

# Christine International Holdings Limited

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 01210

**Technology Contributes to Healthier Life**



**Environmental, Social and Governance Report**

**2018**

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## About the Report

This is the Environmental, Social and Governance Report (the “ESG Report”) released by Christine International Holdings Limited (the “Company” or “Christine” or “We” or “Our”) for the year 2018. The content of the ESG Report covers the performance in environment, society and governance (“ESG”) of the Company and its branches and subsidiaries (the “Group”) in its major operating locations (i.e. the mainland of China).

The ESG Report is prepared by reference to the Environmental, Social and Governance Reporting Guide (the “Guidelines”) issued by Hong Kong Exchanges and Clearing Limited (“HKEX”). As an enterprise engaging in food production and sales, Christine understands the importance of ESG for the future development of the Group and has hence prepared this ESG Report. This is not only our consistent objective in compliance with regulations and rules, but also our determination in integrating our highest concerns of environment and society into the Group’s daily operations.

### Scope of reporting

The reporting period for this ESG Report is from 1 January 2018 to 31 December 2018. This ESG Report covers the Group, the Group’s factories and all stores. This ESG Report succinctly presents the environmental, social and governance ideals of Christine, the overall performance of the Company’s core business in terms of the economy, environment and society as well as work highlights.

### Source of data

The data in this ESG Report stems from the Group’ s official documents and statistical reports, as well as statistical data provided by the Company’ s subsidiaries based on relevant corporate systems. The last chapter of this ESG Report consists of an index for your easy reference.

### Contact method

Whether you are our staff, clients, partners, industry associations, government departments, general public, media or social organizations, you are welcomed to read this ESG Report and send your feedback and suggestions to us by email so that the Group can continuously improve its ESG performance.

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## About Christine

## Corporate Profile

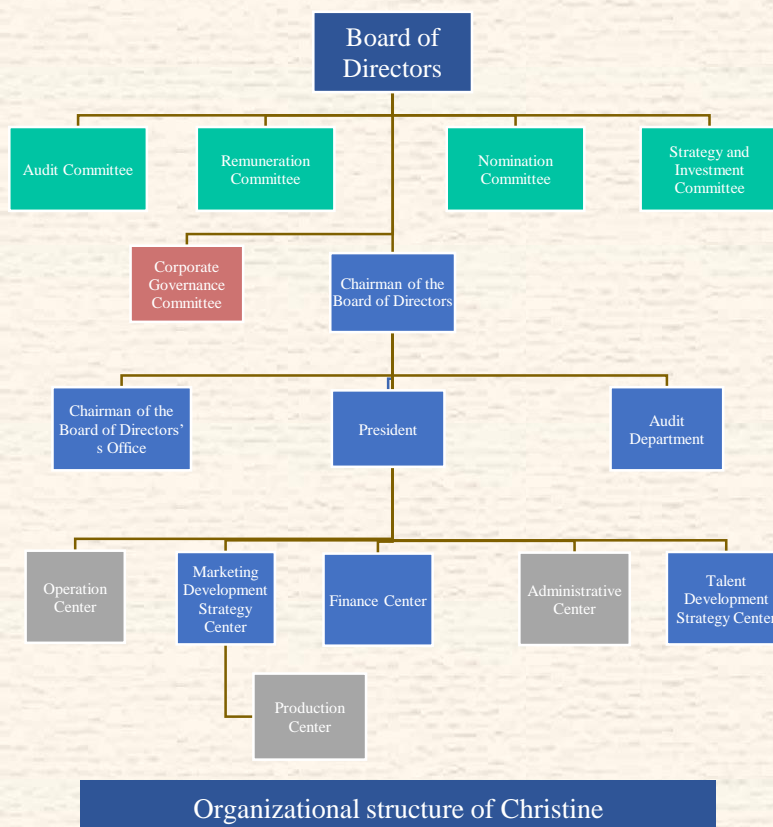
Christine was established on 8 August 1992 and was listed on the Main Board of HKEX on 23 February 2012. Christine is a bakery chain operator engaged in both production and sales.

Christine's retail outlets are mainly distributed in prime locations in the Yangtze River Delta region, including Shanghai, Jiangsu Province and Zhejiang Province. As of 31 December 2018, we had a total of over 586 retail stores forming a multichannel retail network. By operating through convenience stores, subway stores, flagship stores and European style fresh-bake stores, we attract various types of customers. We produced and sold more than 2,200 varieties of bread, cakes, moon cakes, pastries and various other bakery products. We also launch a variety of new products every month to meet different needs. Christine has five centralized bakery factories, which centralize material procurement and emphasize on safety, nutrition and stability of the quality of our products. Besides introducing new varieties of bakery products, Christine also focuses on research and development and helps customers to "bring a healthy life home". Our reputation and brand value is widely recognized by consumers. We have won various awards, including the "Shanghai Famous Trademark" (上海市著名商标), over the past years.



## ■ Corporate Governance

In accordance with the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Listing Rules”) and relevant applicable laws and regulations, the board of directors (the “Board of Directors”) of Christine International Holdings Limited is committed to establishing efficient internal corporate governance practices and procedures so as to create an environment for the steady and sustainable development of the Group, enhance the confidence of shareholders, and protect the interests of shareholders. The Board of Directors consists of the audit committee, the remuneration committee, the nomination committee and the strategy and investment committee. As of 31 December, 2018, the Board of Directors is composed of 13 members, including 5 executive directors, 4 non-executive directors and 4 independent non-executive directors. The Board of Directors has a balanced structure and adopts a policy of pluralism on its membership. In identifying and selecting members of the Board of Directors, the nomination committee will take into account all the traits of a candidate, including but not limited to gender, age, cultural and educational background, professional qualifications, expertise, knowledge, and industrial and regional experience in order to meet the business needs of the Group. With relevant expertise and rich experience in corporate and strategic planning, the directors can contribute to the development of the Group's business. The meetings Board of Directors will be hold regularly, four times a year, and is responsible for reviewing and approving the content of the Group's ESG Report.



With a view to ensuring the legal and regulatory compliance of its operation and management, the security of its assets, and the faithfulness and completeness of its financial reports and related information, Christine has put in place a risk management and internal control system. Christine ensures the effectiveness and reasonableness of the risk management and internal control system by setting up a monitoring and controlling framework, including the Board of Directors, audit committee, management and internal audit department.



## Monitoring and Controlling Structure of Christine



## Sustainability Strategy

The Board of Directors is responsible for formulating the sustainability strategy and plans of the Group; the corporate governance committee and the senior management of the Group are responsible for formulating specific governance measures for corporate sustainability and overseeing the implementation of subordinate organizations; the heads of the centers, departments and subsidiaries of the Group are responsible for implementing these measures as planned. During the reporting period, Christine further interpreted and defined the strategic objectives of sustainable development:

- Green development is the main embodiment of Christine's environmental responsibility. The Group is committed to investing in energy conservation and emissions reduction and actively promotes its own green and healthy development, regarding building an environment-friendly business as one of its strategic goals of sustainability.
- Putting people first is the main embodiment of Christine's responsibility for its staff. Our current success wouldn't have been possible without the hard work of our staff. We are committed to providing staff with a working environment of equal opportunity to stimulate their potential and promote the growth in our value.
- Quality products are the main embodiment of Christine's product responsibility. The Group has been committed to offering quality products and services to customers, making us stand out from many competitors in the bakery industry.
- Supply chain responsibility. We also cooperate with creditable suppliers and provide reliable high-quality services in an honest and clean manner. Promoting the establishment of a green supply chain is of great strategic significance to the sustainability of the Group.
- Building harmonious communities is the main embodiment of Christine's social responsibility. Always adhering to the concept of harmonious development characterised by “serving the country, benefiting society, seeking for win-win outcome and growing together”, the Group is actively involved in community development and public charities.

## Brand ♦ Story

There is a gratitude, for which we convey  
our gratefulness from heart with hands  
and guard the life-long happiness with  
promise.

The taste of happiness is from Christine.



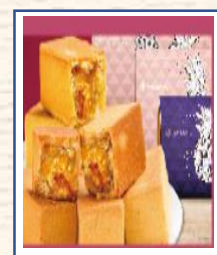
## Brand ♦ Persistence



To date, all of Christine's  
products are traceable.



From the upstream procedure such  
as the procurement of raw materials  
to the production, distribution, sales,  
and ultimately to the hands of  
consumers, all processes have  
detailed records forming a “reliable  
supply chain”.

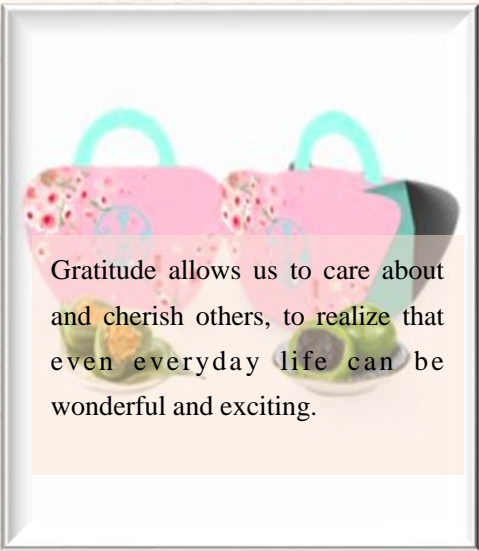


We insist on the Company's  
ideology that “There is no  
product that cannot be sold.  
There is only quality that  
cannot be sold”.

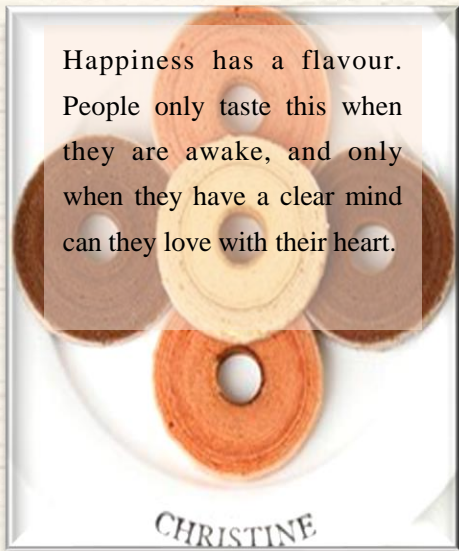


■ Brand Ideology

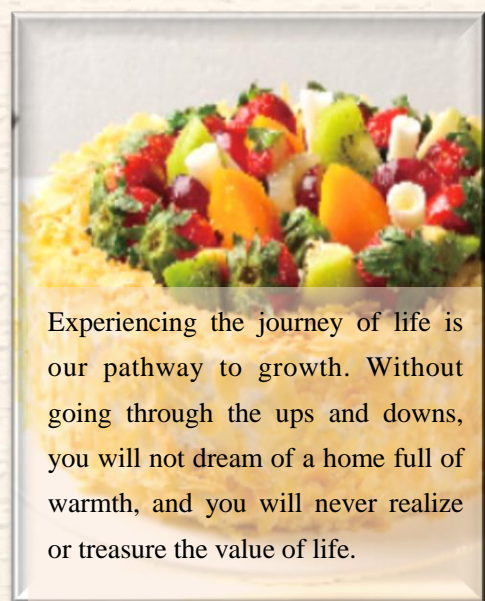
Gratitude



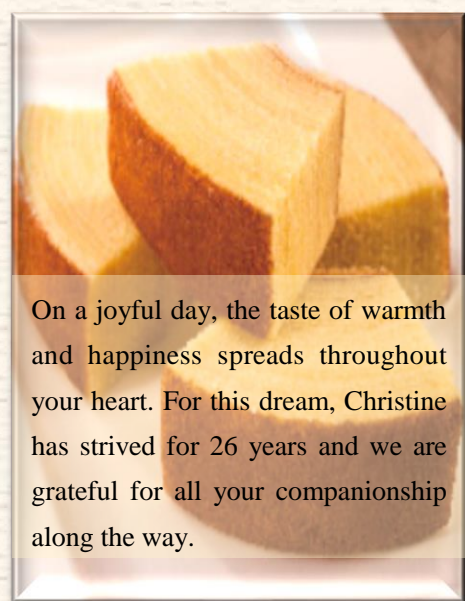
Happiness



Experience



Dream



## Green Development

### ■ Energy Conservation and Emissions Reduction

The Group is committed to investing in energy conservation and emission reduction, implementing multiple energy conservation and emission reduction improvement measures, with a focus on the management of sewage, carbon emissions, and other wastes. Combining strict management with positive guidance, we make intensive efforts to carry forward the building of an environment-friendly business.



The wastes generated by the Group's production enterprises mainly include sewage and hazardous solid waste. The Group does not generate any hazardous waste in its production and operation.

Table of Total Emissions

Emissions (Unit)	2018	2017	Year-on-year change between 2018 and 2017
Total volume of sewage (Ton)	111,145.20	95,968.16	15.81%
Average volume of sewage for finished good (Kilogram/unit)	1.38	0.97	42.27%
Total discharged non-hazardous solid waste (Ton)	131.58	107.21	22.73%
Average volume of discharged non-hazardous solid waste for finished goods (Gram/unit)	1.63	1.08	50.93%



The Group has been actively promoting the implementation of water conservation projects such as "condensed water recycling" to achieve circular use of food manufacturing wastewater. On the principles of "reduction at source, control in the process and treatment at the end", we have continually improved the recycling rate of manufacturing wastewater in the factories and reduced the consumption of raw water.

Meanwhile, all manufacturing gases generated by the Company is discharged after being filtered by activated carbon absorption devices with an absorption rate of up to 90%. All of its manufacturing wastewater is discharge after being treated by the oil separator, regulation tank, anoxic tank, aerobic tank and sedimentation tank. Sewage and pollutants are discharged in accordance with the Integrated Wastewater Discharge Standards (GB8978-1996) of China.



The Group endeavours to minimize wastes generated during production. During the reporting period, the non-hazardous solid wastes produced in factories were mainly waste edible grease and raw and auxiliary materials which could not be used for production.



Waste Oil Management System, Waste Control Management System and other management measures for strict standardization of waste disposal procedures, the Group clearly requires that factories are prohibited from delivering wastes to the collection and disposal units not recognized by the city appearance and environmental sanitation management authority for treatment, to ensure that the wastes generated will be properly treated by formal organizations.

## Energy Intensity

Christine has constantly strengthened publicity and education on energy conservation and consumption reduction, and actively carried out special training on environmental protection and regular emergency response drills. By organizing expert lectures and putting up special bulletin boards on environmental protection, we have stepped up efforts to publicize the new Environmental Protection Law and relevant rules and regulations, striving to enhance the legal sense and environmental awareness among managers and workers. During the reporting period, the Group has taken various effective measures to enhance energy conservation and emissions reduction, and there is no issue in sourcing water.



### Emissions reduction measures of Christine

#### Measures

- Regular inspection was performed on compressed air and water pipelines of production equipment in factories to prevent leakage;
- Factories strengthened the process management of workshop cleaning, reduced the use of running water in cleaning, strictly controlled the opening hours of staff dormitories and bathrooms, eliminate washing of clothes and other items in bathrooms;
- The Group thoroughly promoted paperless office to reduce the use of paper;
- Regular inspection and repair were conducted by our factories for steam pipelines and insulating layer of heat supply pipeline to prevent heat loss;
- Factories consolidated the existing resources of refrigerated storage to ensure that refrigerated logistics storage was used once a week to reduce electricity consumption;
- The use of hot water in daily activities was reduced, and areas where hot water was not needed was closed in summer to reduce the use of natural gas.



Data	List of Total Energy Consumption			
	Energy Type (Unit)	2018	2017	Year-on-year change between 2018 and 2017
	Total volume of water consumption (Ton)	233,831.00	240,319.20	-2.70%
	Average water consumption for finished goods (Kilogram/unit)	2.90	2.42	19.83%
	Total electricity consumption (kWh)	15,681,055.00	15,472,002.96	1.35%
	Average electricity consumption for finished goods (kWh/unit)	0.19	0.16	18.75%
	Total natural gas consumption (Cubic meter)	629,826.00	605,766.00	3.97%
	Average natural gas consumption for finished goods (Cubic meter/unit)	0.0078	0.0061	27.87%
	Total transported diesel fuel consumption (Ton)	107.37	214.26	-49.89%
	Average transported diesel fuel for finished goods (Gram/unit)	1.33	2.16	-38.43%
	Total greenhouse gas emissions (Ton)	9,176.07	10,776.99	-14.85%
	Average greenhouse gas emissions for finished goods (Kilogram/unit)	0.12	0.11	9.09%

Since its establishment in 1992, Christine has been building up its presence across the Yangtze River Delta region, with a complete and sound logistics and distribution system set up in the region. With a combination of both online sales and offline outlets now, it holds a significant status among competitors in the bakery industry in the Yangtze River Delta region.

Jiangsu, Shanghai and Zhejiang are all major provincial-level economies in China, where the residents generally enjoy quality of life higher than the national average and have a greater demand for bakery products. Although there are many competitors, we are confident that we will continue to grow in the highly competitive bakery industry with high-quality products and services.



The Group actively advocates the idea of saving resources and jointly building green cities, so we have redesigned product packaging, making it more attractive and environment-friendly, in a bid to minimize the use of packaging. Compared with 2017, the Group used a total of 1,427.07 tons of packaging in 2018, down 55.53%, and its use of packaging per unit of products fell by 45.23%. The main reasons for the reduction in packaging consumption are as follows:

- The total production in 2018 decreased by 18.8% from 2017;
- Factories used fewer plastic packaging boxes in 2018 than in 2017 by replacing them with paper cartons;

The statistics of packaging materials used				
Data	Type of Packaging Materials (Unit)	2018	2017	Year-on-year change between 2018 and 2017
	Plastic packaging film (Ton)	216.44	306.45	-29.37%
	Plastic packaging box (Ton)	176.96	2,356.00	-92.49%
	Glass (Ton)	-	17.02	-100.00%
	Foam box (Ton)	9.68	19.60	-50.63%
	Packaging paper carton (Ton)	1,023.99	510.30	100.66%
	Total (Ton)	1,427.07	3,209.37	-55.53%
	Average packaging materials used (Gram/unit)	17.71	32.34	-45.23%



## Harmonious Coexistence and Green Development

The Group bans the use of all prohibited substances listed in national laws and regulations that may adversely affect human health and the environment during our food production processes. Meanwhile, our business nature also makes us an enterprise which does not have a significant impact on the environment and natural resources.

We will continue to improve production processes and upgrade facilities to avoid misuse and depletion of natural resources. In addition, we have established an emergency response mechanism for handling environmental accidents. The task force quickly responds to accidents and reduces the damage of accident to the environment.

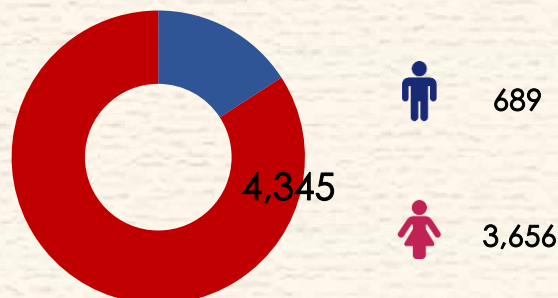
In addition to existing national and provincial-level environmental protection regulations and standards, we also take the initiative to issue an environmental protection proposal to employees of subsidiaries, suppliers and partners to jointly improve the quality of the environment.



## Putting People First

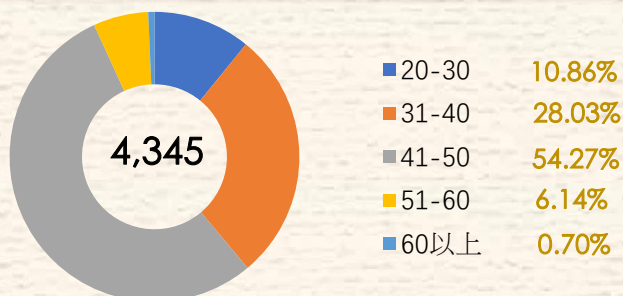
### Human Resources Overview

In 2018, Christine had 4,345 employees, predominantly female. Among them are 3,656 female employees, accounting for 84.14%, and 689 male ones, accounting for 15.86%.



Total workforce (by gender and rank)

Rank	Male	Female	Total
Senior management of the Company	10	10	20
Middle management of the Company	17	38	55
General staff	662	3,608	4,270
<b>Total</b>	<b>689</b>	<b>3,656</b>	<b>4,345</b>



All of our employees are based in the Eastern China region and their ages mainly fall within 30-50, totalling 3,576 or 82.3%.

Total workforce (by age and rank)

Rank	20-30	31-40	41-50	51-60	> 60	Total
Senior management of the Company	0	3	9	5	3	20
Middle management of the Company	0	18	26	10	1	55
General staff	472	1,197	2,323	252	26	4,270
<b>Total</b>	<b>472</b>	<b>1,218</b>	<b>2,358</b>	<b>267</b>	<b>30</b>	<b>4,345</b>



Total workforce (by region and rank)				
Rank	Shanghai	Eastern China (excluding Shanghai)	Other regions	Total
Senior management of the Company	12	8	0	20
Middle management of the Company	25	30	0	55
General staff	2,399	1,871	0	4,270
<b>Total</b>	<b>2,436</b>	<b>1,909</b>	<b>0</b>	<b>4,345</b>

In 2018, employee turnover of the Company was relatively frequent. During the year, 1,169 new employees joined us. 1,393 employees left, of which 1,106 were female which accounted for 79.4% of all leaving employees.

Our staff mainly consists of production staff at factories and sales personnel at retail stores, among which female workers account for a higher ratio. The mobility of staff in this dimension is more apparent and has contributed to a higher overall turnover rate of the Company.

Employee turnover (by region, gender and age)							
Employee turnover		20-30	31-40	41-50	51-60	> 60	Total
Male	Shanghai	56	24	36	17	2	135
	Eastern China	78	34	26	10	4	152
	Others	0	0	0	0	0	0
	Sub-total	134	58	62	27	6	287
Female	Shanghai	117	160	224	46	0	547
	Eastern China	218	178	135	28	0	559
	Others	0	0	0	0	0	0
	Sub-total	335	338	359	74	0	1,106
<b>Total</b>		<b>469</b>	<b>396</b>	<b>421</b>	<b>101</b>	<b>6</b>	<b>1,393</b>

## Staff Rights and Interests



Office Environmental



Workshop Environmental

The group has set up a human resource management center to manage recruitment, promotion, salary and welfare, dismissal and other related processes. We have developed a detailed Staff Handbook, which contains clear provisions on equal employment, dismissal, prohibition of child and forced labour, remuneration and benefits, etc.

We also need to ensure the fairness and impartiality of the entire recruitment process through stringent review and approval procedures.

The Group strictly abides by national and local laws and regulations in terms of working hours and leave/vacation arrangements, so that employees can enjoy leaves/vacations they deserve from work to maintain good physical and mental health.



Christine cannot grow without the unity and cooperation of its employees. We have put in place a sound promotion mechanism to reward staff who have contributed to the success of the Company; we are committed to creating a harmonious workplace so that employees can joyfully devote themselves to work; we also make every effort to advocate equal employment and ensure that employees are not discriminated against on the grounds of race, nationality, skin colour, religious belief, physical disability, gender, social group or marital status.

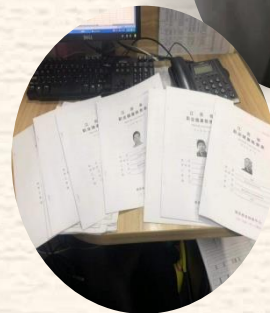


## ■ Staff Health and Safety

We value the health and safety of staff, perform occupational health management for staff in strict accordance with the Labour Law of the PRC, the Regulations on Work-related Injury Insurance and other relevant national laws and regulations, and purchase basic social insurance covering pensions, medical care, unemployment, work-related injuries, and maternity for staff according to the relevant laws.

We have formulated and strictly implemented workplace safety and precaution measures and regulations, post responsibility system and operation rules, in a bid to ensure that health and safety management is institutionalized, operation process is standardized, and responsibilities are well-defined. We clearly define the safety responsibilities of personnel at all levels through systems and processes, making functional departments and personnel at all levels are responsible for workplace safety within the scope of their respective work. During the reporting period, no employee was injured at work in the Group and its factories.

Each year, we provide free health check-up for employees, and extra specialized occupational health check-up for employees working at posts exposed to occupational hazards, in an effort to ensure that employees meet with the relevant requirements and stay healthy. We also offer training programs on occupational disease prevention for our employees, promote the use of labour protection equipment, and enhance their awareness of occupational health.



## Talent Development and Training

The Group has constantly implemented the employment approach of "selection, employment, development, promotion and retention", providing all kinds of professional skills and management training to develop junior staff into middle and senior managers, helping them achieve promotion with ever-growing quality and capability.



In 2018, 8,090 hours of training were provided by the Group through different forms of internal and external training, involving 2,293 trainings attended by employees in total at various levels. The trainings mainly covered the Company's organizational strategy and corporate culture, employee's basic working skills, employee's business knowledge, orientation to new employees, and other areas.



Employees, in particular talented employees, are the backbone of corporate development. The Group continues improving its occupational education and training system, creating equal development opportunities for employees, and taking training as the driving force of enhancing the quality and career development of employees.



## Training of employees (by rank)

Rank	Employee turnover	No. of trainings attended by employees	Average training percentage	Total training time (by hours)	Average training hours completed per employee (by hours)
Middle and senior management	75	22	29.33%	116	1.55
General staff	4,270	2,271	53.19%	7,974	1.87
<b>Total</b>	<b>4,345</b>	<b>2,293</b>	<b>52.77%</b>	<b>8,090</b>	<b>1.86</b>

## Training of employees (by gender )

gender	Employee turnover	No. of trainings attended by employees	Average training percentage	Total training time (by hours)	Average training hours completed per employee (by hours)
Male	689	117	16.98%	428	0.62
Female	3,656	2,176	59.52%	7,662	2.10
<b>Total</b>	<b>4,345</b>	<b>2,293</b>	<b>52.77%</b>	<b>8,090</b>	<b>1.86</b>

## Labour Standards

The Group strictly abides by the Labour Contract Law of the PRC and other laws, regulations and policies regarding human resources by adhering to equal employment, putting in place a fair, democratic, competitive and merit-based selection and employment mechanism, and entering into employment contracts with employees in accordance with the law which clearly provide for rights and obligations. The Company has also formulated a sound human resources management system, which has clear requirements on no use of child or forced labour and the termination of employment contracts. We prohibit all forms of employment discrimination and there are no child labour , forced labour and other violations.

## Quality Responsibility

### ■ Supply Chain Management

We are always committed to offering quality products and services to customers, and as a result we have stood out from a good number of competitors and maintained a solid presence in the bakery industry for more than 26 years. We also cooperate with creditable suppliers and provide reliable, high-quality services in a fair and honest manner, thereby becoming one of the leading brands in China's bakery industry.

In order to better optimize our supply chain management and manage and control potential risks in the supply chain, we have established a list of qualified suppliers to strengthen the screening of suppliers and standardize the relevant procedures and specific requirements for the access and elimination investigation of suppliers. In 2018, Christine had a total of 233 qualified suppliers.

Promoting the establishment of a green supply chain is of great strategic significance for the sustainability of the Group. We control our business processes including material procurement and service procurement by following our established procedures to protect the Group and related parties from any economic loss or brand influence.

Number of suppliers (by geographical region)		
No.	Province	Number
1	Zhejiang Province	36
2	Fujian Province	4
3	Guangdong Province	5
4	Hebei Province	2
5	Henan Province	1
6	Jiangsu Province	53
7	Liaoning Province	1
8	Tokyo	1
9	Shandong Province	1
10	Shanghai	120
11	Taipei	1
12	Tianjin	1
13	Beijing	7
合计		233



The Group has formulated measures for management of supplier selection and evaluation, which define the supplier selection principles, selection process, daily management, evaluation methods, etc.

We assess qualified suppliers according to their production scale, supply capacity, price advantage, quality assurance, corporate reputation, after-sales service and other factors, and confirm whether the supplier is in normal operation through regular tracking of suppliers' business information and re-assess the suppliers with abnormal operation conditions. At the same time, the creditworthiness of suppliers is regularly tracked and cooperation with suppliers with history of breaching agreed terms are frozen.

In addition, the Group will engage professional agencies to review the operating status of factories' food safety system and quality management system each year. At the end of each year, the purchase department will conduct an annual evaluation of the suppliers based on suppliers' quality qualification rates and field surveys. If the services provided by a supplier do not meet the requirements of the Company or may cause environmental impact and potential hazards, the purchase department will take measures to request for rectification within a certain time frame or remove such supplier directly from the list of qualified suppliers.

By combining pre- and post-control measures through supplier selection and supplier evaluation, the Group has not only provided re-assurance for supplier management, but also ensured the Company's commitment to fulfilling corporate social responsibilities.

## Supplier Management

● Formulating the methods for the selection, evaluation, and management of suppliers

● Supplier selection

- Comprehensive Evaluation: production scale, supply capacity, competitive advantages in prices, corporate reputation, after-sales services and other factors
- Follow up operation status on a periodic basis

● Regular supplier evaluation

- Regular review of food safety and quality management systems
- Annual evaluation: qualification rate of supply quality, on-site inspection

## Product Quality

We strictly complied with all the relevant laws and regulations relating to food safety in the food industry. The Group also obtained ISO9001 Quality Management System Certification and ISO22000 Food Safety Management System Certification to ensure that product quality meets consumer demands. Our attitude towards products of seeking excellence has determined that no product sold or shipped has ever been recalled due to reasons of safety and health issues.

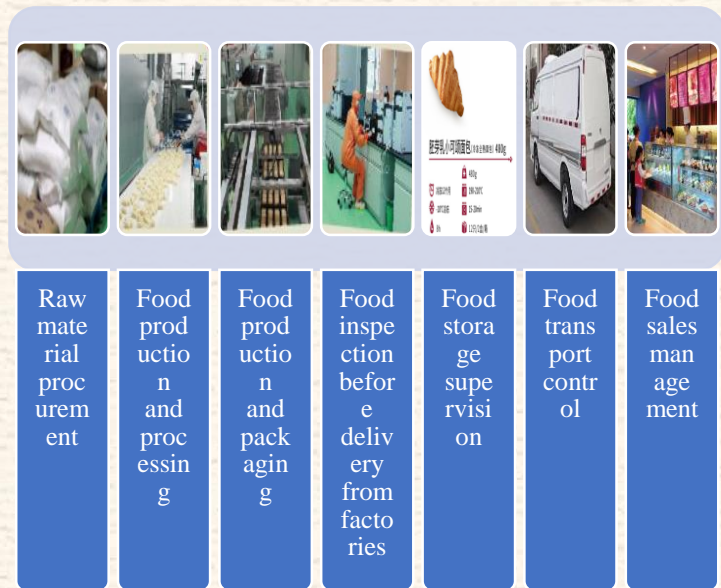
We attach importance to the inspection of raw materials and the supervision and management of production processes. Establishing a detailed, targeted operation process for different types of raw materials to ensure the quality and environment-friendliness of raw materials. The quality control department arranges quality inspectors to conduct on-site quality inspection on a daily basis. Random inspection mainly focuses on production processes and teams that are likely to violate the production standards according to the statistics compiled by the quality department, so as to ensure that the production steps and equipment operation status have complied with the relevant quality standards.



Normally, food quality assurance covers seven aspects including raw material procurement, food production and processing, food packaging, food inspection, food storage, food transport and food sales.

The final quality of food depends on the output quality of different processes and their coordination.

The Group has established a sound quality management system and continues to enhance management control in all aspects for all-time food safety.



Process of food quality formation



## ■ High-quality Services

According to the Law on Protection of the Rights and Interests of Consumers, we have formulated and strictly implemented internal rules and regulations to clarify the work of each post, staff's authority and procedures to use customer information and clearly specify the management responsibilities of customer information, to prevent leakage of personal information of consumers and comprehensively protect customer information security.

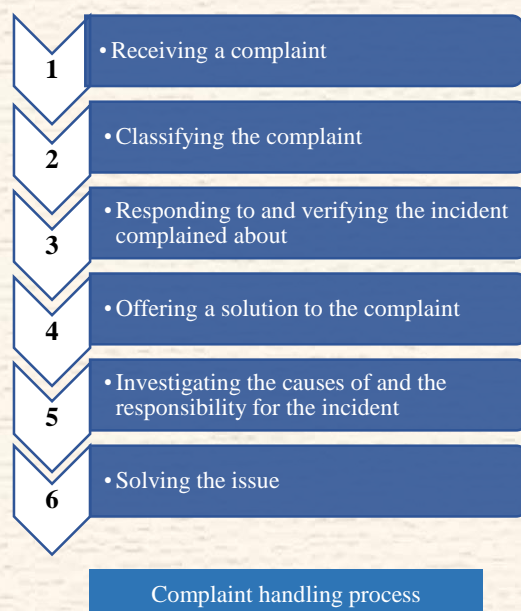
We focus on the protection of the Company's intellectual property rights of enterprises, and enter into confidentiality agreement with the relevant staff members. In addition, we also respect the intellectual property rights of others. We insist on the use of genuine application software to avoid security vulnerabilities and legal disputes arising from software copyright.

We attach importance to the experience and feelings of all our customers. In addition to strict control of product quality, we are more committed to listening to customers, optimizing products according to customer opinions, and making targeted improvement plans.

During the reporting period, we received a total of 338 complaints, of which 183 cases were product quality complaints, 147 cases were service-related complaints and 8 cases were complaints over expired coupons. We actively handle customers' complaints and seek to make improvements so that customers can truly experience the value of our services.

For product quality complaints raised by customers, shop assistants will actively communicate with the customers and report the case to the factory, customer service center at the headquarters and the quality management department. If the quality complaint is found to be substantiated after investigation, shop assistants will immediately carry out a product recall and compensate the customers according to the requirements of the national laws and the relevant policies of the Company. The Company's quality management department is responsible for investigating the cause of the incident and recovering damages from the responsible persons or departments on a timely basis.

We have been committed to building a sound product return system and customer feedback channels, aimed at protecting the rights and interests of consumers. We believe that only by making our customers feel valued can we establish stable customer loyalty, enabling us to keep advancing.



## Integrity and Justice

We have developed and strictly implemented the audit and reporting systems, and engaged independent auditors to conduct external audits of the Company, in a bid to prevent and control the occurrence of fraud and unethical practices through internal and external audits.

We undertake to abide by the laws and regulations on business operations. In order to combat corruption, we have not only strengthened the control of business processes, but also established a reporting policy, under which the company has set up a reporting mailbox. Employees have the right to report to the company suspected violations of national laws, regulations and policies, internal control issues, and other frauds. Meantime, the Company strictly keeps confidential the information of the reporting employees to ensure that they will not subject to any form of illegal revenge or discrimination as a result of the reporting.



During the reporting period, the Group did not find any violation of relevant laws and regulations or corrupt or fraudulent practice. As our business develops, we will further improve the anti-corruption system and continuously strengthen and intensify supervision, so as to provide effective protection for the Group's sustainable development.



## Jointly Building Harmonious Communities

The Group has always been adhering to the concept of harmonious development characterised by “serving the country, benefiting the society, seeking for a win-win situation and growing together”, giving full consideration and effectively responding to the appeals of stakeholders. We proactively participating in the activities of community to understand the needs of the community. It encourages all units of the Group to carry out assistance, volunteers, open day and other activities to further strengthen communication and contact with communities and establish a good corporate image.

During the reporting period, we cooperated with various non-governmental organizations, charitable organizations and social organizations and contribute our power through voluntary blood donation, care for nursing home and other ways.

### Community Engagement: Open House for Kindergarten Kids



#### Example

Children from Nanjing Fangyuan West Road Kindergarten paid a visit to the premises of Nanjing Christine Food Co., Ltd. Making full use of the environmental resources of the Group, this instructive and entertaining activity expanded the learning space of these young children and broadened their horizon by guiding them to learn how to practise, exchange and experience in a real-world setting.



## Index to the Environmental, Social and Governance Reporting Guide of HKEX

Aspect	General Disclosures & Key Performance Indicators	Our Feedback
<b>A. Environmental</b>		
<b>A1:</b>	<b>Emissions</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information on compliance with relevant laws and regulations that have a significant impact on issuers.	Green Development–Energy Conservation and Emissions Reduction
Key Performance Indicator A1.1	Types of emissions and respective emissions data.	Green Development–Energy Conservation and Emissions Reduction
Key Performance Indicator A1.2	Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g., per unit of production, per facility).	Green Development–Energy Intensity
Key Performance Indicator A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production, per facility).	There was very little hazardous waste in the Company's production and operation, so it is not disclosed
Key Performance Indicator A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production, per facility).	Green Development–Energy Conservation and Emissions Reduction
Key Performance Indicator A1.5	Description of measures to mitigate emissions and results achieved.	Green Development–Energy Conservation and Emissions Reduction, Energy Intensity
Key Performance Indicator A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Green Development–Energy Conservation and Emissions Reduction
<b>A2:</b>	<b>Use of Resources</b>	
General Disclosure	Policies on effective use of resources, including energy, water and other raw materials. Resources can be used in production, storage, transportation, buildings, electronic equipment, etc.	Green Development–Energy Intensity
Key Performance Indicator A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production, per facility).	Green Development–Energy Intensity
Key Performance Indicator A2.2	Water consumption in total and intensity (e.g., per unit of production, per facility).	Green Development–Energy Intensity
Key Performance Indicator A2.3	Description of energy use efficiency initiatives and results achieved.	Green Development–Energy Intensity
Key Performance Indicator A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Green Development–Energy Intensity
Key Performance Indicator A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced.	Green Development–Energy Intensity
<b>A3:</b>	<b>Environmental and natural resources</b>	
General Disclosure	Policies for mitigating the significant impact caused by issuers on the environment and natural resources.	Green Development - Harmonious Coexistence and Green Development
Key Performance Indicator A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Green Development - Harmonious Coexistence and Green Development



## Index to the Environmental, Social and Governance Reporting Guide of HKEX

Aspect	General Disclosures & Key Performance Indicators	Sections
<b>B. Social</b>		
<b>B1:</b>	<b>Employment</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information of relevant laws and regulations that have a significant impact on issuers.	Putting People First - Human Resources Overview, Staff Rights and Interests
Key Performance Indicator B1.1	Total workforce by gender, employment type, age group and geographical region.	Putting People First - Human Resources Overview
Key Performance Indicator B1.2	Employee turnover rate by gender, age group and geographical region.	Putting People First - Human Resources Overview
<b>B2:</b>	<b>Health and Safety</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information on compliance with relevant laws and regulations that have a significant impact on issuers.	Putting People First - Staff Health and Safety
Key Performance Indicator B2.1	Number and rate of work-related fatalities.	During the reporting period, no such incident occurred in the production and operation of the Company
Key Performance Indicator B2.2	Lost days due to work injury.	Putting People First - Staff Health and Safety
Key Performance Indicator B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Putting People First - Staff Health and Safety
<b>B3</b>	<b>Development and Training</b>	
General Disclosure	Policies regarding the improvement of knowledge and skills of employees in performing their duties; description of training activities. Training refers to occupational training and may include internal and external programs at the cost of the employer.	Putting People First - Talent Development and Training
Key Performance Indicator B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle managements).	Putting People First - Talent Development and Training
Key Performance Indicator B3.2	The average training hours completed per employee by gender and employee category.	Putting People First - Talent Development and Training
<b>B4</b>	<b>Labour Standards</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information on compliance with relevant laws and regulations that have a significant impact on issuers.	Putting People First - Labour Standards
Key Performance Indicator B4.1	Description of measures to review employment practices to avoid child and forced labour.	Putting People First - Labour Standards
Key Performance Indicator B4.2	Description of steps taken to eliminate such practices when discovered.	Plan for future disclosure

## Index to the Environmental, Social and Governance Reporting Guide of HKEX

Aspect	General Disclosures & Key Performance Indicators	Sections
<b>B. Social</b>		
<b>B5</b>	<b>Supply Chain Management</b>	
General Disclosure	Policies on managing environmental and social risks of the supply chain.	Quality Responsibility - Supply Chain Management
Key Performance Indicator B5.1	Number of suppliers by geographical region.	Quality Responsibility - Supply Chain Management
Key Performance Indicator B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Quality Responsibility - Supply Chain Management
<b>B6</b>	<b>Product Responsibility</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information on compliance with relevant laws and regulations that have a significant impact on issuers.	Quality Responsibility-Product Quality, High-quality Services
Key Performance Indicator B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Quality Responsibility-Product Quality
Key Performance Indicator B6.2	Number of products and service related complaints received and how they are dealt with.	Quality Responsibility - High-quality Services
Key Performance Indicator B6.3	Description of practices relating to observing and protecting intellectual property rights.	Quality Responsibility - High-quality Services
Key Performance Indicator B6.4	Description of quality assurance process and recall procedures.	Quality Responsibility-Product Quality
Key Performance Indicator B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Quality Responsibility-High-quality Services
<b>B7</b>	<b>Anti-corruption</b>	
General Disclosure	(a) Policies regarding the emissions of waste gases and greenhouse gases, discharge of pollutants to waters and lands, and generation of hazardous or non-hazardous wastes, etc. ; and (b) Information on compliance with relevant laws and regulations that have a significant impact on issuers.	Quality Responsibility - Integrity and Justice
Key Performance Indicator B7.1	Number of concluded legal cases regarding corrupt practices brought against issuers or its employees during the reporting period and the outcomes of the cases.	Quality Responsibility - Integrity and Justice
Key Performance Indicator B7.2	Description of preventive measures and whistleblowing procedures, how they are implemented and monitored.	Quality Responsibility - Integrity and Justice
<b>B8</b>	<b>Community Investment</b>	
General Disclosure	Policies regarding understanding the needs of the communities where it operates through engagement and ensuring that its business activities will accommodate community interests.	Jointly Building Harmonious Communities
Key Performance Indicator B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Jointly Building Harmonious Communities
Key Performance Indicator B8.2	Resources contributed (e.g. money or time) to the focus area.	Jointly Building Harmonious Communities



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