



Tibet Water Resources Ltd. 西藏水資源有限公司

(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 : 1115



Environmental, Social and Governance Report 2017

環境、社會及管治報告



The board (the “**Board**”) of directors (the “**Directors**”) of Tibet Water Resources Ltd. (the “**Company**”) and its subsidiaries (collectively the “**Group**”) present the environmental, social and governance report for the year 2017. The Group is committed to running our business sustainably and for the well-being of employees, business partners, other stakeholders and the environment. For these purposes, as the premier Tibetan water and beer products producer, we ensure that we meet all relevant national and local laws and regulations as well as industry standards and are committed to conducting our business operations as a responsible, ethical and sustainable corporate.

We strive to offer the best quality products to the world and have built our production plants at highland areas at an altitude of about 4,800 meters and 3,600 meters. We continue to improve our ethical and environment conditions in accordance with international trends.

This report provides information related to the business activities of the production plants and facilities directly controlled by the Group, its headquarters and principal place of business in Hong Kong. Data from our customers or suppliers are not included as such data are difficult to verify with available resources.

西藏水資源有限公司(「**本公司**」)及其附屬公司(統稱「**本集團**」)的董事(「**董事**」)會(「**董事會**」)謹此提呈二零一七年度的環境、社會及管治報告。本集團致力於業務的可持續發展，為僱員、業務夥伴、其他持份者及環境謀福祉。為此，作為西藏高端水及啤酒產品生產商，我們確保遵守所有相關國家及地方法律及規例以及行業標準，並致力作為負責任、有道德及可持續發展的企業經營業務。

我們力求向世界提供最優質的產品，並將生產廠房建在海拔約4,800米及3,600米的高原地區。我們根據國際趨勢，不斷提高我們的道德及環境條件。

本報告提供與本集團、其總部及香港主要營業地點直接控制的生產廠房及設施的業務活動有關的資料，當中不包括我們的客戶或供應商的資料，原因為該等資料難以利用可用資源進行驗證。

ENVIRONMENTAL PROTECTION:

Emissions and wastes

Our production facilities generate and discharge wastes during production activities, which mainly include waste water, plastics, papers and air pollutants. We consider the protection of the environment to be of utmost importance and have implemented procedures for waste storage, handling and disposal. The Group aims to minimize the impact of our activities on the environment and requires our staff to follow the same principle. We adhere to the principles of low carbon emission, waste and emission reduction, energy and cost saving and an overall environmentally friendly approach in the way we operate.

The solid wastes (non-hazardous) produced in the production process (waste preforms, waste bottles, waste caps, waste film, waste paper boxes) and domestic garbage in the plant area are all reclaimed with an agreement signed by a qualified contractor and classified according to the relevant national regulations. According to the production shift, it will be collected for recycle twice a day, stored in a government approved storage place for storage, and domestic garbage will be transported to the county landfill. Our production process does not directly involve in production of hazardous emissions and wastes.

Our water processing process, which includes water collection, inspection, aeration, sedimentation and filtration, utilizes an open and accessible technology and is environment-friendly. No chemical raw materials or additive is involved during the water processing process. We employ two filtration technologies, namely, media filtration and membrane technology. Media filtration uses filtering materials such as activated carbon, sand and special granules for prefiltration to remove excessive iron, manganese, arsenic or uranium substances from the water. Membrane technology uses polyethersulfone ultrafiltration to remove bacteria, viruses and all undissolved substances from the water without changing its core mineral content. We have also integrated stretch blow-molding into bottling, bottle labelling and water filling into one unit to minimize contamination and maintain the purity and original taste of our water. We observe strict hygiene standards at our production facilities.

Our beer products are brewed using a process based on individual formulas. The typical brewing process involves mashing, lautering, boiling, fermenting, conditioning, filtering, filling, labelling and packaging. The production of our beer products follows the same brewery procedures as other beer producers in the market.

環境保護：

排放物及廢物

我們的生產設施於生產活動中所產生及排放的廢物主要包括廢水、塑料、紙張及氣體污染物。我們認為環境保護至關重要，並已實施各項措施儲存、處理及處置廢物。本集團致力減少我們的業務對環境造成的影響，並將要求員工遵守該原則。我們於業務營運過程中遵循低碳減排、節能節本及環保方針。

生產過程產生的固體廢物(非有害)(廢胚、廢瓶、廢蓋、廢膜、廢紙箱)及廠區生活垃圾，均與一位有資質的承包方簽訂協議全部回收，並按國家相關規定進行分類，每天按生產班次回收兩次，存放至政府批准的儲存地進行儲存，生活垃圾則清運至縣垃圾填埋場。我們的生產過程不直接涉及有害排放物和廢物的產生。

我們的水處理流程(包括水採集、檢測、曝氣、沉澱及過濾)採用公開及易於使用的技術且環保。水處理流程不涉及化學原料或添加劑。我們採用兩種過濾技術，即濾料過濾及膜技術。濾料過濾採用活性炭、砂及特殊顆粒等過濾材料進行預先過濾，分離水中多餘的鐵、錳、砷或鈾等物質。膜技術採用聚醚砜超濾法分離水中細菌、病毒及所有不能溶解物質，而不改變其核心礦物質含量。我們亦已把拉伸吹塑成型以一個單位整合至裝瓶、瓶上貼標籤及裝水，以將污染降至最低及維持我們的水的純度及原味。我們在生產設備遵守嚴格的衛生標準。

我們的啤酒產品以基於個別配方的流程釀造。一般釀造流程涉及糖化、過濾、蒸餾、發酵、浸泡、壓濾、裝瓶、貼標及包裝。我們的啤酒產品的生產遵循與市場上其他啤酒生產商相同的釀製程序。

In our business operation, the Group actively advocates energy conservation and emission reduction and reduced emissions by continuously increasing investment in environmental protection. Through the use of green electricity in our production facilities and other measures, the Group reduces the generation of exhaust pollutants from the source to avoid environmental pollution. Our business operation or manufacturing process does not produce significant exhaust gas.

To the best of our knowledge, there were no identified violation of relevant environmental laws and regulations by the Group during the reporting period.

As green electricity is strictly applied in the Group's production facilities/process, the Group does not directly involve in significant emissions and waste production (both hazardous and non-hazardous). Therefore, there is no specific disclosure made in respect of the general disclosure requirement of the key performance index under the Environmental, Social and Governance Reporting Guide (the "Reporting Guide") under the Appendix 27 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited issued by the Stock Exchange of Hong Kong Limited (the "Stock Exchange"). The measures to mitigate emissions and wastes handling are mentioned above.

Use of resources

The Group's main energy consumption includes water and electricity used in production lines. We advocate green initiatives and adopt measures to conserve resources and reduce their consumption.

Green electricity is used in full-scale in our production plant at the altitude of 4,800 meters. Furthermore, advanced energy saving contiform filler block and voice control LED lighting system are installed in the production plant. We pile up most of the production in spring, summer and autumn. Major maintenance works on production lines and employees' annual vacations are scheduled in winter time. During the intensely cold period, the production plants will put to semi or almost hibernated condition as higher energy consumption is needed to keep the production plants in full function. We actively implement energy conservation and environmental protection policies in our production plants and office. For instance, electrical devices must be completely shut down to prevent leaving devices on stand-by mode during non-operating hours. We also operate an in-house telephone and video conferencing system to reduce travelling needs of our management.

在業務運營中，本集團積極倡導節能減排，通過不斷加大環保投入減少排放物。本集團的生產設施採用環保電能等措施，減少源頭廢氣污染物的產生，避免環境污染。我們的業務運營或製造過程不會產生大量廢氣。

據我們所知，於報告期間並無發現本集團有違反相關環保法律及規例的情況。

由於環保電能原則嚴格應用於本集團的生產設施／流程，本集團不直接涉及產生重大排放物和廢物(有害和非有害)，因此並沒有(根據由香港聯合交易所有限公司(「聯交所」)發行的香港聯合交易所有限公司主板證券上市規則附錄27中「環境，社會及管治報告指引」(「報告指引」)下的關鍵績效指標的一般披露規定)作出特定披露。減少排放物和廢物處理的措施已在上文提及。

資源使用

本集團的主要能源消耗包括生產線所使用的水電。我們倡導環保實踐，採取措施節約資源，降低消耗。

在海拔4,800米的生產廠房全面採用環保電能，並於生產廠房內安裝先進的吹灌旋一體節能設備及聲控LED燈光系統。我們的生產主要集中在春季、夏季及秋季。生產線的主要維護工作及僱員年假安排在冬季。於嚴寒期間，由於維持生產廠房全面運轉需要更高能耗，因此生產廠房將處於半數或幾乎全部停產狀態。我們於生產廠房及辦公室積極實施節能環保政策。例如，不使用電子設備時應將其完全關閉，避免設備處於待機模式。我們亦設有內部電話及視頻會議系統，以減少管理層的差旅需求。

The environment and natural resources

Our water source is self-draining springs, but the use of water in pipelines does not require exploitation. Diversion of water through pipelines will not affect the local environment and the surrounding environment. Therefore, according to the actual situation, the water-saving measures should start from the beginning and be adapted to local conditions in order to eliminate any leakage. The assessment of wasteful phenomena has enhanced the employees' awareness of water-saving.

In order to maintain the quality and safety of our water products, we have established a "water protection zone" of 60 square kilometers around our water source. No human activities are allowed in the most restricted zone and the spring source has been secured in a fully enclosed facility to prevent any potential contamination of our water source.

A 3-stage protection zone, including protection zone, limitation zone and monitoring zone, is set up for our water source. A 24-hour closed circuit television system is installed to monitor the trail from water source to the plant. Our water source is rich in content but the extraction rate is relatively low. The remaining flow of spring water follows the mountain slope and fills the wetland which breeds and protects the local ecology.

Regular maintenance of valves and piping, and leaking pipelines must be promptly replaced and repaired. We also phased out existing inefficient electrical equipment and adopt energy efficient electrical equipment.

SOCIAL:

Employment

Our people are our most valued assets and their well-being is essential for the productivity and growth of our business. We treat them with fairness and respect and provide them with a supportive working environment within which they can unleash their greatest potential.

The Board believes in being people-oriented. The employees of the Group are one of the most important assets of the Group and their contribution and support are highly valued. The Group is committed to providing equal opportunities in recruitment and promotion, regardless of age, gender, race, skin colour, religion, nationality, marital status, disability or sexual orientation. The management review and adjust the structure, size, composition and diversity of the manpower of the Group on a timely basis and make every effort to ensure that there is no harassment in workplace.

環境及天然資源

我們的水源為自溢泉，只是透過管道採水不需開採，通過管道引水對當地及周邊環境不會產生影響，所以在節水方面根據實際情況，應該從入手開始因地制宜，杜絕跑冒滴漏，通過對浪費現象的評定，加強員工節水意識。

為維持水產品的質素及安全性，我們已於水源地方圓60平方公里內建立「水源保護區」。最受限制的區域內禁止一切人類活動，並已對泉水源頭建立嚴密的封閉設施，防止源地受到可能的污染。

水源地周圍設立了三級防護區(包括保護區、限制區及監控區)，並沿着水源點到廠房的路段安裝了24小時閉路電視系統監控。我們的水源屬於超大型泉，惟採水率較低，其餘泉水順山谷流入濕地，為當地的生態提供繁殖機會與保護。

定期維護閥門及管道，洩漏管道必須及時更換及修理。我們亦淘汰現有低效電器設備，並採用節能電器設備。

社會：

僱傭

我們的員工是我們最寶貴的資產，其身心健康對我們業務的生產力及增長至關重要。我們以公平、尊重的態度對待我們的員工，並提供一個讓他們能盡展潛能的支持性工作環境。

董事會堅持以人為本。本集團僱員為本集團最重要的資產之一，他們的貢獻及支持受到高度重視。本集團致力於招聘及晉升方面提供平等機會，不論年齡、性別、種族、膚色、宗教信仰、國籍、婚姻狀況、殘疾或性取向。管理層適時檢討和修訂本集團的人力架構、規模、組成及多元化，並盡力確保工作場所內不存在任何騷擾行為。

The Group ensures staff are reasonably remunerated with regular reviews on compensations and benefits policies in accordance with the industry benchmark as well as the individual performance of the employees. Other fringe benefits, training, employee provident fund and share options, if applicable, are provided by the Group to solicit/retain loyal employees with the aim to form a professional and united staff and management team that can bring higher levels of achievements to the Group. Our staff turnover rate is rather stable and not high.

Health and safety

The Group follows a people-oriented philosophy by demonstrating care about the mental and physical health of employees and striving to create a comfortable working environment for our employees. We educate employees on health and safety risks that may exist in work, in order to equip them with the relevant knowledge and ability to safeguard personal and production safety.

We have posted operation safety procedures and instructions in a conspicuous and appropriate place of our production plants and remind our employees from time to time of the safety practices. We also implement appropriate protection measures, including but not limited to technical training, for employees who work in positions with relatively high safety risks to reduce the occurrences of occupational accidents and injuries.

No accident relating to serious injuries or death or property damage has been reported to our management during the reporting period. Furthermore, during the reporting period, we were not subject to any claim arising from any serious accident involving personal injury or death or property damage that had a material adverse effect on our business, operation or financial position.

Development and training

The Group believes that employees' growth and development are essential to the sustainable growth and development of the Group. We provide diversified on-the-job training in our production plants based on the needs of the respective positions and talents of the employees. We also encourage our management staff to participate in continuous professional development training which are relevant to their professions. Apart from induction training, the Company provides

本集團確保員工合理受薪，並根據行業基準以及僱員個人表現定期檢討薪酬及福利政策。本集團提供其他額外福利、培訓、僱員公積金及購股權(如適用)以招攬／挽留忠誠僱員，以建設專業及團結的員工及管理層團隊，促進本集團取得更高成就。我們的員工流失率相當穩定且不高。

健康與安全

本集團堅持以人為本，關心僱員身心健康，力爭為我們的僱員營造舒適的工作環境。我們針對僱員在工作中可能存在的健康安全風險進行教育，從而讓他們擁有相關知識及能力維護自身及生產安全。

我們已於生產廠房當眼及適當的地方張貼操作安全程序及說明，並不時提醒僱員注意安全守則。我們亦為處於相對高安全風險的職位的僱員實行適當的保護措施，包括但不限於技術培訓，以減少職業事故及受傷的發生。

於報告期間，我們的管理層概無接獲涉及重傷或死亡或財物損毀的意外報告。此外，我們於報告期間並無因涉及任何人身傷亡或財物損毀的嚴重意外而產生任何索償致使我們的業務、營運或財務狀況受到重大不利影響。

發展及培訓

本集團認為僱員的成長及發展對本集團的可持續增長及發展至關重要。我們根據僱員的職位需要及專長於生產廠房提供多元化的在職培訓。我們亦鼓勵管理人員參加與彼等專業相關的持續專業發展培訓。除入職培訓外，本公司不時向董事及高級管理層提供有

updates to the Directors and senior management on the latest development regarding the Listing Rules and other applicable regulatory requirements from time to time, to ensure their compliance with and to enhance their awareness of good corporate governance practices. These include attending in-house training, seminars, reading handouts, newspapers, journals, the Group's news, industry news, etc.

Labour standards

The Group strictly prohibits the use of child labour and forced labour. We only employ employees aged over 18 years and never force employees to work overtime in order to foster a working environment that respects human rights. We do not allow any kind of discrimination or potential discrimination in our workplace.

In accordance with the Labour Contract Law of the People's Republic of China (the "PRC") 《中華人民共和國勞動合同法》, employers and employees shall enter into written employment contracts to establish their employment relationships. Employers are required to inform the employees about their job duties, working conditions, occupational hazards, manufacturing safety conditions, remuneration and other matters with which employees may be concerned. Employers shall pay remuneration to employees on time and in full in accordance with the commitments set forth in the employment contracts and the PRC laws and regulations.

Under applicable regulations, including the Interim Regulations Concerning the Levy of Social Insurance Fees 《社會保險費徵繳暫行條例》 and the Administrative Regulation on Housing Fund 《住房公積金管理條例》, employers in the PRC shall make contributions to the basic pension insurance fund, basic medical insurance fund, occupational injury insurance, unemployment insurance fund, maternity insurance fund and housing fund for their employees.

To the best of our knowledge, there were no identified violation of relevant employment laws and regulations by the Group during the reporting period.

Supply chain management

The Group maintains long-term relationships with its suppliers to ensure stable supply of materials for production.

We also require our suppliers to improve their sustainability performance, act responsibly and adhere to our environmental protection and product safety strategies.

關上市規則及其他適用監管要求的最新發展情況，以確保彼等遵守並提高彼等對良好企業管治常規的認識。這些包括參加內部培訓、研討會、閱讀講義、報紙、期刊，本集團新聞、行業新聞等。

勞工準則

本集團嚴格禁止使用童工及強制勞工。我們僅會聘請18歲以上的僱員且不會強迫僱員超時工作，從而營造一個尊重人權的工作環境。我們的工作場所不允許任何形式的歧視或潛在的歧視行為。

根據《中華人民共和國(「中國」)勞動合同法》，僱主與僱員須訂立書面僱傭合同以確立其僱傭關係。僱主須告知僱員其工作職責、工作條件、職業危險、生產安全狀況、薪酬及僱員要求了解的其他情況。僱主須根據僱傭合同的承諾以及中國法律及規例的規定按時向僱員支付足額薪酬。

根據適用法規，包括《社會保險費徵繳暫行條例》及《住房公積金管理條例》，中國的僱主須為僱員繳納基本養老保險金、基本醫療保險金、工傷保險、失業保險金、生育保險金及住房公積金。

據我們所知，於報告期間並無發現本集團有違反相關僱傭法律及規例的情況。

供應鏈管理

本集團與其供應商保持長期的合作關係，以確保生產材料的穩定供應。

我們亦要求我們的供應商改善其可持續表現、負責任行事及遵守我們的環境保護及產品安全策略。

Product responsibility

The Group has put quality as its priority to ensure customer satisfaction in terms of our products and services. Pursuant to the Product Quality Law of the PRC 《中華人民共和國產品質量法》，a manufacturer shall establish a comprehensive internal management system for product quality, and implement internal policies of quality, responsibility and assessment. We have been awarded several certifications attesting to our outstanding quality control systems over our products.

Our environment management system in the production and sales of our water products has been certified to comply with ISA 14001:2004 and GB/T 24001-2004 by the China Quality Certification Center since 2008. Our quality control system in the production and sales of our water products has been certified to comply with ISO 9001:2008 and G/T 19001-2008 by the China Quality Certification Center since 2008. Our production process of water business has been certified to comply with CAC/RCPI-1969, Rev4(2003) Guidelines for the Hazard Analysis Critical Control Point (“HACCP”), which is an internationally-recognized standard for food safety, since 2008.

Our environment management system in the production and sales of our beer products has been certified to comply with ISA 14001:2004 and GB/T 24001-2004 by the China Quality Certification Center since 2010. Our production process of beer business has been certified to comply with CAC/RCPI-1969, Rev4(2003) Guidelines for the HACCP, which is an internationally-recognized standard for food safety, since 2010.

To the best of our knowledge, there were no identified violation of relevant laws and regulations on product responsibility and data privacy by the Group during the reporting period.

Anti-corruption

The Group is committed to doing business with integrity and will not tolerate any bribery or other misconduct. We have implemented internal policies and guidelines to comply with applicable laws in the PRC on anti-bribery and anti-corruption. Whistle blower policies and procedures are in place and disseminated to all employees. These measures are subject to regular review and update to ensure their effectiveness to strengthen the internal controls and compliance regime of the Group. No complaints or suspected cases were received via the whistle blower channel or other channels in 2017.

產品責任

本集團堅持質量第一，確保客戶滿意我們的產品及服務。根據《中華人民共和國產品質量法》，生產商須就產品質量設立綜合內部管理系統，實施質量、責任及評估的內部政策。我們已獲授多項認證，證明我們擁有卓越的產品質量控制系統。

我們生產及銷售水產品的環境管理系統自二零零八年起獲中國質量認證中心認證符合ISA 14001:2004及GB/T 24001-2004。我們生產及銷售水產品的質量控制系統自二零零八年起獲中國質量認證中心認證符合ISO 9001:2008及G/T 19001-2008。我們水業務的生產流程已自二零零八年起獲得認證，遵守危害分析重要管制點（「HACCP」）應用指引CAC/RCPI-1969, Rev4(2003)（國際認可食品安全標準）。

我們生產及銷售啤酒產品的環境管理系統自二零一零年起獲中國質量認證中心認證符合ISA 14001:2004及GB/T 24001-2004。我們啤酒業務的生產流程已自二零一零年起獲得認證，遵守HACCP應用指引CAC/RCPI-1969, Rev4(2003)（國際認可食品安全標準）。

據我們所知，於報告期間並無發現本集團有違反相關產品責任和數據私隱的法律及規例的情況。

反貪污

本集團致力以誠信經營業務，絕不容許行賄或其他不當行為。我們已實施內部政策及指引，以遵守中國有關反賄賂及反貪污的適用法律。我們已訂立舉報政策及程序，並告知全體僱員。該等舉措須定期予以檢討及更新，以確保其可有效加強本集團的內部控制及合規制度。於二零一七年，我們並無從舉報渠道或其他途徑接獲任何投訴或疑似案例。

In addition to the anti-bribery and anti-corruption policies of the Group's staff handbook, the Group has also prepared relevant external reporting procedures and regularly reviewed the effectiveness of the Group's internal control system. The Board is responsible for efficiency monitoring, standardizing various business management decision-making activities of the Group, unifying internal and external inspection of pipelines and strengthening internal and external supervision systems to effectively prevent employees from performing their duties and performing work incorrectly at all levels.

Community investment

We act as a responsible member of the society and are dedicated to contributing to the well-being of our environment and to providing help to those who are in need.

The Group continued to hire about 95% of its employees at the production plant at Dangxiong, Tibet, from local Tibetan farmers and herdsmen, and the Group provided them with relevant education and on-the-job training. As a result, these local people attained an average annual income of about RMB 50,000 per capita, a significant increase from the previous baseline of below RMB 2,000 per household before 2005.

By promoting opportunities and capabilities using a human development approach, the Group has educated farmers in the countryside in Tibet with new industry skills, improved their access to knowledge and learning, and provided them with opportunities to leave defunct industries. By introducing them to modern production methods, operations and management skills, local farmers and herdsmen in rural areas of China gained not only knowledge and skills, but also understanding of the modern society. Their living standards have substantially improved, and their ways of living have been changed rapidly.

The Group continued to develop local economy in Tibet and promote the unique local water industry. It emphasized the benefits of providing development-oriented aid to underdeveloped regions in Tibet instead of mere handing out one-off relief measures.

Supporting education and helping to create a more productive community are the main drivers of the Group's community investment strategy. The donations made by "Tibet 5100 Education Fund (西藏5100教育發展專項基金)", the charity fund established by the Group, continued to provide support to local basic education and healthcare providers and assist in poverty alleviation, examples include school meals and education facilities provided to local schools at Dangxiong, Tibet.

除本集團員工手冊的反賄賂及反貪污政策外，本集團亦已擬定相關外部報告程序，並定期檢討本集團內部監控系統的有效性。董事會負責效率監察，規範本集團各項業務管理決策活動，統一管道內外部檢查，加強內外部監督制度，在各個層面有效地防止員工不恰當履行職責及工作。

社區投資

我們身為社會上負責任的成員，致力為環境福祉作出貢獻，並向有需要人士提供幫助。

本集團於西藏當雄縣的生產廠房繼續向當地西藏農牧民僱用約95%的僱員，且本集團向他們提供相關教育及在職培訓。因此，該等當地員工實現平均年收入人均約人民幣50,000元，遠高於二零零五年之前的先前基線每戶不足人民幣2,000元。

本集團以人才發展方針推動機遇及能力，為西藏農村的農民提供新的行業技能教育，改善他們獲得知識及學習的途徑，為他們提供離開過時行業的機會。通過引入現代生產方式、經營及管理技能，中國農村地區的當地農牧民不僅可獲得知識及技能，亦可了解現代社會。他們的生活水平大幅提高，生活方式迅速發生變化。

本集團繼續為西藏當地經濟發展及特色水產業宣傳出力，實現西藏落後地區從「輸血式」扶貧向「造血式」幫扶的發展。

支持教育及幫助創造更富有生產力的社區，是本集團社區投資策略的主要推動力。本集團建立的慈善基金「西藏5100教育發展專項基金」繼續作出捐贈，為當地基礎教育及醫療保健提供者提供支持並協助扶貧，其中包括向西藏當雄縣的當地學校提供學校用餐及教育設施。

Shareholders

We strive to maximize long-term value and return for our shareholders.

Our commitment towards our stakeholders provides us guidance in respect of our corporate responsibility policy which we strive to ensure that the values of our social and environment responsibilities are integrated into our daily operations and business code of conduct.

Customers and business partners

Our main goal is to satisfy our customers and provide them with world-class Tibetan water and beer products. We regard each distributor and supplier as our long-term business partner and conduct all businesses with integrity and in a responsible manner.

In terms of privacy, the Group's customer information system only allows authorized staff to visit. The staff of other departments of the Group strictly apply, accept and provide information when they request for information retrieval.

The Group seeks to maintain good relationships with its customers. The Group maintains an after-sales call center to serve our end customers, and the sales personnel make regular visits and/or phone calls to the distributors and sales outlets in the market. If there is any complaint from customers, it will be reported to the management and immediate remedial action will be taken. Thereafter, the cause of such complaint will be studied, analyzed and evaluated, and recommendations will be made for future improvements.

The Group also seeks to maintain good relationships with its suppliers. During the year, there was no dispute in debts or unsettled debts. In addition, whenever the Group places orders, our suppliers are willing to accept our orders.

股東

我們致力達至股東的長期價值及回報最大化。

我們對持份者的承諾為我們的企業責任政策提供指引，據此我們盡力確保將我們的社會及環境責任價值整合至我們的日常營運及業務操守準則。

客戶及業務夥伴

我們的主要目標為滿足客戶及為其提供世界級西藏水及啤酒產品。我們視各經銷商及供應商為我們的長期業務夥伴，並以真誠及負責任的態度進行所有業務。

在隱私方面，本集團的客戶信息系統僅允許授權員工訪問。本集團其他部門的工作人員在要求信息檢索時須嚴格申請，接受和提供信息。

本集團尋求與其客戶維持良好關係。本集團設有售後服務中心，服務我們的終端客戶。銷售人員定期拜訪及／或致電市場經銷商及銷售網點。倘接獲客戶投訴，則會匯報至管理層並即時採取補救行動。此後，本集團將研究、分析及評估有關投訴的原因，並提出改善建議。

本集團亦尋求與供應商維持良好關係。年內，概無有關債務或未結債務之爭議。此外，當本集團下訂單時，我們的供應商均樂意接納訂單。

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