

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

2018



SPRINGLAND

華地國際控股有限公司

Springland International Holdings Limited

Incorporated in the Cayman Islands with limited liability

於開曼群島註冊成立的有限公司

Stock Code 股份代號：1700



ENVIRONMENT, SOCIAL
AND GOVERNANCE
REPORT

環境、社會及
管治報告

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group actively adheres to environmental and social responsibilities. The Board is ultimately responsible for leading the environmental, social and governance (“ESG”) works by establishing dedicated teams to manage ESG issues within each business division. Designated staff are assigned to enforce and supervise the implementation of relevant policies.

Being a professional retail chain operator, the Group has always been committed to the mission of “An organizer of quality life” in China’s modernization (while combining with our corporate philosophy “Boundless Beauty and Eternal Wisdom”, honoring the principles of social responsibility and sustainable development, incorporating its competitive advantages and business network to realize the corporate social value. This ESG report covers the significant environmental, economic and social aspects of the Group’s department store and supermarket business in the PRC. For corporate governance section, please refer to “Corporate Governance Report” section in the 2018 Annual Report to be available on the websites of the Stock Exchange and the Company. The reporting period covers the period from 1 January to 31 December 2018 and the report has been reviewed and approved by the Board.

ENVIRONMENTAL SUSTAINABILITY

The Group incorporates the policy and practice of environmental management and energy conservation into business development. By implementing sustainable development measures that reduce the impact from business operations imposed on the environment, as well as organizing and supporting various environmental protection activities, the Group promotes awareness of environmental protection and strives to balance enriching lifestyles with environmental conservation by providing safe and comfortable shopping environment, products and services to our customers. The Group complies with environmental laws and ordinances in the PRC during the daily operation.

This section primarily discloses the policies and practices on the emissions, use of resources and environmental and natural resources of the Group during 2018.

本集團積極履行環境及社會責任。董事會為最終負責領導環境、社會及管治工作，通過成立專職團隊處理各業務部門的環境、社會及管治事宜，專責員工被分配執行及監督相關政策的實施。

作為一個專業的零售連鎖店經營商，本集團始終堅持在中國現代化進程中充當以「品質生活組織者」，並結合「美無疆、智永恒」的企業理念，秉承社會責任和可持續發展原則，結合業務優勢和網絡佈局，實現企業社會價值。本環境、社會及管治報告包括本集團位於中國的百貨和超市業務對環境、經濟及社會方面的影響。有關企業管治部分，請參閱將於聯交所及本公司網站上載之二零一八年報中的「企業管治報告」章節。本報告涵蓋2018年1月1日至12月31日期間，並經董事會審閱及批准。

環境可持續發展

本集團把環境管理及資源節約的政策和行動融入業務發展，貫徹可持續發展的原則，致力減少業務營運對環境所產生的負擔，並透過舉辦及支持各類環保活動，推廣環保概念。本集團通過為客戶提供安全舒適的購物環境、產品及服務，致力在環保與豐富生活兩方面取得平衡。本集團遵守中國的環保法律及條例。

本節主要披露本集團於2018年有關排放、資源使用以及環境及天然資源使用的政策及慣例。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

A.1. Emissions

The Group strictly adheres to relevant laws and regulations including but not limited to the Environmental Protection Law of the PRC, the Prevention and Control of Atmospheric Pollution of the PRC, the Water Pollution Prevention and Control Law of the PRC, Law of the PRC on the Prevention and Control of Ambient Noise Pollution, Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes, the Waste Disposal Ordinance and the Product Eco-responsibility Ordinance.

Although the daily operation of Springland has not directly caused any significant impacts to the environment and natural resources, the products and services that the Group provides to customers may indirectly affect the environment and society. We commit to reduce the greenhouse gas (GHG) emission intensity of each area to the greatest extent possible.

Most of our water consumption is for basic cleaning and sanitation, as well as certain catering services in our stores. We are actively working to enhance water efficiency by improving facility design and operational practices. We have introduced a drainage system which separates drainage from sewage generated from our operation. Wastewater from fire services water tanks and air conditioners will be discharged into the raindrop pipeline; while wastewater from washrooms, together with these from kitchen after processing of grease trap, will be discharged to municipal sewage pipeline network.

The Group also adopts energy-saving and uses environmentally friendly building materials to reduce unnecessary waste generation and energy consumption during construction of new project and renovation of stores.

A.1. 排放物

本集團嚴格遵守相關法律法規，包括但不限於中國環境保護法、中國大氣污染防治法、中國水污染防治法、中國環境噪聲污染防治法、中國固體廢物污染防治法、廢物處置條例及產品環保責任條例。

華地的日常營運沒有對環境及天然資源造成直接的重大影響，但集團為顧客提供的商品及服務會間接對環境和社會造成影響。我們致力最大程度地減少各方面內溫室氣體的排放強度。

我們大部份用水量為基本清潔、衛生設備及店內的飲食服務。我們透過改良設施的設計及營運常規、積極提高用水效益。我們對營運所產生的污水排放實行「雨污分流」制度。門店消防和空調所產生的污水會直接進入雨水管；而門店洗手間的污水，則會與經隔油池處理的廚房廢水，一同排入市政污水管網。

本集團在新項目的建設和商店的改造亦採用節能環保建築材料，以減少不必要的廢物產生及能源消耗。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Emission for the Group's store network:

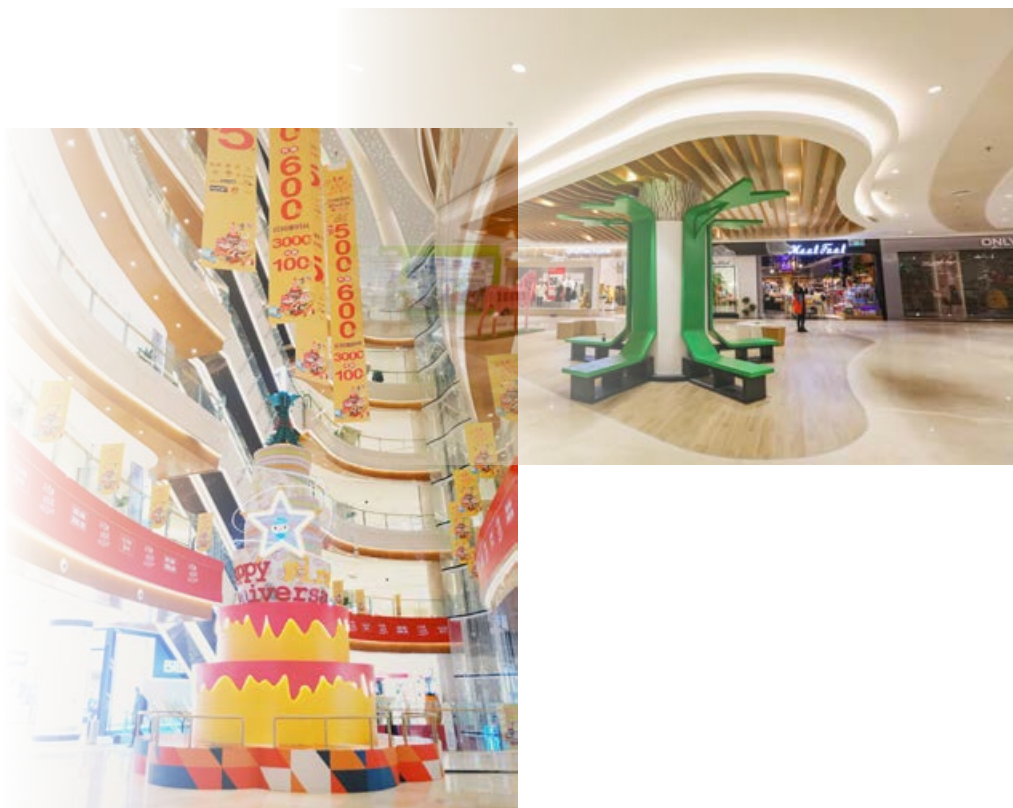
本集團零售網絡之排放量：

Issue 事項		2018 2018年	2017 2017年
GHG Emission ^(a) 溫室氣體排放量 ^(a)	Total (tCO ₂ e) 總量(公噸二氧化碳當量)	237,293	205,264
Purchased Electricity 購電量	Total (MWh) 總量(兆瓦時)	300,370	259,828
Gas Consumptions 氣體消耗	Total (m ³) 總量(立方米)	993,906	638,771
Water Consumptions 用水量	Total (million m ³) 總量(百萬立方米)	2.4	2.1

(a) The emission associated with the electricity purchased based on emission factors provided by Hongkong Electric in 2018

(a) 與採購電力有關的排放量，是根據港燈於2018年提供的排放系數而得出

ENVIRONMENT, SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告



ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

A.2. Use of Resources

Our stores consume a large volume of energy, mainly in air-conditioning and lighting as well as freezer and refrigeration cabinets. Understanding that the GHGs emission is positively correlated to the electricity consumption, the Group commits to continually improve our energy performance and reduce our water consumption. Resources used by the Group mainly include electricity, gas, water, packing material and construction raw material.

The Group has conducted the following practices to reduce the electricity, gas, water and other resources consumption:-

- Hold regular education on saving electricity, water and other resources among the employees;
- Incorporate energy and water efficiency into existing equipment and facilities, as well as in the selection and purchase of new equipment;
- Install and operate of building automation systems to control our refrigeration, air-conditioning, and lighting systems in new opening stores since the opening of Yixing Yaohan Lifestyle Shopping Mall in 2015;
- Carry out LED retrofits of our existing lighting systems and require LED in all new store design, with the goal of 100% LED by 2022.
- Educate and encourage our customer to bring their own shopping bags to reduce shopping bags consumption. During 2018, the Group distributed plastic shopping bags and packing material of approximately 725 tonnes (2017: approximately 873 tonnes) to the customers.

A.2. 資源使用

我們的店舖在冷氣機、照明以及冷凍及冰櫃方面消耗大量能源。鑒於溫室氣體排放與電力消耗量正相關，本集團致力於不斷提高能源效率及降低耗水量。本集團使用的資源主要包括電、氣體、水、包裝材料及建築原材料。

本集團已採取了以下措施減少耗電量、氣體、水、和其他資源：—

- 定期為僱員舉辦有關節約用電、用水和其他資源的教育活動；
- 在現有設備及設施、以及新設備的甄選及購買中，納入能源及用水效益
- 自2015年宜興八佰伴生活廣場開業以來，新開店已安裝及運行建築物自動化系統，以控制制冷、空調及照明系統，
- 我們已對現有的照明系統進行了LED改造，並要求在所有新門店設計中採用LED燈具，目標是在2022年之前全部使用LED燈具。
- 我們教育並鼓勵客戶自備購物袋，以減少物袋消耗。2018年內，本集團向客戶派發重量約725噸的購物膠袋及包裝材料（2017年：約873噸）。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

A.3. The Environment and Natural Resources

The Group is in strict compliance with the relevant laws and regulations including Law of the PRC on Circular Economy Promotion, Environmental Impact Assessment Law of the PRC and Regulations on Environmental Protection of Construction Projects. The Group closely links the concept of green building to the construction projects and carefully designs and adopts landscaping in the property scope to build an eco-friendly shopping mall.

SOCIAL SUSTAINABILITY

Employment and Labour Practices

The Group believes that talent is the wealth and engine for the sustainable development of enterprises. We treasure our employee and encourage the development of talented and motivated individuals on an ongoing basis in order to support the development and growth of our operations. Springland's compensation and benefits mechanism focuses on establishing a high performance working environment, which takes into account life work balance, inspires colleagues to achieve our common goals, and to share in the company's success through profit sharing programs. Thus, we strive to establish a positive, diversified and inclusive working environment for offering employees the adequate training and growth opportunities.

A.3. 環境及天然資源

本集團嚴格遵守相關法律法規，包括中國循環經濟促進法、中國環境影響評價法及建設項目環境保護管理條例。本集團將綠色建築理念與工程項目緊密相連，並在物業範圍內謹慎設計及佈置景觀綠化以建造生態友好的購物中心。

社會可持續發展

僱傭及勞工慣例

本集團以人為本，視人才為企業持續發展的唯一財富和發動機。我們非常重視我們的僱員，並持續鼓勵及培育有才華和積極的僱員的發展，以支持我們業務的發展及增長。華地的薪酬及福利機制着重打造高效的工作環境，實現生活工作平衡，激勵同仁實現共同目標，並通過利潤分享計劃分享公司的成功。所以我們致力建立正面、多元化和包容性的工作環境，為員工提供適當培訓和發展機會。



ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

B.1. Employment

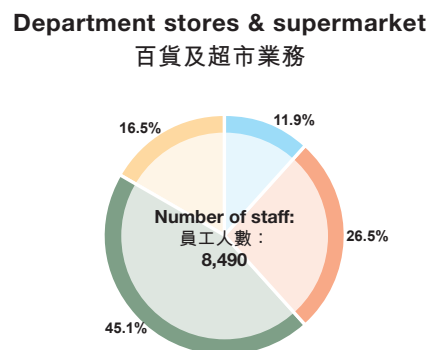
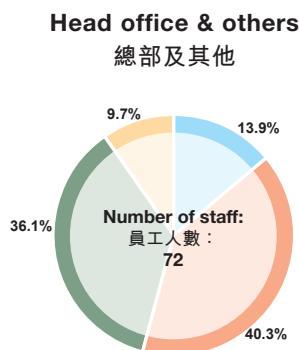
The human resources policies strictly adhere to the applicable employment laws and regulations in Hong Kong, PRC and Singapore, including the Employment Ordinance, Mandatory Provident Fund Schemes Ordinance, Employees' Compensation Ordinance, Minimum Wage Ordinance, Labour Law of the PRC and Labour Contract Law of the PRC. The Group also complies with the employees' social security schemes that are enforced by the local government to provide employee benefits. The Group's employee benefits include performance bonus, medical scheme, mandatory provident fund for Hong Kong employees, social insurance packages for the PRC employees and education subsidy to encourage continuous professional development of staff.

At year-end 2018, we employed a total of 8,562 staff, including 3,532 serving the department store division and 4,958 serving the supermarket division (2017: a total of 8,833 staff, including 3,715 serving the department store division and 4,962 serving the supermarket division).

5,947 of our staff members, including 382 out of 714 managers or above, are women.

Age group of staff 員工年齡組成：

- Under 30 years old
30歲以下
- 30 – 39 years old
30 – 39歲
- 40 – 49 years old
40 – 49歲
- 50 years old and above
50歲或以上



B.1. 僱傭

人力資源政策嚴格遵守香港、中國及新加坡的適用僱傭法律及法規，包括僱傭條例、強制性公積金計劃條例、僱員補償條例、最低工資條例、中國勞動法及中國勞動合同法等。本集團亦遵守地方政府實施以為僱員提供福利的僱員社會保險計劃。本集團的僱員福利包括績效花紅、醫療保險、為香港僱員設立強制性公積金、為中國僱員設立社會保險計劃，以及為員工提供教育資助以鼓勵持續專業進修。

2018年年底，本集團僱用8,562名員工，包括百貨業務有3,532名，超市業務有4,958名（2017年：8,833名員工，包括百貨業務有3,715名，超市業務有4,962名）。

本集團女性員工共5,947人。在714名經理或以上職級員工中，有382名為女性。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Attracting and retaining talent

Springland is a stable organisation with a good staff retention rate. The Group has proactive strategies in place to try and retain employee through various programs to enhance job satisfaction and improve staff retention. In 2018, the turnover rates were 21.0% for our head office staff and 10.4% and 11.2% for the department store and supermarket divisions respectively.

We strongly believe that talent acquisition is vital to our business future development. In order to retain talent, the Group constantly reviews its compensation package and performs probationary and regular evaluations according to the performance of an employee, salary structure, market movement and profitability of the Group to determine the staff salary adjustment. Meanwhile, any termination of employment contract would be based on reasonable and lawful grounds. The Group strictly prohibits any kinds of unfair or unreasonable dismissals.

Business partners mechanism

The introduction of business partners mechanism which effective integration of corporate strategy and personal strategy, operational management and achieve the goal, to develop the Company's future. Interests of management and the Company closely tie together and motivate the initiative to better revitalize the business and future development.

Staff care

The Group launches various staff care measures to benefit the staff, to offer immediate assistance to employees who encountered financial difficulties of sickness, building up a solidarity of corporate culture. Besides, the Group also actively promotes staff's mental and physical health, including body check and regularly organized different staff activities, to reinforce the care of the staff health, as well as stress relief.

吸引及挽留人才

華地是一間穩定的公司，員工留職率非常高，本公司制定積極的策略，通過各種計劃加強員工的工作滿足感，提高員工的留職率。於2018年，我們總部員工流失率為21.0%，百貨及超市業務部門分別為10.4%與11.2%。

我們深信人才招募是未來業務發展的關鍵。為挽留人才，本集團根據僱員表現、薪酬結構、市場變動及本集團盈利狀況不時檢討其薪酬待遇及進行定期評估，以釐定員工薪酬調整。此外，任何僱傭合約的終止將以合理及合法理由為依據。本集團堅決禁止任何類型的不公平或不合理的解僱行為。

事業合夥機制

引入事業合夥機制，有效整合企業戰略與個人戰略、運營管理到目標實現，同力拓展業務新未來。管理層與企業利益緊密捆綁，有效發揮事業合夥團隊的創業精神，更好的盤活企業發展態勢，在未來將華地越做越大。

關懷員工

本集團推行各項關愛員工措施惠及各員工，為遇到經濟困難或患病員工提供及時援助和支持，營造團結互助的企業文化。此外，本集團積極關注員工的身心健康，包括為員工提供身體檢查亦定期舉辦不同員工活動，加強關注員工身體健康，舒緩壓力。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

B.2. Health and safety

The Group conducts various approaches to ensure a risk and hazards free environment for our staff, customer and member of the public. This include conduct regular workplace inspection of all parts of the Group's premises, conduct fire drill for staff members to practice how the store would be evacuated in the event of a fire or other emergency, provide staff members with advisory service on health and safety matters and provide information and training to enhance staff members' awareness on health and safety.

We actively set up internal policies and standards for specific business units, including the fire prevention management standard. The Group has prepared the Safety Manual for the employees, in order to provide an understandable reference of work safety. We establishes a fire safety committee and fire safety teams stationed at stores. The stores organize the drills from time to time, including emergency evacuation and practical operation of fire extinguishers, etc., in order to raise the safety awareness and the capability of emergency response of the staff.

B.3. Development and Training

The Group offers different training and development opportunities to staff in order to strengthen work-related skills and knowledge and improving operational efficiency.

For newly-hired employees, the Group provides on-the-job training to understand corporate history and culture, Group's internal policies and business development. For experienced staff, the Group provides relevant training with regard to their roles and positions. The Group aims to foster a learning culture that could strengthen employees' professional knowledge, and meanwhile, benefiting the Group as employees expected to achieve desired results after receiving appropriate training.

B.2. 健康及安全

本集團採取各種措施確保一個免於風險和危害的環境予員工、客戶和廣大公眾，其中包括對本集團各處所所有部分進行定期工作場所檢查、為員工舉辦消防演習，以練習如何在火災或其他緊急情況下疏散店舖，向員工提供關於健康及安全事項的諮詢服務和提供資料及培訓，以提高員工對健康及安全的意識。

我們積極制訂與特定業務部門相關的內部政策和規範，包括消防工作管理規範。集團亦為所有員工準備製作了《安全手冊》提供安全工作的參考。我們設有安全消防委員會，也於門店建立了安全消防小組。門店會不時均進行消防演習，包括緊急疏散、滅火器實操等環節，以提升員工的安全意識及應變處理能力。

B.3. 發展及培訓

本集團為員工提供不同的培訓及發展機會，以提升工作技能及知識並提高運營效率。

對於新入職僱員而言，本集團提供在職培訓，以令其瞭解公司歷史文化、集團內部政策及業務發展。對於經驗僱員而言，本集團就其角色及職位提供相關培訓。本集團力圖營造可增強僱員專業知識的學習文化氛圍。同時，預期僱員在接受適當培訓後將取得預期效果，進而令本集團受益。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group places emphasis on the career development of its staff and designs personal development plans that match the career development stages of its staff. We also provide relevant career counseling, training resources and job rotation practices to promote employee career development and ability enhancement. Besides, the Group also encourages employees to attend external training for enhancing their competitiveness and expanding their capacity through continuous learning. The Group may provide financial support to eligible employees for attending external seminars, programs or courses in order to enhance and update their knowledge directly related to their present job.

In 2018, Springland provided an average of 10 (2017: 12) hours of training per head office staff, and 33 (2017: 35) hours of training per department store and supermarket divisions employee.

B.4. Labour Standards

The Group strictly abides by the Employment Ordinance of Hong Kong, Labour Law of the PRC, Labour Contract Law of the PRC and other related labour laws and regulations in operating regions to prohibit any child and forced labour employment. The Group determines working hours and rest period for employees in line with local employment laws and employment contracts with employees.

集團注重員工職業發展，為員工設計與其職業發展階段相匹配的個人發展計劃，並提供相應職業輔導，培訓資源，輪崗實踐等，促進員工獲得職業發展與能力提升。此外，本集團亦鼓勵僱員參與外部培訓，以透過不斷學習提升彼等的競爭力及拓展能力。本集團可向合資格僱員提供財務援助以參與外部研討會、計劃或課程，以便提升及更新與其現時工作直接有關的知識。

2018年，華地為每名總部員工提供平均十小時（2017:十二小時）的培訓，而每名百貨和超市業務部門員工則獲得平均三十三小時（2017:三十五小時）的培訓。

B.4. 勞工準則

本集團嚴格遵守香港僱傭條例、中國勞動法、中國勞動合同法及運營地區的其他相關勞動法律法規，以禁止任何童工及強迫勞動僱傭。本集團按照當地僱傭法律及與僱員訂立的僱傭合約釐定僱員的作息時間。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

As an equal opportunity employer, the Group is committed to create a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all human resources and employment decisions, for instance, training and promotion opportunities, dismissals and retirement policies irrespective of their age, sex, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-job related factors in all business units.

The Group has formulated internal policies such as “Prohibition of child labour policy and remedial procedures”. The Human Resources Department is responsible to monitor and ensure compliance of latest and relevant laws and regulations that prohibits child labour and forced labour.

OPERATING PRACTICES

B.5. Supply Chain Management

Springland recognizes that maintenance and management of a sustainable and reliable supply chain play an important role to maintain brand reputation, to ensure business sustainability and to manage operating costs. Each business unit monitors the quality of suppliers and supply chain practice on a strict and continuous basis to ensure the product quality.

The Group places strong emphasis on the cooperation with suppliers and contractors and treats them as the indispensable business partners. The Group has developed long-standing relationships with a number of our supplier and taken great care to ensure that they share the view for upholding our value together with customer services, specifically focusing on attracting and retaining customers.

作為平等機會僱主，本集團致力對所有業務單位的人力資源及僱傭決策方面，如培訓及升職機會、解僱及退休政策，促進反歧視及平等機會（不論其年齡、性別、婚姻狀況、懷孕、家庭條件、殘疾、種族、膚色、世系、民族或族裔、國籍、宗教或任何其他非工作相關因素）而創造公平、相互尊重及多樣化的工作環境。

本集團已制定內部政策，如「禁止僱用童工政策及補救措施程序」。人力資源部負責監督並確保遵守禁止童工及強迫勞工的最新相關法例及法規。

營運慣例

B.5. 供應鏈管理

華地認為維持及管理可持續及可靠的供應鏈是維護品牌聲譽，確保業務可持續性和管理營運成本的關鍵。各營運部門嚴格持續監察供應商的質量及供應鏈慣例以確保產品質素。

本集團非常重視與供應商和承包商的合作，並視其為重要的業務夥伴。本集團與多家供應商建立長期的合作關係，並確保與供應商共同維護我們的價值及顧客服務，特別是專注於吸引和維繫顧客。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The supermarket division conducts continuous assessments of the operating processes of the suppliers, evaluates and renews the supplier list every year to ensure their service qualities. By means of assessments, evaluations and tenders, the supermarket division selects strategic suppliers and continues to optimize the supply chain for central procurement.

B.6. Product Responsibility

The Group treasures the increasing public demand for food safety and product quality. We maintain high quality standards and devotes continuous dedication to provide high-quality products and services, as part of the efforts to maintain the Group's reputation.

Our suppliers who sell their merchandise in our department stores and supermarkets are required to assume full responsibilities for their products' compliance with the relevant rules and regulations governing food and product safety, including but not limited to product safety, labeling and packaging. We also carry out direct sourcing, to ensure the freshness of food products. Datonghua tested and analyzed more than 50 items of daily consumed vegetables, fruits, cereals and other foods for residues of pesticide, veterinary drug, food additives and heavy metals and biological safety. We implement centralized quality inspection to ensure the food offered fulfill all safety standards. When there is doubt regarding potential safety or trust of a product, with the source of information either from related government authorities or supplier, we work with our business partners to promptly ascertain the nature of the concern and resolve the issue.

超市業務不時對供應商進行合作過程考核，並每年進行綜合評價和定期更新供應商名單，以確保供應商的服務水平。本集團通過審查、考評、招標等方式篩選出戰略合作供應商，持續優化集中採購供應鏈。

B.6. 產品責任

本集團一直非常重視社會大眾對食品安全及產品質素日益提高的訴求。為此，我們恪守質量指標，努力不懈地提供優質產品和服務，維持本集團優質品牌信譽。

於我們的百貨店和超級市場銷售商品的供應商須承擔全部責任，確保其產品符合監管食品及產品安全的相關規例及法規，包括但不限於產品安全、標籤及包裝。我們在全國範圍內已開展產地直採，保證食品的新鮮。同時已大統華檢測分析50多種日常普遍食用的蔬菜、水果、穀物等食品的農藥、獸藥殘留和食品添加劑、重金屬殘留、生物安全等項目的能力，實施集中質檢，確保出售的食品符合各項安全標準。如產品安全或可信程度成疑，而資料來源為相關政府部門或供應商，則我們會與業務夥伴合作，即時確認問題性質及解決問題。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

The Group commits in abiding by the PRC's Consumer Protection Law and Hong Kong's Personal Data (Privacy) Ordinance to ensure customers' rights are strictly protected. Information collected from customers would only be used for the purpose for which it has been collected. The Group has issued internal guideline to ensure our marketing department are providing accurate and precise descriptions and information to customers who comply with the relevant laws and regulations for local operations such as Advertising Law of the PRC. The Group is not aware of any material non-compliance with relevant laws and regulations on health and safety advertising and privacy matters related to products provided during the year. So there was no any redress action undertaken.

B.7. Anti-corruption

To maintain a fair, ethical and efficient business and working environment, the Group strictly adheres to the local laws and regulations relating to anti-corruption and bribery of Hong Kong and PRC such as Law of the PRC on Anti-money Laundering and Hong Kong's Prevention of Bribery Ordinance.

The Group has strictly enforced the code of conduct to maintain a high standard of business ethics in staff handbook. All employees are expected to discharge their duties with integrity and self-disciplined, and they are required to abstain from engaging bribery, or any activities which might exploit their positions against the Group's interests. Employees trainings and setting up reporting mechanism strength the honestly and integrity in the workplace. We require our business partners to strictly comply with anti-corruption practices.

本集團致力於遵守中國消費者權益保護法及香港個人資料(私隱)條例等,以確保我們客戶的權利得到嚴格保護。所收集的客戶資料將僅用於收集資料之有關用途。本集團已發出內部指引,以確保營銷部為顧客提供準確精細的描述及資料,同時符合有關地方經營的相關法律及法規,例如中國廣告法。年內我們並沒有覺察到所提供的商品及服務在健康、安全、廣告及私隱事宜上有不符合有關法律及法規要求的情況,故亦沒有需要採取任何補救行動。

B.7. 反貪污

為維持公平、合乎道德及高效的業務及工作環境,本集團嚴格遵守香港和中國的反腐敗及反賄賂有關的法律及法規,如中國反洗錢法法規及香港防止賄賂條例等。

本集團已嚴格執行員工手冊中的行為守則,以維持高標準的商業道德水平。所有僱員需於履行其職責時恪守誠信及自律的原則,不得參與賄賂或利用其職務之便進行任何損害本集團利益的活動。本集團安排僱員培訓並設立報正直的作風。我們亦要求業務夥伴嚴格遵守反貪腐常規。

ENVIRONMENT, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

COMMUNITY

B.8. Community Investment

During the year, the Group consistently and actively participated in different community services and social welfare activities, such as education and culture development promotions to promote community development and care community spirit. We also encourage our consumers, staff and suppliers to actively participate and give back to our society.

During the year, the Group made donations of RMB1.6 million to charitable organization.

Springland launched among its community services and education programs, including but not limited to:

- Provide food heating service, free borrowing of rain gear, copy & fax and many other convenient services to the community.
- Organize parent-child charity program – “Smart Kids Club” to provide free early child development classes for 0-6 years old kids in the community.
- Cooperate with community organizations to launch various types of traditional cultural activities including wrap dumplings in Dragon Boat Festival, sachet workshop in Changyang Festival and shadow puppet play shows during Chinese New Year. We aim not only to promoting the Chinese transitional festival but at the same time to create more excitement to our customers and enriching their shopping experiences at our stores.
- To improve the well being of needy students and communities in less developed regions, we donate winter clothing and safety school bags for students directly or via charitable organisations.

社區

B.8. 社區投入

於年度內，本集團積極投入各類社區服務及公益事務工作，範圍涵蓋教育、促進文化發展等多個領域，緊貼社區所需，推動社區建設，發揮關愛社會的精神。我們更鼓勵消費者、員工及供應商一起積極參與，共同回饋社會。

年內，本集團捐款人民幣1.6百萬元予慈善機構。

華地推出的社區服務和教育計劃包括但不限於：

- 為社區提供食品加熱、免費雨具借用、複印傳真等多項便利服務。
- 主辦親子類公益專案—「伴伴童樂匯」，為社區零至六歲兒童的家庭提供免費的親子教學。
- 通過社區聯辦的各種弘揚傳統文化活動，如端午裹糰、重陽制作香包、春節皮影戲等活動。目的不僅是推廣中國傳統文化，同時為我們的客戶帶來更多的刺激並豐富彼等在我們店的購物體驗。
- 為協助有需要的學生和發展步伐較慢的社群，我們直接或透過慈善團體捐贈禦寒衣物及兒童安全書包。