



China Automotive Interior Decoration Holdings Limited 中國汽車內飾集團有限公司

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

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環境、社會及管治報告 2016 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (Continued)

環境、社會及管治報告 (續)

ABOUT THE REPORT

In 2016, China Automotive Interior Decoration Holdings Limited (hereinafter referred to as 'The Group' or 'We') has upheld its goal of caring for the environment, ecology and talent by 'Seeking truth from facts and practising what we preach' with the active participation of its employees to ensure that environmental and social projects are effectively implemented. We hope that the employees and the Group can raise awareness of our environmental and social responsibility, and also develop and grow together. Based on the principal of mutual benefit, we maintain effective communication with our stakeholders, exchanging views and sharing information about environmental and social responsibility with them, in order to build a long-term working relationship.

Report scope: This is the first of the Group to summarise environmental, social and governance performance. The contents of this report cover the Group's environmental, social and governance ("ESG") performance with respect to the operation of automotive interior decoration business. The report data was principally collected at the Group's Wuxi factory. The preparation of this report is in accordance with Appendix 27, titled 'Environmental, social and governance report guidelines' of the securities listing rules (listing rules) of the Stock Exchange of Hong Kong.

Reporting period: This is an annual report, and the reporting period is 1 January 2016 to 31 December 2016.

COMMUNICATION WITH STAKEHOLDERS

An insight into the stakeholders' needs is an important consideration for the development of the Group. We have established two-way communication with our stakeholders through channels such as company visits and meetings, teleconferencing, company website information, company publications and email to inform them about issues such as environmental awareness, fire safety, product quality and emission reduction. Through these channels, we can better understand their expectations, which can help us to maintain a good relationship. The Group abides by the related regulations of the Stock Exchange in regularly convening an Annual General Meeting of Shareholders to present the shareholders with the Group's business situation and vision in order to build up the shareholders' understanding and confidence in us.

關於本報告

在2016年度，中國汽車內飾集團有限公司（統稱「集團」或「我們」）堅持「實事求是、以身力行」為念，及本著對環境、生態、人才的愛護，配合員工的積極參與，在環境和社會表現得到有效地實踐。我們期盼員工與本集團一起提升環境和社會責任意識，並一起發展及成長。對於持份者，我們以互惠互利的原則，與他們保持良好的溝通，相互交流及分享環境和社會責任的資訊，共同建立長期合作夥伴關係。

報告範圍：本報告為本集團的首份概述環境、社會及管治表現的報告，內容涵蓋集團汽車內飾營運業務的環境、社會及管治（「ESG」）表現，而集團的無錫工廠是主要的報告資料收集點。本報告是按照香港聯合交易所有限公司（「香港聯交所」）的證券上市規則（「上市規則」）附錄二十七「環境、社會及管治報告指引」編制的。

報告期間：本報告為年度報告，報告期間為2016年1月1日至2016年12月31日。

與持份者溝通

洞悉持份者的需求，是本集團領導及發展的重要考慮因素。我們通過探訪會議、電話會議、公司網站資訊、公司刊物、電郵等多種渠道，與持份者在環保意識、消防安全、產品質量、減少排放等議題上進行雙向溝通，從而明白他們的期望，使我們與持份者之間的合作良好關係。本集團按照聯交所相關規定定期召開周年股東大會，為股東提供集團的經營情況和願景，以建立股東對我們的瞭解及信心。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (Continued)

環境、社會及管治報告 (續)

1. Environment

1.1 Cherish environment and reduce emissions

As society develops rapidly, the issue of environmental protection becomes increasingly important. The Group undertakes the responsibility of running its business with a conscience by focusing on three major categories of issues, namely greenhouse gas emissions, water saving and waste reduction. Therefore, we have established the 'Energy conservation policy', 'Business travel reduction Policy', the 'Indoor air quality policy', the 'Solid waste recycling Policy' and the 'Hazardous waste reduction policy', in response to society's demands on environmental conservation and emission reduction. Specific activities implemented by the Group include:

- (i) For energy conservation, take action to increase the effect of heat conservation in Heat setting production line and use energy-saving motors to reduce energy consumption;
- (ii) To propose plans to reduce business trip expenditures and avoid holding meetings involving long-distance travelling. Replace these with teleconferencing or videoconferencing to reduce the carbon emissions generated by travel;
- (iii) Support and prioritise the use of local suppliers and exert environmental influence on the supply chain;
- (iv) Maintain indoor air quality, indoor organic waste gases are collected and handled properly, and ventilation fans are installed indoors;
- (v) In daily operation, remind employees and visitors to save water; promote properly production plan to reduce the waste water generated from washing equipment when changing production batches; production waste water is to be recycled;
- (vi) Reduce waste by means of reducing the use, categorisation, recycling and so on; Disposal of glass waste, plastic products, aluminum cans, and collection of scrapped metal materials for other production purposes, regular evaluation of the production processes to identify the source of hazardous waste and the establishment of hazardous waste reduction plan;
- (vii) Promote paperless office, reusing ink cartridges.

The Group abides by the laws and regulations related to emissions, and did not commit a single offence in 2016.

1. 環境

1.1 愛環境減排放

隨著社會的高速發展，環境保護這個課題變得日益重要，本集團肩負良心企業的責任，針對溫室氣體排放、節約用水及減少廢棄物這三大範疇進行處理及整頓。此，我們建立《節約能源政策》、《商業差旅節約政策》、《室內空氣質素政策》、《固體廢棄物循環再用政策》、《減少有害廢棄物政策》等，以回應社會對環保減排的訴求。本集團所推行的具體方法包括：

- (i) 在節約能源方面，採取措施提高熱定型工序生產線保溫效果，與及使用節能電機，以減少能耗；
- (ii) 提倡商業差旅解決，避免舉行長途的見面會議，以電話或視像會議取代，以減少由交通而產生的碳排放；
- (iii) 支援及優先選用本地供應商，並在供應鏈施加環境影響；
- (iv) 為保持室內空氣質素，對室內有機廢氣進行收集及適當地處理，並在室內裝置通風換氣設施；
- (v) 在日常營運中，提醒員工及訪客節約用水。合理安排生產，以減少在換批清洗設備時所產生的廢水，而生產廢水迴圈使用；
- (vi) 在對減少廢棄物方面，藉著減少使用、分類及回收等方法，對玻璃廢棄、塑膠產品、鋁罐進行處理，並將收集廢棄剩餘金屬材料作其他生產用途，定期評估生產流程，找出有害廢棄物產生的源頭，並制定減少有害廢棄物計劃；
- (vii) 提倡無紙化辦公，墨水匣迴圈再用。

本集團恪守排放物的法律法規，在2016年度沒有發生對本集團有重大影響的相關違例案件。

1.2 Use of resources

We encourage the cherishing of resources and hence have formulated the 'Green Office Policy' to instil a mind-set of 'Energy conservation and low carbon emissions' throughout the organisation. We have initiated water and electricity conservation and also a paperless office, and office expenditure is strictly controlled to reduce unnecessary wastage. We focus on turning off lights or not using them as often. In the office or conference room, we have been using natural light whenever possible, and making sure that the lights are turned off once the area is not in use, in order to reduce electricity consumption in the office or not related to the office. On the production, we choose raw materials with the green mark of certification, and strictly control raw material procurement and usage based on production orders. We strictly forbid over-procurement and wastage. The Group uses new highly-effective steam drainage equipment that conserves thermal energy. As for important files such as contracts and agreements, we will implement an electronic filing system and scan documents to be saved as electronic copies, in order to avoid unnecessary paper printing.

1.3 Environment and natural resources

It is our responsibility to love and protect the earth. Therefore, we demonstrate our determination to support cherishing the environment and natural resources and are willing to share information about environmental conservation to our stakeholders. We advocate green procurement policy and prioritise the use of products from green organisations. In addition, we provide online ordering services to save paper. At the same time, we use posters to promote environment conservation measures to contractors. We provide green products and services in response to customers' requirements. On the topic of green education, we provide annual training to staff on environmental conservation, fire-fighting and solid waste classification and disposition, and as early as 2006, we obtained ISO14001 Environmental Management System certificate.

1.2 資源使用

我們鼓勵珍惜資源，並制定《綠色辦公室政策》，將“節能、低碳”的思想貫穿始終，倡議節約水電，推行無紙辦公，嚴格控制辦公經費，減少不必要浪費，堅持少開燈或關燈，辦公室、會議室等場所盡量採用自然光，做到「人走燈滅」，以減少辦公用電和非辦公用電。在生產方面，我們選擇有綠色認證的原材料，根據生產訂單嚴格控制原料的採購和領用，嚴禁超量採購和浪費，選用新型高效的蒸汽疏水設備，節約熱能。對於合同、協定等重要檔案進行掃描存電子檔案，逐步實行無紙化辦公。

1.3 環境及天然資源

愛護地球是我們的責任，因此，我們支持愛惜環境及天然資源，並樂意向持份者傳遞及分享環保信息。本集團倡導綠色採購政策，優先選擇綠色組織提供的產品及／或我們提供網上訂購服務，以節省用紙。與此同時，我們通過海報向承判商宣揚環保措施。針對客戶的要求，我們提供綠色產品及服務。在綠色教育的課題上，我們每年提供環保知識、消防知識、固廢分類處置方法培訓予員工，且早於2006年我們取得ISO14001環境管理體系證書。

2. Employment and labour practices

2.1 Employment

The Group believes that employees are an invaluable resource, and also its growth factor. 'Setting up a system to protect our employees' is an indispensable management concept. Therefore, we have been striving to maintain the rights of employees and let them work in a safe and comfort environment, and we can go side by side. We have been formulating many employment policies that include:

Equal promotion policy: Based on staff performance, quality and capability to fully mobilise their initiative and enthusiasm, and to facilitate fair and just treatment within the company and establish a mechanism of fair competition.

Work-life-balance policy: Besides implementing local wage standards, we also offer holiday benefits. The Group provides certain welfare benefits to employees on their birthday, illness, marriage and so on, depending on the situation.

Compensation policy: We pay employees social insurance and work accident insurance in a timely manner. In case of work-related accidents happened, employees are compensated timely.

Remuneration policy: Internally, employees are rewarded equally corresponding to their work effort, contributions and performance, and employees doing similar jobs or with similar capabilities are rewarded equally; Externally, our compensation has a corresponding competitiveness, more conducive to attract and retain quality talent.

Termination and retirement policy: The Group executes retirement procedures for employees reaching retirement age, based on China's policy. For employees that are not employed in line with the regulations under the Labour Law, the Group shall terminate their labour agreements in accordance with the Labour Law and company regulations.

Anti-discrimination policy: We encourages people with disabilities to be self-reliant and employs them in order to promote the integration of people with disabilities in the business world.

2. 僱傭及勞工常規

2.1 僱傭

本集團認為員工是無價的資源，也是我們的發展要素。「建立體系、保障員工」是必不可少營運理念。因此，我們竭力維護員工的權利，讓他們能在一個安心及安全的環境下工作，能與我們並肩成長。我們制定多項僱傭政策，當中包括：

平等晉升政策：根據員工的表現、素質及能力，充分調動全體員工的主動性和積極性，並在公司內部營造公平、公正的競爭機制。

工作生活平衡政策：除執行當地工資標準要求，我們在節日發放福利。在員工生日、生病、結婚等將根據其情況給予一定的福利待遇。

賠償政策：公司給員工按時繳納社保及意外商業險，員工出現意外時，及時作出賠償。

薪酬政策：對內公平，員工工作努力，所作貢獻，取得業績與所獲得報酬對等，與內部相同工作或能力相當人員之間報酬對等；對外公平，企業薪酬有相應的競爭力，更利於吸引和留住優秀人才。

解僱及退休政策：根據國家政策給達到退休年齡的員工辦理退休手續；對於不符合勞動法規定錄用的員工，根據勞動法和公司規章制度解除勞動合同。

反歧視政策：公司履行社會責任，並且聘請殘疾人員工。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (Continued)

環境、社會及管治報告 (續)

Employee diversity policy: The Group does not support the concept of regional discrimination. As long as the applicants fulfil the employment criteria, local or foreign applicants are accepted.

Employee welfare: We adopt holidays in accordance with the Labour Law: such as paid annual leave, statutory holidays and maternity leave, and has signed the 'Special Agreement on Collective Consultation on Wages', 'Special Agreement on Collective Consultation on Special Protection of Women Workers and Special Rights' and 'Special Agreement on Collective Consultation on Labour Protection'.

In addition, we have formulated an employee enquiry mechanism to facilitate the handling of employees' enquiries. On 15 June 2016, an employee made an enquiry to the Administration Department over a wage problem. Taking the situation into consideration, the Administration Department sought to verify with the Production Department. It was discovered that the employee had applied for leave but came to work without cancelling his leave, causing his attendance record to be short of one day, and causing him to have one day's deducted. Considering the fact that the employee actually came to work, although he forgot to cancel his leave, we should not have deducted his wages for the day. Therefore, we agreed to compensate him in his next month's wages. The employee expressed his understanding and had no further concern, and the case was solved on the same day.

The Group leveraged on the implementation and control of the above-mentioned employment policy to prevent the occurrence of any form of violation. Therefore, there was no occurrence of violation of employment regulations during the reporting period.

僱員多元化政策: 沒有地域歧視, 只要符合用工要求, 不管是本地或外地員工, 都會聘請。

員工福利: 公司按時給員工全員全額繳納社保及意外商業保險, 完全按照勞動法執行所有假期 (有薪年假, 法定節假日, 及婚假產假等), 並簽訂《工資集體協商專項協定》、《女職工特殊權益保護集體協商專項協議》及《勞動保護集體協商專項協議》。

除此以外, 我們制定員工查詢機制, 對於員工的查詢, 我們樂於為他們解決。在2016年6月15日, 有一個員工因為工資問題來行政部詢問, 說有少算了。行政部根據其情況向生產部核實, 原因是其先寫了假條而後沒有銷假又來上班, 導致在考勤表上少考勤了一天, 並答應其在下個月工資中補齊。事件於當天解決, 員工沒有意見, 並表示理解。

本集團通過以上僱傭政策的執行與監控, 防範任何違例事件的出現, 因此在報告期間沒有違反僱傭條例的個案發生。

2.2 Health and safety

The Group has established a policy which is implemented and monitored on-site to safeguard the health and safety of employees. We have formulated a workplace health and safety policy, providing employees with personal protection equipment and medical supplies, and assigned safety officers to supervise and inspect. We know the importance of training, so we provide employees with training on workplace health and safety, helping them to recognise workplace hazards and equip them with accident prevention tips, in order to achieve 'Zero fire, zero death, zero casualty and zero occupational hazard'. In addition, we focus heavily on our employees' health, providing employees with psychological counselling and helping them to relieve stress, allowing them to work in a conducive environment. With regard to the safety-monitoring policy pertaining to external contractors, we have signed a safety management agreement with them, clearly defining their duties; and we carry out supervision and monitoring to ensure their compliance. We place great importance on feedback, complaints and opinions from employees regarding health and safety. On 14 August 2016, employees provided feedback that during meal time, the floor of the canteen was wet and slippery causing slips and falls easily. We assigned the Administration Department to find out the cause. As the dampness was found to be due to constant raining during summer, we cleaned up with dry cloths and placed anti-slip foot pads on the floor, thereby solving the problem in an appropriate manner in response to the employee appeal, and preventing a slipping and falling accident.

Given that the above-mentioned policy was effectively implemented, we did not have any cases of violation of health and safety requirements in 2016.

2.2 健康與安全

本集團通過建立制度及現場實施與監控，從而維護員工的健康與安全。我們制定職業健康及安全政策，為員工提供安全防護工具和醫療用品，並委派安全員進行監督檢查督促。我們知道培訓的重要性，因此，我們為員工提供職業健康及安全培訓，使他們能認識工作中的危險、預防事故，為要達至「火災事故為零、死亡率為零、重傷率為零、職業病發病率為零」。此外，我們關注員工心理的健康，對員工進行心理輔導和減壓，讓員工能在合適的狀態下工作。對於外包商之安全監控政策，我們與他們簽訂安全管理協定，制定明確責任，並進行監督檢查。我們重視員工對健康與安全反饋或投訴意見，在2016年8月14日，員工反映用餐時食堂地板濕滑，容易摔倒，我們委派行政部查找原因，針對夏天多雨及潮濕，以乾布清潔及設置防滑腳墊，在意見反映後第二天處理妥當，以回應員工的訴求及避免同類事件再次發生。

基於以上政策的有效執行，在2016年度，我們沒有違反健康與安全個案發生。

2.3 Development and training

In order to achieve the long-term development and training of employees, The Group formulated a career development policy and staff training policy. The key to the career development policy is to help employees to formulate a career plan and establish a feasible career development goal. Following this, we can formulate a series of plan for training, promotion and job rotation based on that goal. Under the staff training development policy, the Group provides employees with a good platform for growth, focusing on their occupational health, actively improving the workplace environment and establishing an excellent corporate culture, and helping employees and the corporate to grow together and in all aspects.

2.4 Labour standards

The Group places great importance on labour standards. Therefore, we strictly adhere to the 'Employment Ordinance' of Hong Kong and the 'Labour Contract Law' of China. We have also established a 'Child labour protection policy' and 'Forced labour prevention policy' to ensure that labour standards are effectively implemented. We have also used the bulletin board and email to inform all employees about the importance of the labour standards. We insist on not employing children below 18 and do not force employees to do overtime work. If the employee volunteers to do overtime work, they will have to fill in a 'Voluntary overtime form', and the overtime pay has to be implemented in accordance with the Labour Law. As a result, we did not have any cases of violation of the labour standards in 2016.

3. Supplier management

The Group and its suppliers have established long-term partnerships with the endeavour to forge a win-win situation for all parties. We are of the view that corporate social responsibility should cover product and service quality, environment, workplace safety and health, community involvement and being an employer with a conscience. Therefore, we require suppliers to obtain awards and certificates on corporate social responsibility and to abide the supplier code of conduct that we have defined for them. At the same time, we have engaged third-party organisations to regularly evaluate the corporate social responsibility performance of our suppliers, and have required the suppliers to ensure that their service quality fulfils our requirements.

2.3 發展及培訓

為實現員工的長期發展與培育，本集團制定職業發展政策及員工發展政策。職業發展政策重點在於幫助員工制定職業計劃及確立現實的職業發展目標，公司針對員工職業發展目標制定培訓、升遷、換崗等一系列政策。在員工發展政策方面，為員工搭建良好的成長平台，關注員工職業健康，積極改善工作環境，建設優秀的企業文化，促進員工和企業的共同進步與全面發展。

2.4 勞工準則

本集團重視勞工準則，因此我們堅守香港之《僱傭條例》及中國之《勞動合同法》，並建立《防止童工政策》及《防止強制勞工政策》，以確保勞工準則的有效實施，並通過公告欄及電郵，把勞工準則的重要性告知全體員工。我們堅決不會聘請18歲或者童工及不強制員工加班。如員自願加班，需填寫《自願加班表》，並且加班時間按勞動法規定執行。故此，在2016年。我們沒有發生違反勞工準則的案件。

3. 供應商管理

本集團與供應商建立長期合作夥伴關係，致力打造雙贏的局面。我們認企業社會責任應覆蓋產品及服務品質、環保、職安健、社區參與及良心僱主等。因此，我們要求供應商獲得企業社會責任相關獎項或證書，並遵守我們為他設定的供應商守則。與此同時，我們聘請第三方機構定期評審供應商的企業社會責任表現，務求使供應商的服務表現達到我們的要求。

4. Product responsibility

The operational basis and belief of the Group is product quality, environment and safety. We have formulated policies that are in line with laws and regulations, and the requirements of the client and the Group. We also strictly manage and control our products to ensure that the products fulfil these requirements. In terms of product compliance, we adhere to the 'Comprehensive management programme for product verification'. Products can only be issued after they have passed strict quality inspection and safety verification. The Group places great importance on fair promotional messages to avoid misleading our customers. Therefore, we require of all our sales personnel to provide customers with correct and true information when selling. Considering of the importance of after-sales service, we have formulated the 'Customer satisfaction management programme' to ensure that there is timely and effective communication pertaining to the customer's requirements. Once the products need to be recalled, we will handle and recall based on the 'Management of non-conforming products procedure'.

We have been effective in ensuring that product responsibility is fulfilled. Therefore, there was no case of violation of service responsibilities during the reporting period.

4. 產品責任

產品的質量、環保及安全性是本集團的營運基礎及信念，我們制定符合法規、客戶要求及集團要求的政策，並對產品進行嚴格的管理與控制，以確保產品符合要求。在產品的符合性方面，我們按《產品核對總和驗證管理程式》執行，所有產品均經過嚴格品質檢驗及安全驗證方可發貨。本集團高度重視公平宣傳訊息，以避免客戶被誤導，所以，我們要求所有銷售部員工，在銷售時，提供客戶準確及真實訊息。針對售後服務的重要性，我們制定《顧客滿意管理程式》，使員工對客戶要求得到及時而有效的溝通。當產品需要回收時，我們會按《不合格品管理程式》進行處理及回收。

我們對產品責任的有效實施，讓我們在報告期間沒有發生違反服務責任法律法規個案。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (Continued)

環境、社會及管治報告 (續)

5. Honest Operations

The Group's directors prioritise the interest of shareholders by maintaining and promoting successful business growth, and have managed the formulation of the company's management policies. The Board of Directors has the Chairman of the Board, the Executive Director and the Independent Non-executive Director, who report to the Board of Directors on a monthly basis. To prevent corruption, we have effectively established many 'Clean governance policies' and undertake regular evaluation policies, which include the following:

Anti-corruption policy: An anti-commercial bribery commitment policy is implemented for key links and key position holders, and staff in important position are required to sign the 'Letter of undertaking of non-bribery/non-corruption' with the company.

Whistle-blowing policy: The Group encourages employees and companies with business dealing to report cases of corruption. Acceptance, investigation and other related actions in connection with these cases are kept strictly confidential.

Conflict of interest declaration policy: Employees need training on correctly handling conflicts of interest at work and prevention of the acquisition of improper benefits. In addition, employees must fill in the 'Conflict of interest declaration form'.

Service contract approval policy: All contracts have to be approved by the Finance Department and General Manager, and those with large amounts have to be approved by the Managing Director.

Tender policy: The Group performs procurement in a systematic, effective, open and fair manner, comparing both price and quality, and exercising supervision and control over the whole process, preventing improper conduct during the procurement process.

Anti-money laundering policy: Prior to paying out large amounts, the Group records the personal information of the receiver.

Prevention of extortion and fraud policy: Increase awareness of safety and alertness, and provide training through case studies from time to time.

Given that the policy was implemented effectively, the Group did not have any cases of corruption in 2016.

5. 恪守廉潔

本集團董事會以股東的利益為前提，維持及推動業務成功發展，負責制定公司的管理方針。董事會有董事會主席、執行董事及獨立非執行董事，每月向董事會報告情況。為預防貪污事件的發生，我們建立多項廉潔政策及定期評估政策實施的成效，其中包括：

防止賄賂政策：在重點環節、重點部位人員實行預防商業賄賂承諾制度，重要崗位人員個人向公司簽訂《反賄賂／反腐败承諾書》。

告密政策：本集團鼓勵員工及有業務來往的公司檢舉揭發腐敗行為，檢舉的受理、調查等各個環節，必須嚴格保密。

利益衝突申報政策：為員工需接受培訓，使員工正確處理工作中發生的利益衝突、防止不正當利益的獲取，並在發生利益衝突時填寫《利益衝突申報表》。

服務合約審批政策：所有合約都需經過財務部及總經理審核批准，巨額款項還需董事長審批。

公開招標政策：本集團按照科學有效、公開公正、比質比價、監督制約的原則實施採購與各項工程建設，防止採購、工程建設過程中不正當行為。

防洗黑錢：支付大額現金支票之前，必須記錄收款人的個人資料。

防止勒索及欺詐政策：提高安全意識，不定期提供案例進行學習。

基於政策的落實與有效執行，在2016年，本集團並沒有貪污個案發生。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT (Continued)

環境、社會及管治報告 (續)

6. Care for society

The Group is focused on the needs of the community, and actively cooperates and participates in activities organised in local and urban areas. We have assigned Administrative Department to inform the employees of the event through the bulletin board and email, and evaluate the effectiveness of the events on a yearly basis. Once we receive feedback from community groups, we reply immediately, discuss with the related personnel and follow-up. From the above-mentioned activity, the Group and its employees have enhanced their sense of responsibility about environmental protection and caring for the community.

7. Brand image

The Group seeks to improve itself constantly and strives to provide good-quality products and services to consolidate its good brand image. Therefore, we have received many forms of recognition and awards in business management, including:

- 2005 cultured company award, presented by the management committee of the new district of the People's Government of Wuxi
- Charity Star, presented by the Jiangxi Street Charity Association
- High New-Tech Company, presented by the Wuxi Science and Technology Department, Finance Department, State Administration of Taxation and the Local Taxation Bureau
- Wuxi Safe production Class A enterprises, presented by the Wuxi Safety Production Supervision and Administration Bureau
- Advanced enterprise in Wuxi New District fulfilling Social Responsibility, presented by the New District Administrative Committee
- Wuxi New District 'Top Ten' overseas Chinese enterprises, presented by the New District United Front
- Green Level Enterprise Exercising Environmental Behaviour in Wuxi New District, presented by New District Planning and Construction Bureau
- Model Social Enterprise that is Environmentally Friendly and Energy Saving, presented by the Wuxi Proactive Information Committee, Wuxi Municipal Finance Bureau and Wuxi Science and Technology Bureau
- Harmonious Union, Happy Home, presented by the Wuxi New District

6. 社區關懷

本集團關切我們社區的需要，並積極配合及參與由街道及市區開展的活動，我們委派行政部負責統籌，透過公告欄及電郵，把活動資訊告知各員工，並且每年對活動的成效進行評估。當收到社區團體意見時，我們會立即回復，與相關人員探討以作跟進。通過以上活動，企業和員工都提升對環境保護與社區愛護的責任感。

7. 品牌形象

本集團追求持續改進，盡力做好產品與服務方面的質量、安全、環保與社會責任的高效及承諾，以提升集團的品牌形象。因而，在我們營運上取得多方面的認同及獎項，其中包括：

- 無錫人民政府新區管理委員會頒發：2005年度文明單位
- 江溪街道慈善協會頒發：慈善之星
- 無錫科技廳、財政廳、國稅局、地稅局頒發：高新技術企業
- 無錫安全生產監督管理局頒發：無錫市安全生產A類企業
- 新區管委會頒發：無錫新區履行社會責任先進企業
- 新區統戰部頒發：無錫新區“十佳”僑港資企業
- 新區規劃建設局頒發：無錫新區環境行為綠色等級企業
- 無錫積極和資訊委員會、財政局、科學技術局頒發：兩型社會示範企業
- 無錫新區頒發：和諧工會，幸福之家

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環境、社會及管治報告 (續)

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