



**Tibet Water Resources Ltd.**  
**西藏水資源有限公司**

*(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：1115



**Environmental, Social and  
Governance Report  
2019**

**環境、社會及管治報告**



The board (the “Board”) of directors (the “Directors”) of Tibet Water Resources Ltd. (the “Company”) and its subsidiaries (collectively the “Group”) present the environmental, social and governance report for the year 2019. The Group is committed to running our business sustainably and for the well-being of employees, business partners, other stakeholders and the environment. For these purposes, as the premier Tibetan water and beer products producer, we ensure that we meet all relevant national and local laws and regulations as well as industry standards and are committed to conducting our business operations as a responsible, ethical and sustainable corporate.

We strive to offer the best quality products to the world and have built our production plants at highland areas at an altitude of about 4,800 meters and 3,600 meters. We continue to improve our ethical and environmental conditions in accordance with international trends.

This report provides information related to the business activities of the production plants and facilities directly controlled by the Group, its headquarters and principal place of business in Hong Kong. Data from our customers or suppliers are not included as such data are difficult to verify with available resources.

## ENVIRONMENTAL PROTECTION:

### Emissions and wastes

Our production facilities generate and discharge wastes during production activities, which mainly include wastewater, plastics, papers and air pollutants. We consider the protection of the environment to be of utmost importance, which shall ensure the sustainability of the environment and resources through committed efforts during its management and operation process, and have implemented procedures for waste storage, handling and disposal. The Group aims to minimize the impact of our activities on the environment and requires our staff to follow the same principle. We adhere to the principles of low carbon emission, waste and emission reduction, energy and cost saving and an overall environmentally friendly approach in the way we operate, and adopted long-effective environmental operation and supervision conventions, with a view to achieving good environmental performance.

西藏水資源有限公司(「本公司」)及其附屬公司(統稱「本集團」)的董事(「董事」)會(「董事會」)謹此提呈2019年度的環境、社會及管治報告。本集團致力於業務的可持續發展，為僱員、業務夥伴、其他持份者及環境謀福祉。為此，作為西藏高端水及啤酒產品生產商，我們確保遵守所有相關國家及地方法律及規例以及行業標準，並致力作為負責任、有道德及可持續發展的企業經營業務。

我們力求向世界提供最優質的產品，並將生產廠房建在海拔約4,800米及3,600米的高原地區。我們根據國際趨勢，不斷提高我們的道德及環境條件。

本報告提供與本集團直接控制的生產廠房及設施、本集團總部及香港主要營業地點的業務活動有關的資料，當中不包括我們的客戶或供應商的資料，原因為該等資料難以利用可用資源進行驗證。

## 環境保護：

### 排放物及廢物

我們的生產設施於生產過程中所產生及排放的廢物主要包括廢水、塑料、紙張及氣體污染物。我們認為環境保護至關重要，透過在管理營運過程中堅持不懈的努力，確保環境及資源的可持續發展，並已實施各項措施儲存、處理及處置廢物。本集團致力減少我們的業務對環境造成的影響，並將要求員工遵守該原則。我們於業務營運過程中遵循低碳減排、節能節本及環保方針，並實踐行之有效的環境營運及監督慣例，達成優質的環境績效。

The solid wastes (non-hazardous) produced in the production process (waste preforms, waste bottles, waste caps, waste film, waste paper boxes) and domestic garbage in the plant area are all reclaimed with an agreement signed by a qualified contractor and classified according to the relevant national regulations. According to the production shift, it will be collected for recycling twice a day, stored in a government approved storage place for storage, and domestic garbage will be transported to the county landfill. Our production process does not directly involve the production of hazardous emissions and wastes.

Our water processing process adopts physical aeration, precipitation and filtration methods. It adopts technology that meets national standards, is open and easy to use, and is environmentally friendly. No chemicals and additives are added to the water processing process. Quartz sand and multi-stage high-precision membrane filtration are used to effectively control secondary pollution during production and ensure that the core mineral content of the water product does not change. We have also integrated stretch blow molding into bottling, bottle labeling and water filling in a single unit to minimize pollution and maintain the purity and original taste of our water. The production process strictly implements quality, Hazard Analysis Critical Control Point (“HACCP”), environmental management and related hygiene standards.

Our beer products are brewed using a process based on individual formulas. The typical brewing process involves mashing, lautering, boiling, fermenting, conditioning, filtering, filling, labelling and packaging. The production of our beer products follows the same brewery procedures as other beer producers in the market.

生產過程產生的固體廢物(非有害)(廢胚、廢瓶、廢蓋、廢膜、廢紙箱)及廠區生活垃圾，均與一位有資質的承包方簽訂協議全部回收，並按國家相關規定進行分類，每天按生產班次回收兩次，存放至政府批准的儲存地進行儲存，生活垃圾則清運至縣垃圾填埋場。我們的生產過程不直接涉及有害排放物和廢物的產生。

我們的水處理採用物理曝氣、沉澱、過濾法。採用符合國家標準且公開及易於使用的技術且環保。水處理過程不添加任何化學物質和添加劑。採用石英砂及多級高精度膜過濾，有效控制生產過程二次污染，保證水產品不改變其核心礦物質含量。我們亦已把拉伸吹塑成型以一個單位整合至裝瓶、瓶上貼標籤及裝水，以將污染降至最低及維持我們的水的純度及原味。生產過程嚴格執行品質、遵守危害分析重要管制點(「HACCP」)、環境管理及相關衛生標準。

我們的啤酒產品以基於個別配方的流程釀造。一般釀造流程涉及糖化、過濾、蒸餾、發酵、浸泡、壓濾、裝瓶、貼標及包裝。我們的啤酒產品的生產遵循與市場上其他啤酒生產商相同的釀製程序。

Within our operating boundaries, the Group actively advocates energy conservation and emission reduction and reduced emissions by continuously increasing investment in environmental protection. Through the use of green electricity in our production facilities and other measures, the Group reduces the generation of exhaust pollutants from the source to avoid environmental pollution. Our business operation or manufacturing process does not produce significant exhaust gas.

To the best of our knowledge, there were no identified violation of relevant environmental laws and regulations by the Group during the reporting period. In 2019 and 2018, the Group was not aware of any major incident relating to environmental pollution.

As green electricity is strictly applied in the Group's production facilities/process, the Group is not directly involved in significant emissions and waste production (both hazardous and non-hazardous). Therefore, there is no specific disclosure made in respect of the general disclosure requirement of the key performance index under the Environmental, Social and Governance Reporting Guide (the "Reporting Guide") under the Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited (the "Listing Rules"). The measures to mitigate emissions and wastes handling are mentioned above.

在業務運營範圍中，本集團積極倡導節能減排，通過不斷加大環保投入減少排放物。本集團的生產設施採用環保電能等措施，減少源頭廢氣污染物的產生，避免環境污染。我們的業務運營或製造過程不會產生大量廢氣。

據我們所知，於報告期間並無發現本集團有違反相關環保法律及規例的情況。在2019年及2018年內，本集團沒有獲悉任何重大環境污染事故。

由於環保電能原則嚴格應用於本集團的生產設施／流程，本集團不直接涉及產生重大排放物和廢物(有害和非有害)，因此並沒有(根據由上市規則附錄27中「環境，社會及管治報告指引」(「報告指引」)下的關鍵績效指標的一般披露規定)作出特定披露。減少排放物和廢物處理的措施已在上文提及。

### Use of resources

We advocate green initiatives and adopt measures to conserve resources and reduce their consumption.

The Group's main energy consumption includes water and electricity used in production lines. The electricity for the daily operations is all purchased electricity. Such energy consumption is also the direct and indirect source of air and greenhouse gas ("GHG") emissions. As the Group is not involved in the use of other fuels, it is not involved in any direct air and GHG emissions. The following table details the energy consumption and GHG emissions data of the Group during the reporting period and 2018:

		Unit 單位	2019 2019年	2018 2018年
<b>Energy</b>	<b>能源</b>			
Purchased electricity	外購電力	KWh 千個千瓦時	23,916,440	25,146,710
<b>GHG</b>	<b>溫室氣體</b>			
GHG emissions relative to purchased electricity consumption ( <i>note</i> )	外購電力用量相對的溫室氣體排放量(註)	tonnes of CO <sub>2</sub> e 公噸二氧化碳當量	21.896	23,022

*Note:* The electricity emission factor is based on the emission factors of regional power grids listed in appendix 2: Reporting Guidance on Environmental KPIs to How to Prepare an ESG Report from the Stock Exchange of Hong Kong.

Green electricity is used in full-scale in our production plant at the altitude of 4,800 meters. Furthermore, advanced energy saving contiform filler block and voice control LED lighting system are installed in the production plant. We pile up most of the production in spring, summer and autumn. Major maintenance works on production lines and employees' annual vacations are scheduled in the wintertime. During the intensely cold period, the production plants will put to semi or almost hibernated condition as higher energy consumption is needed to keep the production plants in full function. We actively implement energy conservation and environmental protection policies in our production plants and office. For instance, electrical devices must be completely shut down to prevent leaving devices on stand-by mode during non-operating hours. We also continue to operate an in-house telephone and video conferencing system to reduce travelling needs of our management.

### 資源使用

我們倡導環保實踐，採取措施節約資源，降低消耗。

本集團的主要能源消耗包括生產線所使用的水電。日常營運的電力全是外購電力。這些能源消耗亦是廢氣及溫室氣體排放的直接或間接來源。由於本集團並未涉及其他燃料的使用，故不涉及直接廢氣及溫室氣體排放。下表詳述本集團於報告期間以及2018年的能源消耗及溫室氣體排放數據：

註：電力排放因子按香港聯交所《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)所列各區域電網排放因子計。

在海拔4,800米的生產廠房全面採用環保電能，並於生產廠房內安裝先進的吹灌旋一體節能設備及聲控發光二極體燈光系統。我們的生產主要集中在春季、夏季及秋季。生產線的主要維護工作及僱員年假安排在冬季。於嚴寒期間，由於維持生產廠房全面運轉需要更高能耗，因此生產廠房將處於半數或幾乎全部停產狀態。我們於生產廠房及辦公室積極實施節能環保政策。例如，不使用電子設備時必須將其完全關閉，避免設備處於待機模式。我們亦繼續設有內部電話及視頻會議系統，以減少管理層的差旅需求。

### The environment and natural resources

Our water source is self-draining springs, but the use of water in pipelines does not require exploitation. Diversion of water through pipelines will not affect the local environment and the surrounding environment. Therefore, according to the actual situation, the water-saving measures should start from the beginning and be adapted to local conditions in order to eliminate any leakage. The assessment of wasteful phenomenon has enhanced the employees' awareness of water-saving.

In order to maintain the quality and safety of our water products, we have maintained a "water protection zone" of 60 square kilometers around our water source. No human activities are allowed in the most restricted zone and the spring source has been secured in a fully enclosed facility to prevent any potential contamination of our water source.

A 3-stage protection zone, including protection zone, limitation zone and monitoring zone, is set up for our water source. A 24-hour closed circuit television system is installed to monitor the trail from the water source to the plant. Our water source is rich in content but the extraction rate is relatively low. The remaining flow of spring water follows the mountain slope and fills the wetland which breeds and protects the local ecology.

Regular maintenance of valves and piping, and leaking pipelines must be promptly replaced and repaired. We also phased out existing inefficient electrical equipment and adopt energy efficient electrical equipment.

## SOCIAL:

### Employment

We regard employees as the most valuable asset for the Group. Talent is the Group's key to achieving its economic, environmental and social goals. We believe that the establishment of a sense of belonging to the work environment can lead to more effective implementation of our corporate values of sustainable development. Therefore, we strive to create a pleasant working environment, so that every employee can play their strengths. As at 31 December 2019, the Group had hired a total of 417 employees (31 December 2018: 458 employees).

### 環境及天然資源

我們的水源為自溢泉，只是透過管道採水不需開採，通過管道引水對當地及周邊環境不會產生影響，所以在節水方面根據實際情況，應該從入手開始因地制宜，杜絕跑冒滴漏，通過對浪費現象的評定，加強員工節水意識。

為維持水產品的質素及安全性，我們已於水源地方圓60平方公里內維持「水源保護區」。最受限制的區域內禁止一切人類活動，並已對泉水源頭建立嚴密的封閉設施，防止水源地受到可能的污染。

水源地周圍設立了三級防護區(包括保護區、限制區及監控區)，並沿着水源點到廠房的路段安裝了24小時閉路電視系統監控。我們的水源屬於超大型泉，惟採水率較低，其餘泉水順山谷流入濕地，為當地的生態提供繁殖機會與保護。

定期維護閥門及管道，洩漏管道必須及時更換及修理。我們亦淘汰現有低效電器設備，並採用節能電器設備。

## 社會：

### 僱傭

我們將員工視為本集團最寶貴的資產。人才是本集團實現其經濟、環境和社會目標的關鍵。我們認為，建立對工作環境的歸屬感可以更有效地實施我們的可持續發展企業價值觀。因此，我們努力營造愉快的工作環境，讓每一位員工都能發揮自己的優勢。於2019年12月31日，本集團共聘請417名僱員(2018年12月31日：458名)。

The Board believes in being people-oriented. The employees of the Group are one of the most important assets of the Group and their contribution and support are highly valued. The Group is committed to providing equal opportunities in recruitment and promotion, regardless of age, gender, race, skin colour, religion, nationality, marital status, disability or sexual orientation. The management review and adjust the structure, size, composition and diversity of the manpower of the Group on a timely basis and make every effort to ensure that there is no harassment in the workplace.

Number of employees by gender, employment type, age group and region:

董事會堅持以人為本。本集團僱員為本集團最重要的資產之一，他們的貢獻及支持受到高度重視。本集團致力於招聘及晉升方面提供平等機會，不論年齡、性別、種族、膚色、宗教信仰、國籍、婚姻狀況、殘疾或性取向。管理層適時檢討和修訂本集團的人力架構、規模、組成及多元化，並盡力確保工作場所內不存在任何騷擾行為。

按性別、僱傭類型、年齡組別及地區劃分的僱員總數：

		Number of employees 僱員數目	
		As at 31 December 2019 於2019年 12月31日	As at 31 December 2018 於2018年 12月31日
By gender:	按性別劃分：		
– Male	– 男性	221	210
– Female	– 女性	196	248
By employment type:	按僱傭類型劃分：		
– Full-time	– 全職	417	458
– Part-time	– 兼職	—	—
By age group:	按年齡組別劃分：		
– >35	– >35	204	180
– <35	– <35	213	278
By region:	按地區劃分：		
– Mainland China	– 中國內地	406	446
– Hong Kong	– 香港	11	12

The Group ensures staff are reasonably remunerated with regular reviews on compensations and benefits policies in accordance with the industry benchmark as well as the individual performance of the employees. Other fringe benefits, training, employee provident fund and share options, if applicable, are provided by the Group to solicit/retain loyal employees with the aim to form a professional and united staff and management team that can bring higher levels of achievements to the Group. Our staff turnover rate continues to be rather stable and not high.

### Health and safety

The Group follows a people-oriented philosophy by demonstrating care about the mental and physical health of employees and striving to create a comfortable working environment for our employees. We educate employees on health and safety risks that may exist in work, in order to equip them with the relevant knowledge and ability to safeguard personal and production safety. To encourage care and communication among our staff members, the Group has worked on staff care, and also realized the all-round care to staff safety, emotion and self-realization through the construction of effective and smooth internal communication regulations, as well as the implementation of the regulations on the guidance to build up team work. We understood staff appeals through building various internal communication channels, such as interview with corporate leaders, survey of staff satisfaction, mailbox, etc.

In addition to the physical health and safety of staff, we are also committed to care for their well-being to promote work-life balance. The Group regularly organized and supported various cultural or sport activities, like sport days, interest groups and party gatherings, to advocate a healthy life and work-life balance, promote the communication among staff, and strengthen their teamwork spirit. In order to care for physical and mental health of staff and prevent occupational disease, the Group provided ongoing health check-ups, trainings, etc. for their staff; and regularly organized various outdoor physical activities and club events to help staff strike a balance between work and life.

Other than that, the Group endeavoured to create a comfortable and pleasant working environment for its staff. To improve the comfort and pleasure of the working environment, the Group has implemented various modification projects in each plant area based on its actual conditions, like upgrade of safety facilities in the Group's staff dormitories and activity rooms, modification of production equipment, greening working environment and improvement of meal quality.

本集團確保員工合理受薪，並根據行業基準以及僱員個人表現定期檢討薪酬及福利政策。本集團提供其他額外福利、培訓、僱員公積金及購股權(如適用)以招攬／挽留忠誠僱員，以建設專業及團結的員工及管理層團隊，促進本集團取得更高成就。我們的員工流失率依然相當穩定且不高。

### 健康與安全

本集團堅持以人為本，關心僱員身心健康，力爭為我們的僱員營造舒適的工作環境。我們針對僱員在工作中可能存在的健康安全風險進行教育，從而讓他們擁有相關知識及能力維護自身及生產安全。為了鼓勵員工之間的關懷和溝通，本集團致力推行員工關愛工作，並透過構建有效及順暢的內部溝通過程，落實公司團隊建設工作等，實現對員工安全、情感、自我實現等全方位的關懷。我們透過打造多種員工內部溝通途徑，如企業負責人訪談活動、員工滿意度調查、信箱等多種不同渠道，瞭解員工訴求。

我們除了關注員工的身體健康和 safety 之外，還致力於關懷員工的福祉，促進工作與生活的平衡。本集團定期舉辦和支持各類文化或體育活動，如運動會、興趣班及聯歡活動等，推廣健康生活及工作與生活平衡，促進員工之間的交流，加強員工的團隊精神。為了關注員工身心健康及預防職業病，我們持續開展員工體檢、健康培訓等；定期組織各類戶外拓展活動和員工俱樂部活動，平衡員工的工作與生活。

除此之外，本集團致力為員工締造一個舒適和愉快的工作環境。本集團根據各廠房的實際情況推行多項優化項目，如為本集團員工宿舍及活動室升級安全設施、改造生產設備、綠化工作環境及提升就餐品質等，提升員工工作環境的舒適度及愉悅度。



We have posted operation safety procedures and instructions in a conspicuous and appropriate place of our production plants and remind our employees from time to time of the safety practices. We also implement appropriate protection measures, including but not limited to technical training, for employees who work in positions with relatively high safety risks to reduce the occurrences of occupational accidents and injuries.

No accident relating to serious injuries or death or property damage has been reported to our management during the reporting period. Furthermore, during the reporting period, we were not subject to any claim arising from any serious accident involving personal injury or death or property damage that had a material adverse effect on our business, operation or financial position.

#### Development and training

The Group believes that employees' growth and development are essential to the sustainable growth and development of the Group. We highly value lifelong learning and training to improve the level of education and ability of employees, and explore potential talent therefrom for our future.

We provide diversified on-the-job training in our production plants based on the needs of the respective positions and talents of the employees. We also encourage our management staff to participate in continuous professional development trainings which are relevant to their professions. Apart from induction training, the Company provides updates to the Directors and senior management on the latest development regarding the Listing Rules and other applicable regulatory requirements from time to time, to ensure their compliance with and to enhance their awareness of good corporate governance practices. These include attending in-house training, seminars, reading handouts, newspapers, journals, the Group's news, industry news, etc. Apart from this, on-the-job trainings are provided to the working staff in the production plants on a timely basis.

#### Labour standards

The Group strictly prohibits the use of child labour and forced labour. We only employ employees aged over 18 years and never force employees to work overtime in order to foster a working environment that respects human rights. We do not allow any kind of discrimination or potential discrimination in our workplace. The Group is committed to creating an equal and harmonious working environment for its staff. By maintaining regular communication and exchange with staff, the Group understands various demands from staff, listens to their opinions and firmly safeguards their legally entitled interests.

我們已於生產廠房當眼及適當的地方張貼操作安全程序及說明，並不時提醒僱員注意安全守則。我們亦為處於相對高安全風險的職位的僱員實行適當的保護措施，包括但不限於技術培訓，以減少職業事故及受傷的發生。

於報告期間，我們的管理層概無接獲涉及重傷或死亡或財物損毀的意外報告。此外，我們於報告期間並無因涉及任何人身傷亡或財物損毀的嚴重意外而產生任何索償致使我們的業務、營運或財務狀況受到重大不利影響。

#### 發展及培訓

本集團認為僱員的成長及發展對本集團的可持續增長及發展至關重要。我們高度重視終生學習和培訓，以提高員工的教育水平和能力，同時發掘未來潛在的人才。

我們根據僱員的職位需要及專長於生產廠房提供多元化的在職培訓。我們亦鼓勵管理人員參加與彼等專業相關的持續專業發展培訓。除入職培訓外，本公司不時向董事及高級管理層提供有關上市規則及其他適用監管要求的最新發展情況，以確保彼等遵守並提高彼等對良好企業管治常規的認識。這些包括參加內部培訓、研討會、閱讀講義、報紙、期刊，本集團新聞、行業新聞等。此外，在職培訓會適時提供給廠房員工。

#### 勞工準則

本集團嚴格禁止使用童工及強制勞工。我們僅會聘請18歲以上的僱員且不會強迫僱員超時工作，從而營造一個尊重人權的工作環境。我們的工作場所不允許任何形式的歧視或潛在的歧視行為。本集團致力為員工營造平等和諧的工作環境，透過定期與員工溝通交流，瞭解員工不同的需要，聆聽他們的意見，堅決維護員工合法權益。

In accordance with the Labour Contract Law of the People's Republic of China (the "PRC") 《中華人民共和國勞動合同法》, employers and employees shall enter into written employment contracts to establish their employment relationships. Employers are required to inform the employees about their job duties, working conditions, occupational hazards, manufacturing safety conditions, remuneration and other matters with which employees may be concerned. Employers shall pay remuneration to employees on time and in full in accordance with the commitments set forth in the employment contracts and the PRC laws and regulations. The Group strictly complied with the national and local laws and regulations in respect of the arrangement on staff working hours and holidays so as to ensure staff can obtain appropriate treatment. The Group has established the management regulations on staff holidays, regulating effectively the arrangement of various staff holidays and application process, such as statutory holidays, annual leave, maternity leave, work injury leave, marriage leave, funeral leave, sick leave and other leave. Moreover, we followed the national and local labour laws to implement working hour management, and pay corresponding remuneration according to the staff's job position and actual working hours.

Under applicable regulations, including the Interim Regulations Concerning the Levy of Social Insurance Fees 《社會保險費徵繳暫行條例》 and the Administrative Regulation on Housing Fund 《住房公積金管理條例》, employers in the PRC shall make contributions to the basic pension insurance fund, basic medical insurance fund, occupational injury insurance, unemployment insurance fund, maternity insurance fund and housing fund for their employees.

To the best of our knowledge, there were no identified violation of relevant employment laws and regulations by the Group during the reporting period.

根據《中華人民共和國(「中國」)勞動合同法》，僱主與僱員須訂立書面僱傭合同以確立其僱傭關係。僱主須告知僱員其工作職責、工作條件、職業危險、生產安全狀況、薪酬及僱員要求了解的其他情況。僱主須根據僱傭合同的承諾以及中國法律及規例的規定按時向僱員支付足額薪酬。本集團員工的工作時間和假期安排嚴格遵守國家和地方的法律法規，以確保我們的員工能得到良好的待遇。本集團設立了假期管理規定，有效地管理員工的不同假期安排及申請流程，如法定假期、年度休假及產假、工傷假、婚假、喪假、病事假等。此外，我們遵循國家及地方勞動法實施工時管理，根據員工的崗位及實際工作時間支付相應的勞動報酬。

根據適用法規，包括《社會保險費徵繳暫行條例》及《住房公積金管理條例》，中國的僱主須為僱員繳納基本養老保險金、基本醫療保險金、工傷保險、失業保險金、生育保險金及住房公積金。

據我們所知，於報告期間並無發現本集團有違反相關僱傭法律及規例的情況。

### Supply chain management

The Group mainly produces bottled mineral water and beer products. The main production raw materials needed to be purchased are PRC produced barley, Australia produced barley and hops. The packaging materials mainly include carton box, labels, aluminum cans, glass bottles, PET (Polyethylene terephthalate), HDPE (High-density polyethylene) and tape. Packaging suppliers are mainly located in Tibet, Chengdu and the Yangtze River Delta region. The suppliers currently working with the Group are leading players in the industry both in terms of production scale and quality of products they supply. The Group will evaluate suppliers based on their annual supply services, product quality and product prices. The Group has a total of 41 suppliers in 2019, including 23 suppliers in the water segment and 25 suppliers in the beer segment. There are common suppliers in the water segment for labels and packaging in the beer segment. 41 suppliers participated in the annual assessment, 40 passed, and 1 did not pass and has eliminated. In 2019, there was 1 new supplier each for the water segment and beer segment.

Based on our long-term and friendly strategic cooperation relationship with suppliers, we also enjoy preferential product prices and stable supply. The Group conducts unified bidding on the above-mentioned main materials every year to confirm the suppliers and supply prices. During the production cooperation, the supply prices are regularly reviewed, and the purchase prices are adjusted in accordance with the actual changes in the raw materials produced by the suppliers to save costs for the group as much as possible. In order to ensure stable and timely product supply, in addition to long-term suppliers, the Group is also soliciting new suppliers as back-ups.

The Group maintains long-term relationships with its suppliers to ensure a stable supply of materials for production. We also require our suppliers to improve their sustainability performance, act responsibly and adhere to our environmental protection and product safety strategies.

### 供應鏈管理

本集團主要生產的瓶裝礦泉水和啤酒產品，所需要採購的主要生產原材料有國產大麥、澳洲大麥和啤酒花等；包裝材料主要包括紙箱、標籤、鋁罐、玻璃瓶、PET（聚對苯二甲酸乙二醇酯）、HDPE（高密度聚乙烯 High-density polyethylene）和膠帶等。包裝物供應商主要集中在西藏本地，成都以及長三角區域。目前本集團所合作的供應商無論是從生產規模，還是供應產品的品質都是業內的領先參與者。本集團會按照供應商每年的供貨服務情況、產品品質和產品價格對供應商進行考核。本集團2019年合作供應商合計41家，其中水分部供應商23家，啤酒分部供應商25家，水分部在啤酒分部在標籤和包裝等物料上有共用的供應商。41家供應商均參與年度考核，40家通過，1家未獲通過而被淘汰。在2019年水分部和啤酒分部各新增一家供應商。

基於我們和供應商保持著長期友好的戰略合作關係，我們也享受著優惠的產品價格和穩定的供應。本集團每年對上述主要物料進行統一招標，確認供應商和供應價格，生產合作中定期審視供應價格，按照供應商生產原料的實際變化情況適時調整採購價格，盡可能為本集團節約成本。為確保產品供應的穩定和及時，除長期合作的供應商外，本集團也在陸續尋求新的供應商作為後備。

本集團與其供應商保持長期的合作關係，以確保生產材料的穩定供應。我們亦要求我們的供應商改善其可持續表現、負責任行事及遵守我們的環境保護及產品安全策略。

### Product responsibility

The Group has put quality as its priority to ensure customer satisfaction in terms of our products and services. Pursuant to the Product Quality Law of the PRC 《中華人民共和國產品質量法》, a manufacturer shall establish a comprehensive internal management system for product quality, and implement internal policies of quality, responsibility and assessment. We have been awarded several certifications attesting to our outstanding quality control systems over our products.

Our environmental management system in the production and sales of our water products has been certified to comply with ISA 14001:2004 and GB/T 24001-2004 by the China Quality Certification Center since 2008. Our quality control system in the production and sales of our water products has been certified to comply with ISO 9001:2008 and G/T 19001-2008 by the China Quality Certification Center since 2008. Our production process of water business has been certified to comply with CAC/RCP1-1969, Rev4(2003) Guidelines for the Hazard Analysis Critical Control Point ("HACCP"), which is an internationally recognized standard for food safety, since 2008.

Our environmental management system in the production and sales of our beer products has been certified to comply with ISA 14001:2004 and GB/T 24001- 2004 by the China Quality Certification Center since 2010. Our production process of beer business has been certified to comply with CAC/RCP1-1969, Rev4(2003) Guidelines for the HACCP, which is an internationally-recognized standard for food safety, since 2010.

To the best of our knowledge, there were no identified violation of relevant laws and regulations on product responsibility and data privacy by the Group during the reporting period.

### 產品責任

本集團堅持質量第一，確保客戶滿意我們的產品及服務。根據《中華人民共和國產品質量法》，生產商須就產品質量設立綜合內部管理系統，實施質量、責任及評估的內部政策。我們已獲授多項認證，證明我們擁有卓越的產品質量控制系統。

我們生產及銷售水產品的環境管理系統自2008年起獲中國質量認證中心認證符合ISA 14001:2004及GB/T 24001-2004。我們生產及銷售水產品的質量控制系統自2008年起獲中國質量認證中心認證符合ISO 9001:2008及G/T 19001-2008。我們水業務的生產流程已自2008年起獲得認證，遵守危害分析重要管制點(「HACCP」)應用指引CAC/RCP1-1969, Rev4(2003)(國際認可食品安全標準)。

我們生產及銷售啤酒產品的環境管理系統自2010年起獲中國質量認證中心認證符合ISA 14001:2004及GB/T 24001-2004。我們啤酒業務的生產流程已自2010年起獲得認證，遵守HACCP應用指引CAC/RCP1-1969, Rev4(2003)(國際認可食品安全標準)。

據我們所知，於報告期間並無發現本集團有違反相關產品責任和數據私隱的法律及規例的情況。

### Governance of Integrity

The Group is committed to doing business with integrity and will not tolerate any bribery or other misconduct. We observe national laws and regulations pertaining to anti-bribery, extortion, fraud and money-laundering, including “Constitution”, “Criminal Procedure Law” and “Supervision Law” of the PRC and implement thoroughly and consistently provisions pertaining to commercial bribery, extortion, fraud and money laundering under the “Anti-Money Laundering Law of the PRC” and the “Anti-Unfair Competition Law”. We have implemented internal policies and guidelines to comply with applicable laws in the PRC on anti-bribery and anti-corruption. Whistleblower policies and procedures are in place and disseminated to all employees. These measures are subject to regular review and update to ensure their effectiveness to strengthen the internal controls and compliance regime of the Group. No complaints or suspected cases were received via the whistleblower channel or other channels in 2019.

In addition to the anti-bribery and anti-corruption policies of the Group’s staff handbook, the Group has also prepared relevant external reporting procedures and regularly reviewed the effectiveness of the Group’s internal control system. The Board is responsible for efficiency monitoring, standardizing various business management decision-making activities of the Group, unifying internal and external inspection of pipelines and strengthening internal and external supervision systems to effectively prevent employees from performing their duties and performing work incorrectly at all levels.

In 2019, the Group was not subject to any litigation involving corruption, bribery, extortion, fraud and money-laundering, nor were any cases of material violation reported.

### Community investment

We act as a responsible member of society and are dedicated to contributing to the well-being of our environment and to providing help to those who are in need. The Group continued to hire about 95% of its employees at the production plant at Dangxiong, Tibet, from local Tibetan farmers and herdsmen, and the Group provided them with relevant education and on-the-job training. As a result, these local people attained an average annual income of about RMB50,000 per capita, a significant increase from the previous baseline of below RMB2,000 per household before 2005.

### 倡廉善治

本集團致力以誠信經營業務，絕不容許行賄或其他不當行為，遵循國家有關防止賄賂、勒索、欺詐及洗黑錢方面的法律法規，包括中華人民共和國《憲法》、《刑事訴訟法》、《監察法》等法律法規，深入貫徹落實《中華人民共和國反洗錢法》《反不正當競爭法》中有關商業賄賂、勒索、欺詐、洗黑錢的法規。我們已實施內部政策及指引，以遵守中國有關反賄賂及反貪污的適用法律。我們已訂立舉報政策及程序，並告知全體僱員。該等舉措須定期予以檢討及更新，以確保其可有效加強本集團的內部控制及合規制度。於2019年，我們並無從舉報渠道或其他途徑接獲任何投訴或疑似案例。

除本集團員工手冊的反賄賂及反貪污政策外，本集團亦已擬定相關外部報告程序，並定期檢討本集團內部監控系統的有效性。董事會負責效率監察，規範本集團各項業務管理決策活動，統一管道內外部檢查，加強內外部監督制度，在各個層面有效地防止員工不恰當履行職責及工作。

於2019年，本集團沒有發生任何涉及貪污、賄賂、勒索、欺詐及洗黑錢的訴訟案件，以及無獲報重大違規違法情況。

### 社區投資

我們身為社會上負責任的成員，致力為環境福祉作出貢獻，並向有需要人士提供幫助。本集團於西藏當雄縣的生產廠房繼續向當地西藏農牧民僱用約95%的僱員，且本集團向他們提供相關教育及在職培訓。因此，該等當地員工實現平均年收入人均約人民幣50,000元，遠高於2005年之前的先前基線每戶不足人民幣2,000元。

By promoting opportunities and capabilities using a human development approach, the Group has educated farmers in the countryside in Tibet with new industry skills, improved their access to knowledge and learning, and provided them with opportunities to leave defunct industries. By introducing them to modern production methods, operations and management skills, local farmers and herdsmen in rural areas of China gained not only knowledge and skills, but also the understanding of the modern society. Their living standards have substantially improved, and their ways of living have been changed rapidly.

The Group continued to develop the local economy in Tibet and promote the unique local water industry. It emphasized the benefits of providing development-oriented aid to underdeveloped regions in Tibet instead of merely handing out one-off relief measures.

Supporting education and helping to create a more productive community are the main drivers of the Group's community investment strategy. The donations made by "Tibet 5100 Education Fund (西藏5100教育發展專項基金)", the charity fund established by the Group, continued to provide support to local basic education and healthcare providers and assist in poverty alleviation, examples include school meals and education facilities provided to local schools at Dangxiong, Tibet.

In 2019, the Group had actively participated in the support and educational work of a number of local schools in Tibet through the "Tibet 5100 Education Development Special Fund", including in June 2019, the Olympic champions forming a team to teach skills in Tibet, share the spirit of sports, train with the children in schools in Shannan City, Tibet, lunch, interact on-site, and encourage them to "Be their own Champions."

### Shareholders

We strive to maximize long-term value and return for our shareholders.

Our commitment towards our stakeholders provides us with guidance in respect of our corporate responsibility policy which we strive to ensure that the values of our social and environmental responsibilities are integrated into our daily operations and business code of conduct.

本集團以人才發展方針推動機遇及能力，為西藏農村的農民提供新的行業技能教育，改善他們獲得知識及學習的途徑，為他們提供離開過時行業的機會。通過引入現代生產方式、經營及管理技能，中國農村地區的當地農牧民不僅可獲得知識及技能，亦可了解現代社會。他們的生活水平大幅提高，生活方式迅速發生變化。

本集團繼續為西藏當地經濟發展及特色水產業宣傳出力，實現西藏落後地區從「輸血式」扶貧向「造血式」幫扶的發展。

支持教育及幫助創造更富有生產力的社區，是本集團社區投資策略的主要推動力。本集團建立的慈善基金「西藏5100教育發展專項基金」繼續作出捐贈，為當地基礎教育及醫療保健提供者提供支持並協助扶貧，其中包括向西藏當雄縣的當地學校提供學校用餐及教育設施。

在2019年，本集團通過「西藏5100教育發展專項基金」積極參與多項西藏當地學校扶助教育工作。當中包括在2019年6月奧運冠軍組團進藏授技、分享體育精神，與西藏山南市學校內孩子們一起訓練、午餐、現場互動，鼓勵他們「做自己的冠軍」。

### 股東

我們致力達致股東的長期價值及回報最大化。

我們對持份者的承諾為我們的企業責任政策提供指引，據此我們盡力確保將我們的社會及環境責任價值整合至我們的日常營運及業務操守準則。

### Customers and business partners

Our main goal is to satisfy our customers and provide them with world-class Tibetan water and beer products. We regard each distributor and supplier as our long-term business partner and conduct all businesses with integrity and in a responsible manner.

In terms of privacy, the Group's customer information system only allows authorized staff to visit. The staff of other departments of the Group strictly apply, accept and provide information when they request for information retrieval.

The Group seeks to maintain good relationships with its customers. The Group maintains an after-sales call center to serve our end customers, and the sales personnel make regular visits and/or phone calls to the distributors and sales outlets in the market. If there is any complaint from customers, it will be reported to the management and immediate remedial action will be taken. Thereafter, the cause of such complaint will be studied, analyzed and evaluated, and recommendations will be made for future improvements.

The Group also seeks to maintain good relationships with its suppliers. During the year, there was no dispute in debts or unsettled debts. In addition, whenever the Group places orders, our suppliers are willing to accept our orders.

### 客戶及業務夥伴

我們的主要目標為滿足客戶及為其提供世界級西藏水及啤酒產品。我們視各經銷商及供應商為我們的長期業務夥伴，並以真誠及負責任的態度進行所有業務。

在隱私方面，本集團的客戶信息系統僅允許授權員工訪問。本集團其他部門的工作人員在要求信息檢索時須嚴格申請，接受和提供信息。

本集團尋求與其客戶維持良好關係。本集團設有售後服務中心，服務我們的終端客戶。銷售人員定期拜訪及／或致電市場經銷商及銷售網點。倘接獲客戶投訴，則會匯報至管理層並即時採取補救行動。此後，本集團將研究、分析及評估有關投訴的原因，並提出改善建議。

本集團亦尋求與供應商維持良好關係。年內，概無有關債務或未結債務之爭議。此外，當本集團下訂單時，我們的供應商均樂意接納訂單。

5100<sup>®</sup>



卓玛泉<sup>®</sup>

格桑泉<sup>®</sup>

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TIBET WATER  
RESOURCES LTD.