



Shirble Department Store Holdings (China) Limited
歲寶百貨控股(中國)有限公司

(incorporated in the Cayman Islands with limited liability)

Stock code: 312

Environmental, Social & Governance Report

環境、社會及管治報告

2018







CONTENTS

目錄

02	~~~~~	About Us 關於我們
04	~~~~~	About this Report 關於本報告
06	~~~~~	Message from the Chairman 主席寄語
08	~~~~~	Sustainability Governance 可持續發展管治
11	~~~~~	Stakeholder Engagement 持份者溝通
13	~~~~~	Employee Care 員工關懷
20	~~~~~	Operating Practices 營運慣例
25	~~~~~	Community Investment 社區投資
26	~~~~~	Environmental Protection 環境保護
31	~~~~~	Key Performance Indicators Summary 關鍵績效指標總覽
		“Environmental, Social and Governance (ESG) Reporting Guide” Content Index
37	~~~~~	《環境、社會及管治報告指引》內容索引

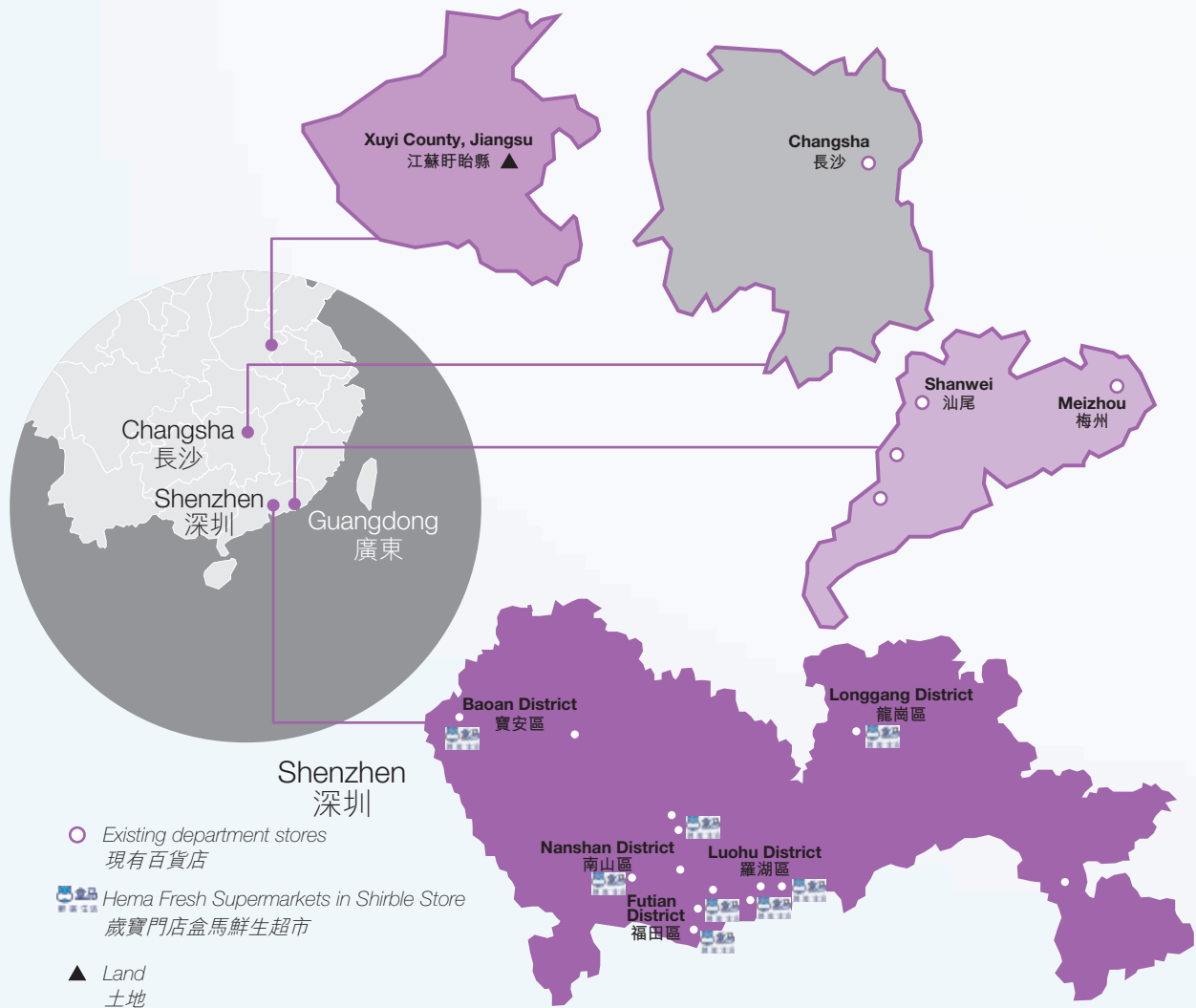


ABOUT US

關於我們

Shirble Department Store Holdings (China) Limited ("Shirble", which together with its subsidiaries, the "Group") is a Shenzhen-based department chain enterprise. Starting from 1996, the Group has commenced its business in Shenzhen, Shanwei, Meizhou and Changsha, and now owns and operates 18 department stores under the brand name of "歲寶百貨" and "Shirble Plaza" concept stores with an operating area of nearly 340,000 sq.m, offering a wide range of goods including daily consumable goods, home necessities, footwear, textiles, apparel, cosmetics goods, children's and household products and electronics.

歲寶百貨控股(中國)有限公司(「歲寶百貨」, 連同其附屬公司統稱「集團」)是一家以深圳為基地的百貨連鎖企業。自1996年發展至今, 集團在深圳、汕尾、梅州及長沙多地開展業務, 擁有並經營18家「歲寶百貨」品牌旗下的百貨店及「歲寶廣場」概念店, 提供日耗品、家需品、鞋、紡織品、服裝、化妝品、兒童及家庭用品以及電器等種類廣泛的商品, 經營面積近34萬平方米。



ABOUT US
關於我們

In June 2018, the Group entered into a strategic partnership with Hema Network Technology Co. Ltd. ("Hema") of Alibaba Group Holding Ltd., to open Hema Fresh Supermarkets (盒馬鮮生超市) in our stores. Unlike traditional supermarket, Hema Fresh Supermarkets offer fresh food as well as catering, e-commerce and distribution services, presenting a brand new retail model. The project aims to convert 12 supermarkets of the Group into Hema Fresh Supermarkets on a stage-by-stage basis within two years from 1 July 2018. With the "Hema" mobile application, customers can shop in the physical stores or shop online depending on their needs, and thereby developing a online-to-offline "new retail" concept, which help enhancing the brand appeal and strengthening its leading position in the department store sector in South China.

To further diversify its business, in 2018, the Group expanded its business to the food and beverage industry for the first time and opened a Japanese gourmet street "惠比壽橫丁" in Shenzhen with its business partners. The Group will continue to keep abreast of the latest trends and explore suitable locations to expand the food and beverage business to other regions in the PRC.

In the meantime, upholding the concept of "eat better, live better", the Group has actively developed property business, and has successfully bid the tender to acquire 10 parcels of land with a gross area of approximately 367,165 sq.m. in Xuyi, Jiangsu Province, the PRC for developing residential property projects during the year. The Group expects to create synergy from the new business and the existing core business and generate sustainable and satisfactory returns for the staff and shareholders, and realize the greatest value for the Group, environment and society.

In the future, the Group will keep accelerating the pace of market expansion and integrate technology into different department store segments to develop new retail solutions, while putting further resources on property segment to build an experienced team and penetrate its brand culture to other regions in the PRC.

於2018年6月，集團與阿里巴巴集團控股有限公司旗下之盒馬網絡科技有限公司(「盒馬」)簽署戰略夥伴計劃，於集團門店內開設盒馬鮮生超市。盒馬鮮生超市提供生鮮食品、餐飲、電商及物流配送服務，革新傳統超市，展示新零售模式。有關計劃旨在於2018年7月1日起計未來兩年內，將集團12家超市分階段改裝為盒馬鮮生超市，並透過「盒馬」之流動應用程式，使顧客可根據其需求選擇門店購物或網上購物，打造線上線下「新零售」概念，以提升品牌吸引力，強化集團在華南地區百貨業的領導地位。

為使業務更加多元化，集團於2018年將業務首次擴展至飲食業，與業務夥伴於深圳合作開設名為「惠比壽橫丁」的日本料理街。集團將繼續密切留意最新趨勢，並探索合適地點，考慮拓展餐飲業務至中國其他地區。

同時，秉持「住得更好、吃得更好」的宗旨，集團積極發展房地產業務，並於年內成功中標收購十幅位於中國江蘇省盱眙縣總面積約為367,165平方米的土地，以發展住宅物業項目。集團期望新業務能與現有核心業務產生協同效應，為上下員工和股東帶來持續和理想的回報，並努力為集團、環境及社會創造最大價值。

在未來，集團將繼續加快市場拓展的步伐，將科技融入更多百貨部分，打造新零售解決方案；同時在房地產分部投入更多資源，進而建立具有相關豐富經驗的團隊，將品牌文化滲透至中國其他地區。

Vision

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

願景

顧客的貼心夥伴；員工的理想家園

Mission

Happy staff ∞ Satisfied customer

使命

快樂的員工 ∞ 滿意的顧客

Operation philosophy

Customer First, Pursue EXCELLENT, Care for All, Honest and Reliable

經營理念

顧客至上、追求卓越、相親相愛、誠實可靠

ABOUT THIS REPORT

關於本報告

This report is the third Environmental, Social and Governance Report (“ESG Report”) issued by Shirble, which reports our policies, practices and performance in the environment, society and governance, to enable our stakeholders to have a better understanding on the Group’s progress and direction in sustainability issues. This report is prepared in both Chinese and English.

本報告為歲寶百貨發表的第三份《環境、社會及管治報告》。報告透過匯報集團在環境、社會及管治方面的政策、措施和績效，讓各持份者更瞭解其於可持續發展議題的進程和發展方向。本報告設中文及英文版本。

Reporting Scope

This report focuses on the performance on environment and society of the business operation of the Group’s department stores for the financial year from 1 January 2018 to 31 December 2018 (the “Year”). The reporting scope is consistent with the previous reports, and covers the following two operation points, which accounted for 22.4% of the total revenue of the Group.

報告範圍

本報告聚焦集團之百貨店營運業務在2018年1月1日至2018年12月31日之財政年度內(「本年度」)之環境和社會績效。與過去發布的報告一致，報告範圍覆蓋以下兩個營運點，有關營運佔集團總收入22.4%。

Operation Points 營運點	Address 地址	Operating Area (sq.m.) 經營面積(平方米)
Jingtian Store 景田店	30 Jingtian South Road, Futian District, Shenzhen 深圳市福田區景田南路30號	11,980.0
Jufu Store 聚福店	Podium floor of Golden Scenery between Jufu Road and Jubao Road, Liantang Zone, Luohu District, Shenzhen 深圳市羅湖區蓮塘片區聚福路與聚寶路交匯處於金色年華家園裙樓	21,766.4

This report has not covered the remaining 16 department stores or concept stores of the Group, and its food and beverage business and property business, however, the Group intends to gradually extend the reporting scope to fully cover all of our operations.

本報告目前尚未覆蓋集團其餘16家百貨店或概念店，以及其餐飲業務和房地產業務，然而，集團計劃於未來逐步擴大報告範圍，直至全面覆蓋所有營運。

ABOUT THIS REPORT 關於本報告

Reporting Standards

This report is prepared in accordance with the “Environmental, Social and Governance Reporting Guide” (the “Guide”) issued by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) and based on the four reporting principles set out therein – Materiality, Quantitative, Balance and Consistency. To ensure all stakeholders could fully understand the Group’s performance on environment, society and governance, the report has disclosed environmental key performance indicators (KPIs) under the requirements of “comply or explain” provisions and reported certain social KPIs specified in the “recommended disclosures” to the Guide. A complete content index is appended in the last chapter hereof for quick reference in accordance with the Guide.

Confirmation and Approval

The Group has established procedures for internal control and formal review to make sure all information in this report is accurate and reliable. This report has been reviewed and approved by the Board on 14 June 2019.

Feedbacks

The Group places high emphasis on the feedbacks of its stakeholders. Your advice and suggestions enable the Group to formulate more detailed and comprehensive sustainable development strategies in the future. If you are in doubt or have any recommendations in regards to the content or the presentation of this report, you are most welcome to email our investor relations contact at ir@shirble.net.

報告準則

本報告依循香港聯合交易所有限公司(簡稱「聯交所」)頒布的《環境、社會及管治報告指引》(簡稱「指引」)編制，並以其載列的四項匯報原則—重要性、量化、平衡及一致性，作為編寫報告的基礎。為了讓持份者全面瞭解集團的環境、社會及管治績效，本報告不僅按「不遵守就解釋」的規定披露環境關鍵績效指標，亦匯報部份《指引》中「建議披露」的社會關鍵績效指標。報告最後一章附有完整的內容索引，以便讀者按《指引》快速查詢。

確認及批准

本集團已成立內部監控及正式審查程序，竭力確保本報告所有呈現的資料均準確可靠。本報告已於2019年6月14日獲董事會審閱及批准。

意見反饋

集團重視持份者的意見。閣下的意見與建議，有助集團未來建立更仔細和健全的可持續發展策略。如閣下對本報告的內容或匯報形式有任何疑問或建議，歡迎透過ir@shirble.net與投資者關係聯絡。

MESSAGE FROM THE CHAIRMAN

主席寄語

2018 was another year of consistent innovation and reform of the Group. At the backdrop of fast advancing technology and rapid development of logistic sector, the Group closely followed the change of consumption pattern of customers and actively introduced the Hema Fresh Supermarkets (盒馬鮮生超市). Taking its technology advantages of and experiences in internet platform, mobile application and online payment, we have strengthened the development of our new model that integrating online and offline retail business.

The business innovation of the Group has been adhering to its operation philosophy of “Customer First, Pursue Excellent, Care for All, Honest and Reliable”. For years, the Group has always been insisting to operate in a responsible manner and dedicating to providing ideal working environment for our staff, offering caring services to our customers, as well as creating sustainable values for more stakeholders.

Staffs are essential part for our business innovation and growth. The Group offers a comprehensive employment system and labour practice, a complete remuneration system and benefits and allowances. Besides, we established various communication channels, striving to build a harmonious and happy working environment. To support personal and professional development of our staff, we understand their needs and evaluate and analyze their knowledge and skills so as to develop a systematic training plan and offer focused training courses.

The change of our business model brings more convenient and time-saving shopping experience to customers, but also casts new challenges for product management. The Group proactively explores ways to transform from self-operating management to leasing management and rigorously selects retailer, aiming at providing customers with quality products and services and securing the interests of customers.

In face of environmental challenges, the Group takes the initiative to bear the responsibility and focus on managing the environmental impacts caused by business operation and promoting the use of eco-friendly products. Meanwhile, the Group spreads knowledge on environmental protection, and desires to jointly improve the performance on sustainable development with our staff, customers and business partners.

To further implement our works in sustainable development, the Group is in the course of preparing to establish a sustainability committee to ensure the formulation and execution of sustainability strategies and systematically and gradually develop a more sustainable business model. While building up the governance structure, the Group also plans to include the identification of emerging risks and opportunities related to sustainable development into our regular risk management procedures and takes corresponding measures in order to prepare ourselves for potential threats or opportunities.

SHIRBLE DEPARTMENT STORE HOLDINGS (CHINA) LIMITED

YANG Xiangbo

Co-chairman

MESSAGE FROM THE CHAIRMAN 主席寄語

2018年是集團繼續創新改革的一年。在科技不斷進步及物流快速發展的背景下，集團密切關注顧客消費模式的轉變，積極引進盒馬鮮生超市，通過其在網絡平台、移動應用及線上支付方面的技術優勢與經驗，鞏固集團線上至線下零售業務結合的新模式發展。

集團的業務創新切合「顧客至上、追求卓越、相親相愛、誠實可靠」的經營理念。長期以來，集團堅持以負責任的方式經營業務，致力為員工提供理想環境，為顧客提供貼心服務，為更多持份者創造持續價值。

員工是集團業務創新和成長不可或缺的一份子。集團提供全面的僱傭制度及勞工常規、完善的薪酬體系及福利補貼，以及多種溝通渠道，努力營造和諧且快樂的工作環境。為支持員工的個人與專業發展，集團了解員工需求，並對其知識結構及技能狀況進行評價分析，從而制定系統的培訓計劃，提供有針對性的培訓課程。

集團業務模式的改變在為顧客帶來更方便快捷購物體驗的同時，亦對產品管理帶來新的挑戰。集團積極探索由自營管理向租賃管理轉變的方式，嚴謹選擇零售商，致力為顧客提供優質的商品和服務，保障顧客權益。

面對環境挑戰，集團主動承擔責任，著重業務營運對環境影響的管理，並推廣環保產品的使用與傳播。同時，集團開展對環境保護知識的宣傳，期望與員工、顧客和業務夥伴共同提高可持續發展表現。

為進一步推動可持續發展工作，集團正在籌建可持續發展委員會，以保障可持續發展策略的制訂與執行，系統且循序漸進地打造更加持續的業務模式。集團在建立管治架構的同時，也計劃將辨別可持續發展相關的新興風險及機會納入常規風險管理程序，並採納相應措施，為面對潛在的威脅或機遇做好準備。

歲寶百貨控股(中國)有限公司
聯席主席
楊祥波

SUSTAINABILITY GOVERNANCE

可持續發展管治

The Board of Shirble is committed to maintaining a high-level of corporate governance, and believes proper corporate governance practice will efficiently guide the Group to develop and realize long-term strategies and goals.

The Group intends to establish a sustainability committee (the “Committee”) to take the responsibility of social and environmental development under the premise of stable development. The Committee will consist of representatives from relevant departments and is responsible for coordinating our sustainability matters and report directly to the Board.

The Group believes the establishment of the Committee will enable the Group to better plan its development strategies, policies and measures on environmental protection, business ethic, employment relationship, operation management, community investment and other aspects, and make contribution to the sustainable development by fully integrated that into our operation.

歲寶百貨之董事會致力秉持高水平的企業管治，並相信良好的企業管治常規能有效領導集團建立和實現長遠策略和目標。

為確保集團在穩定發展的前提下，承擔對社會環境發展的責任，集團計劃建立可持續發展委員會(「委員會」)。委員會將由相關部門代表組成，負責統籌集團可持續發展事宜，並直接向董事會進行匯報。

集團相信，委員會的成立將協助集團更好地規劃環境保護、商業道德、員工僱傭關係、運營管理和社區投資等範疇的發展策略、政策與措施，並將其全面融入營運過程中，為可持續發展作出貢獻。

SUSTAINABILITY GOVERNANCE 可持續發展管治

Risk Management

The Group considered risk management as an indispensable part of daily management procedures and good corporate governance. Systematic risk management practice could ensure the Group understands its existing risk exposure and takes remedial measures as and when appropriate in order to maintain its ability to continue as a going concern.

The Board is fully responsible for reviewing and maintaining sound and effective internal control and risk management system. The audit committee will assist the Board to monitor the risk level the Group has exposed to and the design and effectiveness of the relevant internal control and risk management system. At the same time, the Group has established the internal audit department that is independent of any other departments. Combined with its works on conducting regular test-check and audit on different business operations systems and making comprehensive assessment on the effectiveness and design of those systems, the internal audit department is responsible for reporting the identified risks and proposing the relevant risk management measures to the Board and audit committee.

In order to understand the risk exposure of the Group, the internal audit department has set up a risk database comprising five types of major risks, and evaluated specified risks and grouped such risks into high, medium and low levels for ongoing monitoring and follow-up by combining existing internal control and operation level of the Company.

風險管理

集團視風險管理為日常管理程序及良好企業管治的必要部分。有系統的風險管理慣例確保集團瞭解其目前承受的風險狀況，適時採取補救措施，以維持持續的運營能力。

董事會全盤負責檢討並維持完善及有效的內部監控及風險管理系統，而審核委員會協助董事會監察集團所承受的風險水平，以及有關之內部監控及風險管理系統的設計及運作成效。同時，集團設有獨立於其他任何部門的內審部。內審部結合其恆常抽查及不同商業營運系統審計和對該等系統的有效性和設計進行綜合評估的工作，負責向董事會及審核委員會報告所識別的風險及作出風險管理措施的建議。

為瞭解集團的風險狀況，內審部建立了涉及五個風險大類的風險資料庫，並結合公司現行的內控及操作水平，對具體風險評估出高、中、低不同等級，進行持續關注與跟進。

Types of Major Risks 風險大類				
Strategic 戰略	Market 市場	Operation 營運	Financial 財務	Legal 法律
Wrong strategic decisions, commercial decisions or inappropriate implementation could have long term impact on corporate development.	Market competition and changes of consumers' decision could affect the marketing environment of corporates.	Inadequate or ineffective internal operation and management measures could pose risks to corporate operation.	Risks related to finance and operation including budget management, financial audit, capital management, investment and financing and taxation.	Risks that may expose corporates to compliance issues or litigation.
錯誤的戰略決策、商業決定或不正確的執行，可能對企業發展造成長期影響。	市場競爭及消費者決策轉變可能對企業的營銷環境造成影響。	不充分或失效的內部運營和管理措施可能對企業營運造成風險。	與財務運營相關的風險，包括預算管理、財務核算、資金管理、投融資、稅務等風險。	可能會使企業面臨合規問題或訴訟的風險。

SUSTAINABILITY GOVERNANCE
可持續發展管治

During the Year, with the assistance of sustainability consultants, the Group's management identified regulatory and emerging risks that affecting the environmental and social performance and developed corresponding control measures:

本年度，在可持續發展顧問的協助下，集團管理層識別影響環境及社會績效的監管及新興風險，並制定相應控制措施：

Areas 範疇	Description of Risks 風險描述	Control Measures 控制措施
Quality of products provided by suppliers 供應商所提供之產品質素	The Group procures products for direct sales from third-party product suppliers. In the event that there are quality issues of products provided by suppliers resulting in any customers are adversely affected by the purchase of the products from the stores, the Group is obliged to bear the relevant legal risk and the risk from product liability claim.	The Group has established a set of supplier selection criteria to rigorously select suppliers and step up regular sampling inspection on products. In addition, along with the Group gradually transforms its self-operating supermarkets into "Hema Fresh Supermarkets", the direct sales of products decreased and thereby reducing the occurrence of the risk.
Tenant management 租戶管理	The Group gradually transforms the business model of its department store section from concessionaire sales to subleasing store space to different retailers and converted its self-operating supermarkets into "Hema Fresh Supermarkets" during the Year, and manage the supermarkets as the capacity of landlord. Under the new business model, any non-compliances relating to environmental and social aspects by tenant and the regulatory actions and legal obligations arising from which are more likely to result in adverse impact on the operation and reputation of the Group.	The Group rigorously selects new retailers and communicates our standards and requirements relating to environmental and social aspects with tenants as well as supports them to adopt sustainability measures that in line with the Group's practice.
	集團逐漸將其百貨業務模式由聯營專櫃轉化為將店鋪空間分組予不同零售商；並在本年度將自營超市改造為盒馬鮮生超市，以業主身份進行管理。在新業務模式下，租戶任何在環境及社會等範疇的不合規行為及隨之所引發的監管行動和法律責任，對集團的運營和聲譽產生負面影響的可能性增大。	集團嚴謹選擇新零售商，並就集團的環境及社會相關標準和要求與租戶進行溝通，支持他們採取與集團規範相符的可持續發展措施。

The Group is aware that the existing risk management and internal control system has not fully covered all aspects of sustainability issues. Along with the establishment of the sustainability committee, the Group will incorporate potential environmental and social issues into its risk system in order to timely identify risks and formulate corresponding proposals.

本集團注意到現行的風險管理及內部監控系統並未全面涵蓋可持續發展議題。隨著可持續發展委員會的成立，集團將會把潛在環境及社會議題納入風險系統，以便及時識別風險和並確定應對方案。

STAKEHOLDER ENGAGEMENT 持份者溝通

Stakeholder Engagement Activities

Understanding and addressing the needs of the stakeholders are essential to the Group in advancing on the journey of sustainability. Opinions from the stakeholders enable the Group to identify key environmental, social and governance issues and review potential risks and business opportunities as well as develop corresponding policies.

The Group's stakeholders consist of groups and individuals who have significant impact on the Group's business or those who are affected by the Group's business, including internal staff, management, directors but also external clients, business partners, investors, regulatory authorities and various community groups. The Group communicates with the key stakeholders through various channels such as email, meeting, workshop and other communicative events to ensure that they have an opportunity to understand the development progress of the Group; meanwhile, their feedback is collected for continuous improvement of the Group's operations.

持份者溝通活動

理解及照顧持份者的需要，對於集團在可持續發展的道路上行至為重要。持份者的意見引導集團辨別重要的環境、社會及管治議題，審視潛在的風險和商機，並發展相應政策。

集團的持份者包括對集團的業務有重大影響，或會受集團業務影響的群體和個人，不僅包括內部的員工、管理層、董事，還包括外部的客戶、業務夥伴、投資者、監管機構及各類型的社區團體等。透過電郵、會議、工作坊及其他交際活動等多種渠道，集團與主要持份者進行溝通，確保他們有機會了解集團發展進程的同時，收集反饋意見以持續改善集團營運。

<p style="text-align: center;">Staff 員工</p> <hr/> <p>Staffs from each department and store are encouraged to maintain effective communication with the Group through various internal channels such as internal mails, business meetings and online platforms.</p> <p>鼓勵各部門及門店員工透過內部郵件、業務例會及網絡平台等內部溝通渠道，與集團保持有效溝通。</p>	<p style="text-align: center;">Supplier 供應商</p> <hr/> <p>Business seminars are held quarterly for suppliers to keep abreast of the national laws and regulations and make use of the company website and WeChat official account to further promote the awareness of the suppliers on environmental and social issues.</p> <p>按季度開展經營交流會，定期組織供應商學習國家法律法規，並利用公司網站、微信公眾號等，加強對供應商環境及社會意識的宣傳引導。</p>
<p style="text-align: center;">Customer 客戶</p> <hr/> <p>Feedback collection channel and handling mechanism are established to ensure that opinions and complaints from customers could be properly handled.</p> <p>設有意見收集渠道和處理機制，確保客戶的意見和投訴得以妥善處理。</p>	<p style="text-align: center;">Community 社區</p> <hr/> <p>Staffs are encouraged to participate in community voluntary activities with their own skills to make contribution to the development of community.</p> <p>鼓勵員工利用自身技能參與社區義工活動，為社區發展貢獻力量。</p>

STAKEHOLDER ENGAGEMENT
持份者溝通**Materiality Assessment**

In line with practices of prior years, the Group has engaged independent sustainability consultants to assist the preparation of the ESG Report. During which the consultants assisted the Group's management to review the environmental, social and governance issues under the Guide of the Stock Exchange and identified material issues according to the materiality to the stakeholders and the Groups' impact on the society and the environment. Based on the result of the review, the management believes that staff employment, development and training are still the material issues of the Group during the Year. For operation, due to the change of business model, product responsibility has become the key concern of the Group during the Year:

實質性分析

與往年一致，集團委託獨立可持續發展顧問，協助籌備環境、社會及管治報告。期間，顧問協助集團管理層檢視聯交所《指引》中的環境、社會及管治議題，並根據其對持份者的重要性和集團對社會和環境的影響程度，識別實質性議題。根據檢視結果，管理層認為與員工相關之僱傭、發展及培訓仍然為集團本年度的實質性議題。在營運方面，因應業務模式的轉變，產品責任成為集團本年度的重點關注範疇：



Employment System
僱傭制度



Development and Training
發展及培訓



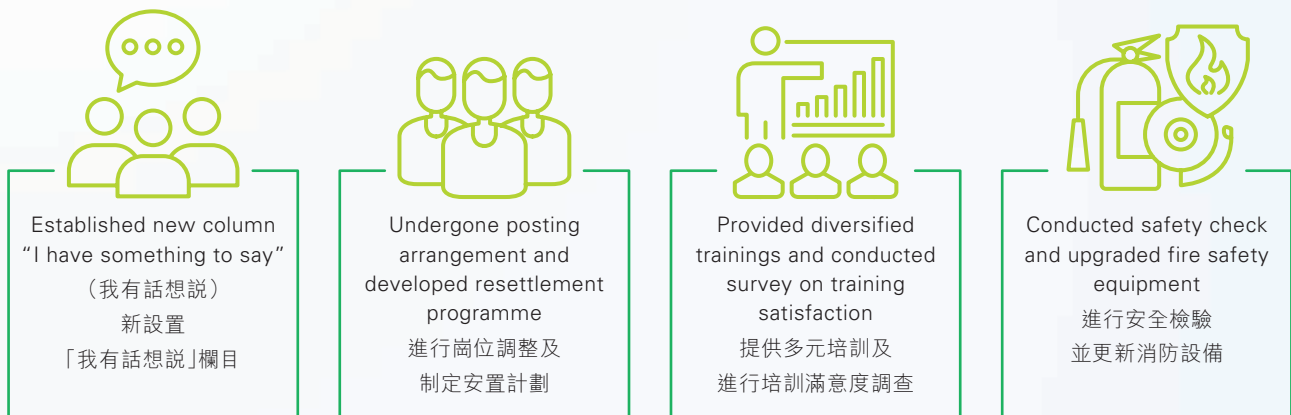
Product Responsibility
產品責任

The business of the Group has impacts on various stakeholders while stakeholders also have different expectations towards the Group. In order to facilitate the communication with stakeholders in a more systematic way in the future, in 2019, the Group will initiate a survey on sustainability to obtain the key stakeholders' opinions on the materiality of each sustainability issue and the impact of the Group's business. In the first phase of the programme, the Group targets to invite the directors of the Company, staff from different levels and tenants to participate in the survey.

集團的業務影響著不同持份者，而持份者對集團也有著不同期望。為確保集團未來以更系統的方式與持份者進行溝通，集團將於2019年開展可持續發展問卷調查的計劃，逐步收集主要持份者對於各可持續發展議題重要性及集團業務影響的意見。計劃首個階段，集團將會集中邀請公司董事、各職級之員工和租戶參與問卷調查。

EMPLOYEE CARE 員工關懷

Performance in 2018: 2018年表現：



Employment System

The Group devotes to becoming an ideal family for the staff and understands that only joyful teams of staff can embrace the business opportunities lying ahead together with the Company. The Group provides various communication channels to communicate with the staff regularly so that the management will have a better understanding of their need so as to enhance the employment management. Besides, staff could also fully understand the plans and arrangements of the Group, which helps strengthening their sense of belongings and dedication.

In May of this Year, the Group set up a column of "I have something to say" (我有話想說) in the Company's WeChat account for the purpose of encouraging staff to put forward their opinions and recommendations to the Group on an anonymous basis. Since the setting up of the column, staff have actively reflected their opinions on staff outfit, store facilities, training activities and other aspects, while the Group has also established a "Feedback Wall" (回音壁) to respond to the questions collected and share the responses to all the staff.

僱傭制度

集團致力於成為員工理想的家園，也深知只有快樂的員工組成的員工隊伍才能與企業共同迎接未來的商機。為令管理層更加了解員工需要以提高僱傭管理，同時使員工充分了解集團計劃與安排，增強歸屬感及投入感，集團提供多種渠道與員工保持定期溝通。

本年度五月，集團在企業微信中創新設置了「我有話想說」欄目，鼓勵員工以不記名的方式提出對集團的意見與建議。自欄目開通以來，員工積極反應了對員工著裝、門店設施和培訓活動等方面的意見，集團亦通過製作和發佈「回音壁」針對所收集到的問題進行回應，並分享予全體員工。

EMPLOYEE CARE
員工關懷

The Group communicates with its staff by various measures as follow:

- Regular business meetings and gatherings — including morning meetings, counter team meetings, regular meetings of operation department, monthly store staff meetings, etc., as the basic platform for obtaining information, reporting, business exchange and expressing opinion.
- Internal publication — “Shirble Family” reports the latest news of the Group and staff activities and staff are welcomed to submit their articles.
- Store inspection by senior management — senior management of the Group will conduct irregular store inspection to understand the opinions and needs of the frontline staff.
- CEO suggestion box — a suggestion box is set up in each store and managed by the human resources department and the general manager of the store. The opinions of the staff will be directly sent to our senior management.
- Golden Idea (金點子) solution — staff are encouraged to express advices and suggestions to the Group; once the proposal is approved, the staff who suggesting such proposal will be awarded by the Group.

集團多管齊下，與員工保持溝通聯繫：

- 業務例會和溝通會 — 包括晨會、櫃組會議、營運部例會、門店月度員工大會等在內，作為了解信息、匯報工作、交流業務及發表意見的基本場所。
- 內部刊物 — 《歲寶家園》報道最新集團新聞和員工活動，員工亦可投稿發表文章。
- 高管巡店 — 集團高級管理層不定期對門店進行巡視，了解前線員工的意見和需要。
- 總裁意見箱 — 每個門店設置意見箱，由人力資源部和商店總經理負責管理，將員工意見直接傳達至集團高級管理層。
- 金點子方案 — 鼓勵員工為集團建言獻策；建議提案一經認可，提出方案的員工將獲集團嘉獎。

EMPLOYEE CARE 員工關懷

In addition to daily communication, the arrangements in relation to recruitment, promotion, dismissal, working hours, compensation and benefits, equal opportunity, diversity and anti-discrimination are specified in the Staff Manual of the Group to ensure staff are aware of their rights and obligations. During the Year, the Group has conducted staff deployment in Jufu Store and Jingtian Store in order to coordinate with the business transformation of self-operating supermarkets. The Group has also developed a resettlement programme. Compensation will be provided to the staff who accept voluntary redundancy upon negotiation. Remaining staff will be undergone posting arrangement based on the business needs. The turnover rates of both stores are 152%¹.

The Group believes that each staff should be treated with equality and respect. Any kinds of discrimination will not be tolerated. The Staff Manual specifies the Group's concerns for equal opportunity, diversity and anti-discrimination, and demands staff to uphold the principle of open and fair competition during the recruitment and promotion processes. The remuneration adjustment is based on job responsibilities, educational background and working experience, ability, potential and performance of staff, regardless of their race, gender, age, disability, marital status, sexual orientation or religion. The Group encourages staff to reflect their opinion through "I have something to say" (我有話想說) in the event that they encountered any issues of discrimination or inequality. Our human resources department will then commence follow-up investigation to ensure staff obtain equal treatment and respect.

Staffs with diversified backgrounds may contribute to the Group with various skills, experiences and multiple ideas and substantially enhance our development potential. The Group has fulfilled the principle of diversity in employment. As of the end of 2018, a total of 68 employees are recruited in Jufu Store and Jingtian Store with the proportion of male to female staff of 0.89:1, representing an increase as compare to that of the previous year. The ethnic minorities accounted for 2.1% of the total number of staff at operation points, which was similar to that of the previous year.

除日常溝通外，集團的《員工手冊》明列有關招聘、晉升、解僱、工作時數、薪酬和福利、平等機會、多元化及反歧視的安排，確保員工明白他們的權利和職責。本年度，為了配合自營超市的業務轉型，集團對聚福店及景田店的員工進行了分流。集團制定安置計劃，並與員工進行協商，為自願選擇離開的員工提供補償，而為選擇留下的員工根據業務進行崗位調整。兩門店之員工流失率為152%¹。

集團相信每位員工均應得到平等對待及尊重，絕不容忍任何形式的歧視行為。《員工手冊》明確集團平等機會、多元化及反歧視的關注，要求人員在招聘及晉升時均會遵循公開及公平競爭原則，薪酬調整亦須依據員工崗位職責、教育背景和工作經驗、能力、潛力及表現而確定。任何人不會因種族、性別、年齡、殘疾、婚姻狀況、性取向或宗教信仰等原因而受到歧視。如員工遭遇任何歧視或不平等待遇問題，集團鼓勵員工通過「我有話想說」進行反映。人力資源部隨之開展跟進調查，以確保所有員工得到平等對待和尊重。

多元化的員工組成能為集團帶來不同的技能、經驗和多元化的思維，注入更大的發展潛力。集團在僱傭中實踐多元化原則，截至2018年年底，聚福店及景田店共聘用68名員工，男女員工比例為0.89:1，較上一年度有所提高；而少數民族佔有關營運點總員工人數百分之2.1%，與上一年度相若。

¹ Includes staff deployed to other operation points from Jufu Store and Jingtian Store due to our business needs.

¹ 包括因業務需要由聚福店及景田店調動至其他公司營運點之員工。

EMPLOYEE CARE 員工關懷

Development and Training

The Group places strong emphasis on staff development, and believes cultivation and retention of talents are the core factors of corporation development and improvement of the Group's competitiveness. According to the Staff Manual, the Group has organized proper and diverse trainings for its staff, including special training, on-the-job instructing and external training, so that the staff can continuously improve their work skills and professional abilities. During the year under review, the training hours of our staff² were 218 hours, in which the average training hours per staff was 9.5 hours, representing an increase of 19% as compared with that of last year.

For the purpose of understanding the training needs of our staff, the Group conducts survey on training satisfaction annually and on an ongoing basis and develops training initiatives for next year with reference to the staff's feedbacks. During the Year, based on the result of annual survey in the year of 2017 and the opinions from the management, the Group confirmed to conduct relevant regular trainings for the positions in finance department, internal audit department, human resources department, information department and e-commerce project department and designed suitable annual training initiatives for the store management staff and junior sales associates. Such training initiatives include nearly 50 major types, including category management, information technology, food safety and leadership training, with over a hundred course units, enabling staff to learn new skills and keep abreast of industry knowledge. In which, the training for junior sales associates is mainly on-the-job instructing conducted by 34 internal trainers of the Group.

發展及培訓

集團重視員工發展，相信培育與留任優秀人才是確保企業得以發展以及強化企業競爭力的核心。根據《員工手冊》，集團為員工安排適當且多樣的培訓，包括專項培訓、在崗輔導和外部培訓等，令員工在工作技能和專業能力方面均得到持續提升。回顧年內，員工培訓時數²為218小時；人均培訓時數為9.5小時，較上一年度增長19%。

為了解員工的培訓需要，集團持續進行年度培訓滿意度調查，參考員工反饋制定下一年的培訓計劃。本年度，集團根據2017年度調查結果和管理層的意見，確定為財務部、內審部、人力資源部、信息部及電商項目部等部門進行職位相關常規培訓外，同時為門店管理人員和基層營業員設計合適的年度培訓計劃。該培訓計劃包括品類管理、信息技術、食品安全及領導力培訓等近五十個大類，逾百個課程單元，令員工不斷學習新技能及行業知識。其中，基層營業員的培訓主要由34位內部訓練員進行在崗輔導。

² Excluding number of trainees and training hours in on-the-job instructing.

² 未包括接受在崗輔導的培訓人數及培訓時數。

EMPLOYEE CARE
員工關懷

Store management staff 門店管理人員	Junior sales associates 基層營業員
<ul style="list-style-type: none"> • Analysis on operating statement 營運報表解讀 • Product display, invoicing and loss management 商品陳列、進銷存及損耗管理 • Commercial zone analysis 商圈分析 • Marketing strategy for membership 會員營銷策略 • Management and leadership 管理及領導力 	<ul style="list-style-type: none"> • Corporate culture 企業文化 • Standards for customer service 顧客服務標準 • Manual of the equipment and safety knowledge 設備使用方法及安全知識 • Position knowledge and operational procedure 崗位知識及操作流程 • Market investigation and research 市場調研

The Group has carried out survey on training satisfaction upon the completion of the training courses during the Year. The result of which has shown that each item under both “lesson” and “lecturer” have scored above 90% with the overall satisfaction rate of 95%, indicating that our staff were highly satisfied with our training arrangement during the Year. Meanwhile, in the survey, staff have expressed their strong demand in courses relating to management and critical thinking and innovation, as well as their preferences in training methods towards case study analysis and outdoor development. The result of survey will be the main consideration for the Group in developing the training initiatives in next year.

In addition, the Group attaches great importance to the career planning and development of staff and has set up and carried out the procedure of annual performance assessment. The assessment focuses on the evaluation on past working performance and joint formulation of work objectives and development plan for the next year by managers and staff, in order to improve staff’s working performance and potential development.

集團在年度培訓課程完結後進行了培訓滿意度調查。調查結果顯示，「課程」和「講師」下的各個項目得分率皆在90%以上，總評價亦達到95%，顯示員工對本年度的培訓安排有較高滿意度。同時，員工在調查中表達了對管理類課程和思維訓練及創新培訓的迫切需要，以及對案例分析及戶外拓展的培訓方式的傾向。調查結果將作為集團制定下一年培訓計劃的重點考慮因素。

此外，本集團重視員工的職業規劃與發展，並已制定並執行年度表現評核程序。評核重點包含對過去工作表現的評估，並由主管與員工共同訂定來年的工作目標及發展計劃，促進員工的工作表現和潛能發展。

EMPLOYEE CARE
員工關懷**Health and Safety**

The Group strives to develop and maintain a healthy and safe working environment. We have prepared Safety Manual to provide detailed guideline for staff through Q&A and case studies and regulate the operational safety management, so as to ensure the safety of staff and maintain a good working environment.

Due to the large number of customers plus over 10,000 kinds of commodities in our stores, severe impact will be arised in the event of fire. The Group attaches great importance to fire protection management and has established a fire safety committee to ensure the effectiveness of implementation. At the same time, our stores have set up their own fire safety team, in which the general manager, as the first responsible person, is fully responsible for the fire protection work of the store. It is the responsibility of the fire safety committee and the store fire safety team to implement the Group's fire protection system, formulate emergency plans, establish emergency team and equipment deployment, as well as organize safety and fire protection education and fire drills.

The Staff Manual also set out the Group's "Four Capabilities" requirement for our staff in respect of fire protection work, which explains the methods and procedures for reporting fire, using fire-fighting equipments and fire evacuation.

健康與安全

集團致力建立和維護安全健康的工作環境。透過制定《安全手冊》，集團以問答及案例分析的形式，向員工提供詳細指引，規範營運中的安全管理，保障員工安全，維護職場良好環境。

集團門店人流量大，且經營商品多達萬餘種，一旦發生火災事故，將產生極大影響。集團重視消防管理，並成立安全消防委員會，保障執行的有效性。同時，集團門店已設立各自的安全消防小組，由總經理擔任第一責任人，全面負責門店的消防工作。安全消防委員會及門店安全消防小組負責集團消防制度的執行，制定應急預案，建立應急隊伍及器具配置，並組織安全及防火教育及消防演習。

集團亦將對員工在消防工作方面的「四個能力」要求載列於《員工手冊》，並說明了報火警、使用滅火器材及火災疏散的方法及流程。

"Four Capabilities" Requirement on Fire Protection

消防安全「四個能力」要求

Check and eliminate potential fire hazards	Organize and combat fire in early stage	Organize and evacuate personnel	Provide education and training in relation to fire protection
檢查消除火災隱患能力	組織撲救初期火災能力	組織人員疏散逃生能力	消防宣傳教育培訓能力

EMPLOYEE CARE 員工關懷

In order to eliminate hidden safety risks in the working environment of the shopping mall, during the Year, the Group conducted safety assessments on Jufu Store and Jingtian Store on a monthly basis, carried out inspections focusing on emergency exits and fire escape and upgraded the fire safety equipment. The Group carries out at least one safety training and fire drill every quarter for the purpose of enhancing employees' safety awareness. During the Year, there was no case of work-related death or injury in both stores.

為確保消除商場工作環境的安全隱患，集團本年度在聚福店和景田店均開展了月度安全評估，對緊急出口及走火通道進行重點檢查，並更新了消防設備。為提升員工的安全意識，集團每季度進行至少一次全員安全教育培訓及消防演習。本年度，兩門店均無出現因工死亡或工傷案例。

Labour Standards

Child labour and forced labour are prohibited within the Group. The Staff Manual stipulates that the human resources department shall check the identification documents of applicants. Meanwhile, employment contracts are signed and amended with staff based on the principles of equality, willingness and agreement, and there is no event of forced labour. The Group has also clearly stated the working hours of employees in the "Guidelines on Employees' Rest System" (《關於規範員工作休息制度的指引》). Staffs who need to work overtime shall apply in advance and obtain approval from their superiors. The number of hours of overtime work must not exceed the monthly limit as stipulated in the Labour Law of the People's Republic of China (《中華人民共和國勞動法》). In addition, the Group has arranged break for overtime workers to ensure they are offered reasonable rest time.

The Group complies with the laws and regulations relating to employment, health and safety and labour standards, including the Labour Contract Law of the People's Republic of China (《中華人民共和國勞動合同法》), the Social Insurance Law of the People's Republic of China (《中華人民共和國社會保險法》), the Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases (《中華人民共和國職業病防治法》) and the Law of the People's Republic of China on the Protection of Minors (《中華人民共和國未成年人保護法》). During the Year, the Group did not identify any illegal cases or non-compliances in relation to employment, health and safety, and child labour or forced labour.

勞工準則

集團禁止使用童工和強制勞工。《員工手冊》列明，人力資源部須檢查應聘者的身份證明文件。同時，集團與員工在訂立和變更勞動合同時，均遵循平等自願、協商一致的原則，絕無任何強迫員工的現象出現。集團亦在《關於規範員工作休息制度的指引》中向員工明確說明工作時間。若員工因工作需要加班，必須提前申請並獲得上級領導批准，同時不得超過《中華人民共和國勞動法》所規定的每月加班時限。此外，集團設為加班工作者安排調休，以確保他們獲合理休息時間。

集團遵守僱傭、健康與安全及勞工準則相關的法律及規例，包括《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國職業病防治法》及《中華人民共和國未成年人保護法》等。本年度，集團並無發現與僱傭、健康與安全及童工或強制勞工相關的違法或違規個案。

OPERATING PRACTICES

營運慣例

Performance in 2018: 2018年表現：



Set up food safety
traceability system
建立食品安全
追溯系統



Conducted secret
inspection
in stores regularly
定期進行
門店暗訪考察



Refined the
Anti-fraud Management
Measures
(《反舞弊管理制度》)
完善《反舞弊管理制度》



Cooperated with partners
to improve sustainability
performance
與合作夥伴合作
提升可持續發展績效

Product and Service Responsibility

The Group is committed to providing quality products and excellent services to customers, aiming at becoming “a caring partner of customers”. In order to ensure the quality and safety of the products, the Group has formulated and implemented a series of rules and procedures, including the “Quick Screening and Inspection Work System” (《快篩快檢工作制度》), “Management Rules and Regulations for Agricultural Products Quality and Safety Fast Screening Laboratory” (《農產品質量安全快篩實驗室管理規章制度》), “Commodities Introduction and Acceptance Standard” (《商品引進及驗收標準》) and the “Communication Procedures for Food Safety Crisis” (《食品安全危機溝通程序》).

The “Commodities Introduction and Acceptance Standard” stipulated the content of the label for each commodities and the inspection requirements for regulatory documents during the introduction of commodities. Commodities that passes inspection will be accepted and launched. The Group has set up fast screening points for edible agricultural products in each store to conduct rapid test on agricultural products on a sample basis in order to ensure the quality and safety of the agricultural products launched. In the event that the standard is not met, the related products will be destroyed and the Group will pursue the responsibility of the related party through the food safety traceability system, which assists the Group to manage the communication for food safety management crisis and share information regarding trade projects, regulatory control, training management, recall control, so as to maintain high quality and reliable products and services. Currently, the Group is the only unit in Shenzhen that obtained the “Food Safety Traceability System Certification” (《食品安全追溯體系認證證書》).

產品及服務責任

集團致力為所有客戶提供優質的產品及良好的服務，成為「顧客的貼心夥伴」。為確保產品的質量與安全，集團制定並執行一系列規章制度及程序標準，包括《快篩快檢工作制度》、《農產品質量安全快篩實驗室管理規章制度》、《商品引進及驗收標準》及《食品安全危機溝通程序》等。

《商品引進及驗收標準》規範集團在商品引進時對各類商品標籤標示內容及法規文件的檢查要求，檢查合格者方能進行驗收上架。集團在各門店均設有食用農產品快篩檢測點，用於快速檢測抽樣農產品，確保上架農產品的質量安全。如發現有未達標準的情況，相關產品將會被銷毀，集團亦會通過食品安全追溯系統追溯相關責任方責任。此系統有助於集團管理食品安全危機溝通、貿易項目資訊共用、監管控制、培訓管理、召回控制等，維持高水平而可靠的產品服務。目前，集團是深圳市唯一獲得《食品安全追溯體系認證證書》的單位。

OPERATING PRACTICES 營運慣例

In addition, the Group conducts regular inspections on food safety and hygiene for each store. Full assessment on safety and hygiene of processed food are conducted, covering the processes from obtaining certificate and invoice for raw material, hardware, facilities and equipment in processing areas, operating personnel, processing and storage until launching to the market, with an aim to ensure the all products sold to the customers are meet product quality and safety standards.

In order to minimize the potential food safety crisis, the Group established an alarm system. Upon receiving consumer warning from the Quality Inspection Bureau, government notification, news coverage and notification from our suppliers, relevant departments will immediately pass the news to the public opinion research center to inform the quality inspection department and other departments to remove the products from stores and conduct subsequent product inspection, press release and pursue responsibility of suppliers. At the same time, the Group has established quality and safety team in accordance with the "Communication Procedures for Food Safety Crisis", which is responsible for follow-up actions and investigations upon the occurrence of food safety crisis, and reporting to and coordinating with government agencies.

The Group is dedicated to providing quality services and continuously enhancing customer experience. In this regards, the Group engages third parties to conduct secret inspection on service quality and other aspects in each store every month. The result of which will form the basis for store performance evaluation. The scope of inspection mainly includes commodities in each store area, appearance, attitude, service capability and politeness of service staff and the hygiene of public areas. Such inspection aims at continuously improving the service level and quality of our department stores and enhancing customer satisfaction and brand image.

The Group emphasizes to establish long-term and trusting relationships with customers. To protect data and privacy of customers, we also stress the importance of protecting data in the Staff Manual, and require staff not to disclose any proprietary information of customers and partners. In addition, the advertisement and promotion of our department stores are carried out according to the requirements of the Group. Any proposals shall be approved by departments and management of the Group before implementation; for outdoor advertisement, complying with the Advertisement Registration and Management Regulations (《廣告發佈登記管理規定》), the Group registered with the industrial and commercial administration authorities and provide Outdoor Advertisement Samples (《戶外廣告樣件》) for review and approval. In the future, the Group aims to refine its internal policies on advertisement to further regulate the management on advertising campaigns so as to safeguard consumer rights.

此外，集團定期開展門店食品安全衛生檢查。從原料的索票索證、加工區域的硬件及設施設備、操作人員，到加工環節和儲藏環節，最終至銷售環節，對加工食品的安全衛生情況進行全面評核，確保售予客戶的產品一律符合產品質量安全標準。

為把出現食品安全危機事件的幾率降至最低，集團設立了系統的預警流程。在收到質檢局消費者警示、政府通報消息、媒體新聞報道及供應商通知後，相關部門將第一時間將消息反饋予輿情中心，以通知質檢部及其他進行產品下架處理，以及隨後的產品檢驗、媒體通知、供應商追責等工作。同時，集團已根據《食品安全危機溝通程序》成立質量安全團隊。質量安全團隊負責食品安全危機事件出現後的跟進和調查，及與政府部門的報告和協調工作。

集團致力提供優質服務，持續提升客戶體驗。為此，集團每月請第三方對各門店服務等方面進行暗訪，並將暗訪結果作為考核門店表現的依據。暗訪內容主要包括對門店各區域的商品規範，服務人員的儀容儀表、服務態度、服務能力及禮儀，以及公共區域的環境衛生的考察，旨在不斷提升集團百貨服務的水平和質量，提升客戶滿意度和品牌形象。

集團重視與客戶建立長遠互信關係。為保護客戶的資料及私隱，集團於《員工手冊》亦強調保護資料的重要性，要求員工不得洩露客戶及合作夥伴的任何專有資料。另外，百貨店的廣告策劃及促銷活動均按照集團要求進行，方案需要經過集團多個部門及管理層之審核方可正式推行；對於戶外廣告，集團遵守《廣告發佈登記管理規定》，於工商行政管理機關進行登記並提供《戶外廣告樣件》以供審查。未來，集團計劃完善內部廣告政策，以進一步規範對廣告宣傳活動的管理，致力維護消費者權益。

OPERATING PRACTICES 營運慣例

The Group regards the smooth channels for communication with customers as essential to understand and manage customer expectations. The Group has set up diversified complaints channels in internet for collecting customers' feedbacks and complaints, including Shenzhen "315 Consumer Communication Public Service Platform" (深圳市315消費通公共服務平台), the Group's WeChat official account, Weibo and official website. At the same time, in order to improve the efficiency of handling the complaints received, the Group developed a complaint record system, which facilitates the relevant management department to timely receive complaints and respond to and handle the complaints within 24 hours. Depending on the nature and severity of the complaint, the relevant departments will conduct investigations, such as personnel interviews, data access, and on-site examinations. The Group will respond promptly and fairly to customers after investigation and record the results thereof, followed by regular checks for the satisfaction of the customers of the measures responding to the complaints and making promises for improvement. During the Year, Jufu Store and Jingtian Store has received a total of 45 enquiries and complaints relating to products and services, mainly focusing on the issues of untimely delivery and installation services. All complaints were followed up in a timely manner, and most customers are satisfied with the handling.

During the Year, there was a violation of the Food Safety Law of the People's Republic of China (《中華人民共和國食品安全法》) in Jufu Store, which resulted from the expiration of the shelf-life of the beer sold by the store. Jufu Store paid fines of RMB1,049 according to the Administrative Punishment Law of the People's Republic of China (《中華人民共和國行政處罰法》) and revised its Shenzhen Food Safety Standards Management Review Form (《深圳市食品安全規範管理評審表》), and strengthened the food inspection process and regulations so as to prevent the recurrence of similar incidents.

與客戶建立順暢的溝通渠道是集團了解和管理客戶期望的關鍵。集團設立多個網絡投訴渠道，藉助深圳市315消費通公共服務平台，以及集團微信公眾號、微博和官網收集客戶意見及投訴。同時，為提升整理所收到投訴的效率，集團開發了投訴錄入系統。此系統便於相關管理部門及時收到投訴信息，保證於24小時內進行回應及處理。視乎投訴性質及嚴重級別，相關部門組織進行人員訪談、資料查閱、現場考場等調查工作。集團進行調查後會迅速及公平地回應顧客，記錄調查處理結果；並且定期對顧客進行回訪，向顧客瞭解處理措施的滿意程度，並且承諾改進。本年度，聚福店及景田店共接獲45個與產品及服務相關的諮詢及投訴，主要集中於送貨及安裝服務時間不及時的問題。所有投訴事件皆以得到及時跟進，且大多數客戶對處理表示滿意。

本年度，聚福店出現一宗違反《中華人民共和國食品安全法》個案，源於商店所售出的啤酒保質期過期。聚福店根據《中華人民共和國行政處罰法》之規定繳納罰款1,049元人民幣，並修訂其《深圳市食品安全規範管理評審表》，強化食品檢查流程及規範，防止類似事件的再次發生。

Supply Chain Management

In order to regulate the supplier management, the Group has established and implemented a supplier engagement procedure, covering tender invitation, evaluation and award of tender. Through information review and site visits, the Group assesses the volume of supply, product quality, after-sales services and environmental and social performance, so as to identify qualified suppliers to establish partnerships. As to those suppliers in cooperation, the Group has also established a performance assessment programme to conduct evaluation and ongoing monitoring in accordance with the quantitative principle to avoid non-compliance in their operations.

供應鏈管理

為規範供應商管理，集團已制定並執行涵蓋招標、評標及授標等過程的供應商聘用程序。集團通過資料審查和現場考察，評估供貨量、產品品質、售後服務及環境和社會表現等，確定合資格供應商，以建立合作關係。對於合作中的供應商，集團亦訂立績效考核方案，根據量化原則開展評選和持續監察，避免其營運出現違規情況。

OPERATING PRACTICES 營運慣例

In the meantime, the Group's Work Instructions (《作業指導書》) regulates the processes of receiving goods and delivery, for the purpose of enhancing the accuracy and efficiency of product acceptance.

同時，集團的《作業指導書》規範收貨及送貨流程，提高產品驗收的準確及效率。



The Group encourages exchange and sharing of experience among business partners through platforms such as WeChat and websites. During the exchange process, the Group has also implemented the Environmental Protection Policy (《環保政策》) to promote environmental protection awareness to its suppliers. Integrating with our business transformation plan, the Group will extend its management experience to suppliers throughout the entire value chain and encourage more business partners to strive for better environmental and social performances.

集團利用微信、網站等平台，鼓勵業務夥伴之間進行經驗交流。在交流中，集團亦貫徹執行《環保政策》，向供貨商推廣環保訊息。結合集團的業務轉型計劃，集團會將對供應商的管理經驗拓展至整個價值鏈，帶動更多業務夥伴提升環境與社會績效。

OPERATING PRACTICES 營運慣例

Anti-Corruption

The Group is committed to preventing corruption and systematically incorporates the anti-corruption management principles into business operations and works together with suppliers and staff to maintain clean operation of the Group. Through the Anti-commercial Bribery Agreement (《反商業賄賂約定》), the Group has regulated commercial bribery in the supply chain, and clarified in its Staff Manual the relevant code of conduct that staff must comply with, including not accepting or requesting bribes. The code of conduct will be signed by staff when induction, where they have confirmed understanding of and will comply with the regulations.

In addition, in order to further strengthen the corporate management of integrity and regulatory compliance, the Group has formulated the Anti-fraud Management Measures (《反舞弊管理制度》) to specify the concept and form of fraud, the vesting of responsibility, and methods of prevention and control. The Group has appointed the loss prevention department as a permanent authority for anti-fraud work. It is responsible for organizing and implementing relevant management policies and measures, including assisting each department to conduct fraud risk assessments and anti-fraud promotion activities, as well as processing fraud reports and organizing investigations.

The Group also established an effective whistle-blowing process and incentives measures through the Incentives Policy for Reporting Issues Regarding Employees' Integrity Internally (《員工誠信問題內部舉報獎勵政策》). Staffs can report fraud and other dishonest behaviors to the loss prevention department in the manners such as hotline, report mailbox and mails, and the loss prevention department will conduct investigation and verification and maintain confidentiality of whistle-blower's data. If the facts of the person being reported are proved, the staff who offered hints can receive incentives from the Group. This policy effectively enhances the enthusiasm of employees to staff in the building of Group's integrity culture.

The Group complies with laws and regulations relating to anti-corruption, including the Criminal Law of the People's Republic of China (《中華人民共和國刑法》). During the Year, the Group had no non-compliance or litigation in relation to corruption involving the Group and its employees.

反貪污

集團致力預防貪污行為，並把反貪污的管理原則系統化地融入企業營運，與供應商及公司員工攜手維護集團廉潔的營運。通過《反商業賄賂約定》，集團約束供應鏈中的商業賄賂行為；集團亦於其《員工手冊》闡明員工必須遵守的相關行為規範，包括不得收受或索取賄賂等，並由員工在入職時簽署，確認理解且會遵守當中規定。

此外，為進一步加強誠信合規的企業管理，集團制定《反舞弊管理制度》，明確舞弊的概念和形式，責任歸屬，以及預防和控制辦法。集團委任防損部為反舞弊工作的常設機構，負責組織及執行相關管理政策及措施，包括協助各部門進行舞弊風險評估，開展反舞弊宣傳活動，受理舞弊舉報及組織調查等。

集團亦通過《員工誠信問題內部舉報獎勵政策》建立有效的舉報流程和獎勵措施。員工可使用熱線電話、舉報信箱及郵件等方式向防損部舉報舞弊等不誠信行為，由防損部進行調查核實並保護舉報人的信息機密。如被舉報人的事實成立，提供線索的員工可獲得集團獎勵。該政策有效提高員工參與集團建設誠信文化的積極性。

集團遵守與反貪污相關的法律及規例，包括《中華人民共和國刑法》。本年度，集團並沒有出現與集團及員工相關的貪污違規個案或訴訟案件。

COMMUNITY INVESTMENT 社區投資

As a responsible enterprise, the Group acknowledges that its operations and the development of the community are inseparable, and therefore is committed to making a positive contribution to the community where it operates, including making investments, engaging with the community, and promoting community culture.

During the Year, the Group continued to implement the Corporate Social Responsibility Policies (《企業社會責任政策》), with education as the core area of community investment. The Group has jointly organized the “Shirble Cup World Chess Champion Challenge” (歲寶杯國際象棋世界冠軍車輪挑戰賽) with Shenzhen Qiyuan (深圳棋院) and invite world champion and children who love chess to play match. Since 1996, this event has been held for decades and has become the flagship project that the Group supports the development of the physical education of juvenile.

For sports events, the Group has sponsored the 2018 WTA Shenzhen Open and published the content of the event by its social media platform to introduce tennis to the public. In addition, the Group also sponsored the Doyouhike Shenzhen 100km 2018 (2018年磨房深圳百公里活動) to make its own contribution to promote national exercise.

Looking ahead, the Group will continue to study and formulate plans for community investment to refine it into the operation of each store, and thereby increasing community participation and bringing more positive impacts.

作為負責任的企業，集團深刻理解其營運與社區的發展密不可分，並致力為業務所在的社區作出積極貢獻，包括作出投資、聯繫社群，以及推動社區文化發展。

集團本年度繼續貫徹執行《企業社會責任政策》，以教育作為社區投資的核心領域。集團聯合深圳棋院，舉辦「歲寶杯國際象棋世界冠軍車輪挑戰賽」，邀請世界冠軍與熱愛國際象棋的少年兒童切磋棋藝。該活動自1996年開始，舉辦至今已數十載，成為集團支持青少年體育教育發展的一個旗艦項目。

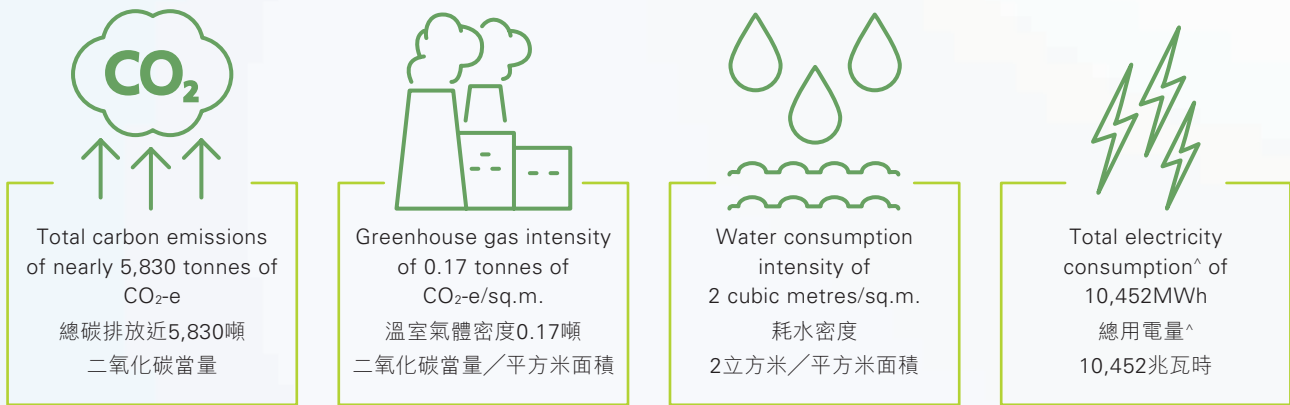
在體育方面，集團支持贊助了2018年深圳網球公開賽，並善用其社交媒體平台，介紹活動精彩內容，引領大眾認識網球運動。此外，集團亦贊助2018年磨房深圳百公里活動，為推廣全民運動貢獻一己之力。

未來，集團將繼續研究制定社區投資的計劃，以使其細化至各門店營運中，從而增加社區參與，帶來更多的積極影響。

ENVIRONMENTAL PROTECTION

環境保護

Performance in 2018: 2018年表現：



Note:

[^] Including the electric consumption of the Group and its tenants.

附註：

[^] 包括集團自身及其租戶之用電量。

The Group is devoted to protecting and improving the environment and therefore formulating an Environmental Protection Policy (《環保政策》) to regulate employees to reduce waste at source and minimize the resource consumption, encourage stakeholders to participate in the Group's environmental strategy development, and report on environmental performance. The Group strives to reduce the environmental impact of its business by reviewing its business operations and streamlining its business process. Senior management also reviews the effectiveness of policies and measures on an annual basis to ensure that policies are timely and effective.

集團致力保護及改善環境，為此制定《環保政策》，規範員工從源頭減廢和減少資源使用、鼓勵持份者參與集團的環境策略制訂，以及匯報環保表現。集團透過審視業務運作情況和完善業務流程，致力減少業務對環境造成的影響。高層管理人員亦每年檢討政策及措施之成效，確保政策切合時宜兼具實效。

Emissions and Use of Resources

Use of Energy and Carbon Emissions

In recent years, global warming has increased the risk of climate anomalies, which had a negative impact on the global ecological environment and economy. In the face of climate change issues, the United Nations endorsed 17 sustainable development goals and called on all governments and enterprises to take urgent action to combat climate change and its impact in 2015.

排放物及資源使用 能源使用及碳排放

近年全球暖化，氣候異常風險升高，對全球生態環境及經濟造成負面影響。面對氣候變遷議題，2015年聯合國通過17項可持續發展目標，並呼籲全球及各企業應採取緊急行動，對抗氣候變化及其影響。

ENVIRONMENTAL PROTECTION 環境保護

The Group pays close attention to the carbon footprint of its operations and is committed to reducing the environmental impact of its operations. During the Year, the Group continued to entrust an independent consultant to assess greenhouse gas emissions with reference to the guidelines issued by the National Development and Reform Commission of the People's Republic of China³, as well as international standards such as ISO14064-1 and the Greenhouse Gas Protocol. The results are as follows:

集團關注其營運的碳足跡，並致力減少業務對環境的影響。本年度，集團繼續委託獨立顧問參考中華人民共和國國家發展和改革委員會發布的指南³，以及國際標準如ISO14064-1及溫室氣體盤查議定書評估溫室氣體排放。評估結果如下：

Scope 範圍	Emissions (tonnes of CO ₂ e) 排放量(噸二氧化碳當量)	
	2018 2018年	2017 2017年
Scope 1: Direct greenhouse gas emissions [^] 範圍1：直接溫室氣體排放 [^]	320.6	303.6
Scope 2: Energy indirect greenhouse gases emissions 範圍2：能源間接溫室氣體排放	4,249.3	5,760.4*
Scope 3: Other indirect greenhouse gas emissions 範圍3：其他間接溫室氣體排放	1,259.8*	–
Total greenhouse gas emissions 溫室氣體排放總量	5,829.7	6,064.0
Greenhouse gas intensity (tonnes of CO ₂ e/sq.m.) 溫室氣體密度(噸二氧化碳當量/平方米面積)	0.17	0.18

Notes:

[^] Includes emission from fossil fuel combustion and emission of refrigerant from refrigeration equipment. The R-22 refrigerant used by the Group does not belong to the six greenhouse gases covered by the Kyoto Protocol. However, the carbon assessment covered such emissions, offering stakeholders a more comprehensive understanding of the Group's greenhouse gas emissions.

* Includes emissions from purchased electricity consumed by tenants. In 2018, the Group further improved the environmental data collection system which records the electricity consumption of the Group and tenants separately, and included the greenhouse gas emissions from purchased electricity consumed by tenants into Scope 3 (Other indirect greenhouse gas emissions) with reference to the assessment standards.

附註：

[^] 包括化石燃料燃燒以及製冷設備的製冷劑排放。集團所使用的R-22製冷劑並不屬於京都議定書所涵蓋的六種溫室氣體。然而，碳評估包括有關排放量，讓持份者更全面了解集團的溫室氣體排放。

* 包括由租戶外購電力的排放量。2018年，集團進一步完善環境數據收集系統，獨立記錄集團和租戶的電用量，並參考評估標準，將由租戶外購電力所產生的溫室氣體排放納入範圍3(其他間接溫室氣體排放)計算。

³ Guidelines for Accounting and Reporting Greenhouse Gas Emissions – China Public Building Operation Units (Enterprises) (Trial)
公共建築運營企業溫室氣體排放核算方法和報告指南(試行)

ENVIRONMENTAL PROTECTION
環境保護

Jingtian Store and Jufu Store produced nearly 5,830 tonnes of CO₂e carbon emissions, which were mainly generated from the Group's own consumption of purchased electricity (accounting for more than 70% of the total carbon emissions), followed by tenants' consumption of purchased electricity (accounting for about 20% of the total carbon emissions). The supermarket of both Jingtian Store and Jufu Store were renovated before they are transformed/transforming into Hema Fresh Supermarkets. During the renovation period, the supermarkets were temporarily closed, which was one of the reasons for the decrease in electricity consumption. In addition, since 2012, the Group started to conduct an electricity-saving transformation project on cold chain system in Jingtian Store and Jufu Store, and such project has been completed as of the Year. The Group believes that such measures help cutting down the electricity consumption of stores in the future and reduced greenhouse gas emissions.

景田店及聚福店產生近5,830噸二氧化碳當量碳排放，當中主要來自集團自身的外購電力使用，佔總碳排放超過七成；其次為租戶的外購電力使用，佔總量約兩成。景田店及聚福店在盒馬鮮生超市入駐前均對超市進行了裝修改造，裝修期間超市暫停營業，此為電力使用減少的原因之一。此外，景田店及聚福店於2012年開展冷鏈系統節電改造，並於本年度完成有關計劃。集團相信有關措施有助門店未來減少用電，降低溫室氣體排放。

Air Pollutant Emissions
空氣污染物排放

Emissions 排放物	Emissions (kg) 排放量(千克)	
	2018 2018年	2017 2017年
Nitrogen oxides 氮氧化物	93.1	237.0
Sulphur oxides 硫氧化物	3.2	7.9
Respirable suspended particulates 可吸入懸浮粒子	3.6	9.2

During the Year, the Group sold some of its own vehicles and encouraged employees to take public transportation. While reducing the energy consumption and carbon emissions of Jingtian Store and Jufu Store, the Group has also successfully reduced the emission of air pollutants.

集團年內出售部份自用汽車，鼓勵員工乘坐公共交通，在減少景田店及聚福店的能源使用和碳排放的同時，亦成功降低了空氣污染物的排放量。

ENVIRONMENTAL PROTECTION 環境保護

Use of Resources and Waste

In terms of water resources, Jingtian Store and Jufu Store sourced water from municipal water supply, and did not encounter any problems in sourcing water. In order to save water, both Jingtian Store and Jufu Store have installed sensor taps in the washrooms; and water-saving signs have also been posted to promote water-saving awareness of employees and customers. Given the temporary closure of the supermarkets due to the transformation, the total water consumption of the two stores during the Year amounted to 68,073 cubic meters, representing a decrease of 22.4% as compared to that of 2017.

The daily operations of the Group's stores also involve more use of paper or other resources such as electronic receipts, shopping bags and packaging materials. The Group advocates the cherishing of resources and the reduction of waste, and uses an electronic platform in Jingtian Store and Jufu Store to reconcile accounts with the suppliers. Furthermore, the Group actively promotes paper-saving methods such as double-sided printing to its staff and encourages them to reduce the use of disposable items.

Waste generated by the operation are stored and disposed of by the Group by two categories, namely hazardous and non-hazardous waste. Battery recycling bins have been set up in Jingtian Store and Jufu Store to collect used batteries which are to be disposed of by qualified waste management vendors. Domestic wastes are collected and treated by professional cleaning companies.

The Group officially started to collect and quantify environmental data for Jingtian Store and Jufu Store in 2017. This process laid a foundation for the Group to set environmental goals and priorities and assisted the Group in reviewing the effectiveness of existing measures and exploring new environmental protection methods.

In the future, the Group will replicate our experience in Jingtian Store and Jufu Store to the entire office and other stores, and will use oil and smoke purification equipment, sensor energy-saving sanitary ware, LED energy-saving lights, and purchase green decorative materials, for newly renovated stores to save water and electricity and reduce emissions.

資源使用及廢棄物

在水資源方面，景田店及聚福店從市政供水採水，在求取適用水源沒有問題。為節約用水，現時景田店及聚福店均已於洗手間中安裝感應水龍頭；並通過張貼宣傳節水的標示，提升員工及顧客的節水意識。因超市在改造期間暫停營業，兩門店在本年度內總耗水量為68,073立方米，較2017年減少22.4%。

集團商店的日常營運中亦涉及較多電子票據、購物袋及包裝材料等紙張或其他資源的使用。集團提倡惜物減廢，於景田店及聚福店採用電子平台與供應商進行對賬，同時向員工積極宣傳如雙面打印等辦公中節約用紙的方法，並鼓勵員工減少一次性用品的使用。

對於營運所產生的廢棄物，集團將有害及無害廢棄物分類存放及處理。景田店及聚福店設有電池回收箱，收集廢舊電池並交由合資格的處理商處置。而日常生活垃圾則由專業清潔公司收集處理。

集團於2017年正式開始收集及量化景田店及聚福店的環境數據，此過程為集團制定減環境目標和優先次序打下基礎，並協助集團檢視現有措施成效，以及探索新的環境保護方式。

未來，集團將把景田店及聚福店的經驗向全辦公室及門店進行推廣，並將在新裝修的門店通過使用排油煙淨化設備、感應節能型潔具、LED節能燈具，以及採購綠色裝飾材料，實現節水節電，減少排放。

ENVIRONMENTAL PROTECTION 環境保護

Environment and Natural Resources

The development and operation of the Group is inseparable from the support of thousands of suppliers, tenants and customers. As a responsible retailer, the Group not only continuously identifies and evaluates environmental factors in its operations, but also recognizes its ability and responsibility to assist the value chain in reducing its impact on environment and natural resources.

In the procurement process, the Group strives to seek high quality products and services in an effort to minimize adverse environmental impacts. During the Year, Jingtian Store and Jufu Store continued to purchase and use more environmentally friendly products, including the introduction of environmentally friendly detergents from Singapore. Its non-toxic, non-phosphorus, non-fluorescent and botanical properties can reduce the environmental impact of washing process on water bodies and lands.

In the sales process, the Group noted that the use of shopping bags and roll bags of Jingtian Store and Jufu Store has increased. The Group is well aware of the hazards posed by plastics to the global environment and will continue to adhere to national policies to actively develop initiatives that encourage customers to reduce their use of shopping bags.

In order to enhance environmental awareness of more suppliers, tenants and employees to support environmental protection work, the Group promotes environmental protection through platforms such as mails, official website, Weibo and WeChat. In the future, the Group will issue environmental guidelines to suppliers and tenants, and conduct environmental education and trainings for employees to further contribute to the sustainable development of society.

The Group complies with relevant laws and regulations such as the Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) and the Regulations of the Shenzhen Special Economic Zone on Environmental Protection (《深圳經濟特區環境保護條例》). During the Year, the Group has not identified any non-compliance of laws or regulations in relation to emissions or environment.

環境及天然資源

集團的發展與營運離不開數以千計的供應商、租戶及顧客的支持。作為負責任的零售商，集團不僅持續識別及評價營運過程中的環境因素，亦認識到自身在協助價值鏈減少對環境及天然資源影響上的能力與責任。

在採購過程中，集團致力尋求高質素的产品及服務，力求把環境受到的不利影響降至最低。本年度，景田店及聚福店繼續採購及使用更多的環保產品，包括引進新加坡環保洗滌用品，其無毒，無磷，無螢光劑和植物性的特性可以降低洗滌過程對水體和土地造成的環境影響。

而在銷售過程中，集團留意到景田店及聚福店購物袋及卷裝袋的使用有所增長。集團深知塑料對全球環境所帶來的危害，並將繼續配合國家政策，積極研究鼓勵顧客減少使用購物袋的活動計劃。

為使更多供應商、租戶及員工提升環保意識，支持環保工作，集團透過郵件、官網、微博及微信等平台宣傳環保知識。未來，集團將向供應商及租戶發放環保指引，並針對員工開展環保教育及培訓，進一步為社會的可持續發展作出貢獻。

集團遵守相關的法律及規例，包括《中華人民共和國環境保護法》和《深圳經濟特區環境保護條例》。本年度，集團並無發現與排放物或環境相關的違法及違規個案。

KEY PERFORMANCE INDICATORS SUMMARY 關鍵績效指標總覽

Environmental Performance 環境表現

	Type 類別	2018 2018年	2017 2017年
Air emissions 廢氣排放	Nitrogen oxides (kilogram) 氮氧化物(千克)	93.1	237.0
	Sulphur oxides (kilogram) 硫氧化物(千克)	3.2	7.9
	Respirable suspended particulates (kilogram) 可吸入懸浮粒子(千克)	3.6	9.2

	Scope 範圍	Emission Sources 排放源	2018 2018年	2017 2017年
Greenhouse gas emissions 溫室氣體排放	Scope 1: Direct greenhouse gas emission (tonnes of CO ₂ e)	Emission from fossil fuel combustion – stationary source	3.5	6.4
	範圍1： 直接溫室氣體排放 (噸二氧化碳當量)	化石燃料燃燒－固定源		
		Emission from fossil fuel combustion – mobile source	14.4	35.6
		化石燃料燃燒－移動源		
		Emission of refrigerant from refrigeration equipment ⁴ 製冷設備的製冷劑排放 ⁴	302.7	261.6
	Scope 2: Energy indirect greenhouse gases emission ⁵ (tonnes of CO ₂ e)	Purchased electricity consumed by the Group	4,249.3	5,760.4
	範圍2： 能源間接溫室氣體排放 ⁵ (噸二氧化碳當量)	自身所用的外購電力		

⁴ The R-22 refrigerant, one of the refrigerant used in the refrigeration equipment, does not belong to the six greenhouse gases covered by the “Kyoto Protocol”. However, the carbon assessment in this report has covered such emissions to offer true and fair information in respect of greenhouse gas.

⁵ Data in 2017 includes emissions from purchased electricity consumed by tenants; such emissions are included into Scope 3 - Other indirect greenhouse gas emissions since 2018.

⁴ 雖然製冷設備中使用的其中一種製冷劑R-22不在「京都議定書」所涵蓋的六種溫室氣體中，本報告亦將其排放量包括在碳評估中，以提供真實和公平的溫室氣體相關信息。

⁵ 2017年的數據包括源自租戶外購電力的排放量；2018年開始將有關排放納入範圍3—其他間接溫室氣體排放的計算內。

KEY PERFORMANCE INDICATORS SUMMARY
關鍵績效指標總覽

Scope 範圍	Emission Sources 排放源	2018 2018年	2017 2017年
Scope 3: Other indirect greenhouse gas emissions (tonnes of CO ₂ e) 範圍3: 其他間接溫室氣體排放 (噸二氧化碳當量)	Purchased electricity consumed by tenants 租戶所用的外購電力	1,259.8	-
Total greenhouse gas emissions (tonnes of CO ₂ e) 溫室氣體排放總量(噸二氧化碳當量)		5,829.7	6,064.0
Greenhouse gas intensity (tonnes of CO ₂ e/sq.m.) 溫室氣體密度(噸二氧化碳當量/平方米面積)		0.17	0.18

Type 類別	2018 2018年	2017 2017年
Use of energy 能源使用		
Natural gas (MWh) 天然氣(兆瓦時)	17.7	32.2
Diesel (MWh) 柴油(兆瓦時)	54.2	136.2
Electricity ⁶ (MWh) 電力 ⁶ (兆瓦時)	10,451.7	10,928.5
Total energy consumption (MWh) 能源總耗量(兆瓦時)	10,523.6	11,096.9
Energy Intensity (MWh/sq.m.) 能源密度(兆瓦時/平方米面積)	0.31	0.33

⁶ Includes the total electricity consumption of the Group and tenants.

⁶ 包括自身及租戶的總用電量。

KEY PERFORMANCE INDICATORS SUMMARY
關鍵績效指標總覽

	Type 類別	2018 2018年	2017 2017年
Use of water resources 水資源使用	Total water consumption (cubic metre) 總耗水量(立方米)	68,073	87,717
	Water consumption intensity (cubic metre/sq.m) 耗水密度(立方米/平方米面積)	2.0	2.6

	Type 類別	2018 2018年	2017 2017年
Packaging materials 包裝材料	Shopping bag 購物袋	9.1	7.9
	Roll bag 卷裝袋	2.4	1.4
	Total amounts of packaging materials (tonnes) 包裝物料總量(噸)	11.5	9.3

Social Performance 社會表現

	Year 年度	Gender 性別	Age 年齡			Position 職級		Total 總數
			Below 30 30歲以下	30-50 30-50歲	Above 50 超過50歲	Management 管理層	Managerial staff 經理人員	
Number of staff 員工人數	2018 2018年	Male 男性	3	19	10	2	3	27
		Female 女性	1	34	1	0	3	33
	2017 2017年	Male 男性	36	73	15	6	27	91
		Female 女性	46	163	1	2	21	187

KEY PERFORMANCE INDICATORS SUMMARY
關鍵績效指標總覽

	Year 年度	Gender 性別	Age 年齡			Total 總數	Staff turnover rate 員工流失率
			Below 30 30歲以下	30-50 30-50歲	Above 50 超過50歲		
Staff turnover⁷ 流失員工 ⁷	2018 2018年	Male 男性	35	54	16	305	152%
		Female 女性	46	147	7		
	2017 2017年	Male 男性	45	16	3	151	45%
		Female 女性	48	39	0		

	Year 年度	Gender 性別	Age 年齡			Total 總數	Percentage of new staff 新進員工比率
			Below 30 30歲以下	30-50 30-50歲	Above 50 超過50歲		
New staff⁸ 新進員工 ⁸	2018 2018年	Male 男性	6	5	2	39	57%
		Female 女性	5	21	0		
	2017 2017年	Male 男性	12	14	0	79	24%
		Female 女性	23	29	1		

⁷ Includes staff deployed to other operation points from Jufu Store and Jingtian Store due to our business needs.

⁸ Includes staff deployed to Jufu Store and Jingtian Store from other operation points due to our business needs.

⁷ 包括因業務需要由聚福店及景田店調動至其他公司營運點之員工。

⁸ 包括因業務需要從其他公司營運點調入聚福店及景田店之員工。

KEY PERFORMANCE INDICATORS SUMMARY
關鍵績效指標總覽

	Year 年度	Gender 性別	Position 職級			Total 總數	Percentage of staff under training 培訓人數百分比
			Management 管理層	Managerial staff 經理人員	General staff 一般員工		
Number of staff under training 培訓人數	2018	Male		3	4	23	34%
	2018年	男性	2				
		Female	0	2	12		
		女性					
	2017	Male	6	22	84	299	90%
	2017年	男性					
	Female	2	16	169			
	女性						

	Year 年度	Gender 性別	Position 職級			Total 總數	Average training hours 平均培訓時數
			Management 管理層	Managerial staff 經理人員	General staff 一般員工		
Training hours 培訓時數	2018	Male		86	38	218	9.5
	2018年	男性	14				
		Female	0	22	58		
		女性					
	2017	Male	124	221	735	2,378	8.0
	2017年	男性					
	Female	29	109	1,160			
	女性						

KEY PERFORMANCE INDICATORS SUMMARY
關鍵績效指標總覽

	Year	Gender	Work injury cases	Number of working day lost due to work injury	Rate of work injury (per thousand staff)	Percentage of working day lost due to work injury	Number and rate of work related fatalities
	年度	性別	工傷個案	因工傷損失工作日數	每千名員工計工傷意外率	因工傷損失工作日百分比	因工作原因而死亡的人數及比率
Health and safety 健康與安全	2018	Male	0	0			
	2018年	男性			0%	0.00%	0%
		Female	0	0			
	2017	Male	2	19	9.58%	0.03%	0%
		2017年	男性				
		Female	1	13			
	2017年	女性					

	Year	Location	Total	Percentage of suppliers that implemented practices relating to engaging suppliers
	年度	地區	總數	執行相關聘用供應商慣例的供應商百分比
Number of suppliers 供應商數目	2018	Mainland China		
	2018年		1,222	100%
		中國內地		
	2017	Mainland China	681	100%
2017年		中國內地		

“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX

《環境、社會及管治報告指引》內容索引

Subject Areas 主要範疇	Description 內容	Page Index/Notes 頁碼索引/備註
A1 Emissions A1 排放物		
General disclosures 一般披露	Information on: 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) the policies; and 政策；及 (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. 遵守對發行人有重大影響的相關法律及規例的資料。	26, 30
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	31
A1.2	Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。	31–32
A1.3	The Group did not regularly collect statistics on the amount of waste produced during the Year; the relevant data will be disclosed in the next reporting year. 集團本年度未有恆常統計廢棄物的產生量；將於下一報告年度開始披露相關數據。	The Group did not regularly collect statistics on the amount of waste produced during the Year; the relevant data will be disclosed in the next reporting year.
A1.4	The Group did not regularly collect statistics on the amount of waste produced during the Year; the relevant data will be disclosed in the next reporting year. 集團本年度未有恆常統計廢棄物的產生量；將於下一報告年度開始披露相關數據。	The Group did not regularly collect statistics on the amount of waste produced during the Year; the relevant data will be disclosed in the next reporting year. 集團本年度未有恆常統計廢棄物的產生量；將於下一報告年度開始披露相關數據。
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	26–28
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 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。	29
A2 Use of Resources A2 資源使用		
General disclosures 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)的政策。	26
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及/或間接能源總耗量及密度。	32
A2.2	Water consumption in total and intensity. 總耗水量及密度。	33
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	26–28
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	29
A2.5	Total packaging material used for finished products. 製成品所用包裝材料的總量。	33

“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX

《環境、社會及管治報告指引》內容索引

Subject Areas 主要範疇	Description 內容	Page Index/Notes 頁碼索引/備註
A3 The Environment and Natural Resources		
A3 環境及天然資源		
General disclosures 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	26
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 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。	30
B1 Employment		
B1 僱傭		
General disclosures 一般披露	Information on: 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 遵守對發行人有重大影響的相關法律及規例的資料。	15, 19
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	33
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	34
B2 Health and Safety		
B2 健康與安全		
General disclosures 一般披露	Information on: 有關提供安全工作環境及保障僱員避免職業性危害的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 遵守對發行人有重大影響的相關法律及規例的資料。	18–19
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	36
B2.2	Lost days due to work injury. 因工傷損失工作日數。	36
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	18–19

“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX
《環境、社會及管治報告指引》內容索引

Subject Areas 主要範疇	Description 內容	Page Index/Notes 頁碼索引/備註
B3 Development and Training B3 發展及培訓		
General disclosures 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	16–17
B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management). 按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。	35
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	35
B4 Labour Standards B4 勞工準則		
General disclosures 一般披露	Information on: 有關防止童工或強制勞工的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 遵守對發行人有重大影響的相關法律及規例的資料。	19
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	19
B5 Operating Practices B5 供應鏈管理		
General disclosures 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	22–23
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	36
B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	22–23, 36

“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX
《環境、社會及管治報告指引》內容索引

Subject Areas 主要範疇	Description 內容	Page Index/Notes 頁碼索引/備註
B6 Product Responsibility B6 產品責任		
General disclosures 一般披露	Information on: 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 遵守對發行人有重大影響的相關法律及規例的資料。	20–22
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	22
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	20–21
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。	21
B7 Anti-corruption B7 反貪污		
General disclosures 一般披露	Information on: 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) the policies; and 政策；及 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 遵守對發行人有重大影響的相關法律及規例的資料。	24
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	24
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	24

“ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) REPORTING GUIDE” CONTENT INDEX
 《環境、社會及管治報告指引》內容索引

Subject Areas	Description	Page Index/Notes
主要範疇	內容	頁碼索引／備註
B8 Community Investment		
B8 社區投資		
General disclosures	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.	25
一般披露	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	
B8.1	Focus areas of contribution. 專注貢獻範疇。	25



SHIRBLE DEPARTMENT STORE

歲寶百貨

