



# 中國稀土控股有限公司 China Rare Earth Holdings Limited

(Incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立之有限公司)

Stock code 股份代號：00769

# CRE

環境、社會及管治報告 Environmental, Social and Governance Report 2020

# 環境、社會及管治報告2020

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

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# 環境、社會及管治報告2020

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

### 1 關於本報告

中國稀土控股有限公司（「本公司」）及其附屬公司（統稱為「本集團」）為中國最大規模的稀土及耐火材料生產商之一。本集團於一九九九年十月十五日在香港聯合交易所上市，是中國首間在海外上市的私有稀土和耐火材料生產企業。為提高本集團的競爭力，我們致力以透明的措施將可持續發展原則融入戰略規劃及日常營運中，矢志保持我們於私有稀土和耐火材料產業的競爭優勢，實現長遠共贏，為主要持份者包括股東、僱員、客戶及廣大社會提供持久價值。因此，我們高度重視員工關懷、商業道德、客戶滿意度、環境保護及社區參與，並對此有明確使命及目標。

為與社區持份者構建長期的信賴關係，本集團欣然發佈我們二零二零財政年度的環境、社會及管治報告（「本報告」）概述我們有關環境、社會及管治的績效和倡議。

### 1 ABOUT THE REPORT

China Rare Earth Holdings Limited (the “Company”) and its subsidiaries (collectively referred to as the “Group”) is one of the largest producers of rare earth and refractory materials in China. The Group was listed on the Hong Kong Stock Exchange on 15 October 1999 and is the first private rare earth and refractory materials producer in China listed overseas. To improve the Group’s competitiveness, we are committed to incorporating the principles of sustainable development into our strategic planning and daily operations through transparent measures, and are determined to maintain our competitive advantage in the private rare earth and refractory materials industry, in order to achieve long-term mutually beneficial results and provide lasting value for key stakeholders, including shareholders, employees, customers and the general public. As such, we attach great importance to employee care, business ethics, customer satisfaction, environmental protection and community engagement and have set clear missions and goals for these.

To build a long-term trusting relationship with community stakeholders, the Group is pleased to publish our Environmental, Social and Governance Report for the financial year of 2020 (the “Report”), which outlines our environmental, social and governance performance and initiatives.

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### 1.1 報告範圍

本報告呈列本集團於二零二零年一月一日至二零二零年十二月三十一日(「報告期」或「二零二零年」)核心業務的環境、社會及管治的管理方針、績效、實踐和重要議題。與二零一九報告期相同，本報告範圍涵蓋本集團位於中國江蘇省宜興市丁蜀鎮的總辦事處及以下四間核心附屬公司，其業務營運收入為本集團業務的主要收入來源。

### 1.1 REPORTING SCOPE

This Report presents the management policy, performance, practice and material issues of the Group's core business regarding environment, social and governance during the period from 1 January 2020 to 31 December 2020 (the "Reporting Period" or "2020"). As in the reporting period for 2019, this Report covers the Group's main office located in Dingshu Town, Yixing City, Jiangsu Province, PRC and the following four core subsidiaries, whose operating income is the main source of revenue of the Group's business.

附屬公司 Subsidiary	營運地點 Business location	主要業務 Principal activities
宜興新威利成稀土有限公司 <b>Yixing Xinwei Leeshing Rare Earth Company Limited</b>	江蘇省宜興市 Yixing City, Jiangsu Province	製造及銷售稀土產品 Manufacturing and sales of rare earth products
宜興新威利成耐火材料有限公司 <b>Yixing Xinwei Leeshing Refractory Materials Company Limited</b>	江蘇省宜興市 Yixing City, Jiangsu Province	製造及銷售耐火產品 Manufacturing and sales of refractory products
無錫新威高溫陶瓷有限公司 <b>Wuxi Xinwei High Temperature Ceramics Co., Ltd.</b>	江蘇省宜興市 Yixing City, Jiangsu Province	製造及銷售高溫陶瓷產品 Manufacturing and sales of high temperature ceramics products
海城市蘇海鎂礦有限公司 <b>Haicheng City Suhai Magnesium Ore Company Limited</b>	遼寧省海城市 Haicheng City, Liaoning Province	製造及銷售鎂砂產品 Manufacturing and sales of magnesium grains products



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### 1.2 編製基準

本報告的內容乃按照香港聯合交易所有限公司上市規則附錄二十七所載之《環境、社會及管治報告指引》而編製。

#### 1. 重要性

本報告中所披露的資訊乃根據其對本集團業務及重要持份者的重要性而精心收集、評估和呈現的。而報告範圍是根據集團營運的重要性釐定。

#### 2. 量化

本報告的關鍵績效指標計算和分析均參照國際標準，因此讀者可通過數據比較來評估和驗證本集團環境、社會及管治舉措的有效性。相關的統計標準、方法、假設和計算工具，以及排放和能源消耗的轉換因數來源亦予以披露，並適時為數據提供敘述，闡述其目的及影響。

#### 3. 平衡

本報告不偏不倚地呈報本集團關於環境、社會及管治的表現以及避免不恰當地誤導讀者和遺漏重要資料。本集團的環境、社會及管治績效、管理和改進空間均能透過與過去兩年的數據比較顯示。

### 1.2 PREPARATION BASIS

The content of the Report is prepared in compliance with the “Environmental, Social and Governance Reporting Guide” set out in Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited.

#### 1. Materiality

The information disclosed in this Report is carefully collected, assessed and presented based on its importance to the Group’s business and to key stakeholders. The reporting scope is determined based on the importance to the Group’s operations.

#### 2. Quantitative

The calculation and analysis of the key performance indicators in the Report are made by reference to international standards so that readers can evaluate and validate the effectiveness of the Group’s environmental, social and governance initiatives through comparison of data. Relevant statistical standards, methodologies, assumptions and calculation tools, as well as sources of conversion factors for emissions and energy consumption are also disclosed, and a narrative description of the data is provided where appropriate to explain its purpose and impact.

#### 3. Balance

The Report gives an unbiased description of the Group’s environmental, social and governance performance and avoids inappropriately misleading readers or omitting important information. The Group’s environmental, social and governance performance, management and room for improvement can be shown by comparing data with those of the previous two years.

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### 4. 一致性

本報告在資訊收集、報告框架、數據計算方法(包括在環境、社會及管治數據收集及其關鍵績效指標)及報告範圍與往年一致,使相關數據日後可作有意義的比較,如日後的統計或編寫方法有所變更,亦將會註明。

### 1.3 意見反饋

本集團相信社區的高度信任對我們業務的可持續發展至關重要。我們努力以持份者的最大利益來管理集團。因此,我們重視您對本報告和我們可持續發展績效的反饋。如果您有任何意見或建議,歡迎隨時郵寄至香港灣仔告士打道39號夏慤大廈2509室與我們聯絡。

## 2 與持份者溝通

本集團明瞭管理業務的最佳方式為與持份者緊密合作。因此,我們重視他們的利益和觀點,並致力與各持份者,包括客戶、供應商、僱員及投資者等維持緊密聯繫,瞭解持份者對本集團履行企業社會責任的期望,從而規劃本集團社會責任的發展策略及目標。本集團的高級管理人員不時與各持份者進行探訪會議及電話會議,又通過電郵、公司郵箱及顧客服務熱線讓各持份者瞭解本集團之最新發展狀況;客戶服務專員亦持續與各持份者接觸,聆聽他們的意見及需求。

### 4. Consistency

The Report is consistent with previous years in terms of information collection, reporting framework, data calculation methods (including collection of environmental, social and governance data and its key performance indicators) and reporting scope, so that meaningful comparison of data can be made in the future. Any future changes in statistical or preparation methodologies will be indicated.

### 1.3 FEEDBACK

The Group believes that a high level of trust from the community is critical to the sustainability of our business. We strive to manage the Group in the best interests of our stakeholders. As such, we value your feedback on the Report and our sustainability performance. If you have any opinions or suggestions, please do not hesitate to contact us by mail to Room 2509, Harcourt House, 39 Gloucester Road, Wanchai, Hong Kong.

## 2 COMMUNICATION WITH STAKEHOLDERS

The Group understands that the best way to manage our business is to work closely with our stakeholders. Therefore, we value their interests and perspectives and endeavour to maintain close communication with various stakeholders including customers, suppliers, employees and investors to understand their expectations for the Group's performance in corporate social responsibility, thereby formulating the Group's social responsibility development strategy and goals. The Group's senior management members conduct interviews and conference calls with the stakeholders from time to time. The Group's updates are communicated to the stakeholders through e-mail, corporate mail and customer service hotline. The customer service specialist is also in constant contact with the stakeholders to listen to their views and needs.

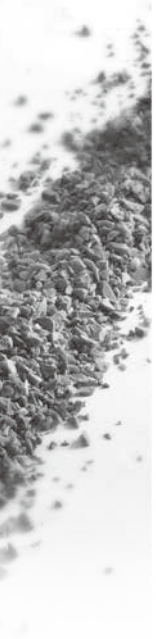


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為了識別持份者對業務運營的見解和關注，本集團一直通過各種管道（如下表所示）與主要持份者保持定期溝通。本公司在每年的中期報告及年報中向各股東匯報整體業績表現，又在環境、社會及管治報告中匯報社會責任表現，亦通過舉行股東大會，為股東及董事會提供溝通機會。董事會主席以及審核委員會、薪酬委員會及提名委員會之主席或其委任之代表，在股東週年大會上回答股東的提問。為更進一步促進與各持份者的有效溝通，本公司設有官方網站[www.creh.com.hk](http://www.creh.com.hk)，用於廣泛刊載本集團業務發展及營運最新訊息、財務訊息及其他訊息。

To identify our stakeholders' insights and concerns about the operations of our business, the Group has been maintaining regular communication with our key stakeholders through various channels as shown in the table below. The overall performance of the Company is reported to the shareholders in the interim report and annual report on a yearly basis. The social responsibility performance is reported in the Environmental, Social and Governance Report. The Company also provides opportunities for shareholders and the Board of Directors to communicate through general meetings. The Chairman of the Board of Directors and the Chairmen of the Audit Committee, the Remuneration Committee and the Nomination Committee or their designated representatives answer shareholders' questions at annual general meetings. To further facilitate effective communication with the stakeholders, the Company has an official website at [www.creh.com.hk](http://www.creh.com.hk) for the extensive publication of the Group's business development and operational news, financial information and other information.



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持份者組別 Stakeholder Group	溝通管道 Communication Channel
投資者和股東 Investors and Shareholders	<ul style="list-style-type: none"> <li>• 公司網站 Company website</li> <li>• 公司公告 Company announcements</li> <li>• 股東大會 General meetings</li> <li>• 年度和中期報告 Annual and interim reports</li> </ul>
顧客 Customers	<ul style="list-style-type: none"> <li>• 公司網站 Company website</li> <li>• 客戶直接溝通 Direct communication with customers</li> <li>• 客戶反饋和投訴 Customer feedback and complaints</li> </ul>
僱員 Employees	<ul style="list-style-type: none"> <li>• 在職和入職培訓 On-the-job and induction training</li> <li>• 電子郵件和意見箱 Email and comment box</li> <li>• 定期會議 Regular meetings</li> <li>• 員工績效評估 Employee performance evaluation</li> <li>• 員工活動 Employee activities</li> </ul>
供應商和業務夥伴 Suppliers and Business Partners	<ul style="list-style-type: none"> <li>• 遴選評估 Selection assessment</li> <li>• 採購流程 Procurement process</li> <li>• 績效評估 Performance evaluation</li> <li>• 與業務夥伴定期溝通（例如電子郵件、會議、實地考察等） Regular communication with business partners (e.g. emails, meetings and on-site visits)</li> </ul>
政府部門和監管機構 Government Authorities and Regulators	<ul style="list-style-type: none"> <li>• 書面文件 Documentation</li> <li>• 合規檢查 Compliance review</li> <li>• 論壇、會議和研討會 Forums, meetings and seminars</li> </ul>
社區 Community	<ul style="list-style-type: none"> <li>• 公司網站 Company website</li> <li>• 社區活動 Community activities</li> </ul>





#### 3 環境

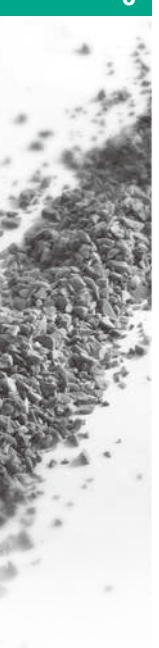
本集團明瞭我們於維持環境可持續性的社會責任，並堅定不移地尋求減少資源及能源消耗的營運模式以邁向綠色營運。業務的可持續發展非常重要，我們會積極監察營運過程中的環境管理事宜，並致力減少影響環境的措施，體現對保護環境方面的持續承諾。

本集團恪守包括《中華人民共和國大氣污染防治法》、《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國環境保護法》和《中華人民共和國環境保護稅法》等相關環保法例。《中華人民共和國環境保護稅法》規定實體須就其產生的空氣與水污染物、噪音和固體廢物繳稅，以加強污染控制和保護環境。於報告期內，本集團附屬公司宜興新威利成稀土有限公司曾經發生化學溶液洩露事故，部分化學溶液經儲罐裂縫滲出流入河道，違反了《中華人民共和國水污染防治法》。事後，本集團已積極採取補救措施，妥善處理好善後工作。除此事故以外，本集團並無違反有關廢氣及溫室氣體、向水及土地的排污、有害及無害廢棄物的產生的相關法律及法規的個案發生。

#### 3 ENVIRONMENT

We are conscious of our social responsibility to maintain environmental sustainability and are determined to move towards green operations by pursuing operational models that reduce resource and energy consumption. Sustainable development of business is very important. We closely monitor environmental management issues in the operation process and adopt measures to reduce environmental impact to fulfil our ongoing commitment to environmental protection.

The Group strictly complies with relevant environmental protection laws including the "Air Pollution Prevention and Control Law of the People's Republic of China", the "Environmental Pollution by Solid Waste Prevention and Control Law of the People's Republic of China", the "Environmental Protection Law of the People's Republic of China" and the "Environmental Protection Tax Law of the People's Republic of China". "Environmental Protection Tax Law of the People's Republic of China" requires entities to pay taxes on air and water pollutants, noise, and solid waste that they generate to strengthen pollution control and environmental protection. During the Reporting Period, there was a leakage of chemical solutions incident by Yixing Xinwei Leeshing Rare Earth Company Limited, a subsidiary of the Group. Certain chemical solutions was leaked from a crack of a storage tank to a river and it violated the "Water Pollution Prevention and Control Law of the People's Republic of China". Remedial measures were taken actively afterward and aftermath was handled properly. Save for the incident, the Group had no case of violating the laws and regulations on air and greenhouse gases, discharge into water and land, and generation of hazardous and non-hazardous waste.



### 3.1 排放物

政府圍繞資源環境保護、打擊非法生產，行業格局將繼續得到改善。本集團深明遏制全球氣溫上升已經刻不容緩、緩減氣候變化已是全球的重要議題。為緩減本集團在日常運作中所產生的廢氣、溫室氣體、廢水、固體廢棄物及其他污染物會對環境造成破壞，本集團制定相應的環保政策，並採取一系列不同層級的應對措施。

#### 1. 清潔能源使用

本集團配合國家政策方向，推進電力和天然氣等優質能源的使用，例如以燃氣鍋爐取代傳統鍋爐，從而減少運作時產出的空氣污染物。

#### 2. 以資訊科技互聯互通

本集團主張應用資訊科技如電話會議、視像會議或採用電子郵件取代不必要的出行活動，加強商務出行的節約管理。在需要出行情況下盡量使用公共交通工具，從而減少因交通運輸所產生的廢氣及溫室氣體排放。

### 3.1 EMISSIONS

As a result of government efforts to protect the environment, eliminate illegal rare earth production, and upgrade the industry, the structure of the industry will continue to be improved. The Group understands that dealing with climate change and stemming global warming is an important issue for the entire world. To mitigate the impact of greenhouse gases, sewage, solid waste and other pollutants generated in its daily operation that affect the environment, the Group has formulated a series of environmental policies and taken an array of measures.

#### 1. Use of Clean Energy

The Group follows the directions of the country policies and promotes the use of cleaner energy sources such as using electric power and natural gas. For example, we replaced traditional boilers with gas-fired boilers, thereby reducing the amount of gaseous pollutant generated during operation.

#### 2. Communication with Information Technology

The Group encourages employees to use telecommunication technologies such as telephone conferences, video conferences and e-mail communications to avoid unnecessary trips and strengthen the management of business trips. If a business trip is necessary, public transportation should be used as much as possible to reduce the waste gas and greenhouse gas emissions generated by transportation.



### 3. 室內空氣質素管理

本集團的廠區內亦禁止存放可能逸散粉塵、惡臭氣體的物質，並禁止燃燒物品，又盡可能開窗通風或使用壁扇加強車間內的換氣流量，同時亦裝設吸附塔吸收生產車間內的異味氣體。為保持室內空氣質量良好，辦公室室內及生產車間已實施全面禁煙，僅劃分部份室外特定範圍作為吸煙區。

### 4. 重用再造

本集團鼓勵循環再用日常生產所需的資源，例如盡量選擇使用可再次充裝的辦公用品等，而本集團會分類收集及存放自身無法直接循環再用的物資，如包裝塑膠袋、工業保鮮膜、原料內包裝袋等，再交由具有相關資質的單位合規處理。

### 5. 中水及雨水回用

本集團不斷探索改善生產用水給水方式，添置環保設備回收處理可再次利用的廢水及收集雨水，並通過在生產過程中實行串聯用水、梯級用水，以減少生產過程中廢水的產生量。

### 3. Indoor Air Quality Management

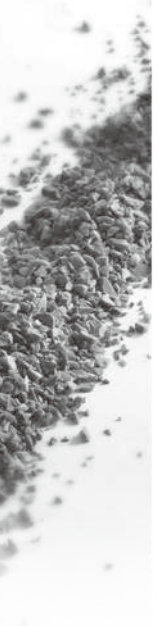
Substances that may emit dust and malodorous gas are not allowed to be stored in the plants. Incineration is prohibited as well. We ventilate as much as possible by keeping the windows open, or using wall fans to facilitate the airflow in the workshops. At the same time an adsorption tower is utilised to absorb the odor in the workshops. In order to maintain indoor air quality, the Group has implemented a non-smoking policy in office area and production workshops, and some of the outdoor areas are specified as smoking areas.

### 4. Reuse and Recycle

The Group encourages the reuse of the resources needed in the daily production. For example, office supplies with refills are selected whenever possible. The Group segregates and stores resources that cannot be directly reused, such as packaging plastic bags, industrial plastic wraps and raw material packaging bags, and then transfers them to qualified agencies for proper disposal.

### 5. Reuse of Reclaimed Water and Rain Water

Methods are being explored by the Group to optimise water use and supply in the production process; environmental friendly equipment has been added to recycle reusable sewage and rainwater; series water use and progressive water use methods are adopted to reduce the generation of sewage from the production process.



## 環境、社會及管治報告2020

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

本集團的主要廢氣排放源為生產設施燃燒固定源燃料排放及車輛排放，而主要空氣排放物為氮氧化物、硫氧化物和顆粒物。我們除了進一步加強天然氣、電耗和用水內控外，還針對已識別的排放源採取了多種措施，包括關注各項設備的廢氣排放量、作出廢氣監控、優化生產流程結構及集中時間段進行生產。

本集團的直接溫室氣體排放（「範圍一」）涵蓋由生產設施固定源燃料及營運車輛燃料的燃燒及的耗用所產生的溫室氣體。而能源間接溫室氣體排放（「範圍二」）來自外購電力在生產過程中所引致的溫室氣體。於本報告期，本集團的範圍一排放佔本集團總溫室氣體排放為11%，而範圍二排放為89%。

本集團對各種廢棄物採取適當的減廢措施，以降低廢棄物對環境的危害。在合適的情況下，對相關廢棄物進行分類及回收，積極降低廢棄物量，履行企業社會責任。本集團有害廢棄物主要為中和渣和活性碳，而主要無害廢棄物為生活垃圾。此外，由於部份附屬公司採用新技術，大幅減少使用活性碳，所以廢棄的有害物質水平也隨之減少。

The Group's main sources of exhaust emissions are stationary fuel combustion in production facilities and vehicle emissions, and the main air emissions are nitrogen oxides, sulphur oxides and particulate matter. In addition to further strengthening the internal control over consumption of natural gas, power and water, we have also taken a variety of measures against identified emission sources, including paying attention to the exhaust emissions of various equipment, monitoring exhaust gas, optimising production processes and concentrating production time.

The Group's direct greenhouse gas emissions ("Scope 1") cover greenhouse gases produced by the combustion and consumption of fuels from stationary sources in production facilities and fuels for operating vehicles. The indirect greenhouse gas emissions of energy ("Scope 2") are greenhouse gases produced during the production process of purchased power. During the Reporting Period, the Group's Scope 1 emissions accounted for 11% of the Group's total greenhouse gas emissions, and Scope 2 emissions accounted for 89%.

The Group adopts appropriate reduction measures for various types of waste to reduce the damage to the environment by waste. Where appropriate, the Group classifies and recycles related waste and actively reduces the amount of waste, fulfilling its corporate social responsibility. The hazardous waste of the Group is mainly neutral slag and activated carbon, and the main non-hazardous waste is domestic waste. In addition, as some subsidiaries adopted new technologies and greatly reduced the use of activated carbon, the level of harmful substances in waste also decreased.



	單位 Unit	二零二零年 2020	二零一九年 2019
<b>廢氣種類<sup>1</sup></b>			
<b>Type of Exhaust Gas<sup>1</sup></b>			
<b>氧化氮(NO<sub>x</sub>)</b>	公斤	<b>375.64</b>	548.83
<b>Nitric Oxide (NO<sub>x</sub>)</b>	kg	<b>375.64</b>	548.83
由氣體燃料消耗而產生	公斤	<b>304.50</b>	358.83
Produced by gaseous fuel consumption	kg	<b>304.50</b>	358.83
由汽車使用而產生	公斤	<b>71.14</b>	190.00
Produced by vehicular use	kg	<b>71.14</b>	190.00
<b>氧化硫(SO<sub>x</sub>)</b>	公斤	<b>1.78</b>	2.37
<b>Sulphur Oxide (SO<sub>x</sub>)</b>	kg	<b>1.78</b>	2.37
由氣體燃料消耗而產生	公斤	<b>1.51</b>	1.79
Produced by gaseous fuel consumption	kg	<b>1.51</b>	1.79
由汽車使用而產生	公斤	<b>0.27</b>	0.58
Produced by vehicular use	kg	<b>0.27</b>	0.58
<b>顆粒物(PM)</b>			
<b>Particulate Matter (PM)</b>			
由汽車使用而產生	公斤	<b>3.69</b>	12.75
Produced by vehicular use	kg	<b>3.69</b>	12.75
<b>溫室氣體</b>			
<b>Greenhouse gas</b>			
範圍一 <sup>2</sup>	公噸二氧化碳當量	<b>56,580.49</b>	58,060.84
Scope 1 <sup>2</sup>	tCO <sub>2</sub> e	<b>56,580.49</b>	58,060.84
範圍二 <sup>3</sup>	公噸二氧化碳當量	<b>6,193.50</b>	6,999.54
Scope 2 <sup>3</sup>	tCO <sub>2</sub> e	<b>6,193.50</b>	6,999.54
範圍二 <sup>3</sup>	公噸二氧化碳當量	<b>50,386.99</b>	51,061.30
Scope 2 <sup>3</sup>	tCO <sub>2</sub> e	<b>50,386.99</b>	51,061.30
密度	公噸二氧化碳當量／噸產量	<b>1.66</b>	1.39
Intensity	tCO <sub>2</sub> e/Tonne of Production	<b>1.66</b>	1.39
<b>廢棄物種類</b>			
<b>Type of Waste</b>			
有害廢棄物	公噸	<b>2.75</b>	5.67
Hazardous Waste	Tonne	<b>2.75</b>	5.67
密度	公噸／噸產量	<b>0.0001</b>	0.0002
Intensity	Tonne/Tonne of Production	<b>0.0001</b>	0.0002
無害廢棄物	公噸	<b>39.46</b>	50.96
Non-Hazardous Waste	Tonne	<b>39.46</b>	50.96
密度	公噸／噸產量	<b>0.0012</b>	0.0014
Intensity	Tonne/Tonne of Production	<b>0.0012</b>	0.0014

<sup>1</sup> 空氣排放量乃參照香港交易及結算有限公司發佈的《如何準備環境、社會及管治報告之附錄二：環境關鍵績效指標匯報指引》中公式及排放係數計算得出。

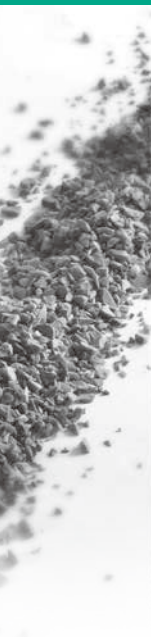
<sup>2</sup> 範圍一排放計算乃採用由政府間氣候變化專門委員會出版的《國家溫室氣體清單指南》的排放因子。

<sup>3</sup> 範圍二排放是根據中國氣候變化信息網刊發的《2019年度減排項目中國區域電網基準線排放因子》所載的排放因子計算。

<sup>1</sup> Air emissions are calculated with reference to the formula and emission factor in "How to Prepare an ESG Report? Appendix 2: Reporting Guidance on Environmental KPIs" published by Hong Kong Exchanges and Clearing Limited.

<sup>2</sup> Scope 1 emissions are calculated using the emission factor in "Guidelines for National Greenhouse Gas Inventory" published by Intergovernmental Panel on Climate Change.

<sup>3</sup> Scope 2 emissions are calculated based on the emission factor contained in the "2019 Emission Reduction Projects – Baseline Emission Factors for Regional Power Grids in China" published by China Climate Change Info-Net.



### 3.2 資源使用

本集團深諳地球上的資源有限，透過節約用電、用水、用紙奉行其節約資源使用的重要理念。本集團優先採用更具能源效益的器具，同時有效地收集下游的廢水，經過沉澱及過濾後推行中水回收再用，大幅減少水源消耗。有效的能源及其他資源運用令成本下降，有助本集團成為客戶的可持續發展夥伴。

#### 1. 綠色生產

本集團不斷探索不同措施提升資源使用的效率，制定設備使用指引指導員工適當使用器材，從多方面推行節約資源措施。同時強調定期保養、及時維修和正確操作生產設備以求發揮生產設備的最佳運行效率。質檢單位在生產過程中每個環節均進行質量檢測，以最大力度減少廢品率。與此同時，本集團鼓勵無紙化辦公，審閱文件盡量以電子文檔為主，從而減少紙張、墨水匣、碳粉匣等資源的浪費，並分類收集、存放廢棄物，以便重用及轉交合資格處理商回收。

### 3.2 USE OF RESOURCES

The Group understands that the resources on the planet are limited, and is devoted to major principles including the conservation of power, water and paper during operating activities. Priority is given to appliances that are more energy efficient. Meanwhile, the Group collects downstream wastewater efficiently. Water is reused after precipitation and filtration, which has greatly reduced the consumption of raw water. The efficient use of energy and other resources reduces costs, and helps the Group to become a sustainable partner for customers.

#### 1. Green Production

The Group continuously explores the measures of effectively enhancing efficiency in use of resources and formulated user guides for equipment to facilitate proper operation. The Group has implemented many resources saving measures. In addition, the Group emphasises on proper use of production equipment, and strengthened repairs, maintenance and operations of equipment, thereby making equipment operate at the highest efficiency. Quality inspection is conducted at each step in the production process to reduce scraps. Employees are required to save office supplies, and electronic files are preferred when reviewing documents in order to reduce the waste of paper and ink resources. Waste is segregated and stored by category to facilitate reusing and recycling by qualified agencies.



### 2. 提升能源效益

本集團積極提升能源效益，專注節能減排升級，例如為空調於夏季時及其他用電設備於閒置時的啟動及關停提供清晰的使用指引、在車間遙控室的空調系統裝設了時間區域設置、於更換照明系統時採用能源效益表現較佳的LED燈具、逐步淘汰更換被國家列為高能耗的設備與電機。

### 3. 善用水資源

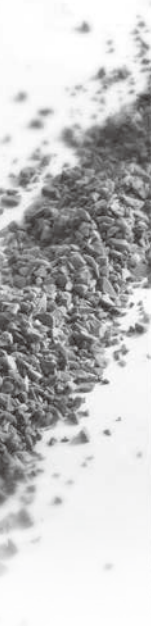
儘管本集團的生產流程用水量相對較少，惟善用水資源仍不應被忽視。本集團尋求改進生產用水給水方式，通過添置環保設備，處理生產廢水至達標後再循環使用。本集團又指派專人進行定期檢查管道及水龍頭等設施，務求對設備滴水、漏水等問題能及時維修處理。本集團通過在用水現場張貼節水提示，倡導員工及訪客節約用水，做到不開無人水，杜絕跑冒滴漏現象。

### 2. Improve Energy Efficiency

The Group has made efforts in boosting energy efficiency and focused on energy conservation and emission reduction, which included providing clear guides for the switching-on and switching-off of air conditioners in summer and other equipment that are not in use, setting up time zone setting for air conditioning system in the workshops' control rooms, replacing the lighting system with LED lights that are more energy efficient, and gradually replacing and retiring equipment and motors that are classified as high energy-consumption equipment under relevant country rules.

### 3. Water Conservation

Although the Group does not use a lot of water during production, it attaches importance to efficient use of water resource. The Group explored methods to optimise the water use and supply in the production process, and added environmental friendly equipment to treat sewage for reuse once it meets relevant standards. The Group appointed designated staffs who are responsible for checking water facilities such as pipes and faucets on a regular basis in order to repair water leaks promptly. Water-saving signs are also posted near water sources to encourage employees and visitors to save water. Employees are required not to keep the water running when not in use to prevent leaking and dripping.



## 環境、社會及管治報告2020

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

於本報告期，本集團的用水量減少，此有賴集團對營運效率的整改，包括使用水循環設備、教育及培養員工節約用水的意識、整改取水處，如壓縮水龍頭的數量和實行集中生產，減少車間用水。此外，本集團的主要包裝物料為紙料、鐵料、木料、塑膠、金屬和塑膠編織袋。

During the Reporting Period, the Group's water consumption decreased, which was due to the Group's rectification measures to improve operational efficiency, including the use of water recycling equipment, inculcation and fostering of employees' awareness of water conservation, and rectification of water intake (such as reducing the number of faucets and implementing centralized production) to reduce water consumption in workshops. On the other hands, the main packaging materials used by the Group are paper, iron, wood, plastic, metal and plastic woven bags.

於報告期內，本集團在運作及生產期間所消耗之各種主要資源概列如下：

During the Reporting Period, the Group consumed the following resources in the operation and production process:

資源使用 Use of Resources	單位 Unit	二零二零年 2020	二零一九年 2019
<b>直接能源</b>			
<b>Direct Energy</b>			
天然氣	立方米	420,382	548,094
Natural Gas	m <sup>3</sup>	420,382	548,094
	千瓦時	3,923,565	5,415,169
	kWh	3,923,565	5,415,169
液化石油氣	噸	1,647	1,779
Liquefied Petroleum Gas	Tonne	1,647	1,779
	千瓦時	21,639,767	23,374,102
	kWh	21,639,767	23,374,102
<b>間接能源</b>			
<b>Indirect Energy</b>			
電力	千瓦時	48,281,828	47,917,280
Electricity	kWh	48,281,828	47,917,280
生產設施能源耗量 <sup>4</sup>	千瓦時	73,845,160	76,706,551
Energy Consumption of Production Facilities <sup>4</sup>	kWh	73,845,160	76,706,551
密度	千瓦時／噸產量	2,167.39	2,091.36
Intensity	kWh/tonne of production	2,167.39	2,091.36
水 <sup>5</sup>	立方米	90,601	118,405
Water <sup>5</sup>	Cubic Metre	90,601	118,405
密度	立方米／噸產量	2.66	3.23
Intensity	m <sup>3</sup> /tonne of production	2.66	3.23
包裝物料	公噸	381.79	297.36
Packaging Materials	Tonne	381.79	297.36
密度	公噸／噸產量	0.01	0.01
Intensity	Tonne/Tonne of Production	0.01	0.01

<sup>4</sup> 生產設施能源耗量包括生產設施的電力、液化石油氣及天然氣用量，因其為生產設施最主要之能耗。燃料消耗量由容積單位轉成能源單位的轉換因子乃參照《CDP 技術說明：將燃料數據轉換為兆瓦時》

<sup>4</sup> The energy consumption of production facilities includes consumption of electricity, liquefied petroleum gas and natural gas, as they are the main energies consumed by production facilities. The conversion factors for conversion of fuel consumption from volumetric units to energy units are determined by reference to the "CDP Technical Note: Conversion of fuel data to MWh".

<sup>5</sup> 於報告期內，本集團在求取適用水源上並無重大問題。

<sup>5</sup> During the Reporting Period, the Group had no major issues in sourcing water.





#### 3.3 環境及自然資源

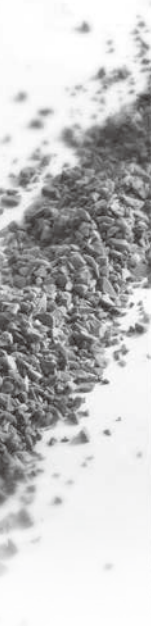
本集團藉舉辦綠色活動教育及加強員工之環保意識。我們每年都會組織一天無紙化辦公日活動，提倡節約用紙，加強無紙化辦公氛圍。本集團亦配合政府植樹節活動，積極參與政段植樹，把保育資源的意識引領到每位員工的心路歷程中，形成愛護綠樹的習慣。環境保護的概念同時亦被納入本集團的職工教育培訓綱要內，務求通過本集團的員工將環境保護訊息推廣至各持份者，例如供應商、訪客、銷售客戶等。

於報告期內，除較早前披露的事故以外，本集團未有其他環境事故發生。本集團確保所選用的物資及生產過程符合國家環保政策及法例，每年均在生產區進行環保檢測，以確保營運狀況符合法律法規。本集團深明保護環境的工作不能局限於集團內部，供應鏈的配合尤為要。本集團向供應商宣導環境保護的重要性，並要求所有供應商必須遵守所有相關環境法例法規，按法定環境標準行事，建立及遵行環境管理體系，令其營運的環境影響減至最小，並持續改善環境保護水準。

#### 3.3 THE ENVIRONMENT AND NATURAL RESOURCES

The Group educates employees and strengthens their environmental protection awareness through green activities. We organise Paperless Office Day each year to save paper and achieve paperless office. The Group also supports the tree planting activities organised by the government, actively participates in tree planting in the public areas, instils in each employee the importance of conserving natural resources so that they develop a habit of protecting trees. The concept of environmental protection has been included into the Group's employee education and training program, in order to promote environmental protection messages among stakeholders such as suppliers, visitors and customers through employees.

During the Reporting Period, save for the incident disclosed earlier, the Group had no other environmental incidents. The materials selected by the Group, as well as the manufacturing process of its products, comply with environmental protection policies in China. Environmental audits are conducted in the production area each year to ensure that there is no violation. The Group understands that the work of environmental protection should not fall only on the Group internally; the cooperation of supply chain is equally important. The Group has advocated to suppliers the importance of environmental protection. The Group has requested suppliers to adhere to all relevant environmental laws and regulations and to act in accordance with legal environmental standards. The Group has also requested suppliers to establish and follow environmental management systems to minimise the environmental impact during operations and to continuously improve the standard of environmental protection.



### 3.4 氣候變化

管理層定期評估氣候變化對本集團帶來的風險，並定期管控已識別氣候變化可能引致的自然災害或極端天氣發生的緊急情況。為了防範因氣候變化導致的破壞，本集團制定緊急情況下的工作原則、通報機制、撤離系統及事故調查要求，助員工有效應對各緊急情況，如應對地震和極端天氣造成的水浸，設置防洪沙袋。本集團亦已購買財產保險，以減輕因天災而導致的可能損失。

### 3.4 CLIMATE CHANGE

The management regularly assesses the risks of climate change to the Group and regularly manages and controls natural disasters that may be caused by identified climate change or emergencies arising from extreme weather conditions. To prevent damage caused by climate change, the Group has formulated work principles, notification mechanisms, evacuation systems and accident investigation requirements in emergency situations to help employees effectively respond to emergencies. For example, we have flood control sandbags in place to deal with water logging caused by earthquakes and extreme weather conditions. The Group has also purchased property insurance to reduce possible losses due to natural disasters.

## 4 社會

### 4.1 僱傭

本集團相信吸引和保留人才是我們業務可持續發展的關鍵。因此僱傭準則及工作環境一直是我們的首要關注。我們重視員工的職業發展和身心健康，所以我們致力維護一個以多元化、學習和尊重為核心價值的優質工作場所。本集團不單兼顧各附屬公司所在地的勞動法規要求，亦制定了完善的薪酬體系及福利政策以保障所有員工獲得公平及合理的待遇。透過互相信賴的僱傭關係以及和諧的工作氛圍，建立起企業穩步向前發展的重要基礎。

## 4 SOCIAL

### 4.1 EMPLOYMENT

The Group believes that attracting and retaining talent is the key to the sustainability of its business. Therefore, employment standards and working environment have always been our primary concerns. We care about the career development and physical and mental health of our employees, and therefore are committed to maintaining a quality workplace where diversity, learning and respect are our core values. Not only does the Group comply with local labour laws and regulations, it has also developed sound wage systems and benefit policies to ensure all employees are treated fairly. It is an important cornerstone for the stable development of an entity to maintain harmonious employment relationships.



### 1. 平等機會與多元共融

本集團尊重每個人的異同，給予每名工作應徵者相同的應徵權利，提供平等的就業機會，禁止歧視。本集團晉升員工時亦只會參考員工的工作表現、經驗及個人能力，其他與工作無關之因素如性別、年齡、種族、家庭狀況、宗教信仰或殘疾等均不會對員工的晉升機會構成影響。

### 2. 員工保障及福利

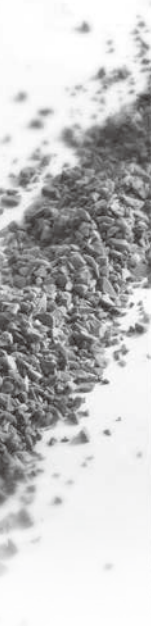
本集團與所有員工簽訂僱傭合約，使彼等受到相關勞工法例的保障，員工享有法定節日、法定帶薪年休假等休假待遇。本集團並為員工購買社會保險，使他們能以較低成本享用醫療服務，又每年為全體員工進行體檢，其中對女職工增加婦檢，更進一步為員工繳納住房公積金。而當不幸遇到因工傷亡事故，本集團定必依循勞動法對員工及家屬作出相應的合理賠償。

### 1. *Equal Opportunities, Diversity and Inclusiveness*

The Group respects the differences between individuals, forbids any form of discrimination, and provides equal job opportunities to job candidates. Promotions are only based on employees' performance, experience and competence. Other attributes such as gender, age, ethnicity, family status, religion or disability will not affect an employee's opportunity to be promoted.

### 2. *Employee's Protection and Benefits*

Employment contracts are signed between the Group and all its employees. All employees are protected by relevant labour laws and regulations. Employees enjoy holiday, statutory paid annual leave, etc. The Group also purchases social insurance for employees so that they can use medical services at a relatively low cost. It offers physical check-ups for all employees, with additional gynaecological examinations for female employees. Moreover, it pays the Housing Provident Fund for employees. The Group makes reasonable compensation for employees and their families for work-related injuries and death in accordance with the labour law.



3. 工作生活平衡

本集團重視協助員工減輕工作壓力，提高員工的生活滿足感。員工的身心健康與工作生活的平衡息息相關，而企業的發展又與員工的身心健康密不可分。本集團每年均會舉辦秋季運動會及員工交流會議等活動，讓員工在工餘時間能聚首一堂，藉此提高彼此及單位之間的關係，凝聚員工的團隊精神，營造愉快的工作氛圍。

本集團把僱傭法規要求融入於一系列的僱傭政策中，保障僱員獲得公平合理的對待。於報告期內，集團恪守中國內地有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、其他待遇及福利和防止童工或強制勞工的勞動法規，當中包括《中華人民共和國勞動法》、《中華人民共和國勞動合同法》、《中華人民共和國社會保險法》、《中華人民共和國婦女權利保障法》和《中華人民共和國殘疾人保障法》。本集團沒有發現或收到有關於歧視或與其他僱傭相關的違規事件及投訴個案。同期，也沒有發現聘用童工及違反強制性勞動相關法例的個案。此等合規章顯我們對勞工權利尊重，以增強員工的信任、忠誠和動力。

3. *Work and Life Balance*

The Group puts emphasis in helping employees de-stress, increasing employees' life satisfaction. Maintaining a good work and life balance is essential for employees' physical and mental health, and the development of the corporation is linked to employees' physical and mental health. Autumn Sports Games, Employee Exchange Conference and other activities are held each year, which help encourage employees to get together outside work, improve communication among employees and departments, build teamwork and create a pleasant work atmosphere.

The Group integrates the requirements of employment laws and regulations into a series of employment policies to ensure that employees receive fair and reasonable treatment. During the Reporting Period, the Group strictly complied with the labour laws and regulations in the PRC relating to remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination, other treatment and benefits and prevention of child labour or forced labour, including the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Protection of Women's Rights and Interests Law of the People's Republic of China" and the "Protection of Disabled Persons Law of the People's Republic of China". The Group did not identify or receive any cases of discrimination or other employment-related violations and complaints, nor cases of employing child labour and violating laws related to forced labour. Such compliance demonstrates our respect for labour rights to enhance the trust, loyalty and motivation of employees.



## 環境、社會及管治報告2020

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

於報告期末，本集團的員工的總數及分佈概述如下表所示。因本年到齡退休員工較多，所以60歲以上的群組於本年的流失率較高。另由於本集團的員工主要位於中國大陸，故不另以地理區域呈列數據。

As of the end of the Reporting Period, the total number and distribution of employees of the Group are detailed in the table shown below. As many employees retired this year, the turnover rate of the group aged over 60 was relatively high this year. Also, due to that the majority of the Group's employees are located in mainland China, no data by geographic region is presented.

	員工人數 Number of Employees	
	二零二零年 2020	二零一九年 2019
<b>性別 Gender</b>		
男性 Male	262	277
女性 Female	96	116
<b>工作類別 Employment Type</b>		
全職 Full-time	353	392
兼職 Part-time	1	1
臨時工 Temporary worker	4	0
<b>年齡 Age</b>		
18 - 30	13	9
31 - 45	133	144
46 - 60	199	224
> 60	13	16
	流失比率 Turnover Rate	
	二零二零年 2020	二零一九年 2019
<b>性別 Gender</b>		
男性 Male	8%	7%
女性 Female	17%	4%
<b>年齡 Age</b>		
18 - 30	0%	33%
31 - 45	1%	3%
46 - 60	5%	6%
> 60	192%	19%

#### 4.2 健康與安全

保障員工的職業健康與安全是每一間企業的基本責任。本集團積極採取安全機制主動排查隱患、提供保護器具、監察及審核安全表現等方面著手，致力為員工營造一個良好的工作環境，並以工作零事故作為目標。

##### 1. 工作場所管理及保護設備

為協助及提醒員工瞭解各工序的安全操作要點，本集團的廠區各車間及辦公室均有張貼設備安全操作規程及作業指示。同時為減少職業事故發生率及減低事故發生時的嚴重性，本集團亦會為一些相對風險較高的工作崗位提供各類適當的保護設備。

#### 4.2 HEALTH AND SAFETY

Ensuring the health and safety of employees is the basic responsibility of every corporation. The Group takes the initiative to utilise an investigation mechanism to identify potential safety hazards, provides protective equipment, monitors and audits safety performance and is striving to achieve the goal of zero work-related accidents.

##### 1. *Workplace Management and Protective Equipment*

In order to remind employees of the safety practices for each process, the Group has posted equipment safety procedures and operation instructions in the workshops of factories and the office areas. In addition, to reduce the occurrences of occupational accidents and injuries caused by accidents, the Group also provides appropriate protective equipment for positions with relatively higher risks.



### 2. 安全監控及員工培訓

本集團為促使員工瞭解其崗位的潛在職業性危害並做好防預措施，通過組織員工參與職業健康及安全培訓，例如急救演練、事故應對演習等，並張貼崗位職業病危害告示。與此同時，本集團亦通過內聯網每年向員工發放職業危害告知確認書，從而提升員工的安全意識。

本集團恪守包括《中華人民共和國職業病防治法》等與職業安全健康相關的法例，於報告期內，並未違反任何有關職業健康及安全相關的法律法規，過往三年亦未有任何員工因工作原因而發生死亡情況。報告期內員工因工傷而損失的工作日共計228天。

因應2019冠狀病毒疫情，本集團亦迅速制定疫情下的防控措施、各員工小組的職責和通報及記錄機制，以助員工有系統及迅速應對疫情下的各種緊急情況。我們年內嚴格落實地區政府的防控及通報措施，維持工作環境清潔衛生及確保通風換氣及搜購防控物資。如有任何懷疑個案，會立時適當通報及記錄相關個案。

### 2. Safety Control and Employee Training

The Group helps employees to recognise the potential safety hazards and precautionary measures in their jobs mainly by organising occupational health and safety training (such as first-aid drills and incident response drills) and posting occupational hazard signs. The Group also issues Occupational Hazard Acknowledge Letter to employees through the intranet each year to improve their awareness on safety.

The Group has adhered to the “Prevention and Treatment of Occupational Diseases Law of the People’s Republic of China” and other relevant occupational safety and health laws. During the Reporting Period, the Group has not violated any occupational safety and health laws and regulations, and there were no employee deaths due to work in the past three years. During the Reporting Period, a total of 228 workdays were lost due to employee work injuries.

In response to the COVID-19 pandemic, the Group quickly formulated pandemic prevention and control measures, specified the responsibilities of each employee team, and established notification and recording mechanisms to help employees systematically and quickly respond to various emergencies under the pandemic. During the year, we strictly implemented the prevention and control and notification measures of the regional government, maintained a clean and hygienic working environment, ensured ventilation, and sourced prevention and control materials. In the event of any suspected case, we will promptly and appropriately report and record such case.

4.3 發展及培訓

員工的績效水準是企業生產力的基礎，本集團建立培訓管理制度及培訓計劃，定期為員工提供培訓及進修機會，以提升團隊的職業技能及專業水準。為推動本集團在不同範疇的長期發展，本集團在職業發展政策方面著重關注建立人材梯隊，扶助員工發揮所長，安排有經驗的員工在日常工作期間指導新員工，務求令員工盡快適應本集團的制度與文化。

4.3 DEVELOPMENT AND TRAINING

The performance standard of employees is the foundation of the productivity of a company. The Group has established training management systems and training programs and regularly provides training and education opportunities for its employees to improve the team's skills and the professionalism. In order to promote the Group's long-term development in different areas, the Group's career development policy focuses on sustaining the talent echelon and helping employees develop their strengths. The Group arranges experienced employees to guide new employees during day-to-day work in order to help employees adapt to the Group's culture.





於報告期，本集團員工的培訓如下：

During the Reporting Period, the training of employee of the Group is as follows:

	受訓員工比例		每名員工的平均培訓時數	
	Percentage of Trained Employees		Average Number of Training Hours per Employee	
	二零二零年 2020	二零一九年 2019	二零二零年 2020	二零一九年 2019
<b>性別 Gender</b>				
男性 Male	98%	47%	5.23	3.55
女性 Female	93%	48%	4.43	2.29
<b>員工職系 Employee Rank</b>				
高級管理層 Senior Management	100%	50%	7.56	5.00
中級管理層 Middle Management	91%	38%	7.11	4.57
其他員工 Other Employees	97%	48%	4.83	3.05

4.4 勞工準則

本集團嚴格禁止聘用童工及強制性勞動，僅會聘請符合法定年齡的員工，且尊重既定的工作時間，不會強迫員工超時工作，從而維持一個尊重人權的工作環境。

人力資源部在招聘新員工時，會剔除不滿十八歲应聘者簡歷，並核實其證明文件。自制定規定以來未有發生聘用未成年員工的事件，另一方面人力資源部亦會每月定時查看工作考勤記錄，調查超時工作，確保沒有員工在非自願的情況下超時工作。

本集團嚴格遵守有關防止童工或強制勞工的相關法律及規例，例如《中華人民共和國勞動法》，報告期內並未有違規情況。

4.4 LABOUR STANDARDS

The Group strictly prohibits the use of child labour and forced labour. It only employs employees of legal age and never forces employees to work overtime to maintain a work environment that respects human rights.

During the recruitment process, the Human Resources Department eliminates candidates who are under the age of 18 years and verifies supporting documents. Since the policy was implemented, no minors have been employed. The Human Resources Department also reviews attendance records on a regular basis. If overtime work is discovered, investigation will be conducted immediately to ensure that employees are not forced to work overtime.

The Group strictly complies with relevant laws and regulations on the prevention of child labour or forced labour, such as the "Labour Law of the People's Republic of China". There was no violation during the Reporting Period.

#### 4.5 供應鏈管理

履行企業責任必須由不同持份者共同承擔及推進，本集團因而制訂了《中國稀土供應商行為準則》，從法律、禁止貪污賄賂、員工的基本人權、健康與安全、環境保護等各方面向供應商提出了具體的規範要求。為配合本集團的整體營運方針，本集團會要求供應商必須具有執照、環保認證、安全生產認證、職業健康認證等相關資格。在符合生產條件及進料標準下，本集團優先採用本地及運輸距離較近的供應商，並會選取最合適運輸方式運送貨品，以期減少廢氣及溫室氣體排放。本集團又每年定期評估活躍及重要供應商，通過問卷、電郵或會面等形式評定供應商的服務表現是否達到本集團的要求。

於報告期內，本集團與29個活躍供應商合作，其均來自中國大陸。

#### 4.5 SUPPLY CHAIN MANAGEMENT

Fulfilling corporate responsibility must be carried out and promoted by different stakeholders together. The Group developed the “Code of Conduct for Rare Earth Suppliers in China”, which requires suppliers to comply with its specific requirements in terms of compliance with laws, anti-corruption, employees’ basic human rights, health and safety, and environmental protection. To align with the Group’s overall operational policy, the Group has required suppliers to have qualifications such as licensing, environmental certifications, production safety certifications, and occupational health certifications. On the premise of fulfilling production standards and input requirements, the Group prefers local and nearby suppliers and selects the most appropriate transportation tools to ship goods to reduce greenhouse gases emissions. Each year, the Group conducts periodic assessments of active and key suppliers to assess whether the suppliers’ performance meets the Group’s requirements through questionnaires, e-mails or interviews.

During the Reporting Period, the Group has worked with 29 active suppliers, all of which were from mainland China.



#### 4.6 產品責任

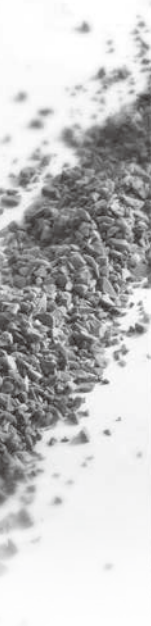
產品的質量及安全對企業的聲譽及發展有關鍵影響。為維護客戶權益，本集團的所有產品均嚴格按照合同約定以及危險品相關法律與規定來訂立交貨標準，絕不提供劣質產品。本集團設立了熱線電話及提供現場跟蹤服務，從各方面協助客戶解決產品品質上的問題，提升客戶對本集團產品的信心。本集團亦設立客戶投訴熱線、傳真和電郵的溝通管道，並承諾在接到客戶投訴時，必定在十二小時內向客戶提供滿意答覆。

本集團的生產過程依照ISO9001品質管理體系標準，持續改進品質管理。本集團只向合格供應商採購原材料，確保生產材料優良。若出現技術方面的問題，技術部將會牽頭處理，如有需要改進產品質素的相關事項，則由技術部聯同生產部依照內部控制程式進行處理，並將產品質素改進的信息交由銷售部向顧客及時傳遞。售出的產品若出現品質問題，本集團會負責產品的回收及與客戶協商後續跟進安排。於報告期間，本集團已售或已運送的產品並未有因安全與健康理由而須作回收，亦未有成立的投訴。

#### 4.6 PRODUCT RESPONSIBILITY

Product quality and safety have a direct impact on a company's reputation and development. To safeguard customers' interests, all of the product delivery standards are set up according to relevant contracts and laws and regulations regarding hazardous goods. The Group never provides products of poor quality. To improve customer confidence in the Group's products, the Group has set up a special hotline and on-site tracking services to help customers solve product quality issues. The Group has also set up a customer complaint hotline, as well as communication channels through fax and e-mail. Customer complaint must be resolved within 12 hours upon the receipt of the complaint.

The Group's production process complies with the ISO9001 Quality Management System, and it continuously improves quality management. All raw materials are of high quality and are provided by qualified suppliers. If there are technical problems, the Technical Department takes the lead in addressing the problems. If it is necessary to improve product quality, the Technology Department will address the issue in accordance with internal control procedures together with the Production Department, and will also submit quality improvement information to the Sales Department so that customer can be informed in a timely manner. If there are quality issues for any of the products sold, the Group will be responsible for recalling the products and negotiating with the customer for follow-up arrangements. During the Reporting Period, the products sold or shipped by the Group have not been recalled for safety or health reason, and no valid complaint has been received.



## 環境、社會及管治報告2020

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

本集團重視保障客戶私隱，制定了消費者資料保障及私隱政策，未經客戶允許絕不會將客戶資料用於宣傳用途。所有客戶資料皆按照檔案管理要求進行嚴格保管，保密級別分為普通、機密、絕密，且根據保密級別不同，保密要求亦不同。紙質材料則有專人保管，獲得授權查閱資料的人員必須進行備案登記，而電腦系統內的資料將根據保密要求而設置相應等級的授權級別及查詢密碼。

本集團亦十分重視維護及保障知識產權，所有涉及圖紙的版權的產品生產過程，均須得到版權持有人授權同意後方可使用。本集團承諾不會購買或使用盜版產品，拒絕採用未經授權的圖像或設計。與此同時，本集團亦設立自有圖片庫供員工使用。本集團嚴格遵守有關產品的健康與安全、廣告、標籤、補救方法以及保障知識產權的相關法律及規例，同時遵守有關私隱事宜的相關法律及規例，報告期內並未有違規情況。

The Group values protection of customer confidentiality and has developed customer data protection and privacy policy. Customer information will not be used for promotional purposes without their permission. All customer information is in strict control with file management requirements. The requirements for confidentiality are different for information with different confidentiality levels, which are regular, confidential and top secret. Paper documents are managed by designated personnel and people who have been authorised to review the documents must make relevant records. Information in computer system is protected with the use of passwords and authorisation functions based on confidentiality.

The Group also pays great attention to the maintenance and protection of intellectual property rights. If a product involves any copyright issue during the production process, it is required to obtain the consent of the owner before use. The Group is committed not to purchasing pirated products and not to use images or designs that are not authorised. At the same time, the Group has set up its own picture library for employees to use. The Group strictly complies with relevant laws and regulations related to product health and safety, advertising, labelling, remedies, and protection of intellectual property rights. It also complies with relevant laws and regulations on privacy matters. There was no violation during the Reporting Period.



#### 4.7 反貪污

本公司的董事局成員來自各個背景，共同監管本集團的管治政策。本集團要求所有員工均不得行賄，亦杜絕一切受賄行為，與政府官員及業務單位經辦人交流時須注意言行以免引起誤會。本集團所有物料採購均依據《採購招標管理制度》，所有以合約方式有償取得物資、工程及勞務的行為、購買、租賃、委託等，必須採用公開招標形式。評價及考核以投標方的資質情況、最終採購物資的質、量、價、運送時間等各方面因素作為標準。

本集團亦設立了員工舉報機制，通過信箱、微信、電話等管道反映及舉報不當行為。本集團在接到舉報後兩天內著手調查，並將調查結果匯報給本集團人事部副總裁以及向舉報人通佈，而所有的舉報個案均會存檔並做保密處理。

本集團委託獨立審核機構對帳目進行半年度及整年度審核，確保本集團的賬目正確，保障股東的利益，同時亦會根據獨立審核機構提出的報告內容改善財務內部監控制度。

#### 4.7 ANTI-CORRUPTION

Board members of the Company are come from different backgrounds, and they collectively supervise the Group's governance policy. The Group has required all employees not to be subject to bribery and to pay attention to words and actions when corresponding with government officials and business unit managers to avoid any misunderstanding. The Group has developed the "Procurement and Bidding Management System" for the procurement of materials. Public bidding must be performed for all of the Group's procurement activities, including all materials, projects and labour that are outsourced, purchased, leased or commissioned through contracts. The bidders' qualifications, the quality, quantity, price and delivery time-frame of the materials purchased at the end are used as the evaluation and assessment criteria.

The Group also set up a whistleblowing mechanism for employees. The Group provides employee with reporting channels include mailboxes, WeChat and telephone to report unfair treatment encountered at work. Upon receipt of the report, the Group promises to investigate within two days. The results of the investigation will be submitted to the Group's Vice President of the Human Resources Department as well as to the whistleblowers. All cases will be documented and kept confidential.

The Group has hired an independent audit organisation to conduct semi-annual and annual audits on the Group's accounts in order to ensure that the Group's accounts are correct, the interests of the shareholders are protected, and the financial internal control system is improved based on the report prepared by the independent audit organisation.

## 環境、社會及管治報告2020

### ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2020

報告期內，我們為管理層及一般員工提供反貪培訓，內容包括《上市公司防貪系統實務指南》和《中華人民共和國刑法》有關貪污受賄的條款。員工及管理層需在會議上和培訓中學習中央文件和法律法規及上市公司有關防貪反貪規定。我們亦有舉辦反腐倡廉大講堂，邀請相關人士開展講座，觀看警示教育片，發放學習資料書面學習。

報告期內未有貪污案件發生。

During the Reporting Period, we provided anti-corruption training for the management and general employees, covering provisions on anti-corruption and anti-bribery in the “Anti-Corruption Programme – A Guide for Listed Companies” and the “Criminal Law of the People’s Republic of China”. Employees and the management were required to learn documents of the central government, laws and regulations, and relevant provisions on the prevention and combat of corruption of listed companies at meetings and training sessions. We also organised lectures on anti-corruption by inviting relevant persons to give lectures, watching educational videos, and distributing written materials for learning.

There was no corruption case during the Reporting Period.



### 4.8 社區投資

本集團會積極參與及支持本地社區及政府部門組織的活動，肩負改善環境、社會及管治表現之責任，致力成為一家備受各方認可的可持續企業。

因應2019冠狀病毒病情，本集團亦略盡綿力，捐贈物資及善款，助小區防控，並獲贈嘉許狀。

### 4.8 COMMUNITY INVESTMENT

The Group actively participates and supports events organised by the local community and government authorities. The Group also takes on the responsibility of improving on its environmental, social and governance performance, and strives to be a sustainable corporation that is recognised by all.

In response to the COVID-19 pandemic, the Group made contributions by donating materials and funds to help the community to prevent and control the pandemic and was awarded certificates of appreciation.





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