



2017-2018

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



CHINA SANDI HOLDINGS LIMITED
中國三迪控股有限公司

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock code 股份代號：910

Environmental, Social and Governance Report

環境、社會及管治報告

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Environmental, Social and Governance Report

環境、社會及管治報告

1. SCOPE

This is the “Environmental, Social and Governance Report” issued by China Sandi Holding Limited (the “Company”, and together with its subsidiaries, the “Group”). This report mainly introduce the Company’s policies and measures regarding environmental, social and governance (“ESG”) issues and is meant to strengthen communication and engagement with internal and external stakeholders.

The Board of Directors of the Company assumes full responsibility for the Company’s ESG strategy and ESG reporting and is responsible for assessing and determining the Company’s ESG risks and ensuring that the Company has an appropriate and effective ESG report management and internal control system in place. The Board of Directors and its individual members affirm that this report contains no false or misleading statements or material omissions and that they are jointly and severally responsible for the truthfulness, accuracy, and integrity of its contents.

This report aims to provide a balanced representation of the Company’s ESG performance and covers the operations of the Group. The reporting period of this report is from 1 April 2017 to 31 March 2018.

This report is prepared in accordance with the requirements of the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 to the Rule Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited and the publication frequency is once a year.

2. COMMUNICATION WITH STAKEHOLDERS

The Company holds shareholders’ meetings each year to provide an effective platform for the Board and Shareholders to exchange views. In addition to shareholders’ meetings, in order to maintain close relationship with customers, suppliers and other stakeholders, the Company maintains communication with the stakeholders from time to time through visits, conference calls, corporate e-mails, customer service specialists, industry exhibitions and other channels to listen to their views and needs. The Company’s overall performance is also reported each year to investors through the annual report.

1. 範圍

此乃中國三迪控股有限公司（「本公司」，連同其附屬公司，「本集團」）發出的「環境、社會及管治報告」。本報告主要介紹本公司有關環境、社會及管治（「環境、社會及管治」）事宜的政策及措施，旨在加強與內部和外部持份者的溝通及交流。

本公司董事會對本公司的環境、社會及管治策略及環境、社會及管治報告承擔全部責任，其亦負責評估及釐定本公司的環境、社會及管治風險，確保本公司設立適當及有效的環境、社會及管治風險管理及內部監控制度。董事會及其各成員確認，本報告並無載有虛假或具誤導成分的陳述或重大遺漏，且彼等就其內容的真實性、準確性及完整性共同及個別承擔責任。

本報告旨在平衡反映本公司的環境、社會及管治績效，並涵蓋本集團的業務。本報告的期間為二零一七年四月一日至二零一八年三月三十一日。

本報告乃根據香港聯合交易所有限公司證券上市規則附錄27所載的香港聯交所環境、社會及管治報告指引規定而編製，刊載頻率為每年一次。

2. 與持份者溝通

本公司每年舉行股東大會，為董事會及股東交換意見提供一個有效的平台。除股東大會外，為維持與客戶、供應商及其他持份者的密切關係，本公司亦不時透過拜訪、電話會議、公司電子郵件、客戶服務專員、行業展會及其他渠道傾聽其意見與需求，維持與持份者的溝通。本公司整體表現亦每年透過年報向投資者彙報。

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環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE

3.1 Environmental

The Group is aware that emission reduction has become a highly concerned topic around the world. Weather abnormalities across the globe in recent years, such as rainstorm, flood, drought, abnormally high temperature, are closely related to the increase in greenhouse gases. The Group takes the initiatives as detailed below to continuously reduce the environmental impact of its operations and march towards its vision of sustainable development.

3.1.1 Emissions

Exhaust Gas Reduction Policy

The Group is principally engaged in property development and holding of property for investment and rental purpose as well as money lending business. As a result, during the year ended 31 March 2018, the main source of exhaust emissions of the Group is air pollutants from fuel consumption of motor vehicles, which mainly consist of 12,744kg of nitrogen oxides, 63kg of sulphur oxides and 6kg of particulate matters.

The group is a non-production company and the emissions from its business activities only involve greenhouse gas emissions from the consumption of electricity and employee travels account for the major part of the group's total emissions.

Reduction of number of business trip

The Group thoroughly understands that business trips increase energy consumption and lead to an increase in GHG emissions. Consequently, the Group actively reduces the number of business trips in order to reduce GHG emissions, alternatively uses other effective means of communication in an effort to reduce GHG emissions that arise from additional traffic, e.g.: avoidance of meeting which needs long travelling, replacement by phone and/or video conferencing, and encouragement to employees using public transportation.

3. 環境、社會及管治表現

3.1 環境

本集團意識到，減少排放已成為全球高度關注的話題。近年來全球氣候異常（如暴雨、洪水、乾旱、異常高溫等），與溫室氣體排放的增加密切相關。本集團採取下文詳述的措施，持續減少其營運對環境的影響，並朝著可持續發展的願景邁進。

3.1.1 排放

廢氣減排政策

本集團主要從事物業發展及持有用作投資及租賃用途之物業以及放債業務。因此，截至二零一八年三月三十一日止年度，本集團廢氣排放的主要來源為汽車燃料消耗產生的空氣污染物，主要包括12,744公斤氮氧化物、63公斤硫氧化物及6公斤顆粒物。

本集團為一家非生產型公司，其業務活動產生的排放僅涉及電力消耗產生的溫室氣體排放，員工出差佔本集團總排放量的大部分。

減少商務旅行次數

本集團深知，商務旅行增加能源消耗，導致溫室氣體排放增加。因此，本集團積極減少商務旅行次數，以降低溫室氣體排放，採用其他有效溝通方式，以降低額外交通帶來的溫室氣體排放，如：避免舉行長途的見面會議，以電話及／或視頻會議取代，並鼓勵員工使用公共交通。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.1 Environmental (continued)

3.1.1 Emissions (continued)

Support Procurement from Local Suppliers

The Group gives preference to local suppliers to reduce transportation time and distance if these suppliers have the same commercial conditions (such as cost, quality, technology, services, and environmental protection, etc.) as others to reduce the emission of air pollutants and greenhouse gas.

The greenhouse gas emissions during the year ended 31 March 2018 were as follows:

Greenhouse gas emissions and intensity 溫室氣體排放量及密度

Greenhouse gas emissions*
(tCO₂e)

總溫室氣體排放量*
噸二氧化碳當量

10,056

Greenhouse gas emissions intensity
(tCO₂e per employee)

平均溫室氣體排放密度
噸二氧化碳當量／員工

120

* Calculation covers electricity consumption and fuel consumption.

* 計算包括電力消耗及燃料消耗。

Reduction of solid waste

The Group identified and stored separately for various types of solid wastes, and delivered reusable wastes to recyclers for proper disposal. All departments committed to take different measures regarding the handling of different types of waste, and they try to (i) use non-hazardous and/or natural materials as alternatives whenever possible, and (ii) reduce the amount of hazardous waste. When collecting non-hazardous waste to minimize the environmental impact caused by waste disposal, the group have implemented regular waste collection procedures. Such as recycling used paper, glasses and aluminum cans regularly and passing those waste to qualified contractors for further treatment. Other non-recyclable wastes are transferred to designated garbage processing centres. There is no significant amount of hazardous or non-hazardous waste produced in the current operations of the group.

3. 環境、社會及管治表現 (續)

3.1 環境 (續)

3.1.1 排放 (續)

支持向本地供應商採購

如本地供應商與其他供應商具有同等商業條件(如成本、質量、技術、服務及環保等),本集團優先考慮本地供應商,以減少運輸時間及距離,從而減少空氣污染物及溫室氣體的排放。

截至二零一八年三月三十一日止年度的溫室氣體排放量如下:

溫室氣體排放量及密度

總溫室氣體排放量*
噸二氧化碳當量

10,056

平均溫室氣體排放密度
噸二氧化碳當量／員工

120

* 計算包括電力消耗及燃料消耗。

減少固體廢物

本集團識別及分別儲存各種固體廢物,並將可重復使用的廢物交付予回收商,以進行適當處置。所有部門致力於就處理不同類型廢物採取不同措施,努力(i)盡可能使用無害及/或天然材料作為替代品;及(ii)減少有害廢棄物的數量。在收集無害廢棄物減少廢棄物處置造成的環境影響時,本集團已實施定期廢物收集程序,如定期回收廢紙、玻璃及鋁罐,並將該等廢物交付予合資格承包商進一步處理。其他不可回收廢棄物轉移至指定垃圾處理中心。本集團現有營運並無產生大量有害或無害廢棄物。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.1 Environmental (continued)

3.1.1 Emissions (continued)

Reduction of solid waste (continued)

During the year ended 31 March 2018, the group did not identify any violations of or receive any complaints regarding any relevant environmental laws and regulations.

3.1.2 Use of resources

The group strives to minimise its environmental impact by saving electricity and water, and encouraging recycle of office supplies and other materials. It helps save both money and natural resources.

Energy conservation

The Group requested each employee to actively participate in activities for energy conservation and emission reduction. These activities included shutting off equipment not in use and comprehensive inspection of whether all energy-consuming facilities were shut off before leaving work. In addition, the Group publicises energy conservation and emission reduction knowledge to foster energy conservation and environmental protection work habits among employees.

Energy Conservation Measures

- (1) Maintain air-conditioners in the office and shopping mall regularly for better performance and an average indoor temperature of 25 degree in order to minimize electricity usage.
- (2) Adjust the speed to change the operating requirements of the escalator to save energy and maintain the best use of state
- (3) Encourage replaced energy saving lightings in the office and shopping mall which operate by the light timer to improve efficiency and reduce around 5% in energy consumption.

3. 環境、社會及管治表現 (續)

3.1 環境 (續)

3.1.1 排放 (續)

減少固體廢物 (續)

截至二零一八年三月三十一日止年度，本集團並無發現違反相關環境法律法規的情況或收到任何相關投訴。

3.1.2 資源使用

本集團致力於透過節約用電及用水，並鼓勵回收辦公用品及其他材料，從而減少環境影響。這有助同時節省開支及天然資源。

節能

本集團要求每名員工積極參加節能減排活動。該等活動包括關閉未使用的設備，以及下班前全面檢查是否已關閉所有耗能設備。此外，本集團宣傳節能減排知識，促進員工養成節能環保工作習慣。

節能措施

- (1) 定期維護辦公室及購物中心的空調，以獲得更好的性能，並將室內平均溫度控制在25度，以減少用電。
- (2) 調整速度，改變自動扶梯營運要求，以節能及維持最佳使用狀態
- (3) 鼓勵在辦公室及購物中心更換成以照明定時器運作的節能燈，以提高效率，並減少約5%能耗。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE *(continued)*

3.1 Environmental *(continued)*

3.1.2 Use of resources *(continued)*

Office Resource Conservation

In essence, the Group actively promotes electronic documentation to implement the concept of a paperless office such as computer files are used instead of hardcopies which would reduce the use of paper consumables in office. At meanwhile, the Group also encourages employees to adopt the other recognized management practice to avoid resource generation such as (1) use single-sided printed paper as draft paper (2) encouraging double-side printing (3) collected and returned empty ink to the qualified license suppliers for recycling; to improve the environmental awareness of the employees.

Water Conservation

The Group actively encourages water conservation by putting up slogans in toilets to remind user about saving water. In addition, sensor water-saving devices have been installed on taps in restroom to ensure efficient use of water and to prevent wastage, which has helped reduce water usage.

Due to the scope of business of the group, total consumption and density of paper used in packaging materials for finished products in the year ended 31 March 2018 as below.

Paper consumption in total and intensity 紙張消耗總量及密度

Paper usage (kg)	紙張用量 公斤	1,120
Paper usage intensity (kg per employee)	用紙密度 公斤／員工	13

3. 環境、社會及管治表現 (續)

3.1 環境 (續)

3.1.2 資源使用 (續)

節約辦公室資源

本質上，本集團積極推動電子文件，以實施無紙化辦公的理念，如使用電子存檔代替紙質文件減少辦公室用紙。同時，本集團亦鼓勵僱員採用其他公認的管理慣例避免資源浪費，如(1)使用單面印刷紙作為草稿紙，(2)鼓勵雙面打印，(3)收集空墨盒並交回合資格供應商回收，提高僱員的環保意識。

節約用水

本集團積極鼓勵節約用水，在廁所張貼標語提醒用戶節約用水。此外，洗手間水龍頭已安裝傳感器節水裝置，以確保節約用水及防止浪費，這有助減少用水量。

由於本集團的業務範圍，截至二零一八年三月三十一日止年度製成品包裝材料使用的紙張消耗總量及密度如下。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.1 Environmental (continued)

3.1.2 Use of resources (continued)

Our direct energy and water consumption during the year ended 31 March 2018 were as follows:

Energy consumption in total and intensity	能源消耗總量及密度	In'000 千
Electricity usage (kWh)	用電量 千瓦時	11,995
Electricity usage intensity (kWh per employee)	用電密度 千瓦時／員工	143
Water consumption in total and intensity		
Water consumption (m ³)	耗水量 立方米	153,432
Water consumption intensity (m ³ per employee)	耗水密度 立方米／員工	1,827

The Group is in strict compliance with relevant environmental laws and regulations, and has no violation in the reporting period.

3.1.3 Environmental and Natural Resources

The Group understands that both the society and its customers are concerned about environmental issues. Therefore, the Company promotes green manufacturing and green procurement policies:

Green Procurement Policy

The group prioritize procurement from suppliers that use green facilities and materials and, at the same time, adopt procurement control procedures that require its suppliers to utilize environmentally-friendly materials whenever possible, whilst considering the degree of energy efficiency and conservation an important criterion in the decision-making process.

3. 環境、社會及管治表現 (續)

3.1 環境 (續)

3.1.2 資源使用 (續)

截至二零一八年三月三十一日止年度的直接能源及水消耗如下：

本集團嚴格遵守相關環境法律法規，報告期內並無違反情況。

3.1.3 環境及天然資源

本集團明白，社會及客戶均關心環境問題。因此，本公司倡導綠色製造及綠色採購政策：

綠色採購政策

本集團優先向使用綠色設施及材料的供應商採購，亦採取採購控制措施，要求供應商盡可能使用環保材料，同時將能效及節能程度作為決策過程的重要標準。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.1 Environmental (continued)

3.1.3 Environmental and Natural Resources (continued)

Green Office Policy

Besides that, the Group also places great emphasis on resource consumption in offices to ensure minimal environmental impact of its operations. The management of resource consumption comprises three aspects, namely staff awareness enhancement, administrative measures and equipment management. Energy conservation notices are circulated to all office employees of the Group, and signs are posted to remind them to save energy such as turning off the lights in the respective areas before getting off duty.

3.2 Social

3.2.1 Employment

In addition to complying with the local employment regulations, the Group has also developed a series of employment policies to ensure employees are treated in a fair and reasonable manner.

Equal Recruitment and Promotion Policy

During the recruitment process, the Group will not require applicants to disclose their personal information such as religious belief, which is not relevant to the job or regulated by the laws. In recruiting employees, the Group undertakes not to discriminate on such grounds as gender, race, ethnic group, origin, religious belief, marital status, sexual orientation, nationality or political opinion.

The Group treats all employees equally on the sole basis of their education background, professional qualifications and competency when considering employment, salary, benefit package, bonus, promotion and dismissal issues, and men and women are treated equally.

3. 環境、社會及管治表現 (續)

3.1 環境 (續)

3.1.3 環境及天然資源 (續)

綠色辦公室政策

同時，本集團亦注重辦公室的資源消耗，以確保將其營運的環境影響降至最低。資源消耗管理包括三個方面，即加強員工意識、行政措施及設備管理。節能通知向本集團所有辦公室僱員發放，並張貼告示，提醒辦公室員工節約能源，如在下班前關閉各區域的燈。

3.2 社會

3.2.1 僱傭

除遵守當地僱用規定外，本集團亦已制定一系列僱用政策，以確保僱員得到公平合理的對待。

平等招聘及晉升政策

招聘過程中，本集團不會要求申請人披露與工作無關或並非法律規定的個人資料，如宗教信仰。招聘僱員時，本集團承諾不以性別、種族、民族、出身、宗教信仰、婚姻狀況、性取向、國籍或政治觀點等為理由而歧視員工。

本集團在考慮僱用、薪水、福利、花紅、晉升及解僱事宜時，僅以教育背景、專業資格及能力為依據，平等對待所有員工，並平等對待男性及女性。

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3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.1 Employment (continued)

Wages and Benefits

The Group ensured that employees were entitled to reasonable remuneration in accordance with their working competence. The composition of their wages and benefits were not affected by their genders.

Based on local employment regulations, the Group paid employees not less than the local minimum wage standard; calculated and paid overtime wages according to relevant regulations; entitled paid holidays as per legal requirements, such as: statutory leaves, maternity leave, marriage leave, annual leave and holiday in accordance with the law and safeguards employee's basic right, etc. Also the Group offers employees with other fringe benefits include comprehensive medical, life and travel insurance coverage as well as educational and training sponsorship. Red pocket money, gift coupons and cash bonus are distributed to staff in festival.

Balance of life and work

Employees are encouraged to have a good balance among work, health and social activities which has been supported by adopting a five-day work per week to help employees fulfill their work and family responsibilities simultaneously.

Retirement Policy

The Group has a certain limit on the retirement age, and processes employee retirement applications in accordance with national laws and regulations. Retired employees are entitled to retirement allowances.

During the reporting period, the Group did not identify any irregularity or receive any complaint about discrimination or recruitment.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.1 僱傭 (續)

工資及福利

本集團確保僱員按照工作能力獲得合理報酬。其工資及福利的構成不受性別影響。

根據當地僱用規定，本集團向員工發放不低於當地最低工資標準的工資，按照相關法規計算並支付加班工資，按照法律向員工提供享有的帶薪假期，如法定假期、產假、婚假、年假等，並保護員工基本權益。另外，本集團亦向員工提供其他附加福利，包括全面的醫療、人身及旅行保險以及教育與培訓資助。本集團於節日向員工發放紅包、禮品券及現金花紅。

平衡生活與工作

我們透過採納每週工作五天，鼓勵僱員在工作、健康及社交活動之間取得良好平衡。

退休政策

本集團對退休年齡設有一定限制，並按照國家法律法規處理僱員的退休申請。退休僱員有權享受退休津貼。

報告期內，本集團未發現任何有關歧視或招聘的違規行為，亦未收到相關投訴。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.1 Employment (continued)

Retirement Policy (continued)

As of 31 March 2018, the total number and turnover rate of employees were summarized as below:

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

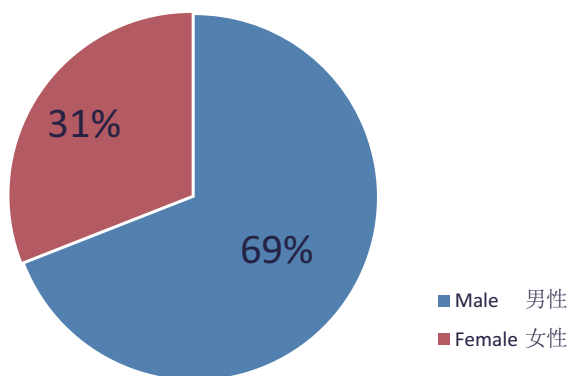
3.2.1 僱傭 (續)

退休政策 (續)

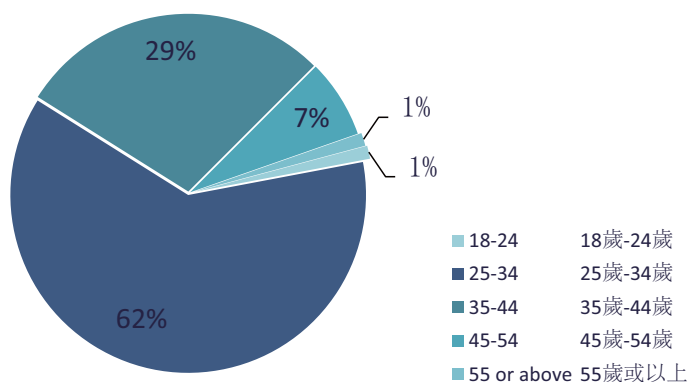
於二零一八年三月三十一日，僱員總數及流失率概述如下：

		Number of Employees 僱員人數
Gender		
性別		
Male	男	58
Female	女	26
Employment Type		
僱傭類型		
Full Time	全職	83
Part Time	兼職	1
Age group		
年齡組別		
18 – 24	18歲 – 24歲	1
25 – 34	25歲 – 34歲	52
35 – 44	35歲 – 44歲	24
45 – 54	45歲 – 54歲	6
55 or above	55歲或以上	1
Total	總計	84

Employee Gender Distribution
僱員性別分佈



Employee Age Distribution
僱員年齡分佈



Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.1 Employment (continued)

Retirement Policy (continued)

Gender

性別

Male

男

0.58

Female

女

0

Age group

年齡組別

18 – 24

18歲 – 24歲

0

25 – 34

25歲 – 34歲

0.32

35 – 44

35歲 – 44歲

0.69

45 – 54

45歲 – 54歲

0

55 or above

55歲或以上

0

Overall Average

總體平均

0.40

3.2.2 Health and Safety

The Group is committed to achieving the goal of zero accident by preventing the occurrence of occupational diseases and industrial casualties with different measures.

Occupational Health and Safety Policy

In order to protect the employees' health from operational impacts and prevent the occurrence of safety incidents, the Group has implemented 5S management system (Sort, Set in order, Shine, Standardise and Sustain) in their daily operations and monitor by supervisor monthly. These activities provided a way of organizing and managing the workplace and work flow with the intent to improve efficiency by eliminating waste, improving flow and reducing process in unreasonableness.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.1 僱傭 (續)

退休政策 (續)

Average Monthly Employee Turnover Rate (%)

平均每月僱員流失率 (%)

3.2.2 健康及安全

本集團致力於透過採取不同措施防止發生職業病及工傷事故，從而實現零事故目標。

職業健康及安全政策

為保護僱員健康免受營運影響並防止發生安全事故，本集團已於日常營運中應用5S管理體系（整理、整頓、清掃、清潔、素養），並由主管每月監督。該等活動提供了組織及管理 workplace 與工作流程的方式，旨在透過消除浪費、改善流程及減少不合理流程而提高效率。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE *(continued)*

3.2 Social *(continued)*

3.2.2 Health and Safety *(continued)*

Employee Safety Training

The Group organises appropriate training to ensure effective implementation of procedures and safe equipment operation, mainly including proper use of protective gears, production safety and occupational health knowledge and case studies, position/equipment specific safe operation. For special positions requiring relevant qualifications, the operators must complete special training sessions. The Group also arranges regular fire and emergency drills for employees to familiarise them with escape routes during emergencies.

Every year, the Group organises a company-wide training on fire safety and hazardous chemicals and their precautions.

The Group is in strict compliance with relevant occupational health and safety laws and regulations, and has no violation in the reporting period. Also, the Group did not identify any work-related fatality and the number of work hours lost due to work injuries.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.2 健康及安全 (續)

員工安全培訓

本集團組織適當的培訓，以確保程序的有效實施及設備安全運作，主要包括正確使用防護裝備、生產安全及職業健康知識與案例學習、崗位／設備特定安全操作。就需要相關資格的特定崗位而言，操作員必須完成專門的培訓課程。本集團亦為僱員安排定期消防與應急演練，令其熟悉緊急情況下的逃生路線。

本集團每年在全公司範圍內舉辦消防安全與危險化學品及預防措施的培訓。

本集團嚴格遵守相關職業健康及安全法律法規，報告期內並無違反情況。此外，本集團未發現任何工作相關的死亡及因工傷而損失的工時數。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.3 Development and Training

Career Development Policy

The Group has established procedure for management of employee training which included: development of training plan, supervision of training implementation, as well as evaluation of employee competence and training effectiveness.

After new employee on board, relevant training was flexibly organized in accordance with competence and experience of the new employee. New employees would be evaluated upon completion of the probation period. In event of fail evaluation result, additional training would be arranged or the employee would be transferred to another job position for alignment of employees' competence and job requirements.

Trainings could be implemented in the following ways or a combination of them, including: internal classroom training and coaching of new employees by veteran worker, external training, invitation of external subject matter experts for internal training, etc. Employees who were in special positions could only be on board after achieved relevant certifications or passed professional assessments.

The Group evaluated the status of training implementation and assessment results in the past year, as well as the forecast in the training needs for response to any operational changes (such as technological changes, new equipment and new quality requirements from customers). Annual training plan was developed in accordance with the evaluation results for promoting employees' career development and sustainable development of the Group's business.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.3 發展及培訓

職業發展政策

本集團已制定管理僱員培訓的程序，包括：制定培訓計劃、監督培訓實施，以及評估僱員能力與培訓效果。

新員工入職後，根據新員工的能力及經驗靈活組織相關培訓。新員工將於試用期完成後受到評估。如評估結果不合格，將安排額外培訓，或該員工將被調至其他工作崗位，令員工的能力與工作要求相適應。

培訓可採用以下一種或多種方式進行，包括：內部課堂培訓及老員工指導新員工、外部培訓、邀請相關領域專家進行內部培訓等。擔任特殊職位的員工，只有在取得相關認證或通過專業考核後才能入職。

本集團評估過去一年培訓實施的狀況及考核結果，並預測培訓需求，以應對任何營運變動（如技術變革、新設備及客戶的新質量要求）。本集團按照評估結果制定年度培訓計劃，以促進員工的職業發展及本集團業務可持續發展。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE *(continued)*

3.2 Social *(continued)*

3.2.3 Development and Training *(continued)*

During the reporting period, the total number of employees who attended training and the total number of training hours completed by employees were summarized as follows:

		Total number of trained employees 培訓員工總數
Gender		
性別		
Male	男	49
Female	女	20
Employee Category		
僱員類別		
Senior Management	高級管理層	7
Middle Management	中級管理層	11
Supervisor	主管	11
General Staff	一般員工	40
		Total number of training hours completed by employees (Hours) 僱員完成的培訓總時數 (小時)
Gender		
性別		
Male	男	4,032
Female	女	1,536
Employee Category		
僱員類別		
Senior Management	高級管理層	576
Middle Management	中級管理層	816
Supervisor	主管	912
General Staff	一般員工	3,264

During the reporting period, the total number of employees trained in the Group was 69 and the total number of training hours completed by all employees was 5,568. The average number of training hour completed by each employee was around 80.7 hour.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.3 發展及培訓 (續)

報告期內，參加培訓的員工總數及員工完成的培訓總時數概述如下：

報告期內，本集團培訓的員工總數為69人，所有員工完成培訓的總時數為5,568小時。每名員工完成的平均培訓時數約80.7小時。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.4 Labour Standards

The Group strictly prohibits the employment of child labour and will only employ individuals aged 18 or above. The Group ensures no situation of forced labour and arranges jobs according to appropriate scenarios, which will not force employees to do tasks beyond their competencies or other unreasonable jobs. In addition, the Group does not force overtime work; if extended working hours are required, it must be initiated and applied by employees voluntarily. The Group does not take deposits from employees or withhold their identification documents at the time of recruitment.

For effective prevention of child labour, the recruitment advertisements specify that applicants must be at least 18 years of age. During recruitment, scrutiny is conducted on an employee's identification document and resumes for age verification. The Human Resources Department reviews applicants' resumes and eliminates those less than 18 years of age. Through the Group's annual child labour inspection and daily operation management, employment will be immediately terminated if any child labour discovered.

The Group has also formulated measures to prevent forced labour. For ensuring voluntary overtime, if employee wishes overtime work, employee must initiate the overtime application to their immediate supervisor through written confirmation with employee's signature. The Group requires that the work arrangement adheres to the aforementioned procedure for prevention of involuntary overtime work. Immediate investigation will be conducted in the event of non-compliance with this procedure.

During the reporting period, the Group did not discover any violation of laws and regulations pertaining to employment of child labour or forced labour.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.4 勞工標準

本集團嚴禁僱用童工，並只僱用18歲或以上人士。本集團確保不存在強迫勞工的情況，並根據適當情況安排工作，不會強迫員工從事超出其能力的任務或其他不合理的工作。此外，本集團不強制加班；如需要延長工作時間，必須由員工自願提出及申請。本集團在招聘時不收取員工的保證金或扣留其身份證件。

為有效防止童工，招聘廣告明確說明申請人必須年滿18歲。招聘過程中，對員工的身份證明文件及履歷進行審查，以核實年齡。人力資源部審查申請人的履歷，並剔除不滿18歲者。本集團每年進行童工檢查以及日常營運管理，如發現童工，將立即終止僱用。

本集團亦已制定措施預防強制勞動。為確保員工自願加班，如員工希望加班，必須向直接主管提出加班申請，並簽字書面確認。本集團要求工作安排遵守上述程序，以防止非自願加班。如未遵守該程序，將立即進行調查。

報告期內，本集團未發現任何違反有關童工或強制勞工的法律法規的情況。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE *(continued)*

3.2 Social *(continued)*

3.2.5 Supply Chain Management

Suppliers are required to follow the group's Suppliers Code. They are expected to implement sound environmental and social management measures, and treat employees fairly and reasonably. When screening suppliers, in addition to their proficiency and pricing, the group examines supplier's qualifications through a check-up in the form of on-site audits and/or document reviews to ensure the compliance, legitimacy and proven track record of the supplier. Any supplier with a bad record or overdue inspection is removed from the approved supplier list.

The group performs an annual review of suppliers and contractors for their cooperation and coordination. Such a mechanism links business opportunities with its aspects of performance, ensuring an effective improvement and enhancement on suppliers' end.

3.2.6 Product Responsibility

The group understands that providing quality service is an important foundation for their long-term development and therefore implements strict controls on quality management. Besides that, the group also committed to providing quality service to their customers with sincere and respectful hospitality. To better communicate and interact with customers, the Group makes use of "priority reparation management scheme" and "customer's compliant management scheme" in the shopping mall. When has received a customer complaint, the complaint will be systematically directed to senior management for action. The group did not receive any material complaints during the year ended 31 March 2018.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.5 供應鏈管理

供應商須遵守本集團的供應商守則。供應商須實施健全的環境及社會管理措施，並公平合理地對待員工。篩選供應商時，除熟練程度及價格外，本集團亦透過現場審計及／或文件審查形式檢查供應商的資格，以確保供應商合規、合法及具有良好的往績記錄。具有不良記錄或逾期檢查的供應商將從經批准的供應商名單中剔除。

本集團每年對供應商及承包商的配合及協調情況進行審查。該機制將商機與表現方面掛鉤，確保了供應商的有效改善及加強。

3.2.6 產品責任

本集團深知提供優質服務是長遠發展的重要基礎，因此嚴格控制質量管理。此外，本集團亦致力於以真誠和尊重的態度為客戶提供優質服務。為更好地與客戶溝通及互動，本集團在購物中心採用「優先賠付管理計劃」及「顧客投訴管理計劃」。在收到客戶投訴後，投訴將系統性地提交予高級管理層處理。截至二零一八年三月三十一日止年度，本集團未收到任何重大投訴。

Environmental, Social and Governance Report

環境、社會及管治報告

3. ENVIRONMENTAL, SOCIAL AND GOVERNANCE PERFORMANCE (continued)

3.2 Social (continued)

3.2.6 Product Responsibility (continued)

Customer Data Protection Policy

Personal information of customers would properly maintained by the Group. Relevant information has been stored at the internal specific department. Moreover, customer information could only be accessed by the authorized personnel. No one allowed making own copies of or store in private or get the customer information out of the offices without permission.

The Group has strictly abided by relevant regulations, and no violation of product responsibility or privacy were found in the reporting period.

3.2.7 Anti-corruption

Whistle-blowing Policy

The Group has supervised rules and regulations and behavior of operating personnel in order to safeguard employees' legal rights, corporate interests, as well as timely detection and handling of any potential issues. In addition, the Group welcomed employees to report any non-compliance and dishonest behavior. The privacy of relevant employees who reported the issue would be protected.

Financial Auditing

The Group engages the independent third-party auditor to audit the Group's financial accounts. This ensures that the Group's accounts are clear and accurate, and strengthens internal financial control and supervision for protecting the interests of shareholders.

The group was not aware of any violations or non-compliances with relevant the period covered by this report.

3.2.8 Community Investment

In the past, The Group has actively participated in the community including sponsoring learning activities to charitable organizations to contribute to the community.

3. 環境、社會及管治表現 (續)

3.2 社會 (續)

3.2.6 產品責任 (續)

客戶數據保護政策

客戶的個人資料將由本集團妥善維護。相關資料儲存在內部特定部門。此外，客戶資料只能由獲授權人士訪問。未經許可，任何人不得擅自複製或私下儲存客戶資料或將客戶資料帶出辦公室。

報告期內，本集團已嚴格遵守相關規定，未發現違反產品責任或隱私的情況。

3.2.7 反貪污

舉報政策

本集團設有監督營運人員行為的規章制度，以維護員工合法權利、公司權益，並及時發現和處理潛在問題。此外，本集團歡迎員工報告任何不合規及不誠實的行為。報告問題的相關員工隱私將得到保護。

財務審核

本集團委聘獨立第三方核數師審核本集團的財務賬目。這確保了本集團的賬目清晰準確，加強了內部財務控制及監督，以保護股東利益。

本集團並不知悉本報告所涵蓋期間有任何違反或不合規情況。

3.2.8 社區投資

本集團過往積極參與社區，包括資助公益組織的學習活動，為社區作出貢獻。



CHINA SANDI HOLDINGS LIMITED
中國三迪控股有限公司