

**FORTUNET E-COMMERCE GROUP LIMITED**

**鑫網易商集團有限公司**

*(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：1039)*

**2016**

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

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# Environmental, Social and Governance Report 2016

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### I. PREAMBLE

Fortunet e-Commerce Group Limited (the "Company") and its subsidiaries (collectively referred to as the "Group") has been long active in participating corporate social responsibilities. The Board is ultimately responsible for leading the environmental, social and governance ("ESG") works by establishing dedicated teams to manage ESG issues within each business divisions. Designated staff are assigned to enforce and supervise the implementation of relevant policies. With reference to its own experience and practice, the Group primarily adopts the principles and basis of Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Listing Rules as its standards, with an aim to establish a sound environmental, social and governance structure.

The Group is committed to making continuous improvements in environmental and social responsibility in order to meet the changing needs of an advancing society. The Group presents its ESG report this year to demonstrate its efforts in sustainable development.

### II. REPORTING PERIOD AND SCOPE OF THE REPORT

This report covers the operational boundaries of the Group's headquarters in Hong Kong, manufacturing facility in the city of Longyan in Fujian province and sales offices in Beijing. For corporate governance section, please refer to the Group's Annual Report 2016 on Page 27 to 36. The reporting period of this ESG report is for the financial year 2016, from 1 January 2016 to 31 December 2016 ("FY2016"), unless specifically stated otherwise.

### III. STAKEHOLDER ENGAGEMENT

To conduct the Group's materiality assessment in identifying and understanding the main concerns and material interests of stakeholders, the Group has engaged its stakeholders, including employees, suppliers, customers and investors. Stakeholders are selected based on stakeholder influence and stakeholder dependence on the Group. Stakeholders with high influence and high dependence on the Group are selected by the management of the Group. The selected stakeholders have been invited to express their views and concerns on major social and environment issues through online survey. For this report, the Group has identified product quality, generation of waste and consumer privacy as material concerns to stakeholders.

After assessing the feedback from internal and external stakeholders through an online survey, the Group has reviewed its sustainability strategies, practices and measures undertaken in 2016 and highlighted material and relevant aspects throughout this report so as to align with the stakeholders' expectations.

### I. 引言

鑫網易商集團有限公司(「本公司」)及其附屬公司(統稱為「本集團」)長期積極履行企業社會責任。董事會負責指導環境、社會及管治(「環境、社會及管治」)工作，建立專門的管理團隊管理各業務部門之間的環境、社會及管治問題。委派指定員工負責執行和監督相關政策的實施。參照其自身的經驗和實踐，本集團根據上市規則附錄27所載的環境、社會及管治報告指引的原則和依據為標準，以期建立一個良好的環境、社會和管治體系。

本集團致力於持續優化其環境和社會責任，以期滿足不斷變化的社會需求。本集團今年展示其環境、社會及管治報告以表明其在可持續發展方面的努力。

### II. 報告時期及報告範圍

本報告所涵蓋的營運範圍包括本集團香港的總部辦公室，福建省龍岩市的製造工廠以及在北京的營業部門。對於企業管治部分，請參閱本集團2016年度報告第27至36頁。除另有說明外，本報告時期為2016財政年度(「2016財年」)，即由2016年1月1日至2016年12月31日。

### III. 持份者的參與

為了解持份者的主要關注點和明確其利益，本集團進行了重要性評估。本集團已邀請其持份者參與其中，包括僱員、供應商、客戶和投資者。持份者的選擇基於其對本集團的影響力和依賴性，因此本集團管理層選擇對本集團影響較大，依賴度高的持份者。被邀請的持份者通過線上調查對主要的社會和環境問題發表意見並表明關注程度。對於本報告，本集團確定產品品質，產生廢棄物和消費者隱私是持份者的主要關注點。

在通過線上調查評估內部和外部利益相關者的回饋意見後，本集團審查了其在2016年開展的可持續發展戰略，實踐和措施，並強調了本報告的重要內容和相關方面，以期與利益相關者的期望一致。

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### IV. ENVIRONMENTAL SUSTAINABILITY

Environmental management is an important part of the daily operation of the Group. The establishment of necessary and thorough environmental management system is conducive not only to ensuring the normal production and avoid accidental emissions to the surroundings from its operation line, but also to help the Group achieve its sustainable development goal through sound management system on the natural resource and energy consumption. The Group has been paying great attention to the environmental management system and bearing the responsibility to curb global warming. The Group adopts effective measures to achieve efficient use of resources, energy saving and waste reduction following the 3R Principle – Recycle, Reduce, Reuse. Detailed policies and actions being implemented by the Group are described in the following sections.

#### A.1. Emissions

##### Axle Business

The Group's axle business covers the manufacture and sales of axles and related components with its plant located in Fujian Province, the PRC. The Group's products cover all major axle components, including cast steel and punched steel axle housings, brake drums, axle shafts, axle differentials and reducers, steering knuckles and front axle beams. An extensive range of front, middle and rear axle assemblies and suspension assemblies are also manufactured.

The Group conducted regular treatments on the wastes during the manufacturing process, and kept meticulous monitoring and controlling on the emissions including air emission, wastewater, solid waste and noise, to guarantee the emission amounts were complied with the corresponding discharge standards of the People's Republic of China (the "PRC"). The Group is in compliance with the Environmental Protection Law of the PRC, Law of the PRC on the Prevention and Control of Ambient Noise Pollution, Law of the PRC on the Prevention and Control of Atmospheric Pollution Law of the PRC on the Prevention and Control of Water Pollution, Law of the PRC on the Prevention and Control of Environmental Pollution and other relevant laws.

##### Wastewater

The Group recycles water resource during the manufacturing process, so that no industrial waste water was discharged in the production line. Water mixed with sands was used during the manufacturing process, and it only accounts for a small amount of total water consumption in the Group, no waste water from this process was generated. The water used for the air tight testing and cooling was being recycled all the time. By following this recycle principle, the Group saves a large amount of fresh water resource.

### IV. 環境可持續發展

環境管理是本集團日常運作的重要組成部分。建立必要的全方面環境管理體系，不僅有利於確保正常生產，避免生產線排放物無意識影響到周邊環境，同時也幫助本集團建立對自然資源和能源利用的健全管理體系，實現可持續發展目標。本集團一直非常重視環境管理體系，承擔抑制全球變暖的責任。本集團推動3R原則－回收，減排，再利用。在採取有效措施下，本集團有效利用資源及節能減排。以下部分將詳細介紹本集團正在實施的相關政策和措施。

#### A.1. 排放物

##### 車橋業務

本集團的車橋業務涵蓋了位於中國福建省製造和銷售車軸及相關零部件的工廠。本集團的產品涵蓋了所有主要車軸部件，包括鑄鋼和沖孔鋼軸箱、制動鼓、車軸、車軸差速器和減速電機、轉向節和前軸樑，還包括一系列前、中、後軸元件和懸架元件。

本集團在生產過程中對廢物進行了定期處理，並對大氣污染物、廢水、固體廢物和噪聲等排放進行了仔細的監測和控制，確保排放量符合中華人民共和國（「中國」）排放標準。本集團遵守《中國環境保護法》、《中國環境污染防治法》、《中國大氣污染防治法》、《中國水環境污染防治法》等相關法律。

##### 廢水

本集團在生產過程中循環利用水資源，使生產線上沒有工業廢水排放。在製造過程中使用與砂混合的水，僅占本集團總用水量的少量，不會產生來自該過程的廢水。用於氣密測試和冷卻的水都是循環利用。遵照循環利用的原則，本集團節約了大量淡水資源。

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.1. Emissions (continued)

##### Axle Business (continued)

Waste water generated from the axle business is mainly domestic sewage from daily usage of the staff, which is discharged into the local municipal waste water treatment plant for further treatment. The Group is compliant with the Law of the PRC on the Prevention and Control of Water Pollution.

##### Solid waste

The main solid waste from the manufacturing line is the substandard products, offcut materials, melting slag and waste sands. In order to minimise the solid waste generated from production process, the Group has strictly implemented the recycle and reuse principle. Iron and steel scraps have been recycled and reused as much as possible, only unqualified materials were considered as solid waste. The Group has set up a special zone for collecting hazardous waste. The hazardous wastes were piling up by category and carefully marked with different labels. To avoid secondary pollution from the hazardous waste, the Group has strictly performed the harmlessness guarantee and reduction to the most principle. Regularly collections by a qualified hazardous waste treatment company were conducted monthly for further specific disposing.

##### Exhaust gas

The main air emissions of the manufacturing line include the smoke from the furnace melting process, the odor during welding process and the exhaust gas from paint spraying process. The smoke and dust generated from the furnace melting process was treated by the bag type dust removal facilities, the dedusting efficiency can reach 99%. After this treatment, the exhausted gas fully reached the local discharging standard and was then discharged through the 15 meter high chimney. The Group has also adopted activated carbon adsorption with water curtain spraying approach to deal with the odor during welding process and the exhaust gas from paint spraying process. The efficiency removing of gas emission through this method can reach 90%. Apart from the two specific facilities it adopted for exhaust gas treatment, the Group has used the gas collection hood for collecting the disorganised dust in the manufacturing workshop to minimise air pollution.

### IV. 環境可持續發展(續)

#### A.1. 排放物(續)

##### 車橋業務(續)

車橋業務產生的廢水主要是生活污水，來自於員工的日常使用。這些污水排入當地市政廢水處理廠作進一步處理。本集團嚴格遵守《中國水污染防治法》。

##### 固體垃圾

生產線上所產生的主要固體廢物主要有不合標準的產品、廢料、熔渣和廢砂。為儘量減少生產過程產生的固體廢物，本集團嚴格執行循環再利用原則。鋼鐵廢料已盡可能回收再利用，只有不合格的材料才被視為固體廢物。本集團設立了專門收集危險廢物的專區。危險廢物按類別堆積，並用不同的標籤仔細標記。為了避免危險廢物受到二次污染，本集團按照最嚴格的標準執行無害保證。專業的危險廢物處理公司每月定期收集危險固體廢物作進一步的處理。

##### 廢氣

生產線排放的廢氣主要包括爐熔過程產生的煙霧，焊接過程中產生的有氣味煙氣和噴漆過程中產生的廢氣。爐膛熔煉過程產生的煙塵經過袋式除塵器后，除塵率可達99%以上。經處理後的廢氣完全達到本地排放標準，然後經過15米高的煙囪排出。本集團還採用活性炭吸附與水簾噴塗的方式來處理焊接過程中產生的氣味和噴漆過程中產生的廢氣。通過這種方法淨化率可以達到90%。除了採用上述廢氣處理的兩個措施之外，本集團還採用氣體收集罩收集製造車間的無序粉塵，儘量減少大氣污染。

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.1. Emissions (continued)

##### Axle Business (continued)

###### Greenhouse gas emission

The Green House Gas (“GHG”) emission from the Group’s axle segment is mainly generated from its purchased electricity consumed by its manufacturing line and daily operation. To reduce the amount of carbon emission, the Group has been implementing several practical measures on saving energy as further described in the next section “Use of Resources”. Besides, it has planted large number of green plants within the operating boundary with the greening area covers 30,000m<sup>2</sup>, which have been taken good care of by the employees. The flourishing greening area helps keep the workshop surroundings clean and offset a number of GHG emission simultaneously.

###### Noise control

The noise source of the manufacturing process mainly comes from the transport of iron, steel and other raw materials; fan, electromagnetic noise and mechanical noise. The noise in daytime and night-time operating meet the requirements of the Level 3 category standard in the local “Acoustic Environmental Quality Standard” (GB3096-2008). With the manufacturing workshop located far away from residential area, no negative impact from noise was caused up to now.

##### Electronic commerce (“e-commerce”) Business

The Green House Gas (“GHG”) emission of the Group’s e-commerce segment is mainly generated from its purchased electricity consumed by the daily operation. With more and more emphasis on energy saving and curb global climate change by the Group’s management, along with the effective implementation of the corresponding policies and measures, the Group hopes to reach a positive reduction of the GHG emission from its production line progressively.

The only wastewater was the domestic sewage which generated from its staff’s daily usage and further discharged to the municipal waste water treatment plant.

### IV. 環境可持續發展 (續)

#### A.1. 排放物 (續)

##### 車橋業務 (續)

###### 溫室氣體排放

本集團車橋業務的溫室氣體排放主要來自其生產線和日常運營所消耗的電力。為減少碳排放量，本集團一直在實施多項節能措施，這些措施將在下節「資源使用」中進一步詳述。此外，本集團在經營範圍內種植了大量綠色植物，綠化面積達到30,000平方米，並由本集團員工負責日常綠化保護。青翠的綠化區域有助於保持車間環境清潔，同時抵消部分溫室氣體排放量。

###### 噪聲處理

本集團生產過程中，噪音主要來源於鐵、鋼及其他原材料的運輸、風扇、電磁噪聲和機械噪音。工廠日夜生產所產生的噪音均符合當地《聲環境質量標準》(GB3096-2008)的3級要求。由於製造車間遠離住宅區，到目前為止噪音沒有產生對附近地方的負面影響。

##### 電子商貿業務

本集團電子商貿業務的溫室氣體排放主要來源於日常經營所消耗的電力。隨著本集團管理層更重視節能減排，抑制全球氣候變化，隨著有效實施相應的政策，本集團有望逐步在生產中大幅度減少溫室氣體的排放。

廢水唯一來源自於其員工的日常生活中產生的污水，該污水直接排到市政廢水處理廠。

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.1. Emissions (continued)

##### Electronic commerce (“e-commerce”) Business (continued)

The main solid waste is the domestic garbage and waste packaging materials from the daily operation. The Group has been continuously performing the separate collection method on the daily domestic garbage to ensure the reuse of the recyclable waste, for example: plastic and cans, which were then collected by the municipal sanitation department for further disposal. Apart from the daily domestic garbage, the Group has carefully collected the packaging materials by category, such as paper, cardboard and used boxes. To avoid unnecessary waste, it sold them to the recycle station for centralised recycled and reused.

##### Hong Kong Office

The solid waste and wastewater generated from the Group's offices in Hong Kong were not significant compared to that from the manufacturing of axle segment and e-commerce segment. The Group is committed to keep the daily office operation in a waste reduction manner, to collect daily waste separately and reuse on those recyclable materials appropriately, to help reduce the amount of wastewater by saving its fresh water consumption every working day.

#### A.2. Use of Resources

##### Alex Business

The Group strives to save energy and resources through persistent implementation of internal policies and use of advanced technologies in order to ensure the resources are fully utilised at each operation procedure. The Group is committed to saving electricity from both the manufacture line and the office daily operation with the following measures:

- Replace the old facilities with energy saving facilities;
- Reduce the total amount of equipment by removing unnecessary units;
- Using advanced technology to improve the whole manufacturing process, reduce energy consumption by abolishing unnecessary process;
- Switch off all idle facilities like machines, computers, lights or air-conditioning when they are not in use;

### IV. 環境可持續發展(續)

#### A.1. 排放物(續)

##### 電子商貿業務(續)

此業務主要固體廢物是日常生活垃圾和廢棄包裝材料。本集團一直對日常生活垃圾進行單獨收集，然後由市衛生局收集作進一步處理，確保可再生垃圾，如：塑膠和罐頭可回收再利用。除日常生活垃圾外，本集團已按類別仔細收集包裝材料，如紙張、紙板和二手箱，並將其出售給回收站進行集中回收再利用，從而減少不必要的浪費。

##### 香港辦公室

相對於車橋業務和電子商貿業務，本集團香港辦公室產生的固體廢物和廢水量並不顯著。本集團致力於減少日常辦公業務產生的廢物，分類收集日常廢物，適當利用可回收材料，通過節約用水量以減少每個工作日產生的廢水量。

#### A.2. 資源使用

##### 車橋業務

本集團致力通過持續執行內部政策和使用先進技術節約能源和資源，確保每個生產環節能充分利用資源。本集團致力於從生產線和辦公室日常運營中節能，並採取以下措施：

- 更換落後產能傳統設備，並選用節能設施；
- 減少不必要的用電設備，以減少設備數量；
- 採用先進技術改善整個製造過程，通過廢除不必要的流程來降低電耗；
- 關閉所有閒置設施，如機器、電腦、燈具或空調；

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.2. Use of Resources (continued)

##### Alex Business (continued)

- Place posters “Saving Electricity, Turn off the Light when Leaving” in prominent places to encourage internal employees;
- Keep the office equipment clean (such as refrigerator, air-conditioner, paper shredder, etc.) to ensure that they run efficiently; and
- Replace high electricity consumption lamps with the installation of electricity saving lamps for office lighting.

Staff daily use of water and the recycling water consumption in manufacturing workshop are the only source of the Group's water consumption in the axle segment. In order to guarantee the best utilise of water resources and to reduce water consumption, the Group has executed the following measures during the daily operation:

- Adopt advanced technology in order to improve the water recycling efficiency;
- Strengthen the inspection and maintenance on water tap, water pipelines and water storage;
- Avoid any leakage in the water supply system;
- Perform regular propaganda and education works on saving every drop of water among the staff;
- Present “Saving Water Resource” posters in prominent places to encourage water conservation;
- Collect used water if possible for cooling purposes, floor cleaning and yard washing;
- Fix dripping taps immediately; and
- Turn off the water supply system at night and on holidays.

### IV. 環境可持續發展(續)

#### A.2. 資源使用(續)

##### 車橋業務(續)

- 在當眼處放置「節約用電，離開請關燈」的標語，以提醒內部員工；
- 保持辦公設備清潔，如冰箱、空調、碎紙機等，以維持其有效運轉；及
- 更換高耗電燈泡，安裝辦公照明節能燈。

員工日常使用水和製造車間的回收用水是本集團車橋業務唯一耗水來源。為保證水資源利用最大化，降低用水量，本集團在日常運作中採取以下措施：

- 採用先進節水工藝，提高循環利用效率；
- 加強對水龍頭，水網管線和儲水設施的檢查和維護工作；
- 避免供水系統發生滲漏；
- 定期開展員工宣傳教育工作，節約利用每一滴水；
- 在當眼處張貼「節水資源」海報，鼓勵員工節約用水；
- 盡可能回收利用污水，用作冷卻用水、地板清洗和廠區地面沖洗；
- 即時修理漏水水龍頭；及
- 於晚間及假期關閉供水系統。

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.2. Use of Resources (continued)

##### E-commerce Business

All of the electricity consumption from the e-commerce segment was from the staff daily operation in office.

The fresh water consumption was solely from the daily usage by the staff. It was insignificant compared to the water usage by the axle segment.

The Group has executed the general basic policies in order to save electricity and water resource described as above in the axle segment. It plans to keep record of the annual electricity consumption and hope to reach a positive reduction on the total electricity and water consumption progressively.

As an e-commerce provider, the Group does consume a large number of packaging materials for the products. To ensure the packaging materials are consumed in an environmental friendly manner, the Group chooses environmental friendly and recyclable cartons and environmental friendly ink. The Group also keeps the minimum consumption of filling materials, such as inflatable pillows.

##### Hong Kong Office

The Group has implemented several practical measures on saving the electricity and water resource during daily office operation as below:

- Switch off copy machine, fax machine, air conditioner after office hour;
- Maintaining office cooling air-conditioners to 26 degree;
- Present posters like "Saving Electricity, Turn off the Light when Leaving" in prominent places to encourage internal employees;
- Keep the office equipment clean (such as refrigerator, air-conditioner, paper shredder, etc.) to ensure that they run efficiently; and
- Replace high electricity consumption lamps with the installation of electricity saving lamps for office lighting.

### IV. 環境可持續發展(續)

#### A.2. 資源使用(續)

##### 電子商貿業務

電子商務部門的電力消耗來自員工日常辦公室使用。

水消耗來自員工的日常使用。其用水量與車橋業務的用水量相比是微不足道的。

本集團實施了上述車橋業務中的基本政策以減少電力和水資源的消耗。其計劃記錄用電量，希望逐步實現減少電力和水的消耗量。

作為電子商務提供商，本集團需為消費者提供大量的產品包裝材料。為確保使用環保包裝材料，本集團選擇環保和可回收紙箱和環保油墨。本集團亦盡量減少填充材料，如充氣枕頭的使用。

##### 香港辦公室

本集團在日常辦公業務中實施以下節電節水措施：

- 在辦公時間後，關閉影印機、傳真機、冷氣機等；
- 將辦公室冷氣機保持在26度；
- 在當眼處放置「節約用電，離開請關燈」的標語，以提醒內部員工；
- 保持辦公設備清潔（如冰箱、空調、碎紙機等），以維持其有效運轉；及
- 更換高耗電燈泡，安裝辦公照明節能燈。

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### IV. ENVIRONMENTAL SUSTAINABILITY (CONTINUED)

#### A.3. The Environment and Natural Resources

The main natural resource consumed by the Group is paper from office printing machine. To minimise the use of paper, the Group has made great efforts to implement the following policies:

- Choose the more environmental friendly paper source as the supplier, through which to indirectly reduce the amount of trees loss while producing the same amount of paper;
- Disseminate information by electronic means (i.e. via email or e-bulletin boards) as much as possible;
- Set duplex printing as the default mode for most network printers;
- "Think before print" by using posters and stickers as the reminder for office staff to avoid unnecessary printings;
- Place boxes and trays beside photocopiers as containers to collect single-sided paper for reuse and used paper for recycling;
- Use the back of old documents for printing or as draft paper; and
- Recycle used stationery whenever possible.

### V. SOCIAL SUSTAINABILITY

#### EMPLOYMENT AND LABOUR PRACTICES

##### B.1. Employment

The Group treasures talent as it is the most valuable asset and key for driving success and maintaining sustainable development. The Group strives to provide its staff with a safe and suitable platform for career development and advancement.

The Group's human resources policies strictly adhere to the applicable employment laws and regulations in Hong Kong and the PRC, including Employment Ordinance, Mandatory Provident Fund Schemes Ordinance, Minimum Wage Ordinance, Labour Law of the PRC, Labour Contract Law of the PRC, and the social security schemes that are enforced by the State Regulations of the PRC to provide employee benefits. The Group complies with the Social Insurance Law to support employees' social security benefits, including the provision of pension, medical insurance, unemployment insurance, work-related injury insurance and maternity insurance. The Group's Human Resources Department reviews and updates relevant company policies regularly in accordance with the latest laws and regulations.

### IV. 環境可持續發展(續)

#### A.3. 環境及天然資源

本集團使用的主要自然資源是用於辦公室打印機的紙張。為儘量減少紙張的消耗，本集團致力落實以下政策：

- 選擇更環保的紙源供應商，間接減少生產相同數量紙張的樹木消耗量；
- 盡可能以電子方式（如通過電子郵件或電子公告欄）傳遞資訊；
- 為大多數打印機的預設模式設定為雙面打印；
- 使用海報和標語提醒辦公室員工「列印前想清楚」，避免不必要的印刷浪費；
- 在複印機旁放置箱子及盒子，以收集單面紙張作回收及再利用；
- 使用舊文檔的背面進行列印或作為草稿紙；及
- 盡可能回收使用文具。

### V. 社會可持續發展

#### 僱傭及勞工常規

##### B.1. 僱傭

本集團珍惜人才，堅信僱員是企業最重要的資產之一，也是推動企業成功，保證可持續發展的關鍵。本集團力求為員工提供一個安全舒適的平台供其發展事業和提升專業。

本集團人力資源政策嚴格遵守香港和中國適用的就業法律法規，包括《僱傭條例》、《強制性公積金計畫條例》、《最低工資條例》、《中國勞動法》、《中國勞動合同法》和中國國家條例執行的社會保障計畫以保障員工利益。本集團遵守《中國社會保險法》以支持員工的社會保障福利，包括提供養老金、醫療保險、失業保險、工傷保險和生育保險。本集團人力資源部按照最新法律法規定期審查和更新公司相關政策。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### EMPLOYMENT AND LABOUR PRACTICES (continued)

##### B.1. Employment (continued)

To attract high-calibre workforce, the Group offers competitive and fair remuneration and benefits based on individuals' performance, experiences and market benchmarks. In order to motivate and reward existing management and employees, the Group conducts regular compensation review to ensure that its staff are recognised by the Group appropriately with regard to their working efforts and contributions. Key management staff benefited from share options for the year as a return sharing to recognise their long-term services. Meanwhile, any termination of employment contract would be based on reasonable and lawful grounds. The Group strictly prohibits any kinds of unfair or unreasonable dismissals.

To cultivate employees' sense of belonging, additional employee benefits include medical subsidies, holiday, marriage subsidies and body check and early leave on special holidays. To cater the needs of employees who working at manufacturing facilities, additional employee welfare available include service years' subsidies according to employees' completion years of services, the provision of working uniforms, meals and well-equipped dormitories depends on job natures. In addition, the Group hosted a series of activities for the employees in 2016 such as outing, sport competition, ball game, and banquet. These events have helped the employees to relieve stress, and served to strengthen the Group's corporate culture of the spirit of solidarity and cohesion among its employees.

The Group determines reasonable working hours and rest period for the employees in line with local employment laws and employment contracts with employees. In addition to statutory holidays stipulated by the employment law of local government such as the paid annual leave, employees may also be entitled to additional leave such as maternity leave and compassionate leave.

Employees maintain timely and smooth communication with management staff. Employees' opinions will be conveyed and expressed by the department at regular company meetings, and the Human Resources Department places the public mailboxes to receive reports and complaints from employees.

### V. 社會可持續發展(續)

#### 僱傭及勞工常規(續)

##### B.1. 僱傭(續)

為吸引高端人才，本集團根據個人的業績，經驗和市場基準，提供有競爭力，公平的報酬和福利。為激勵和獎勵現有管理層和員工，本集團定期進行薪酬調整，確保其工作人員在績效和貢獻方面得到回報。主要管理人員從本年度的股票期權中獲益作為回報以表彰其長期服務。同時，終止僱傭合同必須有合理合法的依據。本集團嚴格禁止任何不公平或不合理的解僱。

為了培養員工的歸屬感，本集團提供額外的員工福利，包括醫療補貼、假期、婚姻補貼、身體檢查和特殊節日提早休假。為配合在工廠工作的員工的需要，額外員工福利包括根據員工的工齡給予工齡補助，本集團還提供工作服，飯食，全配套員工宿舍等。此外，本集團於二零一六年舉辦了一系列員工活動，包括郊游、體育比賽、球賽、聚餐等活動。這些活動有助於員工放鬆，有力地加強本集團員工團結一致的企業文化。

本集團根據當地就業法和僱傭合同確定員工合理工作時間和休息時間。除了當地政府就業法規定的法定假日，如有薪年假外，員工也可以獲得額外的休假，如產假和事假等。

員工與管理層通過部門在公司常務會議或人力資源部設置的公共郵箱，收集員工的意見和投訴，維持及時流暢的交流。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### EMPLOYMENT AND LABOUR PRACTICES (continued)

##### B.1. Employment (continued)

As an equal opportunity employer, the Group is committed to create a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all human resources and employment decisions. For instance, training and promotion opportunities, dismissals and retirement policies are determined irrespective of their gender, race, age, disability, family status, marital status, sexual orientation, religion beliefs, nationality or any other non-job related factors in all business units. Human Resources Department monitors if there is any departments prohibit for any employment due to the reasons above. At the same time, for the work discrimination, employees can be timely report and response to the Human Resources Department. The Group is zero tolerance to any workplace discrimination, harassment or victimisation in accordance to relevant government legislation, ordinances and regulations such as Hong Kong's such as Disability Discrimination Ordinance, Sex Discrimination Ordinance. Disciplinary actions such as written warning or dismissal would be taken against any employees violate anti-discrimination policies.

##### B.2. Health and Safety

To provide and maintain good working conditions and a safe and healthy working environment, the Group's safety and health policies are in line with various laws and regulations stipulated by the Government of Hong Kong and PRC, including the Hong Kong's Occupational Safety and Health Ordinance, the Production Safety Laws of the PRC, Occupational Disease Prevention Law in PRC and Regulation on Work-Related Injury Insurance.

The Group has established a comprehensive mechanism in committing the workplace safety by incorporating a range of occupational health and safety measures for employees in the offices and production sites. Management and employees on operating sites are expected to work in accordance to internal instruction of Safety Management Policy. In addition, operators of certain of equipment must undergo special trainings, obtain special work permits and wear protective shoes and safety helmets. Also, the Group prohibits smoking and drinking liquor in workplace and carries out the cleaning of air-conditioning systems and disinfection treatment of carpets at regular intervals with an aim to maintain a clean, tidy, smoke-free, non-toxic, non-hazardous, healthy and safe working environment.

### V. 社會可持續發展(續)

#### 僱傭及勞工常規(續)

##### B.1. 僱傭(續)

身為平等機會僱主，本集團致力創造一個公平、公正和多樣的工作環境，藉此推動所有人力資源和僱傭方面有關反歧視和平等機會決策，例如，培訓和晉升機會、解僱或退休政策均一視同仁，不會因員工性別、種族、年齡、殘疾、家庭狀況、婚姻狀況、性取向、宗教信仰、國籍或任何其他與工作無關的因素而有差別。人力資源部監督各部門遵守上述規定。同時，員工可以向人力資源部報告和反映工作受到歧視。本集團嚴格遵守有關政府法例、條例及規定，例如香港的《殘疾歧視條例》和《性別歧視條例》。本集團平等機會決策對任何工作場所的歧視、騷擾或受害情況實行零容忍。任何違反反歧視政策的僱員，都可能受到書面警告或解僱等紀律處分。

##### B.2. 健康與安全

為了營造和保持良好的工作條件和安全健康的工作環境，本集團的安全和衛生政策遵照香港和中國政府規定的各項法律法規，包括《職業安全及健康條例》、《中國安全生產法》、《中國職業病防治法》和《工傷保險條例》。

本集團建立了一套保障工作場所安全的綜合機制，要求辦公室和工廠的員工實施一系列職業健康和安全措施。工廠的管理層和員工的日常工作必須嚴格遵照內部指引《安全法規》。此外，特殊工種的員工必須經過特殊培訓，獲得特殊工種許可證，工作時穿防護鞋、戴安全帽。並且，本集團禁止在工作場所吸煙和喝酒，定期清理空調系統和消毒處理，以此保持乾淨、整潔、無煙、無毒害、無危險、健康安全的工作環境。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### EMPLOYMENT AND LABOUR PRACTICES (continued)

##### B.2. Health and Safety (continued)

Besides, the Group holds regular health and safety work trainings in emergency management, hazardous materials handling, machine safeguarding and occupational health and safety areas and set up safety banners and slogans and warning signs to remind employees to minimise the risk of accidents and enhance the employees' health and safety awareness throughout the year. Regular inspections and reviews are carried out by administrative department to examine the health & safety measures' effectiveness and ensure that they are implemented properly.

##### B.3. Development and Training

The Group offers systematic training and development opportunities for different positions to its staff in order to strengthen professional skills and knowledge and improve operational efficiency and productivity. The Group provides comprehensive orientation training for new hired employees to understand Group's corporate culture, business flow, work safety, management policies and group development. For experienced staff, the Group sets up different training themes per month. In-house trainings are provided to its staffs such as inviting well-known experts and professionals for sharing. In axle business, the Group established the research and development cooperation platform with Xiamen University, National Huaqiao University and other institutions for knowledge sharing and provided continue learning opportunities to the employees. In 2016, the Group hold various tailored training and development programmes to encourage lifelong learning for staff such as overseas commodity recognition, introduction to the international trade system and contract law and management. In order to encouraging employees to attend external trainings and examinations to enhance their competitiveness, the Group also provides training sponsorship according to the number of services years completed by employees.

##### B.4. Labour Standards

The Group strictly abides by the Employment Ordinance of Hong Kong, Labour Law of the PRC, Labour Contract Law of the PRC, Provision on the Prohibition of Using Child Labour of the PRC, Protection of Minors Law of the PRC and other related labour laws and regulations in Hong Kong and China to prohibit any child and forced labour employment.

### V. 社會可持續發展(續)

#### 僱傭及勞工常規(續)

##### B.2. 健康與安全(續)

此外，本集團定期開展職業健康安全培訓，包括應急管理、危險品處理、機器保護，並且張貼安全標語、口號和警示標誌，提醒員工防範事故發生，持續增強員工的安全意識。行政部門時刻監督並定期評估健康和安全措施的效果，確保落實這些政策。

##### B.3. 發展及培訓

本集團為不同職位的員工提供系統培訓和發展機會，以加強其專業技能和知識，從而提高生產效率和生產力。本集團為新聘員工提供綜合入職培訓，以使其瞭解本集團的企業文化、業務流程、工作安全要求、管理政策和集團發展方向。針對現有員工，本集團每月安排不同的培訓計劃，向其員工提供內部培訓，例如邀請知名專家和專業人士演講。在車橋業務上，本集團與廈門大學、華僑大學等學術機構建立了研發合作平台，以便學術交流和為員工提供繼續學習的機會。在2016年，本集團舉辦一系列定制培訓發展項目來鼓勵員工終生學習，包括海外商品認知與介紹主題分享會、國際貿易系統介紹和合同管理及法律等。為鼓勵員工參加外部培訓和考試以提升競爭力，本集團也會根據員工工齡為其提供培訓補助。

##### B.4. 勞工準則

本集團嚴格遵守《香港僱傭條例》、《中國勞動法》、《中國勞動合同法》、《中國禁止使用童工規定》、《中國未成年人保護法》等香港和中國禁止任何童工和強制勞工的相關勞工法律及法規。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### EMPLOYMENT AND LABOUR PRACTICES (continued)

##### B.4. Labour Standards (continued)

To combat against illegal employment on child labour and forced labour, prior to confirmation of employment, the Group's human resources staff requires job applicants to provide valid identity documents to ensure that the applicants are lawfully employable. If the Group discovers any illegal employment due to negligence, the Group shall immediately terminate the employment contract with the party and compensate for the losses caused by the incident.

#### OPERATING PRACTICES

##### B.5. Supply Chain Management

As a socially responsible enterprise, it is critical and vital to maintain and manage a sustainable and reliable supply chain. The Group cooperates with a number of merchants in e-commerce and axle business. They mainly supply the steel and scrap iron in axle business and various overseas commodities such as child toys, beauty care, fashion, food and beverage, outdoor sports, small appliances, health products and household goods in e-commerce business.

The Group maintains a list of qualified suppliers based on its assessment by considering products' qualities, price competitiveness, delivery track record, qualification, capability, product applicability and reputation. Also, the Group maintains close communication with various suppliers to ensure that the suppliers' businesses comply with local laws and regulations in their operating countries and regions, and operate in good faith by adhering to their business ethics such as prohibition on employing child and forcing labour and maintaining high levels of quality control and their respective environmental and social responsibilities.

Suppliers in e-commerce business should have brand authorisation and distribution license to guarantee no counterfeit or pirated products in Group's supply chain. Group's legal department and audit department supervise the supplier's selection process in a legal, fair and transparent manner. Purchasing management department is responsible for establishment and maintaining the assessment records of suppliers. Furthermore, the Group conducts comprehensive evaluation of approved suppliers annually to enhance the effectiveness of the Group's risk management in terms of environmental and social aspects in supply chain management.

### V. 社會可持續發展(續)

#### 僱傭及勞工常規(續)

##### B.4. 勞工準則(續)

為打擊非法僱用童工就業和強制勞工，本集團人力資源員工在確定聘用前，要求求職者提供有效身份證件，確保申請人合法聘用。本集團若發現有任何因疏忽而僱傭非法勞力，當立即終止與該方的僱傭合同，並賠償事故造成的損失。

#### 營運慣例

##### B.5. 供應鏈管理

本集團維護和管理可持續和穩定的供應鏈，方符合履行其社會責任的期望。本集團在電子商貿和車橋業務上與多家商家合作。他們主要為車橋業務提供鋼材和鐵屑，為電子商貿業務提供兒童玩具、美容保健、時尚、食品飲料、戶外運動、小家電、保健品和家居用品等類別的各種海外商品。

本集團持有一份合格供應商名單，評估時主要會考慮產品品質、價格競爭力、交貨記錄、資質、生產能力、產品適用性和聲譽。此外，本集團與各供應商保持密切聯繫，確保供應商的業務遵守其經營國家和地區當地的法律法規，並堅守其企業道德準則，如禁止雇用童工和強制勞工，保持高水準的產品品質和承擔其環境和社會責任。

電子商貿供應商應有品牌授權和分銷許可證，以保證本集團供應鏈中沒有假冒或盜版產品。本集團法律部門和審計部門以合法、公正、透明的方式監督供應商的甄選過程。採購管理部門負責建立和維護供應商的評估記錄。此外，本集團每年對合格供應商進行綜合評估，以提高本集團風險管理在供應鏈環境和社會方面管理的效率。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### OPERATING PRACTICES (continued)

##### B.5. Supply Chain Management (continued)

In axle business, the Group has established a scoring system to assess annual performance of the supplier. Products' quality, delivery capacity and after-sale services are three main areas in annual assessment. Purchasing management department also monitors the quality of suppliers and supply chain practices on a strict and continuous basis. If there are serious quality problems of the suppliers' products, including the failure to meet the standard of aftermarket, the purchasing management department shall issue the Corrective and Preventive Measures as warning to the supplier. In the event of repeated sub-standard performances in products' qualities and annual assessments, the supplier will be terminated.

In e-commerce business, the sales department collects the feedback from customers and market data to procurement department for purchase planning. The Group monitors the market preferences and preforms the site inspection periodically to investigate the production facilities and warehouse environment of the supplier to ensure the reliability and safety of the supply chain. For those products which have high rate in customers' complaints, the Group is responsible to replace and take off them from the shelf.

The Group normally engages third party suppliers into framework supply contracts for a one-year term for both axle and e-commerce businesses. The suppliers usually guarantee the quality of products. If there are defective or disqualified products, suppliers are responsible for the replacement or compensation. The Group generally finds several qualified suppliers as approved suppliers for the same products to avoid disruption of the supply chain and increase its bargaining power.

##### B.6. Product Responsibility

In order to protect the legitimate rights and interests of end-users and consumers and to strengthen the supervision and control of the quality of products, the Group strictly abides by relevant laws and regulations on products safety and health, advertising and labelling including Law of the PRC on Product Quality, Food Safety Law of the PRC, Administrative Measures for Online Trading, Anti-Unfair Competition Law of the PRC and Law of the PRC on the Protection of Consumer Rights and Interests in operating the axle and e-commerce businesses.

### V. 社會可持續發展 (續)

#### 營運慣例 (續)

##### B.5. 供應鏈管理 (續)

在車橋業務方面，本集團已建立評估系統，以評估供應商的年度業績。年度評估主要包括產品的品質、交貨能力和售後服務三個主要領域。採購管理部門亦持續嚴格監督供應商的品質和供應鏈的運作。如果供應商提供產品的品質出現嚴重問題，包括不符合售後市場標準的，採購管理部門應當向供應商發出《糾正和預防措施處理單》以作警告。如果產品品質和年度評估一再不合格，將停止與該供應商的合作。

在電子商貿業務中，銷售部門收集客戶回饋意見和市場資料供採購部門制定採購計畫。本集團監測市場偏好，定期進行現場檢查，調查供應商的生產設施和倉庫環境，以確保供應鏈的可靠性和安全性。對於客戶投訴率高的產品，本集團負責將其替換並下架。

對車橋業務和電子商貿業務，本集團通常與第三方供應商簽訂一年制的框架合同。供應商必須保證產品的品質。如果出現問題產品或不合格產品，供應商負責更換或賠償。本集團通常為同一產品的預定後備合格供應商，以避免供應鏈中斷，並增加議價能力。

##### B.6. 產品責任

為保護終端使用者和消費者的合法權益，及加強對產品品質的監督管理，本集團在車橋業務和電子商貿兩個業務板塊嚴格遵守產品安全衛生和廣告標籤相關的法律法規，包括《中國產品質量法》、《中國食品安全法》、《網路交易管理辦法》、《中國反不正當競爭法》和《中國消費者權益保護法》。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### OPERATING PRACTICES (continued)

##### B.6. Product Responsibility (continued)

###### Axle Business

The Group is axle component provider for China's medium duty truck and heavy duty truck aftermarket and OEM market on a made-to-order basis with diversified product offerings in China. The quality management system adheres to internationally recognised technical specifications: TS16949, QS9000 and ISO9001. The Group maintains strict quality control over its engineering and production of axle components to ensure the product safety. Quality control inspections are conducted throughout the entire production process, such as testing key production processes, surveying the entire production line, testing finished goods prior to inventory storage and on a random basis prior to sale to customers.

In 2013 and 2014, technical centre of the Group was awarded as the provincial technical centre and the Fujian Engineering Research Centre of Automobile Axle Housing Technical Centre. Besides, Group's products have passed the quality testing on national industry standards, including National Heavy Vehicle Quality Supervision and Inspection Centre (Chongqing) and National Automobile Quality Supervision and Inspection Centre (Xiangfan). With regard to the product quality and safety, Group's quality management system is in line with the rules and regulations as stipulated by the PRC government.

If the Group receives any complains related to the defective and sub-standard quality products purchased by customers, customer service department will give responses in a short period of time and perform site inspection while quality control department will conduct technical testing on the returned products and give feasible opinions on corrective and prevention actions.

### V. 社會可持續發展(續)

#### 營運慣例(續)

##### B.6. 產品責任(續)

###### 車橋業務

本集團是中國中型卡車、重型卡車售後市場和OEM市場的車軸元件供應商，按照訂單形式提供各式樣的產品。品質管制體系遵照國際公認的技術規格：TS16949，QS9000和ISO9001。本集團對其車軸元件的工程和生產進行嚴格的品質控制，以確保產品安全。本集團在整個生產過程中進行品質控制檢查，例如測試關鍵生產過程，監測整個生產線，在入庫之前測試成品，並在出售給客戶之前隨機抽查產品。

2013年和2014年，本集團技術中心被評為省級技術中心和福建省汽車橋殼企業工程技術研究中心。此外，本集團產品已通過多項基於國家標準的產品測試，測試方包括國家重型汽車質量監督檢驗中心(重慶)和國家汽車質量監督檢驗中心(襄樊)。在產品品質安全方面，本集團的品質管制體系符合中國政府規定的規章制度。

如果本集團收到任何客戶關於購買到問題產品和不合格產品的投訴，客戶服務部門將在短時間內作出回覆並進行現場檢查，同時品質控制部門將對退回產品進行技術測試，並提供可行的意見糾正錯誤和預防再次失誤。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### OPERATING PRACTICES (continued)

##### B.6. Product Responsibility (continued)

###### E-commerce Business

The Group persists in cooperating with international famous brands and place great emphasis on authentic products in e-commerce business. The Group provides instructions on the quality standards for imported products by stating requirement on country of origin, product qualification certificates, corresponding business licenses, the prohibition for the use of child labour, environmental protection and other aspects clearly in the business agreements. Except for the products' approval on country of origin, major international quality system certifications shall be verified by the Group before placing the orders such as HACCP, ISO9000 and ISO22000 for food enterprises; ISO9001, ISO14001 and ISO18001 for clothing and child products' suppliers to manage the risks on products health and safety.

Group's electronic distribution platform, [www.CCIGMALL.com](http://www.CCIGMALL.com), introduces the products from Italy, Germany, Britain, France, the United States, Canada, Australia, Spain and other countries of origin, with thousands of international brands. The Group has obtained authorisation and established a strategic cooperative relationship with different brands.

To ensure the products receiving, storing and delivering process which is in a good and safety environment, the Group has quality control, international logistics and warehousing teams to check the validity of the origin, conduct sampling on imported goods and packaging. Besides, the facilities in warehouses are equipped with the advanced security systems and networks to protect different nature of commodities.

To reduce the quality risk of bulk products, the Group is responsible for removing the questionable products from shelves, returning to the relevant suppliers and accepting for unconditional return from customers if there has a recall on products. Also, the Group believes that the pre-measures on product quality controls shall be sufficient to prevent the quality problems on bulk purchases.

The Group has service hotline, customer service department and APP to collect customer feedbacks. Each transaction order can be rated for comment. Complaints from customers are mainly concentrated in the logistics damaged and failed to catch up with promotional activities. In general, customer service department reply after receiving the complaint for the product and services in a short time frame. All of these measures strengthen the product offerings and service quality, and consequently enable the Group staying competitive in the market.

### V. 社會可持續發展(續)

#### 營運慣例(續)

##### B.6. 產品責任(續)

###### 電子商貿業務

本集團堅持與國際知名品牌合作，高度重視電子商務中的正品保證。本集團提供進口產品品質標準說明，在商業協議中明確提出對原產國，產品品質證書，相應營業執照，禁止使用童工和環保等方面的要求。除產品原產國批准外，本集團在下訂單之前也會驗證產品的主要認證，如要求食品企業提供HACCP，ISO9000，ISO22000等主要國際品質體系認證，要求服裝和兒童產品供應商提供ISO9001，ISO14001和ISO18001等認證，以保障產品健康和 safety。

本集團的電子分銷平台([www.CCIGMALL.com](http://www.CCIGMALL.com))銷售來自意大利、德國、英國、法國、美國、加拿大、澳大利亞、西班牙等國家的數千個國際品牌產品。本集團已獲得授權，與不同品牌建立了戰略合作關係。

為確保產品接收，存儲和交付過程處於良好和安全的環境中，本集團擁有品質控制團隊，國際物流團隊和倉儲團隊核實原產地的有效性，對進口商品進行抽樣和包裝。此外，倉庫設施配備先進的安全系統和網路，用來保護不同性質的商品。

為了降低大宗商品的品質風險，本集團負責將問題產品下架，退回相關供應商，並在產品召回時接受客戶的無條件退貨。另外，本集團認為，產品品質控制措施應足以防止大宗採購產生的品質問題。

本集團有服務熱線，客戶服務部門和在線應用程序來收集客戶反饋。每個交易訂單都可以評分評論。客戶投訴主要集中在物流損失和未能趕上促銷活動兩個方面。一般來說，客服部門在收到產品和服務的投訴後短時間內即可回復。所有這些舉措都加強了產品和服務品質，從而使本集團在市場上保持競爭力。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### OPERATING PRACTICES (continued)

##### B.6. Product Responsibility (continued)

###### The Group

The Group has closely monitored its released marketing materials and product labelling to prevent inappropriate or exaggerated advertisement not complying with Advertising Law of the PRC and related laws and regulations. Marketing and advertising materials must pass the baseline test that all the statements have a sound basis legally, integrity and honesty by legal department before publication.

The Group is committed in abiding by the Personal Data (Privacy) Ordinance and related laws and regulations in PRC to ensure its customers' rights are strictly protected. Information collected would only be used for the purpose for which it has been collected and customers would be told about how the data collected would be used in business. The Group prohibits the provision of consumer information to a third party without authorisation from the customers. All collected personal data is treated confidentially and is kept securely, accessible by designated personnel only. Employees are required to sign the confidential agreement at the time of entry which state clearly on the legal obligation in protecting internal information. IT department has limiting the software installations and set up restriction between the office and business networks to prevent unauthorised use of consumer information such as export and copy data.

##### B.7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the laws and regulations relating to anti-corruption and bribery irrespective of the area or country where the Group is conducting business such as the Law of the PRC on Anti-money Laundering and Hong Kong's Prevention of Bribery Ordinance. All employees are expected to discharge their duties with integrity and self-discipline, and they are required to abstain from engaging in bribery, extortion, fraud and money laundering activities or any activities which might exploit their positions against the Group's interests and affect their business decision or independent judgment in the course of business operation.

### V. 社會可持續發展 (續)

#### 營運慣例 (續)

##### B.6. 產品責任 (續)

###### 本集團

本集團密切監察其發佈的宣傳材料和產品標籤，以防止出現任何不符合《中國廣告法》等相關法律法規的不當或誇張廣告。宣傳和廣告材料必須通過法律部門的基本測試，所有宣傳和廣告材料內容在出版前必須確認合法，公正及誠信。

本集團嚴格遵守《個人資料(私隱)條例》及中國相關法律法規以確保客戶權益得到嚴格保障。收集的客戶資料僅用於收集時目的，並且告知客戶如何在業務中使用該資料。本集團禁止未經客戶授權向第三方提供客戶資料。所有收集的個人資料均經過保密處理，並被安全保管，並設置獲取權限。員工必須在獲取資料時必須簽署保密協議，明確說明保護內部資料的法律義務。IT 部門限制軟件安裝，並在辦公室和商業網絡之間設置限制，以防止未經授權的使用、導出或者複製客戶資料。

##### B.7. 反貪污

為保持一個公平、道德、高效的商業和工作環境，本集團嚴格遵守運營地區當地有關反貪污和賄賂的法律法規，包括《中國反洗錢法》和香港的《防止賄賂條例》。所有員工須誠信履行職責，要求嚴禁加入賄賂、勒索、詐騙、洗錢等活動，嚴禁任何可能利用其職務對集團的利益造成影響的活動，嚴禁任何影響其商業判斷或業務操作過程獨立決斷的活動。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### OPERATING PRACTICES (continued)

##### B.7. Anti-corruption (continued)

The Group has established internal audit function and engaged external independent auditor to prevent and monitor any fraud or unethical conduct within the Group. Audit department would conduct investigations against any suspicious or illegal behaviour which are related to bribery, extortion, fraud and money-laundering to protect the Group's interests. Employees are responsible to sign the letter on disclosure of interest to declare any potential conflict of interest arising from the discharge of duties. Furthermore, the Group has set up internal whistleblowing policy to enable employees to lodge complaints and report any suspicious activities including any abuse of power, requesting, receiving or accepting any forms of benefits from any persons, companies or organisations having conflict of interest with the Group and misconduct behaviours to the audit department through official documents, letters, faxes, e-mails, telephone and interviews.

With the development of the business, the Group plans to improve the anti-corruption policy, and continuously strengthen the supervision and management system of the Group so as to provide a sustainable development of the Group.

#### COMMUNITY

##### B.8. Community Investment

The Group has been incorporating the social responsibility into its culture concept and recruited people who have the same sense of responsibility to fulfil the community investment through volunteering activities. The Group itself also performs a good example to its staff and encourages the staff to bring the social responsibility into their daily lives.

The Group is dedicated to express great love and care to its internal staff. It provides employee benefits through different approaches at different aspects, peace and joy were permeated in every moment during the working days. The Group paid the endowment insurance, medical insurance, unemployment insurance and industrial injury insurance in accordance with relevant policies and regulations from local government. The Group paid the housing fund to level-three above managers, front-line employees and the new residents in accordance with the local regulations.

### V. 社會可持續發展(續)

#### 營運慣例(續)

##### B.7. 反貪污(續)

本集團已具備內部審計職能，聘請外部獨立審計師，以防範和監督集團內的任何欺詐或不道德行為。審計部門將對與賄賂、敲詐勒索、欺詐和洗錢相關的任何可疑或非法行為進行調查，以保護集團利益。員工有責任簽署《利益相關信息披露承諾書》，說明其履行職責所產生的潛在利益衝突。此外，本集團制定了內部舉報政策，使員工能夠提出投訴，舉報任何可疑行為，包括濫用權力、索取、受賄或接受任何與本集團利益衝突的個人、公司或組織提供的任何形式的好處，以及通過官方文檔，信件，傳真，電子郵件，電話和訪談等方式影響審計部門的不當行為。

隨著業務的發展，本集團計劃完善其反腐政策，不斷加強集團監督管理體系，幫助集團進行可持續發展。

#### 社區

##### B.8. 社區活動投資

本集團將社會責任納入其企業文化，聘請具有同樣責任感的人員通過志願活動實現社區投資。本集團自身也為員工樹立榜樣，鼓勵員工在日常生活之中履行社會責任。

本集團致力於向內部員工表達由衷的愛心和關心，在不同的方面，通過不同的方法為員工提供福利，讓員工在工作時間的每一刻都滲透著和平與快樂。按照當地政府有關政策法規規定，為員工繳納養老保險，醫療保險，失業保險和工傷保險。根據當地法規，本集團向三級以上經理、一線人員和新居民提供住房補貼。

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### V. SOCIAL SUSTAINABILITY (CONTINUED)

#### COMMUNITY (continued)

##### B.8. Community Investment (continued)

To encourage the employees to improve their skills and qualifications, the Group supported appropriate amount of allowance to the qualified employees. It believes that knowledge is power and treasures every talented person. It also provides dormitories and healthy meals to the staff in special difficulties and these staff in need can also borrow appropriate amount of money from the human resource department, the Group endeavours to provide the comfort and homelike work environment to the employees.

To boost physical and emotional health of the people, the Group highly advocates the idea of work life balance by providing abundant and diversified leisure activities in spare time. The Group holds New Year Dinner and new staff networking activities annually, and it offers complimentary mooncakes on Mid-autumn Festival and Chinese Zongzi on Dragon Boat Festival annually. The Group participated in the nation sports game with the employees and encouraged them to stick to a regular exercise habit.

Apart from what the Group has provided to its people, the employees are loving and compassionate about each other. One of the warehouse administrator had experienced a miserable period in 2016, whose child was suffering from a serious illness in need of excessively high operation fee. The employees spontaneously carried out the donation activity. Almost every staff donated money and offered compassion to the child and his mother, the Group's HR as the representative for this activity, had collected all the donations and contributed to this staff for her to pay for child's operation fee.

Above is only one simple example of the Group, actually this kind of donation actions always appear among the internal working environment to help employees who are in need. Besides, the Group also donates to the people from different sectors of the society. It especially pays attention to the education sectors among the poor children in the mountain area. It had established the love fund to support those children living in the remote mountain areas to realise their dream of going to school.

The Group will uphold the spread of virtue from the predecessor, adhere to the excellent tradition and insist on fulfilling the social responsibilities in the long run.

### V. 社會可持續發展(續)

#### 社區(續)

##### B.8. 社區活動投資(續)

為鼓勵員工提升技能和行業資格，本集團向合格員工提供適當的津貼。本集團認為知識就是力量，珍惜集團每個人才。本集團為生活困難的員工提供宿舍和健康膳食，有需要的員工還可以從人力資源部門適當借款，本集團努力為員工提供舒適和溫馨的工作環境。

為了幫助員工的身體和情緒健康，本集團高度宣導工作生活平衡的理念，在業餘時間為員工提供豐富多樣的休閒活動。集團每年舉辦新年晚宴和新員工歡迎活動，每年在中秋節提供免費月餅和在端午節發放粽子。本集團帶領員工參加國家體育賽事，並鼓勵他們培養鍛煉習慣。

除了本集團向員工提供的福利之外，員工之間互相關心愛戴。其中一名倉庫管理人員在2016年經歷了一些悲劇，他的孩子患有嚴重的疾病，手術費用過高。員工自發組織捐贈活動。幾乎每個工作人員都向小孩和母親捐款和表達同情，本集團的人力資源部門作為此次活動的代表，收集了所有捐款，贈送給該工作人員作為他孩子的手術費。

以上只是本集團一個簡單的例子，實際上這種捐贈行為經常出現在內部工作環境中，時刻幫助有需要的員工。此外，本集團亦向社會各界人士捐款，特別關注貧困山區兒童的教育。本集團已建立了愛心基金，用於幫助生活在邊遠山區的兒童實現上學的梦想。

本集團將堅持寄往以來的美德並發揚光大，今後長期堅持發揚優良傳統並履行社會責任。

鑫網易商集團有限公司  
FORTUNET E-COMMERCE GROUP LIMITED