



歲寶百貨

## 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



2017

Environmental, Social & Governance Report

環境、社會及管治報告







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## ABOUT THE GROUP

### 關於集團

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. For the year ended 31 December 2017, the Group operated 19 department stores, covering an operating area of 327,445.6 sq.m., and employed more than 1,000 staff.

The Group's department stores target the mid-market segment, aiming to offer its customers with quality merchandise and customer-oriented services, and thus a convenient and comfortable "one-stop" shopping environment. Given the rise in consumption power of the middleclass, which is expected to continue increasing in the coming years, the Group is strengthening its competitiveness by way of implementing its transformation plan. During 2017, the Group used its three business channels, comprising the traditional Shirble Department Store ("歲寶百貨"), standalone "SMART" supermarket and new "Shirble Plaza" business model to maintain the business growth.

The "Shirble Plaza" business model is one of the focuses of the Group's business transformation plan. The "Shirble Plaza" concept store operates with brand new mode and positioning. The Group has positioned the store as a trendy neighbourhood mini-shopping mall where the majority of space has been allocated to different retailers to attract more trendy and international tenants and ancillary facilities such as children learning centres, gym area, restaurants and cinemas, which is consistent with its objective of being a fashionable one-stop shopping mall. The Group also operates the standalone supermarket section of the "Shirble Plaza" under the "SMART" brand so as to enhance the brand awareness and customer loyalty for its premium supermarket line and to deliver its goal of "eat better, live better".

Given the popularity of online shopping, the Group has also further developed its online business platform, i-Shirble, which offers customers with a variety of merchandises such as household products and fresh food, to help support the Group's e-commerce business.

Looking ahead, the Group will continue to implement its business transformation plan, such as opening more "Shirble Plaza" concept stores, establishing its own brand and entering into the food and beverage market, and to offer customers with the best products and services.

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。截至2017年12月31日止年度，集團經營19家百貨店，營運面積327,445.6平方米並聘請逾千名員工。

集團的百貨店主攻中檔市場階層，透過提供優質商品和以客為本的服務為顧客營造方便舒適的「一站式」購物環境。鑒於中產階層消費能力持續提升，而且預期將於未來數年維持升勢，集團正實行轉型計劃以加強其競爭力。於2017年期間，集團採用其三個業務模式，包括傳統的歲寶百貨、獨立的「SMART」超級市場及嶄新的「Shirble Plaza」業務模式以維持業務增長。

「Shirble Plaza」業務模式為集團業務轉型計劃的其一重點。採納「Shirble Plaza」概念的店舖以嶄新模式及定位經營。集團把店舖定位為時尚社區迷你購物商場，並將大部分的空間分配給不同的零售商，以吸引更多時尚國際租戶及如兒童學習中心、健身區、餐廳及電影院等配套設施，配合店舖作為一站式時尚購物商場的宗旨。「Shirble Plaza」內的超級市場分部採用「SMART」品牌獨立營運，以提升其高檔超級市場的品牌知名度及顧客忠誠度，實現其「住得更好、吃得更好」的宗旨。

隨著網上購物模式的普及，集團亦已進一步開發其網上業務平台i-Shirble，提供家居產品及新鮮食品等商品供顧客選購，從而支撐集團的電子商貿業務。

展望未來，集團將持續實施業務轉型計劃，如開設更多「Shirble Plaza」概念店，建立自家品牌，並進軍飲食業市場，繼續為顧客提供最優質的產品及服務。



## ABOUT THE GROUP

### 關於集團

#### 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	Meizhou 梅州	Xingning store 興寧店
	Huahaoyuan store 花好園店	Longzhu store 龍珠店		Kaifu store 開福店
	Shajing store 沙井店	Dapeng store 大鵬店	Changsha 長沙	
	Yitian Shirble Plaza 益田歲寶廣場	Shixia Smart store 石廈Smart精品超市		



### Vision

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

### 願景

顧客的貼心夥伴；員工的理想家園



### Mission

*Happy staff ∞ Satisfied customer*

### 使命

快樂的員工 ∞ 滿意的顧客





## ABOUT THIS REPORT

### 關於本報告

This report is the second Environmental, Social and Governance Report (“ESG Report”) issued by the Group, which discloses our policies, practices and performances in environment, society and governance for the period from 1 January 2017 to 31 December 2017 (the “Reporting Period”), to enable our stakeholders to have a better understanding of the Group’s progress and objectives in sustainable development. This report is prepared in both Chinese and English and has already been uploaded to the websites of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and the Group ([www.shirble.net](http://www.shirble.net)).

### Reporting Scope

The report focuses on the operation of Shirble’s Jingtian Store and Jufu Store in Shenzhen<sup>1</sup>. The reporting scope is consistent with the first ESG report published last year. For easy comparison by the readers of the Group’s year-on-year performance, the structure of this report is similar to that of the first report. Although this report cannot cover all the operations of the Group, our objective is to continue to improve the procedures of internal information collection so as to enable gradual extension of the scope of disclosure.

### Reporting Standards

In compliance with the “comply or explain” provisions as stipulated in the “Environmental, Social and Governance Reporting Guide” (the “Guide”) issued by the Stock Exchange, this report has been prepared based on four reporting principles – Materiality, Quantitative, Balance and Consistency. To ensure the accuracy of environment-related key performance indicators (KPIs), the Group has entrusted the consulting firm, Carbon Care Asia (CCA), to conduct a carbon assessment. In addition, the report also includes KPIs specified in “recommended disclosures” of the Guide to enhance the effectiveness of reporting.

A complete content index is appended in the last chapter hereof for easier reference in accordance with the Guide.

本報告為集團發表的第二份《環境、社會及管治報告》。報告透過匯報集團於2017年1月1日至2017年12月31日（「報告期」）在環境、社會及管治方面的政策、措施和績效，讓各持份者更瞭解集團於可持續發展議題的進程和發展方向。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司（「聯交所」）及集團網站[www.shirble.net](http://www.shirble.net)。

### 報告範圍

報告聚焦於歲寶百貨位於深圳之景田店及聚福店的營運<sup>1</sup>，報告範圍與去年發表的首份報告一致。為方便讀者比較集團的年度表現，報告結構亦盡量貼近首份報告。報告目前未能覆蓋集團的所有營運，然而集團的目標是不斷提升內部資料收集程序，逐步擴大披露範圍。

### 報告準則

本報告遵守聯交所頒布的《環境、社會及管治報告指引》（《指引》）有關「不遵守就解釋」的規定，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為編寫報告的基礎。為確保環境關鍵績效指標的準確性，集團亦已委託專業顧問公司低碳亞洲進行碳評估。另外，報告亦包含《指引》中的「建議披露」中的個別關鍵績效指標，以提升匯報效果。

報告最後一章附有完整索引，以便讀者按《指引》閱讀本報告。

<sup>1</sup> Shenzhen Shirble Department Store Co., Ltd and Shenzhen Shirble Chain Store Limited Liability Company, the wholly owned subsidiaries of the Group, are responsible for the operation of the stores.

集團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

#### Confirmation and Approval

All information in this report are derived from the Group's official documents, statistics and the administration and operation information collected through our system. This report has been confirmed and approved by the Board of the Group in May 2018.

#### 確認及批准

本報告引用的所有資料均來自集團的正式文件、統計數據，及根據集團制度收集的管理和營運資料。報告已獲集團的董事會於2018年5月確認及批准。

#### Feedbacks 意見反饋

*The Group places high emphasis on the feedbacks of its stakeholders. If you are in doubt or have any recommendations in regards to the content or the presentation of this report, you are most welcome to contact us through the following means:*

*Address: Suite 6509, 65/F, Central Plaza, 18 Harbour Road, Wanchai, Hong Kong*

*Email: [ir@shirble.net](mailto:ir@shirble.net)*

集團重視持份者的意見。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過以下方式聯絡集團：

地址：香港灣仔港灣道18號中環廣場65樓6509室

電郵：[ir@shirble.net](mailto:ir@shirble.net)



## COMMUNICATION WITH THE STAKEHOLDERS

### 持份者溝通

Stakeholders<sup>2</sup> play a vital role in our business management, allowing the Group to review its potential risks and business opportunities. Communicating with stakeholders and understanding their views would enable the Group to draw its business practice closer to the needs and expectation of stakeholders and properly manage their different views. The Group has been constantly communicating with its key internal and external stakeholders via various channels, in a bid to ensure they have chance to understand the development and operational approach of the Group and allow the Group to listen to their views, thereby identifying and prioritizing different issues and formulating corresponding policies to tackle accordingly.

在集團的業務管理中，持份者<sup>2</sup>的參與是其中一個重要部分，有助集團審視潛在的風險與商機。與持份者交流，瞭解他們的看法，能夠令集團的業務常規更貼近他們的需要和期望，妥善管理不同持份者的意見。集團恆常地透過不同渠道與集團內外的關鍵持份者溝通。這確保他們有機會瞭解集團的發展和營運方針，亦提供機會讓集團聽取他們的意見，以辨識不同議題的優先順序，並發展相應政策。

#### Ways of communication with the stakeholders during the Reporting Period

#### 報告期內的主要持份者溝通方式



#### Internal Stakeholders 內部持份者

Company Director  
公司董事  
Management  
管理層  
Executives  
行政人員  
Staff  
一般員工



#### External Stakeholders 外部持份者

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

<sup>2</sup> "Stakeholders" or "interested parties" represent groups and individuals who have significant impacts on the Group's businesses, or those who are affected by the Group's business, including directors, management, executives, staff and external investors, clients, suppliers, sub-contractors, governmental/regulatory authorities, banks, partners and media.

「持份者」，又稱「利益相關方」、「權益人」或「利害關係人」，指對集團的業務有重大影響，或會受業務影響的群體和個人，包括內部的董事、管理層、行政人員、一般員工，以及外部的投資者、客戶、供應商、承判商、政府／監管部門、銀行、合作夥伴及媒體等。



## COMMUNICATION WITH THE STAKEHOLDERS 持份者溝通

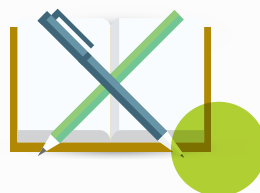
Adhered to the same approach as we did in last year, the Group engaged an independent consultant company Carbon Care Asia to conduct an interview with management on determining the sustainable development strategy and direction of the Group and identifying the key environmental and social issues which are of importance as to the Group and its stakeholders. Taking the interview into account and together with the suggestion from the consultant, the Group has identified three matters from eleven environmental and social aspects as the key discussion matters in this report.

與去年一樣，為訂立集團的可持續發展策略和方向，以及識別對集團和持份者至為重要的環境和社會議題，集團委託了獨立顧問公司低碳亞洲進行管理層訪談。結合訪談所得及顧問的意見，集團從《指引》的十一個環境及社會範疇中選出三項，作為是次匯報重點探討的議題。

### Employment 僱傭



### Development and Training 發展及培訓



### Supply Chain Management 供應鏈管理



To ensure the effectiveness of the communication with the stakeholders, the Group strives to establish a transparent communication mechanism to achieve honest and accurate communication and timely reply. Looking ahead, the Group will strengthen its engagement with the stakeholders, expand and diversify its communication channels, so as to have more opportunities to engage with them and create and maintain a relationship with mutual benefits.

為確保持份者溝通的成效，集團致力建立透明、誠信、準確的溝通，並提供適時回覆。未來，集團會加強與持份者互動，開拓更多元化的渠道，增加與他們接觸的機會，創造互惠共贏的關係。

## MESSAGE FROM THE CHAIRMAN

### 主席寄語

Amid the ever-changing retail market in China, Shirble stays flexible and responsive, and strive to satisfy the individual needs of its customers through product quality enhancement and portfolio diversification. Shirble has expanded its online platform i-Shirble to online and offline retail in the wake of internet retail boom. In the meantime, the Group spared no efforts in seeking shops at different regions with an aim to provide quality goods and food to more customers and improve their living standards.

In order to become a distinguished and outstanding participant in the market, Shirble placed strong emphasis in employee development and securing their benefits. The Company holds employee seminars on a regular basis and job-related training will also be provided by individual department. We also encourage employees to participate in external events so as to enrich their knowledges. Promotion opportunities will be offered to employees for their further growth and release their potentials.

Managing department stores has urged the Group to pay more attention to the impacts on society and environment brought by its supply chains. During the reporting period, the Group has integrated its supply chains and simplified logistics and transportation, thereby reducing carbon emission and air pollution. The Product Control Department of the Group would inspect the production and operation procedures of each merchant to ensure their compliance with the requirement and specification of relevant products imposed by the government in China. The Group also encourages its business partners to reduce the pollution and implement measures of energy saving and emission reduction during their production and packaging.

Taking the needs from community into consideration, the Group has partnered with local governments to plant trees at the peripheral areas of its newly-built shops, which not only beautify the surrounding areas but also improve the overall well-being of residents in the neighbourhood. The Group also provided fully support to the cycling event held in Xingning in November 2017, aiming to call for an extensive exercise campaign among general public and to build a cohesive society.

As to the environmental protection, the Group is devoted to reduce its energy consumption while it proactively optimized its resource usage apart from the usage of electricity. In addition to installing energy-saving equipment during its operation, the Group also reminded its employees and customers of the importance of saving in daily life and working environment.

Looking forward, Shirble would continue to offer quality goods to customers and pursue appropriate methods to improve environment and social performance, and make contribution to the community.

SHIRBLE DEPARTMENT STORE HOLDINGS (CHINA) LIMITED  
**YANG Xiangbo**  
*Chairman*

## MESSAGE FROM THE CHAIRMAN 主席寄語

面對國內零售市場快速轉變，歲寶百貨靈活應變，透過提升產品質素和選擇以滿足消費者不斷改變的期望。面對網絡零售的熱潮，歲寶百貨開拓了自家的網上平台i-Shirble發展線上線下零售。同時，集團努力在各地物色商鋪，為更多顧客提供優質商品及食材，改善生活水準。

要在市場中突圍而出，歲寶百貨重視員工發展和福利。公司定期為全體員工舉辦講座，個別部門也會提供與工作崗位有關的培訓，同時鼓勵員工參加外部機構舉行的活動，以增加各方面的知識。集團亦提供晉升機會，讓員工成長，發揮潛能。

經營百貨公司業務促使集團加倍注意供應鏈對社會和環境的影響。在報告期內，集團透過整合供應鏈簡化了物流運輸，從而減少碳排放及空氣污染。集團的品質管制部門會考核商戶的生產經營流程，確保符合國家對相關產品的要求及規格。集團亦鼓勵業務夥伴在生產及包裝過程中盡可能減少污染、節能減排。

考慮到社區的需要，集團與當地政府合作，在新建店鋪外圍進行綠化，美化環境同時促進區內居民身心健康。集團亦全力支持2017年11月在興寧舉辦的單車活動，鼓勵大眾運動，凝聚社會。

在保護環境上，集團一方面致力減少耗能，另一方面積極優化電力以外的資源使用。除了在營運地點安裝節能裝置，集團亦時常提醒員工及顧客在日常生活和工作中節約的重要性。

展望未來，歲寶百貨將繼續為消費者提供優質商品，並在營運中不斷尋找改善環境和社會績效的方法，為社區發展出力。

歲寶百貨控股(中國)有限公司  
董事長  
楊祥波



## EMPLOYEE CARE

### 員工關懷

#### Development and Training

The Group believes that cultivation and retention of talents is the core factor of developing the corporation and strengthening the Group's competitiveness. Based on the mission of "Happy staff  $\infty$  Satisfied customers", the Group established a training system, and specified the arrangement of staff training in the manual, including special training, on-the-job instructing and external training. The Group stipulated that prior to any promotion, our staff should complete mandatory courses of the corresponding level, and the courses were treated as one of the assessment factors and evaluated for promotion and development.

The Group is committed to offering effective training and development opportunities, thereby enhancing the business and management abilities of staff. Earlier in 2012, the Group established the Shirble University, which provides staff with professional technique training so as to improve their working knowledge and skills. According to the annual training initiative, the training is based on the actual needs and opinions from staff to meet the business requirement and also broaden the personal development of staff. Given the characteristics of the industry, during the reporting period, the training focused on crisis management. It has arranged corresponding emergency management training for each functional authority including internal warning centre, emergency management team, shops' crisis management committee and company's crisis management committee.

The Group pays attention to the staff's satisfaction on the training, and feedbacks and follow-up after the training. Looking back to the year of 2017, the total training hours of our staff were 2,378 hours, representing an average of 8 hours per staff. The Group noticed that, the decreasing average training time was due to the Group changing its employment form by employing more migrant workers and student workers, who mainly receive on-the-job training.

#### 發展及培訓

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。集團在「快樂員工 $\infty$ 滿意的顧客」的使命基礎上建立了培訓體系，並於員工手冊中列明員工培訓的安排，包括專項培訓、在崗輔導、外部培訓等。集團規定員工在晉升前須完成對應級別的必修培訓課程，並將此列入晉升發展評估範圍內，作為晉升的考核因素之一。

集團致力提供有效的培訓和發展機會，提高員工的業務和管理能力。集團早於2012年成立歲寶大學，為員工提供專業技術的培訓，以提升其工作知識及技能。集團根據年度培訓計劃，按實際需要及員工意見開展培訓，滿足業務需要及拓展員工的個人發展。基於行業的特性，集團在報告期內將危機管理作為培訓的重點，就集團各個職能機構安排相應的應急處理培訓，包括內部報警中心，緊急事件處理小組，門店危機管理委員會及公司危機管理委員會。

集團重視員工對培訓的滿意度，及對培訓後的總結反饋和跟進處理。回顧2017年度，員工總培訓時數達2,378小時，人均培訓時數為8小時。集團注意到員工人均培訓時數減少，主要是由於集團改變用工形式，增加了勞務用工和學生用工，這類用工多以在職培訓為主。

Year 年份	2016	2017
Training Hour 培訓時數	5,705	2,378
Average Training Hour per staff 人均培訓時數	17.6	8.0

## EMPLOYEE CARE 員工關懷

The training research during the reporting period indicated that staff members are expecting trainings in relation to thinking and professional job skills, and also preferring external experts to commence training in the form of conducting lessons and case analysis. Looking forward, the Group will formulate a training plan for next year in accordance with the staff's opinions. The Group planned to increase trainer posts, who will be responsible for training staff, and delivering key issues of departments and workflow by way of training.

報告期內的培訓調查顯示，員工期待參加有關思維訓練和崗位專業技能的培訓，並希望通過外部專家進行授課和案例分析的形式展開培訓。展望未來，集團將按員工的意見制定下一年的培訓計劃。集團亦計劃增加訓練員崗位，其主要工作職責是帶訓員工，以培訓方式傳達部門要事及工作流程。

### Safety and Health

The Group values the safety and health of its staff. We purchased social medical insurance for all the staff. We strived to maintain a healthy and safe working environment in order to avoid any industrial accident. The Group formulated a "Safety Manual" to help our staff better understand our safety ordinance and to emphasize the importance of implementing safety principles and abiding by the safety procedures.

During the reporting period, the Group has developed a crisis reporting mechanism and also a "Crisis Check Manual" focusing on the crisis that are the most relevant to our business, for example, children lost, customer complaints, negative news, food poisoning, casualties in business premises, outbreak of contagious diseases, etc. We built a sound safety management system, formulated emergency reporting procedure and specified the responsibility of each internal authorities, such as internal alarm call centre, emergency management team, shops' crisis management committee and company's crisis management committee. In addition, the Group also arranged all of its staff to participate in the safety training courses. During the reporting period, there were three cases of minor work injuries, which included being hit while unloading, slipped-and-fell while delivering and pinched by the safe door. To avoid such accidents, the safety awareness of staff are enhanced by the morning meeting and the training.

During the reporting period, the Group has not identified any non-compliance case relating to health and safety.

### 安全與健康

集團重視員工的安全與健康，為所有員工購買了社會醫療保險。集團致力維持一個健康、安全的工作環境，防止工傷意外的發生。集團制定《安全手冊》幫助員工瞭解集團的安全條例，強調實施安全原則及遵循安全程序的重要性。

報告期內，集團建立了危機事件匯報機制，針對與業務最具相關性的危機事件，例如，丟失兒童、顧客投訴、負面新聞、食物中毒、營業場所人員傷亡、突發性傳染病等，制定編制《危機事件速查手冊》。集團設置健全的安全管理系統，設定緊急事件匯報程序，及列明各內部機構如內部報警中心、緊急事件處理小組、門店危機管理委員會和公司危機管理委員會的安全責任。另外，集團亦安排所有員工參與安全培訓課程。集團於報告期內有三宗輕微工傷個案，成為卸貨時被砸傷，送貨時摔傷和被保險櫃櫃門夾傷。為了避免類似事故再次發生，集團通過晨會和培訓加強員工的安全意識。

報告期內，集團並無發現與健康與安全相關的違規個案。

## EMPLOYMENT SYSTEM

### 僱傭制度

The Group considers its staff as the core of its business and brand. The Group has been striving to build a working environment for its employees to present their capability, create value, enhance self-quality and pursue all-round development. The recruitment and promotion within the Group will be conducted by upholding the principle of open and fair competition without any discrimination, regardless of any race, gender, age, disability, marital status, sexual orientation or religious belief. The Group has initiated a diversified employment policy and encouraged to hire employees from different backgrounds, who may contribute to the Group with various skills, experiences and ideas and substantially enhance our development potential. As at the end of 2017, the number of ethnic minorities employed by the Group amounted to 55, representing 2.3% of our total employees, as compared with 51, representing 2.2% of our total employees at the end of 2016.

The Group has made great efforts in providing comfortable working environment to its employees. High quality working environment will not only inspire employees' creativity and proactivity, but also benefit the well-being of its employees in terms of physical and mental health. The Group has set up a staff canteen and leisure area for employees to relax and rest and maintain positive relationship with each other during working hours. Filters of centralized air-conditioners in our shopping mall will be cleansed on the monthly basis by the Group, in a bid to improve the air quality in the shopping mall and secure comfort and health for employees and customers.

The Group safeguards the interest of its employees, allowing them to understand their interests and responsibilities through Staff Manual, including working hours, salaries, allowances, bonus, holidays, benefits and dismissal arrangement. In order to evaluate employees' working performance and potential in an efficient way, the Group has set up an appraisal and promotion system in this regard, with an aim to achieve objectives of enhancing working quality and improving working procedure.

員工為集團業務及品牌的核心。集團致力為員工提供一個可以展示能力、創造價值、提升自我素質、獲得全面發展的工作環境。集團錄用員工和內部晉升都遵循公開及公平競爭原則，不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而有所歧視。集團倡導僱傭多元化政策，鼓勵多元化的員工組成，為集團帶來不同的技能、經驗和多元化的思維，注入更大的發展潛力。截至2017年年底，集團僱用的少數民族人數達55人，佔總員工比例的2.3%，較2016年年底的51人，佔總員工比例的2.2%增加。

集團努力為員工提供舒適工作環境。優質的工作環境不僅可以激發員工的創造性與工作積極性，還有利於員工的身心健康。集團設立員工餐廳及休閒區，令員工在工作之餘可以放鬆、休息及增加與同事交流。集團每月清洗商場內中央空調回風口過濾網，致力改善商場內空氣質量，保障員工和顧客的舒適與健康。

集團維護員工的利益，通過《員工手冊》讓員工瞭解自己的權益與責任，包括工作時間、薪金、津貼、額外獎金、假期、福利及解僱安排等。為了有效地評估員工的工作表現和潛能，集團建立了員工工作表現評核晉升機制，以達到提高工作質素和改善工作程序的目標。

Percentage of employees conducted appraisal on performance and career development regularly

100%

接受定期績效及職業發展檢視的人數比例



## EMPLOYMENT SYSTEM

### 僱傭制度

The Group has noted that the turnover rate of its employees was relatively higher in 2017 than that of 2016, which is mainly attributable to the change of front office employment form that we employed more migrant workers and student workers. Although turnover rate for full time employees remained unchanged, the Group has made preparation in its 2018 budget plan to increase more expenditure for organizing activities and enhance teamwork spirit among employees of shops, in a bid to reduce the turnover rate of employees in the future.

集團注意到員工的流失率偏高，且2017年的流失率較2016年有所上升，主要是由於集團改變了前台用工形式，增加僱用勞務用工和學生用工。雖然全日制員工的流失率沒有太大變化，集團亦於制定2018年預算時，增加門店員工活動經費，以組織活動的形式，加強員工的凝聚力，為未來減少員工流失率方面作出預備。

Year 年份	2016	2017
Turnover rate of employees	41%	47%
員工流失率		

During the reporting period, the Group has not occurred any non-compliance in relation to the employment.

在報告期內，集團並無發現與僱傭相關的違規個案。

## LABOUR STANDARDS

### 勞工準則

In Compliance with the Labour Law of the People's Republic of China, the Group protects the rights of its staff. Child labour is prohibited within the Group. We will verify the actual ages of the applicants during the recruitment process, including checking their original certificates of identity on their first day of work and making detailed records in this regard. The Group only performs the requirements as set out under standard labour contracts without causing any constrain to the employment relationship between staff and the Company by any unfair means. We established a whistle-blowing channel to reinforce the internal management and strictly forbid child labour or forced labour in any form. During the reporting period, the Group is not aware of any case of child or forced labour.

集團遵守《中華人民共和國勞動法》，保障員工的權利。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檔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。集團建立舉報渠道，加強內部管理，杜絕任何形式使用童工或強制勞工的事件。報告期內，集團並無發現童工或強制勞工的個案。

## OPERATING PRACTICES

### 營運慣例

#### Supply Chain Management

The Group attached great importance to the cooperation with suppliers. During the daily operation of the Group, it mainly procured food and daily necessities. We expected to build a sound cooperative relationship with suppliers in the long run. Thus, it is essential to achieve effective supply chain management. In order to achieve an efficient receiving process on the delivery procedure of suppliers to fulfill the requirement of the Group, it has prepared a “Work Instructions” to regulate the receiving and delivery process. In respect of food safety, we established a food traceability management system, organized a food traceability management team, and formulated a traceability system control procedure, including communication for food safety management crisis, sharing information regarding trade projects, regulatory control, training management, recall control, etc.

As for the supply chain management, in addition to reviewing the business licenses of suppliers and operation qualification fulfilling the requirements under laws and regulations, the quality management department will assess the production and operation process, check product test report, and also oversee the environment protection standards of the production procedure and packing materials of the suppliers. In respect of strengthening the communication with our suppliers, we hold business seminar every quarter, group up our suppliers to learn about national laws and regulations regularly, enhance publicity and guidance through company website and WeChat official account. Based on the environment protection policies, the Group will also promote environmental protection to the supply chain in order to help more business partners boost their performance in this regard. In the long run, the Group will take the environment and social performance into its procurement consideration and assessment system, which will strengthen the risk management of supply chain and push forward the sustainable development of the whole industry.

#### 供應鏈管理

集團重視與供應商的合作。集團日常營運中主要採購的產品為食品和日用品。集團希望與供應商建立長久穩定的合作關係，因此有效的供應鏈管理至關重要。為了準確快速驗收供應商的供貨程序符合集團要求，集團編制《作業指導書》規範收貨及送貨流程。針對食品安全環節，集團建立食品追溯管理體系，組建食品追溯管理小組，制定追溯體系控制程序，包括管理食品安全危機溝通、貿易項目資訊共用、監管控制、培訓管理、召回控制等。

在供應鏈管理方面，除了審核供應商的營業執照和經營資質符合法律法規的要求，集團質量管理部門還會考核供應商的生產經營流程，查閱產品檢測報告，以及監督供應商的生產程序和包裝材料的環保標準。集團在加強與供應商溝通交流方面，會按季度開展經營交流會，定期組織供應商學習國家的法律法規，並利用公司網站、微信公眾號等，加強宣傳引導。集團亦會根據環保政策，將環保訊息推廣至供應鏈，帶動更多業務夥伴提升環境表現。從長遠考慮，集團亦會將供應商的環境及社會表現納入對供應商的採購考慮因素及評核體系，以加強供應鏈的風險管理，推動整個行業的可持續發展。



## OPERATING PRACTICES 營運慣例

### Product Responsibility

The Group has been adhering to its operation philosophy of “Customer First, Pursue Excellent, Care for All, Honest and Reliable”. Advanced management philosophy is introduced and each of the business procedures is optimized. Food safety is a crucial link for our product responsibility. The “Commodities Introduction and Acceptance Standard of Shirble” formulated by the Group has covered regulation management standards, in which clearly stated the requirements for labels of products, food ingredients, food acceptance, expiration dates for sales and others.

To ensure food safety, the requirements stated in the “Commodities Introduction and Acceptance Standard of Shirble” have listed out the ingredients that can be used in both food and medicine, ingredients that can only be used in supplements, and prohibited ingredients, in order to prevent any health or safety hazard related to commodities ingredients issues. The Group established a communication procedure for food safety crisis in order to minimize the potential food safety crisis. For emergency food safety incidents, the Group set up an emergency mechanism to deal with any incident, guided responsible department to take corrective actions, while the food traceability team will supervise and ensure the implementation of corrective actions. An emergency food recalling procedure has also been formulated. The Group will start the procedure to recall relevant commodities immediately upon receiving consumer warning from the Quality Inspection Bureau, government notification and news coverage, or food quality issue notified by our suppliers. Besides, the Group has planned to develop a comprehensive food safety supervision system. Clients are encouraged to use the application “Food Safety Traceability” to understand product information for reliable shopping. Currently, the Group has formulated a preliminary plan to implement food traceability, which will be promoted to the 13 shops located in Shenzhen for implementation. During the reporting period, none of the Group's products were recalled.

As for advertisement management, Shirble has an application process for advertising campaign. Any promotion organized by the Group should undergo vetting and approval procedures. The organizer should fill-in the application form. The process will first be approved by the head of procurement department, then the operational management team, and lastly recorded by the commodity administration department, to ensure all relevant departments are involved in the process of approving any advertising campaign.

### 產品責任

集團一直本著「顧客至上、追求卓越、相親相愛、誠實可靠」的經營理念，引進先進管理理念並優化各項業務流程。食品安全是集團產品責任的重要環節。集團制定之《歲寶百貨商品引進和驗收標準》涵蓋了商品的合規管理標準，當中列明了對於各類商品標籤、食品成分、食品驗收及銷售保質期限等要求。

為確保食品安全，《歲寶百貨商品引進和驗收標準》中訂立集團標準，列出可同時用於食品及藥品，只可用於保健食品，以及禁用的成分；以防止商品成分問題導致健康或安全危害。集團建立食品安全危機溝通程序，致力把潛在食品安全危機降至最低。針對突發食品安全事故，集團建立應急機制進行事故處理，指示負責部門採取糾正措施，並由食品可追溯小組監督及確認糾正措施的實施情況。集團還制定了食品緊急召回流程，當收到質檢局消費者警示、政府通報消息、媒體新聞報道，或供應商通知有關食品質量問題時，集團會立即啟動流程召回相關商品。此外，集團計劃建立完善的食品安全監督體系，並鼓勵顧客使用「食品安全追溯」應用程式來瞭解產品資訊，以放心購物。集團目前已建立初步方案落實食品追溯，並計劃將項目推廣到集團深圳區域13家門店執行。報告期內，集團的產品不涉及回收個案。

針對廣告的管理，歲寶百貨設有廣告活動的申請流程，集團組織的促銷活動需要經過申請審批。活動發起人須填寫申請表單，流程需經採購分部主管審批，再由經營管控組審批，最後由商品行政部錄入，確保各相關部門對廣告活動進行層層把關。

## OPERATING PRACTICES

### 營運慣例

Shirble sells a variety of commodities, therefore product label content management is crucial. The “Commodities Introduction and Acceptance Standard of Shirble” has stipulated the labelling requirements for each commodities. For example, the content of food, effects and ingredients of medicines and the safety labels of electric appliances should be clearly stated in order to provide our customers a clear product description.

The Group values a barrier-free communication channel with customers and the fulfilment of their needs. Customer complaint channel has been established to receive complaints related to services or product quality, and the Group will then follow up. During the reporting period, there was no product recalling case in the Group’s Jingtian store and Jufu store. 66 customer complaints were received by the two stores, which were mainly related to delivery service and installation service. After understanding what our customers demanded, the stores then followed up in time.

Safeguarding customer information is the key to maintaining good corporate governance and establishing long-term and trusting relationships with customers. The Group complies with all relevant laws regarding privacy, and it is stated in the “Staff handbook” that employees must protect the Group’s customer data in.

During the reporting period, the Group has not identified any non-compliance case relating to product liability.

歲寶百貨售賣多類商品，因此商品標籤內容管理極其重要。《歲寶百貨商品引進和驗收標準》明確對各類商品的標籤要求，如需列明食品的含量、藥品的功效成分及電器安全標示等，為顧客提供清晰的商品說明。

集團重視與顧客建立順暢的溝通渠道，滿足顧客需求。集團設有顧客投訴渠道，接收關於服務或商品質量的投訴事件，並跟進處理。在報告期內，集團景田店和聚福店並無產品回收相關個案。兩店共收到66宗顧客投訴，主要涉及送貨服務和安裝服務。集團在瞭解顧客訴求之後，均有及時作跟進。

保障客戶資料的安全，是集團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。集團遵守與保障私隱有關的法例，於《員工手冊》中亦列明員工必須保護集團的客戶資料。

報告期內，集團並無發現與產品責任相關的違規個案。

## OPERATING PRACTICES 營運慣例

### Anti-Corruption

Anti-corruption has been one of the essential elements of corporate social responsibilities defined by the international community. The Chinese government has been actively in its fight against corruption in recent years. The Group adopts zero tolerance on any form of corruption, including bribery, extorting bribe, fraud and money laundering, and undertakes to run business in an honest, ethical and faithful manner. The Group has formulated a “Code of Conduct”, which included the “Anti Commercial Bribery Agreement” and “Staff Handbook”, to regulate the behavior of the Group and the suppliers, as well as the employees respectively. The “Staff Handbook” stipulated that employees are not allowed to accept or solicit bribes from suppliers and other parties in connection with the business.

In order to facilitate employees to act in accordance with the Company's regulations and requirements, and to encourage all the employees to report internal dishonest behavior. During the reporting period, the “Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally” (《員工誠信問題內部舉報獎勵政策》) has been established by the Group to provide reporting channel. The loss prevention department in the head office will process all the reported cases and the director of the loss prevention department will conduct investigation and verification in accordance with the nature of the cases.

During the reporting period, the Group has not identified any litigation in relation to corruption which involved the Group and its employees.

### 反貪污

反貪污已經是國際社會界定企業社會責任的基本原則之一，中國政府近年亦積極推行反貪污工作。集團對任何形式的貪污行為，包括賄賂、勒索、欺詐及洗黑錢採取零容忍政策，承諾以誠實、合乎道德及恪守誠信的態度經營業務。集團設有既定的行為守則，包括《反商業賄賂約定》規範集團和供應商的行為，及《員工守冊》中對員工行為的規範，規定不可向供應商及其他業務關係方收受或索取賄賂。

為促進員工符合公司規範和要求，及鼓勵全體員工舉報公司內部不誠信行為，集團於報告期內制定《員工誠信問題內部舉報獎勵政策》並提供舉報渠道。所有舉報案件由總部防損部受理，防損部總監會根據案件性質安排進行調查核實。

報告期內，集團並無出現與集團及員工相關的貪污訴訟案件。



## COMMUNITY INVESTMENT

### 社區投資

Public concern over corporate social responsibility has increasingly intensified, and the concept of the “society’s granting of business licensing” is derived. It emphasises that corporates should not only set short-term financial performance and shareholder return as its goal, they should also include long-term development of the whole society in its corporate operation. As an organization assuming social responsibility, the Group has formulated its “Social Responsibility Policy”, which encourage our employees to participate in community volunteer activities and share knowledge in order to make contribution to community development.

During the reporting period, for the purpose of community investment, the Group focused on educational and health issues. The Group assembled a volunteer team with 40 employees to support “2017 Mo Fang 200km” (2017磨房200公里騎行). The Group also cooperated with the Party Committee of Luohu District Hongcun community to organize an event named “「微事實」紅村社區快樂生活興趣「幫」活動” in the Hongcun Community to enrich their knowledge of breakfast nutrition.

大眾對企業社會責任的關注不斷提高，衍生「社會營運許可」的概念，強調企業不能只以短期的財務績效及股東回報為目標，更要將整個社會的長遠發展納入企業營運當中。作為一家對社會責任有承擔的機構，集團制定《社會責任政策》，並鼓勵員工參與社區義工活動及分享技能，對社區發展貢獻一己之力。

報告期內，集團將社區投資的重點放在教育及健康議題。集團組織40名員工加入義工隊伍以支持「2017磨房200公里騎行」活動。集團更與羅湖區紅村社區黨委合作，於紅村社區居委會聯合舉辦「微事實」紅村社區快樂生活興趣「幫」活動，幫助社區居民普及早餐營養知識。



## ENVIRONMENTAL PROTECTION

### 保護環境

#### Emissions

In line with the development approach for the global development of low-carbon economy, the Group has fulfilled its corporate responsibilities to establish the “Environmental Protection Policy”. While improving operational efficiency, the Group also strived to minimise the impacts of its business operation on environment, in order to promote corporate sustainable development. Various environmental measures have been adopted into the daily operation of the Group, including reducing energy and paper consumption, water saving as well as other resources as to improve the group’s environmental performance.

The Group values proper disposal of waste and improving the environmental awareness among its staff. During the reporting period, the Group did not produced any hazardous waste, and it proactively encouraged recycling and reached out to professional companies to recycle reusable non-hazardous waste such as cardboards and metal etc. in accordance with the investigation on the feasibility of recycling wastes conducted last year, and domestic waste will be collected and treated by professional cleaning company. Meanwhile, our headquarter would conduct store inspections and spot checks regularly, the stores would conduct daily food safety checks in order to strike a balance between customer safety and reducing wastage. Goods that will soon to be expired would be sold through promotion at a lower price, and destroyed after expiration date.

#### 排放物

集團積極回應全球發展低碳經濟的發展方針，履行企業的社會責任，制定《環保政策》。在提高營運效率的同時，亦致力減低其業務運作對環境影響，推動企業的可持續發展。集團將多項環保措施融入日常業務運作中，包括減少能源及紙張消耗，節約用水及其他資源，繼續提升集團的環保表現。

集團重視廢棄物的妥善處置及員工的環保意識提升。在報告期內，集團並沒有產生有害廢棄物，亦按去年探討回收廢棄物的可行性，積極鼓勵回收及聯絡專業公司回收可循環再用的無害廢棄物（如紙皮、金屬等），而日常生活垃圾則由專業清潔公司收集處理。同時，為平衡顧客安全及減少浪費，總部亦會定時巡店抽查和門店日常自查食品安全，如發現快將過期的貨品會先以低價促銷，再待正式過期後銷毀。

## ENVIRONMENTAL PROTECTION

### 保護環境

To further strengthen emission management, the Group has also established relevant policies. Cleaning of kitchen ventilation system is carried out weekly to improve the ventilation efficiency of hoods. Both of our stores in Jingtian and Jufu of Shenzhen complied with the requirements of the “Emission Control Specification for Cooking Fume” (《飲食業油煙排放控制規範》) (SZDB/Z 254-2017) for fume emissions standard. For sewage management, the Group has implemented a system that divides rainwater from sewage (雨污分流). Sanitary wastewater is discharged into municipal sewage pipes according to the third-level treatment of clean water; kitchen wastewater is discharged into municipal sewage pipes after being processed by the grease trap; other wastewater such as water used for fire hydrant and air conditioning is discharged into rainwater pipes. The Group cleans the grease trap twice or three times a year, and appoints professionals to conduct regular check to ensure it works properly. During the reporting period, the total volume of wastewater discharged by the Jingtian Store and Jufu Store was 59,643 tonnes.

Greenhouse gas emissions are closely related to climate change and global warming, as such, corporates around the world have pledged to establish carbon reduction measures and set targets. During the reporting period, the Group commissioned CCA, a professional consultancy, to carry out carbon evaluation with reference of the guide<sup>3</sup> issued by the National Development and Reform Commission of the PRC, which allows us to have better understanding on its emission volume. The Group will continue to evaluate, record and disclose its data of greenhouse gas emission on an annual basis. Data of this reporting period will be taken as a basis for comparing with the data of the subsequent years. For information about the greenhouse gas emissions in this year, please refer to “Overview of Key Performance Indicators” set out on page 24.

為進一步加強對廢氣的管理，集團亦已制定相關政策。集團對廚房的排煙系統進行每週定期清洗，提高油煙機的排風效果。集團深圳區域之景田店及聚福店均符合深圳市《飲食業油煙排放控制規範》(SZDB/Z 254-2017)對油煙排放限值的要求。有關廢水管理，集團實行「雨污分流」制度。洗手間廢水按三級處理清水排入市政污水管；廚房廢水會經隔油池處理之後，排入市政污水管；其他廢水包括消防和空調用水則進入雨水管。集團每年清理隔油池兩至三次，並定期聘請專業人士檢查，確保其正常運作。在本報告期內，景田店及聚福店的市政污水排水量為59,643公噸。

溫室氣體排放與氣候變化及全球暖化息息相關，各國企業紛紛訂立減碳措施及目標。在報告期內，集團委託顧問公司低碳亞洲進行碳評估，參考中國國家發展改革委發佈的指南<sup>3</sup>而進行，評估過程讓歲寶瞭解其排放量。集團將持續評估、紀錄及每年披露溫室氣體排放數據，並以本報告期的數據作基準，用以與往後的數據作比較。有關本年度的溫室氣體排放量，請參閱第24頁的關鍵績效指標總覽。

<sup>3</sup> Guidelines to Account for and Reports on Greenhouse Gas Emissions for Public Building Enterprises (Trial)  
《公共建築運營企業溫室氣體排放核算方法和報告指南(試行)》

## ENVIRONMENTAL PROTECTION

### 保護環境

#### Use of Resources

Adhering to the principle of reducing resources consumption and more efficient use of resources. It is set out in the “Environmental Policy” that for the purpose of managing and controlling the use of resources, it will monitor the environmental footprint of the office building and the Group’s branches, thereby saving energy and reducing use of resources continuously. The Group utilises high-performance equipment as much as possible. Currently, all the lighting installations in the Jingtian Store and Jufu Store in Shenzhen are replaced by LED lights. In 2011, the Group engaged an energy service company to conduct a seven-year electricity-saving transformation project on its cold chain system in several supermarket stores (including the Jingtian Store and Jufu Store).

The Group has not identified any problem in terms of seeking suitable water sources. The Group, in response to the call, has put up some leaflets in the Company to advocate the ideas of treasuring water resources so as to enhance the employees’ awareness of water saving. In order to control the usage of decorative materials, display props, etc., the Group limited its marketing campaign funds granted annually to further enhance resource utilization.

#### 資源使用

集團一直以減少資源消耗及提升資源使用效益為原則。集團於《環保政策》中列出在管控資源使用方面將監察辦公大樓及分店的環保足跡，持續節約能源及減少資源使用。集團亦盡量使用高效能的設備，現已將深圳景田店和聚福店的燈具全部更換為LED燈。集團亦於2011年起委托節能服務公司在數間超市門店（包括景田店及聚福店）進行為期七年的冷鏈系統節電改造計劃，進一步提高資源使用效率。

在求取適用水源方面，集團並沒有任何問題。為強化員工的節水意識，集團響應號召於公司內部張貼珍惜水資源單張。集團亦會限制每年批出的推廣活動經費，以控制裝飾材料、陳列道具等的使用。



## ENVIRONMENTAL PROTECTION 保護環境

### Environment and Natural Resources

The Group complies with laws and regulations in daily operation. By regularly monitoring the environment, it ensured that the operation is in compliance with the statutory emission standards. The daily operation of the Group have not directly caused any significant impacts to the environment and natural resources. However, the products and services provided by the Group for its customers may indirectly affect the environment and the society. The Group has established the “Environmental Protection Policy” and has undertaken to proactively promote environmental protection to its suppliers and customers, strengthen the co-operation between the industry and environmental groups, and raise environmental awareness among its staff and the public, as well as promote environmental protection measures. In 2018, the Group strengthened its co-operation with the environmental detergent company, to further introduce its improved new products that are free from toxic, phosphor and fluorescent, so as to reduce their impacts on the environment and protect the health of consumers.

During the Reporting Period, the Group has not identified any non-compliance cases relating to emissions, use of resources or environment and natural resources.

### 環境及天然資源

集團在日常營運中遵守法律法規，更透過定期環保監察，確保營運符合法定排放限制要求。集團的日常營運沒有直接對環境及天然資源造成重大影響，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。集團制定《環保政策》，承諾積極向集團的供應商和顧客推廣環保訊息，加強與業界及環保團體合作，持續提高員工和公眾的環保意識，並推廣環保措施。集團計劃於2018年加強與環保洗滌用品公司合作，進一步引入經改良的新產品，確保其無毒、無磷、無熒光劑減低對環境的影響並保障消費者健康。

報告期內，集團並無發現與排放物、資源使用或環境及天然資源相關的違規個案。

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽



#### Environmental Performance 環境績效

	Type 類別	Emissions (kg) 排放量(千克)
Exhaust Gas 廢氣	Sulphur oxides 硫氧化物	237
	Nitrogen 氮氧化物	8
	Particulates 顆粒物	9

Scope 範圍	Emission Sources 排放源	Emissions for the year (tonnes of CO <sub>2</sub> e) 本年排放量(噸二氧化碳當量)
Scope 1: Direct greenhouse gas emission 範圍一： 直接溫室氣體排放	Emission from fossil fuel combustion – Gasoline 化石燃料燃燒 – 汽油	6
	Emission from fossil fuel combustion – Diesel 化石燃料燃燒 – 柴油	36
	Emission of refrigerant 製冷劑排放	262
Scope 2: Indirect energy-based greenhouse gases emission 範圍二： 能源間接溫室氣體排放	Purchased electricity 外購電力	5,760
	Total greenhouse gas emissions 溫室氣體排放總量	6,064
	Greenhouse gas density (tonnes of CO <sub>2</sub> e/m <sup>2</sup> area) 溫室氣體密度(噸二氧化碳當量/每平方米面積)	0.18

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

	Type 類別	Amount of production (Tonne) 產生量(噸)
Non-hazardous Waste 無害廢棄物	Domestic waste 生活垃圾	424
	Density of non-hazardous waste (tonne/sq.m.) 無害廢棄物密度(噸／每平方米面積)	0.01

Note: No hazardous waste was produced during the reporting period.

備註：本報告期內並無產生有害廢棄物。

	Type 類別	Energy consumption for the year (kWh) 本年的能源耗量(兆瓦時)
Use of Resources 能源使用	Direct Energy 直接能源	Natural gas 天然氣
		32
		Diesel 柴油
		136
	Indirect Energy 間接能源	Electricity 電力
		10,929
	Total energy consumption 能源總耗量	11,097
	Energy Intensity (kWh/sq.m.) 能源密度(兆瓦時／每平方米面積)	0.33

	Type 類別	Amount of production (Tonnes) 產生量(噸)
Packaging Materials 包裝物料	Shopping bag 購物袋	7.9
	Roll bag 卷裝袋	1.4
	Total amounts of packaging materials 包裝物料總量	9.3

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

	Type 類別	Amount 使用量
Water Consumption 耗水量	Total water consumption (m <sup>3</sup> ) 耗水總量(立方米)	87,717
	Water consumption intensity (m <sup>3</sup> /employee) 耗水密度(立方米／每名員工)	2.6



## Social Performances 社會績效

### The number of staff 員工人數

Age Group 年齡組別	Female 女性員工		Male 男性員工	
	2017	2016	2017	2016
Below 30 30歲以下	46	46	36	44
30 – 50 30 – 50歲	163	157	73	66
Above 50 超過50歲	1	0	15	11
Total number of employees 總員工人數	210	203	124	121



## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### The number of new recruits 新入職員工人數

Age Group 年齡組別	Female 女性員工		Male 男性員工	
	2017	2016	2017	2016
Below 30 30歲以下	23	41	12	60
30 – 50 30 – 50歲	29	23	14	6
Above 50 超過50歲	1	0	0	0
Total number of employees 總員工人數	53	64	26	66
Percentage of the number of new recruits to the total number of employees in 2017 2017年新員工佔總員工數目百分比	24%			
Percentage of the number of new recruits to the total number of employees in 2016 2016年新員工佔總員工數目百分比	40%			

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### The number of resigned staff 離職員工人數

Age Group 年齡組別	Female 女性員工		Male 男性員工	
	2017	2016	2017	2016
Below 30 30歲以下	48	30	45	57
30 – 50 30 – 50歲	39	36	16	9
Above 50 超過50歲	0	1	3	0
Total number of employees 總員工人數	87	67	64	66
Percentage of the number of lost employees to the total number of employees in 2017 2017年流失員工佔總員工數目百分比	45%			
Percentage of the number of lost employees to the total number of employees in 2016 2016年流失員工佔總員工數目百分比	41%			

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### The number of staff under training 培訓人數

Position 職位級別	Female 女性員工		Male 男性員工	
	Number of Employees Attending Training 參加培訓的人數	Number of Employees under this category 此類別人數	Number of Employees Attending Training 參加培訓的人數	Number of Employees under this category 此類別人數
Management 管理層	2	2	6	6
Managerial staff 經理人員	16	21	22	27
General staff 一般員工	169	187	84	91
Total number of employees 總員工人數	187	210	112	124
Percentage of Employees Attending Training in 2017 2017年培訓人數百分比			90%	
Percentage of Employees Attending Training in 2016 2016年培訓人數百分比			86%	

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### Training Hours 培訓時數

Position 職位級別	Female 女性員工		Male 男性員工	
	Training Hours 培訓時數	Number of Employees Attending Training 參加培訓的人數	Training Hours 培訓時數	Number of Employees Attending Training 參加培訓的人數
Management 管理層	29	2	124	6
Managerial staff 經理人員	109	16	221	22
General staff 一般員工	1160	169	735	84
Total number of employees 總員工人數	1297	187	1081	112
Average training hours in 2017 2017年平均培訓時數	8.0			
Average training hours in 2016 2016年平均培訓時數	17.6			



## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### Overviews of Health and Safety Performance Indicators of Employees 員工健康與安全績效指標總覽

Year	Gender	Number of work Injury cases	Rate of work injury (per thousand employees)	Number of working day lost due to work injury	Working days	Percentage of working day lost due to work injury	Number and rate of work related fatalities
年份	性別	工傷個案數字	每千名員工計工傷意外率	因工傷損失工作日數	工作日數	因工傷損失工作日百分比	因工作關係而死亡的人數及比率
2017	Male 男性	2	9.58%	19	38,688	0.03%	0%
	Female 女性	1		13	65,520		
2016	Male 男性	3	9.26%	172	37,752	0.17%	0%
	Female 女性	0		0	63,336		

## OVERVIEW OF KEY PERFORMANCE INDICATORS

### 關鍵績效指標總覽

#### Number of suppliers 供應商數目

Location of supplies	Products and services provided	Number of suppliers	Percentage of suppliers that implemented relevant practices
供應商所在地區	提供之產品或服務	供應商數目	執行相關慣例的供應商百分比
The PRC 中國	Clothing 衣物	268	100%
	Home appliances 家電	47	
	Food 食物	50	
	Healthcare supplies 護理用品	25	
	Furniture 家具	16	
	Stationary 文儀用品	5	
	Restaurants 餐廳	4	
	Multi-media 視聽多媒體	2	
	Other 其它	66	

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<b>A1 排放物</b>		
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<b>A2 資源使用</b>		
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	Indirect energy 間接能源	25



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<b>A3 環境及天然資源</b>		
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<b>B. Society</b> <b>B. 社會</b> <b>B1 Employment</b> <b>B1 僱傭</b>		
General disclosures 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、 多元化、反歧視以及其他待遇及福利的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 遵守對發行人有重大影響的相關法律及規例的資料。	12-13
B1.1 (Part) (部份)	Total employees 僱員總數 Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	26
B1.2	Employee turnover rate 僱員流失比率 Employee turnover rate by gender, age group and geographical region 按性別、年齡組別及地區劃分的僱員流失比率	28
GRI 401-1	Total number of new recruits 新進僱員總數 Ratio of new recruits 新進僱員比例 Total number and ratio of new recruits by gender, age group and geographical region 按性別、年齡組別及地區劃分的新進僱員總數及比例	27
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<b>B2 Health and Safety</b> B2 健康與安全		
General disclosures 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 遵守對發行人有重大影響的相關法律及規例的資料。	11
B2.1	Number and rate of work-related fatalities 因工作關係而死亡的人數及比率	31
B2.2	Lost days due to work-related injuries 因工傷損失工作日數	31
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	11
GRI 403-2	Rate of work injury (per thousand employee) 工傷率(即每一千名僱員中出現的工傷數字)	31
	Rate of absence 缺勤率	31

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<b>B3 Development and Training</b> B3 發展及培訓		
General disclosures 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	10-11
B3.1	Percentage of trained employees 受訓僱員百分比	30
	Percentage of trained employees by gender and employment type (e.g. senior management, middle management) 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓員工百分比	30
B3.2	The average training hours completed per employee 每名僱員完成受訓的平均時數	30
	The average training hours completed per employee by gender and employment type 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	30
GRI 404-3	The percentage of total employees who receive a regular assessment on performance and career development 接受定期績效及職涯發展檢視的僱員百分比	12
<b>B4 Labour Standards</b> B4 勞工準則		
General disclosures 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料。	14
B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	14

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<b>B5 Operating Practices</b>		
<b>B5 供應鏈管理</b>		
General disclosures 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	15
B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	32
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	15,32
<b>B6 Product Responsibility</b>		
<b>B6 產品責任</b>		
General disclosures 一般披露	Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies; and 政策：及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 遵守對發行人有重大影響的相關法律及規例的資料。	16-17
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons 已售或已運送產品總數中因安全與健康理由而須回收的百分比	16-17
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B6.4	Description of quality assurance process and recall procedures 描述質量檢定過程及產品回收程序	16-17
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<b>B7 Anti-corruption</b> <b>B7 反貪污</b>		
General disclosures 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 遵守對發行人有重大影響的相關法律及規例的資料。	18
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果	18
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<b>B8 社區投資</b>		
General disclosures 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	19
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