

活出精彩

Live life to the
Fullest



SINO-LIFE GROUP LIMITED
中國生命集團有限公司

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 : 8296

ESG Report 2018 環境、社會及管治報告

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THE ENVIRONMENT

The Group advocates a green office concept which integrates low-carbon principles into our operation, with the aim to develop towards paperless, energy-saving and low carbon offices, and to minimize the consumption of energy, water, electricity and other resources. The Group strives to improve energy efficiency and to reduce the emission of greenhouse gases in all phases of our operation, aiming to realize a low-carbon society.

Emissions

The Group's objectives on environmental protection are to reduce the energy consumption, emission of air pollutants, wastewater and hazardous wastes. In pursuing these objectives, the Group has established and implemented corresponding procedures. The Group was in strict compliance with local related laws and regulations, such as Environmental Protection Law of the People's Republic of China (the "PRC") and other relevant laws and regulations, and had no material non-compliance regarding environmental issues during the period from 1 January 2018 to 31 December 2018 (the "reporting period").

The Group's "Environmental Facilities Operation and Management System" is established to oversee the emission control of air pollutants, wastewater and solid wastes. It aims to promote the importance of environmental protection by controlling energy and resource consumption and pollution prevention. Specific personnel are appointed to monitor the environmental performance of the operations and check if the emission meets the relevant national standards.

During the reporting period, the Group has strictly complied with PRC national laws and regulations in its operations in PRC, including but not limited to:

- Environment Protection Law of the People's Republic of China 《中華人民共和國環境保護法》
- Regulations on the Administration of Construction Project Environmental Protection 《建設項目環境保護管理條例》
- Energy Conservation Law of the People's Republic of China 《中華人民共和國節約能源法》

環境

本集團倡導綠色辦公概念，將低碳原則融入我們的營運，旨在建立無紙、節能及低碳的辦公室，盡量減低耗能、耗水、耗電及耗用其他資源的水平。本集團努力改善能源效益，以及減少我們所有營運階段的溫室氣體排放量，竭力實現低碳社會。

排放物

本集團在環保方面的目標為節省資源消耗、減少大氣污染物排放、廢水及有害廢棄物。為達至這些目標，本集團訂立及實施相應程序。本集團嚴格遵守地方法例及規例，如《中華人民共和國(「中國」)環境保護法》及其他相關法例及規例。由二零一八年一月一日至二零一八年十二月三十一日之期間(「報告期」)內並無違反環保的重大問題。

本集團設立「環保設施營運及管理系統」監督大氣污染物、廢水及固體廢棄物之排放控制。該系統旨在通過控制能源及資源消耗及防止污染促進環境保護。本集團委任特定人員監察各業務的環保表現，並檢查有關排放是否符合相關國家標準。

於報告期間，本集團於中國的業務一直嚴格遵守中國國家法律法規，包括但不限於：

- 《中華人民共和國環境保護法》
- 《建設項目環境保護管理條例》
- 《中華人民共和國節約能源法》



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Air Pollutants Emissions

Air pollutants are mainly generated from cremation and the catering service provided in the funeral service centre. During the year ended 31 December 2018, air emission for Nitrogen Oxides (“NO_x”), Sulphur Oxides (“SO_x”) and respiratory suspended particles (“RSP”, also known as Particulate Matter (“PM”)) were about 2,660 kg (2017: 2,806 kg), 130 kg (126 kg) and 2,227 kg (2,257 kg) respectively, which were mainly generated from cremation services.



Greenhouse Gas Emission

Management had imposed various measures to reduce the emissions, for example, filters are applied to reduce carbon emission. The Management imposes specific requirements on coffin cremated during the cremation in order to control the emission of air pollutants. For example, the external surface of the coffin should not be fitted with metal ornaments or plastic attachments.

The Group also recognized that climate change is gradually concerned by the community. The Group manages the carbon footprint by minimizing the energy consumption and water consumptions in the office daily operations as these activities cause significant emission of greenhouse gas.

During the reporting period, the main sources of the Group’s greenhouse gas emissions were derived from direct emission from the stationary combustion sources and the mobile combustion sources (“Scope 1”), indirect emission from purchased electricity (“Scope 2”) and other indirect emissions from electricity used for processing water and business travel (“Scope 3”). The total greenhouse gases emissions for the Scope 1, Scope 2 and Scope 3 during the reporting period were about 254,939 kg (2017: 342,479 kg), 1,016,085 kg (2017: 1,596,507 kg) and 115,345 kg (2017: 38,657 kg), respectively.

Wastewater

Wastes water generated is monitored regularly to ensure it meets the national standard of the PRC. Devices are installed in the discharging pipe to monitor the sewage flow and water quality. The sewage treatment facility requires regular maintenance to ensure it operates efficiently and is sterilized every time after washing the remains.

空氣污染物排放

空氣污染物主要由殯儀服務中心提供的火化服務及餐飲服務所產生。於截至二零一八年十二月三十一日止年度的氮氧化物(「NO_x」)、硫氧化物(「SO_x」)及懸浮顆粒(「RSP」, 或稱為顆粒物「PM」)的空氣排放量分別約為2,660公斤(二零一七年: 2,806公斤)、130公斤(二零一七年: 126公斤)及2,227公斤(二零一七年: 2,257公斤), 該等排放主要由火化服務所產生。

溫室氣體排放

管理層已實施多項措施, 例如使用過濾器減少碳排放, 以減少排放物。管理層對用於火化的棺材實施特定要求, 例如棺材的表面不得裝有金屬裝飾或塑料附件, 以控制空氣污染物的排放。

本集團亦確認社會逐漸關注氣候轉變問題, 因此盡量減少辦公室日常營運的能源消耗及用水以管理碳足跡, 因這些活動導致大量溫室氣體排放。

於報告期內, 本集團的溫室氣體排放主要來源為來自固定源及流動源的直接排放(「範圍1」), 來自外購電力的間接排放(「範圍2」)及來自處理水時耗用電力及出外公幹的間接排放(「範圍3」)。於報告期內, 範圍1、範圍2及範圍3的溫室氣體排放總量分別約為254,939公斤(二零一七年: 342,479公斤)、1,016,085公斤(二零一七年: 1,596,507公斤)及115,345公斤(二零一七年: 38,657公斤)。

污水

本集團定期監察所產污水以確保符合中國國家標準。排水管裝有監察污水流及水質的裝置。污水處理設施須定期保養以確保運作有效並於每次洗滌殘留物後消毒。



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Hazardous and Non-Hazardous Wastes

Wastes generated is handled with a comprehensive procedure to mitigate the impact to the environment. The Group has a strict classification system for different types of wastes. Each type of waste has specific storage locations and collection procedures. There is a precaution implemented for the leakage of waste to prevent pollution. Wastes are separately stored and handled with ledger for the record. The Group engages qualified recycling companies to perform waste disposal and treatment so as to minimize the impact on nature.

The Group intends to implement and enhance energy-saving operations through the said activities, and ultimately achieve the purposes of energy conservation, consumption reduction and pollution reduction. Compared to the corresponding period in 2017, the Group has successfully reduced our electricity consumption by 33% in 2018. The Group will continue to devote more efforts in energy-saving and in promoting the green concept of low carbon operation.

Use of resources

The Group has adopted policies and guidelines to improve the efficiency in energy, water and other material consumption, including "Energy Resource Control Procedure". In our daily operation, electricity, water and paper are the major resource consumption.

In view of the scarcity of natural resources, the Group advocates policies and procedures on efficient use of resources. For example, air conditioner operating temperature is set within a reasonable range. Lights and electrical appliance should be turned off before leaving the room. The Group would consistently seek ways to improve energy efficiency and lower electricity usage in our facilities. The Group also motivates all its employees to participate in resources conservation activities and encourages them to save water, power and paper, including reducing the times of business travel and encouraging double-sided printing. Internal security staff also patrol the offices after the employees finish duty to ensure there is no wastage of power.

有害及無害廢棄物

本集團有周詳程序處理所產生的廢物，藉以減低對環境的影響。本集團對不同類別的廢棄物有嚴格的分類方法，各類廢棄物均有特定的儲存地點及收集程序。本集團實施預防措施防止廢棄物洩漏造成污染。廢棄物分開儲存及處理及以分類賬簿進行記錄。本集團交託合資格回收公司負責廢棄物處置及處理，以盡量減低對自然環境的損害。

本集團擬通過上述活動實施及增強節能營運，最終達到節約能源、減少消耗及減低污染的目的。相較二零一七年同期，本集團於二零一八年成功減少了33%的耗電量。本集團將繼續加大力度節約能源以及推廣低碳營運的綠色理念。

資源使用

本集團採納改進能源、水及其他物料消耗效率的政策及指引，包括「能源資源控制程序」。於我們日常營運中，電力、水及紙張為主要的資源消耗。

鑑於天然資源缺乏，本集團提倡有效利用資源的政策及程序。例如，空調運作溫度設定在合理的範圍內。離開房間前應關閉燈光及電器。本集團一直尋求提高能源效率及降低我們設施用電量的途徑。本集團並鼓勵全體員工參與資源節約活動及節約用水、用電及用紙，包括減少公幹次數及雙面打印。內部保安人員亦會在員工下班後巡視辦公室，確保並無電力浪費。

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During the reporting period, the resources consumption data was recorded as follow: 於報告期內，資源消耗數據記錄如下：

2018 二零一八年		Electricity 電力	Water 水	Paper 紙
Consumption	消耗量	1,176,608 kWh 1,176,608 千瓦小時	336,025 m ³ 336,025 立方米	348 kg 348 公斤
Carbon intensity (per cremation service)	碳強度 (每次火化服務)	122 kWh 122 千瓦小時	34.8 m ³ 34.8 立方米	0.03 kg 0.03 公斤



The environment and natural resources

For any possible incident that will cause pollution to the environment, the Group and its subsidiaries have clarified the management responsibilities of each post and taken measures to protect the local ecological environment and avoid the occurrence of environmental pollution and ecological damage on the affected sites as stipulated in the "Pollution accident Management" session of the "Environmental Facilities Operation and Management System". Once there is any pollution incident, emergency plan will be formulated immediately and the case is reported to the environmental department in order to protect the safety of people and the ecological environment.

環境及天然資源

對於任何對環境可能造成污染的事故，本集團及其附屬公司明確訂定各崗位的管理責任，並採取保護當地生態環境的措施及避免受影響地點發生環境污染及生態破壞（於「環境設施營運及管理系統」內「污染事故管理」一節訂明）。一旦發生污染事故，本集團將立即制定應急計劃，並向環境部門報告，以保護有關人士的安全及生態環境。

EMPLOYMENT AND LABOUR PRACTICES

Employment

The Group has established and implemented a set of human resources management policies and procedures in place with the aim to provide good and safe working environment to its staff in order to comply with local related laws and regulation, including but not limited to The Employment Ordinance, Labour Standards Act, Labour Contract Law of PRC and Labour Law of the PRC. It sets out the Group's standards for compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. Remuneration management aims to attract potential employees and motivate current staff. The Group provides social insurance to employees, including but not limited to medical insurance, maternity insurance and work injuries insurance. It is adjusted based on the situation of the company and the local salary standard. All employees are treated equally and their employment, remuneration and promotion opportunities will not be affected by their nationality, race, age, religion and marital status.

僱傭及勞動待遇

僱傭

本集團已制訂並且實施一套人力資源管理政策和程序，旨在為僱員提供優質而安全的工作環境，以符合地方相關法例及規例，包括但不限於《僱傭條例》、《勞動標準法》、《中國勞動合同法》和《中國勞動法》。政策和程序載列本集團有關補償和解僱、招聘及晉升、工時、休息時間、平等機會、多元化、反歧視及其他利益及福利。薪酬管理旨在吸引潛在員工及激勵現有員工。本集團為員工提供社會保險，包括但不限於醫療保險、生育保險及工傷保險。薪酬根據本公司情況及當地工資標準作出調整。本集團對所有僱員均一視同仁，聘用、薪酬及擢升機會不會受到國籍、種族、年齡、宗教及婚姻狀況等影響。

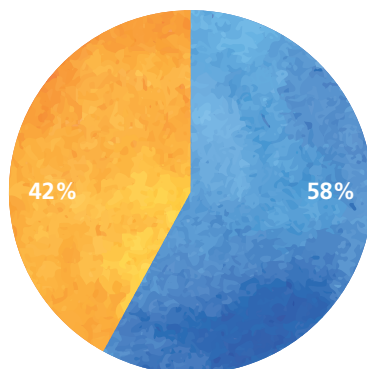


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GENDER DISTRIBUTION

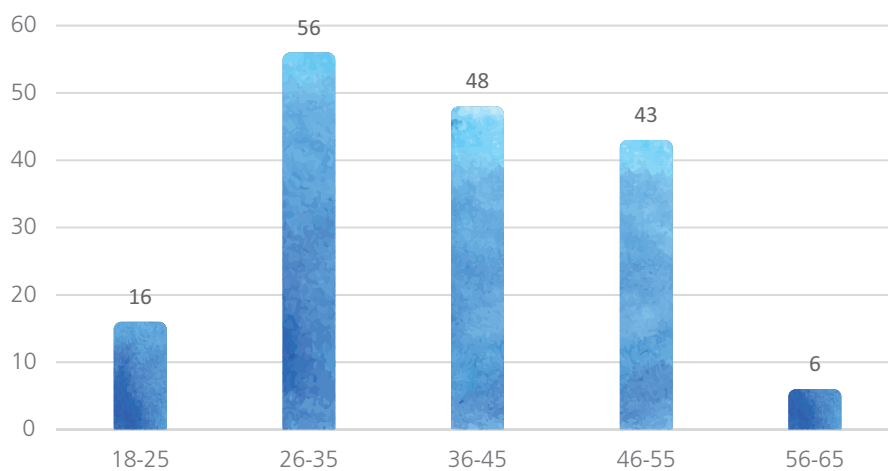
性別分佈



■ Male 男性 ■ Female 女性

AGE DISTRIBUTION

年齡分佈



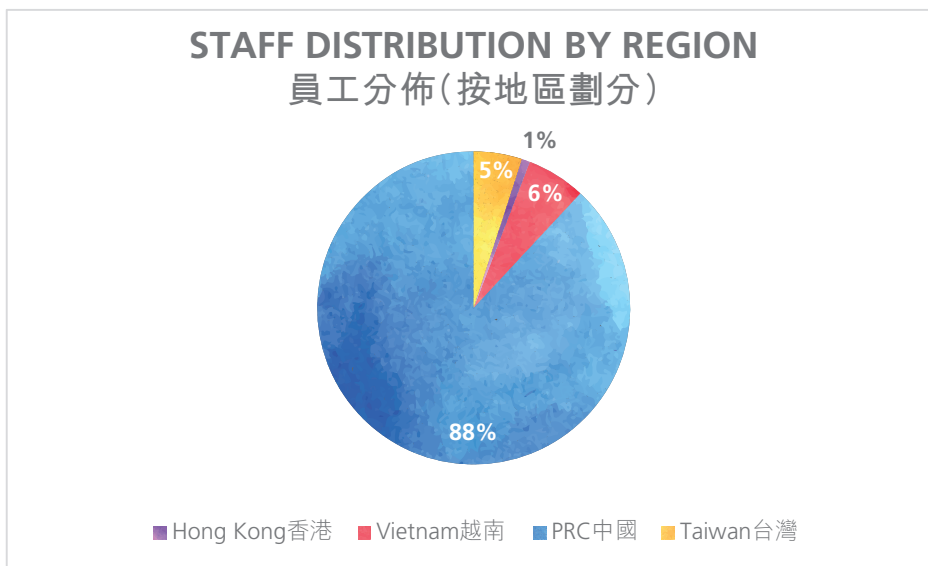
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During the reporting period, the turnover rate of the Group was about 20%. As the operation of the Group was mainly in PRC, about 88% of the staff of the Group were in PRC.

於報告期內，本集團的流失率約為20%。由於本集團的營運主要處於中國，本集團約88%的員工乃處於中國。



The Group provides different activities for employees, such as annual dinners and sports' day. It promotes the physical and mental health of employees. During the reporting period, no concluded cases regarding employment brought against the issuer or its employees were noted.

本集團向員工提供不同活動，如年度晚宴及運動日，促進員工的身心健康。於報告期內，發行人或其僱員並沒有涉及任何已結案的僱傭案件。

A good workplace practice attributes from being free from discrimination and equal opportunities for all despite of age, gender, race, colour, gender orientation, disability or marital status to increase employee satisfaction. The Group would diversify its staff by means of gender and age to balance the culture and communications between staff. The Group encourages labour diversity and welcomes all manpower, thus putting the principle of fairness into practices. The Group had no reported incidents of non-compliance with regulations concerning employment during the reporting period.

良好的工作場所實踐來自於不受年齡、性別、種族、膚色、性取向、殘疾或婚姻狀況的歧視及平等機會，以提高員工滿意程度。本集團於性別及年齡方面達致多元化的員工組合，以平衡員工之間的文化及溝通。本集團鼓勵員工組合多元化，歡迎各類僱員，令公平原則成為常規。本集團於報告期內並無發現任何有關僱傭規例的違規事件。



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Health and Safety

The Group provides catering service at the funeral parlour and funeral service center. Therefore, the food manufacturing and funeral service hygiene management are crucial to the operation. The Group has implemented stringent internal procedures on both food manufacturing and funeral service to ensure high standard of hygiene according to Group's "Health, Safety and Environment Statement". The Group was in strict compliance with local related laws and regulations, such as Occupational Safety and Health Ordinance, the Production Safety Laws of the PRC.

Food Manufacturing Hygiene

The Group has established procedures to supervise and monitor the preparation and processing of cooked food items as well as the quality of prepared food sourced from the independent third parties. The set of standard operating procedures in food manufacturing sets out the hygiene procedures to be followed by the staff:

1. The staff of funeral parlour and funeral service centres providing catering services has to wear masks and chef cap.
2. During the processing and manufacturing of food, the staff has to maintain personal hygiene by cleaning their hands and wearing clean working clothes.
3. The staff has to clean up the service areas after providing catering services.
4. The staff has to maintain the hygiene of the food manufacturing environment and take measures to eliminate all pests.
5. The staff has to clean and sterilize all catering utensils.
6. The owner of each of the funeral parlours and funeral services centres would require and request the catering staff to obtain the health certificates and collect such health certificates from them after their annual health check.

健康與安全

本集團提供殯儀館及殯儀服務中心的餐飲服務。因此，食品製造及殯儀服務衛生管理對營運至關重要。根據本集團「健康、安全及環保聲明」，本集團實施嚴格的食品製造及殯葬服務內部程序，確保達到高衛生標準。本集團嚴格遵守《職業安全及健康條例》、《中國生產安全法》等相關地方法例及規例。

生產食品的衛生

本集團訂有監督及監察熟食的預備及加工以及從獨立第三方採購熟食食品質量的程序。生產食品標準作業程序訂有員工須遵守的衛生程序：

1. 提供餐飲服務的殯儀館及殯葬服務中心工作人員必須佩戴口罩及廚師帽。
2. 在食品加工及生產過程中，員工必須洗手及穿上清潔的工作服以保持個人衛生。
3. 員工在提供餐飲服務後，必須清理服務範圍。
4. 員工必須保持食品生產環境的衛生，並採取消除所有害蟲的措施。
5. 員工必須清潔及消毒所有餐飲用具。
6. 各殯儀館及殯儀服務中心的擁有人將規定並要求餐飲人員於年度體檢後獲得健康證明並收取有關健康證明。

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Funeral Services Hygiene

The Group maintains stringent hygiene procedures in the provision of funeral services, and has implemented a set of standard operating procedures for hygiene and cleanliness for all steps of services and processing facilities with which staff is required to comply with strictly at each step of services provided by the Group. The set of standard operating procedures in the provision of funeral services sets out the hygiene procedures to be followed by the staff:

1. During the transportation of the remains, the staff has to wear clean canvas mittens.
2. Before contact with the remains, the staff has to clean their arms and hands by using hand wash cleanser and wear disposable surgical face masks and disposable rubber gloves.
3. Before doing make-up for the remains, the staff has to use ultraviolet rays to sterilize the remains for around 5 minutes.
4. After processing the remains, the staff has to dispose of the masks and rubber gloves into the garbage bin and sterilize all tools by using ultraviolet rays and chlorine dioxide.

Hygienic inspection of both food manufacturing and funeral services is conducted every day. The Group continues to improve the working conditions and monitor the effectiveness of safety-related controls.

Workplace health and safety

The Group implements various measures in accordance with applicable law and regulations and other standards related to work safety and occupational health. The Group provides regular safety training and free physical examination to all staff. During the reporting period, the Group did not record any significant work-related injuries, fatalities and loss of man day.

The Group will continue to provide a safe working environment to the staff and minimise the possibility of accidents. During the reporting period, the Group was not aware of any non-compliance with the health and safety in laws and regulations with respect to occupational safety and health and other applicable regulations for a healthy and comfortable working environment.

殯儀服務衛生

本集團就提供的殯葬服務訂有嚴格的衛生程序，並就服務及處理設施的所有步驟實施一套衛生及清潔標準作業程序，以讓員工於提供本集團服務的所有步驟時嚴格遵守。殯葬服務的標準作業程序列載員工須遵守的衛生程序：

1. 於運送遺體期間，有關員工必須佩戴清潔帆布手套。
2. 於接觸遺體前，有關員工必須以洗手液清潔手臂及雙手，並佩戴一次性手術口罩及一次性橡膠手套。
3. 為遺體化妝前，有關員工必須使用紫外線對遺體進行消毒約五分鐘。
4. 於處理遺體後，有關員工必須將口罩及橡膠手套丟棄於垃圾桶，並以紫外線及二氧化氯對所有工具進行消毒。

本集團每日對食品生產及殯儀服務進行衛生檢查，並持續改善工作環境及監察安全有關管控的效能。

工作場所健康及安全

本集團按照適用法例及規例及其他有關工作安全及職業健康的標準實施多項措施。本集團向所有職員提供定期安全培訓及免費身體檢查。於報告期內本集團並無錄得任何與工作有關的嚴重傷亡個案。

本集團將繼續為職員提供一個安全的工作環境，並盡量減少發生意外的機會。於報告期內，本集團並不知悉任何違反有關職業安全與健康以及其他與建立健康舒適的工作環境有關的適用規例的健康與安全法律法規事宜。



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Development and Training

The Group believes the development of employee is crucial to the sustainable development of the business. The Group's "Human Resources Management Policy" sets out the guidelines for training programs, which aims to enhance the job skills and personal development of employees. The management and general staff often meet, discuss their experience in providing funeral services to the customers, this is useful for the management to appraise the work and performance of the general staff in order to give them advice, to devise ways to help them overcome difficulties, and to improve their services.

To enable the staff to fully realize that the Group's service philosophy and to cater to the demand of diversified personalized service, the Group implemented comprehensive and systematic training programs. Such programs are continuous throughout the year and all staff must take part in such training programs. The training covers a wide variety of topics in order to cater to the needs of employees from different departments.

During the reporting period, all staff attended about 900 hours in total of training programs. The Group will continue to enhance the training system in order to improve the personal development of their employee.

Labour Standards

The Group respects the human rights of employee, especially gender equality and are strongly against employment of child labour and forced labour as stipulated in the Group's "Prohibition of Child Labour Procedures". The Group strictly complies with Labour Law of the PRC, Provisions on the Prohibition of Using Child Labour and other relevant laws and regulations. Recruitment guideline clearly states that only person aged 18 or above is allowed to work in the Group and zero tolerance to child labour and forced labour. If there is any case discovered, following measures are implemented.

1. Cease the employment of the child labour.
2. Report to the local labour authority and provide medical check for him/her. If any disease is discovered, medical treatment should be arranged and the expense is covered by the Group.
3. Contact the parents or guardian of the employee immediately and bring him/her back to home. Travel expense is covered by the company.

發展及培訓

本集團認為，僱員發展對我們業務的可持續發展至關重要。本集團的「人力資源管理政策」訂明培訓計劃的指引，該指引旨在加強員工的工作技能及個人發展。管理層及一般員工經常會面、商討及交流向客戶提供殯儀服務的經驗。交流經驗對管理層評估一般員工的工作及表現甚為有用，可藉此向員工給予意見及訂定協助他們克服困難及改進服務的方法。

為使員工充分認識本集團的服務理念及滿足更多元化的個性化服務需求，本集團實施全面及系統性的培訓計劃。這些計劃全年持續進行，所有員工均必須參加。培訓涵蓋廣泛的主題，以滿足不同部門員工的需要。

於報告期內，全體職員已合共參加約900小時的培訓課程。本集團將持續加強培訓系統，以改進僱員的個人發展。

勞工準則

本集團尊重僱員的人權，尤其是性別平等，並強烈反對僱用童工及強迫勞工（誠如本集團「禁止童工程序」所載）。本集團嚴格遵守《中國勞動法》、《禁止使用童工規定》及其他相關法例及規例。招聘指引清楚訂明本集團僅聘用年滿18歲人士，並對童工及強迫勞工採取零容忍態度。倘發現有任何有關個案，本集團將實施以下措施：

1. 停止僱傭該名童工。
2. 向地方勞工當局報告並為該名童工提供醫療檢查。倘發現他／她患有疾病，將安排醫療治理，而有關費用將由本集團承擔。
3. 立即向該名童工的家長或監護人聯絡，並把他／她送回家，而有關交通費用由本公司承擔。

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4. An investigation will be carried out to find out the parties that introduce child labour to the Group.

4. 將進行調查以查究引薦該名童工到本集團工作的人士。

The laws and regulations prohibiting child labor and forced labor governing the Group mainly include:

本集團主要所遵守的有關禁止聘用童工及強制勞工的法律法規包括：

- Employment Ordinance of Hong Kong Special Administrative Region of the PRC (“Hong Kong SAR”)
- Labor Law of the PRC
- Law of the PRC on Protection of Minors
- Regulations on Prohibiting Use of Child Labor (State Council Order No. 364)

- 中國香港特別行政區(「香港特區」)《僱傭條例》
- 《中國勞動法》
- 《預防未成年人犯罪法》
- 國務院令第364號《禁止使用童工規定》

During the reporting period, the Group was not subject to any punishment by the government and was not involved in any lawsuit related to child labour or forced labour.

於報告期內，本集團未有遭當局判以任何處分，且並無涉及任何有關童工或強迫勞工的訴訟。

OPERATING PRACTICES

經營模式

Supply Chain Management

Funeral products provided by the funeral parlour and funeral service centres managed by the Group in the PRC are sourced from third party suppliers. Funeral products required by the Group are primarily flowers, wreaths, coffins and urns.

供應鏈管理

由本集團於中國管理的殯儀館及殯儀服務中心提供的殯儀產品採購自第三方供應商，所需的殯儀產品主要為鮮花、花圈、棺木及骨灰甕。

The Group’s “Suppliers/Distributors Social Responsibilities Control Procedure” strengthens the management of the social and environmental risks of suppliers. The procurement department is responsible for monitoring and evaluating the social responsibility performance of suppliers. Supplier is required to sign a social responsibility agreement to promise that it has complied with all local laws and regulations and agrees to have on-site inspection. The Group would terminate the contract with the supplier that has found any serious cases of non-compliance of relevant law and regulations during the on-site inspection. The Group maintains a long-term relationship with suppliers based on the result from supplier assessment.

本集團的「供應商／分銷商社會責任控制程序」加強對供應商面對的社會及環境風險的管理。採購部負責監控及評估供應商的社會責任表現。供應商須簽署社會責任協議，承諾遵守所有地方法例及規例並同意接受現場檢查。如對供應商進行實地檢查期間發現其嚴重違反任何法律法規，本集團將終止其合約。本集團與供應商的長期關係取決於對供應商進行評估的結果。

In order to minimise the transportation required, all the suppliers are located in the city and province nearby of the operation site. As at 31 December 2018, the Group has about 60 suppliers.

為減少所需交通工具，所有供應商均位於營運場所附近的市縣。於二零一八年十二月三十一日，本集團約有60名供應商。



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Product Responsibility

The Group provides funeral advisory services, such as the funeral ceremony held in a funeral parlour. Besides, the Group also provide materials used for funeral ceremonies and cremation services, such as fresh flowers, fuel for the cremation furnace.

Providing efficient and high-quality service to customers are the utmost concern for the Group. The Group's "Service Quality Management Procedure" and other related procedures to control the quality and safety of the services. The Group was in strict compliance with related laws and regulations. The Regulations on Funeral and Interment Control of the PRC, Mortuary Service Administration Act in Taiwan. During the reporting period, the Group was not subject to any disputes relating to the storage service or punishment by the government and was not involved in any lawsuit related to product responsibility.

During the reporting period, the Group had neither experienced any recovery product due to safety and health issue, nor received any complaint regarding our products and services.

Quality Management

The Group conducts survey of customers' opinion on its services by providing questionnaires to customers in the PRC with regard to the types of services which had been provided to the customers and their comments on the quality of the services provided including the efficiency and competency of the Group's staff in carrying out their duties and providing services to the customers, such as observing details of rituals in compliance with customers' requirements. The Group has also issued operational manual for its staff to observe and organised training sessions to familiarize its staff with the procedures and rites of funeral services. The Group is committed to providing quality service to its customers by improving the administrative ability of its senior management and the functional capability of its operational staff. Further, in order to provide better services to its customers, the Group planned to carry out decoration and refurbishment of the funeral parlour and funeral service centres in the PRC.

產品責任

本集團提供殯儀諮詢服務，如於殯儀館舉行的殯儀儀式。此外，我們亦提供殯儀儀式及火化服務所使用之物料，如鮮花、焚火爐燃料。

為客戶提供高效、優質的服務是本集團的最大關注。本集團的「服務質量管理程序」及其他相關程序控制服務的質量及安全。本集團嚴格遵守相關法例及規例、中國《殯葬管理條例》及台灣《殯葬管理條例》。於報告期內，本集團未曾出現任何有關貯存服務的爭議或遭受當局處分，且並無涉及任何有關產品責任的訴訟。

於報告期內，本集團並無出現任何由於安全及健康問題，而需要回收的產品，亦無收到任何有關產品及服務的投訴。

質量管理

本集團向中國客戶就其對本集團服務的意見進行問卷調查，問卷內容包括向客戶所提供的服務種類及他們對所提供服務的質量的意見，其中包括本集團員工履行職責及向客戶提供服務(如遵照客戶要求安排儀式各項細節)的效率及能力。本集團並向員工發出作業手冊及舉辦培訓課堂，讓員工熟習殯儀服務的程序及儀式。本集團致力透過改善高級管理層的行政能力及營運人員的工作能力向客戶提供優質服務。此外，為向客戶提供更佳服務，本集團計劃為旗下的中國殯儀館及殯儀服務中心進行裝修及翻新工程。

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Material and Food Safety

The Group has implemented stringent procedures on ensuring the safety of ingredients used in the operation of their catering service. The volume of ingredients being purchased would be based on the expected demand on every day in order to reduce the problem of over-storage. Prior to accepting the ingredients, the Group would perform quality checks to ensure the ingredients are of acceptable and expected quality. The Group would regularly perform the assessment on the suppliers to ensure that the performance of their suppliers met the expected quality of the Group. During the reporting period, the Management stated that there had not been any food safety incidents.



Customer Information Protection

The Group places the utmost importance on protecting the privacy of its customers, partners and staff in the collection, processing and use of their personal data. As stipulated in "Company Confidentiality Regulation", the Group adheres to the applicable data protection regulations and ensures appropriate technical measures are in place to protect personal data against unauthorized use or access. The Group also ensures that customers' personal data is securely kept and processed only for the purpose for which it has been collected. Staff are required to sign a confidentiality agreement in order to strengthen their awareness of safeguarding personal data.

Anti-Corruption

The Group believes that the integrity of the business is a foundation of corporate social responsibility, as well as a fundamental element of a business's competitive advantage and sustainability. For these reasons, we have systematically incorporated anti-corruption management principles into our operations, promoted a fair and just commercial competition to achieve win-win situation with external partners and adhered to transparent and open mechanisms for internal management as stipulated in the "Anti-corruption and Anti-Fraud Management System". The Group has assigned a specific department to oversee all the issues related to bribery. It is responsible for handling corruption cases. All crucial staff are required to sign an agreement related to receiving gifts.

材料及食品安全

本集團已實施嚴謹程序確保用於營運餐飲服務的材料的 safety。採購材料的數量乃按每日的預期需求而定，以減少儲存過剩問題。在接收材料前，本集團會進行品質檢查，以確保材料達可接受及要求品質。本集團會定期對供應商進行評核，以確保供應商表現達本集團要求品質。於報告期內，管理層聲明概無發生任何食品安全事件。

客戶資料保護

本集團於收集、處理及使用客戶、夥伴及員工的個人資料時，非常重視保護客戶、夥伴及員工的私隱。誠如「公司保密規例」訂明，本集團遵守適用的資料保護規例，確保訂有適當的技術性措施，以保護個人資料免受未經授權使用或索閱。本集團並確保客戶的個人資料安全存置並僅作收集所作用途處理。有關員工須簽署保密協議，以加強他們對保障個人資料的意識。

反貪污

本集團認為商業誠信為企業社會責任的基礎，且為業務競爭優勢及可持續發展的基本要素。因此，我們已有系統地把反貪污的管理原則納入我們的作業內，促進公平公正的商業競爭以與外界夥伴達到雙贏局面，並遵守透明及開放的內部管理機制（誠如「反貪污及反詐騙管理制度」訂明）。本集團指派特定部門監督所有有關賄賂事宜的工作。該部門負責處理貪污個案。本集團所有關鍵人員必須簽署有關收受禮物的協議。



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Besides, we open communication channels for others to report cases by phone. The performance in anti-corruption is one of the key criteria in the annual performance appraisal. Investigation will be carried out once the case is reported in order to identify the root cause. All these practical actions not only win the trust of customers, but also enhance the sense of belonging and fair play among our employees. The Group was in strict compliance with related laws and regulations, such as Anti-Unfair Competition Law of the PRC and Anti-Money Laundering Law of the PRC, Prevention of Bribery Ordinance. During the reporting period, there were no concluded legal cases regarding corrupt practices brought against the issuer or its employees.

COMMUNITY

Community investment

As a socially responsible company, the Group is committed to understanding the needs of the communities in which we operate. The Group has adopted "Community Investment Policy", which aims to build trust and stable relationship with our stakeholders. The Group strives to contribute to the society by focusing on four areas including living standard of the community, culture, education and development and labour corporation.

- **Living standard of community**
We improve the living standard of the community by serving the local underprivileged. For example, we provide development opportunities, health care and sports activities.
- **Culture projects**
The Group has recognized culture is a key part of our heritage and history. We support high-quality cultural projects, which can both enhance the living standards and encourage creativity.
- **Education and development**
The Group believes that education and development can help future leaders to equip skills and knowledge support all the training and skill developments related to the Groups' business. It is because education, professional employees and creativity are the main driving force for sustainable development.

此外，我們開設以電話舉報個案的溝通渠道。反貪污的績效為年度績效評估的主要準則之一。當有個案呈報後，我們即會進行調查以找出其中根由。所有這些實際行動不但贏得客戶的信任，亦加強員工的歸屬感及公平競爭。本集團嚴格遵守相關法例及規例，如中國《反不正當競爭法》、中國《反洗錢法》及《防止賄賂條例》。於報告期內，發行人或其僱員並沒有涉及任何已結案的貪污案件。

社區

社區投資

作為一間對社會負責的公司，本集團致力理解我們營運所在社區的需要。本集團採納「社區投資政策」，該政策旨在建立與權益關涉者的信任及穩定關係。本集團致力專注社區生活水平、文化、教育及發展以及勞工合作等四個範疇以貢獻社會。

- **社區的生活水平**
我們服侍地方弱勢人士，以改善社區的生活水平。例如，我們提供發展機會、醫療及體育活動。
- **文化項目**
本集團確認文化為我們傳承及歷史的主要部分。我們支持可提高生活水平及鼓勵創造力的優質文化項目。
- **教育及發展**
本集團認為，教育及發展可助未來領袖裝備可支援與本集團業務相關所有培訓及技能發展的技能及知識。此乃因於教育、專業僱員及創造力為可持續發展的主要動力。

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— *Labour Cooperation*

The Group respects the freedom of association and the right of collective bargaining of employees. We encourage communication between the management team and employee by the establishment of a channel for employee feedback.

— 勞工合作

本集團尊重結社自由及集體談判的權利。我們設立員工反饋渠道，鼓勵管理層團隊與員工之間的溝通。

During the reporting period, the Group has been awarded the “Social Capital Builder” by the Labour and Welfare Bureau of the Government of the HKSAR. The Group will continue to contribute to the sustainable development of the community by building a healthy and dynamic community.

於報告期內，本集團獲香港特別行政區政府勞工及福利局頒「社會資本動力獎」。本集團將繼續為社區的可持續發展作出貢獻，建立健康及有活力的社區。



SINO-LIFE GROUP LIMITED
中國生命集團有限公司

