



佳華百貨控股有限公司 JIAHUA STORES HOLDINGS LIMITED

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

(Stock Code 股份代號：00602)

2019

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



Contents 目錄

| | | |
|---|--------------------|-------|
| About the Group | 關於本集團 | 2 |
| Message from the Board | 董事會的話 | 3 |
| About this Report | 關於本報告 | 4-6 |
| Sustainability Governance | 可持續發展管治 | 7-9 |
| Stakeholders Communication | 持份者溝通 | 10-11 |
| Operation Management | 營運管理 | 12-15 |
| Employment and Labour Practices | 僱傭及勞工常規 | 16-21 |
| Environmental Protection | 環境保護 | 22-25 |
| Community Investment | 社區投資 | 26 |
| Appendix – Compliance Status | 附錄 – 合規狀況 | 27 |
| Summary of Environmental and Social Key Performance Indicators | 環境及社會關鍵績效指標匯總 | 28-33 |
| Environmental, Social and Governance Report Guide Content Index | 《環境、社會及管治報告指引》內容索引 | 34-38 |



ABOUT THE GROUP

關於本集團

Jiahua Stores Holdings Limited (the “Company”) and its subsidiaries (collectively, “Jiahua Stores” or the “Group”) are principally engaged in the operation and management of retail stores and other related businesses and provision of financing services. Jiahua Stores currently operates a total of 12 retail stores and shopping malls directly in Shenzhen, Foshan and Guangxi of the PRC, with an operating area of around 214,000 square meters.

In 2019, the Group opened its second shopping mall, Guanlan Shopping Mall, in Longhua District, Shenzhen to gain market share. At the same time, the Group carried out operational reforms in five retail stores, implemented an operational responsibility system, and streamlined business processes. Looking ahead, the Group will strengthen its management and competitiveness and enhance its sales and brand image in the event of a slowdown in the retail industry. At the same time, the Group also explored various business models, including shopping malls, experience models, Internet+ and other integrated retail, and took advantage of network applications and physical stores to integrate online and offline resources to enhance customer experience. For details, please refer to the Group’s 2019 annual report.

佳華百貨控股有限公司(「本公司」)及其附屬公司(統稱「佳華百貨」或「本集團」)主要業務是經營及管理零售店及其他相關業務及提供金融服務業務。佳華百貨目前於中國深圳、佛山及廣西直接經營一共12家零售門店及購物中心，營運面積約21.4萬平方米。

二零一九年，本集團於深圳龍華區開設第二家購物中心－觀瀾購物中心，爭取市場份額。同時，本集團於五間零售門店進行營運改革，實行營運負責制，精簡業務流程。展望未來，本集團在零售業放緩的情況下，將加強管理及其競爭力，提升銷售及品牌形象。同時，本集團亦探索各項商業模式，包括購物中心、體驗模式、互聯網+等綜合零售，並利用網絡應用程式及實體店的優勢，整合線上線下資源，提升顧客體驗。詳情可參閱本集團之二零一九年年度報告。

GROUP BRANCH NETWORK

Retail stores

| | | | | | |
|----------------|-----------------------|-----------------------|--------------|--------------------|-------------------------|
| Shenzhen 深圳 | Longhua Store 龍華店 | Songgang Store 松崗店 | Foshan 佛山 | Yanbu Store 鹽步店 | |
| | Gongming Store 公明店 | Shajing Store 沙井店 | | Guangxi 廣西 | Dashatian Store 大沙田店 |
| | Xixiang Store 西鄉店 | Shiyan Store 石岩店 | | | Taoyuan Store 桃源店 |
| | Sanlian Store 三聯店 | | | | |
| | | | | | |
| | | | | | |

集團分店網絡

零售門店

Shopping malls

| | |
|----------------|--|
| Shenzhen 深圳 | Bantian Shopping Mall 坂田購物中心 |
| | Guanlan Shopping Mall (opened in 2019) 觀瀾購物中心(於二零一九年開業) |
| | |

MESSAGE FROM THE BOARD

董事會的話

As the new commercial mode changes, the Group understands that the retail industry needs to introduce various new operating models in order to enhance customers' consumption experience and meet customers' expectations. At the same time, in the face of the expectations of regulators and relevant stakeholders for the sustainable development of the Group, the Group undertakes to gradually improve its governance of sustainable development. Through cooperating and communicating with various stakeholders, we hope to reduce the consumption of resources and emissions of pollutants while improving the quality of life and pollution emissions, as well as reducing the impacts on the surrounding environment.

The Group understands the importance of communicating with stakeholders. During the year, the Group commissioned an external company to conduct a board questionnaire survey to understand the Board's views on the Group's sustainable development issues. In order to gain a deeper understanding of stakeholders' expectations of the Group's sustainable development, the Group will further strengthen communication with stakeholders and formulate relevant sustainable development policies and measures with reference to their opinions to enhance the Group's environmental, social and governance performance.

The Group is committed to upholding corporate ethics and integrity as well as providing quality services and products in the business process, and maintaining good relationships with customers and suppliers. The Group has formulated various quality management and verification procedures to ensure the products sold by the Group meet the requirements of food safety. The Group has also established an anti-fraud system and mechanism, implemented a clean commitment mechanism for managers, employees and supply chains, and formulated audit systems and processes to reduce corporate risks. The Group also values its employees and actively provides employees with a comprehensive employment system and various trainings. At the same time, the Group also provides employees with different development horizons and opportunities to enhance skills and their sense of belonging to the Group.

Facing various unstable economic, environmental and social factors in the future, the Group plans to incorporate sustainable development issues into corporate governance and risk management, and improves the functions of the Environmental, Social and Governance Working Committee and its working groups, help formulate sustainable development policies and long-term strategies in the future, prepare for future development opportunities and risks, thereby maximises the returns for shareholders.

Chairman
Zhuang Lu Kun
Shenzhen, the PRC
July 22, 2020

隨著新一代的商業模式改變，本集團明白零售行業需引入各項新的營運模式，從而提升客戶消費體驗及滿足客戶的期望。同時，面對監管機構及相關持份者對本集團可持續發展的期望，本集團承諾將逐步提升可持續發展管治，通過各持份者合作及溝通，在提升生活質量的同時，減少消耗資源及污染排放，以及減少對周邊環境產生影響。

本集團深明與持份者溝通的重要性。本集團於本年度委託外部公司進行一次董事會問卷調查，了解董事會對本集團可持續發展議題的看法。為了更深入瞭解持份者對本集團可持續發展的期望，本集團將進一步加強與持份者溝通，並參考他們的意見制定相關可持續發展政策及措施，提升本集團的環境、社會及管治的績效。

本集團致力在業務過程中秉持企業道德誠信及提供優質服務及產品，並與顧客及供應商保持良好的關係。本集團已制定各項品質管理及檢定流程，確保本集團所售賣的產品均符合食品安全的要求。本集團亦建立了反舞弊制度與機制，落實管理人員、員工及供應鏈的廉潔承諾機制，以及制定審計制度及流程，減低企業風險。本集團亦重視員工，積極為員工提供完善的僱傭制度以及各種培訓，同時亦為員工提供不同發展空間及機會，提升員工的技能以及員工對本集團的歸屬感。

面對未來各種不穩定的經濟、環境及社會因素，本集團計劃將可持續發展議題納入企業管治及風險管理當中，並完善環境、社會及管治工作委員會及其工作小組的職能，有助日後制定可持續發展的政策及長遠策略，為未來發展的機遇及風險做好準備，從而為股東創造更高的利潤回報。

董事長
莊陸坤
中國深圳
二零二零年七月二十二日

ABOUT THIS REPORT

關於本報告

This report is the fourth “Environmental, Social and Governance Report” published by Jiahua Stores (“This Report”), which reports on the Group’s ESG measures and performance during the year to increase relevant stakes. Understanding of the Group’s progress on sustainable development issues. This report has been prepared in Chinese and English and has been uploaded to The Stock Exchange of Hong Kong Limited (“Stock Exchange”) and the company’s website (<http://www.szbjh.com/>).

REPORTING SCOPE

This report compiles the environmental, social and governance performance from January 1, 2019 to December 31, 2019 (the “Year”). In addition, it covers 10 retail stores directly operating in Shenzhen, Foshan and Guangxi, and one Bantian Shopping Mall in Longgang District. This report also included the Guanlan Shopping Mall in Longhua District. The four-storey commercial property located at the Baoan Central District in Shenzhen, Guangdong the PRC, which serves as the headquarters office and leased property of the Group. The Group has a total operating area of approximately 214,000 square meters and the related operations account for 98.9% of the Group’s total revenue.

REPORTING GUIDE

This report is prepared in compliance with Appendix 27 of the Listing Rules promulgated by the Stock Exchange “Environmental, Social and Governance Reporting Guide” (“Guide”), and uses the following four reporting principles as the basis for preparing the report.

本報告為佳華百貨發表的第四份《環境、社會及管治報告》(「本報告」)，報告本集團於本年度在環境、社會及管治方面的措施和績效，以增加相關持份者對本集團於可持續發展議題進程的了解。本報告以中、英文編寫，並已上載至香港聯合交易所有限公司(「聯交所」)及本公司網站(<http://www.szbjh.com/>)。

報告範圍

本報告匯報於二零一九年一月一日至二零一九年十二月三十一日(「本年度」)之環境、社會及管治表現。本報告除了覆蓋10家位於深圳、佛山及廣西直接經營的零售門市及1家位於龍崗區的坂田購物中心之外，本年度亦新增龍華區的觀瀾購物中心，以及位於中國廣東深圳市寶安中心區之四層商業部份物業，作為本集團總部辦公室及出租物業用途。本集團的總經營面積約21.4萬平方米，有關營運佔本集團總收入98.9%。

報告準則

本報告遵守聯交所頒佈的上市規則附錄二十七《環境、社會及管治報告指引》(《指引》)編寫，並以下列四項匯報原則作為編寫報告的基礎。

| Reporting principles 匯報原則 | Interpretation 釋義 | Application of reporting principles 匯報原則的應用 |
|------------------------------|---|--|
| Materiality 重要性 | Focus on reporting on environmental, social and governance issues that have an important impact on the Group and its stakeholders. 重點匯報對本集團及其持份者產生重要影響的環境、社會及管治議題。 | The Group determines the impact of various environmental, social and governance issues on the Group’s operations through a board survey. Based on the results of the questionnaire survey, identify material ESG issues and make key disclosures. 本集團透過董事會問卷調查釐定各項環境、社會及管治事宜對本集團營運的影響。根據問卷調查結果，識別重大環境社會議題，作出重點披露。 |

About this Report (Continued)
關於本報告(續)

| Reporting principles 匯報原則 | Interpretation 釋義 | Application of reporting principles 匯報原則的應用 |
|------------------------------|--|--|
| Quantitative 量化 | Key performance data must be measurable and clearly state the calculation criteria and methods. 關鍵績效數據須可予計量，並清楚說明計算標準及方式。 | Where feasible, the Group makes records and estimates of quantitative information. For environmental data, the Group refers to the Stock Exchange's "How to Prepare the Environmental, Social and Governance Report" Appendix II: Environmental Key Performance Indicators Reporting Guide for Calculation. The quantitative data of social key performance indicators in this report come from the statistical records of relevant departments. 在可行情況下，本集團對量化資料作出紀錄及估算。針對環境數據，本集團參考聯交所的《如何準備環境、社會及管治報告》附錄二：環境關鍵績效指標匯報指引計算。本報告中社會關鍵績效指標的量化資料則來自相關部門的統計記錄。 |
| Balance 平衡 | The Group should objectively and truthfully report on its environmental, social and governance performance in the current year. 本集團應以客觀、真實地匯報本年度於環境、社會及管治方面的表現。 | This report is based on an objective and impartial manner to ensure that the information disclosed faithfully reflects the overall performance of the Group in environmental, social and governance aspects. 本報告以客觀、不偏不倚的方式進行匯報，確保披露的資訊如實反映本集團於環境、社會及管治方面的整體表現。 |
| Consistency 一致性 | Report disclosure should use consistent disclosure statistical methods to help stakeholders analyze and evaluate the organization's past and current performance. The organization should explain any changes to the method. 報告披露應採用一致的披露統計方法，以助持份者分析及評估機構過往及現時的績效。機構應就任何方法的變更作出解釋。 | Where feasible, the Group uses consistent data statistics to collect environmental, social and governance data. If there are any changes that may affect comparison with previous reports, the Group will add comments to the corresponding content of this report. 在可行情況下，本集團採用一致的數據統計方式統計環境、社會及管治數據，若有任何可能影響與過往報告做比較的變更，本集團將與本報告相應內容加入註解。 |



About this Report (Continued)
關於本報告(續)

CONFIRMATION AND APPROVAL

The Group endeavors to ensure that all the information presented in this report is accurate and reliable, and the materials cited are the official documents and statistical data of Jiahua Stores. This report was approved by the board of directors on July 23, 2020.

FEEDBACK

The valuable opinions and suggestions of various stakeholders can enable the Group to continuously improve the environmental, social and governance performance and build a more robust sustainable development strategy in the future. Feel free to contact the company via email (email address: esgreport@szbjh.com).

報告確認及批准

本集團竭力確保本報告所有呈現的資料均準確可靠，所引用的資料均為佳華百貨的正式文件和統計數據。本報告已於二零二零年七月二十三日獲董事會批准通過。

意見反饋

各持份者的寶貴意見和提議能使本集團持續提升環境、社會及管治的績效以及未來構建更健全的可持續發展策略。歡迎將意見透過電郵形式與本公司聯絡(電郵地址：esgreport@szbjh.com)。



SUSTAINABILITY GOVERNANCE

可持續發展管治

The Group believes that good corporate governance is the key to the Group's success. The board of directors has the role of formulating overall strategic policies and monitoring to help the Group achieve its strategic objectives.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

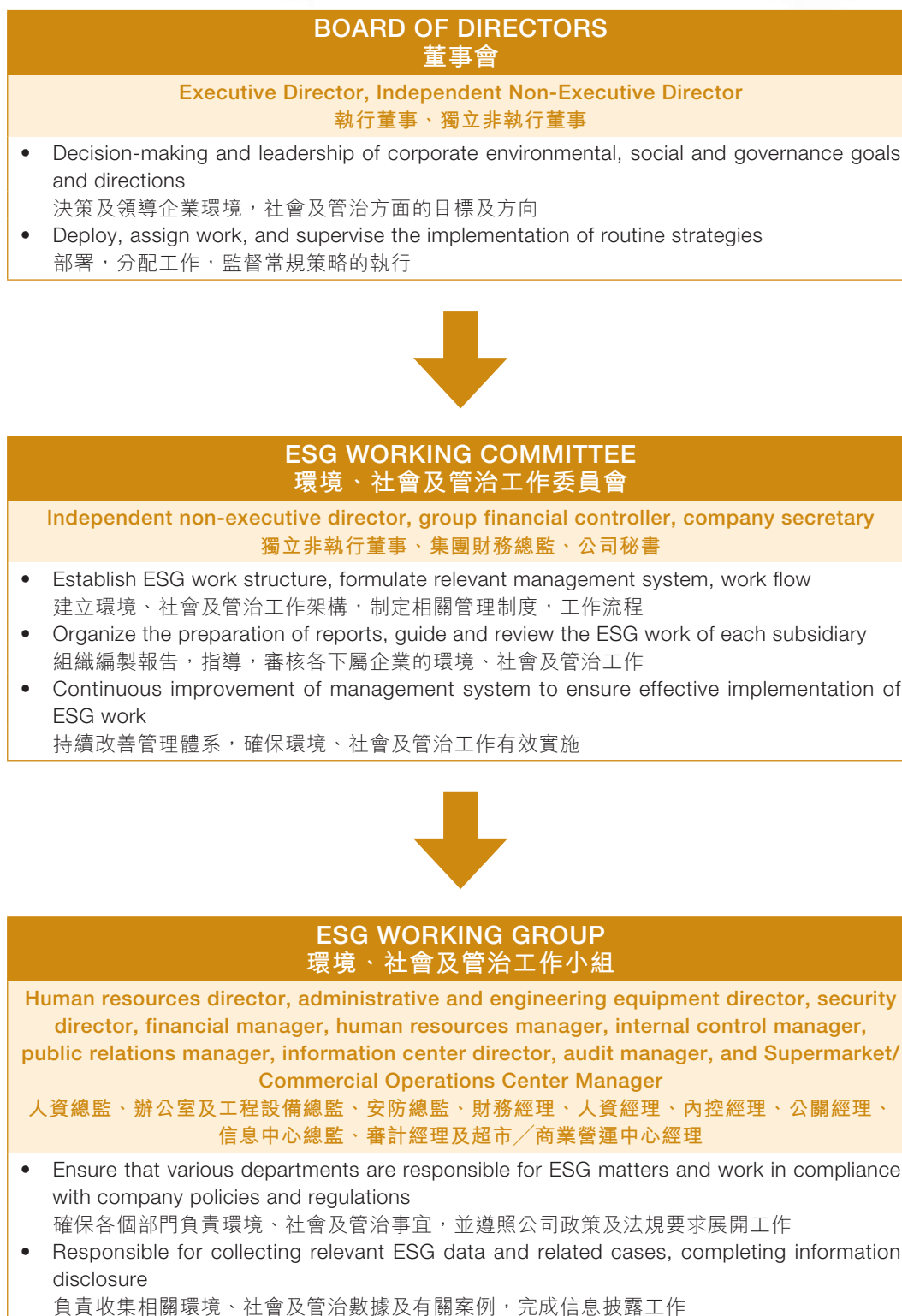
The board of directors of the Group directly supervises ESG matters and is responsible for formulating and implementing management strategies. The Group has an ESG working committee composed of independent non-executive directors, group financial controller and company secretary. The committee mainly formulates related management systems, organizes the preparation of reports and continuously optimizes the management system. The Group also provides clear guide to define the terms of reference of the ESG working committee to assist the committee in carrying out ESG related matters. The committee is an ESG working group, which is composed of the heads of various departments. Its main responsibilities are to implement and execute relevant ESG policies and measures, and to collect relevant data for report disclosure.

本集團深信良好的企業管治是本集團成功的關鍵。董事會肩負制定整體策略政策及監控的角色，協助本集團達致其策略目標。

環境，社會及管治架構

本集團董事會直接監管環境，社會及管治事宜，負責制定及執行管理策略。本集團設有環境，社會及管治工作委員會，成員分別為獨立非執行董事、集團財務總監及公司秘書。該委員會主要制定相關管理制度、組織編製報告及持續優化管理體系。本集團亦提供清晰指引界定環境，社會及管治工作委員會的職權範圍，以協助委員會執行環境，社會及管治相關事宜。委員會轄下為環境，社會及管治工作小組，由各部門的主管組成，主要職責為落實及執行環境，社會及管治相關政策及措施，並負責收集相關數據以作報告披露工作。

Sustainability Governance (Continued)
可持續發展管治(續)





Sustainability Governance (Continued)
可持續發展管治(續)

RISK MANAGEMENT

To ensure good corporate governance of the Group, the Group has formulated an enterprise risk management mechanism and internal control system. The Group has established a risk management organizational framework and is composed of the Group's board of directors, audit committee and senior management. The board of directors is responsible for determining the risks to be undertaken by the Group's policy objectives and reviewing the effectiveness of its system through the audit committee. During the year, the Board of Directors believed that the Group's risk management and internal control systems were effective.

The Group formulates risk management policies. Senior management needs to identify risks that adversely affect the achievement of the Group's objectives at least once annually, prioritize and formulate risk mitigation plans.

Looking ahead, the Group will gradually incorporate environmental and social risk factors into its risk management system and procedures to identify the Group's risks in this area and formulate response plans.

風險管理

為確保本集團良好企業管治，本集團已制定企業風險管理機制及內部監控系統。本集團已設有風險管理組織框架，並由本集團董事會、審核委員會及高級管理層組成。董事會負責釐定達成本集團策略目標應承擔的風險性質及程度，並透過審核委員會檢討其系統的有效性。本年度，董事會認為本集團的風險管理及內部監控系統有效。

本集團制定風險管理政策，高級管理層需至少每年一次識別對實現本集團目標造成不利影響的風險，並排列優先次序及制定風險緩解計劃。

展望未來，本集團將逐步把環境及社會風險因素納入其風險管理系統及程序，以識別本集團在該方面的風險及制定應對方案。



STAKEHOLDERS COMMUNICATION

持份者溝通

The opinions of stakeholders help the Group to review its own performance and potential risks, and formulate appropriate policies and measures to consolidate operation management and long-term business development. The Group communicates with various stakeholders through various channels in daily operations to collect their opinions. The key stakeholders of the Group are as follows:

持份者的意見均有助本集團審視自身表現及潛在風險，並制定合適的政策及措施，鞏固營運管理及長遠業務發展。本集團於日常營運中透過不同渠道與各持份者溝通，收集他們的意見。本集團的關鍵持份者如下：

Main stakeholders and communication channels

主要持份者及溝通渠道

| | |
|--|---|
| Board of Directors and employees 董事會及員工 | <ul style="list-style-type: none"> Board meeting 董事會會議 Employee activity 員工活動 Internal employee communication 內部員工通訊 |
| Suppliers and business partners 供應商及業務夥伴 | <ul style="list-style-type: none"> Supplier meetings and tour events 供應商會議及巡場活動 |
| Community groups 社區團體 | <ul style="list-style-type: none"> Public welfare activities 公益活動 |
| Investors and shareholders 投資者及股東 | <ul style="list-style-type: none"> Annual general meeting 週年股東大會 Company website – investor relations 公司網站 – 投資者關係 |
| Customers 客戶 | <ul style="list-style-type: none"> Customer inquiry hotline or email 客戶查詢熱線或電郵 Customer complaint mechanism 客戶投訴機制 |
| Regulatory authority 監管機構 | <ul style="list-style-type: none"> Stock Exchange announcement 聯交所公告 |

MATERIAL SUSTAINABILITY ISSUES

During the year, the Group commissioned an external consultancy company to conduct a board questionnaire survey to identify the most important sustainability issues for the Group's business operations. The Group has identified 6 important issues (marked in blue, sorted by importance) out of 12 environmental and social issues, and will focus on relevant issues in this report.

重大可持續發展議題

本集團於本年度委託外部顧問公司進行董事會問卷調查，識別對本集團業務營運最重要的可持續發展議題。本集團在12項環境及社會議題中釐定6項重要議題(以藍色標示，按重要性排序)，並在本報告中重點匯報有關議題。

| Issue category | 議題類別 | Sustainability issues | 可持續發展議題 |
|---------------------------------|---------|-----------------------------------|---------|
| Operation management | 營運管理 | Product responsibility | 產品責任 |
| Operation management | 營運管理 | Anti-corruption | 反貪污 |
| Employment and labour practices | 僱傭及勞工常規 | Employment | 僱傭 |
| Employment and labour practices | 僱傭及勞工常規 | Development and training | 發展及培訓 |
| Employment and labour practices | 僱傭及勞工常規 | Labour standards | 勞工準則 |
| Operation management | 營運管理 | Supply chain management | 供應鏈管理 |
| Employment and labour practices | 僱傭及勞工常規 | Health and safety | 健康與安全 |
| Environmental protection | 環境保護 | Environment and natural resources | 環境及天然資源 |
| Environmental protection | 環境保護 | Use of resources | 資源使用 |
| Community investment | 社區投資 | Community investment | 社區投資 |
| Environmental protection | 環境保護 | Emissions | 排放物 |
| Environmental protection | 環境保護 | Climate change | 氣候變化 |

Looking ahead, the Group will continue to strengthen communication with stakeholders and develop more diversified communication methods, so as to understand the opinions and expectations of stakeholders on the operations of the Group. Stakeholders' opinions help the Group improve relevant policies and measures, and respond more accurately to the expectations of stakeholders.

展望未來，本集團將持續加強與持份者溝通，開展更多元化的溝通方式，從而更了解持份者對本集團營運的意見及期望。持份者的意見有助本集團完善相關政策及措施，以及更準確回應持份者的期望。

OPERATION MANAGEMENT

營運管理

The Group is committed to providing customers with a quality shopping experience and establishing close and good relationships. The Group has formulated various policies related to supply chain and product management to ensure that products from procurement, sales to after-sales service meet customer expectations and requirements.

PRODUCT RESPONSIBILITY

As a department store retailer, the Group understands the importance of product quality and safety. The Group has established a quality management system and has established work processes for product quality audits in accordance with relevant requirements. The management system has been certified by the ISO 9000 quality management system. The Group has also formulated various policies related to product health and safety, customer service, personal privacy, advertising and labelling, including “health and product safety, privacy”, “commodity quality management system”, and “advertising release process” to protect customers health, safety and interests.

本集團致力為顧客提供優質的購物體驗，並建立緊密良好的關係。本集團已制定各項有關供應鏈及產品管理的政策，確保產品從採購、銷售以至售後服務均達到顧客的期望及要求。

產品責任

作為百貨零售商，本集團深明產品品質及安全的重要性。本集團已設立質量管理體系，並按相關要求訂立產品質素審核的工作流程，該管理體系已獲ISO 9000質量管理體系認證。本集團亦制定各項有關產品健康安全、顧客服務、個人私隱、廣告及標籤等政策，包括《健康和產品安全，私隱》、《商品質量管理制度》、《廣告發佈流程》，保障顧客的健康安全及利益。

Quality verification 質量檢定

To ensure that the products sold from the introduction to the sales process meet the requirements of quality and hygiene, all products sold must comply with the Group's packaging and quality regulations, and products that have obtained a quality approval can only be sold. The supermarket operation center of the Group manages product quality in accordance with the operation procedures of “commodity circulation management”. At the same time, the branch comprehensive management department needs to carry out quality inspections on products, and guide and coordinate employees to manage product quality and hygiene. The product quality inspection results will be recorded in the “commodity quality sampling inspection form”, which will be reviewed and followed up by the head of the quality management department.

At the same time, if any defective products are found in the sales outlets, the employees of the Group also have the obligation and right to complain to the supermarket operation center. The inspection team of the Group conducts monthly inspections at each branch to ensure that the branch meets the management requirements.

為確保所售賣的產品從引入到銷售的過程符合質量及衛生的要求，所有售賣的產品需符合本集團的包裝及品質規定，獲取合格證明的產品方可進行售賣。本集團的超市營運中心按照《商品流轉管理》操作流程管理產品質量。同時，分店綜合管理部需對產品進行質量檢查，並指導和協調員工管理產品質量及衛生。產品質量檢查結果將記錄於《商品質量抽檢單》，由品質管理部主管審核及進行後續處理。

同時，如在銷售門市發現任何不合格產品，本集團的員工亦有義務及權利向超市營運中心作出投訴。本集團的檢查小組於各分店進行每月一次的巡場評估，確保分店符合管理要求。

Operation Management (Continued)
營運管理(續)

Food safety
食品安全

The Group advocates food safety. The Group has formulated a quality control management system to manage food quality and reduce risks related to dangerous food. At the same time, the Group also actively promotes food safety, provides employees with food safety training, and provides customers with high-quality and safe food. In addition, the Shenzhen branch of the Group also reported all pre-packaged food information to the “Shenzhen Food Safety Traceability Credit Management System” to ensure that products will be traced in the event of a food safety incident in the future. No products have to be recalled for safety and health reasons this year.

本集團注重食品安全。本集團已制定食品安全管理體系，管理食品安全，減低食品安全相關風險。同時，本集團亦積極推廣食物安全，向員工提供有關食品安全的培訓，為顧客提供優質安全的食品。此外，本集團的深圳分店亦為所有預先包裝食品的資訊上報至「深圳市食品安全追溯信用管理系統」，確保日後產品在發生食品安全事故時得到追溯。本年度未有產品因安全與健康理由需要進行回收。

Advertising and
product labels
廣告及產品標籤

The Group regularly publishes product promotion advertisements on various media platforms such as large advertising boards, social networking pages and promotional leaflets. The Group needs to ensure that the advertising content needs to be produced and published in accordance with the requirements of the “Guide for Advertising Release” to ensure that the Group meets the requirements of relevant laws and regulations while implementing effective communication and promotion.

The products of the Group are attached with labels, such as the date of manufacture, the best date of consumption and the ingredients, so that customers can understand the product information. However, the Group currently does not have a complete product labeling policy. Looking ahead, the Group will plan to formulate relevant policies and guide to ensure that product labels are regulated.

本集團定期於各媒體平台，例如：大型廣告板、社交網頁及宣傳單張等渠道發佈產品宣傳廣告。本集團需確保廣告內容需按照《廣告發佈操作指引》的要求進行製作及發佈，保障本集團在實行有效傳播推廣的同時，符合相關法律法規的要求。

本集團的產品設有標籤，如列明其製造日期、最佳食用日期及成份，讓顧客了解產品的資訊。然而，本集團現時未有完整的產品標籤政策。展望未來，本集團將計劃制定相關政策及指引，確保產品的標籤得到規範。

Customer privacy
客戶私隱

The Group is committed to protecting customer personal data and privacy, and has formulated relevant policies to guide employees on how to collect, use, access and protect customer personal data. Customers can also inquire about the protection policies and measures of personal data at any time.

本集團承諾保障顧客個人資料及私隱，並已制定相關政策，指導員工如何收集、使用、存取及保護顧客個人資料。顧客亦可隨時向本集團查詢有關個人資料的保護政策及措施。

Operation Management (Continued)

營運管理(續)

Customer communication and complaint channels 顧客溝通及投訴渠道

The Group regularly conducts customer satisfaction surveys and has an online opinion form on its website to collect customer opinions. The Group also has a complaint mechanism to handle customer complaints. Customers can make complaints at the branch or through the telephone hotline. All complaints are handled by the receptionist staff of the Group's customer service, and the person in charge of the relevant department handles and follows up the complaint cases and feedbacks to customers. The Group has not received any complaint from customers during the year.

本集團定期進行顧客滿意度調查，並於其網站設有網上意見表，收集顧客的意見。本集團亦設有投訴機制，處理顧客投訴。顧客可於分店或透過電話熱線作出投訴。所有投訴均由本集團的客服專門接待人員處理，並由相關部門的負責人處理及跟進投訴個案，並反饋顧客。本集團於本年度未有接獲客戶投訴。

In addition, since intellectual property has no significant impact on the operation of the Group, the Group has no relevant policies.

此外，由於知識產權對本集團營運未有重大影響，本集團未有相關政策。

ANTI-CORRUPTION

In order to maintain the corporate integrity culture of the Group, the Group has established various anti-fraud systems, including the "Anti-fraud System" and the "Red Line Behavior Regulations" in accordance with the "Risk Control" and "Risk Control Framework". The Group's rules and regulations ensure compliance with professional ethics.

反貪污

為維持本集團企業廉潔文化，本集團根據《風控制度》及《風控框架》訂立各項有關反舞弊制度，包括《反舞弊制度》、《紅線行為規定》等，要求員工遵守法律及本集團的規章制度，確保符合職業道德準則。

The Group has an anti-fraud mechanism to standardize measures to prevent and stop fraud. At the same time, the Group sets up reporting and complaint channels for employees, including telephone, email and letters. All reported information shall be kept confidential, and the audit department shall establish an investigation team in accordance with the "Audit Investigation Process" to conduct an investigation and report to the senior management.

本集團設有反舞弊機制，規範預防及制止舞弊行為的措施。同時，本集團為員工設立舉報及投訴渠道，包括電話、郵箱及信函等。所有舉報的信息予以保密，並由審計部按照《審計調查處理流程》成立調查組作出調查，並向高級管理層報告。

In order to ensure that employees have a certain degree of understanding of anti-fraud and integrity ethics, the employees of the Group are required to receive relevant anti-fraud and professional ethics training during induction training. At the same time, the Group provides anti-fraud training for all employees annually and needs to sign the "Anti-fraud Management Responsibility Letter" or "Employee Integrity Commitment Letter".

為確保員工對反舞弊及誠信道德有一定程度的認識，本集團的員工在入職培訓中需接受有關反舞弊制度及職業道德培訓。同時，本集團每年為所有員工提供有關反舞弊的培訓，並需簽署《反舞弊管理責任書》或《員工廉潔誠信承諾書》。



Operation Management (Continued) 營運管理(續)

During the year, the audit department of the Group arranged an anti-fraud training for all employees. The main content was the definition of fraud, the meaning of anti-fraud and the Group's attitude towards fraud, and encouraged employees to report any fraud. In addition, in order to strengthen the Group's anti-fraud awareness and resilience, the Group also organized the risk control and audit department to participate in external training during the year to absorb anti-fraud knowledge and experience. The Group also puts anti-fraud posters at employees' workplaces to remind employees of anti-fraud information and reporting channels.

SUPPLY CHAIN MANAGEMENT

The Group is committed to implementing effective supply chain management and maintaining good business relationships with suppliers. The Group has established an online Jiahua Stores supplier service system to conduct tenders through online forms, and sets out relevant tender information and communication methods for investment personnel to suppliers to ensure fair tendering. The Group mainly considers three principles when selecting suppliers, including picking up nearby, purchase costs saving and taking goods as directly as possible, in order to save operating costs and reduce the impact of transportation exhaust emissions on the surrounding environment.

The Group also sets standards for food safety for suppliers to ensure the safety and hygiene of the food they supply. At the same time, in order to ensure that the performance of the suppliers continues to meet the requirements of the Group, the Group regularly communicates with the suppliers, understands the suppliers' supply and services, and resolves the related supply and service issues and makes corresponding improvement measures.

The Group had a total of 1,322 suppliers during the year, all of which were from Mainland China.

At present, the Group has not formulated a complete supply chain policy. Looking ahead, the Group will review the current mechanism for managing the environmental and social risks of the supply chain and consider formulating relevant policies to reduce the supply chain's operational risks to the Group.

本年度，本集團的審計部為所有員工安排一次反舞弊培訓，主要內容為有關舞弊行為的定義、反舞弊的意義及本集團對舞弊行為的態度，並鼓勵員工對任何舞弊行為作出舉報。此外，本集團於本年度亦組織風控及審計部參與外部培訓，加強對有關反舞弊的認識及應變能力。本集團亦於員工工作場所張貼有關反舞弊的宣傳海報，提醒員工有關反舞弊的資訊及舉報途徑。

供應鏈管理

本集團致力實行有效的供應鏈管理，與各供應商保持良好的業務關係。本集團已建立線上佳華百貨供應商服務系統，通過網上形式進行招標，並向供應商列明相關招標的資訊及招商人員的通訊方式，確保公平招標。本集團在選擇供應商時主要考慮三項原則，包括就近取貨、節省進貨費用及盡量直接取貨，以節省營運成本及減低因運輸廢氣排放對周邊環境所帶來的影響。

本集團亦為供應商設定有關食品安全的標準，確保所供應的食品安全衛生。同時，為確保供應商表現持續符合本集團的要求，本集團定期向供應商進行交流，了解供應商供貨及服務等情況，並解決有關供貨及服務問題及作出相應的改善措施。

本集團於本年度共有1,322間供應商，所有供應商均來自中國內地。

目前，本集團尚未制定完整的供應鏈政策。展望未來，本集團將檢討現時有關管理供應鏈環境及社會風險的機制，並考慮制定相關政策，減低供應鏈對本集團的營運風險。

EMPLOYMENT AND LABOUR PRACTICES

僱傭及勞工常規

The Group is committed to providing employees with an effective employment system and a good working environment. The Group has formulated various personnel policies and measures to protect the safety and rights of employees.

本集團致力為員工提供完善的僱傭制度及良好的工作環境。本集團已制定各項人事政策及措施，保障員工的安全及權益。

EMPLOYMENT SYSTEM

The Group has prescribed policies and regulations on remuneration and benefits, recruitment and promotion, dismissal, working hours and holidays, equal opportunities and anti-discrimination to ensure the protection of employees.

僱傭制度

本集團已訂明有關薪酬及福利、招聘及晉升、解僱、工作時數及假期、平等機會及反歧視的政策及規定，確保員工得到保障。

Salary and benefits 薪酬及福利

According to the “Remuneration and Welfare Management System”, the Group provides employees with competitive remuneration, assessment bonuses and various allowances according to their positions and performance. The Group regularly reviews and adjusts according to market remuneration levels. In addition to statutory benefits such as social insurance and housing provident fund, the Group also provides employees with medical insurance, holiday savings, employee dormitory and group health funds, etc.; employees can also receive birthday congratulations, transportation subsidies and holiday benefits.

本集團根據《薪酬福利管理制度》，按照員工的崗位及表現，為員工提供具市場競爭力的薪酬，以及考核獎金及各項津貼。本集團按市場薪酬水平定期作出檢討及調整。除社會保險及住房公積金等法定福利外，本集團亦為員工提供醫療保險、過節費、員工宿舍及團健經費等；員工亦可獲得生日祝賀、交通補貼及節日福利金等。

Recruitment and promotion 招聘及晉升

The Group conducts internal and external recruitment based on job requirements. The Group formulates a series of written examination, speech and dialogue recruitment procedures in accordance with the “Internal Recruitment Management Process” when conducting internal recruitment. The Group also evaluates employee qualification, experience and past performance, as well as its interview performance in accordance with the “Promotion Management System”, and provides opportunities for job promotion or position transfer.

When internal staff cannot meet the requirements of vacant positions, the Group will implement external recruitment and recruit suitable persons in accordance with the “External Recruitment Management Process”.

本集團根據崗位需求進行內外部招聘。本集團在進行內部聘請時根據《內部招聘管理流程》制定一系列的筆試、演講及答辯招聘程序。本集團亦按照《晉升晉級管理制度》評核員工資質經驗及過往業績，以及其面試表現，給予崗位晉升或平級調動的機會。

在內部人員不能滿足空缺崗位的要求時，本集團將實行外部招聘，按照《外部招聘管理流程》聘請合適的人才。

Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

| | |
|--|--|
| Dismissal 解僱 | <p>The Group and its employees may terminate the employment contracts as required, and give the other party an appropriate notice period and payment in lieu of notice in accordance with policies such as “Dismissal Policy” and “Resolution and Termination of Labour Contract”.</p> <p>本集團及員工可按需要提出終止僱傭合約，並按《解僱政策》及《勞動合同的解除和終止》等政策給予對方適當的通知期及代通知金。</p> |
| Working Hours and Holidays 工作時數及假期 | <p>The “Employee Time Management System” states that employees are required to work in accordance with the shift system and shift schedule established by the Group. In addition to statutory holidays, employees of the Group also enjoy various paid holidays, including marriage leave, maternity leave and paternity leave, etc. Employees who have worked continuously for 1 year can also enjoy 5 to 15 days of annual leave.</p> <p>《員工時間管理制度》列明員工需按本集團制定的輪休制及排班表上班。除法定假期外，本集團員工亦享有各項帶薪假期，包括婚假、產假及陪產假等，連續工作滿1年的員工亦可享有5至15天的年休假。</p> |
| Equal Opportunity 平等機會 | <p>The Group pledges that employees shall have equal opportunities in employment, promotion, training and treatment in accordance with the Equal Opportunity Policy, and will only be selected based on job requirements and the employee’s experience, skills and job performance. Where feasible, the Group also provides corresponding arrangements for people with disabilities to ensure that they receive their due rights.</p> <p>本集團按照《平等機會政策》承諾員工在聘任、晉升、培訓及待遇均享有平等機會的權利，只會根據工作崗位的要求，以及該員工的經驗、技能及工作表現進行甄選。在可行情況下，本集團亦為殘疾人士提供相應安排，確保其得到應有的權利。</p> |
| Anti-discrimination 反歧視 | <p>The Group’s Anti-discrimination Policy stipulates that the Group needs to ensure that employees are not discriminated based on race, social class, nationality, religion, physical disability, gender, sexual orientation, union membership, political affiliation or age. The Group also prohibits any form of sexual harassment.</p> <p>本集團的《反歧視政策》訂明，本集團需確保員工均不得基於種族、社會等級、國籍、宗教、身體殘疾、性別、性取向、工會會員、政治歸屬或年齡的影響而受到歧視。本集團亦禁止任何形式的性騷擾行為。</p> |

Looking ahead, the Group will further revise the relevant employee policies, add a diversification policy applicable to all ranks of employees, and establish a diversified and inclusive working environment.

During the year, the Group had 1,011 employees, and male and female employees accounted for 50.2% and 49.8% of the total number of employees, respectively.

展望未來，本集團將進一步修訂相關員工政策，加入適用於所有職級員工的多元化政策，建立多元化及共融的工作環境。

本年度，本集團共有1,011名員工，男女員工分別佔員工總人數50.2%及49.8%。

Employment and Labour Practices (Continued)
僱傭及勞工常規(續)

DEVELOPMENT AND TRAINING

The Group values personal development of employees and provides various training and development opportunities for employees. The Group has formulated various training programs to enhance employees' skills, management capabilities and service skills, etc., to enhance employees' competitiveness in the workplace.

發展及培訓

本集團重視員工個人發展，為員工提供各項培訓及發展機會。本集團已制定各項培訓計劃，提升員工的技能、管理能力及服務技巧等，加強員工在職場上的競爭力。

2019 EMPLOYEE TRAINING PLAN

2019年員工培訓計劃

| Training type 培訓類型 | Training content 培訓內容 | Training target 培訓對象 |
|--|--|---|
| Organizational reform training 組織變革培訓 | Human resources system change training and monthly performance assessment training 人力資源體系變革培訓及月度績效考核培訓 | Headquarters employees and branch supervisors Human Resource Center 總部員工及分店主管 人力資源中心 |
| Cultivation of middle-level management personnel 中層管理幹部人員培養 | “2019 Store Manager Growth Camp Training Series” Comprehensive risk management, business investment management, information technology management, department store marketing management, administrative integrated management, security management, supermarket merchandise procurement management and financial integrated management, etc. 《2019年「店長成長營」系列培訓》 全面風險管理、商業招商管理、信息技術管理、百貨營銷管理、行政綜合管理、安全防範管理、超市商品採購管理及財務綜合管理等 | Headquarters managers and branch supervisors 總部經理、分店主管 |
| Training of base level managers 基層管理人員培養 | “Silver Eagle Plan” training activities Commodity category management and display, commercial marketing management, high-performance team building, data management and report usage 《「銀鷹計劃」培訓活動》 商品品類管理與陳列、商業營銷管理、高績效團隊建設、數據管理與報表運用 | Branch staff 分店員工 |
| Other types of training 其他類型培訓 | Occupational disease prevention, efficient communication, data transformation and service skills 職業病防治法、高效溝通、數據化轉型及服務技巧 | Headquarters employees 總部員工 |



Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

The Group has orientation training for all newly recruited employees to assist employees to familiarize with the working environment and job responsibilities as soon as possible. The Group provides various types of training in accordance with the “Pre-job Training Program for New Employees”, including company introduction, employment system, job responsibilities and daily work processes, business service etiquette, and teamwork spirit.

To ensure that employees are properly trained, the Group also has relevant procedures and standards for selecting internal training instructors. According to the “Internal Training Instructor Evaluation Plan”, the selected instructors must meet the qualification requirements for training instructors and pass the evaluation of the evaluation committee. In order to develop and teach training courses.

LABOUR STANDARDS

The Group strictly prohibits the employment of child labour and forced labour. The Group’s “Guide for External Recruitment Interviews” have stipulated that candidates must be at least 18 years old before they can start work. The Group has reviewed the applicant’s personal information during the recruitment process to avoid accidental employment of child labour. The Group also stipulates the regulations on overtime management in accordance with the “Working Hours Management System for Employees”. All employees must apply for overtime in accordance with the procedures in advance, and obtain the approval of the managers. The relevant overtime fees must also be paid according to statutory requirements.

HEALTH AND SAFETY

The Group is committed to providing employees with a safe and healthy working environment. In order to ensure that accidents at work are properly handled, the Group explains the definition, declaration process, treatment process and treatment of work-related injuries according to the “Guide for the Work-related Injuries of Employees”.

本集團為所有新入職員工設有入職培訓，協助員工盡快熟悉工作環境及崗位職責。本集團根據《新員工崗前培訓方案》提供各種類型的培訓，包括公司介紹、僱傭制度、崗位職責及日常工作流程、商務服務禮儀，以及團隊合作精神。

為確保員工得到合適的培訓，本集團在挑選內部培訓講師亦有相關流程及標準，並按照《內部培訓講師評審方案》，要求獲選講師需符合擔任培訓講師的資格要求以及通過評審委員會的考核，方可進行培訓課程開發及授課。

勞工準則

本集團嚴禁聘用童工及強制勞工。本集團的《外部招聘面試操作指引》已訂明獲聘者需年滿18周歲，方可進行工作。本集團已在招聘過程中審閱應聘者的個人信息，避免出現誤聘童工的情況。本集團亦根據《員工工作時間管理制度》訂明有關加班管理的規定，所有員工加班均需按程序提前申請，並獲得經理審批同意，有關加班費用亦需按法定要求計算。

健康與安全

本集團致力為員工提供安全健康的工作環境。為確保工傷事故得到妥善處理，本集團根據《員工工傷操作指引》說明工傷的定義、申報流程、處理流程及員工工傷待遇。

**EMPLOYEE WORK INJURY TREATMENT
PROCESS**

員工工傷處理流程





Employment and Labour Practices (Continued)

僱傭及勞工常規(續)

In order to reduce employee-related safety risks and enhance employees' occupational health awareness, the Group also provides employees with occupational safety training, which includes occupational disease prevention and occupational health and safety. In addition, each store or shopping mall of the Group also regularly organizes fire drills to increase employees' awareness of fire prevention and emergency awareness.

The Group values the physical and mental well-being of employees. The Group regularly organizes employee activities, including: outdoor development training, birthday events, sports day and Christmas parties, so that employees can get a chance to relax outside of work and enhance their sense of belonging to the Group.

During the year, the Group did not have any fatal cases. However, there were 11 cases of work-related injuries in the Group, which were mainly work injuries in ordinary operating activities. All work-related accidents were properly handled and reasonably compensated.

The Group has not yet formulated a policy on a safe working environment and protecting employees from occupational hazards. Looking ahead, the Group will review the current mechanism and consider formulating policies and guide to protect the health and safety of employees.

為減低員工相關安全風險及提高員工職業健康意識，本集團為員工提供職業安全培訓，培訓內容包括職業病防治法及職業健康安全。此外，本集團各分店亦定期舉辦消防演習，提高員工對防火的認知及應急意識。

本集團重視員工的身心福祉。本集團定期舉辦員工活動，包括：戶外拓展訓練、生日活動、全員運動會及聖誕聚會，讓員工能夠在工作以外得到放鬆的機會，增強員工對本集團的歸屬感。

本年度，本集團沒有發生死亡個案，然而，本集團共發生11宗因工受傷個案，主要為普通營運活動工傷，所有工傷事故均得到妥善處理，員工亦獲得合理賠償。

本集團現時尚未就安全工作環境及保障員工避免職業性危害方面制定政策。展望未來，本集團將檢討現行機制並考慮制定政策及指引，保障員工健康安全。

ENVIRONMENTAL PROTECTION

環境保護

The Group understands the importance of environmental protection to business operations. The Group has formulated various policies and measures related to emissions management, resource utilization and reducing the impact on the environment and natural resources to practice corporate sustainable development.

ENVIRONMENT AND NATURAL RESOURCES

Although the Group's operations do not involve serious pollution, the Group understands that measures such as purchasing environmental friendly products and proper disposal of waste can also reduce the impact on the environment and natural resources.

The Group has not yet entered into a policy to reduce the significant impact on the environment and natural resources. Looking ahead, the Group will review the status of the operation itself, formulate relevant policies and identify relevant major impacts, and take measures to reduce the major impact of the operation on the surrounding environment.

USE OF RESOURCES

The Group has formulated various resource management policies and measures to ensure the effective use of resources and avoid waste. At present, the resources used by the Group's business operations include water, paper, transportation and energy consumption for daily operations of stores, such as lighting systems and refrigerators.

本集團深明環境保護對業務營運的重要性。本集團已制定各項有關排放物管理、資源運用及減少對環境及天然資源影響的政策及措施，實踐企業可持續發展。

環境及天然資源

儘管本集團的營運過程並不涉及嚴重污染，本集團明白採購環境友善的產品和妥善處理廢棄物等措施亦能減低對環境及天然資源的影響。

本集團現時尚未訂立減低對環境及天然資源造成重大影響的政策。展望未來，本集團將審視營運自身狀況，訂立相關政策及識別有關重大影響，以及採取措施減低營運對周邊環境造成的影響。

資源使用

本集團已制定各項資源管理的政策措施，確保有效地使用資源及避免浪費。現時，本集團業務營運所使用的資源包括水、紙張、運輸及店舖日常營運的能源消耗，例如燈光照明系統及冷凍儲藏櫃等。

Resource management measures

資源管理措施

Energy 能源

- Use energy-saving bulbs and new light-emitting diode lamps;
使用節能燈泡及新款發光兩極體燈；
- Choose a more energy-saving air conditioning system with variable speed drives;
選用較節能的變頻空調系統；
- Choose the energy saving temperature of the freezer; and
選用較省電的冷凍櫃的溫度；及
- Use sensor lights in storage rooms and toilets.
在儲存室和廁所使用感應燈。

Water 水

- Post environmental notices to remind employees and customers to save water.
張貼環保告示，提醒員工及顧客節約用水。

Paper 紙張

- Use electronic marketing, such as online promotion, electronic newsletters, and mobile marketing.
使用電子營銷，例如網上宣傳、電子通訊及移動營銷。

Packaging materials 包裝材料

- Reduce the packaging of non-food products;
減少非食品類產品的包裝；
- Use reusable or recyclable materials to make packaging products.
儘量使用可重複使用或可回收材料製成包裝的產品。

Environmental Protection (Continued)
環境保護(續)

This year's energy consumption includes standby generators burning diesel and vehicles burning petrol and diesel, as well as electricity consumption. Electricity consumption accounts for 98% of total energy consumption.

本年度之能源消耗包括備用發電機燃燒柴油和車輛燃燒汽油和柴油，以及電力消耗。電力消耗佔總能源消耗的98%。

| Energy type 能源類型 | Energy category 能源種類 | 2019 2019年 | 2018 2018年 | Unit 單位 |
|--|-------------------------|---------------|---------------|-------------------------------|
| Direct energy 直接能源 | Petrol 汽油 | 616.1 | 903.7 | MWh 兆瓦時 |
| | Diesel 柴油 | 168.4 | 282.6 | MWh 兆瓦時 |
| Indirect energy 間接能源 | Electricity 電力 | 47,169.6 | 45,078.2 | MWh 兆瓦時 |
| Total energy consumption 能源總耗量 | | 47,954.1 | 46,264.5 | MWh 兆瓦時 |
| Energy consumption intensity (in terms of area) 能源消耗密度(以面積計算) | | 0.22 | 0.25 | MWh/m ² 兆瓦時/平方米 |

During the year, the Group consumed 693,649 cubic meters of water resources, an increase of 5% over the previous year. The Group's business operations have no issue in sourcing water sources.

本集團於本年度內共消耗水資源693,649立方米，比上年度增加5%。本集團的業務營運在求取使用水源上沒有問題。

The Group has not yet collected complete data on packaging materials. Looking ahead, the Group will review the our system to collect and disclose the data next year.

本集團目前尚未收集包裝材料的完整數據。展望未來，本集團將審視數據收集系統，於下年度收集及披露該數據。

EMISSIONS

The Group attaches great importance to emissions from business operations, including greenhouse gases, air pollutants, waste and sewage. The Group has entered into various policy measures related to emission reduction and safety emissions to reduce the impact of emissions on the surrounding environment.

排放物

本集團重視業務營運中所產生的排放物，包括溫室氣體、空氣污染物、廢棄物及污水。本集團已訂立各項有關減排及安全排放的政策措施，減少排放物對周邊環境的影響。

Environmental Protection (Continued) 環境保護(續)

Greenhouse gases

The Group is very concerned about the Group's carbon footprint and is committed to reducing the environmental impact of its business. During the year, the Group quantified the greenhouse gas emissions from its operations with reference to "Appendix II: Reporting Guide on Environmental Key Performance Indicators" in the "How to Prepare the Environmental, Social and Governance Report" published by the Stock Exchange. The assessment results show that the Group's total greenhouse gas emissions during the reporting year were 36,136 tonnes of carbon dioxide equivalent, of which greenhouse gas emissions from electricity consumption accounted for 99% of the total, while the proportion of greenhouse gas emissions from the burning of fossil fuels was 1%. Total greenhouse gas emissions increased by approximately 4.3% from last year, mainly due to the scope 2 energy indirect greenhouse gas emissions from electricity consumption increased by 4.6% from last year. Scope 1 greenhouse gas emissions decreased from 2018 due to reduced diesel and petrol consumption.

溫室氣體

本集團非常關注集團的碳足跡，並致力減少業務對環境的影響。本集團於本年度參考聯交所發表的《如何準備環境、社會及管治報告》中的《附錄二：環境關鍵績效指標匯報指引》量化營運產生的溫室氣體排放。評估結果顯示，本集團於報告年度內的溫室氣體排放總量為36,136公噸二氧化碳當量，其中由電力消耗產生的溫室氣體排放佔總量的99%，而化石燃料燃燒產生的溫室氣體排放佔比則為1%。總溫室氣體排放量較去年上升約4.3%，主要原因是由電力消耗產生的範圍2能源間接溫室氣體排放較去年上升4.6%。範圍1溫室氣體排放較2018年減少是因為柴油和汽油消耗量減少。

| Scope 範圍 | | 2019 2019年 | 2018 2018年 | Unit 單位 |
|----------------|--|---------------|---------------|--|
| Scope 1 範圍1 | Direct greenhouse gas emissions ¹ 直接溫室氣體排放 ¹ | 205 | 310 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| Scope 2 範圍2 | Energy indirect greenhouse gas emissions ² 能源間接溫室氣體排放 ² | 36,136 | 34,534 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| | Total greenhouse gas emissions 溫室氣體總排放 | 36,341 | 34,844 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| | Greenhouse gas intensity (calculated by area) 溫室氣體密度(以面積計算) | 0.17 | 0.19 | tonnes of carbon dioxide equivalent per square meter 公噸二氧化碳當量/平方米 |

¹ Scope 1: Includes emissions from fossil fuel consumption by the Group's stationary and mobile sources.

¹ 範圍1：包括本集團固定源和移動源消耗化石燃料產生的排放。

² Scope 2: Includes emissions from the consumption of electricity purchased by the Group.

² 範圍2：包括本集團外購電力消耗的排放。

Environmental Protection (Continued) 環境保護(續)

Air pollutants

The Group's fossil fuels consumed by standby generators and vehicles generated 1.3 kg³ of sulfur oxides from fossil fuels. However, the amount of nitrogen oxides and respirable suspended particulates produced cannot be calculated and disclosed. The Group will optimize the data collection procedures to improve data integrity and transparency.

Waste and sewage

The waste of the Group is mainly non-hazardous waste, such as domestic waste. To ensure that waste is properly handled in business operations, the Group has established various waste discharge management measures. The Group sets up recycling bins at the entrance of supermarkets to collect recyclable waste, and at the same time donates slightly damaged or outdated products to organizations or charities that are needed. Other non-recyclable waste will be collected by the contractor and sent to the landfill. No non-hazardous waste data was collected this year. Looking ahead, the Group will improve relevant data collection procedures to disclose more comprehensive environmental performance.

The Group currently does not generate hazardous waste. If it is generated, it will be collected and treated by a hazardous waste recycler that government approves.

The main sewage of the Group comes from the sale of fresh commodities and sewage from food and beverage operators. The internal drainage of the store buildings of the Group implements rain and sewage diversion, and the sewage generated in the daily operations of the Group is treated and discharged to municipal sewage pipes. Catering wastewater is discharged into municipal sewage pipes after oil pretreatment and septic tank pretreatment. In addition, the rainwater collected by the Group will be discharged to municipal rainwater pipes.

³ This annual report refers to the "Appendix II: Guide for Reporting on Environmental Key Performance Indicators" in the "How to Prepare the Environmental, Social and Governance Report" published by the Stock Exchange to quantify the emissions from operations.

空氣污染物

本集團的備用發電機和車輛消耗化石燃料產生的硫氧化物共1.3千克³，然而，氮氧化物和可吸入懸浮粒子產生量未能計算及披露，本集團將優化數據收集程序，以提高數據完整性和透明度。

廢棄物及污水

本集團的廢棄物主要為無害廢棄物，例如：生活垃圾。為確保業務營運中廢棄物得到妥善處理，本集團已訂立各項廢棄物排放管理措施。本集團於超市入口設置回收箱收集可回收的廢棄物，同時將稍微損壞或過時的產品捐贈給需要的組織或慈善機構。其他不可回收廢棄物將交由承辦商進行收集並送往垃圾堆填區。本年度，本集團未有收集無害廢棄物數據，展望未來，本集團將完善有關數據收集程序，以披露更全面的環境表現。

本年度，本集團未有生產有害廢棄物。如有產生，將交由符合政府認可的有害廢棄物回收商進行收集及處理。

本集團主要的污水來自新鮮商品銷售及餐飲排污。本集團的分店建築物內部排水實行雨污分流，本集團日常營運中所產生的污水經處理後排往市政污水管。餐飲廢水經隔油、化糞池預處理後排入市政污水管。此外，本集團所收集的雨水將排至市政雨水管。

³ 本年度報告參考聯交所發表的《如何準備環境、社會及管治報告》中的《附錄二：環境關鍵績效指標匯報指引》量化營運產生的廢氣排放。



COMMUNITY INVESTMENT 社區投資

As a responsible company, the Group understands the importance of practicing corporate social responsibility. The Group has formulated the “Community Participation” policy and makes irregular charitable donations and participates in community activities. In addition, the Group actively meets with community stakeholders (including community groups, chambers of commerce, elected councillors and local residents) to understand the needs of the community and bring positive impact to society.

Looking ahead, the Group will plan to add different community projects and encourage employees to participate in different volunteer activities to give back to the society.

作為一家負責任企業，本集團明白實踐企業社會責任的重要性。本集團已制定《社區參與》政策，並不定期進行慈善捐贈及參與社區活動。此外，本集團積極與社區持份者會面（包括社區團體、商會、民選議員及當地居民），了解社區的需要，為社會帶來正面影響。

展望未來，本集團將計劃增設不同社區項目，並鼓勵員工參與不同義工活動，回饋社會。

APPENDIX – COMPLIANCE STATUS

附錄 – 合規狀況

The Group is committed to ensuring that business operations comply with relevant laws and regulations. Based on the nature of the business of the Group, the Group has identified the following laws and regulations that have a significant impact on the Group:

本集團致力確保業務營運符合相關法律法規。基於本集團業務性質，本集團已識別以下對本集團有重大影響的法律及規例：

| Aspect 層面 | Significant impact on the Group Related laws and regulations 對本集團造成的重大影響相關法律及規例 |
|--------------------------------|---|
| Employment 僱傭 | “Labour Law of People’s Republic of China” Mainland China 中國內地 《中華人民共和國勞動法》 |
| Health and Safety 健康與安全 | “Regulation on Work-Related Injury Insurances of Guangdong Province” Mainland China 中國內地 《廣東省工傷保險條例》 |
| Labour Standards 勞工準則 | “Labour Contract Law of the People’s Republic of China” Mainland China 中國內地 《中華人民共和國勞動合同法》 |
| Product Responsibility 產品責任 | “Food Safety Law of People’s Republic of China” “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” Mainland China 中國內地 《中華人民共和國食品安全法》 《中華人民共和國消費者權益保護法》 |
| Anti-corruption 反貪污 | Criminal Law of the People’s Republic of China 中國內地 《中華人民共和國刑法》 |

The above laws and regulations have a major impact on the Group’s employee protection, product safety and quality, and clean operation, such as any labour-management related disputes (including working hours, holidays, work injury insurance), product safety and quality violations. And commercial corruption have affected the Group’s reputation, or may cause the Group to face fines, suspension of business and the revocation of operating licenses, and result in criminal responsibility of legal representatives.

上述法律及規例對本集團在員工保障、產品安全和質素以及廉潔營運等範疇均造成重大影響，如任何與勞資有關的爭議(包括工時、假期、工傷保險)、產品安全和質量的違規事件，以及商業貪污行為均影響本集團聲譽，或導致本集團面臨罰款、停業及吊銷營運牌照，以及承擔法人刑事責任等後果。

In order to ensure that the Group complies with and abides by the above laws and regulations, the Group regularly inspects the operating conditions of stores, conducts reviews in daily operation meetings, and consults with relevant legal opinions. At the same time, the Group has also established a complaint mechanism to handle complaint cases. During the year, the Group has not violated relevant laws and regulations that have a significant impact on the Group, and has not filed and concluded corruption litigation cases against the Group or employees.

為確保本集團符合及遵守上述法律及規例，本集團定期巡查門市經營狀況，並在日常營運會議中進行檢討，以及諮詢相關法律意見。同時，本集團亦設立投訴機制處理有關投訴個案。本年度，本集團並沒有違反對本集團有重大影響的相關法律及規例，亦無對本集團或員工提出並已審結的貪污訴訟案件。

In terms of emissions, there are no relevant laws and regulations that have a significant impact on the Group.

在排放物方面，並無對本集團有重大影響的相關法律及規例。

SUMMARY OF ENVIRONMENTAL AND SOCIAL KEY PERFORMANCE INDICATORS

環境及社會關鍵績效指標匯總

SUMMARY OF ENVIRONMENTAL KEY PERFORMANCE INDICATORS

環境關鍵績效指標匯總

| Environmental Key Performance Indicators 環境關鍵績效指標 | 2019 2019年 | 2018 2018年 | Unit 單位 |
|--|-----------------------------|-----------------------------|--|
| Types of emissions and related emissions data 排放物種類及相關排放數據 | | | |
| Nitrogen oxides 氮氧化物 | Data not collected 未收集數據 | Data not collected 未收集數據 | kg 千克 |
| Sulphur oxide 硫氧化物 | 1.3 | 2.0 | kg 千克 |
| Respirable suspended particulates 可吸入懸浮粒子 | Data not collected 未收集數據 | Data not collected 未收集數據 | kg 千克 |
| Total greenhouse gas emissions 溫室氣體總排放量 | | | |
| Scope 1 Direct greenhouse gas emissions 範圍1直接溫室氣體排放 | 205 | 310 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| Scope 2 Energy indirect greenhouse gas emissions 範圍2能源間接溫室氣體排放 | 36,136 | 34,534 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| Total greenhouse gas emissions 溫室氣體總排放量 | 36,341 | 34,844 | tonnes of carbon dioxide equivalent 公噸二氧化碳當量 |
| Greenhouse gas intensity (in terms of area) 溫室氣體密度(以面積計算) | 0.17 | 0.19 | tonnes of carbon dioxide equivalent per square meter 公噸二氧化碳當量/平方米 |
| Total hazardous waste 有害廢棄物總量 | | | |
| Total hazardous waste 有害廢棄物總量 | 0 | 0 | tonnes 公噸 |
| Hazardous waste intensity (in terms of area) 有害廢棄物密度(以面積計算) | 0 | 0 | tonnes per square meter 公噸/平方米 |

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總(續)

| Environmental Key Performance Indicators 環境關鍵績效指標 | 2019 2019年 | 2018 2018年 | Unit 單位 |
|--|-----------------------------|-----------------------------|---|
| Total non-hazardous waste 無害廢棄物總量 | | | |
| Total non-hazardous waste 無害廢棄物總量 | Data not collected 未收集數據 | Data not collected 未收集數據 | tonnes 公噸 |
| Non-hazardous waste intensity (in terms of area) (in terms of area) 無害廢棄物密度(以面積計算) | Data not collected 未收集數據 | Data not collected 未收集數據 | tonnes/square meter 公噸/平方米 |
| Total energy consumption 能源總耗量 | | | |
| Direct energy 直接能源 | 784.5 | 1,186.3 | MWh 兆瓦時 |
| Indirect energy 間接能源 | 47,169.6 | 45,078.2 | MWh 兆瓦時 |
| Total energy consumption 能源總耗量 | 47,954.1 | 46,264.5 | MWh 兆瓦時 |
| Energy intensity (in terms of area) 能源密度(以面積計算) | 0.22 | 0.25 | MWh/m ² 兆瓦時/平方米 |
| Total water consumption 總耗水量 | | | |
| Total water consumption 總耗水量 | 693,649 | 660,496 | m ³ 立方米 |
| Water consumption intensity (in terms of area) 耗水密度(以面積計算) | 3.2 | 3.6 | m ³ /m ² 立方米/平方米 |

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總(續)

SUMMARY OF SOCIAL KEY PERFORMANCE INDICATORS

社會關鍵績效指標匯總

| Number of workers ⁴ 員工人數 ⁴ | | 2019 2019年 |
|---|-----------------------------|---------------|
| Region 地區 | Mainland China 中國內地 | 1,009 |
| | Hong Kong 香港 | 2 |
| Gender 性別 | Male 男性 | 508 |
| | Female 女性 | 503 |
| Age group 年齡組別 | under 30 years old 30歲以下 | 304 |
| | 30-50 years old 30-50歲 | 681 |
| | Over 50 years old 50歲以上 | 26 |
| | | |
| Rank ⁵ 職級 ⁵ | Senior grade 高級 | 20 |
| | Middle grade 中級 | 317 |
| | General grade 一般 | 674 |
| | | |
| Total employees 總員工人數 | | 1,011 |

⁴ The Group employs full-time and part-time employees. However, since the Group does not have a record of part-time workers, this report only includes full-time employee data. Looking ahead, the Group will review the data collection procedures to enhance data disclosure.

⁵ The employee ranks of the Group: senior employees, mid-level employees, and general employees refer to directors, managers and supervisors, and general employees, respectively.

⁴ 本集團聘用全職及兼職員工。然而，由於本集團並無兼職員工人數紀錄，因此本報告僅包括全職員工數據。展望未來，本集團將審視數據收集程序，提升數據披露。

⁵ 本集團的員工職級：高級員工、中級員工、一般員工，分別指總監、經理及主管、一般員工。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總(續)

| Number of newly recruited workers and percentage 新入職員工人數及百分比 | | 2019 2019年 |
|--|-----------------------------|------------------|
| Region 地區 | Mainland China 中國內地 | 546 (54%) |
| | Hong Kong 香港 | 0 (0%) |
| Gender 性別 | Male 男性 | 259 (51%) |
| | Female 女性 | 287 (57%) |
| Age group 年齡組別 | under 30 years old 30歲以下 | 380 (125%) |
| | 30-50 years old 30-50歲 | 166 (24%) |
| | Over 50 years old 50歲以上 | 0 (0%) |
| | | |
| Total number of newly recruited workers and percentage 總新入職員工人數及百分比 | | 546 (54%) |

| Employee turnover and percentage 員工流失人數及百分比 | | 2019 2019年 |
|--|-----------------------------|------------------|
| Region 地區 | Mainland China 中國內地 | 883 (88%) |
| | Hong Kong 香港 | 0 (0%) |
| Gender 性別 | Male 男性 | 393 (77%) |
| | Female 女性 | 494 (97%) |
| Age group 年齡組別 | Under 30 years old 30歲以下 | 484 (159%) |
| | 30-50 years old 30-50歲 | 383 (56%) |
| | Over 50 years old 50歲以上 | 16 (62%) |
| | | |
| Total staff turnover and percentage 總員工流失人數及百分比 | | 883 (87%) |

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總(續)

| Employee safety performance 員工職業安全表現 | | 2019 2019年 |
|---|---|---------------|
| Number and rate of work-related fatalities ⁶ 因工死亡人數及比率 ⁶ | | 0 (0%) |
| Number of work-related injuries ⁷ 因工受傷人數 ⁷ | | 11 |
| Employees' work-related injury percentage 員工工傷意外百分比 | | 1.1% |
| Number of lost day due to work-related injuries 因工傷損失工作日數 | | 60 |
| % of lost day due to work-related injuries 因工傷損失工作日數比率 | | 0.02% |
| Absence days 缺勤日數 | | 338 |
| Percentage of trained employees ⁸ 受訓員工百分比 ⁸ | | 2019 2019年 |
| Rank 職級 | Senior grade ⁹ 高級 ⁹ | 105% |
| | Middle grade 中級 | 22% |
| | General grade ⁹ 一般 ⁹ | 135% |
| Gender 性別 | Male ⁹ 男性 ⁹ | 101% |
| | Female 女性 | 96% |
| Percentage of total employees trained ¹⁰ 總受訓員工百分比 ¹⁰ | | 99% |

⁶ In 2017, 2018 and 2019, no employees of the Group died due to work.

⁷ Work-related injuries refer to employees who are unable to work for more than 3 days due to work-related accidents.

⁸ Percentage of employees trained = number of employees trained / number of employees.

⁹ Since the number of trainees includes employees who have left the company, there are conditions with over 100%.

¹⁰ Proportion of relevant categories of employees trained = number of employees trained in this category / number of employees trained;

The ratio of men and women among the trained employees: men (51.4%) and women (48.6%);

Proportion of trained staff in each rank group: senior employees (2.1%), middle level employees (6.9%) and general employees (91.0%).

⁶ 本集團於2017年、2018年及2019年均沒有員工因工死亡。

⁷ 因工受傷指員工因工作相關意外而導致無法工作超過3天。

⁸ 受訓員工百分比 = 受訓員工人數 / 員工人數。

⁹ 由於培訓人數已包含已離職員工的人數，因此出現超過100%的情況。

¹⁰ 受訓員工中相關類別所佔比例 = 該類別員工受訓人數 / 受訓員工人數；

受培訓員工中的男女比例：男性 (51.4%) 和女性 (48.6%)；

受培訓員工中各職級組別的比例：高級員工 (2.1%)、中級員工 (6.9%) 和一般員工 (91.0%)。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總(續)

| Average training hours of employees (hours) 員工平均受訓時數(小時) | | 2019 2019年 |
|---|---------------------|---------------|
| Rank 職級 | Senior grade 高級 | 9.3 |
| | Middle grade 中級 | 7.3 |
| | General grade 一般 | 27.8 |
| | <hr/> | |
| Gender 性別 | Male 男性 | 27.7 |
| | Female 女性 | 14.1 |
| <hr/> | | |
| Average training hours of total employees (hours) 總員工平均受訓時數(小時) | | 21.0 |
| <hr/> | | |
| Number of suppliers 供應商數量 | | 2019 2019年 |
| Mainland China 中國內地 | | 1,322 |
| <hr/> | | |

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT GUIDE CONTENT INDEX

《環境、社會及管治報告指引》內容索引

| Material Aspect 主要範疇 | Content 內容 | Index 頁碼索引 |
|---------------------------------------|---|---------------|
| A1 Emissions A1 排放物 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放，向水及土地的排污，有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及法例的資料。 | 23-25, 27 |
| A1.1 | The types of emissions and respective emissions data. 排放物種類及相關排放數據。 | 25, 28 |
| A1.2 | Greenhouse gas emissions in total and intensity. 溫室氣體總排放量及密度。 | 24, 28 |
| A1.3 | Total hazardous waste produced and intensity. 所產生有害廢棄物總量及密度。 | 25, 28 |
| A1.4 | Total non-hazardous waste produced and intensity. 所產生無害廢棄物總量及密度。 | 25, 29 |
| 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。 | 23-25, 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。 | 25, 28-29 |
| A2 Use of resources A2 資源使用 | | |
| General Disclosure 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。 | 22-23 |
| 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。 | 23, 29 |
| A2.2 | Water consumption in total and intensity. 總耗水量及密度。 | 23, 29 |
| 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。 | 22-23, 29 |
| 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。 | 22-23, 29 |
| A2.5 | Total packaging material used for finished products and with reference to per unit produced. 製成品所用包裝材料的總量及每生產單位佔量。 | 23 |

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Index 頁碼索引 |
|---|---|---------------|
| A3 Environment and natural resources A3環境及天然資源 | | |
| General Disclosure 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。 | 22 |
| 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。 | 22 |
| B1 Employment B1僱傭 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱，招聘及晉升，工作時數，假期，平等機會，多元化，反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 16-17, 27 |
| 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。 | 17, 30 |
| 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。 | 31 |
| B2 Health and Safety B2健康與安全 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 19-21, 27 |
| B2.1 | Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。 | 21, 32 |
| B2.2 | Lost days due to work injury. 因工傷損失工作日數。 | 32 |
| 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。 | 19-21 |

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Index 頁碼索引 |
|--|--|---------------|
| B3 Development and training B3發展及培訓 | | |
| General Disclosure 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。 | 18-19 |
| B3.1 | The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。 | 32 |
| 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。 | 33 |
| B4 Labour Code B4勞工準則 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 19, 27 |
| 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 Supply Chain Management B5供應鏈管理 | | |
| General Disclosure 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。 | 15 |
| B5.1 | Number of suppliers by geographical region. 按地區劃分的供應商數目。 | 15, 33 |

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Index 頁碼索引 |
|---|---|---------------|
| B6 Product responsibility B6產品責任 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全，廣告，標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 12-14, 27 |
| B6.1 | Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。 | 13 |
| 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。 | 14 |
| B6.3 | Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。 | 14 |
| 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。 | 12 |
| 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。 | 13 |

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引(續)

| Material Aspect 主要範疇 | Content 內容 | Index 頁碼索引 |
|---|---|---------------|
| B7 Anti-corruption B7反貪污 | | |
| General Disclosure 一般披露 | Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 | 14-15, 27 |
| 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。 | 27 |
| 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。 | 14-15 |
| B8 Community investment B8社區投資 | | |
| General Disclosure 一般披露 | 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. 有關以社區參與來瞭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。 | 26 |

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