



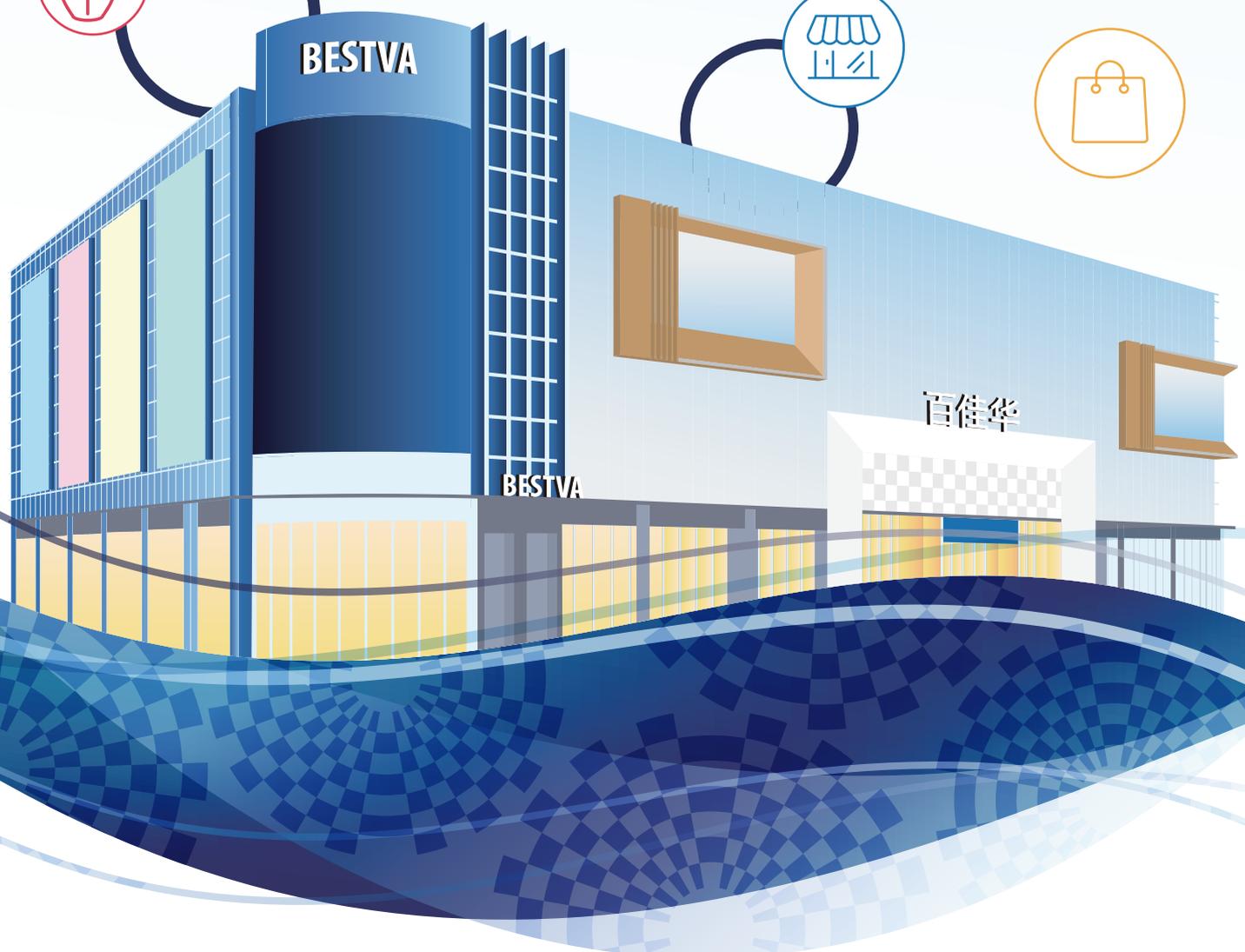
佳華百貨控股有限公司 JIAHUA STORES HOLDINGS LIMITED

(incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)
(Stock Code 股份代號：00602)

2021

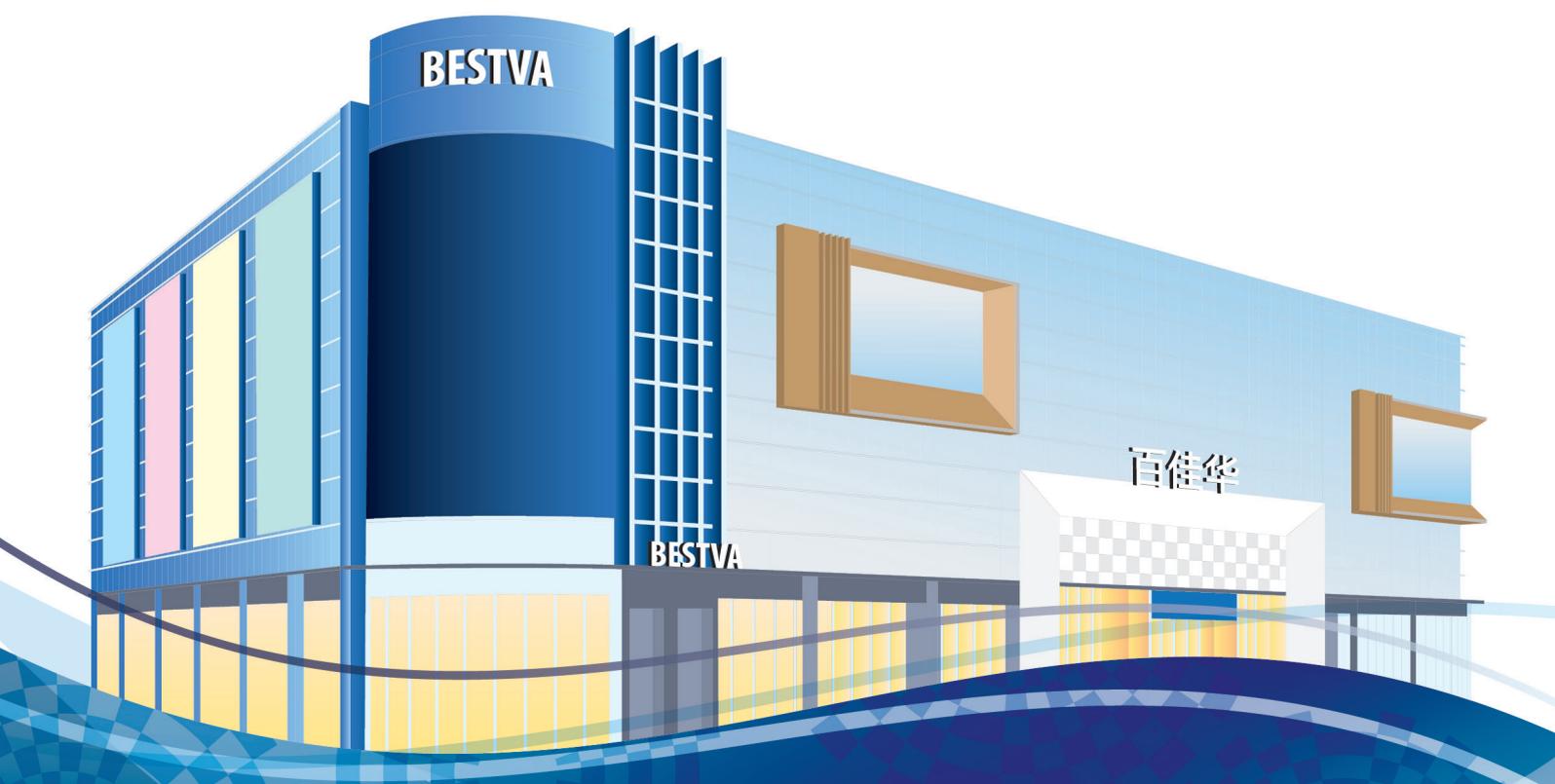
ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告



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ABOUT THE GROUP

關於本集團

Jiahua Stores Holdings Limited (the “Company”) and its subsidiaries (collectively, “Jiahua Stores” or the “Group”) are principally engaged in the operation and management of retail stores and other related businesses and provision of financing services in the People’s Republic of China (the “PRC”), excluding Hong Kong, Macau and Taiwan. As at 31 December 2021, Jiahua Stores currently operates a total of eight retail stores and two shopping malls directly in Shenzhen and Guangxi of the PRC.

Early since the outbreak of Coronavirus Disease 2019 pandemic (“COVID-19 pandemic”), the Group has been actively developing online sales and shopping mall operating business to cope with the COVID-19 pandemic. Market concern for the smart retailing and online consumption has been accelerating in the context of the industry development and the COVID-19 pandemic. Therefore, the Group has been actively revamping its retail stores during the year ended 31 December 2021 to increase the on-site shopping experience and online shopping mix. Looking ahead, the Group will continue to keep pace with market changes for corresponding innovation, consolidate existing stores, optimize product mix, upgrade its brands, increase the scenario marketing and experimental marketing oriented for consumers, and endeavor to develop a model of retailing based on consumers’ needs.

佳華百貨控股有限公司（「本公司」）及其附屬公司（統稱「佳華百貨」或「本集團」）主要業務為於中華人民共和國（「中國」）經營及管理零售店及其他相關業務及提供金融服務業務，不包括香港、澳門及台灣。截至二零二一年十二月三十一日止年度，佳華百貨於中國深圳及廣西直接經營一共八家零售門店及兩個購物中心。

自受新型冠狀病毒疫情（「新冠疫情」）影響起，本集團積極開拓網上銷售及購物中心營運以應對新冠疫情。市場對智慧零售及線上消費的關注在行業發展的推進及新冠疫情的環境底下加速增長。故此，本集團於截至二零二一年十二月三十一日止年度積極進行零售店面改造，增加現場購物體驗及線上購物配搭。展望未來，本集團將繼續緊貼市場的變更而進行變革與創新，鞏固現有的門店，優化商品結構，升級品牌，加大以消費者為中心場景行銷、體驗式行銷，致力創建以消費者為中心的零售形式。

GROUP BRANCH NETWORK

Retail stores

Shenzhen 深圳	Longhua Store 龍華店	Bantian Store 坂田店	Guangxi 廣西	Dashatian Store 大沙田店
	Songgang Store 松崗店	Guanlan Store 觀瀾店		
	Gongming Store 公明店	Shuyuan Yage Store 書苑雅閣店		
	Shiyan Store 石岩店			

本集團分店網絡

零售門店

Shopping malls

購物中心

Shenzhen 深圳	Bantian Shopping Mall 坂田購物中心
	Guanlan Shopping Mall 觀瀾購物中心

MESSAGE FROM THE BOARD

董事會的話

On behalf of the board of directors (the “Board”), I am pleased to present this Environmental, Social and Governance Report (the “Report”). The Group believes that integrating the concept of sustainable development into its corporate operations will help the Group enhance its long-term value and drive its future development. Therefore, the Group has made efforts to develop a sound governance structure and incorporate Environmental, Social and Governance (“ESG”) considerations into its decision-making process. The Group has adopted an effective ESG governance structure and the Board is ultimately responsible for the Group's ESG-related strategy, management, performance and reporting. To enhance sustainable governance practices, the Group has also established an ESG Working Committee (“Committee”) and an ESG Working Group (“Working Group”) to assist the Board in overseeing the ESG issues of the Group. Please refer to the section headed “the ESG Governance Structure” in this Report for the governance structure of the Group's ESG practices.

The Group understands the importance of communicating with stakeholders, thus maintaining continuous communication with both internal and external stakeholders. In order to understand the expectation of various stakeholders and identify those ESG issues that are important to the stakeholders and the Group, the Group commissioned the Committee and an independent third party to conduct materiality assessment survey. Information on the stakeholder communication channels and the materiality assessments conducted by the Group are set out in the sections headed “Stakeholders Engagement” and “Materiality Assessment” respectively. The Group will formulate relevant sustainable development policies and measures with reference to stakeholders’ opinions to enhance the Group's ESG performance.

The Group is committed to integrating the concept of sustainable development into its business strategy. In response to carbon neutrality and to address the expectations of stakeholders on the Group and their concerns on the ESG issues, the Group has set environmental-related targets which include, among others, greenhouse gas (“GHG”) emission reduction, waste reduction at source, electricity saving and water conservation. The Group will regularly review the progress of these targets and the effectiveness of its environmental protection measures. In addition, the Group has formulated climate change policy to identify the risks associated with its business and to develop countermeasures accordingly. The Group is committed to progressively enhancing its sustainability governance through cooperation and communication among various stakeholders to reduce resource consumption and pollutants emissions, and to minimize the impact on the surrounding environment while enhancing the quality of life.

本人在此謹代表董事會（「董事會」），欣然提呈本環境、社會及管治報告（「本報告」）。本集團深信將可持續發展理念融入企業營運有助本集團提升長期價值及推動其未來發展。故此，本集團著力制定健全的管治架構，並將環境、社會及管治（「環境、社會及管治」）考慮因素納入其決策過程。本集團採用有效的環境、社會及管治的管治架構，董事會對本集團的環境、社會及管治策略、管理、表現及報告負有最終責任。為加強可持續發展管治實踐，本集團亦成立了環境、社會及管治工作委員會（「委員會」）及環境、社會及管治工作小組（「工作小組」），協助董事會監督本集團的環境、社會及管治事宜。有關本集團環境、社會及管治的管治架構，請參閱本報告「環境、社會及管治的管治架構」一節。

本集團深明與持份者溝通的重要性，故持續不斷與內部和外部持份者溝通。為了解不同持份者的期望，並識別對本集團持份者和對本集團重要的環境、社會及管治的議題，本集團已委派委員會及聘請獨立第三方進行重要範疇評估問卷調查。有關持份者溝通管道和本集團已進行的重要範疇評估的資料已分別載於「持份者參與」及「重要範疇評估」各節。本集團將參考各持份者的意見制定相關可持續發展政策及措施，以提升本集團的環境、社會及管治的績效。

本集團致力將可持續發展納入本集團的業務策略之內。為響應碳中和及回應各持份者對本集團的期望及就環境、社會及管治關注的事宜，本集團已設立與環境相關的目標，包括減少溫室氣體（「溫室氣體」）排放、源頭減廢、節約用電及節約用水。本集團將定期檢討該等目標的進展及其環境保護措施的有效性。此外，本集團亦制定了氣候變化政策，識別與本集團業務相關風險及制定應對措施。本集團承諾將逐步提升可持續發展管治，通過各持份者合作及溝通，在提升生活質量的同時，減少資源消耗及污染排放，以及減少對周邊環境產生影響。

Message from the Board (Continued)

董事會的話(續)

I would like to, on behalf of the Board, express my sincere gratitude to all staff for their efforts and contributions to the Group, and thank all shareholders, business partners and valued customers for their generous support and love to the Group. The Group will continue to enhance its governance performance and transparency, provide quality services and focus on effective use of resources to fulfill its corporate social responsibility and achieve a sustainable future.

Chairman

Zhuang Lu Kun

Shenzhen, the PRC
30 May 2022

本人謹代表董事會向為集團努力及作出貢獻的全體員工表示感謝，並感謝全體股東、業務夥伴及各位尊貴客戶對集團的大力支持及厚愛。本集團日後將繼續提升其管治表現及透明度、提供優質服務及將專注於有效運用資源，以履行企業社會責任及實現可持續發展未來。

董事長

莊陸坤

中國深圳
二零二二年五月三十日

ABOUT THIS REPORT

關於本報告

This Report is the sixth ESG report published by Jiahua Stores, which reports on the Group's ESG initiatives, measures, and performance to increase relevant stakeholders' understanding of the Group's progress on sustainable development issues.

REPORTING SCOPE

The senior management of the Group discusses and identifies the reporting scope based on the materiality principle and considers the core business and main revenue source. This Report follows the reporting scope of the Group's annual report and was approved by the Board.

This Report covers eight directly operated retail stores in Shenzhen and Guangxi, and two shopping malls in Shenzhen, as well as a four-storey commercial property located at the Baoan Central District in Shenzhen, Guangdong, the PRC, which serves as the headquarters office and leased property of the Group. The above reporting scope is the main source of the Group's revenue, covering 98.66% of the Group's total revenue. Unless otherwise specified, the Group obtains the ESG key performance indicators ("KPIs") data through operational control mechanisms. The Group will continue to expand the scope of disclosure after the data collection system becomes more mature and the sustainable development work is deepened in the future.

REPORTING PERIOD

This Report compiles the Group's ESG activities, performance, challenges, and measures being taken from 1 January 2021 to 31 December 2021 (the "Year").

本報告為佳華百貨發表的第六份環境、社會及管治報告。本報告概述本集團在環境、社會及管治方面的倡議、計劃及表現，並表明其在可持續發展方面的承諾，以增加相關持份者對本集團於可持續發展議題進程的了解。

報告範圍

本集團高級管理層根據重要性原則、其核心業務及主要收入來源商討及識別報告範圍。本報告按照本集團年報的報告範圍並由董事會批准。

本報告覆蓋八家位於深圳及廣西直接經營的零售門市及兩個位於深圳的購物中心，以及位於中國廣東深圳市寶安中心區之四層商業部份物業，其作為本集團總部辦公室及出租物業用途，以上報告範圍均為本集團收益的主要來源，共佔本集團總收入約98.66%。除了特別列明以外，本集團通過營運控制機制取得環境、社會及管治關鍵績效指標（「關鍵績效指標」）。待資料收集系統更趨成熟，以及可持續發展工作深化之後，本集團將於未來繼續擴大披露範圍。

報告期間

本報告詳述了本集團於截至二零二一年十二月三十一日止年度（「本年度」）取得的環境、社會及管治方面的活動、表現、挑戰和採取的措施。

About this Report (Continued) 關於本報告(續)

REPORTING FRAMEWORK

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 27 of the Rules Governing the Listing of Securities (the “Listing Rules”) on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”).

Information relating to the Group’s corporate governance practices has been set out in the Corporate Governance Report of 2021 annual report.

During the Year, the Group confirmed that it has established appropriate and effective management policies and internal control systems for ESG issues, and confirmed that the disclosed contents comply with the requirements of the ESG Reporting Guide.

The Report follows the reporting principles of the ESG Reporting Guide:

報告框架

本報告乃根據香港聯合交易所有限公司(「聯交所」)主板上市規則(「上市規則」)附錄二十七《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)編製。

有關本集團企業管治常規的資料已載於二零二一年報的企業管治報告。

於本年度，本集團確認已就環境、社會及管治事宜設立合適及有效的管理政策及內部監控系統，並確認所披露內容符合環境、社會及管治報告指引的要求。

本報告內容遵循環境、社會及管治報告指引的報告原則：

Reporting principles 匯報原則	Interpretation 釋義	Application of reporting principles 匯報原則的應用
Materiality	Focus on reporting on ESG issues that have an important impact on the Group and its stakeholders.	The Group determines the impact of various ESG issues on the Group’s operations based on the results of the stakeholders engagement and materiality assessment survey, thereby identifies the material ESG issues and makes key disclosures. The material ESG issues has been reviewed and confirmed by the Board and the Committee. For further details, please refer to the sections headed “Stakeholders Engagement” and “Materiality Assessment”.
重要性	重點匯報對本集團及其持份者產生重要影響的環境、社會及管治議題。	本集團透過持份者參與及重要範疇評估問卷調查釐定各項環境、社會及管治事宜對本集團營運的影響。根據問卷調查結果，識別重大環境社會議題，作出重點披露。重要性議題已由董事會及委員會審閱及確認。有關進一步詳情，請參閱「持份者參與」及「重要範疇評估」一節。

About this Report (Continued)
關於本報告(續)

Reporting principles 匯報原則	Interpretation 釋義	Application of reporting principles 匯報原則的應用
Quantitative 量化	Key performance data must be measurable and clearly state the calculation criteria and methods. 關鍵績效數據須可予計量，並清楚說明計算標準及方式。	The Report is prepared in accordance with the ESG Reporting Guide and the KPIs are disclosed quantitatively. Information on the criteria, methodologies, assumptions and/or calculation references used and the sources of the KPI's key conversion factors are set out appropriately. 本報告乃根據環境、社會及管治報告指引編製，並以量化方式披露關鍵績效指標。有關用於關鍵績效指標的標準、方法、假設及/或計算參考以及關鍵轉換因素來源的資料，均有適當地列明。
Balance 平衡	The Group should objectively and truthfully report on its ESG performance in the Year. 本集團應以客觀、真實地匯報本年度於環境、社會及管治方面的表現。	This Report is based on an objective and impartial manner to ensure that the information disclosed faithfully reflects the overall performance of the Group in ESG aspects. 本報告以客觀、不偏不倚的方式進行匯報，確保披露的資訊如實反映本集團於環境、社會及管治方面的整體表現。
Consistency 一致性	Report disclosure should use consistent disclosure statistical methods to help stakeholders analyse and evaluate the organization's past and current performance. The organization should explain any changes to the method. 報告披露應採用一致的披露統計方法，以助持份者分析及評估機構過往及現時的績效。機構應就任何方法的變更作出解釋。	Where feasible, the Group uses consistent data statistics to collect ESG data. If there are any changes that may affect comparison with previous reports, the Group will add comments to the corresponding content of this Report. 在可行情況下，本集團採用一致的數據統計方式統計環境、社會及管治數據，若有任何可能影響與過往報告做比較的變更，本集團將與本報告相應內容加入註解。

About this Report (Continued)

關於本報告(續)

CONFIRMATION AND APPROVAL

The Group endeavors to ensure that all the information presented in this Report is accurate and reliable, and the materials cited are the official documents and statistical data of Jiahua Stores. This Report was approved by the Board on 30 May 2022.

FEEDBACK

The valuable opinions and suggestions of various stakeholders can enable the Group to continuously improve the ESG performance and build a more robust sustainable development strategy in the future. Feel free to contact the Company via email.

Email address: esgreport@szbjh.com

報告確認及批准

本集團竭力確保本報告所有呈現的資料均準確可靠，所引用的資料均為佳華百貨的正式檔和統計數據。本報告已於二零二二年五月三十日獲董事會批准通過。

意見反饋

各持份者的寶貴意見和提議能使本集團持續提升環境、社會及管治的績效以及未來構建更健全的可持續發展策略。歡迎將意見透過電郵形式與本公司聯絡。

電郵地址：esgreport@szbjh.com

THE ESG GOVERNANCE STRUCTURE

環境、社會及管治的管治架構

The Group is adhering to sustainable-oriented management approach to ESG practices, and believes that this will be essential for it to succeed in future. The Group undertakes to address ESG-related issues in an effective manner as a core part of its business strategy, and is committed to incorporate ESG considerations into its decision-making process. To achieve this objective, the Group has established an ESG structure comprising the Board, the Committee and the Working Group.

Set out below is the information of the Group on the ESG governance structure, the relevant members and principal functions thereof:

本集團秉承可持續發展的環境、社會及管治管理方針，並相信此能讓其在未來繼續取得成功的關鍵。本集團承諾有效地處理環境、社會及管治相關事宜，並以此作為其商業戰略的一個核心部分，致力於將環境、社會及管治考慮因素納入決策過程。為實現這一目標，本集團設有環境、社會及管治架構，該架構由董事會、委員會及工作小組三個部分組成。

本集團的環境、社會及管治的管治架構、有關成員及主要職能如下：

BOARD 董事會

Executive director, independent non-executive director
執行董事、獨立非執行董事

- Take overall responsibility for the Group's ESG strategy and reporting, and oversee and manage ESG-related issues
全面負責本集團的環境、社會及管治的策略及匯報，並監督及管理環境、社會及管治相關的事宜
- Decision-making and leadership of corporate ESG goals and directions and review progress towards related goals
決策及領導企業環境、社會及管治方面的目標及方向，並檢討相關目標的進度
- Deploy, assign work, and supervise the implementation of routine strategies
部署，分配工作，監督常規策略的執行
- With the assistance of the Working Group, review and confirm priority of ESG-related issues
在工作小組的輔助下，審閱及確認環境、社會及管治的優次事項
- Ensure the effectiveness of risk management and internal control systems
確保風險管理和內部監控系統的有效性
- Review, evaluate and approve ESG-related issues
查核、評估及批准環境、社會及管治相關事宜



The ESG Governance Structure (Continued)
環境、社會及管治的管治架構(續)

COMMITTEE
委員會

Independent non-executive director, financial controller, company secretary
獨立非執行董事、財務總監、公司秘書

- Monitor and review ESG-related risks and management system
監督及檢討環境、社會及管治相關風險及管理制
- Report and make recommendations to the Board on ESG-related matters
向董事會報告及提議環境、社會及管治相應事宜
- Establish ESG work structure, formulate relevant management system and work flow
建立環境、社會及管治工作架構，制定相關管理制度及工作流程
- Organise the preparation of reports, guide and review the ESG work of each subsidiary
組織編製報告，指導、審核各附屬企業的環境、社會及管治工作
- Continuous improvement of management system to ensure effective implementation of ESG work
持續改善管理體系，及確保環境、社會及管治工作有效實施



WORKING GROUP
工作小組

Human resources director, administrative and engineering equipment director, security director, finance manager, human resources manager, public relations manager, information center director, audit manager, and supermarket/commercial operations center manager
人資總監、辦公室及工程設備總監、安防總監、財務經理、人資經理、公關經理、資訊中心總監、審計經理及超市／商業營運中心經理

- Implement and enforce ESG-related policies and measures
落實及執行環境、社會及管治相關政策及措施
- Ensure that various departments are responsible for ESG-related matters and work in compliance with company policies and regulations
確保各個部門負責環境、社會及管治事宜，並遵照公司政策及法規要求展開工作
- Report regularly to the Committee and assist the Board in discharging the responsibility of oversight
定期向委員會匯報，協助董事會履行其監督職責
- Collect and analyse relevant ESG data and case studies, assist in preparation of the ESG reports, and complete information disclosure
收集及分析相關環境、社會及管治數據及有關案例，協助編製環境、社會及管治報告，並完成資訊披露工作
- Monitor and evaluate the ESG performance to ensure the Group's compliance with relevant laws and regulations
監測和評估環境、社會及管治方面的表現，確保本集團遵守相關法律法規
- Set priority of ESG-related issues
制定環境、社會及管治的優次事項
- Arrange regular meetings to discuss and review the effectiveness, performance, risks and opportunities of ESG-related policies and procedures, and to discuss and review strategies and objectives
定期安排會議，以討論及審視環境、社會及管治相關的政策和程序的有效性、表現、風險及機遇，以及策略和目標

The ESG Governance Structure (Continued)

環境、社會及管治的管治架構(續)

RISK MANAGEMENT

To ensure good corporate governance of the Group, the Group has formulated an enterprise risk management mechanism and internal control system. The Group has established a risk management organizational framework composed of the Group's Board, audit committee and senior management. The Board is responsible for determining the risks to be undertaken by the Group's policy objectives and reviewing the effectiveness of its system through the audit committee. During the Year, the Board believed that the Group's risk management and internal control systems were effective.

The Group has formulated risk management policies. Senior management needs to identify risks that adversely affect the achievement of the Group's objectives at least once annually, prioritise and formulate risk mitigation plans.

Looking ahead, the Group will gradually incorporate environmental and social risk factors into its risk management system and procedures to identify the Group's risks in this area and formulate response plans.

風險管理

為確保本集團良好企業管治，本集團已制定企業風險管理機制及內部監控系統。本集團已設有風險管理組織框架，由本集團董事會、審核委員會及高級管理層組成。董事會負責釐定達成本集團策略目標應承擔的風險性質及程度，並透過審核委員會檢討其系統的有效性。董事會認為本集團於本年度的風險管理及內部監控系統有效。

本集團亦制定了風險管理政策，高級管理層需至少每年一次識別對實現本集團目標造成不利影響的風險，並排列優先次序及制定風險緩解計劃。

展望未來，本集團將逐步把環境及社會風險因素納入其風險管理系統及程序，以識別本集團在該方面的風險及制定應對方案。

STAKEHOLDERS ENGAGEMENT

持份者參與

The opinions of stakeholders help the Group to review its own performance and potential risks, and formulate appropriate policies and measures to strengthen operation management and long-term business development. The Group communicates with various stakeholders through various channels in daily operations to collect their opinions. The key stakeholders of the Group are as follows:

持份者的意見有助本集團審視自身表現及潛在風險，並制定合適的政策及措施，加強營運管理及長遠業務發展。本集團於日常營運中透過不同管道與各持份者溝通，收集他們的意見。本集團的關鍵持份者如下：

Key stakeholders 關鍵持份者	Communication channels 溝通管道	Expectations 期望
Board and employees 董事會及員工	<ul style="list-style-type: none"> Board meetings 董事會會議 Employee activities 員工活動 Internal employee communication 內部員工通訊 	<ul style="list-style-type: none"> Health and safety 健康與安全 Equal opportunity 平等機會 Salary and welfare 薪酬與福利 Career development 職業發展
Suppliers and business partners 供應商及業務夥伴	<ul style="list-style-type: none"> Supplier meetings and tour events 供應商會議及巡場活動 	<ul style="list-style-type: none"> Fair and open tendering 公平和公開的採購 Business ethics and reputation 商業道德與信譽 Mutual benefits 合作共贏
Community groups 社區團體	<ul style="list-style-type: none"> Public welfare activities 公益活動 	<ul style="list-style-type: none"> Contribution to the society 對社會的貢獻 Comply with local laws and regulations 遵守當地法律及法規
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> Annual general meeting 週年股東大會 Company website – investor relations 公司網站－投資者關係 	<ul style="list-style-type: none"> Comply with local laws and regulations 遵守當地法律及法規 Financial performance 財務業績
Customers 客戶	<ul style="list-style-type: none"> Customer inquiry hotline and email 客戶查詢熱線及電郵 Customer complaint mechanism 客戶投訴機制 	<ul style="list-style-type: none"> Business ethics and reputation 商業道德與信譽 Service quality 服務質素 Product quality 產品品質
Regulatory authority 監管機構	<ul style="list-style-type: none"> Stock Exchange announcements 聯交所公告 	<ul style="list-style-type: none"> Taxation according to law 依法納稅 Comply with local laws and regulations 遵守當地法律及法規

MATERIALITY ASSESSMENT

重要範疇評估

The Group believes that stakeholders' views can be used to refine its sustainability-related policies and initiatives, thus to enable it more accurately to respond to the expectations of stakeholders. Therefore, the Group identifies and assesses the ESG issues that may affect its business and various stakeholders through the materiality assessment in order to develop its sustainability strategy, set targets and determine the material scope for ESG reporting. The materiality assessment also enables the Group to analyse business risks and opportunities to support the sustainable development of its business.

Both of the Group's management and the Working Group have participated in the preparation of this Report and assisted the Group in reviewing its operations and identifying the key ESG-related issues. With reference to business development strategies and industry practice, the management and the Working Group have identified and validated a list of material ESG issues. The Group prepared a questionnaire survey based on the list and invited stakeholders relevant to the Group to rank the ESG issues in terms of materiality. Based on the results of the survey, the Group analysed and ranked the material issues and prepared the materiality assessment matrix.

本集團認為持份者的意見有助本集團完善可持續發展相關政策及措施，從而能更準確地回應持份者的期望。因此，本集團透過重要範疇評估識別及評估可能影響集團業務及其各持份者環境、社會及管治問題，以制定其可持續發展的戰略、設定目標以及釐定環境、社會及管治報告的重點範圍。重要性評估亦使本集團能夠分析業務風險和機遇，支持其業務的可持續發展。

本集團管理層及工作小組均參與編製本報告，並協助本集團檢討其營運及識別環境、社會及管治相關的重要議題。參考業務發展策略及行業慣例，本集團的管理層和工作小組識別並確認了重大環境、社會及管治議題清單。本集團按照清單編製問卷調查，並邀請與本集團有關的持份者對各項環境、社會及管治議題的重要性進行排序。本集團根據調查結果對重要議題進行分析及排序，並製作重要性評估矩陣。

Materiality Assessment (Continued) 重要範疇評估(續)

In order to better understand stakeholders' views and expectations on the Group's ESG performance, the Group will continue to enhance communication with stakeholders through more diversified communication approaches to better understand their views and expectations on the Group's operations.

為更有效了解持份者對本集團之環境、社會及管治表現的意見及期望，本集團將持續加強與持份者溝通，開展更多元化的溝通方式，從而更了解持份者對本集團營運的意見及期望。

The following materiality matrix summarizes the important issues and stakeholder concerns that have been identified by the Group:

下列重要性矩陣圖概述本集團已識別的重要議題及持份者關注事宜：



OPERATION MANAGEMENT

營運管理

The Group is committed to providing customers with a quality shopping experience and establishing close and good relationships with them. The Group has formulated various policies related to supply chain and product management to ensure that products from procurement, sales to after-sales service meet customer expectations and requirements.

PRODUCT RESPONSIBILITY

As a department store retailer, the Group understands the importance of product quality and safety. The Group has established a quality management system and formulated the work processes for product quality audits in accordance with relevant requirements. The management systems of the Group's headquarter and Shiyuan Store have been certified by the ISO9001 quality management system. The Group has also formulated various policies related to product health and safety, customer service, personal privacy, advertising and labelling, including "Commodity Quality Management System" and "Advertising Release Process" to protect customers health, safety and interests.

During the Year, the Group was not aware of any material non-compliance with any laws and regulations concerning health and safety, advertising, labelling and privacy matters relating to products and services provided that would have a significant impact on the Group, including but not limited to the "Food Safety Law of the People's Republic of China", the "Law of the People's Republic of China on the Protection of Consumer Rights and Interests" and the "Advertising Law of the People's Republic of China".

本集團致力為顧客提供優質的購物體驗，並建立緊密良好的關係。本集團已制定各項有關供應鏈及產品管理的政策，確保產品從採購、銷售以至售後服務均達到顧客的期望及要求。

產品責任

作為百貨零售商，本集團深明產品品質及安全的重要性。本集團已設立質量管理體系，並按相關要求訂立產品質素審核的工作流程，本集團總部及其石岩店的百貨零售服務及相關管理體系更獲得ISO9001質量管理體系認證。本集團亦制定各項有關產品健康安全、顧客服務、個人私隱、廣告及標籤等政策，包括《商品質量管理制度》及《廣告發佈流程》，保障顧客的健康安全及利益。

於本年度，本集團並不知悉任何違反關於產品及服務的健康與安全、廣告、標籤及私隱事項的法律及法規而將對本集團造成重大影響的情況，包括但不限於《中華人民共和國食品安全法》、《中華人民共和國消費者權益保護法》及《中華人民共和國廣告法》。

Operation Management (Continued)

營運管理(續)

Quality Verification 質量檢定

To ensure that the products sold from the introduction to the sales process meet the requirements of quality and hygiene, all products sold must comply with the packaging and quality regulations set out in the Group's "Commodity Quality Management System", and obtain relevant qualification certificates. The supermarket operation center of the Group manages product quality in accordance with the operation procedures of "Commodity Circulation Management", strictly regulates the storage and handling requirements to ensure the quality of products sold. Unqualified products will not be allowed to be sold. At the same time, the branch comprehensive management department needs to carry out quality inspections on products, and guide and coordinate employees to manage product quality and hygiene. The product quality inspection results will be recorded in the "Commodity Quality Sampling Inspection Form", which will be reviewed and followed up by the head of the quality management department.

At the same time, if any defective products are found in the sales outlets, the employees of the Group have the obligation and right to complain to the supermarket operation center. The Group also has an inspection team to conduct monthly inspections at each branch to ensure that the branch meets the management requirements. The Group has also established relevant procedures to control the recall process for defective products. If any defective product is found, the Group will immediately initiate the recall process, and re-deliver the products after quality inspection and confirmation. In this case, final completion of such process is subject to receipt of qualified products by customers. During the Year, there was no product sold or shipped subject to recalls for safety and health reasons.

為確保所售賣的產品從引入到銷售的過程符合質量及衛生的要求，所有售賣的產品需符合本集團《商品質量管理制度》列明的包裝及品質規定，並獲取相關合格證明。本集團的超市營運中心則按照《商品流轉管理》載述的操作流程管理，嚴格規管存放及處理商品的要求，不符合規格的商品均不得進場，以保證所售賣產品的質量。同時，分店綜合管理部需對產品進行質量檢查，並指導和協調員工管理產品質量及衛生。產品質量檢查結果將記錄於《商品質量抽檢單》，由品質管理部主管審核及進行後續處理。

如在銷售門市發現任何不合格產品，本集團的員工亦有義務及權利向超市營運中心作出投訴。本集團的檢查小組於各分店進行每月一次的巡場評估，確保分店符合管理要求。本集團亦制定了相關程序對不合格產品的回收過程進行管控，當發現任何不合格產品，本集團將立刻啟動召回程序，其後於質量檢定後重新發貨，並於確認客戶收到合格產品方為結案。於本年度，本集團未有已售或已運送產品因安全與健康理由而須回收。

Food Safety

食品安全

The Group attaches importance to food safety and has formulated food safety management system to manage food safety and reduce risks associated with food safety. Each shop must, as required under the “Provisions for Sampling and Inspection of Commodity Quality and Hygiene”, conduct regular examinations on cooked food products. The Group also has strict requirements on storage of food, for example, semi-cooked and cooked food products must be separated from raw food materials by a distance of at least one meter to avoid cross-infection. Furthermore, the Group actively promotes food safety, provides employees with food safety trainings, and offers customers with high-quality and safe food. In addition, the Shenzhen branch of the Group reported all of the information on pre-packaged food to the “Shenzhen Food Safety Traceability Credit Management System” to ensure that products can be traced in the event of a food safety incident in the future. If there is any food safety incidents, the Group will immediately initiate the collect procedure to recall the food in question. The Group will assign staff to follow up the relevant cases, and compensate customers according to the severity of the individual cases. After verification, the new food products will be re-delivered, and the case will be closed after confirming that the customer has received the qualified food products.

During the Year, two of the Group's shopping malls were both chosen by Shenzhen Franchise Association as the Management Model Shop of Standardised Management on Food Safety in Shenzhen, which demonstrated the high standard management system of the Group in terms of food safety.

本集團注重食品安全，並已制定食品安全管理體系，管理食品安全，減低食品安全相關風險。各分店必須按照《商品品質、衛生抽樣送檢規定》要求，對熟食商品進行定期檢查。同時，本集團對食品的存放有嚴格的要求，例如熟食半成品、成品的存放一定要與生材料相隔一米或以上距離，以免引起交叉感染。另外，本集團亦積極推廣食物安全，向員工提供有關食品安全的培訓，為顧客提供優質安全的食品。此外，本集團的深圳分店亦為所有預先包裝食品的資訊上報至「深圳市食品安全追溯信用管理系統」，確保日後產品在發生食品安全事故時得到追溯。如有任何食品安全事故發生，本集團均會立刻啟動召回程序，回收有問題食品，亦會委派員工專門負責跟進有關個案，並因應各別個案的嚴重程度對顧客作出賠償，亦立刻於質量檢定後重新發出新的食品，於確認客戶收到合格食品方為結案。

於本年度，本集團兩間購物中心均獲深圳市零售商業行業協會選為深圳市食品安全規範化管理示範店，顯示本集團擁有高水平的食品安全管理體系。

Operation Management (Continued)

營運管理(續)

Advertising and Product Labelling 廣告及產品標籤

The Group regularly publishes product promotion advertisements on various media platforms such as large advertising boards, social networking pages and promotional leaflets. The Group needs to ensure that the advertising content is produced and published in accordance with the requirements of the “Guide for Advertising Release” to ensure that the Group meets the requirements of relevant laws and regulations while implementing effective communication and promotion.

The products of the Group are attached with labels, such as the date of manufacture, the best date of consumption and the ingredients, so that customers can know the product information. The Group also implements the “Commodity Quality Management System”, which regulates and inspects the labels of products. Any products that do not have relevant information marked on the conspicuous parts of the commodities cannot be sold.

本集團定期於各媒體平台，例如：大型廣告板、社交網頁及宣傳單張等管道發佈產品宣傳廣告。本集團需確保廣告內容需按照《廣告發佈操作指引》的要求及流程進行製作及發佈，保障本集團在實行有效傳播推廣的同時，符合相關法律法規的要求。

本集團的產品設有標籤，如列明其製造日期、最佳食用日期及成份，讓顧客了解產品的資訊。本集團亦實施《商品質量管理制度》，對商品的標籤均進行規管及檢查，任何未在商品顯著部位標明有關資訊的商品都不能出售。

Operation Management (Continued)
營運管理(續)

Customer Privacy
客戶私隱

The Group is committed to protecting customer personal data and privacy, and has formulated relevant policies to guide employees on how to collect, use, access and protect customer personal data. The Group will only collect customer information for marketing purposes as permitted by the relevant privacy laws. The Group will not disclose or use customers' data for any other purpose, ensuring that customers' privacy rights are not violated.

Customers can also inquire about the protection policies and measures of personal data at any time, and have the right to request the Group to update their personal information or delete their data from the Group's record.

The Group has compliance procedures and related policies to protect customers' personal data from any unauthorized misappropriation, access, modification or disclosure. The Group attaches great importance to protecting the customer privacy during the entire process of collecting, using and processing customers' personal data, and is committed to ensuring that customers' personal data are only securely processed and stored for the purpose specified at the time of collection.

本集團承諾保障顧客個人資料及私隱，並已制定相關政策，指導員工如何收集、使用、存取及保護顧客個人資料。本集團只有在相關私隱法例的許可下才會取得顧客的資料作營銷用途。本集團不會以任何其他目的披露或使用顧客的數據，確保顧客的私隱權不受侵犯。

顧客亦可隨時向本集團查詢有關個人資料的保護政策及措施，更有權要求本集團更新其個人資料，或將有關資料從本集團的紀錄中刪除。

本集團設有合規程序和有關政策，以保護顧客的個人資料不受任何未經授權的挪用、存取、修改或披露。本集團在收集、使用及處理顧客個人資料的整個過程中對保障客戶的私隱尤其重視，並致力確保顧客的個人資料僅按收集時的指定用途安全處理及保存。

Intellectual Property Rights
知識產權

The Group has established relevant policies to regulate the information technology management within the Group. The Group's technology and information department is responsible for ensuring that the software, hardware and information used in the business operation are properly licensed. Any copying or downloading of information, software and images from the Internet requires the approval of relevant authorities. In addition, the Group keeps close eyes on infringement in the market to prevent it from any such irregularities, such as counterfeit trademarks. The Group also regularly monitors such operations in the market to ensure that the intellectual property rights are not infringed.

本集團已制定相關政策以規管本集團內的資訊科技管理。本集團的科技信息部門負責確保業務營運中使用的軟件、硬件及信息獲取適當的許可。從互聯網上複製或下載任何信息、軟件及圖像，均需獲得有關部門的批准。此外，本集團密切關注市場上的侵權行為，防止本集團發生任何有關的不合規事宜，例如假冒商標等。本集團亦定期監察市場上有關運作以確保知識產權不受侵犯。

Customer Management
客戶管理

The Group regularly conducts customer satisfaction surveys and compiled the customer satisfaction survey report of 2021. The Group collects customer opinions via online questionnaires on its website. The Group intends to improve the management system and service quality to enhance customer satisfaction by collecting objective opinions and evaluation from customers. The Group also has a complaint mechanism to handle customer complaints. Customers can make complaints at the branch or through the telephone hotline. All complaints are handled by the receptionist of the Group's customer service, and the person in charge of the relevant department handles and follows up the complaint cases and gives feedbacks to the customers. The Group received 4 complaints from customers regarding food freshness during the Year. All complaints have been recorded and followed up, and consensus with customers has been reached.

本集團定期進行顧客滿意度調查，並製作《2021年滿意度調研總結報告》。本集團於其網站設有網上意見表，希望可以透過收集顧客客觀的意見和評價，從而改善管理系統和服務質素，提高客戶滿意度。本集團亦設有投訴機制，處理顧客投訴。顧客可於分店或透過電話熱線作出投訴。所有投訴均由本集團的客服專門接待人員處理，並由相關部門的負責人處理及跟進投訴個案，並反饋顧客。本集團於本年度接獲客戶4宗有關食品新鮮度的投訴。所有投訴個案已經作記錄、跟進，並與顧客達成一致共識。

ANTI-CORRUPTION

In order to maintain the corporate integrity culture of the Group, the Group has established various anti-fraud systems, including the "Anti-fraud System" and the "Red Line Behavior Regulations" in accordance with the "Risk Control System" and "Risk Control Framework". The Group's rules and regulations ensure compliance with professional ethics. The Group does not tolerate any form of corruption (including fraud, bribery, forgery, extortion, conspiracy, corruption, money laundering and collusion). Disciplinary action shall be taken against any form of misconduct or malfeasance.

During the Year, the Group was not aware of any material non-compliance with related laws and regulations of bribery, extortion, fraud and money laundering that would have a significant impact on the Group, including but not limited to the "Company Law of the People's Republic of China" and the "Bidding Law of the People's Republic of China". Besides, there was no recorded concluded legal case regarding corrupt practices brought against the Group or its employees.

反貪污

為維持本集團企業廉潔文化，本集團根據《風控制度》及《風控框架》訂立各項有關反舞弊制度，包括《反舞弊制度》、《紅線行為規定》等，要求員工遵守法律及本集團的規章制度，確保符合職業道德準則。本集團不容忍任何形式的腐敗（包括詐騙、賄賂、偽造、勒索、串謀、貪污、洗錢及串通）。對於任何形式的不當行為或瀆職行為，將採取紀律處分。

於本年度，本集團並不知悉任何嚴重違反賄賂、勒索、欺詐及洗黑錢相關法律及法規，包括但不限於《中華人民共和國公司法》及《中華人民共和國招標投標法》。本集團亦沒有任何針對本集團或員工的腐敗行為而提起的法律訴訟紀錄。

Operation Management (Continued)

營運管理(續)

The Group has whistle-blowing mechanism to prevent and stop fraud. The Group has formulated the “Complaint Handling Management System” and “Incentive Measures for Employee Complaints and Reports”, and encourages stakeholders such as employees and external partners to report. The Group sets up reporting and complaint channels for employees, including telephone, email and letters. The whistle-blowing mechanism ensures that all reported information is kept confidential, while assuring that the whistle-blowers will not be unfairly treated, including any unreasonably dismissal or unreasonable disciplinary action, etc. For effective reporting, the whistle-blowers will be rewarded according to the circumstances and seriousness of the reported cases. The audit department shall establish an investigation team in accordance with the “Audit Investigation Process” to conduct an investigation and report to the senior management. All reports will be treated confidentially, and personnel involved in the investigation of fraud cases are not allowed to disclose information related to fraud reports and investigations without authorisation. Those who leak reported information in violation of laws or retaliate against reporters or investigators will be dismissed or have their contracts of service terminated, and those who violate the laws will be referred to judicial authorities for legal action.

In order to ensure that employees have a certain degree of understanding of anti-fraud and integrity ethics, the employees of the Group are required to receive relevant anti-fraud and professional ethics training during induction trainings. At the same time, the Group provides anti-fraud trainings for all employees annually. The Group’s employees also need to sign the “Anti-fraud Management Responsibility Letter” or “Employee Integrity Commitment Letter”. In addition, the Group has also advertised anti-fraud posters in the workplace to remind employees of the information and reporting channels for anti-fraud.

During the Year, all the Directors and 55 employees of the Group received anti-fraud training, the training hours reached approximately 6 hours and 55 hours respectively. The training mainly covered the definition of fraud, the meaning of anti-fraud, the Group’s attitude towards fraud, relevant laws and cases regarding anti-corruption, anti-money laundering and counter-terrorist financing, as well as corporate integrity governance and ethics, to enhance employees’ understanding on anti-fraud and anti-corruption so as to prevent them from violating the relevant laws and regulations. The Group also encourages employees to report any fraudulent behavior.

本集團設有舉報機制，以規範預防及制止舞弊行為。本集團已制定《投訴處理管理制度》及《員工投訴舉報的獎勵辦法》，以鼓勵員工及外部合作商等持份者進行舉報。本集團為員工設立不同舉報管道，包括電話、郵箱及信函等。舉報機制確保所有舉報的資訊予以保密，同時保障舉報者不會因舉報而受到不公平的對待，如舉報者不會被無理解僱、無理接受紀律處分等。針對有效舉報，舉報者會因應舉報個案的情況和嚴重性而得到相關的獎勵。舉報經由審計部按照《審計調查處理流程》成立調查組作出調查，並向高級管理層報告。所有舉報個案均受保密處理，參與舞弊案件調查的人員均不得擅自泄露舞弊舉報及調查的相關資料，而對違規洩露檢舉信息或對舉報人員、調查人員採取打擊報復的人員，將予以撤職或解除勞動合同，觸犯法律的人員則會被移送至司法機關依法處理。

為確保員工對反舞弊及誠信道德有一定程度的認識，本集團的員工在入職培訓中需接受有關反舞弊制度及職業道德培訓。同時，本集團每年為所有員工提供有關反舞弊的培訓。員工亦需簽署《反舞弊管理責任書》或《員工廉潔誠信承諾書》。此外，本集團於員工工作場所張貼有關反舞弊的宣傳海報，提醒員工有關反舞弊的資訊及舉報途徑。

於本年度，本集團的所有董事及55名員工均接受了反舞弊培訓，受訓時數分別達約6小時及55小時。培訓的主要內容為有關舞弊行為的定義、反舞弊的意義、本集團對舞弊行為的態度、反貪污、反洗黑錢及反恐融資相關法例和案例、企業誠信管治及道德操守，以加強員工對有關反舞弊及反貪腐的認識，以防止員工觸犯相關法規，並鼓勵員工對任何舞弊行為作出舉報。

Operation Management (Continued)

營運管理(續)

The Group also requires business partners to strictly comply with anti-corruption regulations. All of its business partners shall sign the “Integrity Commitment Letter for Partners” and “Anti-bribery Commercial Agreement” formulated by the Group to ensure the fairness, impartiality, integrity and honesty of the cooperation between both parties. The Group maintains zero tolerance towards bribery and corruption, and prohibits business partners from obtaining benefits from business relationship in staffing within the Group or providing benefits to them.

SUPPLY CHAIN MANAGEMENT

The Group is committed to implementing effective supply chain management and maintaining good business relationship with suppliers. “Supplier Admission System” and “Supplier Introduction System” are formulated by the Group for the selection of suppliers. The Group mainly considers four principles when selecting suppliers, including picking up nearby, purchase costs saving, direct pick-up and bulk purchases in order to save operating costs and reduce the impact of exhaust emissions during transportation on the surrounding environment.

Respective measures have been set up by the Group to ensure fair competitions among suppliers during the procurement process. The Group has established an online service system for suppliers to conduct tenders through online forms, which sets out relevant tender information and contact details of business invitation personnel to ensure fair tendering. In addition, employees who are in any way related with in the suppliers are not allowed to participate in relevant procurement activities. During the Year, the Group had a total of 806 suppliers, all of whom were from the PRC as selected and engaged through the above-mentioned procurement practices.

本集團亦要求業務夥伴嚴格遵守反貪污規例。所有業務夥伴均須簽署本集團編製的《合作商廉潔誠信承諾書》及《反貪賄賂商業協議》，確保雙方的合作是公平、公正、廉潔、誠信。本集團對賄賂及腐敗行為零容忍，並禁止業務夥伴與本集團有業務關係的人員獲取利益或向彼等提供利益。

供應鏈管理

本集團致力實行有效的供應鏈管理，與各供應商保持良好的業務關係。本集團在挑選供應商方面制定了《供應商準入制度》和《供應商引入制度》。在選擇供應商時主要考慮四項原則，包括就近取貨、節省進貨費用、盡量直接取貨、大批採購，以節省營運成本和減低因運輸廢氣排放對周邊環境所帶來的影響。

本集團已制定相應措施，確保供應商在採購過程中能夠公平競爭。本集團已建立線上供應商服務系統，通過網上形式進行招標，並向供應商列明相關招標的資訊及招商人員的通訊方式，確保公平招標。同時，與供應商有任何利益關係的員工不得參與相關採購活動。於本年度，本集團共有806間供應商，所有供應商均來自中國，並經由上述的供應商慣例挑選及聘用。

Operation Management (Continued) 營運管理(續)

Supply Chain Environment and Social Risk Management

The Group is committed to promoting green procurement by adherence to sustainable development. The Group has established relevant mechanisms and policies to manage environmental and social risks associated with supply chain in order to reduce its exposure to the operational risks among the supply chain. The Group has set relevant food safety standards for its suppliers to ensure the safety and hygiene of the food supply. Besides, the Group has also set annual performance to evaluate suppliers, thus to decide whether to renew their service or not. During the review, the Group prioritises the suppliers with management system certification and environmental credentials in selection to encourage suppliers to incorporate the environment protection and sustainable development into their operations, for instance, adopting environmentally friendly materials, improving transportation routes for emission reduction, and maintaining integrity and business ethics. To ensure the suppliers to comply with the environmental laws and regulations and fulfill their social responsibility, the Group closely monitors the business conduct of suppliers during the review, and gets further understanding on their relevant performance and supply of goods through on-site inspection. If any non-compliance is found or failure of a supplier to satisfy relevant requirements on a continuous basis, the supplier may be required to terminate its supply.

Besides, the Group gives preference to the local suppliers to reduce air pollutant emissions and energy consumption caused by transportation. It also successively selects and procures green food products which must comply with the quality and usage criteria as required for such food products labeled as green products in terms of place of source, and pesticides, fertilizer and feedstuff used.

At the same time, to ensure that the performance of the suppliers continues to meet the requirements of the Group and encourage them to consider and manage their environmental and social issues in their operations, the Group maintains close communication with suppliers, understands the suppliers' supply and services, resolves the related supply and service issues, and makes corresponding improvement measures. The Group shares sustainable operating practices and disseminates environmental concepts, including the latest knowledge on quality safety, good employment and environmental practices. The Group also provides necessary guidance on how to implement environmental measures throughout the supply chain.

供應鏈環境及社會風險管理

本集團秉持可持續發展理念，致力於推動綠色採購。本集團已制定管理供應鏈環境及社會風險的相關機制及政策，以減低供應鏈對本集團的營運風險。本集團為供應商設定有關食品安全的標準，確保所供應的食品安全衛生。此外，本集團亦為供應商設有年度考核，為供應商進行評估，以決定是否續簽有關供應商。於考核中，本集團會優先選擇具備管理體系認證及環保資質的供應商，以鼓勵供應商將環保及可持續發展元素加入至其營運當中，如採用環保物料、以減排為目標完善運輸路線、持有誠信及商業道德等。為確保供應商遵守環保法律法規及履行社會責任，本集團對供應商的業務行為進行密切的監管，亦透過實地考察，進一步了解供應商的相關表現和供貨情況，若發現其中任何不合規的情況或供應商持續未能滿足相應的要求，該供應商或會被終止供貨。

此外，本集團透過優先選擇當地供應商以減少交通運輸導致的空氣污染物排放和能源消耗。本集團亦陸續挑選及採購綠色食品，擁有綠色食品標誌食品的產地、所用的農藥、肥料、飼料等均需符合綠色食品品質及使用準則。

與此同時，為鼓勵供應商表現持續符合本集團的要求，並在營運中考慮及管理其環境及社會事宜，本集團與供應商保持密切溝通及交流，了解供應商供貨及服務等情況，以解決有關供貨及服務問題及作出相應的改善措施。本集團與供應商分享可持續發展營運慣例及傳遞環保理念，內容包括質量安全、良好僱傭及環境實踐等的最新知識。本集團亦就如何於整個供應鏈中實施環保措施提供必要的指導。

EMPLOYMENT AND LABOUR PRACTICES

僱傭及勞工常規

The Group is committed to providing employees with an effective employment system and a good working environment. The Group has formulated various personnel policies and measures to protect the safety and rights of employees.

EMPLOYMENT PRACTICES

The Group has prescribed policies and regulations on remuneration and benefits, recruitment and promotion, dismissal, working hours and holidays, equal opportunities and anti-discrimination to ensure the protection of employees.

During the Year, the Group was not aware of any material non-compliance with employment-related laws and regulations that would have a significant impact on the Group, including but not limited to the “Labour Law of the People’s Republic of China” and the “Labour Contract Law of the People’s Republic of China”.

本集團致力為員工提供完善的僱傭制度及良好的工作環境。本集團已制定各項人事政策及措施，保障員工的安全及權益。

僱傭慣例

本集團已訂明有關薪酬及福利、招聘及晉升、解僱、工作時數及假期、平等機會及反歧視的政策及規定，確保員工得到保障。

於本年度，本集團並不知悉任何因嚴重違反與僱傭有關的法律及法規而對本集團產生重大影響的情況，包括但不限於《中華人民共和國勞動法》及《中華人民共和國勞動合同法》。

Salary and Benefits 薪酬及福利

According to the “Remuneration and Welfare Management System”, the Group provides employees with a competitive remuneration, assessment bonuses and various allowances according to their positions and performance. The Group also regularly reviews and adjusts the above remuneration and welfare according to market remuneration levels. In addition to statutory benefits such as social insurance and housing provident fund, the Group also provides employees with medical insurance, holiday savings, staff quarters and group health funds, etc. Employees can also receive birthday congratulations, transportation subsidies and holiday benefits etc.

During the Year, the Group took the opportunity of its 26th anniversary to grant those employees who have rendered 5, 10, 15 or 20 years of service the gold coins and anniversary service certificates with commemorative meaning and collection value, in recognition and appreciation of their hard work over the years.

本集團根據《薪酬福利管理制度》，按照員工的崗位及表現，為員工提供具市場競爭力的薪酬，以及考核獎金及各項津貼。本集團亦會按市場薪酬水準定期作出檢討及調整。除社會保險及住房公積金等法定福利外，本集團亦為員工提供醫療保險、過節費、員工宿舍及團健經費等；員工亦可獲得生日祝賀、交通補貼及節日福利金等。

於本年度，本集團藉着其二十六周年慶，對年資滿五年、十年、十五年或二十年整的員工發放具有紀念意義及收藏價值的紀念金幣和周年服務證書，以對員工長期以來的辛勤工作給予肯定和感謝。

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

Recruitment, Promotion and Dismissal 招聘、晉升及解僱

The Group conducts internal and external recruitment based on job requirements. The Group conducts recruitment according to the “Internal Recruitment Management Process”, “Internal Recruitment Operation Guideline”, “External Recruitment Interview Operation Guideline”, and “Operational Guideline for Recruitment of Fresh Graduates” to ensuring that the recruitment process is open, fair and just. The recruited personnel are audited by the interview panel composed of the relevant management according to the “Admission Approval Operation” formulated by the Group. The selection of candidates is based on merits, taking into account their suitability for the relevant positions and their capabilities in satisfying the current and future demands of the Group.

The Group also evaluates employees’ qualifications, experience and past achievements, as well as interview performance in accordance with the “Promotion Management System”, and provides opportunities for job promotion or position transfer. When internal staff cannot meet the requirements of vacant positions, the Group will implement external recruitment and recruit suitable talents in accordance with the “External Recruitment Management Process”. Meanwhile, the Group has established the “Performance Appraisal Incentive Plan”, which conducts regular appraisals on qualified employees, and scores on the work ability and performance of employees, which are used as the basis for their promotion.

The Group and its employees may terminate the employment contracts as stipulated, and give the other party an appropriate notice period and payment in lieu of notice in accordance with policies such as “Dismissal Policy” and “Resolution and Termination of Labour Contract”. The Group prohibits any unreasonable dismissal.

本集團根據崗位需求進行內外部招聘。本集團在進行聘請時會根據《內部招聘管理流程》、《內部招聘操作指引》、《外部招聘面試操作指引》及《應屆生招聘操作指引》，確保招聘流程公開、公平、公正的招聘流程。受聘用人員均根據本集團已制定的《錄用審批操作》，經由相關管理層組成的面試小組審核，按擇優錄取基準，並考慮其是否適合有關職位及是否具備滿足本集團當前及未來需求的合適人員。

本集團亦按照《晉升晉級管理制度》評核員工資質經驗及過往功績，以及其面試表現，給予崗位晉升或平級調動的機會。在內部人員不能滿足空缺崗位的要求時，本集團將實行外部招聘，按照《外部招聘管理流程》聘請合適的人才。同時，本集團已設立《績效考核激勵方案》，對合資格員工進行定期考核，就員工的工作能力及績效作出評分，並作為其獲晉升或晉級的依據。

本集團及員工可按需要提出終止僱傭合約，並按《解僱政策》及《勞動合同的解除和終止》等政策給予對方適當的通知期及代通知金。本集團禁止任何不合理的解僱。

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

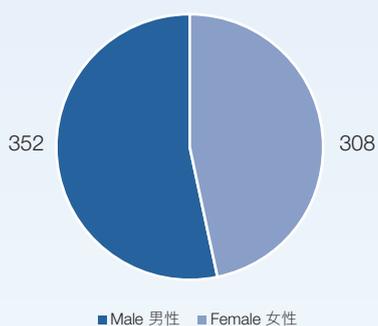
<p>Working Hours and Holidays 工作時數及假期</p>	<p>The “Employee Working Time Management System” states that employees are required to work under the shift system and shift schedule established by the Group. In addition to statutory holidays, employees of the Group also enjoy various paid holidays, including marriage leave, maternity leave and paternity leave, etc. Employees who have worked continuously for 1 year can also enjoy 5 to 15 days of annual leave. Besides, the Group has also established the “Non-full-time Employment Guideline” to clearly state the working hours limit and salary standards for part-time employees, ensuring the remuneration and benefits of such employees.</p> <p>《員工工作時間管理制度》列明員工需按本集團制定的輪休制及排班表上班。除法定假期外，本集團員工亦享有各項帶薪假期，包括婚假、產假及陪產假等，連續工作滿1年的員工亦可享有5至15天的年休假。此外，本集團的《非全日制僱工操作指引》亦列明兼職員工的工作時數限制及工資標準，以保障有關員工的薪酬及福利。</p>
<p>Equal Opportunity 平等機會</p>	<p>The Group pledges that employees shall have equal opportunities in employment, promotion, training and treatment in accordance with the “Equal Opportunity Policy”, and will only be selected based on job requirements and the employee’s experience, skills and job performance. Where feasible, the Group also provides corresponding arrangements for people with disabilities to ensure that they receive their due rights.</p> <p>本集團按照《平等機會政策》承諾員工在聘任、晉升、培訓及待遇均享有平等機會的權利，只會根據工作崗位的要求，以及該員工的經驗、技能及工作表現進行甄選。在可行情況下，本集團亦為殘疾人士提供相應安排，確保其得到應有的權利。</p>
<p>Anti-discrimination 反歧視</p>	<p>The Group’s “Anti-discrimination Policy” stipulates that the Group needs to ensure that its employees are not discriminated based on race, social class, nationality, religion, physical disability, gender, sexual orientation, union membership, political affiliation or age. The Group also prohibits any form of sexual harassment.</p> <p>本集團的《反歧視政策》訂明本集團需確保員工均不得基於種族、社會等級、國籍、宗教、身體殘疾、性別、性取向、工會會員、政治歸屬或年齡的影響而受到歧視。本集團亦禁止任何形式的性騷擾行為。</p>

Employment and Labour Practices (Continued) 僱傭及勞工常規(續)

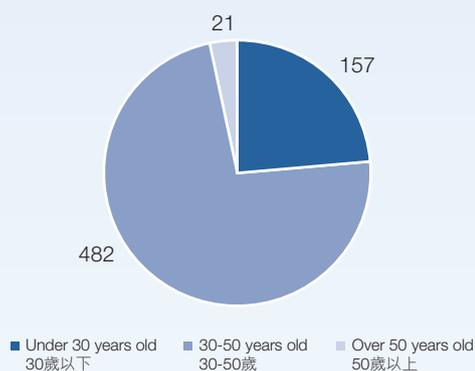
For the year ended 31 December 2021, the Group had 660 employees (2020: 721), one of them works in Hong Kong and the rest of the employees work in Mainland China. All of the 660 employees are full time employees. The following is the composition of them:

截至二零二一年十二月三十一日，本集團有660名員工(二零二零年：721名)，其中一名為香港員工，其餘均為中國內地員工。660名員工均為全職僱員，其組成列示如下：

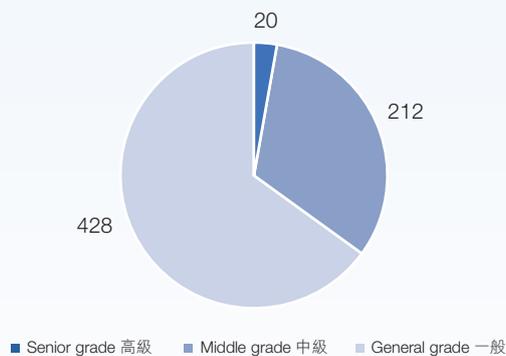
Number of employees by gender
按性別劃分員工人數



Number of employees by age
按年齡組別劃分員工人數



Number of employees by employee category
按職級劃分員工人數



DEVELOPMENT AND TRAINING

The Group values personal development of its employees and provides various training and development opportunities for them. The Group has formulated the “Employee Training Management System”. Annual training programs are formulated by the Human Resources Department so as to enhance employees’ skills, management capabilities and service skills, etc., as well as their competitiveness in the workplace.

發展及培訓

本集團重視員工個人發展，為員工提供各項培訓及發展機會。本集團已制定《員工教育培訓管理制度》，並由人力資源中心制定年度培訓計劃，提升員工的技能、管理能力及服務技巧等，加強員工在職場上的競爭力。

2021 Employee Training Plan

二零二一年員工培訓計劃

Training type 培訓類型	Training content 培訓內容	Training target 培訓對象
Cultivation of middle level management personnel 中層管理幹部人員培訓	The Group organised a number of training on operation management, including a thematic training camp for “Business Operation Management”, thematic training for “Analysis of Operation Management”, “Annual Budget Management of Retailing Business” and “Live Streaming Operator Development”, “Business Development Trends and Operation Management for the Community in 2021”, and leadership special training camp for “Execution Wins Everything” and “Ownership and Leadership Empowerment for Excellent Managers”, covering areas such as personnel management, operation practice and environmental management, customer service and relationship management and performance enhancement methods. 本集團於本年度舉辦多個與營運管理有關的培訓，包括《商業運營管理》專題集訓、《營運管理解析》、《零售企業年度預算管理》、《主播養成》專題培訓、《2021商業發展趨勢與社區營運管理》、《贏在執行》及《優秀管理者主人翁精神與領導力賦能》領導力特訓營培訓。培訓內容涵蓋不同領域，例如人員管理、經營規範及環境管理、客戶服務與關係管理及業績增量方法。	Headquarter managers and branch supervisors 總部經理、分店主管
Training of base level managers 基層管理人員培訓	In order to provide excellent service quality, the Group conducted training on enhancing the professionalism of frontline operation staff, display standards training and other various thematic training in various retail stores and shopping malls during the Year, including “Intensified Training on Basic Operation”, “Content Marketing Strategy - How to Integrate Brands and Marketing by Use of New Media” and “315 Consumer Right-related Work and Operation Training for Centralised Delivery Activities”, etc. 為提供良好的服務品質，本集團於本年度在各個零售門店及購物中心進行關於一線營運人員專業素養提升的培訓、陳列標準培訓，以及各項專題培訓，包括《營運基礎強訓》、《內容營銷戰略—如何利用新媒體做品銷一體》、《315消費者權益相關工作及集點送活動操作培訓》。	Branch staff 分店員工

Employment and Labour Practices (Continued)
僱傭及勞工常規(續)

Training type 培訓類型	Training content 培訓內容	Training target 培訓對象
Other types of training	Different thematic trainings were organised by the Group during the Year, such as a thematic first aid training called "Aid by Your Side" (救在你身邊) to improve staff's awareness and skills on first aid, as well as CAD basic trainings to enable participants to familiarize with the basic operation of a drawing software known as AutoCAD.	All staff
其他類型培訓	本集團於本年度舉辦不同的主題培訓，例如《救在你身邊》急救專題培訓，以提高員工的急救意識和技能，以及計算機輔助設計的基礎培訓，令參與者掌握繪圖軟體歐特電腦輔助設計的基本操作。	所有員工

The Group also holds daily staff training to enhance the quality of its sales and services. Besides, the Group encourages employees to pursue self-development. The Group will grant incentives to those employees who have worked for the Company for one year or more for pursuing further study and obtaining qualification with national recognition during employment.

本集團亦舉行日常員工培訓以提升其銷售和服務的質素水平。此外，本集團鼓勵員工自我增值。如果員工工作一年或以上，在公司工作期間，學習並獲得國家認可的資格證書，本集團會給予獎金以作鼓勵。

In addition, the Group has orientation training for all newly recruited employees to assist employees to familiarise with the working environment and job responsibilities as soon as possible. The Group provides various types of training in accordance with the "Pre-job Training Program for New Employees", including company introduction, employment system, job responsibilities, daily work processes, business service etiquette, and teamwork spirit.

本集團為所有新入職員工設有入職培訓，協助員工盡快熟悉工作環境及崗位職責。本集團根據《新員工崗前培訓方案》提供各種類型的培訓，包括公司介紹、僱傭制度、崗位職責、日常工作流程、商務服務禮儀，以及團隊合作精神。

To ensure that employees are properly trained, the Group also has relevant procedures and standards for selecting internal training instructors. According to the "Internal Training Instructor Evaluation Plan", the selected instructors must meet the qualification requirements for training instructors and complete the assessment of the evaluation committee in order to develop and teach the training courses.

為確保員工得到合適的培訓，本集團在挑選內部培訓講師亦有相關流程及標準，並按照《內部培訓講師評審方案》，要求獲選講師需符合擔任培訓講師的資格要求以及通過評審委員會的考核，方可進行培訓課程開發及授課。

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

LABOUR STANDARDS

The Group strictly prohibits the employment of child labour and forced labour. The Group's "External Recruitment Interview Operation Guideline" and "Non-full-time Employment Guideline" have stipulated that candidates must be at least 18 Years old before they can start working. The Group has also formulated the "Operational Guideline for Conducting Background Check" to review candidates' personal information during the recruitment process to avoid accidental employment of child labour. The Group conducts periodic examinations and inspections to prevent the use of child labour or forced labour in its operations. Apart from that, the Group stipulates the regulations on overtime management in accordance with the "Working Hours Management System for Employees". All employees must apply for overtime in accordance with the procedures in advance, and obtain the approval of the managers. The relevant overtime fees must also be paid according to statutory requirements. Infringement will be sanctioned according to the situation, and in serious cases, the relevant employment contract will be terminated immediately.

During the Year, the Group was not aware of any material non-compliance with laws and regulations related to child labour and forced labour that would have a significant impact on the Group, including but not limited to the "Labour Law of the People's Republic of China" and the "Provisions on the Prohibition of Using Child Labour".

勞工準則

本集團嚴禁聘用童工及強制勞工。本集團的《外部招聘面試操作指引》、《非全日制僱工操作指引》已訂明獲聘者需年滿18周歲，方可進行工作。本集團亦制定《背景調查操作指引》，在招聘過程中審閱應聘者的個人資訊，避免出現誤聘童工的情況。本集團定期進行審查及檢查，防止其營運中出現任何童工或強制勞工。除此之外，本集團亦根據《員工工作時間管理制度》訂明有關加班管理的規定，所有員工加班均需按程序提前申請，並獲得所屬經理審批同意，有關加班費用亦需按法定要求計算。如果涉及違規行為，將根據情況予以處理，嚴重者則立即終止相關僱傭合約。

於本年度，本集團並不知悉有任何嚴重違反童工及強制勞工相關的法例及規例而將對本集團造成重大影響的情況，包括但不限於《中華人民共和國勞動法》及《中華人民共和國禁止使用童工規定》。

HEALTH AND SAFETY

The Group is committed to providing employees with a safe and healthy working environment. In order to ensure that accidents at work are properly handled, the Group explains the definition, declaration process, treatment process and treatment of work-related injuries according to the “Guide for the Work-related Injuries of Employees”.

During the Year, the Group was not aware of any material non-compliance with health and safety-related laws and regulations, including but not limited to the “Regulations of Guangdong Province on Work-related Injury Insurance” and the “Fire Control Law of the People’s Republic of China”. During the Year, no fatal case was recorded by the Group, while during the past three years, it recorded a fatal case due to a traffic accident occurred to an employee when off duty in last year. The accident was identified as a work-related injury by the local Human Resources and Social Security Bureau, and reasonable compensation was given (the rate of work-related fatalities for the last year was 0.14%). In addition, 5 cases of work-related injuries and a total of 146 lost days due to work-related injuries were reported in the Group during the Year, which were mainly work injuries in operating activities. The relatively serious cases were caused by the accidents occurred during business trip and electrical maintenance respectively. These 2 work-related accidents were properly handled, and the employees involved were diagnosed, accepting medical treatment in hospital, and received reasonable compensation.

To handle work-related injuries properly, the Group arranges medical treatment for injured employees immediately upon occurrence of accident, to make sure employees can receive timely treatment. For employees who cannot go to work normally due to work-related injuries, the Group arranges for them to take leave for recuperation in accordance with medical advice; for employees who need to be hospitalized, the Group cooperates with the hospital to arrange for medical treatment; for those who are discharged from the hospital, full rest is provided in accordance with medical advice. At the same time, the Group promptly reports work-related injuries to the social security authorities to protect the rights and interests of employees and the Company, and provides assistance to employees who need to undergo work-related disability assessment. The Group also keeps the relevant cases on record while strengthens guidance on safe operations, instructs employees in stock moving under relevant regulations, uses loading tools properly, takes proper protective measures, strengthens training on emergency response and plan handling, and formulates care measures adopted during and after work-related injuries, in order to minimize the possibility and impact of such accidents.

健康與安全

本集團致力為員工提供安全健康的工作環境。為確保工傷事故得到妥善處理，本集團根據《員工工傷操作指引》說明工傷的定義、申報流程、處理流程及員工工傷待遇。

於本年度，本集團並不知悉任何嚴重違反健康及安全相關法律及法規，包括但不限於《廣東省工傷保險條例》及《中華人民共和國消防法》。於本年度，本集團並無發生死亡個案，而在過往三年中共錄得1宗死亡個案，事故為上一年度一名員工在非工作時間發生交通意外，由當地人力資源和社會保障局認定為工傷，並已獲得合理賠償（上年度因工亡故比率為0.14%）。另外，本集團於本年度共發生5宗因工受傷個案及錄得146日因工傷損失的工作日數，主要為營運活動工傷，其中較為嚴重的工傷事故源於因公務外出及維修電路時發生的意外。此兩宗工傷事故均得到妥善處理，工傷事故涉及的員工經醫院診斷並住院治療，亦獲得合理賠償。

為妥善處理工傷，每次意外發生後，本集團都立刻安排受傷員工就醫，讓員工及時接受治療，對因工傷導致無法正常上班的人員，均遵醫囑安排人員休工傷假休養；對於需住院治療的員工，均配合醫院安排診治；對出院人員均遵從醫囑給予全休。同時，本集團即時向社保部門申報工傷，確保員工及公司權益，為需要進行工傷傷殘鑒定的員工提供支援。本集團亦會將有關個案紀錄在案，並加強安全作業指導，指引員工按照規範上貨，妥善利用上貨工具，做好防護措施，及加強應急事件的培訓及預案處理，擬定工傷期間及後期的關愛措施，務求把意外發生的可能性及影響減至最低。

EMPLOYEE WORK INJURY TREATMENT PROCESS 員工工傷處理流程



Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

In order to reduce employee-related safety risks and enhance employees' occupational health awareness, the Group also provides employees with occupational safety training, which includes occupational disease prevention and occupational health and safety. In addition, each store or shopping mall of the Group also regularly organises fire drills to increase employees' awareness of fire prevention and emergency awareness.

The Group values the physical and mental well-being of employees and regularly organises employee activities, including outdoor development training, birthday events, cooking competitions and Dragon Boat Festival parties, so that employees can get a chance to relax outside of work and enhance their sense of belonging to the Group.

In response to the outbreak of the COVID-19 pandemic, the Group strictly abides by and implements the guidelines and announcements regarding epidemic prevention issued by the Chinese Center for Disease Control and Prevention, committed to enhancing the Group's awareness of epidemic prevention and stepping up hygienic management to safeguard the health of employees and minimise operating risks. The Group requires employees, customers and partners to adopt good personal protective measures, wear facial masks at all times, and receive body temperature examination before entering office areas, retail stores and shopping malls. Furthermore, the Group exercises stringent sanitation and disinfection management. In addition to increasing the frequency of cleaning and disinfection for information desks, sales areas and toilets etc., special disinfection and cleaning are also provided for air-conditioning and ventilation systems. Moreover, in response to the announcement from the government, the Group recommends employees to avoid any visits to high-risk areas; if inevitably, upon visits they need to have self-quarantine and provide proof of negative COVID-19 nucleic acid test result within the previous 3 days prior to the resumption of work.

為減低員工相關安全風險及提高員工職業健康意識，本集團為員工提供職業安全培訓，培訓內容包括職業病防治法及職業健康安全。此外，本集團各分店或購物中心亦定期舉辦消防演習，提高員工對防火的認知及應急意識。

本集團重視員工的身心福祉，定期舉辦員工活動，包括戶外拓展訓練、生日活動、廚藝比賽及端午節聚會，讓員工能夠在工作以外得到放鬆的機會，增強員工對本集團的歸屬感。

為應對新冠疫情的爆發，本集團嚴格遵守及落實中國疾病預防控制中心在防疫方面的指導方針和公告，致力增強集團防疫意識及加強衛生管理，以保障員工健康及將經營風險降到最低。本集團要求員工、顧客和合作商好個人防護，時刻佩戴口罩，並在進入辦公室、零售門店及購物中心前檢查體溫。再者，本集團實行嚴格衛生消毒管理，除了增加在諮詢台、售貨區、洗手間等地方的清潔消毒次數，還重點對空調通風系統進行消毒清潔。另外，為響應政府號召，本集團建議員工避免去高風險地區；假如無法避免，回來後需要進行自我隔離，並提供3日的核酸檢測陰性結果證明才可安排上班。

ENVIRONMENTAL PROTECTION

環境保護

EMISSIONS

The Group attaches great importance to emissions from business operations, including greenhouse gases, air pollutants, waste and sewage. The Group has entered into various policy measures related to emission reduction and safety emissions to reduce the impact of emissions on the surrounding environment.

During the Year, the Group did not find any material non-compliance of environmental laws and regulations related to air and GHG emissions, discharge to water and land, and the generation of hazardous and non-hazardous wastes, which caused a significant impact on the Group, including but not limited to the “Environmental Protection Law of the People’s Republic of China”, the “Water Pollution Prevention and Control Law of the People’s Republic of China” and the “Atmospheric Pollution Prevention and Control Law of the People’s Republic of China”.

Air Emissions

The main sources of the Group’s air emissions are vehicles burning diesel and petrol. To cope with the above, the following emission reduction measures are actively adopted to mitigate and control the impact generated from the above sources of emissions:

- Periodically undergo inspections and maintenance of motor vehicles to maintain efficiency of motor vehicles ;
- Plan routes in advance to avoid duplicate journey and optimise use of fuel ; and
- Remind employees to turn off idling engines.

The Group’s generated 150.8 kg of nitrogen oxides (“NOx”), 0.6 kg of sulphur oxides (“SOx”), and 7.7 kg of respiratory suspended particulates (“PM”) during the Year.

排放物

本集團重視業務營運中所產生的排放物，包括溫室氣體、空氣污染物、廢棄物及污水。本集團已訂立各項有關減排及安全排放的政策措施，減少排放物對周邊環境的影響。

於本年度，本集團並無發現任何嚴重違反有關廢氣及溫室氣體排放、向水及土地排放、產生有危害及無危害廢物的環境法律法規從而對本集團造成重大影響。該等環境法律法規包括但不限於《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》及《中華人民共和國大氣污染防治法》。

廢氣排放

本集團的廢氣排放主要來源為車輛消耗的柴油及汽油。為應對上述情況，本集團積極採取以下減排措施以減少及控制該等氣體排放來源的影響：

- 定期進行車輛檢查及維護以保持車輛效率；
- 提前規劃路線以避免重複道路及優化燃料耗用；及
- 提醒僱員關閉空轉引擎。

本集團於本年度排放150.8千克氮氧化物（「NOx」）、0.6千克硫氧化物（「SOx」）和7.7千克可吸入懸浮粒子（「PM」）。

Environmental Protection (Continued)

環境保護(續)

GHG Emissions

The main sources of the Group's GHG emissions are diesel and petrol consumed by vehicles, diesel consumed by standby generators, natural gas consumed by boilers in restaurants and use of refrigerants (Scope 1) and purchased electricity (Scope 2). The Group is very concerned about its carbon footprint and is committed to reducing the impact of its business on the environment. Therefore, the Group has set target to install solar energy facilities in the Songgang and Longhua stores in 2025 in order to increase the use of renewable energy and thereby reduce the GHG emissions from electricity consumption. In addition, the Group has adopted the following measures to reduce GHG emissions during its operations:

- Actively adopt emission reduction measures for motor vehicles, and the respective measures will be illustrated in the section headed "Air Emissions" in this aspect; and
- Actively adopt environmental-friendly, energy-saving and water-saving measures, and the respective measures will be illustrated in the section headed "Use of Resources".

During the Year, the Group's GHG emissions was approximately 20,541.1 tCO₂e (2020: 19,278.4 tCO₂e), of which the GHG emissions produced by electricity consumption accounted for approximately 78.5% and the GHG emissions produced by the combustion of fossil fuel and the use of refrigerants accounted for approximately 21.5%. The total GHG emissions slightly increased by approximately 6.5% compared to last year, mainly due to the expansion of the disclosure scope, in which GHG emissions generated by the use of refrigerants are included under the improvement of the Group's data collection mechanism during the Year. The Group also increased the number of trucks and their use during the Year to meet the demand for procurement and transportation, therefore increasing the GHG emissions from transportation.

溫室氣體排放

本集團的溫室氣體排放主要來源為車輛消耗的柴油及汽油、備用發電機消耗的柴油、餐廳煮食所消耗的天然氣和製冷劑的使用(範圍一)及外購電力(範圍二)。本集團非常關注自身的碳足跡，並致力減少業務對環境的影響，因此，本集團已訂立目標，於二零二五年，在本集團的松崗店及龍華店安裝太陽能設備，以增加可再生能源的使用，從而減少用電所產生溫室氣體排放。此外，本集團已採取下列措施減少營運過程中的溫室氣體排放：

- 積極採納車輛減排措施，該等措施已在「廢氣排放」一節內闡述；及
- 積極採納環保、節能及節水措施，該等措施將在「資源使用」一節內闡述。

本集團於本年度的溫室氣體排放總量約為20,541.1噸二氧化碳當量(二零二零年：19,278.4噸二氧化碳當量)，其中由電力消耗產生的溫室氣體排放佔總量約78.5%，而燃燒化石燃料及使用製冷劑產生的溫室氣體排放佔比則約為21.5%。總溫室氣體排放量較去年輕微上升約6.5%，其主要原因是由於本集團於本年度完善了其數據收集機制，擴大其披露範圍，涵蓋了使用製冷劑所產生的溫室氣體排放，而本集團亦於本年度增添了貨車及其使用，以應付採購及運輸的需求，故增加了運輸產生的溫室氣體排放。

Environmental Protection (Continued)

環境保護(續)

Waste Management

The waste of the Group is mainly non-hazardous waste. During the Year, the Group has set target for waste reduction, reducing the total non-hazardous waste intensity (tonnes/m²) by 2026, using the Year as the baseline year. To ensure that waste generated by its business activities is properly handled and achieve the relevant target, the Group has established various waste discharge management measures. The Group sets up recycling bins at the entrance of supermarkets to collect recyclable waste, meanwhile, donates slightly damaged or outdated products to organizations or charities that are needed. Other non-recyclable waste were collected by the contractor and sent to the landfill. During the Year, the Group's recycling rate for non-hazardous waste amounted to approximately 98.0% while the recycling rate for hazardous waste was approximately 68.2%. To enhance the green practice, the Group has also used the Forest Stewardship Council ("FSC") certified paper for printing of the annual report during the Year.

Food waste is the main type of non-hazardous waste produced during the Group's business operations. The Group has formulated stringent management policies and procedures for food waste. During the Year, the Group generated approximately 165.0 tonnes of food waste (2020:156.8 tonnes) and appointed a qualified third party to collect and dispose the food waste produced. During the Year, the Group's production of food waste accounted for 94.0% of the total amount of non-hazardous waste. As the Group has improved its data collection mechanism, approximately 10.6 tonnes of office-used paper was recorded, accounting for approximately 6.0% of the total amount of non-hazardous waste, which was approximately 175.6 tonnes.

During the Year, the Group has improved its data collection mechanism, therefore recorded 0.9 tonnes of hazardous waste, which was all cartridges produced for office purpose. To dispose waste properly, all the hazardous waste produced by the Group are collected and treated by the hazardous waste collectors, which are recognized by the local governments.

Sewage Management

The sewage of the Group mainly comes from the sale of fresh commodities and from food and beverage operators. The Group has separated the rainwater and sewage within the internal draining system of the store building, and the sewage generated in the Group's daily operations is treated and discharged to municipal sewage pipes. Catering wastewater is only discharged into municipal sewage pipes after oil pretreatment and septic tank pretreatment. In addition, the rainwater collected by the Group is also discharged to municipal rainwater pipes. During the Year, the Group's wastewater discharge is considered as its water consumption, and the relevant data and water-saving measures will be described in the section headed "Use of Resources".

廢棄物管理

本集團的廢棄物主要為無害廢棄物。於本年度，本集團已訂立減廢目標，並以本年度作為基準年份，直至二零二六年，減低無害廢棄物密度(噸/平方米)。為確保業務營運中廢棄物得到妥善處理及實現有關目標，本集團已實踐各項廢棄物排放管理措施。本集團於超市入口設置回收箱收集可回收的廢棄物，同時將稍微損壞或過時的產品捐贈給需要的組織或慈善機構。其他不可回收廢棄物將交由承辦商進行收集並送往垃圾堆填區。於本年度，本集團的無害廢棄物回收量達至約98.0%，而有害廢棄物回收量則約68.2%。為加強綠色實踐，本集團於本年度亦使用森林管理委員會(FSC)認證紙張作年報印刷。

廚餘為本集團業務運營過程中產生的主要無害廢物類型。本集團已制定嚴格的廚餘管理政策及程序。於本年度，本集團產生約165.0噸廚餘(二零二零年：156.8噸)，並已委聘合資格第三方收集及處理所產生的廚餘。本年度廚餘生產量佔無害廢棄物總量的約94.0%。由於本集團完善了其數據收集機制，故錄得辦公用紙約10.6噸，佔無害廢棄物總量的約6.0%，而無害廢棄物總量約為175.6噸。

本年度，由於本集團完善了其數據收集機制，故錄得約0.9噸的有害廢棄物，均為辦公時產生的墨盒。為妥善處理廢棄物，本集團的有害廢棄物均交由符合政府認可的有害廢棄物回收商進行收集及處理。

污水管理

本集團主要的污水來自新鮮商品銷售及餐飲排污。本集團的分店建築物內部排水實行雨污分流，本集團日常營運中所產生的污水經處理後排往市政污水管。餐飲廢水經隔油、化糞池預處理後排入市政污水管。此外，本集團所收集的雨水將排至市政雨水管。於本年度，本集團的污水排放量即為其耗水量，有關數據及節水措施將在「資源使用」一節內闡述。

USE OF RESOURCES

The Group has formulated various resource management policies and measures to ensure the effective use of resources and avoid waste. At present, the resources used by the Group's business operations include water, paper, transportation and energy consumption for daily operations of stores, such as electricity used for lighting systems and refrigerators. In order to promote efficient use of resources by the Group and its staff in its operations, the Group has set targeted to reduce electricity consumption intensity (MWh/m²) by 5% and water consumption intensity (m³/m²) by 2025, using the Year as the baseline year. In order to achieve the targets and to use resources effectively, the Group has actively adopted the following resource management measures:

資源使用

本集團已制定各項資源管理的政策、措施，確保有效地使用資源及避免浪費。現時，本集團業務營運所使用的資源包括水、紙張、運輸及店舖日常營運的能源消耗，例如燈光照明系統及冷凍設備等。為促進本集團在營運中及其員工善用資源，本集團已設立目標，以本年度作為基準年份，直至二零二五年，減少5%的用電密度(兆瓦時/平方米)，及減少耗水密度(立方米/平方米)。為達致目標及有效使用資源，本集團積極採取以下資源管理措施：

Resource management measures 資源管理措施	
Energy 能源	<ul style="list-style-type: none">• Use energy-saving bulbs and new light-emitting diode lamps; 使用節能燈泡及新款發光兩極體燈；• Choose a more energy-saving air conditioning system with variable speed drives; 選用較節能的變頻空調系統；• Set an energy saving temperature for the freezer; 選用較省電的冷凍櫃的溫度；• Use sensor lights in storage rooms and toilets; and 在儲存室和廁所使用感應燈；及• Organise annual activities (e.g. seminars) to raise employee's awareness on energy saving measures. 每年開展活動(例如講座)以提高員工的節能意識。
Water 水	<ul style="list-style-type: none">• Post environmentally-friendly notices to remind employees and customers to save water. 張貼環保告示，提醒員工及顧客節約用水。
Paper 紙張	<ul style="list-style-type: none">• Use electronic marketing, such as online promotion, electronic newsletters, and mobile marketing. 使用電子營銷，例如網上宣傳、電子通訊及移動營銷。
Packaging materials 包裝材料	<ul style="list-style-type: none">• Reduce the packaging of non-food products; and 減少非食品類產品的包裝；及• Use reusable or recyclable materials for packaging. 儘量使用可重複使用或可回收材料製作包裝。

Environmental Protection (Continued)

環境保護(續)

During the Year, the major source of the Group's energy consumption is diesel and petrol consumed by vehicles, diesel consumed by standby generators, natural gas consumed by the boilers at the restaurants and electricity consumption. The Group's total energy consumption during the Year was approximately 20,589.4 MWh (2020: 24,265.1 MWh), of which the consumption of indirect and direct energy accounted for approximately 97.4% and approximately 2.6% of the total energy consumption respectively. The total energy consumption decreased by approximately 15.1% compared to last year, mainly due to the Group's effective measures for energy efficiency and the increased awareness of employees in energy saving.

The Group's water consumption of approximately 334,716.7 m³ (2020: 500,974.0 m³) was reported during the Year, representing an decrease of approximately 33.2% compared to last year. Water consumption intensity was approximately 2.20 m³ per m² of operating area (2020: 2.86 m³). The decrease in water consumption was mainly due to the employees' awareness in water saving. The Group experienced no difficulty in sourcing water that was fit for business operation purpose during the Year.

Packaging materials used by the Group are mainly plastic and cardboard boxes. During the Year, the Group's total consumption of plastic and cardboard boxes was approximately 45.0 tonnes (2020: 68.0 tonnes) and 520.0 tonnes (2020: 640.0 tonnes) respectively, and total consumption of packaging materials was approximately 565.0 tonnes (2020: 708.0 tonnes). Total consumption intensity of packaging materials was approximately 0.001 tonne (2020: 0.002 tonne) per RMB1,000 revenues, representing a decrease of approximately 50.0%, which was mainly attributable to substantial reduction of waste of packaging materials resulting from the improved packaging procedures and technique of the Group aiming for efficient use of resources during the Year.

本集團於本年度的能源消耗包括車輛消耗的柴油及汽油、備用發電機消耗的柴油、餐廳煮食所消耗的天然氣，以及電力消耗。本集團於報告年度內的能源總耗量約為20,589.4兆瓦時(二零二零年：24,265.1兆瓦時)，其中間接能源佔能源總耗量約97.4%，而直接能源佔能源總耗量約2.6%。能源總耗量較去年下降約15.1%，主要原因是本集團有效的能源效益措施，以及員工對節約能源的意識有所提升。

本集團於本年度共消耗水資源約334,716.7立方米(二零二零年：500,974.0立方米)，較去年下降約33.2%。耗水密度約為每平方米經營面積約2.20立方米(二零二零年：2.86立方米)。耗水量下降的主要原因是由於員工對節約用水的重視。於本年度，本集團的業務營運在求取適用水源上沒有任何問題。

本集團使用的包裝材料主要為塑膠和紙箱。於本年度，本集團的塑膠總使用量約為45.0噸(二零二零年：68.0噸)，紙箱的總使用量約為520.0噸(二零二零年：640.0噸)，包裝材料總使用量約為565.0噸(二零二零年：708.0噸)。包裝材料總使用密度約為每千元人民幣收益0.001噸(二零二零年：0.002噸)，跌幅達致約50.0%，其原因主要是因為本集團於本年度改善了包裝程序及技術，大力減少包裝材料的浪費，務求善用所使用資源。

ENVIRONMENTAL AND NATURAL RESOURCES

Although the Group's operations do not involve serious pollution, as an ongoing commitment to corporate social responsibility, the Group is aware of the importance of reducing the potential negative impact of business operations on the environment. Therefore, the Group identifies such controllable environment elements in its activities, products and service that may have material impact on the environment through its ESG-related management policies and monitoring system, including but not limited to air pollution, water pollution, solid waste pollution, consumption of energy and resources, and other environment issues.

The Group strives to reduce its potential impact on the environment by adopting industry best practices aimed at reducing the consumption of natural resources and effectively implementing environmental management. The Group regularly assesses the environmental risks of its business, takes preventive measures to reduce potential risks and ensures compliance with relevant laws and regulations. The Group is also committed to achieving sustainable development and creating long-term value for the community and stakeholders.

CLIMATE CHANGE

Climate change poses escalating risks and challenges to the global economy and may have a negative impact on the Group's business. Therefore, the Group understands the importance of identifying and mitigating any significant impact of climate change. The Group has put in place relevant response mechanisms to identify and manage the risks and opportunities associated with climate change and to implement countermeasures to adapt to or mitigate the impact of climate change on its business. The Group has incorporated elements of climate change risk into its ESG risk management by conducting annual risk assessments to identify physical and transition risks, potential impacts and corresponding mitigation measures.

環境及天然資源

儘管本集團的營運過程並不涉及嚴重污染，但作為對企業社會責任的持續承諾，本集團意識到減低業務營運對環境的潛在負面影響之重要性。故此，本集團透過環境、社會及管治事宜相關的管理政策及監控系統，識別本集團的活動、產品或服務中能夠控制及可能造成重大影響的環境因素，其中包括但不限於對大氣的污染、水的污染、固體廢物、能源及資源的消耗，及其他環境問題。

本集團通過採用針對減少天然資源消耗及有效實施環境管理的行業最佳實踐，努力減輕本集團對環境的潛在影響。本集團定期評估業務的環境風險，採取預防措施以降低潛在風險並確保遵守相關法律法規。本集團亦致力於實現可持續發展，為社區及持份者創造長期價值。

氣候變化

氣候變化為全球經濟帶來的風險和挑戰不斷升級，亦可能對本集團的業務帶來負面影響。因此，本集團深明識別和減輕氣候變化帶來的任何重大影響的重要性。本集團制定了相關應對機制，以識別和管理氣候變化相關風險與機遇，並實施應對措施以適應或減緩氣候變化對其業務的影響。本集團已將氣候變化風險的因素納入環境、社會及管治風險管理，進行年度風險評估以識別實體及轉型風險、潛在影響和相應的緩解措施。

Environmental Protection (Continued)

環境保護(續)

The Group has identified its climate-related risks and the corresponding countermeasures with reference to the recommendations of the Task Force on Climate-Related Financial Disclosures ("TCFD") as follows:

Physical Risks

Climate change has led to extreme weather in increasing frequency and severity, including but not limited to typhoons, heavy rainfall and flooding caused by heavy rainfall, which threatens the personal safety of the Group's employees and causes damage to buildings and properties. In addition, the supply chain may be disrupted due to extreme weather. For example, suppliers are forced to stop production, and transportation fleets are forced to delay or cease operations due to extreme weather, both of which may prevent the Group from securing sufficient retail supplies in a timely manner, thus making it incapable of conducting normal operations or may even result in significant losses. Each of these climate changes has a significant potential impact on the daily operations of the Group.

In view of this, the Group has developed countermeasures against the relevant risks in addition to closely monitoring the latest weather news and advice issued by the government of the places where it operates. Besides, the Group has actively taken the following measures to minimize the potential impact of extreme weather events on its business. For example, it shall regularly inspect the effective function of the drainage facilities to avoid casualties or property damage caused by storms at its working and retail premises. The Group also regularly organises emergency evacuation and daily emergency rescue drills to enhance the emergency response capability of its employees. In addition, the Group has established a diversified supplier network and does not rely too much on suppliers from a single region, so that different suppliers can complement each other to maintain supply stability.

本集團在參考氣候相關財務揭露工作小組（「TCFD」）的建議後，已識別本集團的氣候相關風險及相應的應對措施如下：

實體風險

氣候變化導致了越趨頻繁及嚴重的極端天氣，其中包括但不限於颱風、暴雨和強降雨引起的洪水等，為本集團員工的人身安全帶來威脅和造成建築物及財產的損壞。此外，供應鏈或會因為極端天氣而中斷，例如供應商被極端天氣而導致停止生產，運輸車隊因極端天氣而被逼延後或停止運作。這些情況均會令本集團不能及時得到充足的零售供貨，令其無法正常營運，甚至可能造成具大的損失。以上各種氣候變化均對本集團的日常營運造成重大的潛在影響。

有鑑於此，本集團為相關風險制定應對措施，本集團亦密切留意營運當地政府發佈的最新天氣消息及建議。此外，本集團已積極採取下列措施，以盡量減少極端天氣事件對本集團業務的潛在影響。例如：本集團定期檢查排水設施的有效性，以避免工作和零售場所，發生由暴風雨引起的傷亡事故或造成財產損失。本集團亦定期組織人員緊急疏散和日常應急救援演練以加強僱員的應急能力。另外，本集團亦建立多元的供應商網絡，不會過於依賴單一地區的供應商，令其不同的供應商能互相補足，以維持供應穩定性。

Environmental Protection (Continued)

環境保護(續)

Transition Risks

As the society is transforming to low-carbon-oriented economy to achieve sustainable development, the local government and regulators are enacting or tightening environmental and climate-related legislation or regulations. For example, as the country is committed to achieving “Peak Carbon” by 2030 and “Carbon Neutrality” by 2060 and the Stock Exchange requires listed companies to enhance the climate-related disclosures in their ESG reports, the compliance costs may increase accordingly. Failure to meet the new legal and regulatory requirements related to environmental and climate change in a timely manner or not at all may expose the Group to compliance risks and degrade its corporate reputation. Therefore, the Group will regularly monitor the existing and emerging trends, policies and regulations related to climate change to avoid compliance risk and reputation risk due to delayed response. In addition, in order to reduce its impact on the environment and to comply with the requirements of the Stock Exchange to mitigate and adapt to the risks associated with climate change, the Group has set certain environment related targets, including, among others, reduction of waste, air and GHG emissions, conservation of electricity and water, and waste reduction at sources. The Group will continue to evaluate the effectiveness of its actions to address climate change and enhance its ability to solve climate-related issues.

轉型風險

由於社會正向低碳經濟轉型以實現可持續發展，本地政府及監管機構相繼制訂環境及氣候相關立法或收緊法規。例如國家致力實現二零三零年前「碳達峰」及二零六零年前「碳中和」，聯交所亦要求上市公司在其環境、社會及管治報告中加強與氣候相關的披露，導致相關合規成本可能會因而增加。如未能及時滿足或是無法滿足新的環境與氣候變化相關要求的法律法規要求，本集團可能會面臨合規風險，使企業聲譽下降。因此，本集團將會定期監測與氣候變化有關的現有及新興趨勢、政策及法規，以避免因反應遲緩而導致的合規風險和聲譽風險。此外，為減少本集團對環境的影響及符合聯交所的要求，以減緩及適應氣候變化相關風險，本集團已制定環境相關目標，包括減少廢物、廢氣及溫室氣體排放、節約用電及用水，和源頭減廢。本集團將繼續評估本集團應對氣候變化行動的有效性，並增強其應對氣候相關問題的能力。

COMMUNITY INVESTMENT

社區投資

As a responsible company, the Group understands the importance of practicing corporate social responsibility. The Group has formulated the “Community Participation” policy and pledge to make charitable donations and participate in community activities from time to time. In addition, the Group actively engages with its community stakeholders (including community groups, chambers of commerce, elected councillors and local residents) so as to understand the needs of the community and bring positive impact to the society.

COMMUNITY PARTICIPATION

Although the Group has devoted significant resources to maintain its business operations during the pandemic, it still donated approximately RMB10,000 to Shenzhen Chaoqing Charity, investing on pandemic prevention and control equipment. The Group is also a supervisory unit and a council member of the Shenzhen Rice Bag Vegetable Basket Federation Headquarters in 2021, dedicated to protecting the food market in the community and maintaining a stable food supply, as well as satisfying the needs of the community livelihood. Looking ahead, the Group plans to launch different community projects, allocate more resources in community participation and community investment, especially focusing on the community livelihood and influence on natural disasters, and encourages employees to participate in different volunteer activities to give back to the society.

作為一家負責任企業，本集團明白實踐企業社會責任的重要性。本集團已制定《社區參與》政策，並不定期進行慈善捐贈及參與社區活動。此外，本集團積極與社區持份者會面（包括社區團體、商會、民選議員及當地居民），了解社區的需要，為社會帶來正面影響。

社區參與

本集團雖於疫情期間投放大量資源於維持業務營運，仍捐款共約人民幣1萬元予深圳市潮青聯誼會作疫情防控物資投資。本集團更為深圳市米袋子菜籃子聯合會總部二零二一年監事單位和理事會會員，致力保護社區的糧食市場，維持區內良好的糧食供應，以滿足民生需要。展望未來，本集團將計劃增設不同社區項目，投入更多資源於社區活動的參與及社區投資，尤其關注社區民生及自然災害的影響，並鼓勵員工參與不同義工活動，回饋社會。

SUMMARY OF ENVIRONMENTAL AND SOCIAL KPIs

環境及社會關鍵績效指標匯總

SUMMARY OF ENVIRONMENTAL KPIs

環境關鍵績效指標匯總

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021 二零二一年	2020 二零二零年
Types of emissions and related emissions data 排放物種類及相關排放數據			
Air emissions^{1,2} 廢氣排放 ^{1,2}			
NOx 氮氧化物	kg 千克	150.8	30.2
SOx 硫氧化物	kg 千克	0.6	0.4
PM 可吸入懸浮粒子	kg 千克	7.7	2.0

- In this Report, the exhaust emission produced in the Group's operations was calculated in reference to "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange.
- The Group's air emissions were mainly due to the use of vehicles. As the Group increased the number of trucks and their use during the Year to meet the demand for procurement and transportation, therefore increasing the air emissions from transportation.

- 本年度報告參考聯交所發表的《如何準備環境、社會及管治報告—附錄二：環境關鍵績效指標匯報指引》量化營運產生的廢氣排放。
- 本集團的廢氣排放主要源於車輛使用，因為本集團於本年度增添了貨車及其使用，以應付採購及運輸的需求，故增加了運輸產生的廢氣排放。

Summary of Environmental and Social KPIs (Continued)

環境及社會關鍵績效指標匯總(續)

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021 二零二一年	2020 二零二零年
GHG emissions³ 溫室氣體排放 ³			
Direct GHG emissions (Scope 1) 直接溫室氣體排放(範圍一)	tCO ₂ e 噸二氧化碳當量	4,421.8 ^{4, 5}	106.9
Energy indirect GHG emissions (Scope 2) 能源間接溫室氣體排放(範圍二)	tCO ₂ e 噸二氧化碳當量	16,119.3	19,171.5
Total GHG emissions (Scope 1 and 2) 溫室氣體總排放量(範圍一及二)	tCO₂e 噸二氧化碳當量	20,541.1	19,278.4
GHG intensity⁶ (in terms of area) 溫室氣體密度 ⁶ (以面積計算)	tCO₂e /m² 噸二氧化碳當量/平方米	0.13	0.11

3. In this Report, the GHG emission data was presented in CO₂ equivalent in reference to the documents including but not limited to “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard” published by World Resources Institute and World Business Council for Sustainable Development, “How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange, the Fifth Assessment Report (AR5) of the United Nations Intergovernmental Panel on Climate Change “Climate Change 2014: Synthesis Report” and the Baseline Emission Factors of China’s Regional Power Grids for Emission Reduction Projects in 2019 published by the Ministry of Ecology and Environment of the PRC.

4. The Group has improved the data collection mechanism and included the direct GHG emissions generated by the use of refrigerants during the calculation during the Year.

5. The Group increased the number of trucks and their use during the Year to meet the demand for procurement and transportation, therefore increasing the direct GHG emissions from transportation.

6. As at 31 December 2021, the operating area within the reporting scope of this Report was about 152,412.12 m² (as at 31 December 2020: approximately 175,000.00 m²). This data is used for the calculation of other intensity data.

3. 本年度報告的溫室氣體排放數據乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、聯交所發佈的《如何準備環境、社會及管治報告 – 附錄二：環境關鍵績效指標匯報指引》、二零一四年度政府間氣候變化專門委員會第五次評估報告(AR5)的《全球暖化潛勢值》和中華人民共和國生態環境部刊發的《2019年減排項目中國區域電網基準線排放因子》。

4. 本集團於本年度完善了數據收集機制，並把使用製冷劑產生的直接溫室氣體排放包含在計算當中。

5. 本集團於本年度增添了貨車及其使用，以應付採購及運輸的需求，故增加了運輸產生的直接溫室氣體排放。

6. 截至二零二一年十二月三十一日，本報告的報告範圍的總經營面積約152,412.12平方米(截至二零二零年十二月三十一日：約175,000.00平方米)。此數據亦用於計算其他密度數據。

Summary of Environmental and Social KPIs (Continued)
 環境及社會關鍵績效指標匯總(續)

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021 二零二一年	2020 二零二零年
Hazardous waste 有害廢棄物			
Cartridge 墨盒	Tonnes 噸	0.9	Data not collected 未收集數據
Total hazardous waste 有害廢棄物總量	Tonnes 噸	0.9	Data not collected 未收集數據
Hazardous waste intensity (in terms of area) 有害廢棄物密度(以面積計算)	Tonnes/m² 噸/平方米	0.000006	Data not collected 未收集數據
Non-hazardous waste 無害廢棄物			
Food waste 廚餘	Tonnes 噸	165.0	156.8
Office paper 辦公用紙	Tonnes 噸	10.6	Data not collected 未收集數據
Total non-hazardous waste 無害廢棄物總量	Tonnes 噸	175.6	156.8
Non-hazardous waste intensity (in terms of area) 無害廢棄物密度(以面積計算)	Tonnes/m² 噸/平方米	0.0012	0.0009

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021 二零二一年	2020 二零二零年
Energy consumption⁷ 能源消耗 ⁷			
Petrol 汽油	MWh 兆瓦時	300.6	251.7
Diesel 柴油	MWh 兆瓦時	135.6	59.1
Natural gas 天然氣	MWh 兆瓦時	109.3	115.1
Direct energy consumption 直接能源消耗量	MWh 兆瓦時	545.5	425.9
Electricity 電力	MWh 兆瓦時	20,043.9	23,839.2
Indirect energy consumption 間接能源消耗量	MWh 兆瓦時	20,043.9	23,839.2
Total energy consumption 能源總耗量	MWh 兆瓦時	20,589.4	24,265.1
Energy intensity (in terms of area) 能源密度(以面積計算)	MWh/m² 兆瓦時/平方米	0.14	0.14
Water consumption 耗水			
Total water consumption 耗水總量	m³ 立方米	334,716.7	500,974.0
Water consumption intensity (in terms of area) 耗水密度(以面積計算)	m³/m² 立方米/平方米	2.20	2.86

7. The unit conversion method of energy consumption data is formulated based on the Energy Statistics Manual issued by International Energy Agency.

7. 能源消耗數據的單位換算方法乃根據國際能源署所發佈之《能源數據手冊》。

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

Environmental KPIs 環境關鍵績效指標	Unit 單位	2021 二零二一年	2020 二零二零年
Use of packaging materials 包裝材料使用			
Plastic 塑膠	Tonnes 噸	45.0	68.0
Cardboard boxes 紙箱	Tonnes 噸	520.0	640.0
Total amount of packaging material used 包裝材料總使用量	Tonnes 噸	565.0	708.0
Packaging material intensity⁸ 包裝材料密度 ⁸	Tonnes/thousand RMB Revenue 噸/千元收益(人民幣)	0.001	0.002

8. As at 31 December 2021, the Group's total revenue was approximately RMB 434,237,000 (as at 31 December 2020: approximately RMB 428,057,000). This data will be used for the calculation of other intensity data.

8. 截至二零二一年十二月三十一日止年度，本集團的總收入約為人民幣434,237千元（截至二零二零年十二月三十一日：約人民幣428,057千元）。有關數據用於計算其他密度數據。

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

SUMMARY OF SOCIAL KPIs

社會關鍵績效指標匯總

Number of employees 員工人數		2021 二零二一年	2020 二零二零年
Geographical Region 地區	Mainland China 中國內地	659	719
	Hong Kong 香港	1	2
Gender 性別	Male 男性	352	365
	Female 女性	308	356
Age group 年齡組別	Under 30 years old 30歲以下	157	175
	30-50 years old 30-50歲	482	523
	Over 50 years old 50歲以上	21	23
Rank ⁹ 職級 ⁹	Senior grade 高級	20	15
	Middle grade 中級	212	245
	General grade 一般	428	461
Employment type ¹⁰ 僱傭類型 ¹⁰	Full time 全職	660	719
	Intern 實習生	-	2
Total number of employees 總員工人數		660	721

9. The employee ranks of the Group: senior employees, middle-level employees, and general employees refer to directors and managers, supervisors and middle-level employees, and general employees, respectively.

10. The Group employs full-time and part-time employees. However, since the Group does not have a record of part-time workers, this Report only includes full-time employee data. Looking ahead, the Group will review the data collection procedures to enhance data disclosure

9. 本集團的員工職級：高級員工、中級員工、一般員工，分別指總監及經理、主管及中級員工、一般員工。

10. 本集團聘用全職及兼職員工。然而，由於本集團並無兼職員工人數紀錄，因此本報告僅包括全職員工數據。展望未來，本集團將審視數據收集程序，提升數據披露。

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

Number of newly recruited employees and percentage ^{11, 12} 新入職員工人數及百分比 ^{11, 12}		2021 二零二一年	2020 二零二零年
Geographical Region 地區	Mainland China 中國內地	386(58.6%)	122(17.0%)
	Hong Kong 香港	–	–
Gender 性別	Male 男性	186(52.8%)	53(14.5%)
	Female 女性	200(64.9%)	69(19.4%)
Age group 年齡組別	Under 30 years old 30歲以下	216(137.6%)	66(37.7%)
	30-50 years old 30-50歲	165(34.2%)	56(10.7%)
	Over 50 years old 50歲以上	5(23.8%)	–
Total number and percentage of newly recruited employees 總新入職員工人數及百分比		386(58.5%)	122(17.0%)

11. The percentage of newly recruited employees is calculated by dividing the number of newly recruited employees during the Year by the number of employees at the end of the Year.

12. The percentage of newly recruited employees by category is calculated by dividing the number of newly recruited employees in the specific category during the Year by the number of employees in the specific category at the end of the Year.

11. 新入職員工百分比按照本年度新入職員工人數除以本年度終的員工人數計算。

12. 按類別劃分的新入職員工百分比按照該類別員工的新入職人數除以該類別本年度終的員工人數計算。

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

Employee turnover and percentage ^{13, 14} 員工流失人數及百分比 ^{13, 14}		2021 二零二一年	2020 二零二零年
Geographical Region 地區	Mainland China 中國內地	440(66.8%)	413(57.4%)
	Hong Kong 香港	–	–
Gender 性別	Male 男性	196(55.7%)	207(56.7%)
	Female 女性	244(79.2%)	206(57.9%)
Age group 年齡組別	Under 30 years old 30歲以下	228(145.2%)	144(82.3%)
	30-50 years old 30-50歲	203(42.1%)	259(49.5%)
	Over 50 years old 50歲以上	9(42.9%)	10(43.5%)
Total number of employees left and total employee turnover rate 總員工流失人數及百分比		440(66.7%)	413(57.4%)

13. The total employee turnover rate is calculated by dividing the number of employees left during the Year by the number of employees at the end of the Year.

14. The turnover rate by category is calculated by dividing the number of employees left in the specific category during the Year by the number of employees in the specific category at the end of the Year.

13. 員工流失百分比按照本集團於本年度離職員工人數除以本年度終的員工人數計算。

14. 按類別劃分的員工流失百分比按照該類別員工的離職人數除以該類別本年度終的員工人數計算。

Summary of Environmental and Social KPIs (Continued)
環境及社會關鍵績效指標匯總(續)

Employee safety performance 員工職業安全表現	2021 二零二一年	2020 二零二零年
Number and rate of work-related fatalities ¹⁵ 因工死亡人數及比率 ¹⁵	–	1(0.1%)
Number of work-related injuries ¹⁶ 因工受傷人數 ¹⁶	5	3
Employees' work-related injury percentage ¹⁷ 員工工傷意外百分比 ¹⁷	0.8%	0.4%
Number of lost day due to work-related injuries 因工傷損失工作日數	146	23
Percentage of lost day due to work-related injuries ¹⁸ 因工傷損失工作日數比率 ¹⁸	18.9%	0.56%
Absence days ¹⁹ 缺勤日數 ¹⁹	824	414

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|---|--|
| 15. The Group had no work-related fatalities during the Year and in 2019. | 15. 本集團於本年度及二零一九年均沒有員工因工死亡。 |
| 16. Work-related injuries refer to employees who are unable to work for more than 3 days due to work-related accidents. | 16. 因工受傷指員工因工作相關意外而導致無法工作超過3天。 |
| 17. The percentage of employees' work-related injuries is calculated by dividing the number of employees injured at work by the number of employees at the end of the Year. | 17. 員工工傷意外百分比按照因工受傷人數除以本年度終的員工人數計算。 |
| 18. The percentage of lost day due to work-related injuries is calculated by dividing the number of days lost due to work-related injuries by the number of planned work days during the Year. | 18. 因工傷損失工作日數比率按照因工傷損失工作日數除以本年度計劃工作日數計算。 |
| 19. Including work-related sick leave, occupational sick leave and general sick leave. Approved leave such as public holidays, training, maternity/paternity leave, bereavement leave are not included. | 19. 包括工傷病假、職業病病假及一般病假。經核准的假期，如：節慶假日、受訓、產假/陪產假、喪假不包括在內。 |

Summary of Environmental and Social KPIs (Continued)

環境及社會關鍵績效指標匯總(續)

Percentage of trained employees ²⁰ 受訓員工百分比 ²⁰		2021 二零二一年	2020 二零二零年
Rank 職級	Senior grade 高級	100.0%	47.8%
	Middle grade 中級	21.5%	28.4%
	General grade 一般	68.0%	53.4%
Gender 性別	Male 男性	74.5%	34.9%
	Female 女性	39.5%	52.3%
Percentage of total employees trained^{21, 22} 總受訓員工百分比 ^{21, 22}		56.9%	43.6%

20. The percentage of trained employees by category is calculated by dividing the total number of trained employees in the specific category during the Year (including the employees left during the Year) by the total number of employees in the specific category during the Year (including the employees left during the Year).

21. The percentage of total trained employees is calculated by dividing the total number of total trained employees during the Year (including the employees left during the Year) by the total number of employees during the Year (including the employees left during the Year).

22. The breakdown of trained employees by category is calculated by dividing the total number of trained employees in the specific category during the Year (including the employees left during the Year) by the total number of trained employee during the Year. The breakdown of male and female among the trained employees: male (65.2%) and female (34.8%); the breakdown of rank group among the trained employees: senior grade (3.7%), middle grade (9.6%) and general grade (86.7%).

20. 按類別劃分的受訓員工百分比按照本年度特定類別受訓員工人數(包含於本年度已離職員工)，除以本年度特定類別員工人數(包括於本年度已離職員工)計算。

21. 受訓員工百分比按照本年度總受訓員工人數(包含於本年度已離職員工)，除以本年度的員工人數(包括於本年度已離職員工)計算。

22. 按類別劃分的受訓僱員細分按照本年度該類別員工受訓人數除以本年度受訓員工總人數計算；受培訓員工中的男女比例：男性(65.2%)和女性(34.8%)；受培訓員工中各職級組別的比例：高級員工(3.7%)、中級員工(9.6%)和一般員工(86.7%)。

Summary of Environmental and Social KPIs (Continued)

環境及社會關鍵績效指標匯總(續)

Average training hours of employees (hours)²³ 員工平均受訓時數(小時) ²³		2021 二零二一年	2020 二零二零年
Rank 職級	Senior grade 高級	2.3	7.7
	Middle grade 中級	0.1	4.5
	General grade 一般	0.02	4.1
Gender 性別	Male 男性	0.1	3.1
	Female 女性	0.1	4.7
Average training hours of total employees (hours)^{24, 25} 總員工平均受訓時數(小時) ^{24, 25}		0.08	3.87

Number of suppliers 供應商數量		2021 二零二一年	2020 二零二零年
Mainland China 中國內地		806	762

23. The average training hours by category is calculated by dividing the training hours of the specific category (including the employees left during the Year) during the Year by the number of employees in the specific category during the Year (including the employees left during the Year) .

24. The average training hours per employee is calculated by dividing the total training hours (including the employees left during the Year) during the Year by the total number of employees during the Year (including the employees left during the Year).

25. Due to the impact of the new waves of the pandemic, large scale of training activities could not be organized during the Year, causing the average training hours of employees decreased.

23. 按類別劃分的平均受訓時數按照本年度特定類別員工的受訓時數(包含於本年度已離職員工), 除以本年度的特定類別員工人數(包含於本年度已離職員工)計算。

24. 每名員工平均受訓時數按照本年度的總受訓時數(包含於本年度已離職員工), 除以本年度終的員工總人數(包含於本年度已離職員工)計算。

25. 由於新一波的疫情影響, 於本年度無法組織較大型的培訓活動, 故員工平均受訓時數下降。

THE ESG REPORTING GUIDE CONTENT INDEX OF THE STOCK EXCHANGE

聯交所的《環境、社會及管治報告指引》內容索引表

Mandatory Disclosure Requirements 強制披露規定	Section/Declaration 章節/聲明
Governance Structure 管治架構	Message from the Board, The ESG Governance Structure 董事會的話、環境、社會及管治的管治架構
Reporting Principles 匯報原則	About this Report – Reporting Framework 關於本報告 – 報告框架
Reporting Scope 匯報範圍	About this Report – Reporting Scope 關於本報告 – 報告範圍

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節/聲明
Aspect A1: Emissions 層面A1：排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and nonhazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Emissions 排放物
KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	Emissions–Air Emissions, GHG Emissions, Sewage Management; Summary of Environmental KPIs 排放物 – 廢氣排放、溫室氣體排放、污水管理；環境關鍵績效指標匯總

The ESG Reporting Guide Content Index of the Stock Exchange (Continued)
 聯交所的《環境、社會及管治報告指引》內容索引表(續)

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節/聲明
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 直接(範圍1)及能源間接(範圍2)溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emissions–GHG Emissions; Summary of Environmental KPIs 排放物 – 溫室氣體排放; 環境關鍵績效指標匯總
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生有害廢棄物總量(以噸計算)及密度。所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emissions–Waste Management; Summary of Environmental KPIs 排放物 – 廢棄物管理; 環境關鍵績效指標匯總
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility). 所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。	Emissions–Waste Management; Summary of Environmental KPIs 排放物 – 廢棄物管理; 環境關鍵績效指標匯總
KPI A1.5 關鍵績效指標A1.5	Description of emissions target(s) set and steps taken to achieve them. 描述所訂立的排放量目標及為達到這些目標所採取的步驟。	Emissions–Air Emissions, GHG Emissions, Waste Management 排放物 – 廢氣排放、溫室氣體排放、廢棄物管理
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	Emissions–Waste Management 排放物 – 廢棄物管理

The ESG Reporting Guide Content Index of the Stock Exchange (Continued)
 聯交所的《環境、社會及管治報告指引》內容索引表(續)

Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節/聲明
Aspect A2: Use of Resources 層面A2：資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	Use of Resources 資源使用
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。	Use of Resources, Summary of Environmental KPIs 資源使用、環境關鍵績效指標匯總
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度(如以每產量單位、每項設施計算)。	Use of Resources, Summary of Environmental KPIs 資源使用、環境關鍵績效指標匯總
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源使用
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。	Use of Resources 資源使用
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位估量。	Use of Resources, Summary of Environmental KPIs 資源使用、環境關鍵績效指標匯總

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Aspects, General Disclosures and KPIs 層面、一般披露及關鍵績效指標	Description 描述	Section/Declaration 章節/聲明
Aspect A3: The Environment and Natural Resources 層面A3：環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impacts on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	Environmental and Natural Resources 環境及天然資源
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Environmental and Natural Resources 環境及天然資源
Aspect A4 : Climate Changes 層面A4：氣候變化		
General Disclosure 一般披露	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer. 識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。	Climate Change 氣候變化
KPI A4.1 關鍵績效指標A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。	Climate Change 氣候變化

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Aspect B1: Employment 層面B1：僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Employment Practices 僱傭慣例
KPI B1.1 關鍵績效指標 B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region. 按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	Employment Practices, Summary of Social KPIs 僱傭慣例、社會關鍵績效指標匯總
KPI B1.2 關鍵績效指標 B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Summary of Social KPIs 社會關鍵績效指標匯總

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Aspect B2: Health and Safety 層面B2：健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Health and Safety 健康與安全
KPI B2.1 關鍵績效指標 B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 過去三年(包括匯報年度)每年因工亡故的人數及比率。	Health and Safety, Summary of Social KPIs 健康與安全、社會關鍵績效指標匯總
KPI B2.2 關鍵績效指標 B2.2	Lost days due to work injury. 因工傷損失工作日數。	Health and Safety, Summary of Social KPIs 健康與安全、社會關鍵績效指標匯總
KPI B2.3 關鍵績效指標 B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Health and Safety–Employee Work Injury Treatment Process 健康與安全 – 員工工傷處理流程

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Aspect B3: Development and Training 層面B3：發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	Development and Training 發展與培訓
KPI B3.1 關鍵績效指標 B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層)劃分的受訓僱員百分比。	Summary of Social KPIs 社會關鍵績效指標匯總
KPI B3.2 關鍵績效指標 B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Summary of Social KPIs 社會關鍵績效指標匯總
Aspect B4: Labour Standards 層面B4：勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Labour Standards 勞工準則
KPI B4.1 關鍵績效指標 B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labour Standards 勞工準則
KPI B4.2 關鍵績效指標 B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Labour Standards 勞工準則

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Aspect B5: Supply Chain Management 層面B5：供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Supply Chain Management 供應鏈管理
KPI B5.1 關鍵績效指標 B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Supply Chain Management– Supply Chain Environment and Social Risk Management; Summary of Social KPIs 供應鏈管理 – 供應鏈環境及社會風險管理；社會關鍵績效指標匯總
KPI B5.2 關鍵績效指標 B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。	Supply Chain Management– Supply Chain Environment and Social Risk Management 供應鏈管理 – 供應鏈環境及社會風險管理
KPI B5.3 關鍵績效指標 B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored. 描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。	Supply Chain Management– Supply Chain Environment and Social Risk Management 供應鏈管理 – 供應鏈環境及社會風險管理
KPI B5.4 關鍵績效指標 B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored. 描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。	Supply Chain Management– Supply Chain Environment and Social Risk Management 供應鏈管理 – 供應鏈環境及社會風險管理

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Aspect B6: Product Responsibility 層面B6：產品責任		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Product Responsibility 產品責任
KPI B6.1 關鍵績效指標 B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Product Responsibility 產品責任
KPI B6.2 關鍵績效指標 B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Product Responsibility–Customer Management 產品責任 – 客戶管理
KPI B6.3 關鍵績效指標 B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Product Responsibility–Intellectual Property Rights 產品責任 – 知識產權
KPI B6.4 關鍵績效指標 B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Product Responsibility–Quality Verification, Food Safety 產品責任 – 質量檢定、食品安全
KPI B6.5 關鍵績效指標 B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Product Responsibility–Customer Privacy 產品責任 – 客戶私隱

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Aspect B7: Anti-corruption 層面B7：反貪污		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Anti-corruption 反貪污
KPI B7.1 關鍵績效指標 B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Year and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Anti-corruption 反貪污
KPI B7.2 關鍵績效指標 B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Anti-corruption 反貪污
KPI B7.3 關鍵績效指標 B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Anti-corruption 反貪污

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Aspect B8: Community Investment 層面B8：社區投資		
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	Community Investment 社區投資
KPI B8.1 關鍵績效指標 B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	Community Participation 社區參與
KPI B8.2 關鍵績效指標 B8.2	Resources contributed (e.g. money or time) to the focus area. 在專注範疇所動用資源(如金錢或時間)。	Community Participation 社區參與

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