



Shirble Department Store Holdings (China) Limited 歲寶百貨控股（中國）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：312



2016

ENVIRONMENTAL, SOCIAL & GOVERNANCE REPORT

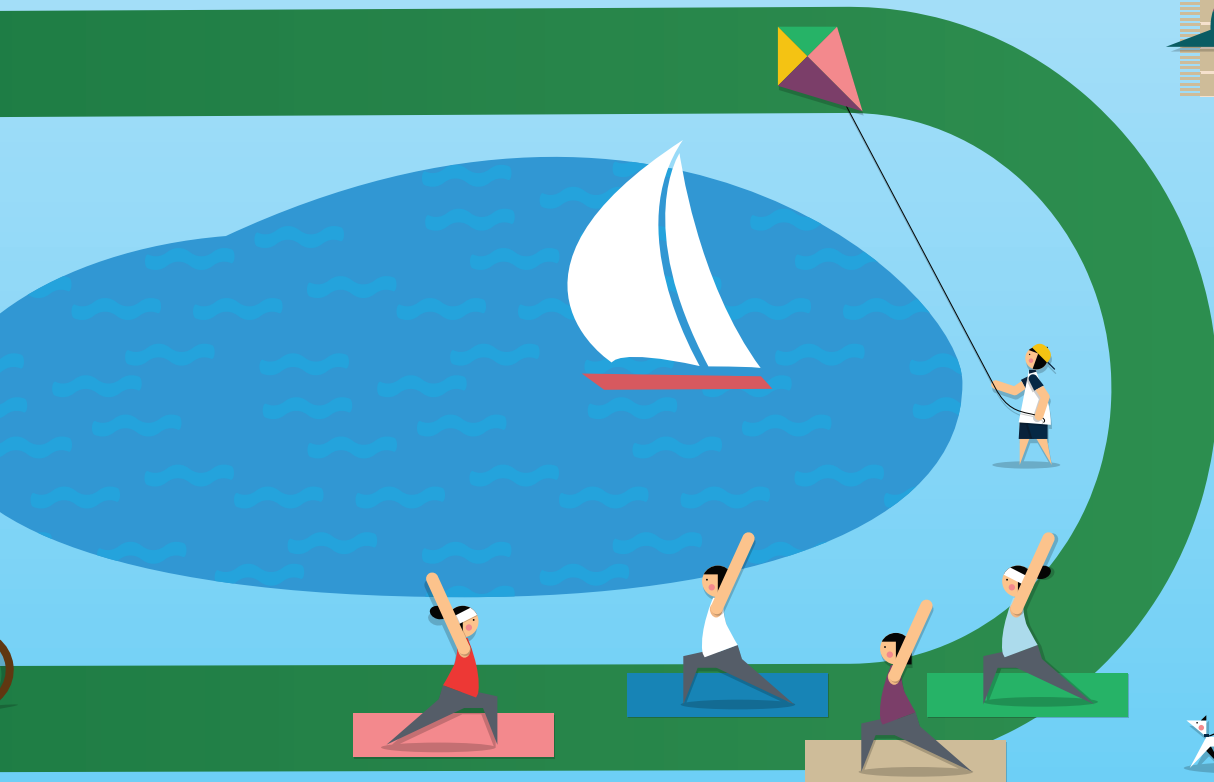
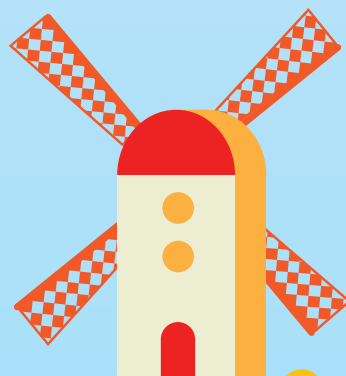
環境、社會及管治報告





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ABOUT US

關於我們

Shirble Department Store Holdings (China) Limited (“Shirble” or the “Group”), is a Shenzhen-based large scale chain enterprise. The Group is principally engaged in the operation of department stores, including supermarket section, electrical appliances section, department store section and ancillary facilities section. Since the first department store opened in 1996, the Group currently has established 20 department stores, covering an operating area of over 300,000 sq.m, with more than 10,000 staffs.

Shirble targets the mid-market segment and offers its customers with quality merchandised good and customer-oriented services, as well as a convenient and comfortable “one-stop” shopping environment. This market position enables the Group to capture the high-growth potential of the retail sector in the PRC, and maintains resilience against fluctuating economic and market conditions.

In view of the ever changing market, Shirble started a new hypermarket model under a new brand “SMART” and introduced the new “trendy life-style concept”. Shirble also stepped up for the upgrade and transformation of traditional department stores by utilizing its existing advantages including extensive retail networks, geographical location and customer base, thereby refining its hybrid business channels and enhancing customers’ shopping experience.

歲寶百貨控股(中國)有限公司(簡稱「歲寶百貨」或「集團」)是一家以深圳為基地的大型連鎖商業企業。集團的主營業務為百貨店經營，包括超級市場分部、電器分部、百貨店分部及配套設施分部。自一九九六年成立第一家門店，集團發展至今有二十家門店，逾萬名員工，營運面積超過三十萬平方米。

歲寶百貨專攻中檔市場，務求向客戶提供優質商品、以客為本的服務，以及方便舒適的「一站式」購物環境。此市場定位使集團能把握中國零售業的高增長潛力，並在經濟及市場狀況波動的情況下保持應變能力。

面對瞬息萬變的市場，歲寶百貨開始採用新品牌「SMART」發展大型綜合超級市場模式，引入新的「生活風格概念」，同時利用現有優勢，包括零售網絡、地理位置及顧客群等，加緊傳統百貨的升級改造，從而完善混合業務模式，不斷提升顧客的購物體驗。



ABOUT US

關於我們

Store Network of the Group

集團分店網絡

Shenzhen 深圳	Jingtian store 景田店	Hongling store 紅嶺店	Shanwei 汕尾	Lufeng store 陸豐店
	Jufu store 聚福店	Longgang store 龍崗店		Haifeng store 海豐店
	Wanxiang store 萬象店	Minzhi store 民治店		Luhe store 陸河店
	Shiyan store 石岩店	Hongbao store 紅寶店		Luhe Chain store 陸河連鎖店
	Huahaoyuan store 花好園店	Longzhu store 龍珠店		
	Shajing store 沙井店	Dapeng store 大鵬店		
	Zhuoyue Smart store 卓越Smart精品超市	Shixia Smart store 石廈Smart精品超市		
Meizhou 梅州	Xingning store 興寧店		Changsha 長沙	Kaifu store 開福店

Shirble
Department Store
Holdings
(China) Limited
歲寶百貨控股
(中國)有限公司

Vision

A caring partner of the customer;
an ideal home for the staff

Mission

Happy staff ∞ Satisfied customer

願景

顧客的貼心伙伴；員工的理想家園

使命

快樂的員工 ∞ 滿意的顧客



MESSAGE FROM THE MANAGEMENT

管理層的話

In 2016, China's retail industry underwent the most significant transition. As a private department store enterprise, we adhere to our principal of customer-oriented so as to attract customers with high quality goods and services, and satisfy the individual needs of customers through innovation and change. We believe that strengthening our capability and being well-prepared is the only way of achieving key success and generating fruitful return.

In response to the concerns of stakeholders and their desire to improve the transparency of disclosure in respect of the performance of corporate sustainability, we are pleased to announce the first Environmental, Social and Governance Report of Shirble. This report not only represents the Group's new milestone in terms of environment, social and governance, but also indicates our commitment to explore the Group's new impetus for sustainability through a wide range of business reviews.

Staffs are our valuable assets. We attach great emphasis to the development and growth of our staffs. We have developed a systematic training system for our staffs and formulated training development objectives to provide a variety of well-targeted trainings depending on the actual needs of different departments and functions. The Group believes that nurturing and retaining talents is the core of ensuring the business development and strengthening business competitiveness.

As a responsible enterprise, we acknowledge that proper management of the supply chain is the key to maintaining brand reputation, ensuring business sustainability and managing operating costs. Apart from considering factors such as product and service quality and price competitiveness of business partners, the Group will extend its requirements for environmental protection and social responsibility and will focus on the supply chain so as to encourage the Group's business partners to pay more attention to their performance on sustainability.

二零一六年，中國零售業處於轉型的浪尖。作為民營背景的百貨企業，我們堅持以顧客為中心，以優質的商品和服務吸引顧客，透過創新求變滿足顧客個性化的需求。我們相信唯有固本培元，才能厚積薄發。

為了回應持份者的關注，亦是希望提高企業可持續發展績效披露的透明度，我們欣然發佈歲寶百貨第一份《環境、社會及管治報告》。這份報告不僅象徵了集團在環境、社會及管治方面的嶄新里程碑，而且通過多方面的業務回顧，我們致力探索集團可持續發展的新動力。

員工是我們的寶貴資產，我們十分重視員工的發展及成長。我們為員工規劃了系統化的培訓體系，並會制訂培訓發展目標，因應不同部門和職能的實際需要，有針對性地提供各種類型的培訓。集團深信培育與留任優秀人才是確保企業得以發展以及強化企業競爭力的核心。

作為負責任的企業，我們深知供應鏈的妥善管理正是我們維護品牌聲譽，確保業務可持續性和管理營運成本的關鍵。除了考慮業務夥伴的產品和服務質量以及價格競爭力等因素之外，集團將考慮延伸環境保護和社會責任的要求，並將重點放在供應鏈中，推動集團的業務合作夥伴更多地關注可持續發展績效。

MESSAGE FROM THE MANAGEMENT

管理層的話

We are committed to balance the interests of our shareholders and the needs of the communities and contribute to the sustainability of the communities by building healthy and socially active communities. We also encourage employees to actively participate in charity activities to serve the community and bring more positive influence for the community.

While improving the efficiency of the Group's operations, we are committed to reduce the environmental impacts of our operations. We are not only concerned with the implementation of environmental protection measures in the operation process, but also to promote the awareness of environmental protection to the community. We understand that customers' increasing demands for healthy and environmental friendly products, and we will actively explore how environmental elements can be better integrated with the products and services we offer.

Sustainability is a long term process of continuous improvement for the enterprise. Shirble will adhere to the Group's core values, and is committed to develop the sustainable business channels and continuously enhance the Group's position in the industry.

Shirble Department Store Holdings (China) Limited
Chairman
YANG Xiangbo

我們致力平衡股東利益和營運所在社區的需要，透過協助建立健康和充滿互動的社區，為社區的可持續發展做出貢獻。我們也鼓勵員工積極相應和參與社區公益活動，為社區服務，為社會帶來更多正面影響力。

我們在提高集團營運效率的同時，致力減低業務運作對環境的影響。我們不僅關注營運過程中環保措施的執行，而且致力向社會推廣環保訊息。我們瞭解到顧客對健康及環保產品的需求日益增加，將會積極研究如何將環保元素與我們所提供的產品及服務更好地融合。

可持續發展對於企業而言是長期持續改進的過程。歲寶百貨會堅守集團的核心價值觀，致力打造可持續發展的業務模式，不斷提升集團在行業中的地位。

歲寶百貨控股(中國)有限公司
董事長
楊祥波



ABOUT THIS REPORT

關於本報告

This report is the first Environmental, Social and Governance Report (“ESG Report”) issued by Shirble to disclose, in a transparent and public manner, the Group’s actions and performance on sustainability, to enhance stakeholders’ confidence in and understandings of the Group.

Reporting Year

All information contained herein reflects the performance of Shirble in respect of environmental management and social responsibility from 1 January 2016 to 31 December 2016. Subsequently, the Group will publish an ESG Report on a regular basis each year, which can be accessed by the public at any time, to continuously enhance the transparency and commitment.

Reporting Scope

The report focuses on the operation¹ of Jingtian Store and Jufu Store, the main stores of Shirble in Shenzhen. The scope of disclosure will be expanded to an extent that cover all of our operations after the Group’s data collection system becomes more mature and our ESG practices further develop. This report does not include the disclosure of environmental key performance indicators. The Group will conduct carbon assessment next year to further optimise and standardize the reporting metrics.

本報告為歲寶百貨發佈的首份《環境、社會及管治報告》，以透明、公開的方式披露集團在可持續發展議題上的行動和績效，以增加持份者對集團的信心和了解。

報告年度

報告中的所有資料均反映歲寶百貨於二零一六年一月一日至二零一六年十二月三十一日在環境管理和社會責任方面的績效。往後，集團將每年定期發佈《環境、社會及管治報告》，以供各界隨時查閱，持續提升透明度和責任。

報告範圍

報告聚焦於歲寶百貨位於深圳之主要百貨店景田店及聚福店的營運¹。待集團在資料收集系統更趨成熟，以及環境、社會及管治的工作深化之後，集團將擴大披露的範圍，直至全面覆蓋集團的所有營運。本報告並不包括環境關鍵績效指標的披露。集團將於明年進行碳評估，進一步將匯報的指標細化和標準化。

¹ Shenzhen Shirble Department Store Company Limited* (深圳歲寶百貨有限公司) and Shenzhen Shirble Chain Store Limited Liability Company, the wholly-owned subsidiaries of the Group, are mainly responsible for the operation of the Group.

¹ 集團主要由其全資擁有的子公司深圳歲寶百貨有限公司和深圳歲寶連鎖商業發展有限公司負責其營運。

ABOUT THIS REPORT

關於本報告

Reporting Standards

This report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the "Guide") issued by The Stock Exchange of Hong Kong Limited (the "Stock Exchange"). It summarizes the performance of Shirble on ESG aspects in a simplified manner. The information contained herein is sourced from official documents and statistics of the Group, as well as the combined information about control, management and operations provided by its subsidiaries in accordance with the Group's relevant policies. A complete content index is appended in the last chapter hereof for quick reference. This report is prepared in both Chinese and English and is available on the Group's website www.shirble.net. In the event of inconsistency, the Chinese version shall prevail.

報告準則

本報告是依循香港聯合交易所有限公司(簡稱「聯交所」)頒布的《環境、社會及管治報告指引》(簡稱「指引」)而編製。報告以精簡的形式概述歲寶百貨的環境、社會及管治表現。報告中的資料來自集團的官方文件和統計數據，以及根據集團相關制度由旗下公司提供的監測、管理和營運資料整合匯總。報告的最後一章有完整的內容索引，以便讀者快速查詢。本報告以中、英文兩種文字編製，亦已上載至集團網站www.shirble.net。如中、英文兩個版本有任何抵觸或不相符之處，應以中文版本為準。

Feedbacks 意見反饋

Our continuous improvements rely on your valuable opinions on the content and forms of this report.

If you are in doubt or have any recommendations, you are welcome to email us at ir@shirble.net so that the Group is able to constantly enhance its ESG performance.

我們的持續進步有賴閣下對本報告的內容及形式發表寶貴意見。

如閣下有任何疑問或建議，歡迎將意見經電郵發送至ir@shirble.net，幫助我們持續提升環境、社會及管治的績效。



COMMUNICATION WITH THE STAKEHOLDERS

持份者溝通

The Stock Exchange proposed four reporting principles in the Guide, including Materiality, Quantitative, Balance and Consistency, as the preparation basis of the ESG report. As stated by the Stock Exchange, stakeholder engagement is a method to assess materiality. By communicating with the stakeholders, corporations are able to understand wide ranging opinions, and identify crucial environmental and social issues.

For Shirble, stakeholders represent groups and individuals who have significant impact on the Group's business, or those who are affected by the Group's business. The Group's stakeholders include not only internal staff, management, directors, but also external customers, business partners, investors, regulators and various community groups. During last year, the Group communicated with the substantial stakeholders in different ways. In preparation of this report, the Group engaged a professional consultant to conduct a materiality analysis through management interviews, and incorporated the advices of the professional consultant to clarify important reporting issues and to determine the direction of the Group's sustainability.

聯交所《指引》中提出了匯報的四項原則，包括：重要性、量化、平衡及一致性，作為編製《環境、社會及管治報告》的基礎。誠如聯交所所言，持份者參與是用以評估重要性的方法。透過與持份者的溝通，企業能夠了解廣泛的意見，識別重要的環境和社會事宜。

對於歲寶百貨而言，持份者指的是對集團的業務有重大影響，或受集團業務影響的群體和個人。集團的持份者不僅包括內部的員工、管理層、董事，還包括外部的客戶、業務夥伴、投資者、監管機構及各類型的社區團體等。在過去的一年，集團透過不同方式與關鍵持份者溝通。是次報告的籌備過程中，集團特意委託專業顧問公司以管理層訪談的形式進行實質性分析，並結合專家顧問的意見釐清匯報的重要議題，以此作為集團可持續發展路向的制定。



COMMUNICATION WITH THE STAKEHOLDERS

持份者溝通

Ways of communications with the stakeholders during the reporting period

報告期內的持份者溝通方式

Internal stakeholders 內部持份者

The Directors of the Company 公司董事
Management 管理層
Executive officers 行政人員
General staff 一般員工

External stakeholders 外部持份者

Investors 投資者
Customers 客戶
Suppliers 供應商
Contractors 承判商
Government/Regulatory Authorities 政府／監管部門
Banks 銀行
Partners 合作夥伴
Media 媒體

Ways of communications 溝通方式

Meetings, telephones, interviews, emails, training seminars, workshops, suggestion collection box, hotlines, publications, visits and exchanges, store site visits, spot tests, company activities, general meetings, investors, conferences, suppliers conferences, media conferences, press releases, road shows, annual reports and notices

會議、電話、訪談、電郵、培訓講座、工作坊、意見箱、熱線、刊物、拜訪交流、門店參觀、抽查、公司活動、股東大會、投資者大會、供應商大會、媒體大會、新聞稿、路演、年報、通告



The business of Shirble has impacts on various stakeholders, while stakeholders also have different expectations towards the Group. Looking ahead, for a comprehensive materiality analysis, the Group will continuously strengthen communication with its stakeholders, and extensively collect their opinions in numerous ways. In the meantime, the Group will also enhance its principles of quantitative, balance and consistent reporting, so as to define the contents of the report and the presentation of the information in a way which is to the satisfaction of the stakeholders.

歲寶百貨的業務影響著不同持份者，而持份者對集團也有著不同期望。未來，集團將持續並擴大持份者的溝通，透過不同形式更廣泛地收集持份者的意見，令實質性分析更完備。同時，集團也會提升量化、平衡及一致性的匯報原則，以更符合持份者期望的方式，界定報告的內容及資訊的呈現。

OUR STAFF AND THE GROUP

我們與員工

Training and development

Shirble considers its staff as the most important asset, which underpins the growth of the corporation. The Group believes that cultivation and retention of talents is the core factor in developing the corporation and strengthening the Group's competitiveness. It established the Shirble University earlier in 2012, and launched a systematic training structure. The Group responds accordingly to the actual needs of different departments and functions, and provides various well-targeted training programs, including special training, on-the-job instructing and external training, etc., so that the staff can continuously improve their work skills and professional abilities. Each year, the Group sets training and development objectives on a corporate and departmental level, in order to fulfill the needs of corporate strategies and staff's individual growth. This year, the Group explores collaboration opportunities with different training organizations, and adopts methods that integrate online programs with offline training to provide flexible learning options to its staff.

培訓與發展

員工是歲寶百貨最重視的資產，是企業成長的基石。集團深信培育與留任優秀人才是確保企業得以發展以及強化企業競爭力的核心。集團早於二零一二年已成立歲寶大學，推出系統化的培訓體系。集團因應不同部門和職能的實際需要，有針對性地提供不同類型的培訓。培訓方式包括專項培訓、在崗輔導、外部培訓等，令員工在工作技能和專業能力方面均得到持續提升。集團每年均在集團和部門層面制定培訓發展目標，以滿足企業戰略及員工個人發展的需要。今年，集團更探索與不同培訓機構合作，採取線上課程與線下培訓相結合的方式，為員工提供靈活的進修選擇。

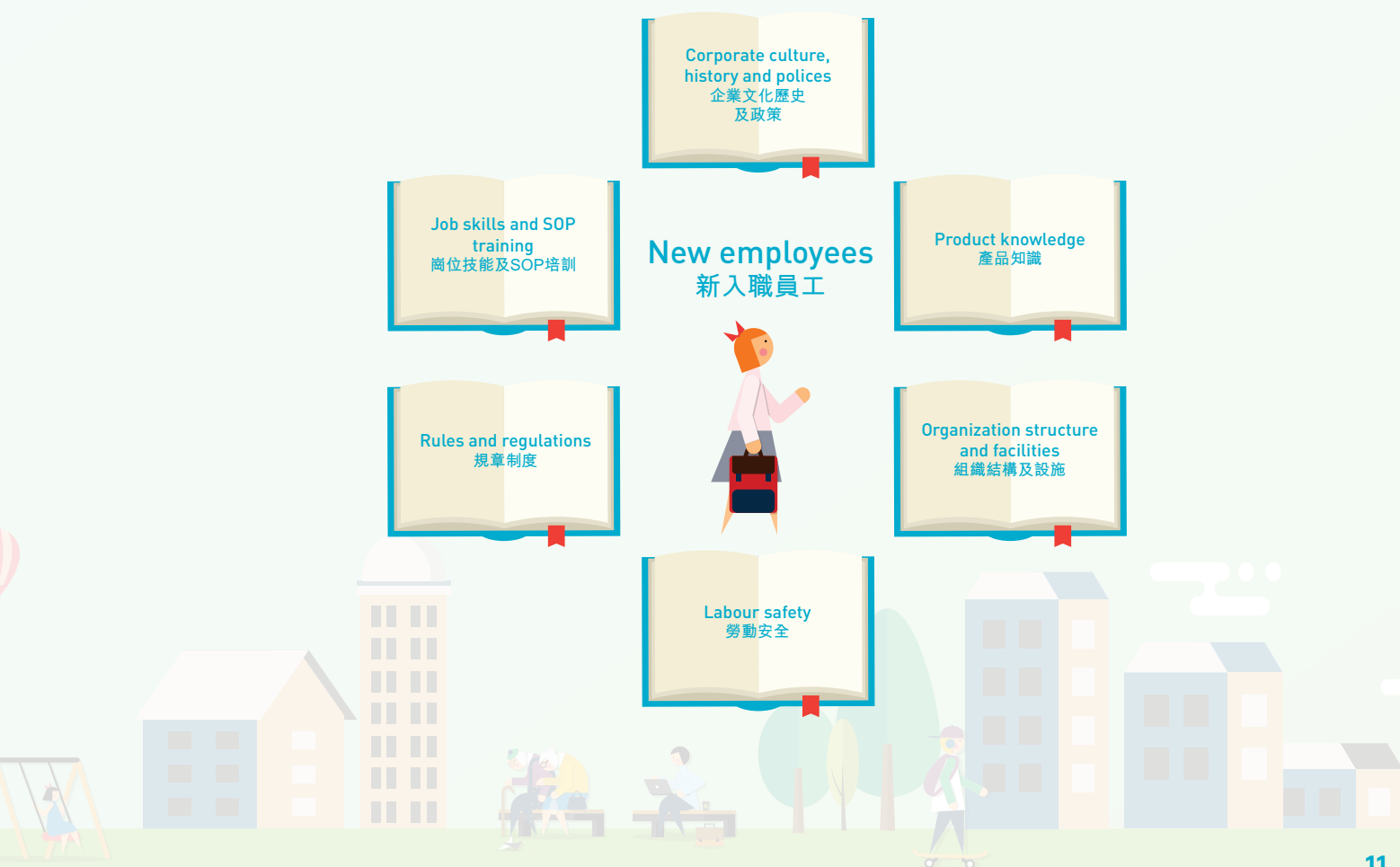


OUR STAFF AND THE GROUP

我們與員工

From new employees to senior officers, Shirble designs trainings with different keynotes for employees of different levels. Our HR department and departments where new employees work will commence induction training respectively, to assist our new employees in getting familiar with the Group's rules and regulations, corporate culture, facilities and environment as well as standard operating procedures ("SOP"), thereby helping them to understand their job responsibilities and get the hang of the required skills. The training programs provided by the Group for its managerial staff comprise professional training, and contents regarding to leadership and innovation. During the year under review, the training hours of our staff reached 5,705 hours, of which the training hours per capital of male staff were 18.9 hours, and 16.8 hours for female staff.

從新入職員工到高級管理人員，歲寶百貨設立了員工不同階段的培訓重點。人力資源部及新員工所屬部門會分別開展員工入職培訓，使新員工儘快熟悉集團的規章制度、企業文化、設施環境以及客戶服務標準(簡稱「SOP」)，從而幫助其儘快瞭解工作職責及掌握所需技能。集團對於管理人員的培訓則涵蓋了專業培訓、領導力及創新方面的內容。回顧年內，員工培訓時數達5,705小時，其中男性員工人均培訓時數為18.9小時，而女性員工為16.8小時。









OUR STAFF AND THE GROUP

我們與員工

Statistics regarding training by genders and position level of staff

按性別及員工類別劃分的培訓指標統計

	Management 管理層		Managerial staff 經理人員		General staff 一般員工		Total 匯總
							
Number of staff 員工人數	2	7	22	25	177	91	342
Number of staff under training ² 受培訓員工人數 ²	2	9	21	27	220	118	397
Training hours 培訓時數	41	279	486	742	2,852	1,307	5,705
Average training hours 平均培訓時數	20.3	39.9	22.1	29.6	16.1	14.4	17.6

Shirble encourages its staff of different departments and stores to participate in joyful and diverse group activities and organizes in a regular basis a wide variety of activities, such as birthday parties for staff of each department and store, employees' social clubs, etc., so as to foster communication between each staff. Since 2014, the Group started to organize an internal cultural activity – "Shirble Forum", to invite some older staff members to share their personal work and life experiences through interviews, in order to promote staff cohesion, and inherit the corporate culture of the group. The Group has adopted and launched a series of policies and systems, to establish an effective and unimpeded communication channel that enables our staff to work more efficiently, as well as maintain effective communication with the Group. Meanwhile, the Group is committed to create an open, transparent and fair corporate culture.

歲寶百貨鼓勵各部門及門店員工開展豐富多彩的多元化的集體活動，並定期舉辦如：各部門及門店組織員工生日會、員工俱樂部等活動，促進員工之間的交流。集團自二零一四年其開始舉辦一項內部文化活動—《歲寶大講堂》，通過訪談的形式邀請歲寶老員工分享個人的工作及生活經歷，以加強員工凝聚力並傳承集團的企業文化。公司集團採取推出一系列的政策和機制以建立有效而通暢的內部溝通渠道，使員工能夠工作得更有效率與集團保持有效溝通，同時創造致力建立公開、透明、平等的企業文化。

² The number of staff under training of certain position levels might exceed the number of staff due to staff turnover.

² 由於員工流轉，所以報告年度類出現了部分員工類別受培訓員工人數超過員工人數的情況。

OUR STAFF AND THE GROUP 我們與員工



Employment

Shirble treats all of its employees fairly in respect of recruitment and promotion, regardless of race, gender, age, disability, marital status, sexual orientation or religion. The Group believes that each employee deserves respect, and is intolerant to any form of discrimination.

僱傭






歲寶百貨在招聘和晉升方面均平等對待所有員工，不因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等而有異。集團相信每位員工均應受到尊重，絕不容忍任何形式的歧視行為。

OUR STAFF AND THE GROUP

我們與員工

The number of staff by genders and age groups

按性別及年齡組別劃分的員工人數相關統計

		Below 30 30歲以下	30-50 30-50歲	Above 50 超過50歲	Total 匯總	The proportion of male to female 男女員工人數 比例
The number of staff 員工人數		46	157	–	203	1:0.60
		44	66	11	121	
The number of new staff 新員工人數		41	23	–	64	1:1.03
		60	6	–	66	
The number of departing staff 流失員工人數		30	36	1	67	1:0.99
		57	9	–	66	
Staff turnover rate 員工流失率		65.2%	22.9%	–	33.0%	–
		129.6%	13.6%	9.1%	54.6%	

Shirble recruits its employees primarily based on its selection criteria, including the adaptability of job applicants to their relevant positions, personal behavior and their knowledge and experience in the job. The Group has relevant internal promotion policies and established a personnel review application approval process to stipulate factors regarding staff promotion, including job requirements, employee's career development intention, ability and training progress of corresponding grades of employees. In order to meet the manpower need in the course of business, the Group also established a policy to rehire departed employees to support former employees who were capable to take up their duties to return to the Group.

歲寶百貨招聘員工時主要基於應聘者對相關職位的適應性，個人品行以及其對該項工作的知識和經驗作為甄選標準。集團有相應的內部晉升政策，並且制定了人事調整申請審批流程以明確員工晉升的各項因素，包括：崗位需求、員工職業發展意向、能力及對應級別的培訓課程進修情況等。為了配合營運的人力需求，集團亦制定了重新僱用離職員工政策，以支持勝任崗位要求的前員工重返集團。

OUR STAFF AND THE GROUP

我們與員工







The remuneration and benefit packages offered by Shirble are in compliance with the requirements of the national laws and regulations, which shall not be lower than the statutory minimum wage. The Group attracts, motivates and retains talents by offering fair and market competitive remuneration and benefit packages. The remuneration regime is in accordance with job responsibilities, with reference to educational background and work experience, ability, potential and performance of employees. The Group will conduct performance appraisals, which act as a basis for rewarding and promotion, in respect of each employee on a regular basis. In 2016, the Group conducted performance appraisals on nearly 90% of its employees, which focused on the assessment of their past performance. Supervisors and employees jointly determined their work objectives and development plans for the coming year, to boost the employees' performance and develop their potentials. During the reporting year, no breach of employment and labor practices was identified by the Group.

歲寶百貨所提供的薪酬及福利皆符合國家的法律及法規要求，絕不低於法定最低工資。集團以公平和具市場競爭力的薪酬和福利吸引人才、激勵人才和保留人才。薪酬的制度主要依據崗位職責，參照員工的教育背景和工作經驗、能力、潛力及表現。集團定期對每位員工進行績效評核，作為獎勵及晉升之依據。集團於二零一六年對近90%的員工進行了績效評核。評核重點包含對過去工作表現的評估，並由主管與員工共同訂定來年的工作目標及發展計劃，促進員工的工作表現和潛能發展。在本報告期內，集團並無發現與僱傭及勞工常規相關的違規個案。



OUR STAFF AND THE GROUP
我們與員工

The number of staff who have undergone performance appraisals by genders and position level of staff 按性別及員工類別劃分的績效評核人數統計

	Management 管理層		Managerial staff 經理人員		General staff 一般員工		Total 匯總
							
The number of employees 員工人數	2	7	22	25	177	91	324
The number of employees who have undergone performance appraisals 接受績效評核的員工人數	2	7	15	21	164	79	288
The proportion of employees who have undergone performance appraisals 接受績效評核的員工比例	100%	100%	68.2%	84.0%	92.7%	86.8%	88.9%

OUR STAFF AND THE GROUP

我們與員工

Among the staff serving Shirble currently, 40% of them have been working here for more than 5 years, while 12% has working experience of 15 years or more. The Group devotes to becoming an ideal family for the staff and understands that only joyful teams of staff can embrace the business opportunities lying ahead together with the Company.

Health and Safety

Regardless of state laws or international standards, regulatory bodies have all in place the basic requirements in relation to health and safety in workplaces. However, the regulation effectiveness depends to a large extent on the establishment and execution of the internal systems of each corporation. For the sake of building up a working environment that offers a sense of safety to the staff, Shirble treats occupational health and safety as one of the most important aspects in corporate risk management. Not only does the Group strictly comply with relevant laws and regulations, it also actively sets up internal policies and standards relating to specific business departments, including the fire prevention management standard and the Laboratory Administrative Rules and Regulations, etc. The Group has prepared the Safety Manual of Shirble with vivid images and detailed captions for the employees, in order to provide an understandable reference of work safety for the staff through Q&A and case studies.

Shirble has established a fire safety committee and some fire safety teams stationed at stores. The Group will carry out large scale specific trainings quarterly and before major festivals, and provide basic safety training for new employees. Meanwhile, each store will organise their own minor drills in respect of their needs from time to time, including emergency evacuation and practical operation of fire extinguishers, etc., in order to raise the safety awareness and the capability of emergency response of the staff. During the reporting period, the Group has not occurred any fatal accident nor discovered any non-compliance in relation to health and safety.

現時服務於歲寶百貨的員工中，工作5年以上的佔40%、10年以上的佔25%、15年以上佔12%。集團致力於成為員工理想的家園，也深知只有快樂的員工組成的員工隊伍才能與企業共同迎接未來的商機。

健康與安全

無論國家法律還是國際標準的層面，監管機構均對工作場所的健康和安全制定了最基本的要求。然而，監管的有效性很大程度依賴每家機構內部體系的建立和執行。為了營造讓員工安心的工作環境，歲寶百貨集團把職業健康與安全視為企業風險管理最重要的環節之一。集團不僅嚴格執行相關法律法規，而且積極制訂與特定業務部門相關的內部政策和規範，包括消防工作管理規範及《實驗室管理規章制度》等。集團亦為所有員工準備製作了圖文並茂的《歲寶百貨安全手冊》，以問答及案例分析的形式，深入淺出為員工提供安全工作的參考。

歲寶百貨設有安全消防委員會，也於門店建立了安全消防小組。集團會不時均進行消防演習，包括緊急疏散、滅火器實操等環節，以提升員工的安全意識及應變處理能力。在本報告期內，集團並未發生任何致死事故，亦未發現與健康與安全相關的違規個案。



OUR STAFF AND THE GROUP

我們與員工

Labour Standards

Shirble fully understands that child labour and forced labour is a violation of basic human rights and international labour conventions, and poses threats to the sustainable development of the society and economy. As such, the Group is strictly in compliance with the relevant laws and regulations. Child labour is prohibited within the Group. We will verify the actual ages of applicants during the recruitment process, including checking the identity certificates on their first working day and make proper record in this regards. The Group only performs the requirements as set out under the standard labour contracts without causing any constrain on the employment relationships between the staff and the company by any unfair means, such as seizing their deposits or identity certificates. The staff has the right to deliberately terminate their labour contracts in compliance with laws and regulations. During the reporting period, the Group is not aware of any child or forced labour case.

勞工準則

歲寶百貨充份認識到童工和強制勞工違反基本人權、國際勞工公約，並對可持續的社會和經濟發展構成威脅。因此，集團嚴格遵守相關的法律及法規。集團禁止使用童工，在招聘過程中會進行實際年齡的審查工作，包括入職當日查驗身份證明文件原件及作出詳細紀錄。集團只會執行標準勞動合同的要求，不會利用任何方式不公平地限制員工與企業的僱傭關係，例如：扣留存款或身分證明文件。在符合法律法規的情況下，員工擁有自由解除勞動契約的權利。在本報告期內，集團並無發現童工或強制勞工的個案。



OUR PARTNERS AND THE GROUP

我們與夥伴

Supply Chain Management

Shirble places strong emphasis on the cooperation with suppliers and contractors and treats them as the indispensable business partners. It expects to establish a stable supply chain through the partnerships. To achieve this, the Group has established a supplier engagement procedure and performance assessment program covering tender invitation, evaluation and grant.

Shirble would conduct site visits and interviews with its major suppliers before entering alliances with them, to ensure the operation of the suppliers comply with the Group's requirements. Priority will be given to the suppliers who share the same vision, operating practice and ethical principal with the Group. As to those suppliers who are eligible and have established partnerships, the Group will conduct on-going monitoring on the operation of the suppliers to avoid any case of in-compliance. For the potential risks that may arise from the supply chain, the Group has adopted risk control measures. For example, the Group is partnering with more than one logistics suppliers to enjoy the flexibility of arranging delivery services by other suppliers, if necessary, and ensure that the Group's delivery capability will not be affected.

In the long term, Shirble is willing to work closely with all business partners and effectively communicate its standards of corporate sustainability. The Group will also promote exchange and sharing of experience among business partners and encourage them to strive for better environmental and social performances.

Product responsibility

Under the prevailing competitive market environment, there are increasingly higher demand for better products and services from the customers. Shirble has strong commitment to provide high-quality products and good services to all customers and, abiding by the highest code of conducts, to ensure the products sold to customers meets their needs and safety, aiming at becoming "a caring partner of customers".

供應鏈管理

歲寶百貨非常重視與供應商和承包商的合作，並視其為重要的業務夥伴，希望透過彼此合作，建立長期穩定的供應鏈。在此目標下，集團制定了涵蓋招標、評標及授標等過程的供應商聘用程序以及績效考核方案。

在確定合作關係前，歲寶百貨會與供應商進行實地考察及面試，確保供應商的營運符合集團要求。集團亦會優先選擇與志向相同、經營手法盡責及符合道德的供應商合作。對於符合資格並建立合作關係的供應商，集團會持續監察，避免供應商的營運出現違規情況。對於供應鏈可能產生的風險，集團採取風險控制措施，例如對於物流供應商，集團會有不少於一家的合作供應商，有需要時可靈活安排其他供應商安排配送服務，確保不影響集團的發貨能力。

長遠而言，歲寶百貨願意與所有業務夥伴都緊密配合和有效溝通可持續發展的準則。集團亦將鼓勵業務夥伴之間進行經驗交流，帶動更多業務夥伴提升環境與社會績效。

產品責任

在當今競爭激烈的市場環境下，顧客對產品和服務的要求不斷提高。歲寶百貨承諾竭誠為所有客戶提供優質的產品及良好的服務，恪守最高的操守標準，致力確保售予客戶的產品一律符合客戶的需要及產品安全，致力於成為「顧客的貼心夥伴」。

OUR PARTNERS AND THE GROUP

我們與夥伴

Shirble truly acknowledges that establishing a quality control system with high efficiency is an inseparable element in corporate competitiveness. The “Commodities Introduction and Acceptance Standard of Shirble” formulated by the Group has been used as the basis of compliance management when the Group introduces different commodities. The Group sets up laboratories of agricultural products in different stores for immediate examination of the sample of the agricultural products, so as to ensure the quality and safety of the products on sale. The quality control department is responsible for execution and monitoring, including to ensure that the products on sale in stores have not expired. The Group also establishes an alarm system which enables timely coordination among departments for problem solving purpose when product issues arises.

歲寶百貨深知建立高效率的質量管理體系已成為企業競爭力中不可缺少的元素。集團制定了《歲寶百貨商品引進和驗收標準》，並以此作為集團引進不同商品時合規管理的依據。集團在不同門店均設有農產品實驗室，用於快速檢測抽樣農產品，確保上架產品的質量安全。質量管理部門負責執行及監督，包括確保門店在售產品沒有超過有效日期。集團亦設立了預警流程，以便集團各部門能及時協作應對一旦出現的產品問題。

Alarm System

預警流程

Quality Inspection Department 質量管理部

Quality Inspection Department
Consumption warnings by
AQSIQ

質檢局消費警示

Notifications to Municipal
Supervision Bureau
市監局通報

Announcements
of Consumers Association
消費者協會通告

Announcements of
Industry Association
行業協會通告

Media and Public Relations Department 媒體公關部

Media News Reporting
媒體新聞報道

Purchasing Department 採購部

Notifications to Product
Suppliers regarding off-shelves
and recall of products
供所屬供應商的商品
下架及召回通知

OUR PARTNERS AND THE GROUP

我們與夥伴

Shirble regards the smooth channels for communication with customers as essential to understand and manage customer expectations. The Group has established a satisfaction survey mechanism, which includes satisfaction surveys on an irregular basis and monthly mystery shopping activities, as a basis for understanding market changes and improving business operations. The Group has reasonable channels for customers to submit complaints and comments on the service or product quality. The Group will respond promptly and fairly to customers after investigation and record the results thereof, followed by regular checks for the satisfaction of the customers with the measures responding to the complaints and making promises for improvement.

For the protection of customer privacy, Shirble attaches great importance to maintain good corporate governance and establish long-term and trusting relationships with customers. The Group complies with all laws regarding privacy and data protection and provides the employees with guidance to protect customer data in the Group. During the reporting period, no case of non-compliance in relation to product liability was found.

As an enterprise responsible for the environment and society, Shirble clearly understands its obligation to bring positive impacts to the environment and society in various processes from product procurement to being used by customers. In future business processes of the Group, sustainability will be included as one of our factors among the product procurement consideration.

與客戶建立順暢的溝通渠道是歲寶百貨了解和管理客戶期望的關鍵。集團建立了滿意度調查機制，形式包含不定期的滿意度問卷調查和每月的神秘訪客調查，以此作為了解市場變化的窗口以及改善營運的依據。集團設有合理的投訴渠道，讓顧客提交關於服務或商品質量的投訴事項及意見。集團進行調查後會迅速及公平地回應顧客，記錄調查處理結果；並且會定期對顧客進行回訪，向顧客瞭解處理措施的滿意程度，並且承諾改進。

保障客戶資料的私隱，是歲寶百貨維持良好的企業管治，以及與客戶建立長遠互信關係的關鍵。集團遵守所有保障資料私隱的法例，指導員工保護集團的客戶資料。在本報告期內，集團並無發現與產品責任相關的違規個案。

作為一家對環境和社會承擔責任的企業，歲寶百貨清楚瞭解由產品採購到供顧客使用的過程中，不同環節都應為環境及社會帶來正面影響。集團於未來業務流程中，會將可持續發展列入為產品採購的其中一項考慮元素。



OUR PARTNERS AND THE GROUP

我們與夥伴

Anti-Corruption

Shirble believes that operation with integrity is not only the basis of corporate social responsibility, but also a competitive edge and the foundation for the ongoing operation of the enterprise. The Group systematically incorporates the anti-corruption management principles into business operations and works hand-in-hand with suppliers and employees to maintain clean operation of the Group.

Shirble cherishes the fair and impartial business relationships with suppliers and fights against any extortion, bribery, fraud and other improper trading behavior. The Group has established an “anti-commercial bribery agreement” to regulate behavior of the Group and its suppliers, so as to ensure that both parties have a clear understanding of their respective rights and obligations at the signing of contracts to maintain an honest and sincere cooperation. For new employees reporting duty, the Group also clearly points out the consequences of accepting advantages under the Employee Handbook, including the prevention of making any personal gain through issuing invoice without permission.

Shirble has established an internal loss prevention department and investigation commission in its head office specially for the investigation of any commercial bribery, commercial fraud, fraudulent practices and other violations of the Group's policies, thereby maintaining the culture of integrity of the Company and protecting the legitimate interest of employees, suppliers and the Group. The Group has set up a complaint hotline, informants can contact the loss prevention department and internal audit department of the head office in such manners as telephone, fax, e-mail, WeChat and mail. The president office is currently the main party whom informants can contact via the complaint hotline and is directly responsible for taking the calls of the investigation commission of the internal audit department, so as to maintain confidentiality of informant's data.

防止貪污

歲寶百貨深信誠信經營是企業社會責任的基礎，也是企業競爭優勢和持續經營的根本。集團把反貪污的管理原則系統化地融入企業營運，並與供應商及公司員工攜手維護集團廉潔的營運。

歲寶百貨珍視與供應商公平公正的商業合作關係，反對任何索賄、行賄、舞弊及其它不正當交易行為。集團訂立《反商業賄賂約定》，規範集團和供應商的行為，確保雙方在簽訂合同時都明確各自的權利以及維護誠信合作的義務。當新員工入職時，集團亦透過《員工守冊》明確指出員工收受利益所需承擔的後果，包括防止私開發票以謀取私利。

歲寶百貨在內部設立了總部防損部和總部調查組，專職調查商業受賄、商業欺詐、弄虛作假及其他違反集團政策的行為，從而維護公司的誠信文化，以及保障員工、供應商和集團的正當利益。集團設立了投訴專線，舉報人可通過電話、傳真、郵件、微信及書面信件等方式聯繫總部防損部及總部內審部。總裁辦現為投訴專線的首要聯絡方，直接負責接聽隸屬內審部之調查組的電話，保護舉報人的信息機密。

OUR PARTNERS AND THE GROUP

我們與夥伴

Shirble also continues to strengthen education and publicity, including the preparation of billboards with a theme of integrity for distribution to and displaying in store counters and staff access channels, to ensure that employees are clearly aware of the Group's policy regarding acceptance of gifts and advantages. The Group also included details of irregularities found on the internal publication "Shirble Family" 《歲寶家園》 for warning purpose.

The anti-corruption measures of the Group are effectively implemented. During the reporting period, the Group had no litigation in relation to corruption involving the Group and its employees.

歲寶百貨也不斷加強宣傳教育，包括製作誠信宣傳牌，分發和張貼到各門店的專櫃、員工通道，確保員工清楚知悉集團的禮品和饋贈政策。集團亦在內部刊物《歲寶家園》上公佈違規個案，以起警示作用。

集團的反貪污措施是行之有效的。在本報告期內，集團並沒有出現與本集團及員工相關的貪污訴訟案件。



COMMUNITY AND THE GROUP

我們與社區

With the market's concerns on the corporate behavior and the "society's granting of business licensing", the pursuit of short-term maximum financial performance to reward shareholders is no longer the only goal of business management. As a proactive enterprise, Shirble has profound understanding in the importance of meeting expectations of different stakeholders and the community in which the Group operates its business.

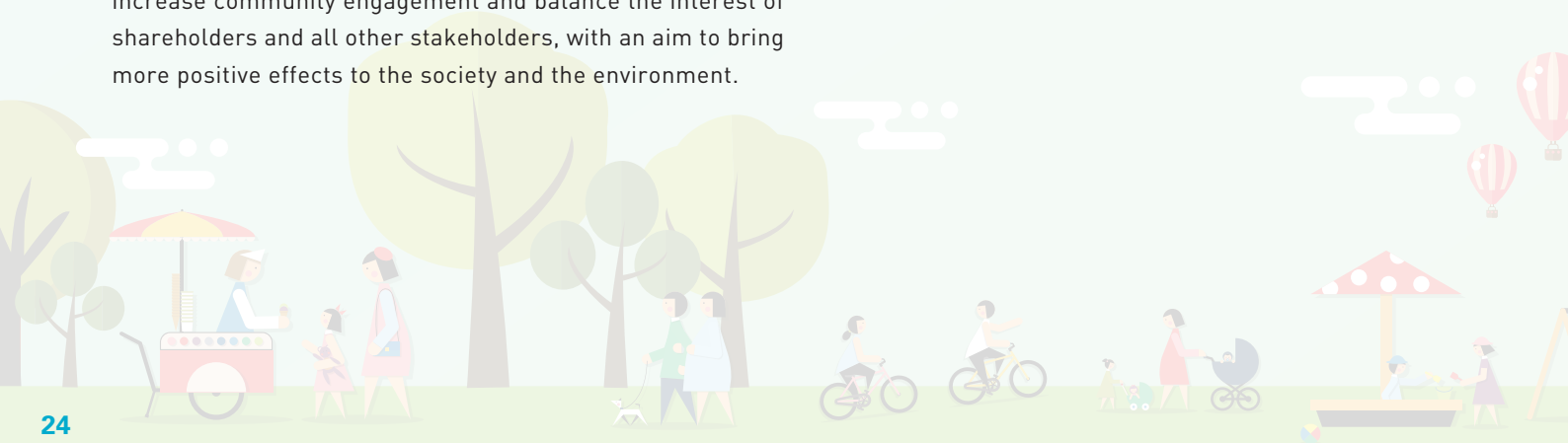
Shirble is committed to understand the needs of the community in which the Group operates its business, with particular attention to issues regarding education and environmental protection. The Group has launched the "Best Mother" charity campaign for two consecutive years since 2015, in which mothers who are always busy at home can take the opportunity to participate in the campaign and the public is reminded to be thankful to mothers. The "Shirble Cup" has been held for over a decade as a flagship project of the Group to support the development of youth sports education. This year, Shirble and the Foundation of CUHK (SZ) have jointly established the "Shirble Yang Xiangbo Scholarship" in the name of our Chairman Mr. Yang Xiangbo and donated RMB2 million, to assist in students' learning and living and improve education and scientific research of the university.

Shirble also encourages employees to participate in community charity activities and make good use of their skills to serve the community via volunteering, so as to promote the culture of love and care in the society and the concept of making contribution to the society. In future, the Group will continue to utilize the concerted efforts of all staff to increase community engagement and balance the interest of shareholders and all other stakeholders, with an aim to bring more positive effects to the society and the environment.

隨著市場對企業行為和「社會營運許可」的關注，追求短期的最大財務績效以回饋股東已經不是企業管理的唯一目標。作為一家進取的企業，歲寶百貨深刻理解到滿足不同持份者以及營運所在社區期望的重要性。

歲寶百貨致力了解營運所在社區的需要，尤其關注教育及環境保護領域的議題。自二零一五年開始，集團連續兩年發起「最美母親」公益活動，讓平日忙於家庭事務的母親有機會參加評選，提醒大眾勿忘對母親心存感恩。舉辦至今逾十載的「歲寶杯」也是集團支持青少年體育教育發展的一個旗艦項目。今年，歲寶百貨聯同香港中文大學(深圳)教育基金會，以楊祥波主席名義成立了「歲寶楊祥波獎助學金」，捐款人民幣兩百萬，用於保障學生學習和生活，改善大學教育及科研條件。

歲寶百貨更鼓勵員工利用自身技能從事社區公益活動，以義工身份為社區服務，推動關愛社會的文化和回饋社會的理念。未來，集團將繼續集眾人力量，增加社區參與，平衡股東與其他所有持份者的利益，致力為社會和環境帶來更多正面影響。



ENVIRONMENT AND THE GROUP

我們與環境

Environment and Natural Resources

Climate changes and sustainable management of natural resources have increasingly become global concerns. Shirble has proactively enhanced its performances in environmental protection, so as to facilitate corporate sustainability. The Group specializes in department stores industry and stipulates corresponding policies, aiming to provide clear execution guidelines for environmental protection measures as well as proactively promote environmental protection awareness to its stakeholders through its advantages on widespread business coverage.

Although the daily operation of Shirble has not directly caused any significant impacts to the environment and natural resources, the products and services that the Group provides to customers may indirectly affect the environment and the society. The Group has timely responded to the customers' growing demands for healthy and environmental products by introducing fresh hydroponic vegetables with pollution free certification produced by Guangdong local farms in 2015 and environmental detergents free from toxic, phosphor and fluorescent agent in 2016. The Group will take the environmental impacts arising from the product's usage and disposal process into account and strive to integrate the environmental protection factors, such as low pollution, low energy consumption and water saving technologies, into its business decision as well as the products and services it provides.

環境及天然資源

氣候變化和天然資源供應的可持續性日益受到全球的關注和重視。歲寶百貨積極提升自身的環保績效，推動企業的可持續發展。身處百貨行業，集團制定相應的環保政策，一方面明確集團環保措施的執行方向，另一方面利用行業覆蓋面廣的優勢，積極向持份者推廣環保訊息。

歲寶百貨的日常營運沒有對環境及天然資源造成直接的重大影響，但集團為顧客提供的商品及服務會間接對環境和社會造成影響。集團積極回應顧客對健康及環保產品快速增長的需求，並於二零一五年引進廣東省本地生產的無公害水耕蔬菜，以及於二零一六年引進無毒、無磷、無熒光劑的環保洗滌用品。集團將會考慮產品使用及棄置過程中，可能對環境產生的影響，致力研究將環保元素，例如：低污染、低耗能及節水的技術等，與集團的商業決策結合並融入集團所提供的產品和服務中。



ENVIRONMENT AND THE GROUP

我們與環境

Emission and Use of Resources

Climate change has posed unprecedented challenges to the global economic development. In November 2016, the Paris Agreement officially came into effect, aiming to prevent the global temperature from rising over a limit of two degrees Celsius as compared to the temperature recorded before industrialization by the end of the century, and further control the range of such rise within 1.5 degrees Celsius. Reduction of greenhouse gas emission is the most important measures to mitigate climate change, and carbon footprint assessment may pave way for the reduction of greenhouse gas emission. Despite Shirble has not yet conducted any assessment on its operation in respect of carbon footprint, it has been included in the Group's 2017 Work Plan. The Group will identify its volume of greenhouse gas emission on a yearly basis as the first step of carbon reduction, and further formulate its goal and priority, so as to enhance the efficiency of overall carbon reduction procedure.

Shirble has implemented a diversion system for rain and sewage generated during its operation. The fire wastewater of the stores and the sewage produced by air-conditioners will be discharged by rainwater pipes, while sanitary wastewater will be discharged by municipal sewage pipes together with kitchen wastewater that has been processed by oil separator. During the reporting period, the total volume of wastewater discharged by the municipal sewage pipes from Jingtian Store and Jufu Store was 56,368 tons.

排放物及資源使用

氣候變化為全球經濟發展帶來了前所未見的挑戰。二零一六年十一月，《巴黎協議》正式生效，目的是在本世紀末把全球氣溫上升限制在與工業化前相比上升攝氏兩度之內，並致力於進一步控制在攝氏一點五度以內。減少溫室氣體排放是應對氣候變化最重要的減緩手段，而碳足跡評估正為減少溫室氣體排放提供基礎。雖然歲寶百貨目前的業務尚未進行碳足跡評估，但集團已經把此納入二零一七年的工作計劃。集團將每年確認溫室氣體排放量，作為減碳的第一步，並由此制定減碳目標和優先次序，讓減碳的過程更有效率。

歲寶百貨對營運所產生的污水排放實行「雨污分流」制度。門店消防和空調所產生的污水會直接進入雨水管；而門店洗手間的污水，則會與經隔油池處理的廚房廢水，一同排入市政污水管。在本報告期內，景田店及聚福店的市政污水排水量為56,368公噸。



ENVIRONMENT AND THE GROUP

我們與環境

Wastes generated by Shirble during its operation are mainly domestic wastes, which will be collected and disposed by professional cleaning company. The Group has not yet established any monitor system for the collecting procedure of the recyclable wastes, but it will set up a goal and promote waste reduction practices by encouraging recycling when appropriate. Meanwhile, the Group will explore the feasibility to trace the subsequent processing route of wastes after they are disposed to increase the utilization rate of the recyclable wastes. During the reporting period, the Group has not identified any non-compliance cases relating to emissions.

Aiming to achieve the goal as set out in the Paris Agreement, the use of fossil fuel as energy is bound to be eliminated by the second half of this century. Shirble may encounter greater challenges in terms of increasingly higher operational costs as government authorities may impose resources taxes, consumption taxes or other regulatory measures in a bid to reduce and eventually discontinue the use of fossil fuel. Given that, the Group will place emphasis on enhancing resources efficiency and transforming itself to operate in a lower carbon manner, so as to keep abreast of the global development. The Group will strive to reduce the consumption of resources, paper, water and other resources during its operation.

Based on the business nature of Shirble, the use of electricity accounts the largest part of the Group's resources consumption. The Group has been replacing existing light lamps in the stores with energy-saving LED lights since 2014 in phases. During the reporting period, the total energy-saving efficiency of Jingtian Store and Jufu Store amounted to RMB1.3 million. The Group has also launched its office automation system to promote paperless practices and reduce paper consumption gradually. During the reporting period, the total water consumption of Jingtian Store and Jufu Store amounted to 80,512 tons. In future, the Group will incorporate the environmental protection matters into its operational plan and formulate more detailed corporate internal guidelines for environmental protection and proactively promote a number of environmental protection campaigns.

歲寶百貨營運中所產生的廢棄物主要為日常生活垃圾，均由專業清潔公司收集和處理。集團暫時並未對回收物品的處理過程進行監控。在適當的情況下，集團會訂立目標，透過鼓勵重用等措施，推進減廢工作。另一方面，集團將探討追蹤廢棄物處理流向的可行性，增加可回收廢棄物的利用率。在本報告期內，集團並無發現與排放物相關的違規個案。

各國為了實現《巴黎協議》的目標，化石燃料的作為能源的使用勢將在本世紀下半葉被淘汰。面對監管機構為了減少並最終停止對化石燃料的使用，可能對化石燃料徵收資源稅、消費稅，或推行其他監管措施，歲寶百貨的營運或須面對成本提高的威脅。有見及此，提升資源使用效率並逐步向低碳營運模式轉型，正是集團應對國際趨勢變化的重點。集團致力減少業務營運中消耗的能源、紙張、水，以及其他資源。

基於歲寶百貨的業務性質，與集團最密切相關的資源消耗之一就是營運場所的電力使用。集團已於二零一四年開始逐步將門店現有燈具更換成LED節電燈。在本報告期內，景田店及聚福店的總節能效益超過1.3百萬元人民幣。集團已經採用辦公自動化系統，逐步推行無紙化，減少紙張消耗。在本報告期內，景田店及聚福店的總耗水量為80,512公噸。未來，集團將探討把環保議題納入營運計劃，制定更詳盡的企業內部環保指引，積極推動各項環保行動方案。

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A1 Emissions A1 排放物		
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A2 Use of Resources A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。	27
A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位、每項設施計算）	27
A3 The Environment and Natural Resources A3 環境及天然資源		
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B2 Health and Safety B2 健康與安全		
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