast Asia and Middle East areas.



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## 资质 Qualification

鹏远新和是由商务部批准的国际货物运输代理企业，也是首批经中国民用航空总局和民航华北管理局批准的兼有航空运输一类客、货和二类客、货销售代理业务资质的航空运输销售代理人。而在国内综合物流方面，鹏远新和拥有完善的道路运输资质以及独立运输车队，并且长期与铁路运输部门保持紧密的合作关系。公司利用完善的第三方物流和仓储管理信息系统以及GPS定位跟踪系统，针对中国物流企业的实际运作特点不断开发、创新。

鹏远新和有以下主要资质：

### Main Qualifications

1	Business License
2	Road Transport Operator's License
3	ISO9001 Quality Management System Certificate
4	ISO14001 Environmental Management System Certificate
5	Occupational Health and Safety Management System Certificate
6	IATA Registered Agent for Air Cargo Transportation
7	IATA Registered Agent for Air Passenger Transportation

## 8 AEO Certified Enterprise Certification

Pioneer Logistics is an international forwarding company approved by the Ministry of Foreign Trade and Economic Cooperation (MFTEC), an air transportation sales agent, and one of the first agents with Class-A passenger and cargo sales certificate by CAAC. CPL has become a leading provider in the domestic logistics industry. CPL ensures its position as a leading company with complete qualifications and extensive experience by enhancing the productivity through truck fleets equipped with GPS, maintaining close partnership with railway operations department. We keep developing and upgrading the 3<sup>rd</sup> party logistics IT system based on our well-established TMS, WMS and GPS.

Pioneer Logistics has obtained membership in the following organizations:

	<b>United Nations Global Compact (UNGC)</b>
	<b>China International Freight Forwarders Association</b>
	<b>Beijing Customs Brokers Association (BCB)</b>
	<b>International Air Transport Association (IATA)</b>
	<b>China Air Transport Association (CATA)</b>
	<b>World Cargo Alliance (WCA)</b>
	<b>China Cargo Alliance (CCA)</b>
	<b>China Federation of Logistics &amp; Purchasing (CFLP)</b>

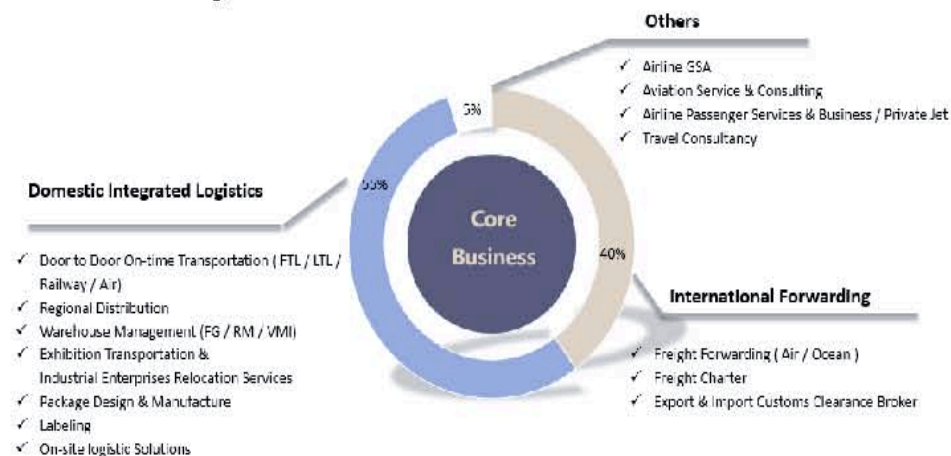


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## 业务领域 Business Profile

主营业务包含国际货代、合同物流、项目物流、供应链与物流解决方案、物流信息技术解决方案、航旅会展、航务咨询、关务与贸易等服务。

The core business includes International Freight Forwarding, Integrated Logistics, Project Logistics, Supply chain & Logistics Solution, Logistics Information Technology Solution, Airlines Service, Travel Management, Aviation Consulting, Customs & Trade Services.



除了公司的主营业务以外，鹏远新和还提供电气工程与安装服务、供应链综合管理咨询、以及酒店票务服务等物流相关增值服务与配套产品，凸显了鹏远新和如下几方面优势：



- ✓ 增加了公司各产品之间的融合性和弹性。
- ✓ 完善的配套支持服务，可满足相关附加服务要求，  
给客户提供一个揽子服务与一站式解决方案。
- ✓ 强大的综合物流平台可迅速响应客户的需求和变化，灵活调配服务团队和硬件/软件资源，定制高效节能的优质服务。

In addition to the company's primary logistics services, we also provide services such as: transportation and accommodation bookings, packaging services, and electrical engineering and installation services. These highlight the following advantages of CPL:

- ✓ Integrated product packages
- ✓ Supportive resources to fulfill additional service requirements of our customers to provide one-stop solutions
- ✓ Strong integrated logistics platform which makes us capable to provide quickly responding to customer needs and changes, flexible deployment of service teams and hardware/software resources, and customized efficient and quality services

### 国内综合物流业务 Integrated Logistics

鹏远新和通过整合多种运输资源形成了覆盖全国约3,500个节点和地区的物流网络，并在全国范围内拥有约15,000平米的集货室内操作平台。



凭借完善的运输网络和多年的操作经验，鹏远新和可为客户提供全国范围内的门到门限时运输服务、区域性及城市配送业务、仓储管理及供应商库存管理业务、展览运输业务、供应链综合管理和咨询业务等。

Pioneer Logistics has a strong capacity in the land transportation market in China. We provide door-to-door and time-efficient transportation, regional and urban distribution, warehousing management, and vendor managed inventory. Our extensive operation services include transportation business, supply chain management, and consulting based on our well-developed transportation networks.



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## 国际货运代理业务 International Freight Forwarding Business

鹏远新和凭借强大的国际网络支持和对中国航空货运市场的精通以及国内专业的操作能力，在国际进出口运输行业、报关清关领域以及海陆空多种方式联运领域赢得了良好的口碑和美誉，并维持了较高的客户满意度和广阔的客户群。

Depending on the support of powerful international networks, the profound understanding of the airfreight market in China, and its professional operation capacity, PL has earned an excellent reputation and customer loyalty in the industry of international and domestic import & export transportation, as well as in the fields of customs clearance and multimodal transportation.



## 主要航线 Main Flight Lanes

Europe	CZ/CA/NH/HU/AZ/LX/LH/KL/CX/KA/3S/TK/7L
North America South America	DL/PO/NH/HU/CA/KA/CX/CK/ET
Australia New Zealand	PO/CZ/CA/CX
Asia Middle east	CA/CZ/HU/NH/QR/NX/CX/KA/CI/CK/BR/7L/AI/5Q/EY
Africa	QR/CX/KA/ET/EK/TK/EY

## 包机租船业务 Air and Ocean Charters

鹏远新和多次承接国家重要的政治性客包机项目的运输服务，目的地远至非洲和中东，并且具有丰富的商业性包机运作经验，与多家国内外航空公司建立了良好的关系，可在最短的时间内根据客户需求拟定最安全经济的包机航班计划，并可提供点对点客包机业务。作为中国民航下属的专业物流公司，鹏远新和在国际、国内市场上发展包机租船业务具有得天独厚的优势。

Pioneer Logistics has accomplished several tasks relating to critical governmental passenger charters, with destinations ranging from Africa to the Middle East. This exemplifies our sufficient commercial charters operation experience. We have maintained a good relationship with many airlines; we intend to design economical and safe air charter solutions for



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customers, including door to door air charter. As a professional logistics company subordinate to CAAC, PL possesses unique advantages in developing its chartered business in the international and domestic market.



## 关务与贸易服务 Customs & Trade Service

- 关务服务 Customs Service
- 检务服务 Inspection Service
- 海关合规咨询 Customs Compliance Consulting
- 境内保税库 Bonded Warehousing
- 进出口服务 Import & Export Service
- 国际贸易 International Trade
- 采购执行 Procurement Service
- 销售执行 Sales Service
- 仓储配送 Warehousing & Delivery

## 航空售票业务 Flight Ticket Business

鹏远新和是经民航总局和民航华北地区管理局批准的一类航空客票代理，是民航总局（CAAC）指定的航空票务代理机构，是国际航空运输协会（IATA）和航空运输销售代理人协会注册会员，是专门从事国际、国内机票代理销售业务及旅行、酒店预订及相关经济信息咨询服务的专业服务公司，在北京拥有正式销售代理机构。

Pioneer Logistics is a class-A ticket agency approved by CAAC, the appointed air ticket agency by CAAC, and a member of IATA and Aviation Transportation Sales Agency Association. We specialize in the international and domestic tickets sales agencies business, hotel reservations, and economy information consulting services. We also own our formal sales agencies institution in Beijing.



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## 航旅会展 Air Travel Exhibition

鹏远是国内最早经中国民航总局认证的从事航空客运销售代理业务的一类销售代理人之一，是民航总局指定的政府采购机票代理人，拥有国家旅游局颁发的国际旅行社资质。

我们整合机票和旅游优势资源，目前以票务服务、签证服务、差旅管理、定制旅游，会展服务为主要产品及服务。凭借专业、诚信、高效、灵活的服务理念，为客户提供最具价值与温度的全品类旅行服务。

Pioneer is one of the earliest air passenger sales agents in China certified by CAAC. It has the international travel agency qualification issued by the National Tourism Administration.

Integrating the advantageous resources of airlines and tourism, we provide airlines service, visa service, travel management, customized tourism and exhibition service as our main products and services. With the service concept of "be professional, honest, efficient and flexible", we make our customers experience the most valuable and warmest service in the full range of travel.

## 定制旅游 Customized Tourism

根据客户的个性化需求，为客户量身设计、打造旅游出行方案，为客户提供更具个性化更有品质的服务。

According to the personalized needs of customers, we design tailor-made travel plans for customers, and provide more personalized and high-quality services.

## 差旅管理 Travel Management

提供线上和线下企业差旅管理服务，使企业差旅整体成本最小化，流程高效便捷，提供阶段性专业分析报告及持续优化解决方案服务。

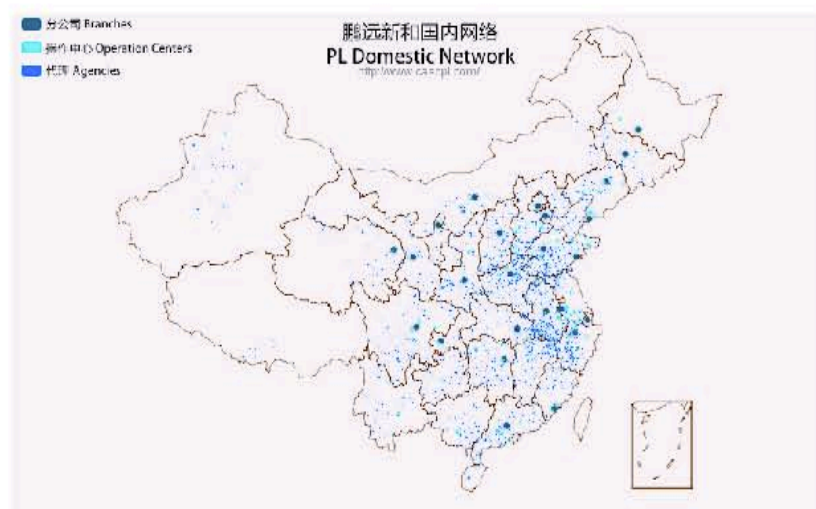
Provide online and offline travel management services, help customers minimize the overall cost of business travel activities with efficient and convenient process, provide professional analysis reports and continuous optimization solutions.



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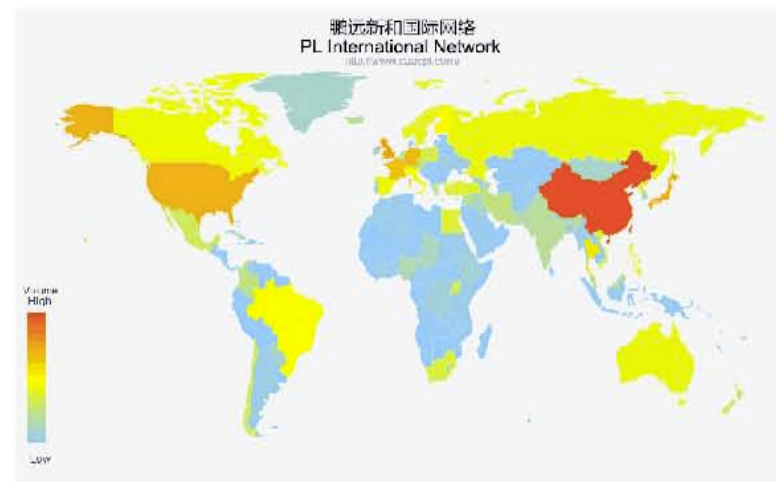
## 公司网络 Company Network

鹏远新和总部设在北京。目前国内在天津、广州、上海、沈阳、长春、秦皇岛、大连、深圳、武汉、合肥、厦门、珠海、成都等地设立了 25 个分公司、36 个操作中心和 198 个操作点，服务网络遍布全国 60 多个城市，依靠专业、健全的操作网络为客户提供安全、快捷、高效的物流服务。在海外已形成了以欧洲、中东、北美、南美、澳洲、日本及东南亚为重点的国际业务网络。



Pioneer Logistics is based in Beijing, owning 25 branches, 36 operation centers, and 198 operation stations around China. Our services networks spread across 60 cities throughout the country. Relying on sophisticated operation networks, PL provides safe, rapid, and highly effective logistics

services for customers. In terms of its global network, PL is leading the way in lines to Europe, The Middle-East, North America, South America, Oceania, Japan, and Southeast Asia.



## 服务客户 Customers

我们致力于与全球各大企业间的交流和合作，客户群体主要集中在工业制造、汽车、电力、安防、能源、航天航空、科技、电子、化工、医药、零售、服装、电商、展览展会、跨境贸易等行业领域，其中 80% 以上的客户为世界 500 强企业。

We are dedicated to communicating and cooperating with global companies. Main customers display in industries of industrial manufacturing, auto, electric, security & protection, energy, aerospace, science and hi-tech, electronics, chemicals, pharmaceuticals, retail, apparels, E-commerce,



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exhibition, trade etc. Over 80% of our customers are the Fortune Global 500 enterprises.



发展迄今，鹏远新和始终坚持以客户为中心，以市场为导向，匠心打造产品与服务，运用完善的运营网络、先进的信息技术、专业的团队以及成熟的质量管理体系为客户提供一站式全程供应链解决方案与服务。鹏远新和隶属鹏远集团，集团旗下还拥有易捷科技、鹏远贸易、宝鹏环境科技、植治和新供应链管理、易捷假期等多家兄弟公司。

Since its establishment, CPL has always been sticking to its customer-centric, market-oriented principles, continuously improve the competitiveness of products and services, providing customers with one-stop whole-process supply chain solutions and services through complete operation networks, advanced information technology, professional team and mature quality management systems. Pioneer Logistics is subordinate to Pioneer Group, the group also owns Easy Technology, Pioneer Trade, Baopeng

Environmental Technology, New Arua Supply Chain Management, Easy Tour and other brother companies.

## 战略与管理

## STRATEGIES AND ADMINISTRATION

鹏远新和在为中国物流业贡献力量的同时，将履行社会责任、坚持可持续发展等问题纳入到企业的新型发展战略之中。在鹏远新和现阶段的发展中，坚持既要追求经济效益，又要追求社会效益，注重环境保护的战略方针。

Pioneer Logistics contributes its strengths to China's logistics industry. PL will add social responsibility and sustainable development to the new and improved development strategy of the enterprise. In the current stage of development, it is not only necessary to insist on the pursuit of economic interest, but also the pursuit of social benefits by focusing on the strategy of environmental protection.



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## 企业愿景 Vision



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## 可持续发展责任 Sustainable Development Responsibility



### 责任管理 Responsibility Management

可持续发展是人类社会的共同责任，我们是可持续发展的坚定支持者和实践者。我们将在科学发展观的指引下，以更大的决心、下更大力气、采取更加有效的措施推进可持续发展进程，为全球可持续发展做出更新的、更大的贡献。

Sustainable development is the shared responsibility of human society, and we are a firm supporter and practitioner of this belief. We are guided by the Scientific Development Concept with greater determination and efforts to enact more effective measures to promote the sustainable

development processes and make new and greater contributions to global sustainable development.

### 经济责任 Economic Responsibility

实现营业额的稳步增长，将净利润、纳税额作为企业经济责任的重要测量维度，通过知识创新和人才优势，发展核心业务，助力行业发展，推动经济，实现国有资产保值增值。

Recognizing the value of fixed assets, innovation, and HR advantages, developing core business to understand industry development, and promoting growth of the national economy are all dimensions of the enterprise's economic responsibility to achieve robust turnover growth and make total net profit and tax a priority.

### 环境责任 Environmental Responsibility

关注用水量、用电量、耗油量等关键指标，规范节能减排的标准和管理，加大监督力度，做好废旧包装、产品、污水、饮食垃圾等废弃物分类管理及处理与再利用工作。

Key targets of CPL's environmental responsibility goals include but not limited to: water consumption, electricity usage, and fuel consumption per kilometer. These targets will be confronted through standardizing energy conservation and emissions reduction; strengthening supervision; improving management of waste packaging, such as sewage, food wastes classification management; and processing and recycling work.



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## 社会责任 Social Responsibility

促进就业，保障人权、关注女员工、残疾人以及农民工的权利，提供平等沟通的工作环境，实现利益相关者间的相互协作，共建和谐；遵守商业伦理，反对商业贿赂，创造公平竞争的市场环境。

We promote stable employment, protect human rights, and are aware of the rights of female employees, disabled person, and migrant workers. We provide an equal communication environment to promote collaboration, harmony, and learning among the communities and parties of interest. We comply with business ethics and fight against commercial bribery to create a fair and competitive market environment.

## 管理团队 Management Team

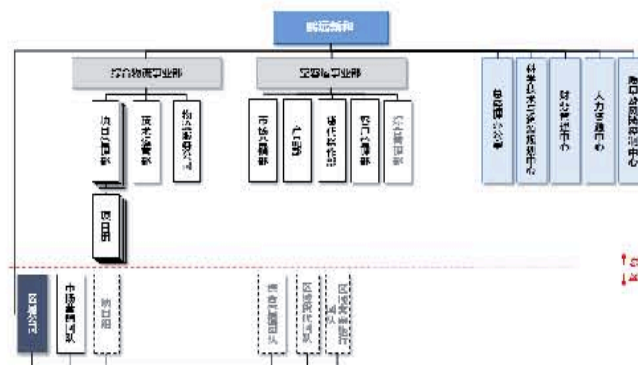
鹏远新和建立跨职能团队，依靠高水平的责任治理，对整个公司的企业社会责任事务进行高效管理。企业社会责任管理委员会组成人员为总经理及各下属部门的最高领导层，负责监管公司整体的企业社会责任和可持续发展工作，将企业社会责任的理念渗透到各部门相关战略、执行、管理等工作中，传达至每个员工，鼓励员工积极参与社会责任事项，促进责任理念与每个员工的日常工作相结合，将社会责任管理工作真正落到实处。

Striving towards a high-level of responsibility management, Pioneer Logistics established the cross-functional team to efficiently manage the company's corporate social responsibility affairs. Members of the corporate social responsibility management committee include the general manager and highest leadership from the subordinate departments. This team is

responsible for the overarching enterprise in terms of company supervision, social responsibility and sustainable development, and strategies of corporate social responsibility. In addition to these duties and the responsibility management exemptions, this team is also responsible for implementing and managing, communicating with each employee, encouraging staff to actively participate in social responsibility issues, and promoting the understanding of responsibilities in daily work.

## 组织架构图 Organization Structure

鹏远新和组织架构方案



## 利益相关方 Parties of Interest

我们根据利益相关方对企业可持续发展的影响程度和风险大小进行识别和选择，并且注意与多元化的利益相关方建立常态的沟通机制，倾



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听他们的需求，学习他们的长处，认真对待他们的反馈，以责任未双方带来巨大的价值。

We identify and select the parties of interest according to the enterprise sustainable development and the influence degree of the magnitude of risk. We are cognizant of the interests of the diversification and establish related normal communication mechanisms, listen to their needs, learn their strengths, treat their feedback, and achieve great value for both parties through the responsibility.

## 利益相关方列表 LIST OF PARTIES OF INTEREST

利益相关方	期望与要求	沟通形式及表现
政府	<ul style="list-style-type: none"> <li>❖ 诚信守法</li> <li>❖ 商业道德</li> <li>❖ 依法纳税</li> </ul>	<ul style="list-style-type: none"> <li>✓ 响应国家政策</li> <li>✓ 依法合规</li> <li>✓ 诚信经营</li> </ul>
员工	<ul style="list-style-type: none"> <li>❖ 保障员工合法权益</li> <li>❖ 公平合理的薪酬福利</li> <li>❖ 完善的职业发展渠道</li> <li>❖ 安全健康的工作环境</li> </ul>	<ul style="list-style-type: none"> <li>✓ 员工关怀与改善薪酬激励</li> <li>✓ 增强员工参与管理度</li> <li>✓ 建立全方位培训体系</li> <li>✓ 打造良好企业文化</li> <li>✓ 建立通畅、透明的内部沟通渠道</li> </ul>
行业	<ul style="list-style-type: none"> <li>❖ 行业发展</li> <li>❖ 与合作伙伴共赢</li> </ul>	<ul style="list-style-type: none"> <li>✓ 推进行业自律</li> <li>✓ 培养行业人才</li> <li>✓ 积极参与国内外同业交流</li> </ul>

客户	<ul style="list-style-type: none"> <li>❖ 保持诚信</li> <li>❖ 优质的产品和服务</li> <li>❖ 高效的响应速度</li> <li>❖ 秉承共赢的合作态度</li> </ul>	<ul style="list-style-type: none"> <li>✓ 加强客户关系管理</li> <li>✓ 及时更新产品信息</li> <li>✓ 提高客户满意度</li> </ul>
商业伙伴	<ul style="list-style-type: none"> <li>❖ 优势互补</li> <li>❖ 信息共享</li> <li>❖ 实现互利共赢</li> </ul>	<ul style="list-style-type: none"> <li>✓ 业务交流</li> <li>✓ 定期走访</li> <li>✓ 建立长期合作关系</li> </ul>
公众	<ul style="list-style-type: none"> <li>❖ 提高物流服务</li> <li>❖ 为公众谋求利益</li> <li>❖ 支持社会公益事业</li> </ul>	<ul style="list-style-type: none"> <li>✓ 参加公益活动</li> <li>✓ 搭建公众平台</li> <li>✓ 增添多样化公众沟通渠道</li> <li>✓ 定期组织“公众参观日”活动</li> </ul>
非政府组织	<ul style="list-style-type: none"> <li>❖ 支持机构发展</li> <li>❖ 履行组织章程</li> </ul>	<ul style="list-style-type: none"> <li>✓ 积极参加有关会议及活动</li> <li>✓ 支持机构能力建设</li> <li>✓ 开展志愿服务</li> </ul>
环境	<ul style="list-style-type: none"> <li>❖ 节约能源</li> <li>❖ 提倡绿色出行、办公</li> <li>❖ 支持环保公益事业</li> </ul>	<ul style="list-style-type: none"> <li>✓ 节能经营</li> <li>✓ 广泛使用电子流程，深化无纸办公</li> <li>✓ 关注生态保护</li> <li>✓ 实现环境友好</li> </ul>

Parties of Interest	Expectations and Requirements	Communication and Performance
Government	❖ Integrity and abidance by laws	✓ Responsive to government policies



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	<ul style="list-style-type: none"> <li>❖ Business ethics</li> <li>❖ Appropriate tax payments</li> </ul>	<ul style="list-style-type: none"> <li>✓ Regulatory compliance</li> <li>✓ Integrity management</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>❖ Protect the rights and interests of employees</li> <li>❖ Better employment opportunities and fair salary and welfare systems</li> <li>❖ Career development channels</li> <li>❖ Safe and healthy working environment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff care and welfare improvements</li> <li>✓ Establish a full range of training programs</li> <li>✓ Develop better corporate culture</li> <li>✓ Enhance employee participation in the degree of management</li> <li>✓ Establishment of transparent internal communication channels</li> </ul>
<b>Customer</b>	<ul style="list-style-type: none"> <li>❖ Trust-worthy</li> <li>❖ High quality products and service</li> <li>❖ Quick response time</li> </ul>	<ul style="list-style-type: none"> <li>✓ Strengthen customer relations management</li> <li>✓ Up-to-date product information</li> <li>✓ Improve customer satisfaction</li> </ul>
<b>Business Partner</b>	<ul style="list-style-type: none"> <li>❖ Complementary advantages</li> <li>❖ Shared information</li> <li>❖ Achieve mutual benefits</li> </ul>	<ul style="list-style-type: none"> <li>✓ Business communication</li> <li>✓ Regular visits</li> <li>✓ Build long term cooperation relationships</li> </ul>
<b>Publics</b>	<ul style="list-style-type: none"> <li>❖ Improve logistic services</li> <li>❖ Develop public interest and benefits</li> <li>❖ Support public welfare undertakings</li> </ul>	<ul style="list-style-type: none"> <li>✓ Involvement in public welfare undertakings</li> <li>✓ Establish public platforms</li> </ul>

		<ul style="list-style-type: none"> <li>✓ Multiple public communication channels</li> <li>✓ Organize 'public visit day' on regular basis</li> </ul>
<b>NGO</b>	<ul style="list-style-type: none"> <li>❖ Institutional development</li> <li>❖ Fulfill obligations</li> </ul>	<ul style="list-style-type: none"> <li>✓ Active participation in meetings and activities</li> <li>✓ Support for institutional development</li> <li>✓ Carry out volunteer service</li> </ul>
<b>Environment</b>	<ul style="list-style-type: none"> <li>❖ Promote green travel and low-carbon life</li> <li>❖ Support environmental welfare</li> <li>❖ Ecological protection</li> </ul>	<ul style="list-style-type: none"> <li>✓ Energy saving operations</li> <li>✓ Extended use of electronic process, work towards paperless office</li> </ul>



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## 员工篇 Employees

员工的参与，技术才能不只是他们持续个人发展的一个保障，也是维持我们高品质服务和商业成功的重要依托。因此，我们提供支持和尊重的工作环境，确保员工有机会发展他们的个人专业技能。此外，我们不仅创建了一个具有积极和建设性的领导-员工之间的谈话平台，也提供了一个健康、安全和包容的工作环境。

Our employees' engagement, skills, expertise, and commitment to continued personal development are key principles in keeping our services high-quality and business successful. We have created a productive platform for positive and constructive employer-employee dialogue to offer opportunities for transparency and improvement. Our supportive and respectful work environment also fosters a healthy, safe, and inclusive space.

### 尊重人权 Respecting human rights



鹏远新和支持与尊重《联合国工商企业与人权原则》，遵从相关的人权条例，并了解国际企业社会责任和框架的人权部分，深知作为一个组织对尊重和保护环境所应该承担的责任和为此应做的努力。

因此，我们已经将《联合国工商企业与人权原则》理念嵌入到公司的价值观和政策中，作为我们道德的罗盘指引着我们如何善待员工。我

们明确地拒绝一切强迫劳工和雇佣童工不良行为，尊重每个员工的想法和选择，保证平等的就业选择机会。

Pioneer Logistics pledges to support and uphold the values of "UN Global Compact-Principles of Human Rights". As a corporate company, we are committed to ensuring that all employees at Pioneer Logistics understand and agree to comply with this bill of rights when conducting business internally and externally. As an organization, we continually endeavor to improve our contributions to our Corporate Social Responsibility and strive to reach above and beyond the expected responsibilities. This enables us to protect and guarantee a safe and respectful working environment for all.

Therefore, the principles of "UN Global Compact-Principles of Human Rights" have been embedded into our values and policies and serve as an ethical compass to guide us on how we treat each employee. We saliently reject all forced labor and child labor, respect the opinions and choices of each employee, and guarantee equal opportunity in employee recruitment and selection.

### 员工参与 Employee Engagement



我们积极营造一个开放、自由的交流平台，重视每一位员工的意见与想法。员工可以自由地表达对鹏远发展，自身工作等方面的想法和意见。

We provide our employees with a productive and open platform in which they are given opportunities to express their



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opinions and suggestions for CPL development, current work environment, promotion system, and etc.

## 环境安全 Occupational Safety

鹏远新和已获得 OHASA18001 认证，我们不断全面地改进优化我们工作场所的健康性和安全性，改善劳动条件，维护员工的合法利益。我们按照该认证要求进行日常运营，定期组织员工进行 EHS 培训，强化员工防患于未然的意识，提高对潜在安全风险的敏感度。这一举措增强了我们的企业凝聚力，完善了企业的内部管理，为创造更好的经济效益和社会效益起到保驾护航的作用。

CPL has obtained the OHASA 18001 certification and has been following the most recent and up-to-date Environment Health and Safety guidelines and procedures. With respect to our staff's legal rights, we have been improving the health and safety measures at our facilities. All staff members are made aware of the health and safety guidelines upon induction into the company. The EHS guidelines have also been integrated into our daily operations. Trainings for promoting EHS and risk awareness are conducted on a regular basis. In addition to providing better working conditions, we also improve internal management, cohesion, and coordination within the enterprise, and overall effectiveness and efficiency that lead to prosperity for our company and benefits for society.

## 机会平等 Equal Opportunity

作为一家大型综合物流企业，鹏远新和的员工来自五湖四海，不同民族和肤色的员工享有同样的工作机会和职业发展机会。鹏远新和尊重

各个民族的生活和文化习惯，并为不同文化背景的员工快速融入公司以及当地文化提供帮助。

CPL is a large-scale logistics enterprise comprised of business professionals from across China and every corner of the globe. CPL celebrates our diverse and multi-cultural environment and ensures that all employees are given the right to enjoy equal occupational development opportunities regardless of color, nationality, gender, or socio-economic status.

## 招聘 Recruitment

鹏远新和的招聘政策严格遵守相关的国家法律法规，对任何岗位的招聘均不得要求应聘对象的性别、种族、宗教信仰或其他与工作内容不相关的条件。并在招聘过程中严格执行，定期进行内部审计。

CPL's recruitment policy fully conforms to all relevant laws and regulations. No position will impose any restrictions on gender, race, religion, or other criteria not relevant to the job.

## 培训 Trainings

无论是内部、外部，技能、安全培训，每个员工都有同等的培训机会。鹏远新和为员工的学习、发展提供了很多资源，不仅鼓励员工在本岗位上不断提升，而且鼓励员工就未来可能担任的岗位进行学习。

CPL has invested numerous resources for staff learning and development to encourage improvements in employee positions and to acquire the necessary knowledge for future opportunities. Every new employee will have a mentor to guide them through their first stage of work. New



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employees are also offered personalized training programs, such as communication skills.

2019 年鹏远更是聘请了世界知名人力资源咨询公司怡安翰威特，对员工进行了系统的人力资源管理体系培训，对中层管理者进行了管理赋能培训，效果卓越。

In 2019, PENGYUAN worked with AON Hewitt, a world-famous human resource consulting company, to carry out systematic human resource management system training for employees and management empowerment training for middle-level managers, with excellent results.



## 晋升 Promotions



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鹏远新和建立了完善的人力资源管理体系，对每一位员工都有适合的职业发展规划，对应职级体系。所有员工都可以根据年度绩效表现，得到明显的职级提升或者薪酬待遇提升。同时开放了管理岗位，员工可根据自身特点和能力，竞聘成为管理者，为员工提升职业发展，准备好足够的舞台。

CPL has established a perfect human resource management system, and has a suitable career development plan for each employee, corresponding to the rank system. All employees can get obvious rank promotion or salary promotion according to their annual performance. At the same time, management positions are available, and employees can compete to become managers according to their own characteristics and abilities, so as to prepare sufficient stage for employees to improve their career development.

## 职业健康 Occupational Health

鹏远新和的企业文化鼓励员工在工作时间内高效地完成工作，希望员工找到工作和生活的平衡点，我们认为充足的个人时间对于员工的身心健康与创造力有着非常重要的积极作用。无论是额外工作或是公司组织与正常工作无关的活动，员工均有权利拒绝参见，消除一切形式的强迫劳动。

CPL encourages our staff to work effectively and efficiently during working hours, which is an aspect of our business culture. CPL also provides opportunities for our staff to find appropriate work-life balances. We believe sufficient personal time is vital to our staff's health and creativity. There are no extra compulsory assignments or responsibilities not relevant

to normal duties. Our staff can appropriately refuse to participate without fear of negative consequences.

## 平衡工作和生活 Work-Life Balance

鹏远新和定期为员工提供参与团队建设的机会，使大家在与同事出游的过程中充分感受生活的美好；定期到体育馆健身和组织各项体育活动，不仅拉近了同事之间的感情，而且为减轻工作压力，放松心情提供了良好的解决方案。

CPL believes each employee requires a well-balanced work and home life. In order to alleviate the pressures of work, promote a healthy and balanced lifestyle, and help individuals relax, we encourage employees to participate in a range of activities, such as team sports and exercise classes. In addition to the above activities, gym passes may also be available to staff. CPL believes that keeping our staff healthy and active leads to a better workplace environment, and team-building sports such as basketball or football are beneficial for enhancing vital communication and cooperation skills.



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### 福利 Remuneration Package

鹏远新和十分注重员工的安全和健康，除基本医疗保险外，还做出了以下安排。

办理补充医疗保险

提供年度体检福利，保障员工身体健康状态



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创建瑜伽、羽毛球俱乐部，鼓励员工积极参加锻炼，强健体魄

创造绿色工作生活园区，维护良好的办公环境

CPL believes the health and safety of our staff are vital. CPL not only provides basic medical insurance, but also organizes and provides the following:

- Supplementary medical insurance for our employees
- Annual medical examinations to ensure the healthy status of each employee
- Yoga and Badminton Club to encourage our employees to participate in physical exercise after work and add to their general well-being
- The green working and living environment

## 环境篇 ENVIRONMENT

### 持续提升效能

### Continuous Improvement on Energy Efficiency

在 2017 年提出的“绿色物流 The Green Logistics”的运营理念的指引下，鹏远新和已在包装材料、场地节能、信息化等领域的效能提升取得了一定成绩。在运输领域，在关注车辆保养的同时，又与专业机构合作从技术、驾驶等方面共同提升车辆运营效率，降低油耗。

Under the concept of “The Green Logistics” proposed in 2017, CPL has made progress in operations on conserving site energy, packaging reductions, digitalizing, and etc. Regarding transportation, we have kept our fleet well maintained and also collaborated with professional organizations to improve fuel economy performance from technical to driver behavior ends.



仓库顶棚采用采光板  
Warehouse Remodeling  
with Transparent Celling



防爆节能灯  
LED Explosion-proof Light

### 新能源的应用

### New Energy Vehicles

在进一步提升效能外，鹏远新和开始积极尝试

新能源运输工具在实际运营当中的应用，并根据

据现有新能源具的特性，对业务流程进行了相适应的修改。现在电叉车、电动货车、天然气车辆等已在日常运营中得到了一定的应用。



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CPL has proactively explored the benefits of using new energy vehicles in everyday operations. We have modified our current processes to accommodate some constraints of the new energy vehicles. Electric forklifts, electric trucks, LNG trucks, and etc. are now being used in our daily operations.

## 助力可持续发展项目

### Participation in Other Sustainability Efforts

鹏远新和在提升自身经营的可持续性的同时，关注社会上其他有助于可持续发展的有益实践，并利用自身优势，为其提供高效、环保的综合物流服务。

鹏远新和充分认识到可持续发展对于自然环境、社会、商业的重要性，并已将可持续发展领域的项目列为企业发展的重点之一，现已涉足高端制造业的逆向物流、再制造等领域。鹏远会在节能环保、可持续发展领域持续发力，为社会做出自己的贡献。

CPL not only focus on how to become a sustainable business for itself, but also expand our horizons by focus on other sustainability efforts that may benefit the society. Furthermore, we utilize our capabilities and experience in efficiency and the green supply chain to contribute to other projects and entities outside of CPL.

CPL recognizes the importance of sustainability to the environment, society, and business. We began to explore reverse logistics and remanufacturing services for high-end manufacturing sectors to reduce and reuse waste. CPL will continue to look onwards to opportunities in the sustainability realm for future business developments.



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## 反腐败篇

### ANTI-CORRUPTION



为杜绝一切形式的商业活动的腐败和贿赂行为，鹏远新和加强内控机制，做到诚实守信，树立以守法诚信、优质服务为核心的经营理念。

In order to reject all forms of business corruption, CPL promotes honesty and

trustworthiness. CPL emphasizes the internal self-discipline system. This system entails that it is essential to obey the law, be honest, and provide high quality services for business management.

#### 内部提升反腐败认识

##### Awareness

近年来，鹏远新和不断加大对内部廉洁自律制度的建设，以及不断加强管理层、一般员工在反腐败方面的认识，现企业内部对廉洁与反腐败的重要性有了广泛的共识。同时，鹏远新和认识到严守法律底线只是企业在反腐败进程当中的第一步，今后将持续对全体员工就如何识别、应对多种形式的腐败进行宣传与培训。

Through years of effort and regular anti-corruption training, we have been able to lay a solid foundation for our staffs' ethical and ideological education

to help build an incorruptible enterprise culture. The importance of anti-corruption is well accepted by our staff. CPL is also cognizant that abiding laws is the minimum requirement for a sustainable business. We continue our training sessions and promotion of the importance of anti-corruption practices to help our staff better identify the various forms of corruption and to give guidance on how to handle them.

#### 内部廉洁自律制度的完善

##### Internal Self-Discipline

在提升员工对于反腐败的认识的同时，完善相关的制度、流程，尤其在财务方面的识别风险环节，改善流程并加强管理力度，从制度上减少发生腐败的可能性，创建公平竞争的商业环境和树立企业良好形象。

CPL will continue improving its policies and procedures to better prevent corrupt behaviors from the start. We have reviewed our financial procedures to identify risks associated with potential corruption. We have either modified the processes or placed stronger preventive measures. CPL is committed to establishing a business environment of equal competition and a good corporation profile.

#### 适应客户对反腐败的要求

##### External Mechanism

积极配合客户对反腐败相关方面的要求，在客户要求与自身政策当中，选择较严格的标准，从客户处积极学习，结合鹏远新和现状，完善自身政策。



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CPL has established a reporting channel for anti-corruption. Any staff member who is receiving solicitation, exhortations, or bribes can report the incident(s) to management and receive support.

## 与所有供应商签订反商业贿赂

### External Mechanisms

鹏远新和与旗下所有供应商签订反商业贿赂条款，对供应商公布举报电话等反腐联系方式，对于商业贿赂行为，一经发现，绝不姑息。

All suppliers and partners who collaborate with CPL are required to sign anti-bribery terms. These terms guarantee that we, a state-owned enterprise, actively carry out series of anti-corruption procedures and strategies to establish ethical and genuine partnerships with companies that share similar ideologies. We prohibit any and all illegal activities and any activities that violate morality and integrity, including, but not limited to: bribery, cheating, plagiarism, money laundering, illegal transactions, and stealing company property.



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## 新冠疫情防控篇 COVID-19 Control

2019 年春节前夕，新冠疫情从武汉开始，在神州大地上蔓延。形势严峻，国难当头，鹏远立即组织人力物力加入“逆行者”大军，在抗击疫情的关键时刻，向全国输送抗疫物资。鹏远心系中华的同时，也发扬人类命运共同体的精神，向美国、日本、俄罗斯、英国等国家运输支援 1000 多吨手套、口罩、测温枪、呼吸机、药品、试剂盒、监护仪等医疗防护物资，新冠疫情爆发以来的 5 个月时间内，鹏远向国际 40 个国家和地区输送了累积约 2000 多吨防疫物资，并保障 200 多个国际航班，向全世界运输防疫物资超过 15000 吨。

On the eve of the Spring Festival in 2019, COVID-19 started in Wuhan and spread on the land of China. As the situation was grim and the country was in dire straits, PENGYUAN immediately organized human and material resources to join the group of "rebels" to deliver PPEs to the whole country at the critical moment fighting against the epidemic. At the same time, with the spirit of community of common destiny for all mankind, CPL has transported more than 1000 tons of medical protection materials to the United States, Japan, Russia, the United Kingdom and other countries, including gloves, masks and temperature measuring guns, ventilators, medicines, kits, monitors and other medical protection materials. In the five months since the outbreak of the COVID-19 epidemic, PENGYUAN has delivered more than 2000 tons PPEs and medicines to 40 countries and regions in the world. Besides, CPL handled more than 200 international flights to make sure over 15000 tons of PPEs and epidemic prevention and relief materials shipped to the regions and countries in need smoothly.



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## 防控疫情具体行动 Specific actions for COVID-19 prevention and control

2019 年春节前，鹏远积极采取行动、及时组织物流资源，助力霍尼韦尔（全球领先的个人安全防护用品制造商）最大程度保障了防护物资在疫情期间的及时供应。在当时运输车辆、操作人员、中转仓库等各项资源短缺的情况下，鹏远充分调动一切可用资源，规划运输方案、安排车辆运输、操作物资暂存中转、落实物资派送等服务，成功将一批批抗疫物资包括空净和水净产品、ICU 空气管理系统、口罩等及时交付到武汉各大医院。

Before the Spring Festival in 2019, PENGYUAN actively took actions and organized logistics resources in a timely manner to help Honeywell (the world's leading manufacturer of personal safety protection products) to ensure the timely supply of protective materials during the epidemic. At that time, when the transportation vehicles, operators, transit warehouses and other resources were in short supply, PENGYUAN fully mobilized all available resources, planned transportation plan, arranged vehicle transportation, temporary storage and transfer of operation materials, implemented material delivery and other services, and successfully delivered a batch of anti-epidemic materials, including air purification and water purification products, ICU air management system, masks, etc., to the major hospitals of Wuhan in a timely manner.





疫情期间鹏远承接了从北京和上海运输防疫物资到匈牙利的任务，主要运输物资为口罩、防护服、呼吸机、监护仪、注射泵、输液泵等，其中呼吸机运输了 900 套，为当地的抗疫活动提供了支持。

During the COVID-19 period, PENGYUAN undertook the task of transporting epidemic prevention materials from Beijing and Shanghai to Hungary. The main transportation materials were masks, protective clothing, ventilators, monitors, injection pumps, infusion pumps, etc., among which the 900 sets of ventilators helps the Hungary local COVID-19 Control.

新冠肺炎疫情期间，鹏远与中国南方航空合作，推出北京直飞阿姆斯特丹货运包机服务，共运输防疫物资 20 多吨，包括口罩、呼吸机、药品、试剂盒等。

PENGYUAN cooperated with China Southern Airlines to launch charter flights from Beijing to Amsterdam, transporting more than 20 tons of anti-epidemic materials, including masks, ventilators, medicines and kits.



## 被授予奖章 Be awarded a medal

由中国物流与采购联合会主办的 2020 年公路运力发展大会在昆明召开。大会以“重塑品质运力新生态”为主题设置论坛，并对疫情期间表现突出的先进货运企业、服务商及司机授牌表彰。鹏远物流在疫情期间即时响应、全力支持抗疫运输，积极承担社会责任，被授予“抗疫先进货运企业”。

The 2020 highway capacity development conference sponsored by China Federation of logistics and purchasing was held in Kunming. The forum was set up with the theme of "reshaping the new ecology of quality and transportation capacity". The advanced freight transport enterprises, service providers and drivers with outstanding performance during the epidemic period were awarded and commended. CPL was awarded as the "Advanced Freight Enterprise to fight against the COVID-19" because of the timely response to the epidemic and excellent social responsibility executed.



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## 展望

## OUTLOOK

鹏远新和的总体发展目标：在保持快速发展、优化结构、降低能耗、尊重环境的基础上，实现服务质量的不断提高。我们将继续秉承“以人为本、绿色物流、创新经济、持续发展”的发展原则，发挥物流技术与物流资源的优势，逐步完善和强化公司现有的产业链，实现企业、社会、员工共同发展的愿景，不断创新技术及管理模式，提升物流资源利用率及客户服务水平，积极参与与其他企业的国际化合作与竞争，继续保持行业领先，努力打造世界一流的物流企业。



Pioneer Logistics' overall development goals are to continually improve our service on the basis to maintain rapid development, optimize the structure, reduce the energy consumption and carbon emissions and respect the environment. We will obey the developmental principles of people-oriented, green logistics, innovation in economy, and sustainable development, improve on our logistics technologies and resources to strengthen our company's current industrial chain and achieve the vision with co-development of employee, enterprise and the society. We will constantly work to create innovative technologies and plans promoting effective and efficient utilization of logistics resources and better service. We will make efforts to participate in international cooperation and competition with global and domestic enterprises to maintain an industry-leading level. We endeavor to continue building a world-class reputation as a credible logistics enterprise.



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