



ENERGY INTERNATIONAL INVESTMENTS HOLDINGS LIMITED

能源國際投資控股有限公司*

(Incorporated in the Cayman Islands with limited liability 於開曼群島註冊成立之有限公司)

(Stock code 股份代號 : 353)



2016

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

* For identification purpose only 僅供識別

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ABOUT THIS REPORT

關於本報告

Energy International Investments Holdings Limited (together with its subsidiaries as the “Group”) is pleased to present the first Environmental, Social and Governance Report (the “Report”) to provide an overview of our commitment in achieving environmental, social and governance goals. This Report is prepared by the Group with the professional assistance by APAC Compliance Consultancy and Internal Control Services Limited.

PREPARATION BASIS AND SCOPE

This Report is prepared in accordance with Appendix 27 to the Rules Governing the Listing of Securities (the “Listing Rules”) on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) – “Environmental, Social and Governance Reporting Guide”.

This Report summarises the performance of the Group in respect of corporate social responsibility in 2016, covering its operation which is considered as material by the Group – namely oil production and supply of electricity and heat in the People’s Republic of China. In view of the first time of publish of the Report, only general disclosure of required aspects is made. The Group will continue to optimise and improve the disclosure of information. This Report shall be published both in English and Chinese. Should there be any discrepancy between the English and the Chinese versions, the English version shall prevail.

REPORTING PERIOD

This Report demonstrates our sustainability initiatives during the reporting period from 1 January 2016 to 31 December 2016.

CONTACT INFORMATION

The Group welcomes your feedback on this Report for our sustainability initiatives. Please contact us by email to info@energyintl.com.hk.

能源國際投資控股有限公司（連同其附屬公司統稱為「本集團」）欣然提呈首份環境、社會及管治報告（「報告」），以概覽本集團在達成環境、社會及管治目標方面的努力。本報告乃由本集團經亞太合規顧問及內控服務有限公司提供專業協助下編製。

編製基準及範圍

本報告乃依照香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄二十七 – 「環境、社會及管治報告指引」而編製。

本報告概述本集團於二零一六年在企業社會責任方面的表現，涵蓋本集團認為重要的業務—即於中華人民共和國的產油業務及熱電供應業務。由於首次刊發該報告，因此僅大致披露所規定的方面。本集團將不斷優化和改進資料披露。本報告備有中英文版本。中英文版本如有任何歧義，概以英文版本為準。

報告期間

本報告列載於二零一六年一月一日至二零一六年十二月三十一日報告期間的可持續發展措施。

聯絡資料

本集團歡迎閣下對本報告提出任何可持續發展措施方面的反饋，請電郵至 info@energyintl.com.hk 與我們聯絡。

INTRODUCTION

引言

The Group recognises that in order to continue its success in attracting affordable capital, retaining a loyal workforce and sustainable customer base, the Group has to protect and enhance its reputation as an ethical, profitable and responsible brand.

Respect for stakeholders, employees and the environment is a non-negotiable business principle throughout the Group and management is confident that it has appropriate systems in place, not only to protect the brand and its businesses, but also to provide long-term benefits to various stakeholders.

The Group is committed to be with responsible operation and value creation for stakeholders and community by integrating environmental and social factors into management considerations. Sustainability strategy is based on the compliance with the legal requirements in the area we operate and opinions from stakeholders. It is crucial for the Group's growth in order to achieve business excellence and to build capabilities for long-term competitiveness. The Group has established and implemented various policies to manage and monitor the risks related to environment, employment, operating practices and community. Details of the management approaches to sustainable development of different areas have been illustrated in this Report.

本集團認為，要持續成功吸引可動用資本、挽留忠心的員工及維持客戶基礎，本集團須保護及提升聲譽，成為一個有道德、可盈利及負責任的品牌。

對持份者、僱員及環境的尊重乃本集團內不可動搖的商業原則，管理層相信本集團已設有妥善的制度，不僅可保護品牌及其業務，亦為各持份者創造長期利益。

本集團將環境及社會因素融入管理當中，致力踐行負責任的營運以及為持份者及社會創造價值。可持續發展策略以我們遵守經營所在地的法律規定及持份者的意見為基礎。就締造佳績及提升能力以實現長期競爭力而言，可持續發展對本集團的增長至關重要。本集團已制定及實施多項政策、管理及監察與環境、僱傭、營運常規及社區有關的風險。本報告載有不同領域的可持續發展管理方針詳情。

STAKEHOLDERS ENGAGEMENT

持份者參與

The Group acknowledges the importance of intelligence gained from the stakeholders' insights, inquiries and continuous interest in the Group's business activities. The following table provides an overview of the Group's key stakeholders and various platforms and methods of communication that are used to reach, listen and respond.

本集團深知持份者對本集團業務活動的見解、詢問及持續興趣所作出的反饋對本集團而言甚為重要。下表列載本集團主要持份者及接觸、了解及回應持份者的各溝通平台及方法的概覽。

Stakeholders 持份者	Issue of concern 關注事項	Engagement channel 參與渠道
Government and Market Regulators 政府及市場監管者	<ul style="list-style-type: none"> - Compliance - Proper tax payment - Promote regional economic development and employment 	<ul style="list-style-type: none"> - On-site inspections and checks - Research and discussion through work conferences, work report preparation and submission for approval
Shareholders and Investors 股東及投資者	<ul style="list-style-type: none"> - Return on the investment - Information disclosure and transparency - Protection of interests and fair treatment of shareholders 	<ul style="list-style-type: none"> - Annual general meeting and other shareholder meetings - Annual reports, interim reports, announcements and website - Meeting with investors and analysts
Employees 僱員	<ul style="list-style-type: none"> - Safeguard the rights and interests of employees - Career development opportunities - Health and safety 	<ul style="list-style-type: none"> - Conferences - Training, seminars, briefing sessions - Cultural and sport activities
Customers 客戶	<ul style="list-style-type: none"> - Safe and high-quality service - Stable relationship - Information transparency - Business ethics 	<ul style="list-style-type: none"> - Website and annual reports - Emails - Visits and meetings

STAKEHOLDERS ENGAGEMENT

持份者參與

Stakeholders 持份者	Issue of concern 關注事項	Engagement channel 參與渠道
Suppliers/Partners 供應商／合作夥伴	<ul style="list-style-type: none"> - Long-term partnership - Honest cooperation - Fair and open - Risk reduction 	<ul style="list-style-type: none"> - Business meetings, supplier conferences, phone calls, interviews - Regular meetings - Review and assessment - Tendering process - 業務會議、供應商座談會、電話溝通、訪談 - 定期會面 - 檢討及評估 - 招標過程
Peer/Industry associations 同業／業界組織	<ul style="list-style-type: none"> - Experience sharing and corporations - Fair competition - 分享經驗及社團組合 - 公平競爭 	<ul style="list-style-type: none"> - Site visits - 實地參觀
Public and communities 公眾人士及社區	<ul style="list-style-type: none"> - Community involvements - Social responsibilities - 社區參與 - 社會責任 	<ul style="list-style-type: none"> - Volunteering - Charity and social investment - 義工 - 慈善和社會投資

ENVIRONMENTAL ASPECTS

環境層面

EMISSIONS

The Group's objectives on environmental protection are to reduce emission of air pollutants, wastewater and hazardous wastes. In pursuing these objectives, the Group has established and implemented corresponding procedures. The Group is in strict compliance with "Environmental Protection Law of the People's Republic of China" and other relevant laws and regulations and has no material non-compliance regarding environmental issues during the reporting period.

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

Air Pollutant and Greenhouse Gas Emissions

The major air pollutant emissions are sulphur dioxide, nitrogen oxides and particulate matters. In order to mitigate the emissions, the Group uses low-sulphur fuel or remove sulphur during the combustion process of the fuel. Besides, nitrogen oxide emissions are controlled by using different technologies, for example, catalytic reduction, adsorption. To reduce particulate matter emissions, the Group improves the combustion technology and applies dust removal technology.

Climate change is gradually concerned by the community. The Group manages the carbon footprint by minimising the energy and water consumptions as these activities cause significant emissions of greenhouse gas. Policies and procedures adopted on resources saving are mentioned in the section "Use of resources" below.

Wastewater

Wastewater generated is monitored regularly to ensure it meets the national standards. Devices are installed in the discharging pipe to monitor the sewage flow and water quality. The sewage treatment facilities require regular maintenance to ensure they operate efficiently.

排放

本集團的環保目標是減低空氣污染物、污水及有害廢物排放。為達成有關目標，本公司已設立及實行相應程序。於報告期間，本集團嚴格遵守《中華人民共和國環境保護法》及其他相關法例及法規，並無有關環境事宜的重大不合規情況。

本集團已設立「環保設施運行與管理制度」，以監察空氣污染物、污水及有害廢棄物的排放控制。該政策旨在透過控制能源及資源消耗以及防治污染倡導環境保護的重要性。本集團已委任專人監控本集團營運中的環保表現及檢查排放是否符合相關國家標準。

空氣污染物及溫室氣體排放

主要的空氣污染排放物為二氧化硫、氮氧化物及顆粒物。為盡量減少排放物，本集團使用低硫燃料或在燃料燃燒過程中去除硫。此外，我們使用不同技術控制氮氧化物排放物，例如，催化還原、吸附。為降低顆粒物排放，本集團改良燃燒技術並應用除塵技術。

氣候變化逐漸引起社會的關注。由於能源及水的消耗會造成溫室氣體的大量排放，故本集團盡量減少該等活動來管理碳排放量。本集團就資源節約採取的政策及程序於下文「資源使用」一節闡述。

污水

我們定期監控產生的污水，確保符合國家標準。我們在排水管中安裝設備，以監測污水流及水質。污水處理設施須定期維護，確保有效運作。

ENVIRONMENTAL ASPECTS

環境層面

Hazardous and Non-Hazardous Wastes

Wastes generated are handled with a comprehensive procedure to mitigate the impact to the environment. The Group has a strict classification system for different types of wastes. Each type of wastes has specific storage location and collection procedures. There is a precaution implemented for the leakage of wastes to prevent pollution.

Wastes are separately stored and handled with ledger for record. The Group engages qualified recycling companies to perform waste disposal and treatment so as to minimise the impact on the nature.

USE OF RESOURCES

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

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

ENVIRONMENT AND NATURAL RESOURCES

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

有害及無害廢棄物

我們設有綜合程序處理所產生的廢棄物，盡量降低對環境的影響。本集團就不同類別的廢棄物設有嚴格的分類系統。各類廢棄物有特定的放置地點及收集程序。我們就廢棄物滲漏實施預先警告，以防污染。

廢棄物分開存放及以分類賬進行記錄。本集團委聘合資格回收公司進行廢棄物處置及處理，盡量降低對環境的影響。

資源使用

本集團已採納相關政策及指引（包括「能源資源控制程序」）以改善消耗能源、水及其他原材料的效益。於我們的日常營運中，電力、水及紙張乃主要的資源消耗。

鑑於資源稀缺，本集團制定政策及程序提倡有關有效利用資源。例如，空調運行溫度設置在合理的範圍內。離開房間前關掉燈和電器設備。我們不斷尋求方法來提高能源效率及降低設施用電。本集團同時推動全體員工參與節約資源行動，鼓勵他們節約用水、用電及用紙，包括優化差旅計劃及鼓勵雙面打印。內部安保人員也會於員工下班後進行巡視，確保沒有浪費電源的情況。

環境及天然資源

針對任何可能引起環境污染的意外，本集團已釐清各崗位的責任並採取措施保護當地的生態環境，避免於相關場地發生「環保設施運行及管理系統」項下「污染事故管理」內所指的環境污染及生態破壞事故。一旦發生任何污染事故，將立即制定應急計劃，並將事故報告予環保部門，以保護人員的安全及生態環境。

SOCIAL ASPECTS

社會層面

EMPLOYMENT AND LABOUR PRACTICES

Employment

The Group has established and implemented a set of human resources management policies and procedures in place with the aim to provide good and safe working environment to its staff in order to comply with “Labor Contract Law of the People’s Republic of China” and “Labor Law of the People’s Republic of China” (the “PRC Labor Law”). It sets out the Group’s standards for compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. The remuneration management aims to attract potential employees and motivate current staff. The Group provides social insurance to employees, including but not limit to medical insurance, maternity insurance and work injuries insurance. It is adjusted based on the situation of the group company and the local salary standards. All employees are treated equally and their employment, remuneration and promotion opportunities will not be affected by their nationality, race, age, religion and marital status. Also, the Group provides different activities for employees, such as annual dinners and sports’ day. It promotes physical and mental health of employees. During the reporting period, no concluded cases regarding employment brought against the Group or its employees were noted.

Health and Safety

Upholding the belief that safety is the first priority, the Group is committed to providing a healthy and safe workplace for all its employees and the community according to Group’s health and safety policies, such as “Safety Management Training System”. The Group continues to improve the working conditions and monitor the effectiveness of safety related controls. The Group has established a “Safety Production Management Committee” to strength the control on health and safety issues. The Group has complied with related health and safety laws and regulations such as “Fire Control Law of the People’s Republic of China” and “Production Safety Law of the People’s Republic of China” (the “PRC Production Safety Law”) etc. During the reporting period, no concluded cases regarding health and safety brought against the Group or its employees were noted.

僱傭及勞工常規

僱傭

為遵守《中華人民共和國勞動合同法》及《中華人民共和國勞動法》（「中國勞動法」），本集團已制定及實行一套人力資源管理政策及程序，旨在為員工提供良好及安全的工作環境。其列載本集團對員工報酬及解僱、招聘及晉升、工時、休息時間、公平機會、多元化、反歧視以及其他利益及福利的標準。薪酬管理旨在吸引潛在僱員及激勵現有員工。本集團為僱員提供社會保險，包括但不限於醫療保險、生育保險及工傷保險。社會保險根據集團公司狀況及當地薪資標準調整。所有僱員待遇平等，其聘用、薪酬及晉升機會不受國籍、種族、年齡、宗教及婚姻狀況影響。本集團亦為僱員組織不同活動，如年會及運動日。該等活動促進僱員的身體及精神健康。於報告期間，概無有關僱傭事宜而針對本集團或其僱員提起的審結案件。

健康與安全

本集團堅守安全第一的信念，根據本集團的健康與安全政策（如「安全培訓管理制度」），致力為所有僱員及社區提供健康及安全的工作環境。本集團不斷改善工作環境，以及監察安全相關監控的有效性。本集團已成立「安全生產管理委員會」，以加強有關健康與安全問題的監控。本集團遵守《中華人民共和國消防法》及《中華人民共和國安全生產法》（「中國安全生產法」）等相關健康及安全法律及法規。於報告期間，概無發生任何針對本集團或其僱員而提出的健康及安全審結案件。

SOCIAL ASPECTS

社會層面

Safety Measures in Workplace

In the daily operations, hoisting and lifting equipment is commonly used. Therefore, regular maintenance is needed. Besides, operators of the equipment must have related license and workers must equip with safety belt when working at height. Employees are provided with safety training and personal protective equipment in the workplace.

To ensure safety measures are in place, regular and random inspections are carried out. In the reporting period, there were more than 70 inspections, including 15 large-scale safety checks, 19 specific checks, 8 non-business day checks. Also, more than 80 potential threats were identified and fixed.

Safety Training and Education

The Group aims to raise the employees' awareness on safety and health. There are warning signs and banners in the workplace. Also, promotion leaflets and safety training videos are delivered to employees. The Group's "Safety Training Management System" requires contractors and working units to organise safety trainings. In the reporting period, there were more than 70 safety trainings with 733 participants, involving more than 50 working units. The pier operation unit organised 26 trainings with 336 participants. Moreover, we also actively participate in the trainings, which covers pier security, pressurised container operation, hosted by government and peer industries.

Safety Drill

In the reporting period, we cooperate with all operation units to organise two large scale safety drills and a desktop drill in order to enhance the emergency management capability.

工作場所的安全措施

於日常營運中，升降設備使用頻繁。因此，需要日常維護。此外，設備的操作員必須持有相關執照及工作人員高空作業時必須繫安全帶。僱員已獲提供工作場所的安全培訓及個人防護設備。

為確保安全措施到位，我們開展定期檢查及抽查。於報告期間，共進行逾70次檢查，包括15次大型安全檢查、19次特定檢查、8次非工作日檢查。同時，亦甄別及整改逾80項潛在威脅。

安全培訓及教育

本集團旨在提高僱員的安全及健康意識。工作場所已安放警告標誌及標語。同時亦向僱員發放宣傳傳單及安全培訓錄像。本集團的「安全培訓管理制度」要求承包商及工作單位組織安全培訓。於報告期間，共開展逾70次安全培訓，參與者733人，涉及逾50個工作單位。碼頭作業單位組織26次培訓，參與者336人。此外，我們亦積極參加政府及同行舉辦的有關碼頭安全、密閉式集裝箱的培訓。

消防演練

於報告期間，我們曾與所有業務單位合作組織兩次大型安全演練及一次桌面演練，以提高應急管理能力。

SOCIAL ASPECTS

社會層面

Development and Training

The Group continues to provide comprehensive training to employees to promote a learning culture base on the Group's "Training System" (培訓制度) and other related internal policies. The Group provides diversified on-the-job training to employees, particularly safety training, which is our primary concern. Generally, there are both internal and external trainings for employees.

1. Internal Training

It includes orientation training for new employee, skill and attitude trainings. Orientation training allows new employee to familiar with the corporate culture and the background of the group company. Skill and attitude trainings are offered to employees depending on their job duties and the development of the group company. Continuous assessment is conducted to keep track on the performance of employees.

2. External training

It includes field trips for management staff or professional personnel. The expense is subsidised by the group company.

The trainings cover a wide variety of topics in order to cater the needs for employees from different departments. For instance, emergency procedures, safety management system, corporate strategies analysis and global energy market trends.

The Group believes development of employees is crucial to the sustainable development of the business. The Group will enhance the training system in order to improve the personal development of employees.

發展及培訓

本集團根據「培訓制度」及其他相關內部政策，持續為僱員提供全面培訓，以推進學習型文化。本集團為僱員提供多元化的在職培訓，特別是安全培訓，此乃我們首要關注的事項。本集團通常為僱員制定內部和外部培訓。

1. 內部培訓

包括對新僱員的入職培訓、技能及態度培訓。入職培訓讓新僱員熟悉集團公司文化及公司背景。是否提供技能及態度培訓視乎僱員的工作職責及集團公司的發展而定。我們亦開展持續評估以追蹤僱員的表現。

2. 外部培訓

包括為管理人員或專業人員安排的實地考察。開支由集團公司補助。

培訓覆蓋各類主題，以滿足不同部門的僱員的需求。例如，應急程序、安全管理制度、公司策略分析及環球能源市場趨勢。

本集團認為，僱員的發展對於業務的持續發展而言至關重要。本集團將提升培訓制度，以提升僱員的個人發展。

SOCIAL ASPECTS

社會層面

Labour Standards

The Group respects the human rights of employee, especially gender equality, and is strongly against employment of child labor and forced labor as stipulated in the Group's "Prohibition of Child Labor Recruitment and Remedies Procedures". The Group strictly complies with the PRC Labor Law, "Provisions on the Prohibition of Using Child Labor" and other relevant laws and regulations. Recruitment guideline clearly states that person under 16 is not allowed to work in the Group and zero tolerance to child labor and forced labor. If there is any case discovered, following measures are implemented.

1. Stop the child labor from working;
2. Report to the local labor authority and provide medical check for him/her. If any disease is discovered, medical treatment should be arranged and the expense is covered by the Group;
3. Contact the parents or guardian of the employee immediately and bring him/her back to home. Travel expense is covered by the group company; and
4. An investigation will be carried out to find out the parties that introduce child labour to the Group.

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

勞工標準

本集團尊重僱員的人權，特別是性別平等，且強烈反對僱用本集團「禁止招聘童工政策及補救措施」中所指的童工及強制勞工。本集團嚴格遵守中國勞動法、「禁止使用童工規定」及其他相關法律及法規。招聘指引清楚列明16歲以下人士不得在本集團工作，且絕不容忍童工及強制勞工。倘發現任何違例情況，我們將採取以下措施。

1. 停止童工工作；
2. 向當地勞動部門報告並為其提供體檢。倘發現罹患任何疾病，將安排醫療，費用由本集團承擔；
3. 立即與僱員的父母或監護人聯絡並護送其回家。差旅費由集團公司承擔；及
4. 將進行調查以找出向本集團推介童工的人士。

於報告期間，本集團概無就童工或強制勞工方面遭受政府任何處罰，亦無牽涉此方面的任何訴訟。

SOCIAL ASPECTS

社會層面

OPERATING PRACTICES

Supply Chain Management

The Group depends on suppliers to provide production materials and components for different storage facilities and machineries. In supplier selection process, the background information of supplier (e.g. safety production permit, qualification certificates, annual reports) is reviewed carefully as stipulated in the Group's internal policy – "Tendering Management Regulation". Furthermore, the Group's "Suppliers/Distributors Social Responsibilities Control Procedure" strengthens the management of the social and environmental risks of suppliers. The procurement department is responsible for monitoring and evaluating the social responsibility performance of suppliers. Supplier is required to sign a social responsibility agreement to promise that it has complied with all local laws and regulations and agrees to have on-site inspection. If any serious cases of incompliance are discovered during the on-site inspection for supplier, we will terminate the contract with it. The Group maintains a long-term relationship with suppliers based on the result from supplier assessment.

Product Responsibility

Maintaining safety and quality of customers' products and providing efficient and safe services to customers are the utmost concern for the Group. The Group has internal policy – "Product Quality Control Procedure" and other related procedures to control the quality and safety of the services. During the reporting period, the Group was in strict compliance with "Trademark Law of the the People's Republic of China", the PRC Production Safety Law and was not subject to any disputes relating to the storage services or punishment by the government and was not involved in any lawsuit related to product responsibility.

Quality Control and Safety Management

Safety is a vital aspect that has been deeply implanted in the operation of the Group. To ensure the safety and quality of our products and services, the Group has established a comprehensive quality management system to monitor the entire production process. According to "Product Quality Control Procedure", the Group has procedures for stringent control on the quality. Each procedure is monitored and checked carefully. The Group will continue to improve the quality control management in order to provide safe and high quality services to the customers. Related safety measures have been mentioned in the session "Health and safety" above, which shows our effort in maintaining safe and high-quality of services.

營運常規

供應鏈管理

本集團依賴供應商提供生產材料及不同貯存設施及機械的部件。在供應商選擇過程中，本集團會按照內部政策－「招標管理條例」仔細審查供應商的背景資料（例如，安全生產許可、資格證書、年報）。此外，本集團的「供應商／分包商社會責任控制程序」加強對供應商社會及環境風險的管理。採購部門負責監察及評估供應商的社會責任表現。供應商須簽訂社會責任協議，承諾其已遵守所有地方法律及法規，並同意開展實地視察。倘於對供應商的實地視察中發現任何嚴重的違規情況，我們將終止與該供應商的合約。本集團根據供應商評估結果決定是否維持與供應商的長期關係。

產品責任

保持客戶產品的安全及質量以及向客戶提供有效及安全的服務是本集團第一要務。本集團訂有內部政策－「產品品質控制程序」及其他相關程序，以監控服務的質量及安全。於報告期間，本集團嚴格遵守《中華人民共和國商標法》、中國安全生產法，並未面臨任何有關倉儲服務的糾紛或受到政府懲處，亦無牽涉任何產品責任相關訴訟。

質量控制及安全管理

安全乃至關重要的一環，深植於本集團的經營。為確保我們的產品及服務的安全及品質，本集團已建立綜合品質管理制度，以監控整個生產過程。根據「產品品質控制程序」，本集團對品質有嚴格控制之程序。我們仔細監控及檢查每一個程序。本集團將持續提升品質控制管理，以向客戶提供安全及高品質的服務。上文「健康與安全」一節提述的相關安全措施體現我們在維持安全及高品質服務方面的努力。

SOCIAL ASPECTS

社會層面

Customer Information Protection

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

Anti-Corruption

The Group believes that the integrity of business is a foundation of corporate social responsibility, as well as a fundamental element of a business’s competitive advantage and sustainability. For these reasons, we have systematically incorporated anti-corruption management principles into our operations, promoted a fair and just commercial competition to achieve win-win situation with external partners and adhered to transparent and open mechanisms for internal management as stipulated in the Group’s “Anti-corruption Management System”. The Group has assigned a specific department to oversee all the issues related to bribery. It is responsible for collecting information of corruption complaints. Anti-corruption and related laws and regulations are included in the trainings for new employees and regular trainings. Besides, we open up different communication channels for others to report cases by mail or phone. The performance in anti-corruption is one of the key criteria in the annual performance appraisal. The Group is engaging internal and external stakeholders to strengthen our anti-corruption procedures. All these practical actions not only win the trust of customers, but also enhance the sense of belonging and fair play among our employees. During the reporting period, the Group was in strict compliance with “Anti-Unfair Competition Law of the People’s Republic of China” and “Anti-Money Laundering Law of the People’s Republic of China” and there were no cases of corruption litigation against the Group or its employees.

客戶資料保護

本集團在收集、處理及使用客戶、合作夥伴及員工的個人資料過程中，對保障彼等的私隱給予最高度的重視。誠如「公司保密規定」規定，本集團嚴格依循適用的資料保護法規並確保設立適當的技術措施，以防止個人資料被擅用或竊取。本集團亦確保客戶的個人資料獲妥善保存，並僅按收集時指定的用途處理。員工須簽訂保密協議，以增強彼等保護個人資料的意識。

反貪污

本集團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。因此，本集團將反貪污的管理原則系統化地融入企業營運，對外合作倡導與合作者共贏，提倡公平公正的商業競爭；對內管理上如本集團的「廉潔管理制度」所訂明，堅持陽光機制，公開透明。本集團已分配一個特定部門監察與賄賂有關的所有問題。其負責收集貪污投訴的信息。新僱員培訓及定期培訓亦包含反貪污及相關法律及法規。此外，我們為其他人開通不同溝通渠道以透過電子郵件或電話舉報。在反貪污方面的表現是年度業績評估中的重要標準。本集團將與內部和外部持份者聯手，合力加強廉政建設。所有該等實際行動不僅贏得客戶的信任，亦提升僱員的歸屬感和公平競爭。於報告期間，本集團嚴格遵守《中華人民共和國反不正當競爭法》、《中華人民共和國反洗錢法》，且本集團並無出現與本集團及其員工相關的貪污訴訟案件。

SOCIAL ASPECTS

社會層面

COMMUNITY

Community Investment

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

Living Standards of Community

We improve the living standards of the community by serving the local underprivileged. For example, we provide development opportunities, health care and sport activities.

Cultural Projects

The Group has recognised culture is a key part of our heritage and history. We support high quality cultural projects, which can both enhance the living standards and encourage creativity.

Education and Development

The Group believes that education and development can help the future leaders to equip skills and knowledge and to support all the trainings and skill developments related to the Groups' business. It is because education, professional employees and creativity are the main driving force for sustainable development.

Labour Cooperation

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

The Group will continue to contribute to the sustainable development of the community by building a healthy and dynamic community. The Group has supported a charity organised by local government and media named as "點贊東營". The Group has donated and visited local villages including "利津縣陳莊鎮中古店一村", "利津縣明集鄉荊家灶村", "廣饒陳官鎮古家村" and "墾利縣勝合村". Besides, our employees also actively involved in community service by visiting elderly and cleaning up parks.

社區

社區投資

作為一家有社會責任感的公司，本集團致力於瞭解我們經營所在社區的需求。本集團採納「社區投資、贊助及捐贈政策」，其旨在與我們的持份者建立互信及穩定的關係。本集團力爭為社會作出貢獻，專注於四個方面，包括社區的生活水準、文化、教育及發展以及勞工社團。

社區的生活水準

我們透過向當地貧困戶提供服務提升社區的生活水準。例如，我們提供發展機會、醫療及體育活動。

文化項目

本集團認可，文化乃我們的遺產及歷史的重要部分。我們支持高質量的文化項目，既可提升生活水準又可鼓勵創造。

教育及發展

本集團相信，教育及發展可幫助未來領導人以技能及知識武裝自身，及支持與本集團業務有關的所有培訓及技能發展。原因在於教育、專業的僱員及創造力乃可持續發展的主要動力。

勞工社團

本集團尊重僱員的結社自由及集體談判的權利。我們設立僱員反饋渠道，鼓勵管理層與僱員之間進行溝通。

本集團將透過建設健康及能動的社區繼續為社區的可持續發展作出貢獻。本集團贊助一個由當地政府組織並被媒體稱作「點贊東營」的慈善組織。本集團捐助並訪問當地若干村莊，包括「利津縣陳莊鎮中古店一村」、「利津縣明集鄉荊家灶村」、「廣饒陳官鎮古家村」及「墾利縣勝合村」。此外，我們的僱員亦以拜訪長者及清掃公園的形式積極參與社區服務。