



中國稀土控股有限公司

China Rare Earth Holdings Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號: 00769

CRE

Environmental, Social and Governance Report
環境、社會及管治報告 **2016**

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1. 範圍

中國稀土控股有限公司（「本公司」）及其附屬公司（統稱為「本集團」）為中國最大規模的稀土及耐火材料生產商之一。本集團於一九九九年十月十五日在香港聯合交易所有限公司（「聯交所」）上市，是中國首間在海外上市的私有稀土和耐火材料生產企業。本集團的總辦事處及主要營業點位於中國江蘇省宜興市丁蜀鎮，而本集團的香港營業地點則位於中環雪廠街16號西洋會所大廈15樓。

本環境、社會及管治報告的報告期為二零一六年一月一日至二零一六年十二月三十一日，內容主要包含了本集團旗下四間子公司在報告期內的相關營運數據：

- 宜興新威利成稀土有限公司，主要從事製造及銷售稀土氧化物；
- 宜興新威利成耐火材料有限公司，主要從事製造及銷售耐火產品；
- 宜興銀茂熒光材料有限公司，主要從事製造及銷售熒光產品；及
- 無錫新威高溫陶瓷有限公司，主要從事製造及銷售高溫陶瓷產品。

本報告的內容是按照聯交所對環境、社會及管治報告指引而編寫，每年出版一次。

1. SCOPE

China Rare Earth Holdings Limited (the "Company") and its subsidiaries (collectively referred to as the "Group") is one of the largest producers of rare earth and refractory materials in China. The Group was listed on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") on 15 October 1999 and is the first private rare earth and refractory materials producer in China that is listed overseas. The Group's main office and its main business location is at Dingshu Town, Yixing City, Jiangsu Province, and the Group's Hong Kong business location is at 15/F, Club Lusitano, 16 Ice House Street, Central.

The reporting period of this Environmental, Social and Governance Report is from 1 January 2016 to 31 December 2016, which contains the relevant operating information of the Group's four subsidiaries during the reporting period:

- Yixing Xinwei Leeshing Rare Earth Company Limited, mainly engaged in manufacturing and sales of rare earth oxide products;
- Yixing Xinwei Leeshing Refractory Materials Company Limited, mainly engaged in manufacturing and sales of refractory products;
- Yixing Silver Mile Fluorescent Material Co., Ltd., mainly engaged in manufacturing and sales of fluorescent products; and
- Wuxi Xinwei High Temperature Ceramics Co., Ltd., mainly engaged in manufacturing and sales of high temperature ceramics products.

The contents of this Report are prepared in accordance with the Environmental, Social and Governance Reporting Guide of the Stock Exchange, and publish annually.

2. 與持份者溝通

為保持與各客戶、供應商、分銷商及投資者的緊密關係，本集團指派高級管理人員不時與各持份者進行探訪會議及電話會議，並通過電郵、公司郵箱及顧客服務熱線，以讓各持份者瞭解本集團之最新發展情況；客戶服務專員亦持續與各持份者接觸，聆聽他們的意見及需求。

本公司的整體業績表現，將安排在每年的中期報告及年報中向各股東匯報。本公司亦通過舉辦股東大會，為股東及董事會提供溝通之機會。董事會主席以及審核委員會、薪酬委員會及提名委員會之主席或其委任之代表，將在股東週年大會上回答股東的提問。為更進一步促進與各持份者的有效溝通，本公司設有官方網站www.creh.com.hk，用於廣泛刊載本集團業務發展及營運最新訊息、財務訊息及其他訊息。

2. COMMUNICATION WITH STAKEHOLDERS

In order to maintain close relationships with customers, suppliers, distributors and investors, the Group appoints senior management members from time to time to conduct interviews and conference calls with the stakeholders. The Group's updates are communicated to the stakeholders through e-mail, corporate mail and customer service hotline. The customer service specialist is also in constant contact with the stakeholders to listen to their views and needs.

The overall performance of the Company is reported to the shareholders in the interim report and annual report on a yearly basis. The Company also provides opportunities for shareholders and the Board of Directors to communicate through general meetings. The Chairman of the Board of Directors and the Chairmen of the Audit Committee, the Remuneration Committee and the Nomination Committee or their designated representatives answer shareholders' questions at annual general meetings. To further facilitate effective communication with the stakeholders, the Company has an official website at www.creh.com.hk for the extensive publication of the Group's business development and operation news, financial information and other information.

3. 環境、社會及管治表現

3.1 環境

3.1.1 排放物

本集團認識到自身在日常運作中所產生的溫室氣體、廢水、固體廢物及其他污染物會對環境造成破壞。為了保護地球免受進一步的傷害，本集團盡力在生產環境中減少污水、廢氣及噪音的排放。本集團所有廢物的棄置及處理均交由適當單位負責。本集團亦制定了一系列的環保政策並同時進行節能減排改造，以致力於控制及減低污染物的排放量，其中包括：

— 能源節約政策

本集團已設定合理使用空調守則，辦公室的空調只在夏季溫度達到32度以上才會開啟，而設定溫度亦不得低於25度。同時，在車間遙控室的空調開啟了時間區域設置，盡可能節約用電量。對於已被國家列為高能耗的設備、電機，如Y系列的，進行全部更換。車間照明全部更換為LED節能燈具。及時關停各種閒置用電設備。運作上盡量選用低碳優質能源，例如電力和天然氣等高能低耗能源，並以天然氣鍋爐代替燃煤鍋爐，從而減少硫化物、氮氧化物的產生量和排放量，提高能源利用效率。

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE

3.1 Environmental

3.1.1 Emissions

The Group understands that the greenhouse gases, sewage, solid wastes and other pollutants generated in its daily operation cause damage to the environment. In order to protect the Earth from further damage, the Group is trying to reduce the emissions of sewage, waste gases and noise in its production environment. All of the Group's waste is disposed and handled by qualified agencies. A series of environmental policies have been developed by the Group, and at the same time efforts are put in energy-saving and emission-reduction in order to control and reduce the emissions of pollutants. This includes:

— Energy Conservation Policy

The Group has established a code for the appropriate use of air-conditioners. Air-conditioners in office area should only be turned on when the temperature is above 32°C in the summer, and they should not be set to below 25°C. Meanwhile, the time zone setting is turned on for the air-conditioners in the workshops' control rooms in order to save electricity as much as possible. All of the equipment and motors, such as Y series that have been classified as high-energy consumption equipment by the country have been replaced. The lighting used in workshops have all been replaced with LED energy-saving lighting. Electrical equipment should be shut down promptly when not in use. During operation, low-carbon energy source such as electricity and natural gas should be used as much as possible and coal-fired boilers have been replaced with natural gas boilers in order to reduce the production and emissions of sulfur oxides and nitrogen oxides and improve energy efficiency.

— 商務出行節約政策

本集團致力控制差旅，減少公幹次數，對於可以使用電話會議或郵件解決的事宜盡量不出行。有實質需要的出行盡量選擇使用公共交通工具。組織員工旅遊亦盡量選擇鄰近區域，如蘇、浙、皖等地區。

— 向本地供應商採購

從運輸成本、環境保護、原料質量等因素考慮，本集團優先支持選擇本地供應商供貨並選擇距離較近的供應商以及合適的交通運輸工具。

— 教育持份者政策

本集團積極宣傳在供應鏈中減少碳排放的重要性，同時要求所有供應商必須遵守有關法律，按環境保護法定標準行事，並建立及遵行合理的环境管理體系。在環境保護方面本集團進行持續改善，務求將環境污染減至最低。本集團亦將環境保護的概念納入職工的教育培訓中，在供應商、訪客、銷售客戶中推廣減少碳排放的重要性。

— Business Trip Reduction Policy

This Group is committed to controlling and reducing business trips. Business trips are avoided as much as possible when issue can be solved by telephone conferences or e-mails. If a business trip is necessary, public transportation should be used as much as possible. When company trips are organised, adjacent areas, such as Jiangsu, Zhejiang and Anhui are chosen whenever possible.

— Sourcing from Local Suppliers

Taking transportation cost, environmental protection, raw material quality and other factors into consideration, the Group prefers local suppliers and selects the nearest suppliers as well as appropriate transportation tools.

— Stakeholder Education Policy

The Group actively promotes the importance of carbon reduction in supply chain, and requires all suppliers to comply with related law, operate in accordance with statutory standards for environmental protection, and establish as well as implement a sound environmental management system. The Group also continues to improve its efforts in environmental protection to minimise environmental pollution, and incorporates the concept of environmental protection into education and training of its employees, and promotes the importance of reducing carbon emissions among suppliers, visitors and customers.

— 室內空氣質素政策

本集團在辦公室室內及生產車間實施嚴禁吸煙政策，僅劃分部份室外特定區域作為吸煙區。廠區內禁止存放可能散發粉塵、惡臭氣體的物質，並禁止焚燒物品。為保持室內空氣質量達標，我們盡可能開窗通風，或使用壁扇以加強車間內的空氣流動，同時亦使用吸附塔吸收生產車間內的異味氣體。

— 節約用水及減少廢水政策

雖然本集團的生產用水量相對較少，但我們還是通過在用水現場張貼節水提示，以盡能力倡導員工合理使用水資源，盡量減少水資源浪費。對於管道及水龍頭等設施，我們會指派專人進行定期檢查，務求對設備滴水、漏水等問題能實時維修處理，做到不開無人水，杜絕跑冒滴漏現象。為進一步加強對現場用水的管理，各車間用水量已採取分別計量控制，各自建立獨立的用水計量台賬，同時探索優化生產用水給水方式，添置環保設備，以回收可再次利用的廢水及雨水，並通過在生產過程中實行串聯用水、梯級用水，以減少生產過程中廢水的產生量。我們亦對員工及訪客進行節約用水教育，如舉辦節約用水活動，以增強節約用水自覺性，致力於杜絕長流水現象。

— Indoor Air Quality Policy

The Group has implemented a non-smoking policy in office area and production workshops, and some of the outdoor areas are specified as smoking areas. Substances that may emit dust and malodorous gas are not allowed to be stored in the plant. Incineration is prohibited as well. In order to maintain indoor air quality, we ventilate as much as possible by keeping the windows open, or using wall fans to facilitate the airflow in the workshops. At the same time adsorption tower is utilised to absorb the odor in the workshops.

— Water Conservation and Sewage Reduction Policy

Although the Group does not use a lot of water during production, employees are encouraged to save water resources and minimise the waste of water by posting water-saving signs near water sources. We have designated responsible staffs who check on water facilities, such as pipes and faucets, on a regular basis in order to repair water leaks promptly. Employees are required not to keep the water running when not in use to prevent leaking and dripping. In order to further improve the management of the use of on-site water, the water consumption by each workshop is being measured and controlled, and a water-usage account has been set up for each workshop. At the same time, methods are being explored to optimise the water use and supply in the production process; environmental friendly equipment has been added to recycle reusable sewage and rainwater; series water use and progressive water use methods are adopted to reduce the generation of sewage from the production process. We also educate our employees and visitors on water conservation and organise activities that promote water conservation to improve their awareness on water conservation and prevent water from running when not in use.

— 減少廢棄物政策

本集團實行清潔生產審核，生產過程中盡可能採用清潔能源，如電力、天然氣等，從而減少有毒有害物質的產生量。本集團亦盡可能對日常生產所需的資源實施循環再用，例如辦公用品等耗材均盡量選擇使用可再次充裝的，而對於無法循環再用的物資，如包裝塑料袋、工業保鮮膜、原料內包裝袋等，我們會進行分類收集、存放，再交由具有相關資質的單位進行處理。

— Waste Reduction Policy

The Group conducts clean production audits and uses clean energy (such as electricity and natural gas) as much as possible during the production process to reduce the amount of toxic and hazardous substances produced. The Group also recycles the resources used in the daily production, for example, office supplies with refills are selected whenever possible. Non-recyclable resources, such as packaging plastic bags, industrial plastic wraps and raw material packaging bags, are collected and stored by category before they are disposed by qualified agencies.

於報告期內，本集團沒有任何違反環境法律法規的個案發生，而報告期內各子公司所產生的廢氣及有害廢棄物排放量分列如下：

During the reporting period, the Group did not have any violations against the environmental laws and regulations. The emissions of waste gas and hazardous waste generated by its subsidiaries in the reporting period are as follows:

	數量 Quantity
廢氣種類 Types of wastes	
NOx (由氣體燃料消耗而產生)	7,659.35公噸
NOx (produced by the consumption of gas fuel)	7,659.35mt
SOx (由氣體燃料消耗而產生)	38.11公噸
SOx (produced by the consumption of gas fuel)	38.11mt
NOx (由汽車使用而產生)	486.65公斤
NOx (produced by the use of vehicles)	486.65kg
SOx (由汽車使用而產生)	1.63公斤
SOx (produced by the use of vehicles)	1.63kg
PM (由汽車使用而產生)	44.19公斤
PM (produced by the use of vehicles)	44.19kg
溫室氣體 (二氧化碳當量)	21,959.44公噸
Greenhouse gases (carbon dioxide equivalent)	21,959.44mt
有害廢棄物 (中和渣及酸溶渣)	221公噸
Hazardous waste (neutralized slags and acid residues)	221mt
有害廢棄物 (原料內包裝袋)	2.29公噸
Hazardous waste (raw material packages)	2.29mt
有害廢棄物 (廢坩堝及地面水沖洗廢物)	6.27公噸
Hazardous waste (waste water produced from washing crucibles and floors)	6.27mt
有害廢棄物 (活性碳)	135.80公噸
Hazardous waste (activated carbon)	135.80mt
無害廢棄物	87.72公噸
Harmless waste	87.72mt

3.1.2 資源使用

本集團深諳地球上的資源有限，為了更有效地利用寶貴資源，我們推行了適當的措施來提升資源使用效率。包括：

— 綠色辦公室政策

辦公室內實施禁止吸煙政策，落實節約用電措施。傳統照明更換LED節能燈，不開無人燈。夏季空調必須在32度氣溫以上時使用且設置溫度不得低於25度。節約使用辦公用品，文件的審閱盡量以電子文檔為主，從而減少紙張、墨盒等資源的浪費。廢棄物實行分類收集、存放，以便重用及轉交合資格處理商回收。

— 綠色製造政策

本集團的生產活動奉行節約用電、用水、用天然氣等資源的重要原則。實現串聯用水、梯級用水，一方面回收廢水用作其他用途（如用作廁所沖洗及清洗地面等），另一方面通過添置水處理環保設備，使生產廢水處理達標後再循環使用。強調正確使用生產設備，加強設備的維修、管理和操作，並盡可能更換能耗高的電機設備，務求發揮其最佳運行效率。生產過程中每個環節均實行質檢，以減少廢品率。

3.1.2 Use of Resources

The Group understands that the resources on the planet are limited, therefore appropriate measures are implemented to enhance the efficiency of resources used. This includes:

— Green Office Policy

A non-smoking policy has been implemented in the office area and electricity-saving measures have been taken. Traditional lights have been replaced with LED energy-saving lights, and lights are kept off when not in use. In summertime, air-conditioners can only be turned on when the temperature is above 32°C and they are not allowed to be set to below 25°C. Employees are required to save office supplies, and electronic files are preferred when reviewing documents in order to reduce the waste of paper and ink resources. Wastes are collected and stored by category to facilitate reusing and recycling by qualified agencies.

— Green Manufacturing Policy

The Group is devoted to major principles including the conservation of power, water and natural gas during operating activities. Series water use and progressive water use methods have been implemented, which on one hand recycles grey water for other purposes (such as flushing toilets and cleaning floors), and on the other hand treats sewage by the use of water treatment equipment for reuse once it meets relevant standards. The proper use of production equipment is emphasised and the maintenance, management and operation of the equipment is strengthened. Motors and equipment that have high energy consumption are replaced whenever possible to maximise their efficiency. Quality inspection is conducted at each step in the production process to reduce scraps.

— 綠色採購政策

從運輸成本、環境保護、原料質量等因素考慮，本集團優先支持選擇本地供應商供貨，並選擇合適的交通運輸工具。

— 綠色檔案記錄政策

本集團使用電腦存檔代替紙質文件，並設置保密措施。

於報告期內，本集團各子公司在運作及生產期間所消耗的各種主要資源概列如下：

— Green Procurement Policy

Taking transportation cost, environmental protection, raw material quality and other factors into consideration, the Group prefers local suppliers and selects appropriate transportation tools.

— Green Filing Policy

The Group uses computer to save files instead of paper and protection is added to electronic files.

During the reporting period, the Group's subsidiaries consumed the following resources in the production process:

	數量 Quantity
資源	
Resources	
電力	16,235,867千瓦時
Electricity	16,235,867kWh
天然氣	1,207,715立方米
Natural gas	1,207,715m³
水	214,168立方米
Water	214,168m³
包裝物料（紙材料）	34.50公噸
Packaging materials (paper materials)	34.50mt
包裝物料（鐵材料）	5,795.81公噸
Packaging materials (iron materials)	5,795.81mt
包裝物料（木材料）	2,886.00公噸
Packaging materials (wood materials)	2,886.00mt
包裝物料（塑料材料）	18.68公噸
Packaging materials (plastic materials)	18.68mt

於報告期內，本集團通過全體員工的共同努力，在電力及水資源的使用上已取得一定的成效：

During the reporting period, the Group has demonstrated the following results in electricity and water conservation through our collective efforts:

成效

Achievements

資源

Resources

電力

用電量下降約人民幣60,000萬元

Electricity

Electricity consumption was decreased by about RMB60,000

水

節約瓶裝水約380升

Water

Bottled water saved was about 380 liters

3.1.3 環境及天然資源

本集團所選用的物資及產品的製造過程符合國家環保政策，每年均對生產區進行環保檢測，以確保沒有違規的狀況。為配合在本公司內部推廣保護環境及珍惜資源的重要性，我們每年都組織一天無紙化辦公日活動，提倡節約用紙，實現無紙化辦公。我們亦積極支持政府舉辦的綠色活動，例如配合政府3.12植樹節活動，在廠區附近公共地段植樹，把保育自然資源的行為滲透到每位員工的日常生活中，形成愛護綠樹的習慣。

3.1.3 The Environment and Natural Resources

The materials selected by the Group, as well as the manufacturing process of its products comply with the environmental protection policies in China. Environmental audits are conducted in the production area each year to ensure that there is no violation. In support of the efforts to promote the importance of environmental protection and resource conservation in the Company, Paperless Office Day is organised each year to save paper and achieve paperless office. We also actively support the "green" activities held by the government, such as participating in the tree planting activities on 12 March. We planted trees in the public areas near the plant, and encourages employees to protect natural resources and green plant in their daily life.

3.2 社會

3.2.1 僱傭

維繫和保持和諧的僱傭關係是公司穩定向前發展的重要基石，因此除了兼顧各子公司所在地的勞動法規要求，本集團亦制定了完善的薪酬體系及福利政策，保障所有的僱員獲得公平的對待。

- 平等僱員招聘及晉升政策
每位工作應徵者都擁有相同的應徵權利，本集團不會因性別、年齡、身體有障礙及種族等因素而拒絕聘用工作應徵者。凡符合公司工作要求的應徵者都會考慮聘用。我們只會參考員工的工作表現、經驗及個人能力作為員工晉升的條件，其他因素如婚姻及身體狀況等均不會影響員工的晉升機會。
- 員工福利及退休政策
所有員工皆與本集團簽訂僱傭合約，因此皆受到相關勞工法例的保障。本集團亦已為員工購買社會保險，使他們能以低成本使用醫療服務。本集團為核心人員及老員工繳納住房公積金；亦為女職工組織免費婦檢。遇到與工作有關的傷亡情況，本集團會依照勞動法對員工及家屬作出相應的合理賠償。

3.2 Social

3.2.1 Employment

It is an important cornerstone for the stable development of the Company to maintain harmonious employment relationships, therefore, other than complying to local labour laws and regulations, the Group has also developed sound wage systems and benefit policies to ensure all employees are treated fairly.

- Equal Recruitment and Promotion Policy
Each job candidate has an equal job opportunity, and the Group does not decline any candidate because of his or her gender, age, disability and ethnicity. Any candidate that meets the requirements of the position will be considered. We only refer to the employees' performance, experience and competence when making promotion decisions. Other attributes such as marital status and physical condition will not affect an employee's opportunity to be promoted.
- Employee Benefits and Retirement Policy
An employment contract is signed between the Group and all its employees, and the employees are therefore protected by relevant labour laws and regulations. The Group also purchases social insurance for employees so that they can use medical services at a low cost. The Group pays the Housing Provident Fund for key and senior employees and organises free gynecological examinations for female employees. The Group makes reasonable compensation for employees and their families for work-related injuries and death in accordance with the labour law.

本集團將男性員工退休年齡定為60歲，女性員工定為50歲，到達退休年齡的員工，公司會按照其個人意願，安排其工作到當月的最後一天。

The retirement age is 60 for male employees and 50 for female employees. The Group arranges employees who have reached the retirement age to work until the last day of the month according to their personal wishes.

— 工作生活平衡政策

保持工作與生活的平衡對於員工的身心健康而言絕對不容忽視，因此本集團不會強迫員工超時工作。為協助員工減低工作壓力，本集團每年均會舉辦秋季運動會及員工交流會議，讓全體員工互動參與。

— Work and Life Balance Policy

Maintaining a good work and life balance is essential for employees' physical and mental health, therefore, the Group never forces employees to work overtime. In order to help employees destress, Autumn Sports Games and Employee Exchange Conference are held each year to increase employee engagement.

於報告期內，本集團並沒收到有關於歧視或招聘的投訴個案，而整體員工每月平均流失率約為2.88%。

During the reporting period, the Group did not receive any cases of discrimination or complaints against the recruitment practices. The overall average monthly employee turnover rate was approximately 2.88%.

於二零一六年十二月三十一日，
本集團內各子公司的員工的總數
及分佈概述如下：

As of 31 December 2016, the total number and
distribution of the employees of the Group's
subsidiaries are summarised as follows:

	員工人數 Number of employees
性別 Gender	
男性 Male	346
女性 Female	133
工作類別 Job category	
全職 Full-time	479
兼職 Part-time	0
年齡 Age	
18 – 30	43
31 – 45	185
46 – 60	244
> 60	7
地理區域 Geographical area	
本省 Local province	371
外省 Other provinces	108

3.2.2 健康及安全

本集團十分重視僱員的職業健康與安全，因此積極採取安全隱患排查機制，以工作零事故發生率作為目標。

— 工作場所設備之安全管理

本集團已在辦公室及廠區各車間張貼設備安全操作規程及作業指示，以協助及提醒員工瞭解各工序的安全操作要點。對於一些相對風險較高的工作崗位，本集團亦會為員工提供各類適當的保護設備，以減少職業事故發生率及對員工的傷害。

— 員工工作安全監控及培訓

本集團主要通過組織員工進行職業健康及安全培訓（例如組織中暑急救演練），並張貼崗位職業病危害告示，使之認識到其崗位的職業危害性。本集團亦通過內聯網每年向員工發放職業危害告知確認書，從中改善員工的工作環境並提升員工的安全意識。

3.2.2 Health and Safety

The Group attaches great importance to the occupational health and safety of its employees. Therefore, it takes the initiative to use an investigation mechanism to identify potential safety hazards and is striving to achieve the goal of zero work-related accidents.

— The Safety Management of Equipment in the Workplace

The Group has posted equipment safety procedures and operation instructions in the office areas and the workshops to remind employees of the safety practices for each process. The Group also provides appropriate protection equipment for employees who work in positions with relatively higher risks to reduce the occurrences of occupational accidents and injuries.

— Employee Safety Monitoring and Training

The Group helps employees to recognise the safety hazards in their jobs mainly by organising occupational health and safety trainings (such as heatstroke emergency drills) and posting occupational hazard signs. The Group also issues Occupational Hazard Acknowledge Letter to employees through the intranet each year to improve their working environment and their awareness on safety.

於報告期內，本集團並未違反任何有關職業健康及安全相關的安全法例及規例，亦未有任何僱員因工作原因而發生死亡情況。報告期內各子公司僱員因工傷而損失的工作日共計951.5天。

During the reporting period, the Group did not have any violations against any occupational health and safety laws and regulations, and there was also no work-related fatalities. There were a total of 951.5 work days lost due to work-related injuries among the Group's subsidiaries during the reporting period.

3.2.3 發展及培訓

本集團視員工為其實貴資產，為保持團隊的技能及專業水平，本集團會定期為員工提供培訓及進修機會。本集團在職業發展政策方面著重關注扶助員工發揮所長，例如本集團會為新員工進行工作指導、建立培訓管理制度及培訓計劃，同時亦安排有經驗的員工，在日常工作期間對新員工進行指導，務求令各員工盡快適應本集團的文化，以推動本集團不同範疇的長期發展。

3.2.3 Development and Training

The Group treasures its employees as its valuable assets. To maintain team's skills and professionalism, the Group regularly provides training and education opportunities for its employees. The Group's career development policy focuses on helping employees to develop their strengths. For example, the Group provides guidance for new employees, establishes training management systems and training plans, and arranges experienced employees to guide new employees during day-to-day work in order to help employees adapting to the Group's culture and promoting the Group's long-term development in different areas.

於報告期間，接受培訓僱員的百分比及每名僱員的平均培訓時數如下：

During the reporting period, the percentage of employees trained and the average number of training hours are as follows:

	獲培訓僱員的百分比 The percentage of employees trained	每名僱員的平均培訓時數 Average training hours per employee
性別 Gender		
男性 Male	100%	12.04
女性 Female	100%	20.84
僱員種類 Types of employees		
高級管理層 Senior management	100%	21.95
中級管理層 Middle management	100%	22.03
初級員工 Junior employees	100%	13.65

3.2.4 勞工準則

本集團嚴格禁止使用童工及強制性勞動，並僅會聘請18歲以上的員工且不會強迫員工超時工作，從而創建一個完全尊重人權的工作環境。

人力資源部在招聘新員工時，會剔除不滿18歲应聘者簡歷。自製定規定以來從未有發生聘用未成年員工的事件。人力資源部亦會每月定時查看工作考勤記錄，如發現超時工作，立即進行原因調查，確保無員工在非自願的情況下超時工作。

3.2.4 Labour Standards

The Group strictly prohibits the use of child labour and forced labour. It only employs employees over the age of 18 years and never forces employees to work overtime to create a work environment that respects human rights.

During the recruitment process, Human Resources Department eliminates candidates who are under the age of 18 years. Since the policy was implemented, no minors has ever been employed. The Human Resources Department also reviews the attendance records on a regular basis. If overtime work is discovered, investigation will be conducted immediately to ensure that employees are not forced to work overtime.

3.2.5 供應鏈管理

在採購過程及供應商管理方面，本集團制訂了《中國稀土供應商行為準則》，要求供應商遵守為其提供的守則。守則具體內容主要從法律、禁止貪污賄賂、員工的基本人權、健康與安全、環境保護等方面對供應商提出了規範要求，並要求其對之予以遵守。社會責任表現亦是挑選供應商的重要準則之一。本集團會要求供應商必須具有執照、環保認證、安全生產認證、職業健康認證等相關資格，以配合本集團的整體營運方針。

本集團每年均對活躍及重要供應商進行定期評估，通過問卷、電郵或會面等形式評定供應商的服務表現是否達到本集團的要求。

於報告期內，本集團活躍供應商有79個來自中國，1個來自香港。

3.2.5 Supply Chain Management

In order to manage the procurement process and suppliers, the Group has developed the Code of Conduct for Rare Earth Suppliers in China and requires suppliers to comply with the code. The Code requires suppliers to comply with its requirements in terms of compliance with laws, anti-corruption, employees' basic human rights, health and safety, and environmental protection. The social responsibility performance is also one of the important criteria for selecting suppliers. The Group requires suppliers to have relevant qualifications such as licenses, environmental certifications, safe production certifications and occupational health certifications to meet the Group's overall operating principles.

Each year, the Group conducts periodic assessments of active and key suppliers to assess whether the suppliers' performance meets the Group's requirements through questionnaires, e-mails or interviews.

During the reporting period, the Group has 79 active suppliers from china and 1 from Hong Kong.

3.2.6 產品責任

本集團對其產品質量及安全皆十分重視，所有產品均按合同約定及危險品相關法律及規定來訂立交貨標準。所有原材料均來自合格供應商提供的優質生產材料。本集團絕不提供劣質產品以維護客戶利益。本集團的生產過程依照ISO9001品質管理體系方針。若出現技術方面的問題，技術部將會牽頭處理。如有需要改進產品質素的相關事項，則由技術部聯同生產部依照《持續改進控制程序》進行處理，並將產品質素改進的信息交由銷售部向顧客及時傳遞。售出的產品若出現品質問題，本集團會負責產品的回收及與客戶協商後續跟進安排。於報告期間，本集團已售或已運送的產品並未有因安全與健康理由而須回收。

為加強客戶對本集團產品的信心，本集團設立了熱線電話及現場跟蹤服務，以協助客戶解決產品品質上的問題。本集團亦設立客戶投訴熱線，以及傳真和電郵的溝通渠道，在接到客戶投訴時，必須在12小時內向客戶提供滿意答覆。

3.2.6 Product Responsibility

The Group pays great attention to the quality and safety of its products. All of the product delivery standards are set up according to relevant contracts and laws and regulations regarding hazardous goods. All raw materials are of high quality and are provided by qualified suppliers. The Group never provides products with poor quality to protect the customers' interests. The Group's production process complies with the ISO9001 Quality Management System. If there are technical problems, the Technical Department takes the lead in addressing the problems. If it is necessary to improve product quality, the Technology Department will address the issue in accordance with the Continuous Improvement Control Procedures together with the Production Department, and will also submit the quality improvement information to the Sales Department so that the customer can be informed in a timely manner. If there is quality issues for the products sold, the Group will be responsible for recalling the products and negotiating with the customer for follow-up arrangements. During the reporting period, the products sold or shipped by the Group have not been recalled for safety and health reasons.

To improve the customers' confidence in the Group's products, the Group has set up a special hotline and on-site tracking services to help customers solve product quality issues. The Group has also set up a customer complaint hotline, as well as communication channels through fax and e-mail. Customer complaint must be resolved within 12 hours upon the receipt of the complaint.

在維護及保障知識產權方面，本集團亦十分重視。本集團承諾不會購買盜版產品，不會採用未經授權的圖像或設計。若產品的生產過程涉及到圖紙的版權問題，均需得到持有人授權同意後，方可使用；本集團設立自有圖片庫供員工使用，如圖片不能使用，則需通知企業管理部，進行調整修改。

本集團已制定了消費者資料保障及私隱政策。未經客戶允許絕不會將客戶資料用做宣傳用途。所有客戶資料皆按照檔案管理要求進行嚴格保管，保密級別分為普通、機密、絕密，且根據保密級別不同，保密要求亦不同。電腦系統內的資料將根據保密要求而設置相應等級的查詢密碼及授權功能。紙質材料將有專人保管，獲得授權查閱資料的人員必須進行備案登記。

於報告期間，本集團無產品因安全與健康理由而須回收的情況；但收到1宗客戶投訴個案，已派專人到現場分析原因並提供解決措施，客戶已對跟進行動表示滿意，個案得以完滿解決。

The Group also pays great attention to the maintenance and protection of intellectual property rights. The Group is committed not to purchase pirated products and not to use images or designs that are not authorised. If a product involves any copyright issue during the production process, it is required to obtain the consent of the owner before use. The Group has set up its own picture library for employees to use. If any picture is not usable, it is required to inform the Corporate Management Department to make adjustments.

The Group has developed a customer data protection and privacy policy. Customer's information will not be used for promotional purposes without their permission. All customer information is in strict control with the file management requirements. The requirements for confidentiality are different for information with different confidentiality levels, which are regular, confidential and top secret. Information in computer system is protected with query password and authorisation functions based on its confidentiality levels. Paper documents are managed by designated personnel and people who has been authorised to review the documents must make relevant records.

During the reporting period, the Group had no products that need to be returned for safety and health reasons. However, one case of customer complaint was received. A designated personnel was sent to the site to analyse the reasons and provide solutions. The customer has expressed satisfaction with the follow-up service, and the case was completely resolved.

3.2.7反貪污

本公司的董事局成員來自各個背景，共同監管本公司的管治政策。董事局下設人事部、財務部、行政部等部門。本集團的所有員工均不得向政府官員及業務單位經辦人行賄，也杜絕一切受賄行為。本集團亦設立了員工舉報機制，為員工提供信箱、微信、電話等渠道，用於反映工作上遇到的不公平問題。本集團在接到舉報後，承諾兩天內著手調查。調查結果除了匯報給本集團人事部副總裁外，亦會向舉報人公佈。所有的舉報個案均會存檔並做保密處理。

本集團對物料採購制定了《採購招標管理制度》，本集團所有採購，包括所有以合約方式有償取得物資、工程及勞務的行為、購買、租賃、委託等，必須採用公開招標形式。以投標方的資質情況、最終採購物資的質、量、價、運送時間等各方面因素作為評價及考核標準。

本集團聘請第三方審核公司對本集團帳目進行半年度及整年度審核，一方面確保本集團的賬目正確並保障股東的利益，另一方面會根據第三方審核公司出具的報告內容，改善財務內部監控制度。

於報告期內，本集團並未有違反任何涉及貪污的法例或規則。

3.2.7Anti-corruption

Board members of the Company are from various background, and they supervise the Company's governance policy collectively. Under the Board of Directors, there are Departments of Human Resources, Finance and Administrative Services. All of the Group's employees are not allowed to bribe government officials and business managers, and they are also not allowed to take any bribery. The Group also set up a reporting mechanism for employees. The Group provides employee with reporting channels include mailboxes, WeChat and telephone to report unfair treatment encountered at work. Upon receipt of the report, the Group promises to investigate within two days. The results of the investigation will be submitted to the Group's Vice President in Human Resources Department as well as to the reporters. All reporting cases will be documented and kept confidential.

The Group has developed the Procurement and Bidding Management System for the procurement of materials. Public bidding must be performed for all of the Group's procurement activities, including all materials, projects and labour outsourced, purchased, leased and commissioned through contracts. The bidders' qualifications, the quality, quantity, price and delivery timeframe of the materials purchased at the end are used as the evaluation and assessment criteria.

The Group has hired a third party audit company to conduct semi-annual and annual audits on the Group's accounts in order to ensure that the Group's accounts are correct, the interests of the shareholders are protected, and improve the financial internal control system based on the report prepared by the third party audit company.

During the reporting period, the Group has not violated any law or regulation regarding corruption.

3.2.8 社區投資

本集團致力參與有助建立行業及本集團正面形象的社區活動。本地社區及政府部門組織的活動，本集團皆會積極參與並予以支持。

本集團關心並支持政府及慈善團體的教育活動，如在一九九九年向社會媽媽慈善基金會捐款人民幣400,000元，用於協助家庭困難人群、失學兒童、傷殘人群等獲得學習的機會。

環保方面，本集團配合省環保協會、市環保協會等，向員工進行環保法規的宣講，加強及推動員工對環境保護的意識。

本集團亦十分關注員工的身心健康，因此除了每年為員工提供職工體檢外，亦經常舉辦如春遊、秋遊等聯誼活動，讓員工在工餘時間能聚首一堂，藉此提高彼此及部門之間的溝通，凝聚員工的團隊精神，營造愉快的工作氛圍。

3.2.8 Community Investment

The Group is committed to participating in community activities that help to build positive images for both the industry and the Group. The Group actively participates in activities organised by local communities and government agencies.

The Group cares about and supports the educational activities organised by the government and charitable groups from time to time. For example, in 1999, it donated RMB400,000 to the Social Mum Charity Foundation to assist families with hardship, children who lost education opportunities and disabled people.

In respect of environmental protection, the Group cooperates with both the Provincial Association of Environmental Protection and the Municipality Association of Environmental Protection to educate its employees on environmental laws and regulations in order to strengthen and promote its employees' awareness on environmental protection.

The Group is also very concerned about the physical and mental health of its employees. Therefore, in addition to providing physical examination every year, it also organises activities such as spring and autumn outings to encourage employees to get together outside of work, improve the communication among employees and departments, build teamwork and create a pleasant work atmosphere.

4. 獎項及成就

於報告期內，本集團獲得多個獎項及成就，其中包括：

獎項／成就

Awards/achievements

4. AWARDS AND ACHIEVEMENTS

During the reporting period, the Group received a number of awards and achievements, including:

頒發機構

Issuing organisation

得獎日期

Date awarded

實驗室CNAS認可證書

CNAS Certification for Laboratories

中國合格評定委員會

China Conformity Assessment Committee

二零一六年
五月二十四日

24 May 2016

江蘇省鋼鐵行業協會會員證書

Jiangsu Iron and Steel Industry Association
Membership Certificate

江蘇省鋼鐵行業協會

Jiangsu Iron and Steel Industry Association

二零一六年
六月一日

1 June 2016



中國稀土控股有限公司

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