

Want Want China Holdings Limited



2017環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

中國旺旺控股有限公司

Want Want China Holdings Limited

(於開曼群島註冊成立的有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號: 0151

Stock Code: 0151



關於本報告

About the Report

中國旺旺控股有限公司（『本公司』或『中國旺旺』，連同其附屬公司統稱『旺旺』、『我們』或『本集團』）（股份代號：015）特此發佈本集團的環境、社會及管治報告（『ESG報告』），向所有利益相關方介紹本公司在2017年1月1日至2018年3月31日期間（『報告期內』）的可持續發展理念和實踐。有關企業管治的詳情，請參閱本公司2017/2018年報第47至72頁的企業管治報告。

Want Want China Holdings Limited ("the Company" or "Want Want China", together with its subsidiaries, collectively referred to as "Want Want", "We", or "the Group") (stock code: 0151) hereby issues the Environmental, Social and Governance Report ("ESG Report") to introduce the Company's sustainable development concepts and practices during the period from 1 January 2017 to 31 March 2018 ("reporting period") to its stakeholders. For details of corporate governance, please refer to the corporate governance report on pages 47 to 72 of the Company's 2017/2018 annual report.

報告範圍

本集團報告期內超過90%的收益及業務均在中國大

陸境內發生，故此報告的數據及信息均為本集團在中國大陸境內發生之數據信息。報告的時間範圍為2017年1月1日至2018年3月31日報告期。

Reporting Scope

During the reporting period, more than 90% of the Group's revenue and businesses were generated and conducted in Mainland China, so this report sets out the data and information generated in Mainland China exclusively. The reporting period refers to the period from 1 January 2017 to 31 March 2018.

報告準則

本報告按照香港聯合交易所有限公司（『香港聯交所』）證券上市規則附錄27《環境、社會及管治報告指引》編寫，參考全球報告倡議組織《可持續發展報告標準》。本報告期內，我們已遵守《環境、社會及管治報告指引》所載的“不遵守就解釋”條文規定。

References

The report was prepared in accordance with the "Environmental, Social and Governance



Reporting Guide” (“ESG Reporting Guide”) as set out in Appendix 27 to the “Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited” issued by The Stock Exchange of Hong Kong Limited (“HKEx”) and with reference to the “Sustainable Development Report Standards” issued by Global Reporting Initiative (“GRI”). During the reporting period, we acted in accordance with the “comply or explain” provisions in “ESG Reporting Guide”.

報告發佈形式

本報告以網絡版形式發佈，網絡版可在公司官網和香港聯交所網站 (<http://www.hkexnews.hk>) 查閱。

Report Availability

The report is available in electronic version which is available at the official website of the Company and HKEx's website (<http://www.hkexnews.hk>).

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報告重點概覽

Overview of key points of the report

產品類

About products



0%

因食品安全或健康理由需回收比率
The rate of recalls due to food safety or health concerns was 0%.



0

連續5年食品召回事件為
There was no food recall incident for five consecutive years.



中國大陸擁有商標

The Group possesses over 2,250 trademarks in Mainland China.

2,250 餘件



100%

外檢合格率

Pass rate of external inspections

投訴解決率

Complaint resolution rate

100%



成品合格率

Finished products 100% meet standards

100%





環境類

About environment

2016年開始
Since 2016

能源效率提升

Energy efficiency increased by 11%

▲ 11%

相當於節約標煤
equivalent to saving
22,000 tonnes of
standard coal



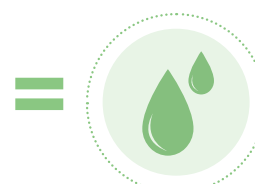
22,000 噸

水資源利用效率提升

Utilisation efficiency of water resources increased by 5.7%

▲ 5.7%

相當於節約水量
equivalent to saving
720,000 tonnes of
water



720,000 噸



環保技術改造累計投入
Cumulative investment in
upgrading environmental protection
technologies was RMB 165 million

1.65 億人民幣

本報告期內

During the reporting period



環保技術改造投入

RMB 86.95 million
was devoted in
upgrading environmental
protection technologies

8,695 萬人民幣



使用FSC以及SFI森林體系認證紙盒

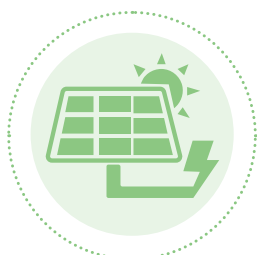
The Group used 5 billion cartons
certified by the Forest Stewardship
Council ("FSC") and the Sustainable
Forestry Initiative ("SFI")

= 50 亿个

相當於種植樹木
equivalent to planting
200,000 trees



20 萬棵



光伏發電
Solar photovoltaic power
generated amounted to

183 萬度
1,830,000 kWh

減少二氧化碳排放約
Reducing carbon dioxide emission
by about 1,464 tonnes

1,464 噸 

員工類

About employees



在職員工
Serving employees

46,519 人



女性 Females

54%



男性 Males

46%



內訓師
共計人數
Internal trainers

616 人

截至2018年3月31日
As of 31 March 2018



人均培訓時數
Average training hours
completed per employee

38 小時(h)



關於本報告 About the report
報告重點概覽 Overview of key points of the report
主席致辭 Message from the Chairman
公司介紹 Company introduction
公司榮譽 Honours
責任管理 Responsibility management

02

产品责任 Product Responsibility

安全及健康 Safety and health
員工權益保障 Employee rights protection
培訓及發展 Training and development
廉潔管理 Clean governance

04

綠色發展 Green Development

積極賑災 Disaster relief
尊老愛幼 Respecting the elderly and
taking good care of the young
文化宣導 Cultural activities
支持雙創 Supporting mass entrepreneurship and innovation

01 前言 Preface

創新突破 Innovation breakthroughs
源頭保障 Quality guarantee at source
品質管理 Quality management
優質服務 Quality services
產品合規 Product compliance

03 成長共贏 Mutual Growth

環保減排 Environmental protection and emission reduction
節約資源 Resources conservation
綠色採購 Green procurement

05 慈善公益 Charity Undertakings

KPI索引表 KPI index
讀者建議書 Readers feedback form





主席致辭

Message from the Chairman

打造百年旺旺的“金字招牌”

Creating centenary "golden reputation" for Want Want

1976年我19歲，從家父手中接下宜蘭食品工廠，心中就有個夢想：打造一個具有產品特色及長久品牌價值的企業。經歷40餘年歷程，旺旺已發展成包括乳飲、休閒、米果等多元化的食品綜合集團，並成為深受消費者喜愛的品牌，所有旺旺人心中都有了一個百年旺旺“金字招牌”的願景。

旺旺大樓大堂最顯眼的位置，立著一個用純金打造的旺仔娃娃，它隨時隨地都在提醒每一位旺旺人，要永永遠遠維護旺旺的金字招牌。同時，旺旺全國各地的辦公點，也都設有一面“責任牆”，它昭示著旺旺對4萬多名員工和他們家庭的責任，對所有旺旺消費者的責任，對所有旺旺投資者們的責任，以及對其它利益相關方的責任！這四方面的責任正是打造百年旺旺金字招牌最核心的部份。

對消費者的責任：就是誠信和品質。成為消費

者信得過的品牌，確保品質才是最核心的力量，旺旺已連續三年榮獲中國消費者喜愛的食品品牌。努力讓產品從內到外的完美，緊跟消費者對美好生活的嚮往，運用不斷進步的技術力量，提升產品的品質，這是旺旺人不懈追求的方向。

對所有旺旺人和他們家庭的責任：旺旺的經營理念“緣、自信、大團結”，我們注重企業文化建設，在集團的每一塊旺旺“金字招牌”的後面，是旺旺同仁用意念寫下的眾多旺字組成的大旺字，它們用心托起金字招牌。集團也從員工的入職培訓、崗位技能升級到生活能力培育、幸福感的打造，不遺餘力地進行人員綜合素質的培養和提升，讓進入旺旺的同仁都能開心工作、快樂生活。

對所有投資者的責任：“高利潤、高成果”是旺旺的經營指標，從上市以來，旺旺堅守對投資者





的利益維護，因為我相信只有公司旺旺才能大家旺旺！只有企業能健康地執行可持續發展戰略從事經營活動，才能把事業做得長久久。

百年旺旺，永續經營，打造旺旺金字招牌，離不開對所有利益相關方的責任，也離不開與社會、自然的和諧共處。旺旺從原料選用、到生產、到成品最終呈現給消費者，我們都用心地融入到當下的自然和社會的發展中，輔導供應商在有限的條件下提升資源利用效率，做出安全放心的食品原材料，同時，近些年持續開展光伏發電等綠色能源的使用，在生產過程中減少碳排放，此外，我們也努力開展社會公益活動，積極弘揚中華民族傳統美德及孝道傳統，這兩年我們主辦的“孝親獎”目的就是要讓孝順成為一種習慣！

『成就世界級的金字招牌是所有旺旺人的使命與責任！』因為我知道只要稍一懈怠，這麼多年心血就會毀於一旦，所以我天天提醒自己和集團主管們要不忘初心，力求所有旺旺產品從里到外完美，我們將努力打造旺旺成為世界級的金字招牌！

Back in 1976 when I was nineteen, I took over my father's I Lan Foods Industrial Co., Ltd. From then on, I bore a dream to create an enterprise with distinctive products and long-standing brand value. After 40 years, Want Want has developed into a comprehensive food and beverages Group with diversified products, such as dairy and beverages, snack food and rice crackers, and a brand popular among consumers. Want Want employees share a vision of creating centenary



“golden reputation for Want Want”.

In the most eye-catching place of the lobby at Want Want building stands a pure gold Hot-Kid statue, reminding every Want Want employee to safeguard the golden reputation of Want Want at any time and any place. Meanwhile, the “responsibility wall” in each office of Want Want across China also shows Want Want’s responsibility for over 40,000 employees and their families and for all our consumers, investors and other stakeholders. These four kinds of responsibilities are of great importance for creating centenary “golden reputation” for Want Want. The responsibility for consumers:



Want Want aims to be a trusted and qualified brand that gains consumers' trust and lays its core value in quality. As the Chinese consumers' favourite food brand for three consecutive years, every Want Want employee is striving to pursue product perfection from inside to outside, keep up with consumers' longing for better life, and make use of advanced technologies to improve product quality.

The responsibility for Want Want employees and their families:

Upholding the operation philosophy of "destiny, confidence and unity", we emphasize enterprise culture construction. Behind every Want Want "golden reputation" signboard lifted by the employees with their heart, there is a big character of "Want" written by the employees with their strong wills. The Group also cultivates and improves the employees' comprehensive quality effortlessly through employees' induction trainings, job skill development, self-care ability fostering and building happiness. In this way, every Want Want employee can work and live happily.

The responsibility for all the investors:

In pursuit of the operation target of "High Margin, Great Success", Want Want adheres to safeguarding investors' interests ever since it was listed. That is because I believe only prosperity for the Group can bring along prosperity for individuals, and only when an enterprise soundly conducts sustainable development strategies can it operate in a long run.

The sustainable development of centenary Want

Want and the creation of golden reputation cannot be done without the responsibility for all the stakeholders and the harmonious coexistence with society and nature. From selection of ingredients, production, to finished products presented to consumers, we diligently join in the trend of natural and social development, guiding the suppliers to improve the resource utilisation efficiency under limited conditions and produce safe and reassuring food ingredients. Meanwhile, our continuous efforts in adopting photovoltaic solar power generation in recent years helped to reduce carbon emission during the manufacturing process. We also take an active part in public welfare activities and promote traditional virtues and filial piety of the Chinese nation. The "Filial Piety Award" we organised in the recent two years is aimed at nurturing filial piety as a habit.

It is the mission and responsibility of Want Want employees as a whole to make Want Want a world-class golden-lettered signboard! If we are not able to keep up with the pace, all the efforts we have made would be in vain. Therefore, I keep reminding myself and the management team to stick to our original aspiration of making Want Want products perfect from inside out and make Want Want a world-class golden-lettered signboard!

主席兼執行董事
Chairman and Executive Director



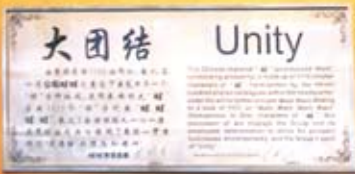
公司介紹

Company introduction

本公司在香港聯交所上市（股票代號0151），本集團主要從事米果、乳品及飲料、休閒食品及其他產品的製造、分銷和銷售。我們的業務大部分位於中國大陸，其餘則位於台灣、日本、香港及新加坡，此外我們更出口產品至美國、加拿大、東南亞及歐洲國家。

Our Company is listed on the HKEx (stock code: 0151). The Group engages mainly in the manufacturing, distribution and sale of rice crackers, dairy and beverages, snack food and other products. Most of our operations are located in Mainland China, with the rest being located in Taiwan, Japan, Hong Kong and Singapore. We also export our products to the United States, Canada, and countries in South East Asia and Europe.





大團結——旺字牆

Unity Wall —— "Want" Monument

1,110位旺旺員工書寫『旺』字，連同大『旺』字，共1,111個『旺』字代表“旺、旺、旺、旺”，體現集團一貫秉持“大團結”的精神。

The big Chinese character “旺” is made up of 1,110 hand-written characters by 1,110 Want Want employees. Adding to the big character “旺”, there are 1,111 characters of “旺”, standing for “Want, Want, Want, Want”. The Monument displays the spirit of “Unity” within the Group.



年度大事記

Chronicle of events

- ◆ 在台灣成立宜蘭食品工業股份有限公司
I Lan Foods Industrial Co., Ltd. was established in Taiwan.

1962

- ◆ 旺仔誕生，開拓台灣內銷市場
Hot-Kid brand was established to explore the domestic market of Taiwan.

1979

- ◆ 創創立旺旺品牌，與日本岩塚製菓株式會社合作，共同開發台灣米果市場，並迅速成為市場領導品牌
The brand of Want Want was established. Collaborating with Iwatsuka Confectionery Co., Ltd., Want Want exploited the rice cracker market in Taiwan and rapidly became a leading brand.

1983

- ◆ 完成“旺旺”商標在中國大陸註冊
Completed the "Want Want" trademark registration in Mainland China.

1989

- ◆ 成立湖南旺旺，為旺旺進入中國大陸市場奠定堅實的基礎
Want Want established a company in Hunan, laying a solid foundation for Want Want to enter the market of Mainland China.

1992

- ◆ 旺旺控股有限公司在新加坡交易所主板掛牌上市
Want Want Holdings Ltd. got listed on the mainboard of Singapore Exchange

1996

- ◆ 榮獲新加坡外國企業協會評選的百大國際企業前20及中國市場第一名
Want Want was selected as one of top 20 Companies among "Top 100 International Enterprises" and the best company in Chinese market by Singapore Foreign Enterprises Association.

2005

- ◆ 旺旺控股有限公司於新加坡交易所下市並將集團更組為食品業與非食品業
Want Want Holdings Ltd. was delisted from Singapore Exchange and reorganized into food segments and other segments.

2007

- ◆ 食品業中國旺旺香港聯交所主板上市股份代號：0151。
Want Want China, principally engaging in food business, got listed on the main board of HKEx with the stock code of 0151.

2008

- ◆ 中國旺旺台灣存托憑證（TDR）在台灣掛牌上市
Want Want China listed its Taiwan depository receipt (TDR) in Taiwan.

2009

- ◆ 中國旺旺成為香港恆生指數成分股之一
Want Want China was selected one of the constituent stocks of Hang Seng Index in Hong Kong.

2011



2013

- ◆ 中國旺旺榮獲《亞洲週刊》全球華商一千——最大食品及飲料企業大獎，中國旺旺董事會主席蔡衍明先生入選《哈佛商業評論》2014年全球百佳CEO排行榜
Want Want China was honoured as “Global Top 1000 Chinese Enterprises - Largest Food and Beverage Enterprise” by Asiaweek while Mr. Tsai Eng-Meng, the chairman of the board, was included in the list of the “Best-Performing CEOs in the World” by Harvard Business Review.

- ◆ 旺旺產品及“中國旺旺”的旗幟搭載神十飛船穿過銀河，奔向宇宙。中國旺旺連續五年被福佈斯選為亞太地區最佳50間大型上市公司之一
Want Want made several products and a flag of “Want Want China” ride on Shenzhou ten spacecraft, cross the Milky Way, and head for the cosmos. Want Want China was selected by Forbes as one of the top 50 large listed companies in Asia-Pacific region for five consecutive years.
- ◆ 中國旺旺TDR在台灣自願終止上市
Want Want China TDR was voluntarily withdrawn from listing in Taiwan.

2014

- ◆ 中國旺旺首席營運官蔡旺家先生榮獲“中國食品科學技術學會科技創新獎：傑出青年獎”
Mr. Tsai Wang-Chia, the chief operating officer of Want Want China, was awarded “Outstanding Youth Award (Technology Innovation)” by Chinese Institute of Food Science and Technology.
- ◆ 旺旺榮獲休閒食品和飲料類“2015消費者最喜愛的食品品牌”
Want Want was honoured as the “2015 Consumer’s Favourite Food Brand” for snack foods and beverages.

- ◆ 本集團獲頒“2015年中國食品企業社會責任優秀獎”及“2015年中國食品企業關愛員工獎”
The Group was granted the “2015 Social Responsibility Award for Chinese Food Enterprise” and the “2015 Employee Care Award for Chinese Food Enterprise”.
- ◆ 主席蔡衍明先生更獲得“中國食品企業社會責任領袖獎”的殊榮
Chairman Mr. Tsai Eng-meng received the award as the “Leader of Chinese Food Enterprise well fulfilling social responsibility”.
- ◆ 集團啓動第一個分佈式光伏項目
The Group launched its first distributed photovoltaic project.

2016

- ◆ 中國旺旺連續九年入選“台灣20大國際品牌價值調查”並再次穩居第3名
Want Want China was selected as one of “Taiwan top 20 International Brand Value Survey” for nine consecutive years and once again ranked third.

- ◆ 旺旺休閒食品、飲品和乳製品榮獲2016消費者喜愛的食品品牌
Want Want was honoured as the “2016 Consumer’s Favourite Food Brand” for snack foods, beverages and dairy products.

2017

- ◆ 旺仔牛奶榮獲乳製品類2017消費者喜愛的食品品牌
Hot-Kid milk was awarded the “2017 Consumer’s Favourite Food Brand” for dairy products.
- ◆ 旺旺休閒食品和飲料類榮獲2017消費者喜愛的品牌之星
Want Want snack food and beverage was honoured as “the Star of Consumers’ Favourite Brand in 2017”.



公司榮譽

Honours

一、產品創新：

Product innovation:

- 旺旺外銷產品連續7年榮獲比利時佈魯塞爾 Monde Selection 評比的金獎、銀獎多個獎項。 Want Want's products for export have won gold, silver and other awards in the Monde Selection of Brussels, Belgium for seven consecutive years.
- 旺仔貝比媽媽蔬菜味米餅榮獲2017比利時佈魯塞爾 Monde Selection Award 評選國際食品金獎。 Hot-Kid Baby Mum-Mum vegetable flavour rice cracker won the "International Food Gold Award" in the Monde Selection of Brussels, Belgium in 2017.



- 旺旺吸吸冰發明專利榮獲日內瓦國際發明展金獎。

Want Want's sip & slurp patent for invention won a gold award in Geneva international invention fair.



- 集團“哎呦蕎麥麵系列產品”榮獲第十七屆中國方便食品大會“2017方便食品創新大獎”。

“Aiyo buckwheat noodles serial products” of the Group won “2017 Instant Foods Innovation Award” in the 17th China Instant Food Congress.





二、行業領先:

Industry leading:

- 連續三年蟬聯中國食品健康七星獎。2017年，集團榮獲第六屆中國食品健康七星獎之“健康引領獎”、“質量卓越獎”及“管理體系獎”的殊榮。

Want Want has been awarded the “Seven Star Award for Food Health of China” for three consecutive years. In 2017, the Group won the laurel of “Health Promoting”, “Outstanding Quality”, and “Systematic Management” of the 6th Seven Star Award for Food Health of China.



- 集團榮獲由中國乳製品工業協會評選的“中國乳業2017年度領軍企業”的稱號。

The Group was granted as the “2017 Chinese Dairy Industry Leading enterprise” by China Dairy Industry Association.



- 榮獲“2016年度浙江省外商投資企業履行社會責任示範企業”殊榮。

The Group was also honoured as the “2016 model Foreign-Invested Enterprise Well Performing Social Responsibility in Zhejiang Province”.



三、卓越品牌:

Excellent brand:

- 連續三年蟬聯中國食品工業協會主辦的“消費者喜愛的食品品牌”（休閒食品類和飲料類）兩項大獎，榮獲“2017消費者喜愛的品牌之星”。

Want Want was honoured by China Food Industry Association as “Consumers’ Favourite Food Brand” of leisure food and beverages for three consecutive years, and thus gained the title of “the Star of Consumers’ Favourite Brand in 2017”.





- 旺仔牛奶連續兩年榮獲乳製品類“消費者喜愛的食品品牌”。

Hot-Kid milk has been the “Favourite Food Brand of Chinese Consumers” for dairies for two years in a row.



- “旺旺”品牌連續九年入選台灣經濟部工業局主辦的“台灣20大國際品牌價值調查”前10名，2017年連續三年蟬聯第三名。

In 2017, “Want Want” was selected as one of the top ten companies for nine consecutive years in the “Value Survey on Taiwan’s Top 20 International Brands” held by the Industrial Development Bureau of Taiwan Ministry of Economic Affairs, and ranked third for three years in a row.



四、節能環保

Energy conservation and environmental protection

- 山東總廠榮獲2017年度環境管理先進企業。 Shandong plant was awarded the “2017 Enterprise of Superb Environmental Management”.



- 浙江總廠榮獲2017年度省級節水型企業。 Zhejiang plant was awarded the “2017 Provincial Water-Saving Enterprise”.



責任管理

Responsibility management

1) 責任管理策略

作為一家知名的食品和飲料企業，在關注生產的同時，旺旺始終不忘回饋社會，堅持把可持續發展和履行社會責任作為集團發展的重要工作。秉持“公司旺旺 – 大家旺旺”的理念，我們為員工提供安全的工作場所，嚴格控制原料及產品質量，堅持節能減排，積極回饋社會，秉持誠信合規的發展原則。我們積極創新，並適時更新我們的可持續發展策略，讓履行社會責任成為集團每一位管理者和員工共同的價值取向。

董事會是旺旺ESG管理的最高決策機構，負責擬定ESG戰略和政策，評估及釐定旺旺有關ESG的風險，負責確保設立合適及有效的ESG風險管理及內部監控系統。

管理層負責執行經董事會批准的ESG戰略和各項目標、措施。同時，旺旺成立了由財務中心、生產運營中心、設備中心、研發中心、品質中心、人資行政中心、供應鏈中心、採購中心、中國旺基金會、法務處和稽核內控中心等集團主要部門組成的“旺旺ESG報告工作小組”，建立健全公司ESG報告內部溝通機制。

1) Responsibility management strategy

Besides its focus on production, Want Want as a famous food and beverage enterprise has never forgotten to reciprocate society. It insists in setting sustainable development and social responsibility fulfilment as the Group's key tasks. Adhering to the philosophy of "Prosperity for the Group and the Individuals", we provide employees with safe workplaces, strictly control the quality of raw materials and products, insist on energy conservation and emission reduction, actively contribute to the society, and uphold the development principle of "integrity and compliance". We actively innovate and timely update our sustainable development strategy to make fulfilling social responsibility the shared value of each manager and employee in the Group.

As the highest decision-making body that manages Want Want ESG, the Board of Directors is responsible for formulating ESG strategies and policies, evaluating and determining the risks of Want Want in relation to ESG, and ensuring the establishment of appropriate and effective ESG risk management and internal control systems.

The management is responsible for implementing ESG strategies, objectives and measures approved by the Board of Directors. Meanwhile, Want Want established the "Want Want ESG Reporting Working Group" consisting of Finance Centre, Production Operation Centre, Equipment Centre, Research & Development ("R&D") Centre, Quality Centre, Human Resources Administration Centre, Supply Chain Centre, Procurement Centre, Want Foundation, Legal Affairs Office, Audit Internal Control Centre and other major departments of the Group so as to establish and improve the internal communication mechanism of the company's ESG.



負責擬定ESG戰略和政策，評估及釐定旺旺有關ESG的風險，負責並確保設立合適及有效的ESG風險管理及內部監控系統

Responsible for formulating ESG strategies and policies, assessing and determining the risks of Want Want in relation to ESG, and ensuring the establishment of appropriate and effective ESG risk management and internal control systems



執行經董事會批准的ESG戰略和各項目標、措施，指導報告小組工作並向董事會報告

Implementing ESG strategies, objectives and measures approved by the Board of Directors, guiding the work of "Want Want ESG Reporting working Group" and reporting to the Board of Directors



定期負責收集ESG相關數據、編製報告、定期向管理層匯報

Responsible for collecting data relevant to ESG, preparing ESG report and reporting to the Management at regular intervals

2) 利益相關方溝通及實質性評估

我們重視與利益相關方的溝通，並鼓勵所有利益相關方參與、監督我們的ESG策略的實施。旺旺的主要利益相關方包括股東及投資者、政府及監管機構、消費者、合作夥伴、員工、社區及媒體等。我們通過多種有效渠道了解各個利益相關方在ESG方面對旺旺的期望和要求，作為我們制定環境、社會及管治策略的重要參考。

2) Communication with stakeholders and materiality assessment

We attach importance to our communication with stakeholders, and encourage all the stakeholders to take part in and monitor the implementation of our ESG strategies. Want Want's key stakeholders include mainly shareholders and investors, government and regulatory authorities, consumers, partners, employees, communities and the media. Through a variety of effective channels, we understand the stakeholders' expectations and requirements on ESG which become our important references for formulating environmental, social and governance strategies.



利益相關方及溝通渠道:

Stakeholders and communication channels

 <p>股東與投資者 Shareholders and investors</p>	<p>投資者關係網站 Websites of investor relations 公司公告 Company announcements 股東大會 General meetings of shareholders 業績路演 Performance road shows 投資者會議 Investor conferences</p>	 <p>消費者 Consumers</p>	<p>會員活動 Member activities 客戶熱線 Customer hotlines 網絡平台 Internet platforms</p>
 <p>政府與監管機構 Government and regulatory authorities</p>	<p>日常溝通 Daily communication 工作會議 Working conferences 政企合作 Cooperation between government and enterprises 環保檢查 Environmental protection inspections</p>	 <p>員工 Employees</p>	<p>網絡交流、座談會 Internet communication and forums 培訓、競聘 Trainings and competitive recruitment process 健康安全培訓和演習 Trainings and exercises for health and safety</p>
 <p>供應商 Suppliers</p>	<p>項目合作 Project cooperation 日常業務交流 Daily business communication 商務會見與洽談 Business meetings and negotiations</p>	 <p>社區 Community</p>	<p>志願者服務活動 Volunteer service activities 社區項目合作 Community project cooperation</p>
 <p>經銷商 Distributors</p>	<p>日常業務交流 Daily business communication 商務會見與洽談 Business meetings and negotiations</p>	 <p>環境 Environment</p>	<p>環保信息披露 Disclosure of environmental protection information 環保改善措施 Improvement measures for environmental protection</p>

WANT WANT CHINA



為了確定對旺旺具有實質性影響的ESG議題，我們通過行業調研、法規、標準及指南的研究等方式篩選出與旺旺相關的ESG議題，並通過問卷的形式邀請內外部利益相關方開展實質性評估，共計收到了近800份來自各利益相關方的回饋。通過實質性評估分析，我們擬定了對旺旺而言較為重要的ESG議題，將在公司的經營過程中予以高度關注，並在本ESG報告中做重點披露。

In order to identify ESG issues that have material impacts on Want Want, we screened out ESG issues that are relevant and related to Want Want through researches on industries, regulations, standards and guidelines, and invited internal and external stakeholders to take part in materiality assessment through questionnaires. A total of nearly 800 feedbacks from various stakeholders were received. Through materiality assessment and analysis, we have prepared a list of important ESG issues in relation to Want Want, which will be carefully attended in the company's operation and highlighted in this ESG report.

Important issues
重要議題
相關議題
Relevant issues

- 提升產品質量及安全
Improving product quality and safety
- 提升產品健康及營養
Developing healthy and nutritious products
- 提升客戶滿意度
Enhancing customers' satisfaction
- 提升產品創新
Promoting product innovation

產品責任 Product responsibility

- 提升產品透明度
Ameliorating product transparency

- 確保工作場所安全及健康
Ensuring safety and health in workplace
- 禁止童工和強制勞工
Prohibiting child labour and forced labour
- 提升員工滿意度
Enhancing employees' satisfaction
- 給予員工平等機會
Granting employees with equal opportunities

員工成長 Employee development

- 提升薪酬福利
Enhancing salary and welfare benefits
- 降低員工流失率
Reducing employee turnover rate
- 促進職業發展和培訓
Promoting career development and training
- 多元化僱傭
Adopting diversified employment



未來，我們將持續完善旺旺的管治體系，在業務發展的過程中充分考慮其環境及社會影響，與各利益相關方密切溝通並通力合作，不斷推進旺旺及行業的可持續發展。

In the future, we will continue to perfect Want Want's governance system, fully consider environmental and social impacts in the process of our business development, and closely communicate and cooperate with all the stakeholders to constantly proceed forward the sustainable development of Want Want and the industry.

- 水資源和廢水管理
Water resource and waste water management
- 環境友好產品及包裝材料
Environment-friendly products and packaging materials
- 能源消耗及管理
Energy consumption and management

- 提升加強道德商業行為
Improving and strengthening ethics and business conduct

環境保護 Environmental protection

社區合作 Cooperation with communities

- 廢棄物管理
Waste management
- 廢氣排放管理
Exhaust emission management
- 環境友好活動
Environment-friendly activities
- 溫室氣體排放管理
Greenhouse gas emission management

- 責任採購
Responsible procurement
- 提升經濟效益
Increasing economic benefits
- 慈善公益捐款
Charitable donation



**“讓消費者吃得安心、放心、吃得快樂，對民族食品有信心！
成為中華民族食品工業中正能量的傳播者！”**

“Let consumers eat with ease, feel relieve and happy and have confidence in Chinese food.
Become the communicator of positive energy in Chinese food industry.”



本集團擁有完善的全產業鏈食品安全控制體系，努力讓產品從內到外完美，為品牌保駕護航。

本集團嚴格遵守《中華人民共和國食品安全法》和《中華人民共和國消費者權益保護法》等法律法規，貫徹實施國家食品安全策略，從打造優秀的質量管理團隊、建立專業的質量管控系統、完善旺旺質量標準管控體系以及推行旺旺食品安全文化建設四個方面進行品質管控。

我們致力於“建立旺旺特色標準管理體系，培育成熟的員工發展體系，打造全行業最優秀生產團隊，成為中國品質最佳，最具競爭力，最受客戶信賴的食品品牌”。以“打造旺旺最佳實踐”為最終目的，確保在2020年，打造出業內領先的標準管理體系。

集團下屬工廠積極參加質量管理體系和食品安全管理體系認證活動，包括ISO22000、ISO9001、HACCP、BRC等多種體系，共獲證書108張。

在國家、客戶、消費者對食品質量安全關注度日益增高的環境下，集團為提高自身管理水平，自2015年開始在全國所有生產基地中推出WSM（Want-Want System Management）標準，該標準整合ISO 9001和ISO 22000等體系要求，從生產（Produce）、質量（Quality）、安全（Safety）、培訓（Training）四方面全面管理，應用WSM管理思路，持續改進完善相關標準。

Possessing a complete food safety control system covering the whole industrial chain, the Group endeavours to make the products perfect from the inside out and safeguard the brand.

The Group strictly adheres to laws and regulations like "Food Safety Law of the People's Republic of China" and "Law of the People's Republic of China on Protection of Consumer Rights and Interests", implements national food safety strategies, and controls quality by forming an excellent quality control team, establishing a professional quality control system, enhancing Want Want's control system of quality standards and pushing forward Want Want's culture construction of food safety.

We are committed to "establishing a standard management system with Want Want characteristics, fostering a mature employee development system, forming the best production team in the industry, and becoming the most superior, competitive and trust-worthy food brand in China." With the ultimate goal of "creating the best Want Want practices", we ensure that we will create an industry-leading standard management system by 2020.

The Group's factories take active part in the certification activities of quality control system and food safety management system, including a total of 108 certificates of ISO22000, ISO9001, HACCP and BRC, etc.

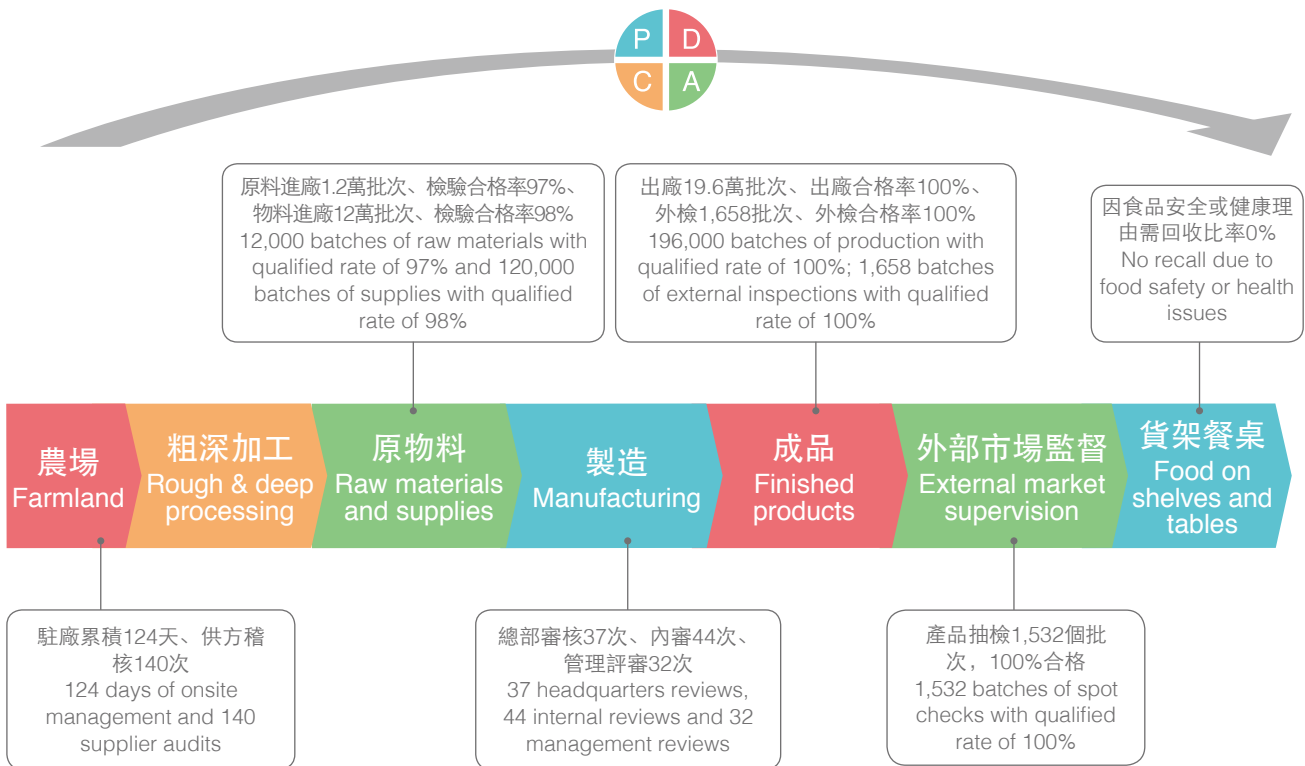
As the country, customers and consumers are paying more and more attention to food quality and safety, the Group launched Want-Want System Management ("WSM") standard in all the production bases nationwide in 2015 to enhance its management. This standard integrates the requirements of ISO9001, ISO22000 and other systems, requires comprehensive management in Produce, Quality, Safety, and Training, and uses WSM management ideas to continuously improve and perfect the relevant standards.





集團在質量管理方面，以風險評估為主導，結合PDCA循環，落實從農田到餐桌的全過程監督機制。報告期內，我們通過標準質量管理體系（WSQM體系）的推行，建立各項管理程序及作業辦法及質量安全KPI指標，將之切實落地執行，定期進行檢核，成效顯著：

In terms of quality control, the Group takes risk assessment as the dominant measure and combines it with PDCA cycle to implement whole-process monitoring mechanism from farmland to table. During the reporting period, we formulated various management procedures, operation methods and quality and safety key performance indicators (KPIs) for full implementation of and regular check on Want-Want Standard Quality Management (WSQM) system. In this way, we achieved notable results:



WANT WANT CHINA



創新突破 / Innovation breakthroughs

旺旺秉承自主創新的精神，持續致力於

- 開發具領導力、前瞻性的產品；
- 以消費者需求為導向；
- 安全、健康、美味為宗旨；
- 技術領先、全產業鏈創新。



Adhering to the spirit of independent innovation, Want Want is committed to

- Developing leading and prospective products;
- Orienting towards consumer demand;
- Targeting at safety, health and delicacy;
- Leading in technology and innovating the entire supply chain.

我們將在未來持續實現：

- 旺旺專屬原料核心製造技術，滿足消費者對“安全、健康和美味”的產品新需求；
- 採取獨特工藝，結合『中國製造2025』優化設備，消除浪費，減少碳排放，持續推進食品產業“智能、環保、可持續”的快速發展；
- 根據特殊人群的需求，定製功能性食品；
- 持續深入綠色包裝材料研究；
- 堅持營養導向，持續精選天然來源原料。



On this basis, we will work on:

- Want Want's exclusive core manufacturing technology about raw materials that meet consumers' new demands for "safe, healthy and delicious" products;
- Adoption of unique process coupled with the equipment optimization of "Made in China 2025" strategy, so as to eliminate waste, reduce carbon emission and ensure the "smart, environment-friendly, sustainable" and rapid development of food industry;
- Customized functional foods that meet the needs of specific groups of people;
- Continuous and in-depth study on green packaging materials;
- Highlight on nutrition and selecting raw materials from natural sources.



旺旺研發中心是上海市市級企業技術中心，同時在全國擁有廣州、山東、杭州三個研發分支機構。技術中心同時擁有多名研究成果具有國內先進水平的食品科學技術帶頭人，分別在乳製品、飲料、休閒食品、焙烤製品、糖製品、馬鈴薯食品、兒童食品、檢驗檢疫、國家標準化管理委員會等領域擔任理事或技術委員，同時培養了一批創新能力強、具有國內外先進水平的研發創新領軍人才，提升整體研發水平至國際先進水平。

Want Want R&D Centre in Shanghai is a municipal enterprise technology centre. It has three R&D branches in Guangzhou, Shandong and Hangzhou. The R&D centre has several food science and technology leaders whose research results are prominent in China and who are directors or members of the technical committees of dairy products, beverages, snack food, bakery products, sugar products, potato products, children's food, inspection, quarantine as well as the National Standardization Management Committee. In addition, the centre has trained a group of R&D and innovative leaders with strong innovation ability and advanced R&D capacity at home and abroad. Thus, the overall R&D has reached international advanced level.



旺旺立足自主創新，加強產官學研合作，聘請營養健康、生物技術、乳品等相關領域的專家學者指導各領域技術創新工作，與上海科學院、上海產業技術研究院、台灣陽明大學、上海交通大學、江南大學等國內外科研院所及多個知名企業合作進行多項前沿技術開發，深入開展全產業鏈創新。

On the basis of independent innovation, Want Want strengthened cooperation with the industry, government authorities, and academic and research institutes, employed experts and scholars in nutrition & health, biotechnology, dairy products and other relevant fields to direct technological innovation, conducted plenty of leading edge technical cooperation with Shanghai Academy of Sciences, Shanghai Institute of Industrial Technology, National Yang-Ming University of Taiwan, Shanghai Jiao Tong University, Jiangnan University and other domestic and foreign scientific research institutes as well as a number of well-known enterprises to make in-depth innovation in the entire industry chain.



我們擁有多項發明專利，並參與多項國家標準的起草和修訂。

We possess several invention patents and participated in the drafting and revision of a number of national standards.



一項日內瓦國際發明金獎
A Geneva International Invention Gold Award

兩項日內瓦國際發明銀獎
Two Geneva International Invention Silver Awards



四項成果鑒定
Four achievement appraisals

兩項科技創新獎三等獎
Two third prizes for Science and Technology Innovation Award



十多項行業創新獎
More than 10 industry innovation awards

2017年11月，旺旺與多個國內外知名食品企業代表共同發起“國民營養健康——食品產業界在行動”宣言，倡導食品界為實現政府引導、市場配置、社會互動、創新共享的國民營養健康新格局而積極努力！

旺旺始終關注消費者的健康，洞察消費者對不同功能性產品的需求，將持續開發一系列兼具良好口感的功能性產品。旺旺從持續減糖、營養有機、功能健康和綠色包裝四個方面展開產品設計，減少脂肪、鈉鹽和糖的含量，同時增加全穀物、水果蔬菜、馬鈴薯、紫（紅）薯、豆果堅果等來源的健康碳水化合物。

In November 2017, Want Want and the representatives of a number of well-known local and overseas food companies jointly launched the “National Nutrition & Health – Food Industry in Action” declaration, advocating the food industry to make positive efforts to create a new pattern of national nutrition & health with government guidance, market allocation, social interaction, and innovation and sharing.



Want Want keeps centering its R&D work on consumers' health and observing consumers' demands for different functional products, and continues to develop a series of functional products with good taste and flavour. Want Want develops products from the four aspects of constant sugar reduction, organic nutrition, functional health and green packaging, and reduces the content of unhealthy fat, sodium salt and sugar while increasing the content of whole grain, fruits, vegetables, potatoes, (purple) sweet potatoes, beans and nuts with healthy carbohydrate ingredients.

旺旺的蔬果一日、益纖多、兒童果泥等產品，添加膳食纖維或益生元，零脂肪，不含反式脂肪酸。

Want Want's products like Daily Vegetables, Aiyo Yixianduo and Children's Fruit Puree contain dietary fibre or prebiotics and are free from fat and trans fatty acids.





源頭保障 / Quality guarantee at source



旺旺始終注重合作供應商的評估與選擇：

- 堅持可持續發展、善盡社會責任、以人為本、誠信經營、肩負環保責任是我們優先選擇供應商的衡量標準。
- 堅持優先選擇與集團具有共同價值取向的供應商作為合作夥伴。

Want Want constantly values the evaluation and selection of supplier partners:

- We prefer suppliers who adhere to sustainable development, fulfilling social responsibility, putting people first and operating in good faith,
- We insist on selecting suppliers who share common values with the Group, with priority.

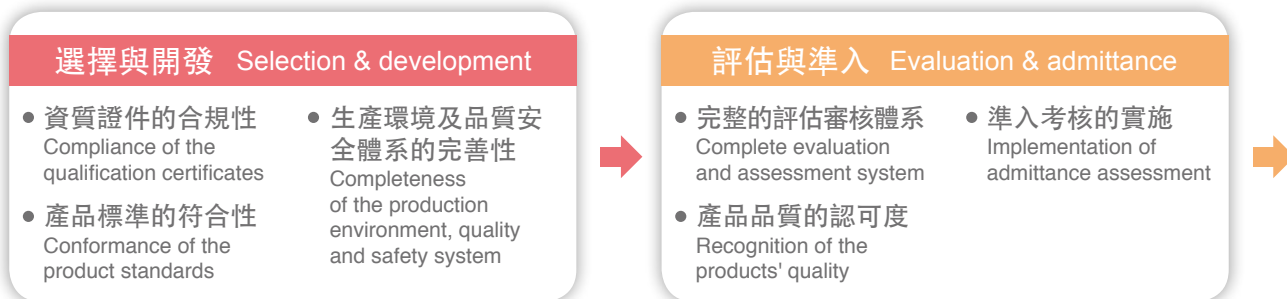


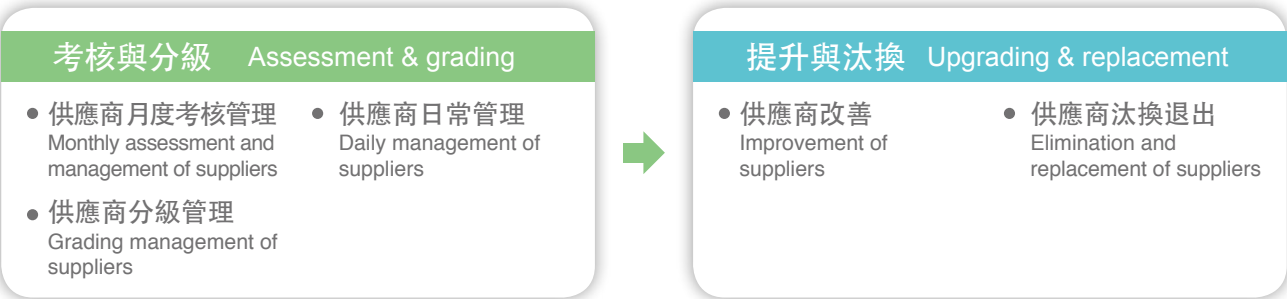
結合旺旺生產原料之核心要求，選擇符合要求且具備規模的優質貨源。

Based on Want Want's core requirements on raw materials, we select high quality sources that meet standards and scale requirements.

為科學評估並有效管理供應商，我們建立了原物料供應商全流程管理體系：

In order to scientifically evaluate and effectively manage the suppliers, we have established a full-process management system for raw material suppliers:



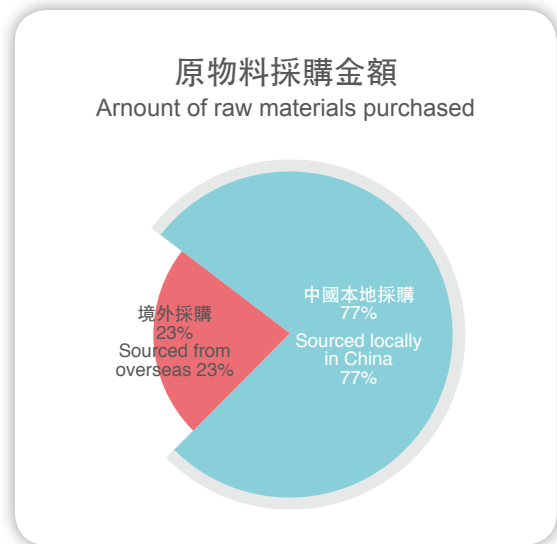


我們始終秉持從多方面對供應商進行考核和評級的管理制度，制定了《原物料供應商考核辦法》內部管理制度文件，明確了原物料供應商考核評價標準以及相應的分級管理制度，定期對本集團的原物料合格供應商供貨品質、供貨能力進行監控和持續綜合評估；同時，為保證採購環節的公平、公正、公開，明確原物料採購人員的作業規範，制定了相應原物料的《採購作業規章制度》。

近年來，旺旺有計劃地推行國外進口原物料國產化進程，大力支持本地原物料生產與研發，報告期內國外原物料轉國產化的個別品項已100%國產化，如2017年2月開始，旺旺已實現進口鋁全部國產化。

We consistently adhere to the management system of assessing and rating suppliers from various perspectives, and have compiled the internal management policy statement "Assessment Measures for Raw Material Suppliers" that clarified the assessment standards for raw material suppliers and the corresponding grading management system, and kept monitoring and thoroughly assessing the supply quality and supply capacity of the Group's qualified suppliers of raw materials at regular intervals; meanwhile, "Procurement Operation Rules and Regulations" for these raw materials have been formulated to ensure just, fair and open procurement procedures and to clarify the operating practices for raw material procurement personnel.

In recent years, Want Want has systematically promoted the localization of overseas imported raw materials and vigorously supported the production and R & D of local raw materials. In the reporting period, some individual items formerly imported from overseas were 100% localized. For example, starting from February 2017, Want Want has achieved 100% substitution of overseas imported aluminium with locally produced one.



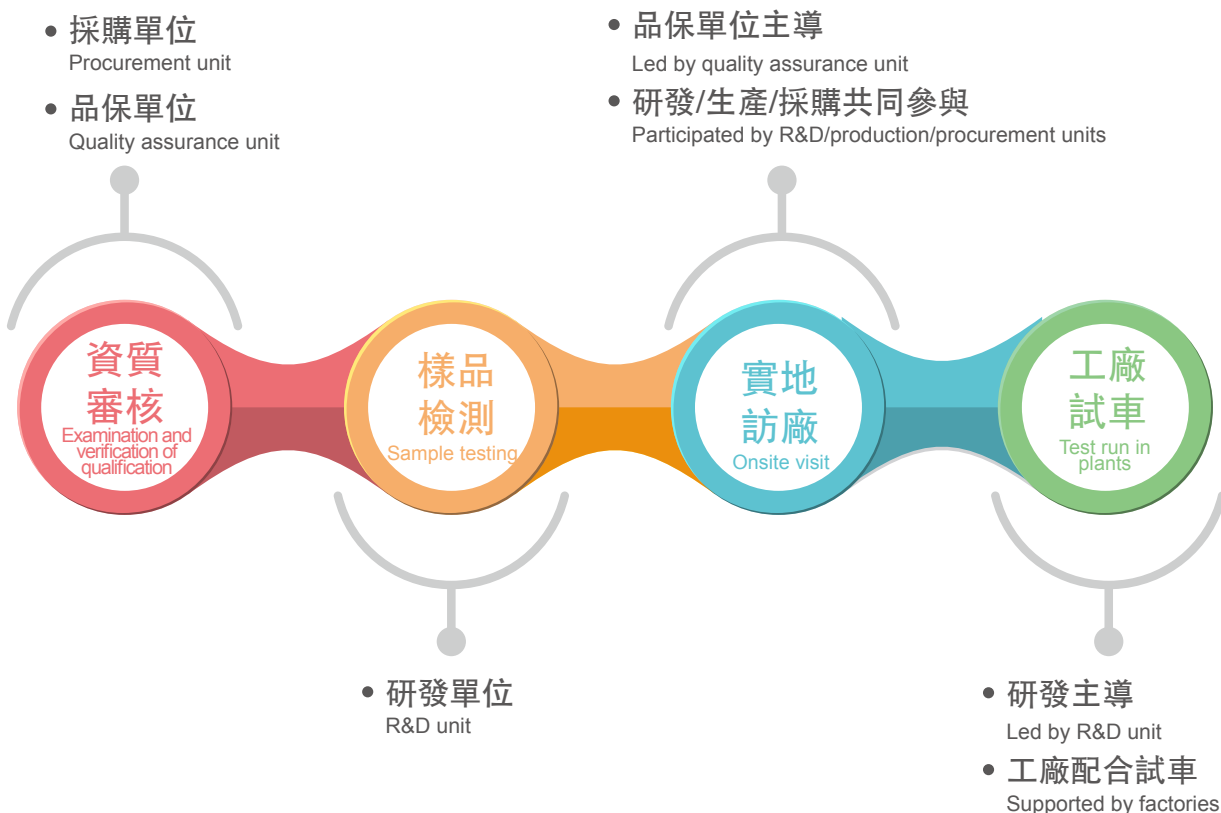


1) 供應商引進

在本集團原物料供應商引進階段，以“多渠道引進、多單位判定”的原則開發供應商，建立了相應原物料的供應商開發流程內部制度文件，並通過系統記錄的方式保持透明、公開、公正。

在原物料供應商的選擇與開發環節，對供應商的資質證件，成立時間，供應商來源，產品標準等資質條件進行嚴格審查；在資質符合的前提下，本集團相關職能部門共同進行嚴格的評估及準入審查，包括產品品質的檢驗，實地現場考察，產品生產線的試車等環節，每個環節在合格的條件下方可進入下個環節，並通過供應商關係管理（SRM）系統由各負責單位記錄相應環節的結果。

供應商引進簡要流程 Brief flow chart of supplier introduction





1) Introduction of suppliers

In the introduction stage of raw material suppliers, the Group looked for suppliers based on the principle of “multi-channel introduction and multi-department decision”, complied internal policy statements of suppliers’ development process for the relevant raw materials, and stayed transparent, open and equitable through system record.

In the selection and development of raw material suppliers, the supplier's qualifications such as qualification papers, establishment date, origin, and product standards would be strictly examined; only when these qualifications are met can relevant functional departments of the Group start to jointly conduct rigorous evaluation and inspection that include product quality inspection, on-site inspection, test run of product line, etc. Only if the previous link is up to standard can we move to the next link. The results of each link are recorded in the supplier relationship management (“SRM”) system by corresponding responsible units.

供應商考核

我們根據《原物料供應商考核辦法》定期對本集團的原物料合格供應商供貨品質、供貨能力、售後服務情況進行監控和持續綜合評估考核，並根據每月的供應商考核結果，將供應商劃分為A.B.C.D四個等級，對出現D級的供應商進行相應的汰換處理。完善的供應商引進流程和考核/汰換制度，結合線上議價的透明化，以實現供應鏈採購環節的公平、公正、公開。

我們不斷優化供應商質量管理制度，包括稽核模式優化、訪廠評核優化、源頭管理優化並上線考核系統，以確保原物料使用零風險。

Supplier assessment

According to the “Assessment Measures for Raw Material Suppliers”, we regularly monitor and thoroughly evaluate the supply quality, supply capacity and after-sales services of the Group's qualified suppliers of raw materials. Based on monthly assessment results, we categorize our suppliers into A, B, C, and D classes. The D class suppliers will be replaced. The complete supplier introduction process and assessment/replacement system, together with the transparent online bargaining, lead to just, fair and open procurement in the supply chain.

We continue the optimization of supplier quality control system, including audit mode optimization, onsite evaluation optimization, source management optimization and online assessment system, in order to avoid fully any risk associated with the raw materials.



供應商溝通

旺旺高度重視與供應商的溝通，通過供應商大會、供應商考核及分級管理、供應商實地評核、供應商培訓和供應商研討會等方式與供應商保持溝通。

針對品質風險高的本集團原輔料供應商，每年定期召開供應商大會，加強供應商管理的宣導，提升供應商品質和服務意識；同時加強本集團未來管控重點的宣導，溝通交流，建立互信，確保雙方步調一致。

Communication with suppliers

Want Want attaches great importance to communication with suppliers, which is maintained through supplier meetings, supplier assessment and grading management, supplier onsite assessment, supplier trainings and supplier seminars.

For the Group's raw and auxiliary materials suppliers with high risks in quality, we hold regular supplier meetings every year to further promote suppliers' management, enhance suppliers' quality and service awareness, and highlight the Group's key future control points. Through our communication and exchanges, mutual trust would be formed to ensure the two sides take concerted action.

2017年8月，旺旺生產品保人員在馬鈴薯種植基地與廠商基地生產品保人員進行交流，從原料品種、特性分析等專業層次的深入溝通，優化品種，使品質更適應食品安全與生產的需要。

In August 2017, Want Want production quality assurance personnel communicated with their counterparts in the supplier's potato planting bases. They made in-depth and professional exchanges about the breeds and characteristics of the raw materials, so as to improve the breeds and make the quality more adaptive to the demands of food safety and production.

2017年12月，我們組織了供應商大會，與供應商無縫對接、形成積極有效的溝通，總結過去一年的供應品質情況並提出改善建議，提高品質保障食品安全，提升企業形象與品牌透明度。

In December 2017, we organized a supplier meeting. We interfaced with suppliers seamlessly, carried out positive and effective communication, summarized the supply quality in the previous year and proposed improvement suggestions for improving quality, ensuring food safety, and enhancing corporate image and brand transparency.





品質管理 / Quality management



我們注重品質管理的每一個環節，持續致力於：

- 打造優秀的質量管理團隊；
- 建立專業的質量管控系統；
- 完善旺旺質量標準管控體系；
- 推行旺旺食品安全文化建設；
- 攜手員工及家屬、供應商、經銷商、監管部門共同維護食品安全。

We pay attention to every aspect of quality management and continue to:

- Build an excellent quality management team;
- Establish a professional quality control system;
- Enhance the Want Want Standard Quality Management System;
- Carry out Want Want's food safety culture;
- Join hands with employees and their families, suppliers, distributors and regulatory authorities in safeguarding food safety.



以合理的質量成本來追求產品零缺陷。

Provide cost-effective products with zero defects.

從原材料的品質管控到生產操作管理，旺旺均致力於成為行業中的典範。

From quality control of raw materials to management of production operations, the Group is committed to becoming the best in the industry.



1) 原材料品控

我們從品質監控、源頭管理和進口原材料備案三個方面進行系統的管控：

1) Quality control of raw materials

We carry out systematic control from three aspects: quality control, source management and imported raw material filing:

品質監控：強化企業自主經營管理，除擁有完善的原物料進廠檢測機制，並持續監控品質直至成品追溯；

Quality control: Strengthen the independent management of the enterprise, and continuously monitor the quality until the finished product is traced in addition to having a complete inspection mechanism for incoming raw materials;

上游供應商源頭管理：本集團持續對原材料供應商進行上游供應商源頭品質管理，集中建立了可食原料的《原材料調查表》，對其上游原料供應商，製作工藝，原料成分及添加比例等各方面進行監控，同時不定期針對供應商所用原料進行訪廠檢測，從源頭降低品質風險；

Source management of upstream suppliers: The Group continued to conduct the source quality management of upstream suppliers towards raw materials suppliers, established the "Materials Survey Form" for edible raw materials, and monitored its upstream raw material suppliers, production processes, ingredients and proportions. Meanwhile, we regularly visit the factories for the raw materials used by the suppliers, and reduce the quality risks from the source;

進口原料備案制度：建立嚴格的進口原料備案制度，進口工廠嚴格按要求通過備案系統填寫境外生產企業和出口商或者代理商、境內進口商和購貨者等信息以及進口和銷售記錄，強化追溯體系。

Imported raw material filing system: Establish a strict imported material filing system. The import factories are strictly required to fill in the information of overseas production enterprises and exporters or agents, domestic importers and purchasers, and the import and sales records through the filing system to strengthen the traceability system.



2) 生產品控

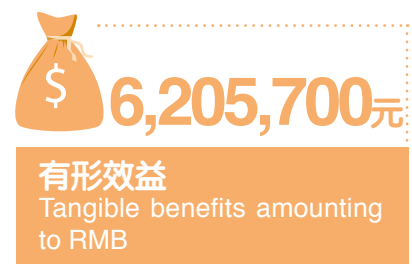
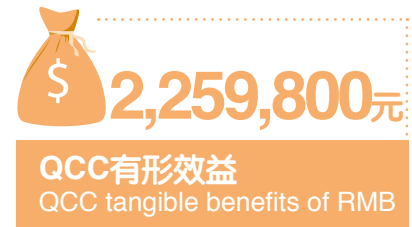
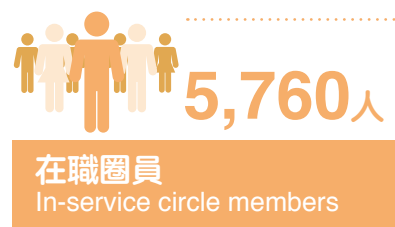
為確保生產質量，我們建立了完善的操作規範管理與原物料檢驗規範，通過包括《良好生產規範管理程序》、《製程管制與檢驗程序》、《產品標示與追溯管理程序》等程序在內的一整套生產制度進行規範管理。

為不斷改善提升產品質量，旺旺發起了品管圈（QCC，Quality Control Circle）提案改善項目，在全國工廠，圍繞品質、效益、能源、成本、創新等多方面開展持續改善活動，通過全員參與不斷提升產品市場競爭力。

2) Production quality control

In order to ensure the quality of production, we have established a comprehensive operational practice management and raw material inspection specifications, and a complete set of production systems for standardised management including procedures such as the “Good Manufacturing Practice Management Procedures”, “Process Control and Inspection Procedures”, and “Product Labelling and Traceability Management Procedures”.

In order to continuously improve product quality, the Group has launched a quality control circle (QCC) improvement project in all factories across the nation, and carried out continuous improvement activities focusing on the quality, efficiency, energy, cost, innovation and other aspects in order to continuously improve the market competitiveness of our products through full participation.



此外，我們還建立各產線產品缺陷模式數據庫，並根據歷史數據分析重點缺陷，實施重點改善，持續改進零缺陷控制條件。執行期間，各品項產品質量顯著提升，質量事故及客訴率顯著下降。



In addition, we have established a defect model database for each production line, analysed key defects based on historical data, implemented key improvements, and continuously improved zero defect control conditions. During the implementation period, the quality of each product was significantly improved, and the quality defects and customer complaint rate remarkably reduced.



3) 食品安全文化建設

為營造食品安全文化氛圍，激發全員內心深處的品質意識。旺旺完善食品安全培訓制度；推行食品安全文化；配合食品安全相關活動；制定完善標準，確保食品安全文化落地執行。我們不僅關注廠內食品安全文化建設，同時也推動“走出去”宣傳與傳播安全文化、“請進來”請消費者、經銷商、監管部門來工廠觀摩，把食品安全文化進行全範圍的傳播。

報告期內，我們組織了多種食品安全文化宣貫活動：

3) Culture construction for food safety

In order to create a food safety culture and stimulate the quality consciousness for the whole staff, we improve the food safety training system, promote food safety culture in conjunction with related food safety activities, and formulate complete standards to ensure the implementation of food safety culture. We not only pay attention to the building of food safety culture in the factory, but also “go out” to publicise and spread the safety culture, and “invite” consumers, distributors and regulatory authorities to visit the factories to spread the food safety culture to the whole extent.

During the reporting period, we organised a variety of publicity activities regarding food safety culture:



參賽作品

Entries

2,474

全國工廠開展食品安全文化海報評比活動，參賽作品達2,474張，充分宣傳食品安全的重要性；
All our factories across the nation participated in a food safety culture poster competition, with 2,474 entries, to fully promote the importance of food safety;



全員簽署品質承諾書並宣誓，參與人次達19,904人，提升全員意識到肩負的品質責任；
All members signed the quality commitment letter and the number of participants reached 19,904 to enhance the quality responsibility of all employees;

參與人次

Number of participants

19,904

對全員進行食品安全相關培訓，全國37個生產基地共開展食品安全培訓198場；
Food safety related trainings were provided to all employees, and a total of 198 food safety training sessions were conducted in 37 production bases across the country;

安全培訓場次

Safety training sessions

198



參與外部的食品安全相關活動，增強與政府、其他企業和消費者的交流，及時了解食品安全相關最新動態，吸取其他企業優秀管理經驗；



We participated in related external food safety activities, enhanced communication with the government, other enterprises and consumers, kept abreast of the latest developments related to food safety, and drew on excellent management experience of other companies;



2018年優秀工廠稱號

Excellent factory in 2018

5

開展全國生產基地食安文化建設評比活動，有5家榮獲2018年第一期食品安全文化建設優秀工廠稱號。
In the national campaign for food safety culture promotion and evaluation of production bases, five were awarded the title of the first phase of the 2018 food safety culture promotion factory.



優質服務 / Quality services



- 保證從農場到餐桌全程食品安全可追溯；
 - 秉承“顧客至上，全心為您”的服務理念；
 - 認真對待每位消費者的反饋，確保第一時間給予專業解答；
 - 致力於消費者隱私保護，保證消費者個人信息零泄露。
- Ensure food safety traceability along the whole supply chain from farmland to table;
 - Adhere to the principle of “Customers First, Wholeheartedly For You”;
 - Sincerely deal with the feedback from every customer and respond in a timely and professional manner;
 - Protect customer privacy and ensure no leakage of customers' personal information.



用我們真誠的微笑服務，換取客戶滿意度百分百。
Use our sincere and friendly services in exchange for the total satisfaction of each customer.

1) 用心服務

本集團消費者服務熱線設有專業坐席人員為消費者提供卓越的服務，第一時間聆聽來自消費者的反饋，保證消費者的問題得到熱情、專業、快速的解答，讓消費者安心、放心。

為提升服務效率，旺旺增加了第三方網站旺旺官方旗艦店網上下單功能，給消費者帶來自主挑選產品的便利，通常情況下，2-3天內產品就可以送達至消費者手中。

根據《中華人民共和國消費者權益保護法》和《中華人民共和國食品安全法》，我們重視每一個顧客投訴，制定了旺旺《質量客訴作業辦法》，以保證客戶投訴處理的落實執行。

1) Considerate service

The Group's consumer service hotline has professional staff to provide excellent services to consumers,



to listen to feedbacks from consumers in a timely manner and ensure that consumers' questions get enthusiastic, professional and quick answers, so that consumers can feel at ease.

In order to improve service efficiency, the Group has added the third-party website Want Want official flagship store online ordering function, to give consumers the convenience of self-selected products. Usually, the products can be delivered to consumers within 2-3 days.

In accordance with the "Law of the People's Republic of China on Protection of Consumer Rights and Interests" and "Food Safety Law of the People's Republic of China", we attach importance to every customer's complaints and have formulated the "Action Procedures for Customers' complaints" so as to ensure the satisfactory resolution of customers' complaints.

投訴處理流程:

Procedures for complaint handling:



客訴處理考核指標:

Evaluation index for customer complaint handling

報告期內投訴解決率為100%，針對部分投訴樣品，做了消費者滿意度調查回訪，其中94%的消費者表示滿意。

During the reporting period, the complaint resolution rate was 100%. For some complaints, a consumer satisfaction survey was conducted, and 94% of the consumers expressed satisfaction to our resolution.

2) 隱私保護

旺旺充分尊重顧客權益，對通過銷售渠道獲取的顧客隱私信息進行妥善處理，根據職能設定系統使用權限，從技術上實現消費者個人信息管理系統化和規範化，不得傳播或不當使用。相關單位調取資料需以行文形式說明合理原由並經總部稽核單位審核，以確保消費者個人信息的嚴格保密及正確使用。



2) Privacy protection

The Group fully respects customers' rights and interests, properly handles customers' private information obtained through the sales channels, and sets the system's users authority according to the functions, technically realises consumers' personal information management systematisation and standardisation to prevent publication and improper application. A written request with appropriate reason has to be made by relevant department and reviewed by the headquarter's internal auditing department to ensure the strict confidentiality and proper use of customers' personal information.

3) 召回管理

為了保障消費者權益，我們嚴格遵守《食品召回管理辦法》等法律法規，建立了規範的模擬追溯體系和完善的召回流程。從食品安全的風險識別與判定，到制定召回公告、實施召回工作、及時改善產品，旺旺做到全過程控制，保證產品品質。模擬追溯體系利用企業資源計劃（Enterprise Resource Planning）數據庫，結合工廠、分公司報表數據，對產品生產及銷售過程進行監控。追溯方式可以從原料至成品，也可以從成品追溯至原料，確保產品信息切實有效。

為保證追溯體系運行良好，工廠每年要開展生產品項的模擬追溯。追溯總時間控制在4小時以內，追溯符合性≥90%。如低於目標值，查找原因後，必須再次安排模擬追溯，驗證改善效果。截止報告期末，已連續5年未發生食品召回事件。

召回管理：

Recall management



食品召回時機 Food recall timing

- ① 自檢自查；
Self-inspection;
- ② 監督管理部門告知；
Notice from supervision and management authorities;
- ③ 公眾投訴反饋。
Complaints and feedbacks from the public.



信息收集、調查、評估 Information collection, investigation and evaluation

- ① 收集產品信息、投訴信息；
Collection of product information and complaints;
- ② 調查危害風險；
Investigation of damages and risks;
- ③ 根據風險確定召回等級。
Determination of recall level according to risks.



3) Recall management

In order to protect the rights and interests of consumers, we strictly abide by the "Food Recall Management Measures" and other laws and regulations, and establish a standardised simulation traceability system and a complete recall process. From food risk identification and judgement to making recall announcements, implementing recalls, and improving products in a timely manner, the Group achieves full process control to ensure product quality. The simulation traceability system uses the ERP (Enterprise Resource Planning) database to monitor the production and sales processes of products in conjunction with the report data of the factories and subsidiaries. Traceability can start from raw materials to finished products, and from finished products to raw materials to ensure that product information is effective.

In order to ensure that the traceability system works well, the factories carry out simulations of the manufacturing items every year. The total traceability time is controlled within 4 hours, and the conformity is $\geq 90\%$. If it is lower than the target value, we will investigate the root causes and the simulation traceability be arranged again to verify the effectiveness of the improvement measures undertaken. As of the end of the reporting period, no food recalls have been occurred for five consecutive years.



召回總結及產品改善 Recall summary and product improvement

- ①按時完成召回實施進度報告，做好相關記錄；
Complete the recall progress report on time and make relevant records;
- ②對問題進行分析改善。
Analyse the problem and make improvements.

召回啟動 Recall launching

- ①應急小組啟動召回工作；
Emergency team initiates recall;
- ②制定召回計劃；
Formulate the recall plan;
- ③2小時內通知分公司等相關部門。
Inform branches and related departments within 2 hours.



召回實施及產品處置 Recall implementation and product disposition

- ①依召回等級在限定時間內完成；
Completion within a specific timeframe according to the recall level;
- ②產品隔離、確認數量。採取補救、無害化處理、銷毀等措施。
Product isolation and confirmation of quantities. Take measures such as remediation, harmless treatment, and destruction.

召回公告及信息發佈 Recall notice and information for publication

- ①向工廠所在地縣級監督管理部門提交書面召回計劃；
Submit a written recall plan to the county-level supervisory authority at the factory location;
- ②根據產品流向，向省級、國家級監督部門報告，並在主要媒體公告。
Report to the provincial and national supervisory authorities according to the product flow, and announce in the main media.





模擬追溯:

Simulation traceability:



模擬追溯次數
No. of simulation traceability

449次雙向追溯 two-way tracing

追溯符合率
Conformity

98%

平均追訴時效
Average time used

<4小時 hours

產品合規 / Product compliance



- 以堅定的立場嚴守法規作為底線，用堅持的信念維護食品安全；
- 完善廣告標籤合規管理體系；
- 打造優秀的合規管理團隊。
- Strictly adhere to the law as the bottom line and persistently maintain food safety;
- Optimize the compliance management system for advertisement and label;
- Build an excellent compliance management team.



100%合規。
100% compliance.



1) 知識產權保護

本集團極其重視知識產權的維護和管理，嚴格遵守《中華人民共和國商標法》、《中華人民共和國著作權法》、《中華人民共和國專利法》等法律法規。

1) Intellectual property right protection

The Group attaches great importance to the maintenance and management of intellectual property rights and strictly abides by the laws and regulations such as the “Trademark Law of the People's Republic of China”, “Copyright Law of the People's Republic of China” and “Patent Law of the People's Republic of China”.

截止至2018年3月31日，本集團於中國大陸擁有

As of 31 March, 2018, in Mainland China, the Group owns:

商標 Trademarks	專利 Patents	著作權 Copyrights
2,250 餘件	39 件	99 件

本集團成立了知識產權部，專門從事集團日常的知識產權管理工作，嚴格監測商標局初審公告的商標，梳理專用權到期的商標，排查需繳年費的專利，及時申請續展和繳費，以確保本集團知識產權的有效延續性。同時，我們嚴厲打擊他人的侵權行為，開展日常維權打假工作。

本集團每年定期對內部相關員工進行知識產權、產品標籤、廣告宣傳等基礎法律知識的培訓，增強其尊重知識產權的意識，提升本集團整體知識產權水平。

The Group established the Intellectual Property Right Department, which specialises in the daily intellectual property management of the Group. We monitor strictly the trademarks that have been preliminarily reviewed by the Trademark Office, sort out the trademarks to be expired, check the patents for annual fees and timely apply for renewal and make payment to ensure the effective continuity of the ownership of the Group's intellectual property rights. Meanwhile, we spare no effort in cracking down other's infringement and carry out daily rights protection and counterfeiting work.

The Group regularly trains related internal personnel on basic legal knowledge such as intellectual property rights, product labelling, and advertising to enhance their awareness of respecting intellectual property rights and raise the Group's overall intellectual property standards.



2) 廣告標籤管理

我們嚴格遵守《中華人民共和國廣告法》、GB 7718《預包裝食品標籤通則》和GB 28050《預包裝食品營養標籤通則》等相關的法規和標準，嚴格按照法規審核作業辦法的流程審核所有標籤，本著對消費者負責的態度，保障消費者的知情權和選擇權。

本集團的產品包裝、宣傳文案、網站信息、廣告片等於上市或發佈前都需通過知識產權和相關部門的審核，以保障本集團的產品及營銷行為合法合規。

2) Advertisement and label management

We strictly abide by the "Advertising Law of the People's Republic of China", GB 7718 "General Rules for Prepackaged Food Labels" and GB 28050 "General Rules for Prepackaged Food Nutrition Labels" and other relevant regulations and standards. We review all labels in strict compliance with the process of the regulatory review method to protect the consumers' right to know and to choose.

The Group's product packaging, promotional plans, website information, and commercials are subject to the review of the intellectual property and related departments before coming into the market or being released to ensure that the Group's products and marketing activities are in compliance with the laws and regulations.

各單位廣告審核職責：

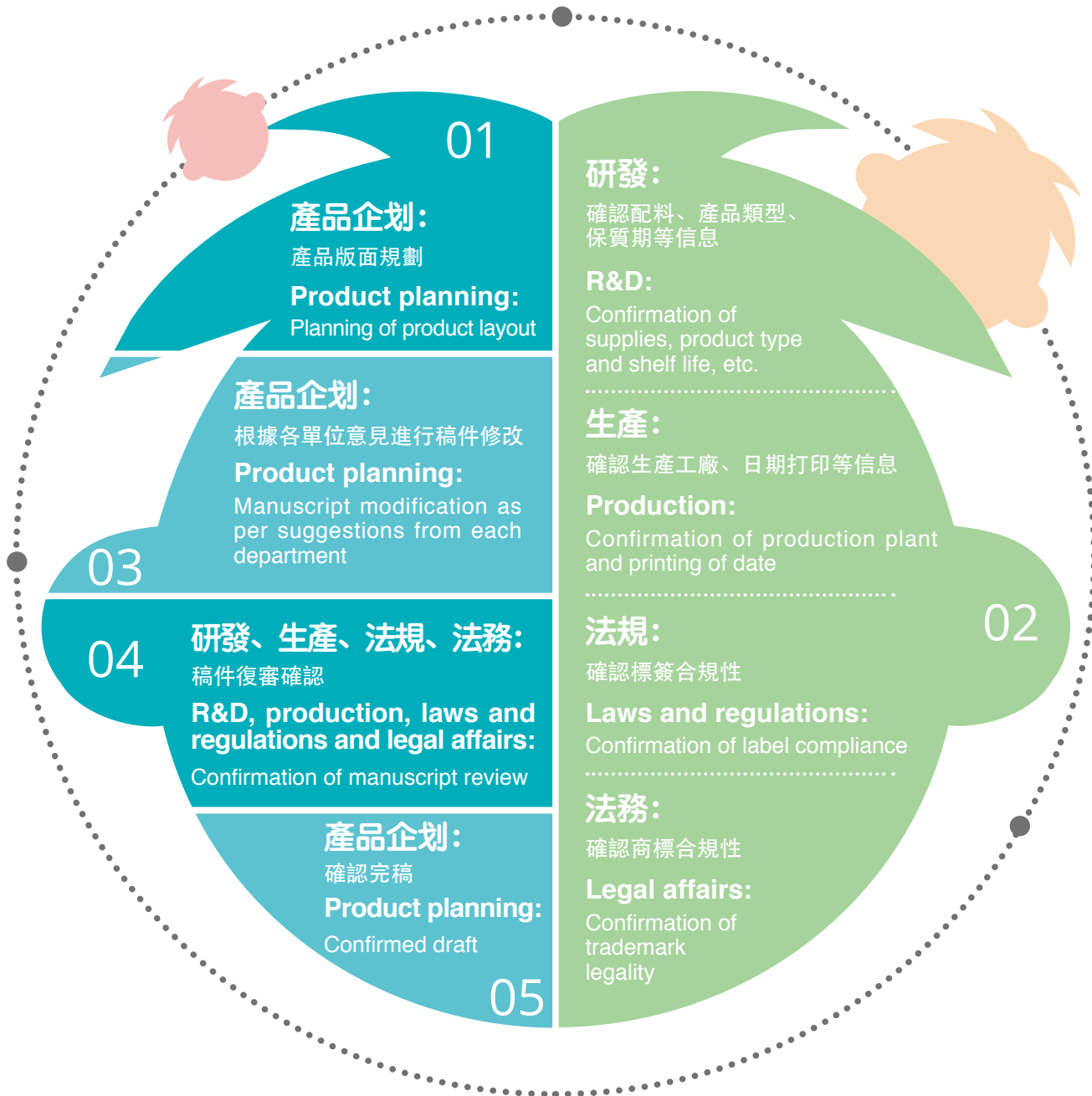
Responsibilities of various departments in advertisement review:

產品企劃 Product planning	法務 Legal affairs	法規 Laws and regulations	研發 R&D
策劃內容 Contents	商標合法性 Trademark legality	宣稱語句合規性 Slogan compliance	產品特性準確性 Accuracy of product characteristics



標籤審核流程:

Review process of label:

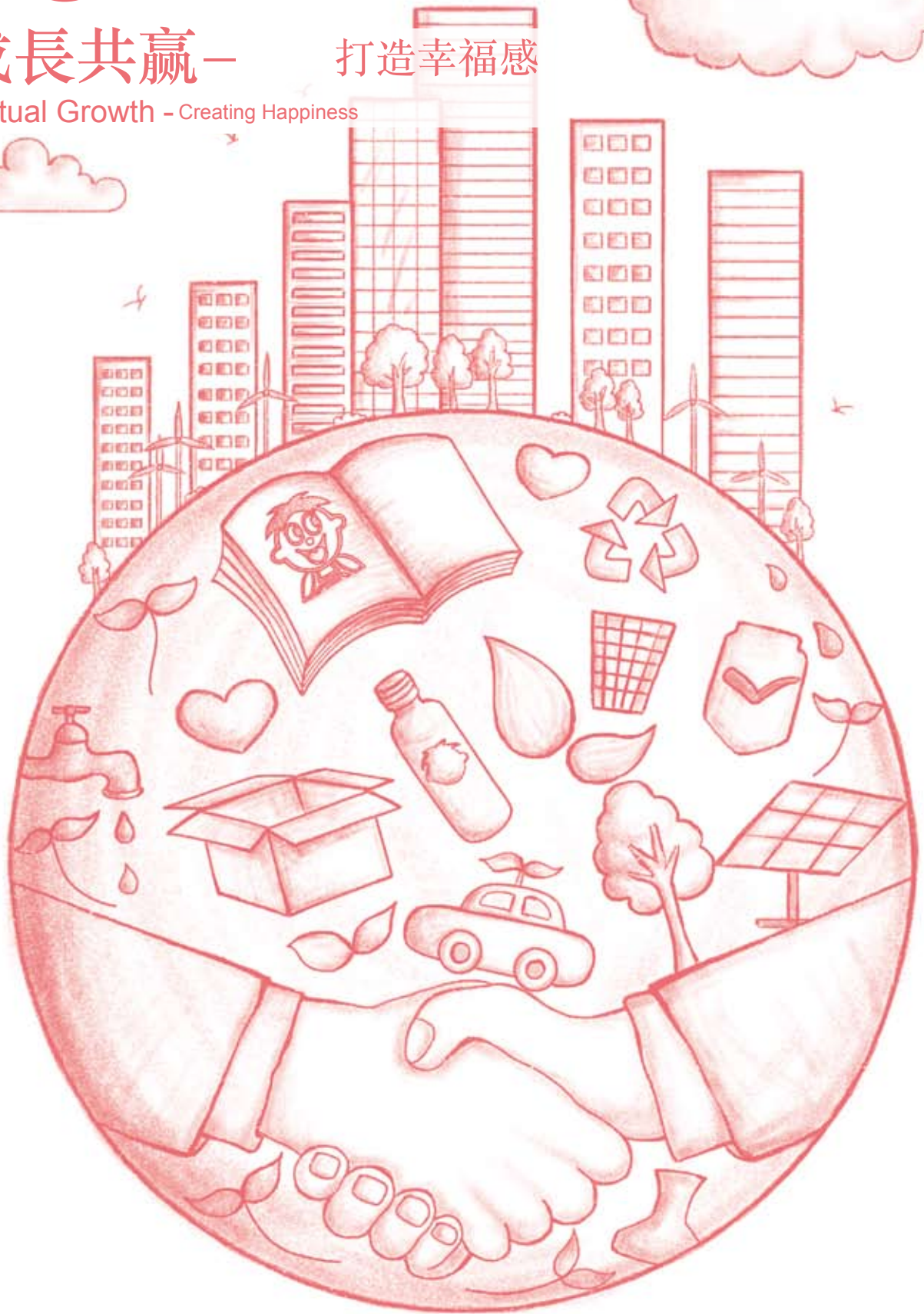


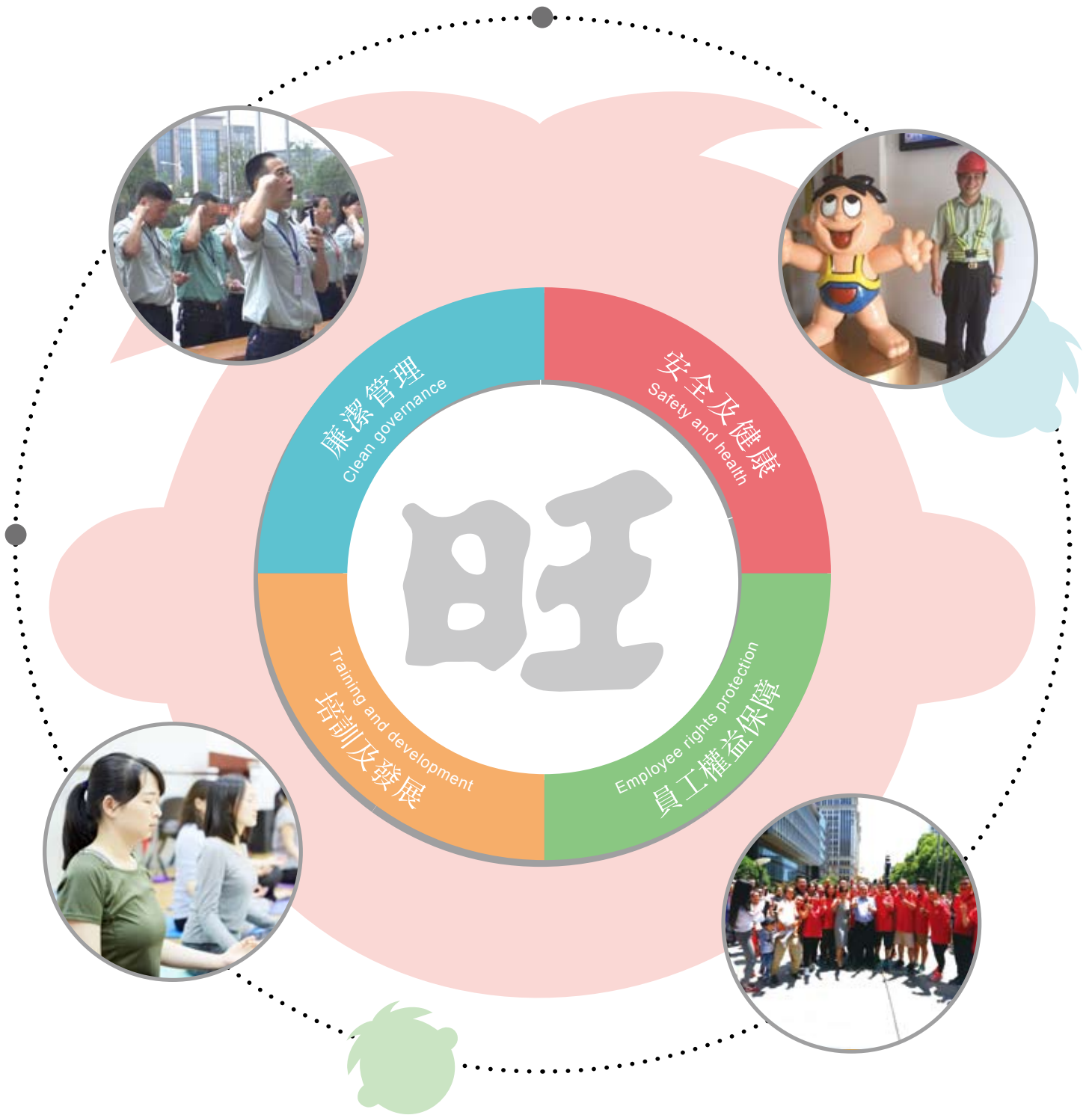
03

成長共贏—

打造幸福感

Mutual Growth - Creating Happiness





“為員工創造良好的工作環境，成為幸福滿滿的旺旺家人。”

"Create a good working environment for employees and let them become members of Want Want family with full happiness."



旺旺公司秉持“緣、自信、大團結”的經營理念，與每一位志同道合的朋友結緣，努力營造“一家人”的氛圍，並以“大團結”的精神與每一位旺旺人共同創造、共同努力。

我們嚴格依照國家《中華人民共和國勞動法》和《中華人民共和國勞動合同法》等法律法規進行人力資源管理，積極為員工創造良好的工作環境，提供安全健康的工作場所，並建立職業生涯的發展平台，讓每一位員工與旺旺共同成長。

The Group adheres to the business philosophy of “Destiny, Confidence and Unity”, and is associated with every like-minded friend. We strive to build a “family” atmosphere, and work together with each Want Want employee in the spirit of “Unity”.

We strictly carry out human resource management in accordance with the "Labour Law of the People's Republic of China", "Labour Contract Law of the People's Republic of China" and other laws and regulations, strive to create a good working environment for employees, provide safe and healthy workplace, and establish a career development platform so that every employee can grow together with the Group.



安全及健康 / Safety and health



建立並維持安全、健康的工作環境。

Establish and maintain a safe and healthy working environment.



追求零事故及零職業病。

Pursuit of zero accident and zero occupational disease.

我們嚴格遵守《中華人民共和國安全生產法》、《中華人民共和國職業病防治法》和《生產安全事故應急預案管理辦法》等國家法律法規要求，並依據OHSAS 18001職業健康安全管理體系，WSM整體規劃，建立並完善WSSM旺旺標準安全管理體系。同時，我們制定了《環境和職業健康安全法律法規及其他要求管理辦法》等管理制度，確保安全生產和職業病防治工作的穩定落實。

We abide strictly by the "Law of the People's Republic of China on Safe Production", "Law of the People's Republic of China on Prevention and Control of Occupational Diseases" and "Measures for the Administration of Contingency Plans for Work Safety Incidents" and other national laws and regulations, to establish and improve the Want-Want Standard Safety Management (WSSM) System on the basis of OHSAS 18001 Occupational Health and Safety Management System and WSM Overall Planning. Meanwhile, we have formulated the "Administrative Measures for Laws and Regulations on Environmental and Occupational Health and Safety and Other Requirements" and other management systems to ensure the steady implementation of production safety and occupational disease prevention.



1) 安全生產

根據廠區建立風險地圖，按照風險高低優先度有序推進安全雙觀察、危險源識別，張貼安全標識及配備勞防用品，建立安全地圖，改進作業及環境條件，提升作業及環境安全性和舒適性；同時利用晨會、海報、視頻及集中培訓並宣導安全文化知識，以保證員工、合作夥伴及訪客的安全。

本集團持續推行WSSM旺旺標準安全管理體系，每年年初制定四個季度的“主題活動”提升工廠環安自主管理水平。報告期內，我們推行了屬地管理、安全雙觀察、安全技能大比武、安全生產四個季度主題活動，並採取了安全天數管理、安全星級評比和安全生產標準化達標等安全生產管理手段來進一步提高員工的安全意識。

1) Safe production

According to the safety risk maps established in the plant area, we promote safety double observation and hazard source identification, post safety signs and allocate personal protection equipment, establish safety maps, improve operational and environmental conditions, improve operational and environmental safety and comfort according to the priority of risks. At the same time, we instill safety culture and knowledge through morning meetings, posters, videos and intensive trainings, to ensure the safety of employees, partners and visitors.

The Group continues to implement the WSSM System. At the beginning of each year, it plans for four quarters of “thematic activities” to upgrade the factory's environmental and safety management standard. During the reporting period, we launched four quarterly thematic activities of territorial management, safety double observation, safety skills competition, and production safety, and adopted production safety management methods such as safety day management, safety star rating and production safety standardisation to further improve employees' safety awareness.

安全天數管理 Safety day management

制定統一的安全生產天數公示牌，懸掛在行政大樓門口左側外牆上，提醒員工時刻注意全生產形勢。

Formulated a unified production safety day billboard, hanging on the outer wall on the left of the administration building and remind factory employees remain attentive to production safety.

安全星級評比 Safety star rating

推行“安全生產管理星級評比”，工廠依評定的星級在工廠懸掛“安全管理星級牌”。

Implemented the “Production Safety Management Star Rating” for the factory and hung the “Safe Management Star Rating Plate” at the factory according to the star rating.

安全生產標準化達標 Production safety standardisation

全面推行安全生產標準化達標建設，目前除個別工廠外，均已達到安全生產標準化三級標準並定期復審。

Fully implemented the construction of qualified production safety standardisation. At present, our factories, except for certain individual factories, have reached level three standard for production safety standardisation and are regularly reviewed.



2) 職業病防護

旺旺擁有完備的員工職業病防護體系，對可能產生職業病危害的工廠開展職業病危害預評價、控制效果評價及防護設施驗收：

2) Occupational disease prevention

The Group has a complete employee occupational disease prevention system to carry out pre-evaluation of occupational disease hazards, evaluation of control effectiveness and acceptance of protective facilities for factories that may cause occupational disease hazards:

每年委託具有資質的職業衛生技術服務機構對工廠開展職業病危害因素檢測，通過改革工藝及通風降溫等技術措施控制，消除職業病危害因素。

Each year, a qualified occupational health technical service agency is entrusted to carry out the detection of occupational disease hazards in the factories, and to control and eliminate occupational disease hazards through technical measures such as process re-engineering and ventilation and cooling.

對從事接觸職業病危害作業的員工，本集團配發相應的職業防護用品，定期組織員工至醫療機構進行職業健康檢查。

For employees engaged in occupational disease hazardous environment, the Group distributes appropriate occupational protective supplies and regularly organises employees to medical institutions for occupational health checks.

在存在職業病危害的作業崗位均設置警示標識告知危害，保證所有員工的職業健康。

In the workplace where occupational disease hazards exist, the factory sets warning signs to inform the employees about the hazards to ensure the occupational health of all employees.



員工權益保障 / Employee rights protection



- 實施“唯才是用，公平僱傭”的僱傭守則；
- 尊重並公平對待員工。
- Follow the principle of “merit-based appointment and fair employment”;
- Respect and treat all employees equally.



- 貫徹以人為本的管理理念，實現公司與個人共同發展；
- 完善人才發展策略，做到“崗適其人，人盡其才，才盡其用”。
- Adhere to the people-oriented management philosophy to achieve mutual development of individuals and the Company;
- Improve talent development strategy and ensure that “each employee is in the right position to employ one’s talents to the fullest”.

本集團積極完善溝通機制，創建線上溝通平台，幫助員工自由發表言論，提出建議及申訴。同時，我們不斷優化關乎員工切身利益的規章制度，創造和提升團隊精神和企業文化，並通過內部審計機制檢查指導執行情況，形成良性的管理循環。

The Group proactively optimised the communication mechanism, established an online communication platform to help employees to freely express their suggestions and opinions, and make complaints. Meanwhile, we continue to promulgate and update rules and regulations directly related to the vital interests of employees, create and enhance team spirit and corporate culture. We also inspect and guide the implementation of the mechanism through internal audit mechanism to form a benign management cycle.

1) 員工薪酬

根據本集團的實際情況，本集團薪酬體系設計系統全面科學地考慮各項因素。我們制定了《薪資管理辦法》和《薪資發放辦法》，遵循按勞分配、效率優先、兼顧公平及可持續發展的原則，充分發揮薪酬的激勵和引導作用。



1) Employee salary

Based on the actual situation of the Group, its remuneration design system comprehensively and scientifically considers various factors. We have formulated the "Salary Management Measures" and "Salary Payment Measures". We also follow the principle of distribution according to work, efficiency priority, balance fairness and sustainable development, and achieve its functions of motivation and guidance of behaviour.

2) 考勤休假

本集團制定《考勤管理辦法》等制度，形成了適用於旺旺的考勤管理制度體系。公司提倡在工作時間內完成工作任務，要求員工在保證工作進度和提高效率的前提下勞逸結合，如遇無法完成，則由主管依照實際情況審核，安排補休或依法支付其加班工資。

2) Attendance and holidays

The Group has established a system of "Attendance Management Measures" and other systems to form an attendance management system applicable to Want Want. The Group advocates the completion of work tasks during working hours, and balance work with rest, and if it is impossible to complete the work within working hours, the supervisor will review the situation accordingly and arrange for a compensatory time off or make overtime payments according to the law.

3) 員工福利

旺旺始終堅持以人為本，關心員工的工作與生活，我們設立年節福利、開工紅包、結婚禮金、喪葬慰問金、新生兒福利、年資紀念、榮退紀念等多個福利項目，並為員工提供可惠及家人的商業保險。報告期內，惠及全集團員工的福利項目金額逾1,200萬人民幣。此外，我們也向員工提供員工宿舍、工作餐、豐富的社團活動、生日福利、入職紀念日、年度體檢計劃、健康講座、特殊員工的關懷、哺乳室等員工關愛項目。

3) Employee benefits

The Group always adheres to the people-oriented principle and cares about the work and life of employees. We set up a number of welfare projects such as festive welfare, start-up red packets, wedding gifts, funeral consolation money, new-born welfare, seniority commemoration and honorary retirement commemoration, and we provide employees with commercial insurance to benefit their families. During the reporting period, the amount of welfare items benefiting employees of the entire Group was over RMB 12 million. In addition, we also provide employees with staff accommodation, work meals, various community activities, birthday benefits, induction anniversaries, annual medical check ups, health lectures, special employee care, nursing rooms and other employee care projects.



4) 員工關愛

我們竭力提升員工工作、生活幸福指數，每年投入大量的人力、財力開展員工關懷活動，範圍覆蓋所有員工。為豐富員工業餘生活，構建企業的和諧氛圍，本集團相繼開展各種員工活動，如瑜珈班和舞蹈班、騎行社等興趣活動，員工生日會、趣味運動會、家庭日、座談會等。

本集團對女員工給予特殊關愛，為懷孕女員工提供班車的孕婦專座及餐廳的專用通道，在“三八婦女節”發放本集團產品共同慶祝女性專屬節日，針對哺乳期女員工提供專用哺乳室等。



4) Caring for employees

We strive to improve the employee's work and life happiness index, and invest a lot of manpower and money to carry out employee caring activities every year, which cover all employees. In order to enrich employees' spare time and build a harmonious enterprise atmosphere, the Group has successively carried out various employee activities, such as yoga classes, dancing classes, riding club, employee birthday parties, fun games, family days, and symposiums.

The Group gives special care to female employees, provides pregnant women with exclusive seats on company buses and special channels in restaurants, and distributes the Group's products to celebrate Women's Day on 8 March, and provides special nursing rooms for female employees during breastfeeding.

5) 員工招聘

本集團制定了《任用管理辦法》，實施“唯才是用，公平僱傭”的僱傭守則，擴大僱傭範圍，去尋找適合崗位的最佳人選。尊重並公平對待員工，有助於我們留住優秀的員工，為企業的持續成長與發展效力。

我們堅持平等僱傭，規範就業，禁止就業歧視，不會因員工的年齡、性別、國籍、民族、宗教信仰等不同存在就業歧視。我們嚴格執行禁止使用童工規定，嚴禁錄用未滿16週歲者，杜絕強迫勞動。

5) Recruitment

Having established the “Appointment Administrative Measures”, the Group followed a merit-based appointment principle and practised fair employment, seeking to attract the best candidates in a wider

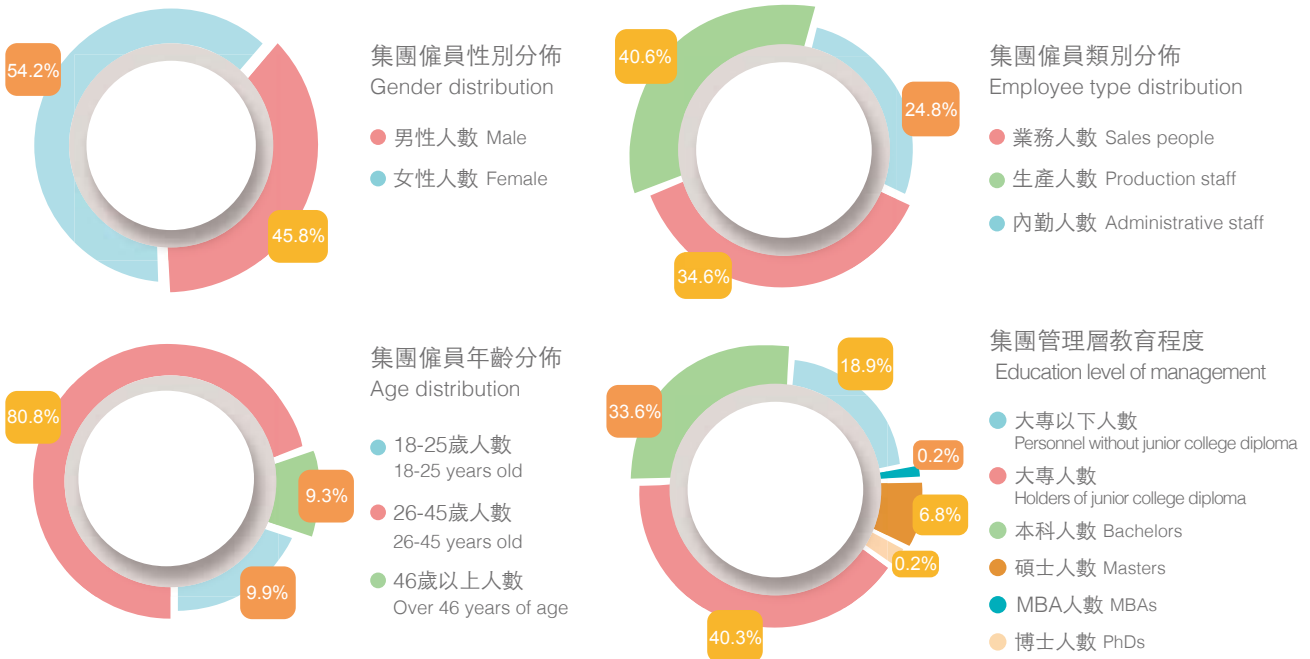


range. We retained excellent employees by showing our respect and fair treatment for every employee, which, as a return, fuelling sustainable growth and development of an enterprise.

The Group adheres to fair employment and rule-based recruitment and allows no employment discrimination on grounds of age, gender, nationality, race and religion. In strict compliance with the provisions on prohibition of child labour, we stood against engaging any child under 16 years old and forced labour.

截止到2018年3月31日集團在職員工46,519人。

As of 31 March 2018, the number of the Group's employees was 46,519.



6) 員工離職

本集團制定了《離職管理辦法》以規範員工離職流程。為提高人事管理效率，我們積極與意向離職員工進行溝通，了解員工對公司及崗位的建議，以便提升在職員工對本集團的滿意度及歸屬感。

6) Resignation

The Group has established the "Administrative Measures for Resignation" to standardize the resignation procedure. A talk over the reason and event behind resignation with the resigning employee would be actively arranged by us to obtain any suggestions that the resigning employees may have on the company and the post, so as to improve the satisfaction and sense of belonging of existing employees.



培訓及發展 / Training and development



結合企業發展戰略、崗位能力需求和員工職業發展需要，實施重點人才培訓，有重點、分層次抓好各類人才培訓。

Provide key talents at all levels with targeted and focused trainings taking into account the Company's development strategy, competency requirements of positions and staff's demands for career development.



提高員工綜合素質，培養集團各崗位人才。

Improve the overall quality of employees and cultivate talents for all positions.

本集團內部提倡員工樹立終身學習的競爭理念，每一位旺旺人將個人價值的實現及職涯發展融入到旺旺事業的持續發展中。我們精心為每一位旺旺人設計全年度培訓計劃，致力提供學習與發展平台，著力打造和培養員工成為與本集團一起成長的人才。

The Group advocates a notion of competition that encourages life-long learning. The Group's sustained growth has always been closely related to fulfilment of individual values and career development. Sticking to our commitment to providing learning and development platforms, we wholeheartedly formulate whole-year training schemes for all employees with an effort to achieve common development of the Group and employees.

1) 考核晉升

本集團歷來重視人才發展與培養，為培養各層次的人才，本集團搭建了雙軌制晉升通道，將其分為主管晉升通道及非主管（業務/技術）晉升通道，使優秀的員工能夠根據個人的專業、興趣、經驗等自主選擇職業發展的方向。本集團還通過完善的培訓體系輔助員工完成各種職位的專業知識訓練，以達成晉升目標。

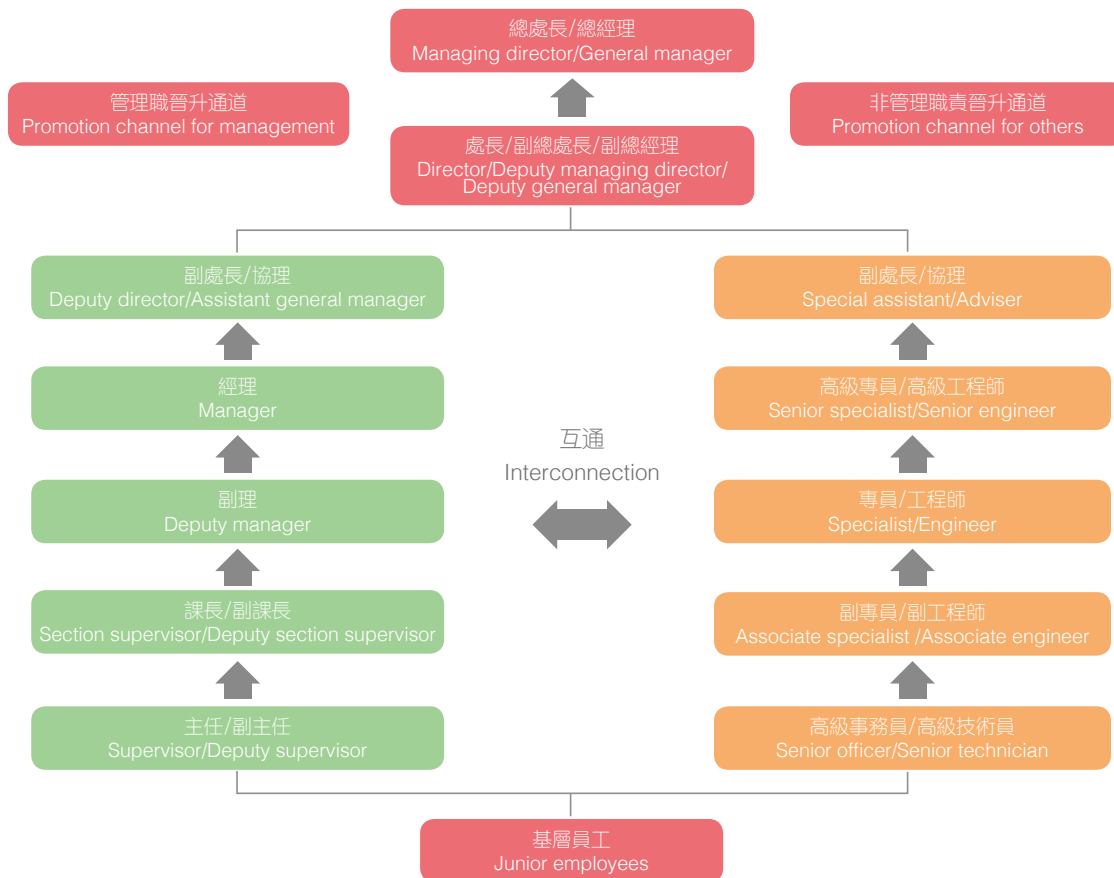


1) Performance assessment and promotion

The Group has always attached importance to talent development and cultivation. In order to cultivate talents at all levels, the Group has set up a dual-track system for promotion. This includes two promotion channels, one for managements and one for others (professionals/technicians), enabling excellent employees to choose their own directions of career development paths according to their expertise, interest and experience. In addition, the Group assists employees to get trained on expertise of relevant positions for promotion.

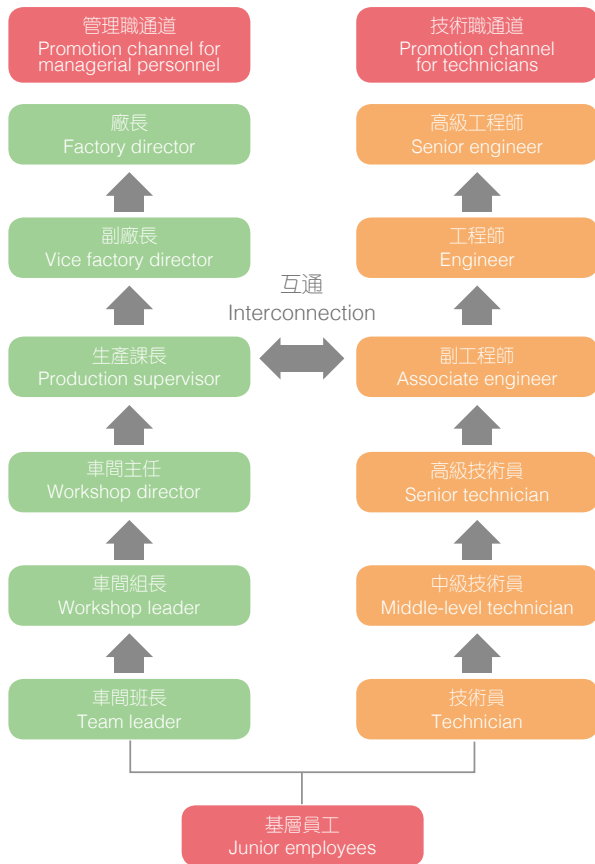
雙軌制晉升通道 Dual-track system for promotion

(內勤體系)
(Administrative system)

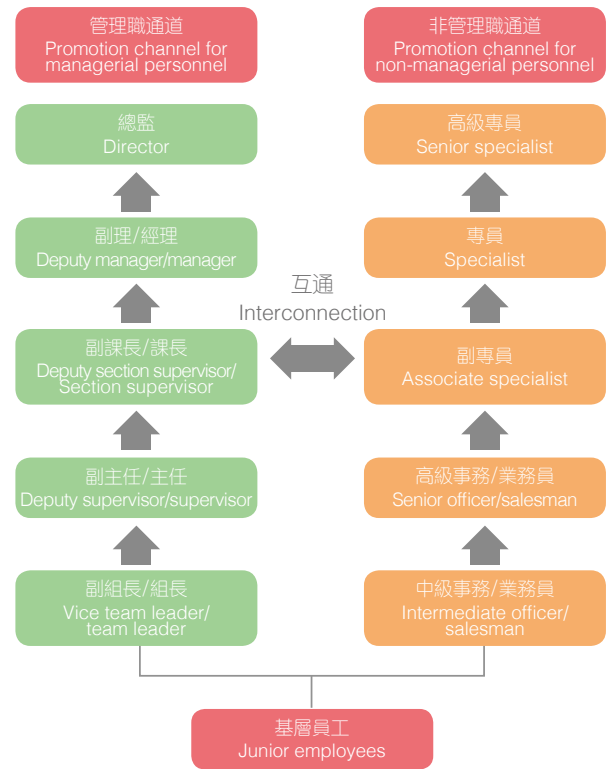




(生產體系)
(Production organisation)



(業務體系)
(Sales organisation)



本集團每年進行兩次績效考核，採用全方位考核方式，根據考核結果實施相應的獎勵機制，最終實現組織戰略目標，實現勞資雙贏的局面。本集團建立全面、健全的績效指標（KPI）考核機制，考核體系涵蓋各職能部門，並且根據各職能的獨特性從不同的維度進行子考核制度的設立。

Comprehensive performance assessment was conducted twice a year within the Group along with a performance-based incentive mechanism, which created a win-win situation for employees and management where employees were inspired and strategic targets of the Group were achieved. The Group established a comprehensive and sound KPI assessment system covering all functional departments and set up appropriate sub-systems from various dimensions in consideration of different functions that each department performed.



人才池

為明確關鍵崗位勝任標準，建立業務人員發展路徑，制定內部人員補充計劃，我們建立旺旺人才池，吸納通過培訓及考核的高質量內部人才。當對應層級的崗位出現人員需求時，人才池能快速有效地提供人才支持，從而達成各層級人才梯隊供應鏈。

Talent pool

We define the competence requirements for key positions, map out the development paths for employees in our sales organization and have the internal staff supplement plans in place. We screen for well-trained high calibre employees and develop a talent pool. Where there is manpower need, the talent pool can readily and effectively provide manpower for the corresponding positions, forming a supply chain of talents at all levels.

2) 員工培訓

旺旺結合企業發展戰略、崗位能力需求和員工職業發展需要，實施重點人才培訓，有重點、分層次抓好各類人才培訓。為了規範旺旺的培訓活動，我們制定了《教育訓練管理辦法》、《委外訓練管理辦法》等制度。

我們成立了專門的培訓團隊，為提高內部講師的綜合素質，提升培訓課程的質量及數量，基於《內部講師管理辦法》，我們建立集團內訓師體系，截止至2018年3月31日，本集團內訓師共計616人。報告期內，本集團人均培訓時數達38小時。

本集團的培訓類型主要包括為新人訓練、管理培訓生培訓、管理訓練、通識訓練和專業技能訓練，以內部培訓和委外培訓的方式開展。

2) Staff training

The Group provides key talents at all levels with focused trainings that incorporate the Group's development strategies and take into accounts the competency requirements of relevant positions and staff's demands for career development. We establish "Administrative Measures for Educational Training" and "Administrative Measures for Outsourcing Training" to regulate trainings within the Group.

We have a dedicated training team and established a system for internal trainers in accordance with the "Administrative Measures for Internal Trainers" to improve overall quality of internal trainers and enhance quality and quantity of trainings. As of 31 March 2018, the number of internal trainers reached 616. During the reporting period, the average training hours completed is 38 hours per employee.

The Group's trainings, including orientation trainings, trainings for management trainees, management trainings, general knowledge trainings and professional skill trainings, are either conducted internally or outsourced.

**管理培訓生：**

本集團積極吸收優秀應屆畢業生加入本集團，通過通識訓練、輪調實習、定崗實習、專業積累及主管育成五個階段的培養，將其打造成最優秀的領導型人才。

Training for management trainees:

The Group proactively attracts talented fresh graduates to join the Group and intends to develop these graduates with great potential into the most excellent leaders following the five stages of development, including general knowledge training, job rotation, job placement, building up of expertise as well as supervising and coaching.

專業技能訓練：

我們通過專業技能培訓來為各部門培養複合型人才和專業人才，提高員工綜合技能和專業技能。

Professional skills training:

The training is provided to improve comprehensive and professional skills of employees and cultivate versatile talents with multi-skills and professionals for each department.

通識訓練：

針對本集團全體員工，開設思維類、健康管理類、溝通類等通識訓練課程，提升員工的軟實力。

General knowledge training:

Improve soft skills of all employees by way of providing courses including thinking, health management and communication training.

管理培訓：

管理層是公司持續向上發展的強大助力和保證，我們對現有基、中、高層管理人員定期培訓，提高管理團隊整體素質和競爭力，提升管理人員管理技巧。

Management training:

Management plays an important role for the continuous further development of the Company. We provides regular management trainings for front-line, middle and senior management personnel to improve overall quality and competitiveness of the management team and improve their managerial skills.



此外，本集團各生產單位也借由技能比武、運營企劃部培訓、班組長培訓、課長培訓、工匠計劃等活動及培訓提升人員能力並發掘優秀人員。報告期內，旺旺學院也舉行集訓、內訓、技能大比武和旺旺工匠計劃等多種培訓活動。

Besides, production units of the Group improve employees' abilities and identify talents by means of skill competition, operational and planning department training, team leader training, section supervisor training and various training and activities, including craftsmanship planning. Want Want College held various training activities including collective trainings, internal trainings, skill competitions and craftsmanship planning during the reporting period.

為提升工廠人文關懷水平和關注員工幸福指數，我們在本集團生產體系推廣P.A.C.E.項目（個人發展與職業提升），幫助女性提升生活技能，使她們能夠更加積極、樂觀開朗地應對職場和生活的壓力。報告期內P.A.C.E.項目共開展了24門課程，山東總廠P.A.C.E.項目培訓時數184小時，畢業人數178人；廣州總廠P.A.C.E.項目培訓時數221小時，畢業人數137人。

To improve staff care and their happiness index, we launched Project P.A.C.E. (Personal Advancement & Career Enhancement) with an aim to improve female staff's living skills and enable them to address the workplace and life pressure in a more positive and optimistic manner. There were 24 courses for Project P.A.C.E. in the reporting period. In particular, the training hours and the number of graduates at the main plant in Shandong reached 184 and 178, respectively, and those at the main plant in Guangzhou were 221 and 137 respectively.





廉潔管理 / Clean governance



- 構建反貪污舞弊之檢察體系；
- 要求員工及各合作夥伴不得違反相關廉潔規定。
- Build a supervisory system for anti-corruption and anti-fraud;
- Forbid all forms of corruption by employees and partners.



傳播集團誠信文化，提升員工自律意識。

Disseminate group integrity culture, enhance staff self-discipline consciousness.

一直以來，本集團高度重視員工、商業合作夥伴和利益相關方的廉潔自律，嚴格遵循《中華人民共和國刑法》、《關於禁止商業賄賂行為的暫行規定》和《中華人民共和國反不正當競爭法》等相關法律法規之規定。

遵守廉潔規定是本集團對員工、商業合作夥伴的最基本要求。本集團長期致力於反貪污舞弊機制的建設，對貪污舞弊高風險環境開展專項審計。集團持續開展反貪污舞弊之宣傳教育，製作視頻、文稿在內部刊物及傳媒倡導，開設微信端向客戶倡導，製作案例進行專項宣導。

集團與員工簽訂《道德規範、保密義務和利益衝突排解協議》，規範工作事項利益回避及報備要求。為保證採購環節的公平、公正、公開，明確原物料採購人員的作業規範，制定了相應原物料的《採購作業規章制度》，並與採購崗位員工簽訂《廉潔自律承諾書》，禁止貪污舞弊行為。

集團與供應商建立公平廉潔交易要求。如原物料供貨商簽訂《禁止商業賄賂保證書》、《廉潔聲明書》，運輸承運商簽訂《禁止商業賄賂條款》。

集團與客戶簽訂廉潔行為規定。如批發客戶，簽訂《反不正當競爭條款》並納入《產品經銷合同》中，並向客戶不定時發出告知聲明本集團的反貪污舞弊紅線指標。

本集團建立了舉報處理機制，設立舉報專線及舉報郵箱，向員工及客戶、供貨商等商業合作夥伴倡導，鼓勵舉報貪污舞弊行為；舉報事項由內部審核團隊查核，採取必要的保密措施以避免相關人員因舉報或配合調查行為而遭受任何形式的騷擾，依據查核認定違反相關規定之情節輕重按《人事獎懲辦法》相關規範追究紀律責任，對行為涉嫌觸犯法律構成犯罪的，依法移交司法機關處理；並制訂員工實名舉報獎勵辦法。



In strict compliance with the “Criminal Law of the People’s Republic of China”, the “Interim Provisions on Prohibition of Commercial Bribery”, the “Anti-Unfair Competition Law of the People’s Republic of China” and other applicable laws and regulations, the Group has always attached great importance to integrity and self-discipline of employees, business partners and stakeholders.

Work and business ethics have always been the most important fundamental requirements for our employees and business partners. The Group has been committed to improvement of anti-corruption, anti-fraud mechanisms and conducted special audit in areas at a high risk exposure to corruption and fraud. The Group has endlessly strengthened people’s awareness about anti-corruption and anti-fraud by circulating relevant videos and articles on internal publications and media, advocating probity for our clients through Wechat and preparing case studies for special publicity.

The Group requires all staff to sign the “Agreement on Code of Ethics, Duty of Confidentiality and Resolving Conflict of Interest” to regulate the requirements for avoiding and reporting on conflict of business interest. “Procurement Operation Rules and Regulations” for raw materials has been formulated to ensure just, fair and open procurement procedures and to clarify the operating practices for raw material procurement personnel, and procurement personnel is required to sign “Incorruptible Self-Discipline Promise” to prohibit corrupt practices.

The Group has set up fair and clean transaction requirements with our suppliers, e.g. raw material suppliers are required to sign the “Letter of Banning Commercial Bribery” and the “Statement of Integrity” while transport carriers are required to sign the “Clause of Banning Commercial Bribery” .

The Group requires clients to sign code of incorruptible conduct. We set forth "Anti-unfair Competition Clause" in the “Product Distribution Contract” signed with clients and distributors and send letters of notice to state our stance against corruption and fraud from time to time.

The Group has established a whistle-blowing mechanism, set up a hotline and mailbox to encourage staff, customers and suppliers to report improper conduct involving corruption and fraud. Reported cases are investigated and verified by our internal audit team. Necessary confidentiality measures are taken to protect the reporter or related personnel involved in the investigation from any form of harassment. Once the case has been verified, we would punish related personnel according to the seriousness of the matters as the “Human Resources Reward and Punishment System” and take disciplinary actions and where appropriate, legal actions would be taken in accordance with the law. We have formulated a reward system for real-name whistle-blowing by our staff.

04

綠色發展 —— 社會、自然和諧共處

Green Development - Pursuing Harmonious Coexistence with the Society and Nature





“將綠色環保可持續性發展的生產方式延伸到集團的
每一個品項、每一包產品。”

“Extend the concept of green, environmentally friendly and sustainable development
to each product item and each package of our products.”



- 合理管理和使用資源；
- 持續識別並改善旗下業務對環境的影響；
- 打造“綠色工廠”。
- Manage and use resources rationally;
- Identify and improve our business impact on the environment;
- Build “eco-friendly plant”.

到2020年——

- 單位產值直接耗用能源使用效率提升15%；
 - 單位產值直接耗用水資源利用率提升8%。
- (注：與2015年相比)



By 2020:

- Increase the utilisation efficiency of direct energy consumption per unit of output value by 15%;
 - Increase the utilisation efficiency of direct water consumption by 8%.
- (Note: compared to that of the year 2015)

在旺旺，環境與社會責任是每一位員工工作職責的一部分。秉承著與人為本的理念，以消費者的需求為導向，在為每一位消費者提供美味食品的同時，我們用更加綠色環保的生產方式及材料替代傳統生產工藝及非環保材料，將綠色環保可持續性發展的生產方式延伸到本集團的每一個品項、每一包產品。

Environmental and social responsibilities are an integral part of job duties assumed by our staff. Upholding the people-oriented notion and guided by consumers demands, while satisfying our consumers with delicious food, we replaced traditional production technologies and materials that are not environmentally friendly with more environmentally friendly ones, extending the concept of green, environmentally friendly and sustainable development to each product item and each package of our products.





2016開始
From 2016

環保技術改造累計投入

Cumulative investment in upgrading environmental protection technologies was RMB 165 million

1.65億元

能源效率提升

Energy efficiency increased by 11%

▲11%



相當於節約2.2萬噸標煤

Equivalent to saving around 22,000 tonnes of standard coal

水資源利用效率提升

Utilisation efficiency of water resources increased by 5.7%

▲5.7%



相當於節約水量72萬噸

Equivalent to saving around 720,000 tonnes of water



17.5萬噸

包裝物減重

Weight of packaging materials was reduced by 175,000 tonnes



3.4萬噸, 佔比9.5%

環保包材使用總量

Total use of environmentally friendly packaging materials was 30,000 tonnes representing 9.5% of total packaging materials used

本報告期內
During the reporting period

環保技術改造投入

RMB 86.95 million was devoted in upgrading environmental protection technologies

8,695萬元

能源直接耗用下降

Cutting the direct energy consumption

▼5.9%

水資源直接耗用下降

Cutting the direct water consumption

▼7.2%



環保減排 / Environmental protection and emission reduction

本集團嚴格遵守《中華人民共和國環境保護法》、《中華人民共和國水污染防治法》、《中華人民共和國大氣污染防治法》等環保法律法規的規定，制定了《鍋爐開啓與生產配合流程》、《鍋爐產汽管理》和《污水站管理辦法》等一系列制度和流程來規範旺旺的環境保護行為。為確保相應制度能落實到具體執行面，我們制定了《工務體系稽核手冊》和《節能減廢項目手冊》，將相應的作業要求具體化和可執行化。



In strict compliance with the “Environmental Protection Law of the People’s Republic of China”, the “Law of People’s Republic of China on Prevention and Control of Water Pollution”, the “Law of the People’s Republic of China on the Prevention and Control of Atmospheric Pollution” and other applicable laws and regulations, the Group has formulated a series of systems and procedures to regulate environmental protection and ensure their full implementation, including “Procedures for Boiler Operation in the Production process”,



“Boiler Steam Management” and “Measures in the Production Process for Administration of Sewage Plant”. We have formulated the “Audit Manual for Work System” and the “Project Manual for Energy Conservation and Waste Reduction” to set out specifically the operation requirements of relevant systems in a feasible manner.

1) 廢氣廢水

旺旺通過不斷的工藝改進及加強污水站現場管理，確保廢水和廢氣達標排放的同時，降低污染物總量排放。

針對污水處理站運行，我們制定了內部監控標準，確保處理後排放水達到國家或地方要求排放標準。我們建立了排放數據收集系統，按照優先順序實施重點改善。報告期內，我們共減少對水體排放1,540噸。

針對鍋爐設備運行，我們制定了內部監控標準，規範現場操作，確保排放廢氣達到國家或地方排放標準。

1) Waste gas and waste water

Through progressively improved technologies and enhancement of on-site management of the sewage treatment plant, we ensure that the discharge of waste water and gas meets the required standards and the emission of pollutants is reduced.

With respect to the operation of the sewage treatment plant, we have formulated the internal management standards to ensure the discharge of waste water meets national or local standards. We have established a system for collection of emission data and gave priority to improving key items. We cut the amount of discharged water by 1,540 tonnes within the reporting period.

In respect of boiler operation, we have formulated the internal management standards to standardise on-site operations and ensure that the discharge of waste gas meets national or local standards.

報告期內集團製造產生總排放量

Total emission generated in the reporting period



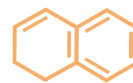
342噸(tonne)

化學需氧量
Chemical Oxygen Demand (COD)



246噸(tonne)

氮氧化物
Nitrogen Oxide (NO_x)



90噸(tonne)

二氧化硫
Sulfur Dioxide (SO₂)



減排案例

Emission reduction cases

減排項目 Emission reduction measures	減排成果 Achievements
<p>南京工廠污水處理站“厭氧+好氧處理工藝”升級改造</p> <p>Introduce a biological treatment combining anaerobic and aerobic processes in its sewage treatment plant in Nanjing factory</p>	<p>廢水化學需氧量 (COD) 排放減少約8.6噸/年</p> <p>Reducing the amount of COD in waste water by nearly 8.6 tonnes per year.</p>
<p>北京工廠淘汰燃煤鍋爐，更換燃氣鍋爐</p> <p>Replace coal-burning boilers with gas-burning boilers in Beijing factory</p>	<p>降低氮氧化物排放5,874kg，二氧化硫排放31,368kg</p> <p>The amount of NO_x and SO₂ in pollutants reduced by 5,874 kg and 31,368 kg.</p>
<p>增加產線環保揮發性有機物 (VOCs) 廢氣處理設施及油煙排放系統升級改造</p> <p>Increase the number of environmentally friendly treatment equipment for Volatile Organic Compounds (VOCs) in waste gas from the production lines and to improve oil-fume emission system</p>	<p>VOCs排放減少700噸，油煙去除率達到90%以上</p> <p>Cutting the emissions of VOCs by 700 tonnes, and the oil and fume removal rate of 90%</p>
<p>採用環保材料無溶劑膠水逐步替換有溶劑膠水，無溶劑膠水和水性膠水的佔比已達77%</p> <p>Replace solvent-based glue with solvent-free glue, the solvent-free and water-based glue accounted for 77% of the Group's glue</p>	<p>減少VOCs排放 同時降低有害廢棄物處置</p> <p>Reducing the emissions of VOCs and lessening the workload to dispose of hazardous waste</p>

2) 溫室氣體

旺旺的主要溫室氣體排放包括由本集團擁有或控制的鍋爐、爐灶燃料燃燒產生的範疇一直接溫室氣體排放和本集團各工廠消耗的電氣、熱力和蒸汽所產生的能源間接溫室氣體排放。為了減少我們的溫室氣體排放，本集團積極開展節能減排活動，並持續推進太陽能光伏發電，優化能源使用結構。



2) Greenhouse gases

The greenhouse gas emitted mainly consisted of the direct emissions (scope 1) from fuel burning of boilers possessed or controlled by the Group and indirect emissions from each factory's consumption of energy produced by electricity, thermal power and steam. The Group vigorously organised activities for energy conservation and emission reduction, and endlessly promoted solar photovoltaic power generation projects to optimise energy utilisation structure.

總排放 Total emission	726,509噸二氧化碳當量 726,509 tCO ₂ e
排放密度 Emission intensity	29.7噸二氧化碳當量/百萬人民幣產值 29.7 tCO ₂ e per million RMB of output value

集團上海工廠光伏項目自2016年投入運行以來，設備運行正常，發電穩定。報告期內，該項目實際發電183萬度，減少二氧化碳排放約1,464噸。

Since its operation in 2016, the solar photovoltaic power generation project of our factory in Shanghai generated power steadily with all equipment running normally. This project generated 1,830,000 kWh in real terms within the reporting period, cutting the carbon dioxide emissions by nearly 1,464 tonnes.



實際發電

Actual power generation
1,830,000(kWh)

183萬度

減少二氧化碳排放

Reducing carbon dioxide
emissions 1,464 tonnes

1,464噸



3) 無害廢棄物

本集團所產生的無害廢棄物分為金屬類、塑料類、紙張類、食品類和雜項類。各類廢棄物均已建立《廢品管理辦法》等內部管控制度，確保各類廢棄物能依管規進行處理。

旺旺致力於從源頭減少固廢產生，實施精細化管理，引入新型設備，減少固廢產生；對已產生固廢進行分類處理，變廢為寶。針對回收品，我們採取有效手段進行報廢，確保不得再次流入市場銷售。

報告期內，我們採取垃圾分類、鼓勵循環使用等減量化措施，同時實施精細化管理，減少週轉包裝使用，共減少紙箱廢棄物727噸，減少其餘固廢量350噸。

3) Non-hazardous waste

The Group classifies the non-hazardous waste into metals, plastics, paper, food and other waste. The Group establishes sound internal control systems for all waste, including "Administrative Measures for Waste" to ensure that the waste is disposed in accordance with applicable regulations.

Having in mind our commitment to reducing solid waste from the source, we refine management, introduce new equipment and change existing waste into treasure through classified disposal. We take effective measures to dispose recyclable waste to prevent it from re-entering the market.

In the reporting period, we took initiatives to reduce non-hazardous waste, including classifying waste and encouraging waste recycle. Meanwhile, we refined the management and use less packaging material for transit, cutting waste carton boxes by 727 tonnes and the amount of solid waste by 350 tonnes.

回收外售的無害廢棄物

Recycling of non-hazardous waste



41,475噸
(tonne)

無害廢棄物總量
Total non-hazardous waste



1.7噸/百萬人民幣產值
(tonne per million RMB of output value)

無害廢棄物密度
Intensity of non-hazardous waste



4) 有害廢棄物

對於有害廢棄物，我們嚴格遵循《中華人民共和國固體廢棄物環境污染防治法》等法律法規，並制定了《工廠危廢品的統一存放、管理事宜》內部規範，對工廠的有害廢棄物進行鑒別、集中收集、統一存放、委外處置，以保證本集團危險廢棄物處理符合國家法律法規。

此外，本集團嚴格管控有害廢棄物的產生、控制危險化學品的請購，工廠制定合理的危化品安全天數，避免危化品採購量過大無法及時耗用造成過期等產生不必要的有害廢棄物。

4) Hazardous waste

In strict compliance with the “Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste” and other applicable laws and regulations, we formulated an internal specification named “Issues on Unified Storage and Management of Industrial Hazardous Waste”, which specified identification, centralised collection, unified storage and outsourcing disposal of the waste, so as to ensure that the disposal of hazardous waste by the Group meets national laws and regulations.

In addition, the Group controlled strictly the generation of hazardous waste and the application for purchasing of dangerous chemicals by specifying the holding period of dangerous chemicals for safety in avoidance of generating more hazardous waste due to expiration and hence the disposal of excessive amount of dangerous chemicals.



總量

427 噸
(tonne)

有害廢棄物總量
Total hazardous waste



密度

0.02 噸 / 百萬人民幣產值
(tonne per million RMB of output value)

有害廢棄物密度
Intensity of hazardous waste



節約資源 / Resources conservation

我們持續構建精益生產管理體系，指引並督促生產基地高效使用並管理資源，以合理的質量成本來實現產品零缺陷。

We continue to improve the management system of lean production and to guide and urge the production base to effectively utilise and manage resources and to provide cost-effective products with zero defects.

1) 節能管理

旺旺高度重視節能管理工作，制定了《集團能源管理辦法》和《生產基地節能減排工作指引》等管理制度，以識別能源管控要素及改善機會，並實施重點改善。通過對重點耗能設備分析優化，我們建立重點耗能設備節能工作規範；通過對設備能力及生產作業節拍分析，我們優化設備作業流程並建立設備啓停規範等；

本集團各生產基地的能源計量，包括水、電、蒸汽都已安裝一、二、三級計量表，確保能源計量精確，通過每日生產產量及能源耗用量分析能源使用狀況，可及時發現能源異常狀況，避免能源浪費。

1) Energy conservation management

We attach great importance to energy conservation management and have formulated management systems including the “Administrative Measures of the Group for Energy Conservation” and the “Guidelines for Energy Conservation and Emission Reduction in Production Bases” to identify elements of energy management and to seize the opportunity for improvement, especially for key issues. After analysis and improvement of energy-intensive equipment, we prepared appropriate operation specifications. We also improved the operation procedures and set up standards of startup and shutdown of equipment in line with their capacity and the production schedule.

We have installed water meters, electricity meters and steam gauges at three levels of precision in production bases to ensure precise measurement of energy consumption. We analyse energy utilisation by checking daily output and energy consumption to timely identify unusual consumption and avoid waste.



按類型劃分的直接及間接能源使用

Direct and indirect energy consumption by categories

能源類型 Type of energy	能耗量(MWh) Amount of energy used (MWh)
電 Electricity	438,203
天然氣 Natural gas	1,413,390
蒸汽 Steam	479,095
能耗總量 Total	2,330,688
能源密度 (MWh/百萬人民幣產值) Energy intensity (MWh per million RMB of output value)	95.34

本集團有序推進各生產基地能源管理體系建設，逐項分解能源管控要素，明確能源管控要求，持續分析缺失，實施重點改善，並有序推廣。我們大力推進並完善能源管控中心的建設，實現能源的自動化、信息化和可視化，實時監控能源異常並及時改進，同時，各工廠也均建立廠區能耗監管平台，對各工廠的主要耗能設備進行實時監控，通過平台進行數據分析，得出可行的節能方案，降低工廠能源消耗，提高工廠的運行管理效率。目前已完成北京、安慶能源管控中心的建設，報告期間內，兩基地能源使用效率提升約13.5%，相當於節約標煤3,887噸。

The Group takes planned steps to improve energy management system in all production bases, identifies elements of energy control step by step and defines requirements for energy control, addressing key issues and promoting the best practice progressively. We intensify efforts to promote and improve the

能源使用效率提升約

Energy use efficiency increased

13.5%



相當於節約標煤3,887噸

Equivalent to saving 3,887 tonnes of standard coal





development of energy management centre. Metering facilities and equipment are provided to automatically collect energy data in pursuit of automated, information-based and visualised management of energy. In addition, supervisory platforms have been set up in each factory to analyse the actual energy conservation, evaluate real-time performance of energy-intensive equipment and further improve technologies, thus lowering the cost of energy consumption and strengthening comprehensive competitiveness of the Group. During the reporting period, the energy efficiency of the production bases in Beijing and Anqing increased by 13.5%, equivalent to saving 3,887 tonnes of standard coal thanks to the improvement made in the two energy management centres.

報告期內，我們持續優化重點耗能設備，推廣節能改造項目，推進太陽能光伏發電，優化能源使用結構。

During the reporting period we continued to enhance the performance of energy-intensive equipment, advance the energy-saving project, promote the solar photovoltaic power generation project and improve energy utilisation structure.

節能項目

Energy-saving measures

對冰水機及通風系統進行節能改造及工藝優化，如冰水管路佈局及控制優化和冷卻空間的分區控制等

Upgrading water chillers and ventilation systems and improving technologies for energy conservation, such as layout upgrading and control optimisation of pipes and zone control of cooling space



1,384萬度

節約電量

Saved electricity 13,840,000(kWh)





節能項目

Energy-saving measures

對米果類生產線燒上機增加保溫措施及紅外反射板，降低熱能損耗

Taking insulation measures and providing infrared reflectors for ovens on the production line for rice crackers to reduce heat loss



23%

天然氣消耗下降

Reduced natural gas consumption by 23%



363萬立方

節約天然氣

Saved 3,630,000 m³ of natural gas

節能項目

Energy-saving measures

汰換24台油炸鍋改電磁爐，提升能源效率

Replacing 24 deep fryers with electromagnetic ovens to improve energy efficiency



100%

能源使用效率提升

Increased the energy utilisation efficiency by 100%



1,564噸

相當於節約標煤

Equivalent to saving 1,564 tonnes of standard coal



節能項目

Energy-saving measures

推廣鐵罐殺菌釜熱能回收項目及乾式復合機汰換使用無溶劑復合機

Promoting heat recovery for retorts and replacing dry laminating machines with solvent-free laminating machines

 **31,650噸**

年節約蒸汽

Saved 31,650 tonnes of steam a year



2) 水資源管理

旺旺持續完善節約用水、循環用水、分級用水策略，基地基於用水策略的系統排查改善，提升用水效率，報告期內每噸產品節約用水0.5噸。本集團重視水資源回收利用，最大化的回收反滲透濃水、蒸汽冷凝水及其他可回收水資源。並針對水的循環使用進行改善落實。同時，結合地方政府規劃，我們對處理後的廢水進行深度治理後用於市政及廠區綠化，年回收利用約100萬噸，並且規劃利用至廠區衛生間進行衝廁使用。本集團於求取水源上未發現有任何問題。

每噸產品節約用水

The consumption of water per tonne of products reduced

0.5噸 (tonne)

2) Water resource management

We continue to improve the strategy for water saving, recycling and usage based on the quality grade of water and to require the production bases to improve water efficiency in line with the strategy. The consumption of water per tonne of products reduced by 0.5 tonne within the reporting period. The Group attaches importance to recycling of water resources and to recycle reverse osmosis rejected water, steam condensated water and other recyclable water resources as much as possible. The recycling and reusing of water have been improved and implemented. After treatment, the waste water is subject to comprehensive harnessing and is used, in combination with the government planning, for municipal and factory greening and toilet flushing within factories. We recycle and reuse about 1,000,000 tonnes of recycled water each year. The Group has not encountered any issue in sourcing water needed for our purposes.



用水總量(噸) Amount of water used (tonne)	水密度 (噸/百萬人民幣產值) Water intensity (tonne per million RMB of output value)
12,682,074	518.77

用水總量(噸)
Amount of water used (tonne)

12,682,074噸

報告期內，我們採取了下列措施來提高用水效率：

Within the reporting period, we took the following measures to improve water use efficiency:

節水項目

Water-saving measures

- 洗米、浸米用水整合利用
- 原料清洗設備優化及洗米流程優化
- Integrated use of water for rice cleaning and soaking;
- Upgrade the equipment for cleaning raw materials and optimise the process of rice cleaning.

節水成果

Achievements



49.7萬噸

年節約水量

Saved 497,000 tonnes of water a year



15%

單位成品用水量下降

Reduced water consumption per unit of finished goods by 15%

節水項目

Water-saving measures

電機冷卻水循環冷卻及配合設備中心將工廠蒸汽冷凝水回收鍋爐

Recycling and reusing the cooling water for motors, and working together with the equipment centre to recycle the steam condensate from factories to boilers

節水成果

Achievements



5萬噸

年節約用水

Saved 50,000 tonnes of water a year

**節水項目**

Water-saving measures

山東工廠、淮安工廠完成中水衝廁
專案

Using reclaimed water to flush toilets
at factories in Shandong and Huai'an

節水成果

Achievements

**7萬噸****年節省自來水**

Saved about 70,000 tonnes of tap water a year

3) 綠色包裝

在保證質量前提下，旺旺積極實施包材減量計劃，如鐵罐空罐減重、包裝規格調整減重，紙箱減重等。本集團將“可再生林”利樂包材作為包材選用的首要選擇，報告期間共使用50億個紙盒，相當於種植20萬棵樹。

報告期間產量194.6萬噸，包材總量35.6萬噸，單位佔比18.3%。

3) Green packaging

The Group is actively involved in reducing packaging without undermining the product quality, such as using lighter cans and carton boxes and reducing packaging size. The Group has selected the “FSC” Tetra Pak packaging materials from the renewable forests as the first choice for packaging materials. Five billion carton boxes were used during the reporting period, which is equivalent to planting 200,000 trees.

The total output during the reporting period was 1,946,000 tonnes. Total amount of packaging materials is 356,000 tonnes. The amount of packaging materials per unit of products accounted for 18.3%.

共使用紙盒

5 billion of carton boxes were used

50億個

相當於種植20萬棵樹

Equivalent to planting 200,000 trees

產量

The total output was 1,946,000 tonnes

194.6萬噸**包材總量**

Total amount of packaging materials is 356,000 tonnes

35.6萬噸



▶ 綠色採購 / Green procurement

本集團一直致力於推動供應鏈的綠色發展。我們積極響應建設資源節約型社會要求，選擇與逐年減少廢棄物排放的企業進行合作，如，我們優先選擇安裝溶劑回收裝置的軟包材供應商，並持續合作廠商進行VOCs治理的優化，加大與此類廠商的合作比例。

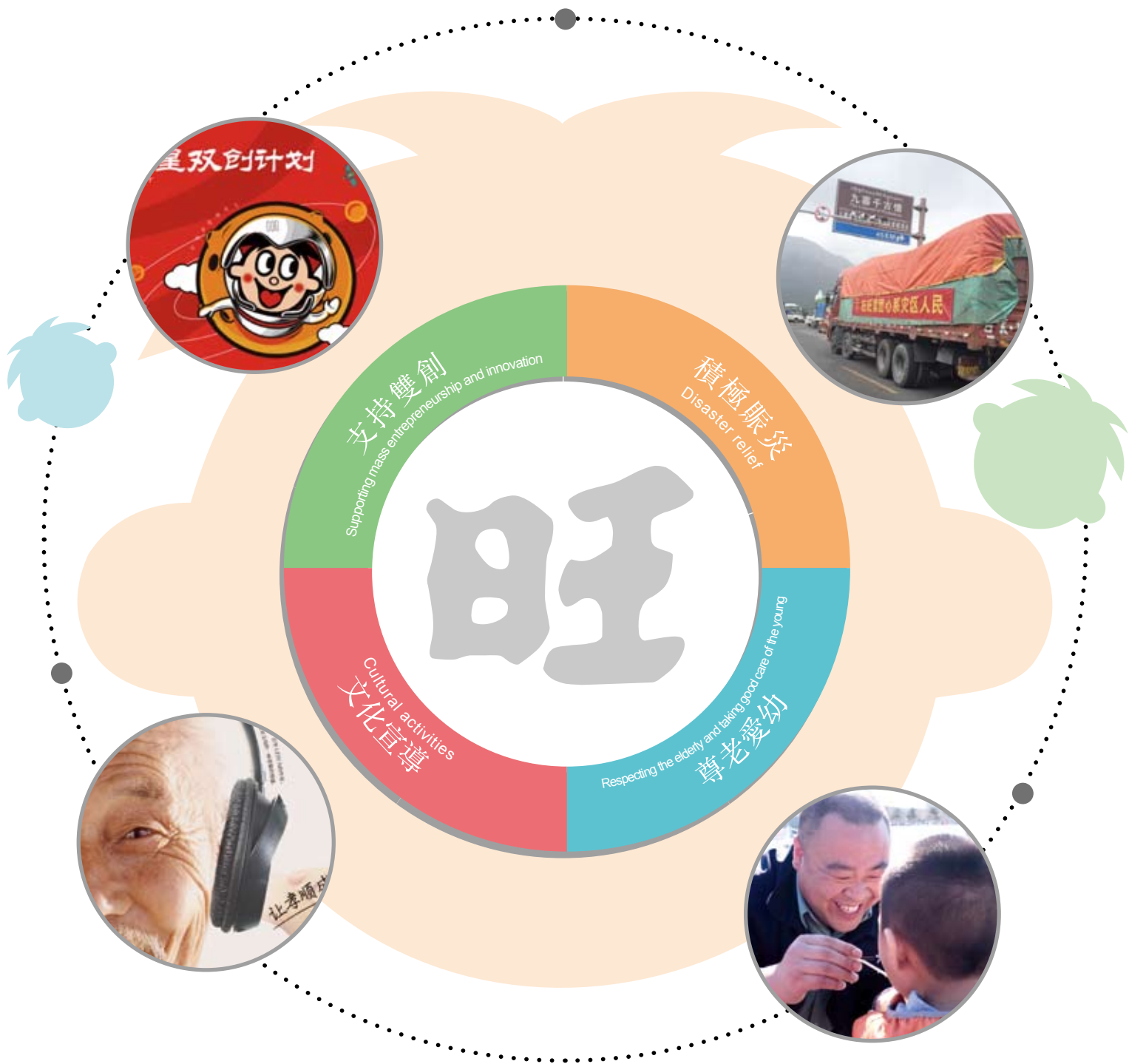
The Group is committed to promoting green development of supply chains. In active response to the call for building a conservation-minded society, we prefer to cooperate with enterprises discharging less waste, for example, we prefer to work with flexible packaging materials enterprises equipped with solvent recyclers and continue to promote VOCs treatment, and step up the cooperation with such suppliers.

05

慈善公益 —— 傳播正能量

Charity Undertakings - Dissemination of Positive Energy





有感於“取之於社會，用之於社會，人溺己溺，人飢己飢”之精神，
多年來持續投入多項公益事業。

Our commitment to charity undertakings for years is inspired by the fine tradition of
“giving back to society what society gave us” and the philosophy of empathy.



旺旺本著取之於社會用之於社會的優良傳統，積極傳播正能量。旺旺集團於1997年設立了中國旺基金會，致力於慈善事業，弘揚中華民族傳統美德，積極從事賑災、敬老扶幼、老人醫療、文體活動、急難救助等多項公益活動，並且創設了專門的指導性綱領文件《中國旺基金會公益慈善管理規章》，為公益事業奠定了理論基礎。中國旺基金會在全國設有18個分會，每年在全國各地都會不定期的開展公益活動。本集團眾多員工積極參與中國旺基金會慈善公益的各項活動，並開展多種形式的志願者活動。

The Group has always adhered to the principle of “giving back to society what society gave us” to disseminate positive energy. The Group set up the Want Foundation in 1997 which has been dedicated to charity work and promotion of Chinese traditional virtues. The Foundation actively engages in disaster relief, rescue work, respect for the elderly and care for the children, sponsoring senior citizen medical care, arts and sports events, emergency assistance and other charity activities. Besides, the Group has formulated “Regulations of Want Foundation on Charity Undertakings” as special guidelines, laying a theoretical foundation of charity undertakings. With 18 branches scattered in China, the Foundation holds annually public service activities across the country from time to time. Our employees also actively involve in such activities and play a part in various volunteer activities.



積極賑災 / Disaster relief

旺旺積極發揚一方有難，八方支援的民族精神，在自然災害來臨之際，貢獻一己之力，慰問災區人民。

The Group actively carries forward the national spirit of “one in trouble, all to help” by giving our support and expressing our sympathy and solicitude for the people in disaster areas.

2017年6月下旬，湖南省多地遭受暴雨襲擊，多處受洪澇災害嚴重。中國旺基金會湖南分會在災情發生之後，第一時間聯絡當地政府開展抗洪救災工作，並及時給受災居民送去價值70萬元旺旺產品，表達對當地受災民眾的慰問。

Many places in Hunan province were stricken by heavy rainstorm in late June 2017, causing severe regional flood disasters. The Foundation's branch in Hunan, as soon as it became aware of the situation, actively cooperated with the local government to work on flood relief and extended care for the local people in affected areas by donating products from Want Want at a value of RMB 700,000.

2017年8月8日，四川省北部阿壩州九寨溝發生7.0級地震，集團成都分公司連夜將產品裝車，趕往九寨溝，慰問災區人民，共捐贈價值40萬元公司產品和10萬元用於災區消毒殺菌的水神系列產品。

Jiuzhaigou Valley, a county located in the north of Aba prefecture in Sichuan province, was stricken by a 7.0-magnitude earthquake on 8 August 2017. The Chengdu subsidiary of the Group loaded goods and departed for the affected areas at that very night to support the people in the affected areas. The Group donated products with a value of RMB 400,000 and “Water God” disinfectants for sterilization in the disaster areas at a value of RMB 100,000.





✧ 尊老爱幼 / Respecting the elderly and taking good care of the young

本集團積極關愛弱勢人群，以身作則，奉獻愛心，實踐“緣、自信、大團結”的公司經營理念，與社會這個溫暖的大家庭共結旺緣。

The Group sets a good example, dedicates compassion and encourages the community to care for the people in need, thereby putting the Group's business philosophy of "Destiny, Confidence and Unity" into practice and builds a good relationship with this warm society.

本集團和南京市紅十字會於1999年聯合在江蘇地區建立了“南京紅十字旺旺博愛醫療基金”，每年撥款用於幫助南京市的生活困難家庭的老人日常治病。

The Group together with Red Cross Society of China Nanjing Branch established "Nanjing Red Cross Want Want Love Medical Fund" in Jiangsu in 1999 and has been providing funds to senior citizens from vulnerable families in Nanjing for daily medical assistance each year.

我們通過暖旺項目持續關愛著困難兒童的健康成長，為了開拓孩子們的視野，我們為孩子們精心設計了旺童上海游活動。

We launched Want Want Caring Program to continuously care for children in need and see that they could grow up healthily and organised tours to Shanghai to broaden their horizons.

報告期間參加暖旺活動計劃的人員有448人次，用時1,334小時，關愛孤寡殘幼弱勢群體3,324人次；2016年初至2018年3月加入計劃的人員有13,923人次，共募集善款23.8萬元，愛心資助20.5萬，關愛困難兒童25人；

In the reporting period, 448 participants spent 1,334 hours in this program, benefiting 3,324 persons from various disadvantaged groups. From the beginning of 2016 to March 2018, 13,923 participants in this program raised RMB 238,000, with RMB 205,000 donated to 25 children in need.



報告期間暖旺活動計劃

Want Want Caring Program in the reporting period



2016年初至2018年3月

From early 2016 to March 2018



旺旺特別關注幼兒及學生健康，在杭州、青島、瀋陽、武漢、營口等多地幼兒園和學校開展水神生成機免費贈送活動。

Want Want pays special attention to the health of children and students and has given away Water God Hypochlorous Acid Generators to kindergartens and schools in Hangzhou, Qingdao, Shenyang, Wuhan and Yingkou.





文化宣導 / Cultural activities

旺旺在2016年舉辦了第一屆“旺旺孝親獎”，鼓勵全世界華僑華人參加詞曲、攝影、微電影創作比賽，旨在把對父母的愛化為行動，用心意、創意及時表達孝意。本活動得到了社會各界的廣泛關注和參與，收到參賽作品5,000多件。第一屆旺旺孝親獎一等獎獲獎詞曲《孩子，別忘了我》已於2017年發行，由歌手品冠傳唱，產生了積極的社會反響。

In 2016, the Group organised the first “Want Want Filial Piety Award Competition” encouraging all Chinese around the world to participate in the competitions of song writing, photography and micro film, the purpose of which was to turn the love for parents into action and express our filial piety in creative ways in time. With the attention and participation by all sectors of the community, the competition received more than 5,000 entries. The song “Don’t forget me, kid” won the first prize and was released in 2017 and sung by Victor Wong, evoking a positive response among the community.

支持雙創 / Supporting mass entrepreneurship and innovation

為鼓勵青年創新與創業，培育懷有夢想的青年創客，我們於2017年11月啟動“旺旺太陽星雙創計劃”。該計劃通過海選、公開評審的方式進行，參加團隊可根據7條生產線，自由發揮，創造新產品。本集團邀請營銷、文創、互聯網、創業、金融等社會各界專家，擔任創客導師，最終將對符合條件的青年創業項目進行有系統的培育和孵化。

We launched the “Wonderland Project” in November 2017 with an aim to promote entrepreneurship and innovation among young people and cultivate ambitious young makers. The Project was well run by ways of mass election and public review.

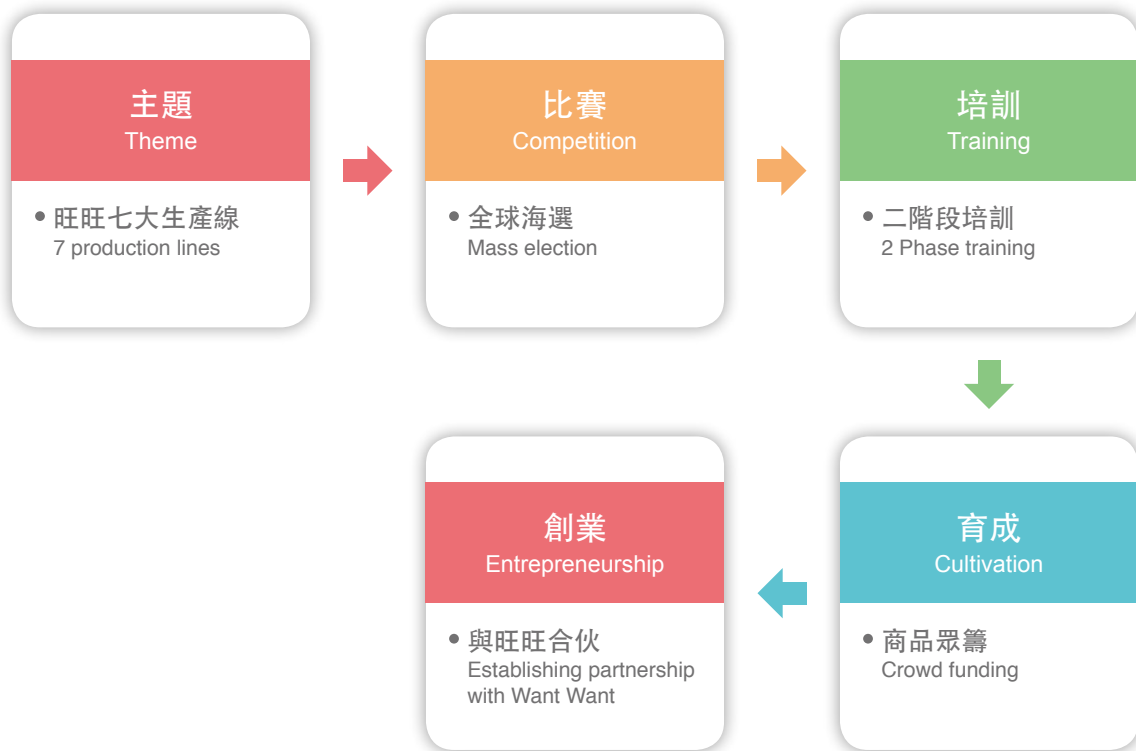




Participants were free to develop new products on the basis of our 7 production lines. Mentors consisted of experts in marketing, cultural and creative industries, internet, startup business and finance. Excellent ideas would deserve systematic cultivation as a reward.

流程:

Flow:





在對社會公益方面，本集團不遺餘力，社會各界也對本集團的給予高度肯定和鼓勵。

The Group spares no effort to make contributions to social public welfare, and has earned well-deserved recognition and encouragement from all sectors of the community.





KPI索引表 / KPI index

KPI	描述 Description	章節名稱 Chapter	頁碼 Page
A1 排放物 Emissions			
一般披露 General disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	四、綠色發展 1、環保減排 IV.Green Development 1.Environment protection and emission reduction	72
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A1.4	所產生無害廢棄物總量及密度 Total non-hazardous waste produced and intensity	IV.Green Development 1.Environment protection and emission reduction	76
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A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved		76
A2 資源使用 Use of resources			
一般披露 General disclosure	有效使用資源（包括能源、水及其他原材料）的政策 Policies on the efficient use of resources, including energy, water and other raw materials	四、綠色發展 2、節約資源 IV.Green Development 2. Resources conservation	78
A2.1	按類型劃分的直接及/或間接能源總耗量及密度 Direct and/or indirect energy consumption by type in total and intensity		79
A2.2	總耗水量及密度 Water consumption in total and intensity		83
A2.3	描述能源使用效益計劃及所得成果 Description of energy use efficiency initiatives and results achieved	四、綠色發展 2、節約資源	80
A2.4	描述求取適用水源可有任何問題，以及提升用水效益計劃及所得成果 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	IV.Green Development 2. Resources conservation	83
A2.5	製成品所用包裝材料的總量及每生產單位佔量 Total packaging material used for finished products and with reference to per unit produced		84
A3 環境及天然資源 Environment and natural resources			
一般披露 General disclosure	減低發行人對環境及天然資源造成重大影響的政策 Policies on minimizing the issuer's significant impact on the environment and natural resources	不適用 NA	
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them	不適用 NA	



KPI	描述 Description	章節名稱 Chapter	頁碼 Page
B1 僱傭 Employment			
一般披露 General disclosure	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)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (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	三、成長共贏 III.Mutual Growth	52
B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數 Total workforce by gender, employment type, age group and geographical region	三、成長共贏 2、員工權益保障 III.Mutual Growth 2.Employee rights protection	59
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B2 健康與安全 Health and safety			
一般披露 General disclosure	有關提供安全工作環境及保障僱員避免職業性危害的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (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	三、成長共贏 1、安全及健康 III.Mutual Growth 1.Safety and health	53
B2.1	因工作關係而死亡的人數及比率 Number and rate of work-related fatalities	/	
B2.2	因工傷損失工作日數 Lost days due to work injury	/	
B2.3	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 Description of occupational health and safety measures adopted, how they are implemented and monitored	三、成長共贏 1、安全及健康 III.Mutual Growth 1.Safety and health	54
B3 發展及培訓 Development and training			
一般披露 General disclosure	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 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	三、成長共贏 3、培訓及發展 III.Mutual Growth 3.Training and development	60
B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比 The percentage of employees trained by gender and employee category (e.g. senior management, middle management)	/	
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數 The average training hours completed per employee by gender and employee category	三、成長共贏 3、培訓及發展 III.Mutual Growth 3.Training and development	63



KPI	描述 Description	章節名稱 Chapter	頁碼 Page
B4 勞工準則 Labor standards			
一般披露 General disclosure	有關防止童工或強制勞工的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to preventing child and forced labour	三、成長共贏 III.Mutual Growth	52
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工 Description of measures to review employment practices to avoid child and forced labour	三、成長共贏 2、員工權益保障 III.Mutual Growth 2.Employee rights protection	58
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B5 供應鏈管理 Supply chain management			
一般披露 General disclosure	管理供應鏈的環境及社會風險政策 Policies on managing environmental and social risks of the supply chain	二、產品責任 2、源頭保障 II.Product Responsibility 2.Quality guarantee at source	32
B5.1	按地區劃分的供應商數目 Number of suppliers by geographical region	二、產品責任 2、源頭保障 II.Product Responsibility 2.Quality guarantee at source	33
B5.2	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 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored	二、產品責任 2、源頭保障 II.Product Responsibility 2.Quality guarantee at source	32
B6 產品責任 Product responsibility			
一般披露 General disclosure	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)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (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	二、產品責任 II.Product Responsibility	26
B6.1	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 Percentage of total products sold or shipped subject to recalls for safety and health reasons	二、產品責任 3、品質管理 II.Product Responsibility 3.Quality management	44
B6.2	接獲關於產品及服務的投訴數目以及應對方法 Number of products and service related complaints received and how they are dealt with	二、產品責任 4、優質服務 II.Product Responsibility 4.High-quality services	43
B6.3	描述與維護及保障知識產權有關的慣例 Description of practices relating to observing and protecting intellectual property rights	二、產品責任 5、產品合規 II.Product Responsibility 5.Product compliance	47



KPI	描述 Description	章節名稱 Chapter	頁碼 Page
B6.4	描述質量檢定過程及產品回收程序 Description of quality assurance process and recall procedures	二、產品責任 4、優質服務 II.Product Responsibility 4.High-quality services	44
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法 Description of consumer data protection and privacy policies, how they are implemented and monitored	二、產品責任 4、優質服務 II.Product Responsibility 4.High-quality services	43
B7 反貪污 Anti-corruption			
一般披露 General disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的：(a)政策；及(b)遵守對發行人有重大影響的相關法律及規例的資料 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer, relating to bribery, extortion, fraud and money laundering	三、成長共贏 4、廉潔管理 III.Mutual Growth 4.Clean governance	66
B7.1	於匯報期內對發行人或其僱員提出已審結的貪污訴訟案件的數目及訴訟結果 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	/	
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	三、成長共贏 4、廉潔管理 III.Mutual Growth 4.Clean governance	66
B8 社區投資 Community investment			
一般披露 General disclosure	有關以小組參與來了解營運所在小區需要和確保其業務活動會考慮小區利益的政策 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	五、慈善公益 V.Charity Undertakings	88
B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育） Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport)	五、慈善公益 V.Charity Undertakings	89
B8.2	在專注範疇所動用資源（如金錢或時間） Resources contributed (e.g. money or time) to the focus area	五、慈善公益 V.Charity Undertakings	89



讀者建議書 / Readers feedback form

感謝您閱讀《2017環境、社會及管治報告》，為更好地向利益相關方提供有價值的信息，提高履行社會責任的能力和水平，我們誠摯邀請您對本報告提出寶貴意見和建議。

Thank you for reading the "2017 Environmental, social and governance report". In order to provide more valuable information to the stakeholders and improve its ability and level of fulfilling social responsibilities, we would welcome any feedback or suggestions you might have about this report.

您可填寫反饋表，通過以下任一方式反饋給我們：

You can send this form to any of the following:

電子郵件: investor@want-want.com 郵寄地址: 香港九龍尖沙咀彌敦道132號美麗華廣場A座9樓918室
E-mail address: investor@want-want.com Mailing address: Room918, 9/F, Mira Place Tower A 132 Nathan Road
Tsimshatsui, Kowloon, HongKong

1. 您對我們ESG報告的總體評價：

1. How would you rate your opinion of the ESG Report?

好 Very High 較好 High 一般 Neutral 較差 Low 差 Very Low

2. 您對我們履行環境和社會的管理責任的評價：

2. How would you rate your opinion of the social and environmental management responsibilities of us?

社會責任 Social Responsibility	<input type="checkbox"/> 好 Very High	<input type="checkbox"/> 較好 High	<input type="checkbox"/> 一般 Neutral	<input type="checkbox"/> 較差 Low	<input type="checkbox"/> 差 Very Low
環境責任 Environmental responsibility	<input type="checkbox"/> 好 Very High	<input type="checkbox"/> 較好 High	<input type="checkbox"/> 一般 Neutral	<input type="checkbox"/> 較差 Low	<input type="checkbox"/> 差 Very Low

3. 您認為本報告能否反映我們的社會責任實踐對環境和社會的影響？

3. Please rate the effectiveness of this Report in reflecting the social and environmental impact we has brought about through its social responsibility practices?

能很好反映 Excellent 能較好反映 Good 能一般反映 Fair 不太能反映 Poor 不能反映 Terrible

4. 您認為本報告披露的信息、數據、指標的清晰度、準確度和完整性如何？

4. How would you rate your opinion of the clarity, accuracy and completeness of the information, data and indicators this Report has disclosed?

清晰度 Clarity	<input type="checkbox"/> 好 Very High	<input type="checkbox"/> 較好 High	<input type="checkbox"/> 一般 Neutral	<input type="checkbox"/> 較差 Low	<input type="checkbox"/> 差 Very Low
準確度 Accuracy	<input type="checkbox"/> 好 Very High	<input type="checkbox"/> 較好 High	<input type="checkbox"/> 一般 Neutral	<input type="checkbox"/> 較差 Low	<input type="checkbox"/> 差 Very Low
完整性 Completeness	<input type="checkbox"/> 好 Very High	<input type="checkbox"/> 較好 High	<input type="checkbox"/> 一般 Neutral	<input type="checkbox"/> 較差 Low	<input type="checkbox"/> 差 Very Low

5. 您認為本報告的內容安排和版式設計是否方便閱讀？

5. Do you find this Report in easy-to-read contents and formatting?

是 Yes 一般 Neutral 否 No

6. 您對我們工作和本報告的其他意見和建議：

6. Feel free to share any comments or suggestions you may have on Want Want and this Report:



中國旺旺控股有限公司
Want Want China Holdings Limited