



SAN MIGUEL BREWERY
HONG KONG LTD.

香港生力啤酒廠有限公司



2020
Environmental, Social and
Governance Report

2020
環境、社會及
管治報告

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ABOUT THIS REPORT 關於本報告

This Environmental, Social and Governance report forms part of the effort of San Miguel Brewery Hong Kong Limited (SMBHK or Company) to communicate to its stakeholders in a broad manner the relevant environmental and social initiatives SMBHK has made in reference to Appendix 27, titled 'Environmental, Social and Governance Reporting Guide' of the Main Board Listing Rules, which was issued by The Stock Exchange of Hong Kong Ltd. Corporate governance is addressed separately in the Corporate Governance Report in the Company's 2020 Annual Report.

This report focuses on the Hong Kong operations (which includes the Macau market) where 66% of the total sales revenue of SMBHK was generated in 2020.

We welcome feedback and/or suggestions from our stakeholders. You may reach us at webmaster@sanmiguel.com.hk.

本環境、社會及管治報告是香港生力啤酒廠有限公司（「香港生力」或「本公司」）向持份者廣泛傳達其在環境及社會方面的努力。本報告是根據香港聯合交易所有限公司的主板上市規則附錄第二十七條《環境、社會及管治報告指引》而編制。而企業管治方面有關詳情則會分別在本公司二零二零年年報內的企業管治報告刊登。

本報告集中於香港業務（當中包括澳門市場），在二零二零年香港業務的銷售收入佔總銷售收入之66%。

歡迎持份者提供任何反饋及／或建議。請電郵至 webmaster@sanmiguel.com.hk 與我們聯絡。



ABOUT US 關於我們

San Miguel Beer was first produced by La Fabrica de Cerveza de San Miguel, an upstart brewery in the heart of Manila, Philippines, that began its operations in 1890. In 1963, the brewery was renamed San Miguel Corporation (SMC) to reflect its growing ventures into food and packaging. All beer operations were then under the San Miguel Beer Division, a business unit of SMC.

As early as 1914, San Miguel Beer was being exported from its headquarters in Manila to Guam, Shanghai and Hong Kong. A pioneer in Asia, SMC bought a brewing facility in Sham Tseng in 1948 and established what is now SMBHK, the current longest-serving beer manufacturer in Hong Kong. SMBHK was publicly-listed with The Stock Exchange of Hong Kong Ltd. in 1963.

In the meantime, the domestic beer business was spun off from SMC to San Miguel Brewery Inc. (SMB), a subsidiary of SMC, on October 1, 2007. SMB acquired San Miguel Brewing International Limited (SMBIL) from SMC in 2010 to achieve full integration of its domestic and international beer businesses. SMBHK is a subsidiary of SMBIL. In 2018, SMC completed the consolidation of its food and beverage businesses under San Miguel Food and Beverage, Inc. (SMFB), a subsidiary of SMC, pursuant to which SMC transferred all its shares in SMB to SMFB thereby resulting in SMB becoming a subsidiary of SMFB.

Today, SMBHK (Stock Code: 0236) is the only international beer company having a large scale brewery in Hong Kong. Its Yuen Long brewery not only supplies to the local market but also exports to the international market.

SMBHK had two key subsidiaries in mainland China, namely Guangzhou San Miguel Brewery Co. Ltd. (GSMB) and San Miguel (Guangdong) Brewery Co. Ltd. (SMGB). The business term of GSMB, based in Guangzhou, expired on 29 November 2020 in accordance with GSMB's Articles of Association and the Joint Venture Contract between San Miguel (Guangdong) Limited and Guangzhou Brewery. As a result of the expiry of its business term, GSMB ceased operations on 30 November 2020.

The principal activity of GSMB was the distribution of bottled, canned and draught beers in the South China market. SMGB, based in Shunde, serves as the production source of all beer products being sold by GSMB and in SMBIL's export markets. Upon the cessation of GSMB's operations, SMGB began the selling and distribution of the said beer products in the South China market.

生力啤酒始創於一八九零年，由位於菲律賓馬尼拉市中心的一家新興啤酒廠La Fabrica de Cerveza de San Miguel經營生產。一九六三年，啤酒廠正式更名為生力總公司（「生力總公司」）以反映其日漸增長的食品和包裝業務。所有啤酒業務事宜由生力總公司的一個業務部門——生力啤酒部負責。

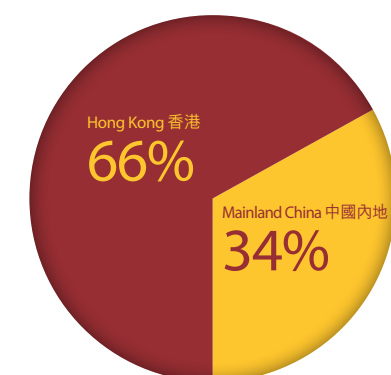
早於一九一四年，生力啤酒已從馬尼拉的總部出口至關島、上海及香港。作為亞洲地區啤酒的先鋒，生力總公司於一九四八年於深井買下釀酒設備並建立了今天的香港生力——現今在香港經營歷史最悠久的啤酒生產商。一九六三年，香港生力在香港證券交易所上市。

同時，在二零零七年十月一日，生力於菲律賓本土的啤酒業務從生力總公司分拆出來，成為生力啤酒廠公司（「生力啤酒廠」）。又為了全面整合其國內外所有啤酒業務，到了二零一零年，生力啤酒廠從生力總公司收購了生力啤酒國際有限公司（「生力啤酒國際」）。生力啤酒廠是生力總公司的附屬公司，而香港生力是生力啤酒國際的附屬公司。於二零一八年，生力總公司把旗下生力啤酒廠的全部股份轉移到San Miguel Food and Beverage（「SMFB」），來全面整合其飲品及食品的業務。SMFB為生力總公司的附屬公司，而生力啤酒廠為SMFB附屬公司。

今天，香港生力（股市代號：0236）是唯一在香港設有大型啤酒廠的國際性啤酒公司。其元朗啤酒廠不但生產啤酒供應本地市場，也出口到國際市場。

香港生力曾在中國內地擁有兩間主要附屬公司，分別是廣州生力啤酒有限公司（「廣州生力」）和生力（廣東）啤酒有限公司（「生力廣東」）。根據生力啤（廣東）有限公司和廣州啤酒廠的廣州生力之公司章程和合資合同條款，廣州生力的營業期限在二零二零年十一月二十九日屆滿。由於營業期限屆滿，廣州生力於二零二零年十一月三十日正式結束業務。

廣州生力的主要業務是分銷在華南市場的瓶裝、罐裝和生啤酒。生力廣東位於順德，負責生產廣州生力和生力啤酒國際在出口市場所銷售的啤酒。隨著廣州生力結束業務，生力廣東接管了上述啤酒產品在華南市場的銷售和分銷。



**2020 Sales Revenue
by Operations
2020 年按業務銷售收入**



HONG KONG OPERATIONS 香港業務

The Hong Kong operations include a brewery in Yuen Long and the main office in Shatin. Aside from marketing and distributing products that are brewed locally in Yuen Long, we also import and distribute products from other countries to ensure a varied portfolio that will be able to cater to and satisfy the needs of the growing and highly segmented Hong Kong market. To ensure that our products reach the consumers, we sell directly to supermarket and convenience store chains, key restaurants and bars. Meanwhile, we also engage distributors and wholesalers to ensure that our products are readily available in the market at all times.

Brands sold in the Hong Kong market in 2020 include *San Miguel Pale Pilsen*, *San Mig Light*, *San Miguel Cerveza Negra*, *Red Horse*, *Blue Ice*, *Valor*, *Bruck*, *Knight*, *Kirin*, *Arcobrau*, *Angry Orchard Cider*, *Blackthorn*, *Little Creatures*, *Mahou Cinco Estrellas*, *Magners Irish Cider*, *Samuel Adams Boston Lager*, *Samuel Adams Rebel IPA*, *Spitfire Kentish Ale* and *Whitstable Bay Blonde*.

Our Yuen Long brewery also provides quality products and services to SMBIL's export markets. Products from the brewery are exported to Australia, Canada, Mainland China, Israel, Japan, Latvia, Malaysia, Maldives, Netherlands, Panama, Qatar, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Taiwan, U.A.E., United Kingdom, and U.S.A. amongst others.

Key brands for the export market in 2020 include *San Miguel Pale Pilsen*, *San Mig Light*, *San Miguel Non-Alcoholic Beverage (NAB)*, *Red Horse* and *Blue Ice*.

香港業務包括元朗啤酒廠及沙田的總辦事處。除了銷售和分銷在元朗釀造的產品外，本公司也進口和分銷來自其他國家的產品，以確保擁有多元化的產品組合來迎合和滿足香港市場不斷增長且高度細分的需求。為確保我們的產品能到達消費者手中，我們直接向超級市場、連鎖便利店、主要的餐廳和酒吧供貨。同時，我們亦積極吸納分銷商和批發商以確保產品時刻在市場上的供應。

二零二零年我們於香港市場上銷售的啤酒品牌包括生力啤酒、生力清啤、生力黑啤、紅馬啤酒、藍冰啤酒、威樂、布萊特、騎士、麒麟啤酒、Arcobrau、Angry Orchard Cider、Blackthorn、Little Creatures、Mahou Cinco Estrellas、Magners Irish Cider、Samuel Adams Boston Lager、Samuel Adams Rebel IPA、Spitfire Kentish Ale和Whitstable Bay Blonde。

我們的元朗啤酒廠也為生力啤酒國際的出口市場提供優質產品和服務。啤酒廠釀造的啤酒出口至澳洲、加拿大、中國內地、以色列、日本、拉脫維亞、馬來西亞、馬爾代夫、荷蘭、巴拿馬、卡塔爾、俄羅斯、沙地阿拉伯、新加坡、南非、南韓、台灣、阿聯酋、英國及美國等國家。

二零二零年出口的主要啤酒品牌包括生力啤酒、生力清啤、生力非酒精飲料(NAB)、紅馬啤酒及藍冰啤酒。



SOUTH CHINA MARKET 華南市場

GSMB was responsible for marketing and selling beer products in the South China market for a huge part of 2020. GSMB sourced its products from SMGB, and also imported products from Hong Kong and the Philippines. Upon the cessation of GSMB's operations, SMGB undertook the selling and distribution of the said beer products in the South China market commencing on 30 November 2020. As the South China market encompasses a vast territory, it is through carefully selected distributors that our products are brought to the retail level. We also serve directly to key supermarket and convenience store chains.

Brands sold in the South China market in 2020 include *San Miguel Pale Pilsen*, *San Mig Light*, *San Miguel Cerveza Negra*, *Red Horse*, *Dragon Gold*, *Dragon Legend*, *Dragon Platinum*, *Dragon Qingchun*, *Guang's* and *Guang's Pineapple*.

SMGB also provides quality products and services to SMBIL's export markets. Products from SMGB are exported to South Korea and U.A.E.

Key brands for the export market in 2020 include *Red Horse*, *Ceus* and *Elite*.

廣州生力於二零二零年大部分時間負責在華南市場營銷和銷售啤酒產品，而廣州生力則透過生力廣東生產產品，也會從香港和菲律賓進口產品。隨著廣州生力結束業務，生力廣東於二零二零年十一月三十日開始接管了上述啤酒產品在華南市場的銷售和分銷。隨著華南市場不斷擴大，我們透過精心挑選的經銷商，把產品帶到零售點。我們也會直接向主要的超級市場和連鎖便利店供貨。

二零二零年，在華南市場銷售的啤酒品牌包括生力啤酒、生力清啤、生力黑啤、紅馬啤酒、金裝龍啤、龍啤傳說、白金龍啤、龍啤清醇、廣氏鮮啤和廣氏菠蘿味啤酒。

生力廣東也為生力啤酒國際的出口市場提供優質產品和服務。生力廣東的產品出口至南韓及阿聯酋。

二零二零年出口的主要啤酒品牌包括紅馬啤酒、Ceus和Elite。



OUR APPROACH TO ESG 環境、社會及管治的方針

The Company's business strategy is to drive profitable volume in a sustainable and responsible manner so that it can build a consistent lasting value for its shareholders. The Company is also committed to maintaining compliance with local statutory and regulatory standards.

As part of the SMB group, SMBHK adheres to the core purpose of leading the growth of the beverage industry, being the brand, business partner and employer of choice, and making accessible its products and services to existing and new markets; and to the core values of sustainable development, people orientation, integrity, customer delight and excellence. These core purpose and core values express the kind of company we endeavor to be. They guide the Company, its management and its people in their day-to-day operations.

The management and control of the business of the Company, including the overall duty on the performance and progress of its corporate responsibility as well as oversight of environmental, social and sustainability (ESG) issues, is vested in the Company's Board of Directors (Board); while specific responsibilities that relate to the day-to-day operations are delegated to the Management Executives.

本公司的業務策略堅持以可持續且負責任的方式推動有盈利的銷量增長，以致能貫徹為股東創造長遠的價值。本公司亦一直致力遵守本地法定和監管的標準。

作為生力啤酒廠集團的一部份，香港生力堅守核心目標——帶領飲品行業發展、成為最佳品牌、最佳業務夥伴和最佳僱主，以及將其產品和服務引進當前和新興市場；我們同時堅守核心價值——可持續發展、以人為本、誠信、客戶滿意和卓越表現。這些核心目標和核心價值表達了本公司致力邁向的方向，並成為本公司、管理層以及所有僱員日常工作的指導方針。

本公司的業務管理和監控事宜皆由公司董事會（「董事會」）負責，包括履行企業責任以及監督環境、社會及管治（「ESG」）議題的成效和進度的相關事宜；而日常營運有關的具體職責則委派予管理層。

To assist the Board in meeting its oversight responsibilities in relation to the Company's strategy, policies and progress on ESG matters, the Board established the Sustainability Committee on 2 November 2020. The Sustainability Committee is composed of the Managing Director as its chair, and the Chief Finance Officer, Head of Corporate Development, Head of Operations and Head of Human Resources and Administration as members. The details of the Terms of Reference of the Sustainability Committee can be viewed in the Company's website.

The Company's approach and strategy on the management of ESG issues is to work toward balancing and meeting the different evolving needs and expectations of its internal and external stakeholders. These needs and expectations are balanced and met by the Company through the High Level Risk Assessment and the Crisis Management System that it conducts and implements.

為協助董事會履行公司在ESG相關策略和政策所涉及的監督責任，董事會於二零二零年十一月二日成立了可持續發展委員會。委員會由執行董事擔任主持，而成員為財務總裁、企業發展部主管、生產部主管及人力資源及行政部主管。有關可持續發展委員會的職權範圍之詳情，可瀏覽本公司網站。

本公司處理ESG事宜所採取的方針和策略，是致力平衡和滿足內部和外部持份者不同而不斷演變的需求和期望。本公司透過高風險評估及危機管理系統，以達到平衡和滿足這些需求和期望。

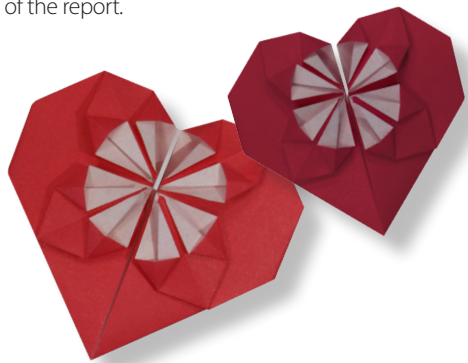
REPORTING PRINCIPLES 報告原則

MATERIALITY

With the Company's core purpose and core values in mind, and taking into consideration regulatory requirements and the inputs from the High Level Risk Assessment and Crisis Management System of the Company and our continuous communication with internal and external stakeholders, the Sustainability Committee prioritized the different aspects of our Company that are most material to the Company and its stakeholders for inclusion in this report, which were then presented to the Board for approval. These also helped direct our Company's objectives, choice of suppliers, employee engagement, community investments and profit.

CONSISTENCY

Any changes to the methods or data used, or any other relevant factors affecting a meaningful comparison are disclosed through the use of footnotes in the relevant section of the report.



STAKEHOLDER ENGAGEMENT 持份者參與

Our Company defines stakeholders as all those who affect, and/or are affected by, our business. It embraces both internal and external stakeholders, ranging from employees, trade partners, shareholders, suppliers, government and local communities. We believe that engaging stakeholders is crucial for the sustainability of our business, as this does not just help us understand the possible risks and opportunities to our business, but also makes possible the actual mitigation of the risks and the full comprehension of the opportunities.

We have an extensive range of stakeholders: from our shareholders who finance our business; our employees who run our operations; customers who buy our products for resale to consumers; consumers who in return buy and consume our products; suppliers and contractors who provide raw materials, equipment and services for our operations; government and its agencies which regulate our business; and the local communities where we operate.

We engage our stakeholders at a local level and/or Group level as we endeavor to conduct our business sustainably and responsibly to ensure that our overall impact is a positive one. We communicate with them through various channels such as brewery visits, meetings and outreach programs to ensure that our stakeholders are made aware of and understand our business and/or products.

重要性

可持續發展委員會考慮了本公司的核心目標和核心價值、監管規例要求、本公司高風險評估及危機管理系統所收集的意見，並跟內部和外部持份者的持續溝通，從而優先考慮對本公司及其持份者最重要的事項，已記錄於這報告中，也呈交董事會批核。這有助為本公司的目標、供應商的選擇、僱員參與度、社區投資和盈利提供指引。

一致性

如採用的方法或數據，或其他相關因素有任何變更而影響跟之前的對比，均以註腳形式於報告的相關部分中披露。

本公司將持份者定義為所有影響和／或受我們業務影響的人。這包括內部和外部持份者，涉及僱員、業務夥伴、股東、供應商、政府和本地社區。我們相信持份者的參與對我們業務的持續發展非常重要，因為他們的參與不僅有助於我們了解可能存在的風險和機遇，也幫助我們減低實際風險和充分理解種種機遇。

我們的持份者十分廣泛，包括：提供業務資金的股東；營運公司業務的僱員；向我們購買產品並銷售予消費者的客戶；購買並飲用我們產品的消費者；為我們業務提供原材料、設備和服務的供應商和承包商；監管我們業務的政府和其部門；以及我們營運業務所在的社區。

我們致力以可持續和負責任的態度來營運，透過在本地和／或集團層面吸引持份者參與，來確保對我們的整體影響是積極正面的。我們通過各種渠道如參觀啤酒廠、舉辦會議和推廣活動，與持份者溝通，以確保他們知道並了解我們的業務和／或產品。

SHAREHOLDERS

SMBHK recognizes the value of providing current and relevant information to its shareholders and the investing public. This is recognized by the board with the establishment of the Shareholders Communication Policy which is published in the section dedicated to investor relations in our website. The effectiveness of the policy is subject to review by the board and will be amended if needed.

Every year, an annual report and an interim report are provided to our shareholders to ensure that they have all available information reasonably required to make informed assessments of the Company's performance. The annual, interim and ESG reports are made available in our Company's website where various announcements and notices are also published.

At the annual general meeting in 2020, shareholders are given ample time to express their opinion and/or ask questions; and in the event that there is not enough time to address the questions; shareholders will receive a written reply within 14 calendar days. Shareholders may continue to ask questions and/or express their opinion through the various available channels anytime in the year.

The SMBHK website also includes information related to the Company's corporate governance, such as the list of its directors and their role and function, code for securities transactions, whistleblowing policy, and information on the Company's audit, remuneration and nomination board committees.



EMPLOYEES

SMBHK has always recognized the important role of its employees in the overall success of the Company, and as such, it invests in its people by ensuring that they are equipped with the necessary knowledge, skills and experience. We also offer competitive remuneration packages commensurate with industry standards, as well as provide attractive fringe benefits, including medical and insurance coverage and paid leaves on top of legal requirements. SMBHK believes that keeping the employees informed and listening to them are integral to their continued motivation and enthusiasm about work, leading them to take positive action to further the Company's reputation and interests. In 2020, SMBHK provided its employees with a Business Direction Update at the end of the year where they were informed of the Company's performance for the year, and the target and plans for the coming year.

Once every two years, the Company conducts a formal and comprehensive employee feedback survey to understand the needs of its employees. The results of the survey enable the Company to identify areas for improvement and appreciate the priorities of its staff, and thus determine which aspects to focus its efforts on. The last survey was conducted in 2020. This is complemented by our annual performance appraisal, when individual employees can provide job and/or position related concerns and receive direct feedback from their supervisor.

Other structured communication platforms specially designed with the employees in mind are our exit interview for employees leaving the Company, video sharing, intranet and the triannual employee newsletter entitled "Beer Talks".

股東

香港生力明白為股東和公眾投資者提供當前和相關資料是十分重要。因此，董事會制定股東通訊政策，而有關政策詳見於本公司網站的投資者關係部份。該政策的有效性經由董事會審核且在必要時可進行修訂。

每年，我們會提供年報和中期報告予股東，以確保所有股東獲得所有可用信息，在知情的基礎上對本公司績效進行評估。年報、中期報告及ESG報告詳見於本公司網站。此外，各項通告和公告亦於網站內發佈。

在二零二零年的股東周年大會上，股東有充足的時間表達意見和／或提出問題；若當天因時間不充裕而未能解答股東的提問，股東則會於14日內收到一份書面回覆。股東亦可在任何時候通過不同的渠道提出問題和／或表達其意見。

香港生力網站也提供與本公司企業管治相關的資訊，如董事名單及其角色與職能、證券交易守則、舉報政策和本公司的審核、薪酬和提名委員會的資料。

僱員

香港生力一向認同僱員在本公司取得成功上所發揮的重要作用。因此，我們投放資源在僱員身上，確保他們具備應有的知識、技能和經驗。我們亦制定符合市場標準的薪酬及提供吸引人的附加福利，包括醫療和保險，以及高於法例要求的有薪假期。香港生力相信僱員知情和聆聽僱員的意見是保持他們對工作投入和熱情的必要條件，可促使他們積極維護本公司的聲譽和權益。香港生力於二零二零年年末為僱員提供了企業動向資訊，讓僱員了解公司該年度的表現以及來年的目標和計劃。

本公司每兩年進行一次正式而全面的綜合僱員問卷調查，以了解僱員的需要。調查結果有助本公司確認需要改進的地方和了解僱員的優先需要，以及決定最需要主力處理的範疇。最近一次調查已於二零二零年進行。該問卷調查由年度績效評估作出補充配合，各僱員可提出與工作和／或職位相關的問題，同時可直接收到各自主管的反饋。

其他特別針對僱員而設的有系統的溝通平台包括為離職僱員而設的離職面談、影片分享、內聯網和每年發行三次的《啤酒話》的僱員通訊。

CUSTOMERS

SMBHK's business is highly dependent on its customers i.e., those which purchase the Company's products for distribution and resale to end-consumers, such as the Company's wholesalers and retailers. The level of engagement and satisfaction a customer has with the Company has profound effects on its profitability. For the long-term sustainability of the Company, we fully understand that we must endeavor to establish loyal ties with customers that have the necessary capabilities to compete and stay ahead of competitors.

At the core of the engagement with our customers is our strong and dedicated team of sales people who, on a day-to-day basis, are in constant communication with our customers. Our sales people ask questions, address or service customer needs, and help the customers make informed decisions.

Complementing this constant engagement is our customer service hotline that offers customers support by providing useful information, handling concerns and offering appropriate recommendations. Representatives of SMBHK are also contributing members of various trade associations primarily composed of customers.

CONSUMERS

Consumers buy the Company's products from retail outlets such as bars, restaurants, supermarkets or provision stores. The Company engages its consumers primarily through its products and the marketing activities the Company conducts and the marketing materials it produces to inform them about the products. The level of satisfaction and affinity of consumers towards the Company's products brought about by their experiences and perceptions has immense impact on their demand for the products and the Company's sales; and ultimately, the profitability of the Company.

Above-the-line and below-the-line advertising and promotions form a huge part of the Company's engagement with consumers. The Company has a team of marketers who ensure that the Company's resources used for such advertising and promotions lead to increased sales. They formulate and craft relevant messages and communicate to consumers through various media. Also, the Company has a dedicated team of researchers who study the purchase, usage and perception patterns of consumers. They also monitor the effectiveness and efficiency of the different campaigns conducted by the Company.



客戶

香港生力的業務高度依賴我們的客戶，即那些購買本公司產品去分銷及再售予最終消費者，如本公司的代理商或零售商。客戶的參與度和滿意度對本公司的利潤具有深遠影響。為了本公司的長遠持續發展，我們充分理解到必須努力建立客戶對我們的忠誠度，因為忠誠度正是我們戰勝競爭對手所需的必要條件。

與客戶建立關係的核心是我們強大而專業的銷售團隊，每天與客戶持續溝通。我們的銷售人員提出問題、針對或服務客戶需要，並協助客戶在知情的基礎上作出決定。

我們也設立了客戶服務熱線來與客戶保持溝通，透過為客戶提供有用資訊、處理客戶疑問及給予適當的建議來支援客戶。另外，香港生力也委派代表積極參與各個主要客戶組成的同業協會。

消費者

消費者從酒吧、餐廳、超級市場或士多等零售店購買本公司的產品。本公司主要透過其產品、推出市場推廣活動及運用公司製作的市場推廣材料，以告知消費者們產品資訊。消費者對公司產品的滿意度和喜愛度來自消費者的經驗和觀感，而滿意度和喜愛度則對產品的需求和銷量，以致公司的盈利能力產生巨大影響。

線上和線下廣告和宣傳活動是跟消費者互動的重要部分。本公司擁有一支專業市場團隊，確保公司在廣告和宣傳活動的資源投放能提升銷售。他們制定和製作相關信息並通過各種媒體進行傳達。此外，本公司擁有一支專門研究團隊，研究消費者的購買、飲用和感觀等模式。他們還監控本公司推行的各個項目的效能和效率。



With the advent of social media, the interaction between the Company and its brands with consumers has become more prevalent. Consumers can easily express their perceptions and opinions on specific topics concerning the Company or its brands in the Company's social media pages; and even participate in discussions with other consumers. Consumers also communicate directly with the Company through its website and general inquiries hotline.

SUPPLIERS AND CONTRACTORS

SMBHK believes in evaluating the capabilities of our suppliers and contractors to determine if they are able to meet the requirements and needs of the Company. Our focus is to develop collaborative, mutually beneficial business relationships with strategic suppliers and contractors to achieve greater and/or higher levels of efficiency, and economic and competitive advantage.

Apart from the multiple interactions over time with our suppliers and contractors through face-to-face meetings and/or electronic means, all of the Company's active strategic suppliers¹ were asked to declare any material non-compliance with applicable laws and regulations concerning labour practices, ethical conduct, health and safety, environmental protection; and responsibility, transparency and accountability in 2020. These same suppliers were also asked if they have any suggestions or questions regarding the Company's ESG aspects. Furthermore, the Company has a supplier assessment system for key partners where higher level and more detailed feedback are communicated on an annual basis.

GOVERNMENT AND OTHER REGULATORS

We understand the importance of engaging the government and other regulators in positive communication to make certain that the Company is in compliance with all relevant local laws, rules, regulations and standards. This, in return, facilitates the continuous grant of specific licenses and permissions.

SMBHK is also actively in consultation with the government in the area of policy and regulatory framework development that relates to the beer industry. We participate through conducting meetings with government agencies and/or legislators; and joining government initiatives, and regulation and policy working groups.

INDUSTRY AND PROFESSIONAL ORGANIZATIONS AND NGOS

SMBHK participates actively in industry and professional organizations that are relevant to its local operations and industry.

隨著社交媒體的出現，本公司及其品牌與消費者之間的互動變得更為普遍。消費者可在本公司的社交媒體專頁上，便捷地發表對於本公司或其品牌某些特定主題的觀感和意見，或者跟其他消費者進行討論。此外，消費者還可以通過本公司的網站和一般查詢熱線直接與本公司溝通。

供應商與承包商

香港生力相信評估供應商和承包商的能力可確定他們是否達到本公司的要求和滿足本公司需求。我們的工作重心是與策略性供應商及承包商發展協作的、互利的業務關係，以取得更大和／或更高水平的效率，以及經濟和競爭優勢。

除了透過面對面會談和／或電子媒介跟供應商和承包商進行多元互動，本公司所有活躍策略性¹供應商於二零二零年均被要求申報在勞工待遇、道德行為、健康和環境保護的法律及法規有否出現重大違規情況，以及了解他們的責任、透明度和問責情況。這些供應商亦被詢問對本公司的ESG事宜有否任何建議或問題。此外，本公司亦每年對主要供應商進行評估，從而深化雙方面的溝通及得到更詳細的反饋。

政府與其他監管部門

我們明白與政府和其他監管部門積極交流對本公司遵守所有相關的本地法律、規則、法規和標準是非常重要的。這有助於政府和監管部門繼續批出特定牌照和准許。

香港生力也積極跟政府磋商有關啤酒行業的政策和規管架構的制定事宜。我們直接與政府機構和／或立法者會面，以參與政府提案、監管和政策工作小組的工作。

行業和專業及非政府機構

香港生力積極參與與本地營運及行業相關的行業和專業機構。

¹ To be considered an active strategic supplier, the supplier (1) should be an actual supplier of the Company in 2020 or a prospective supplier of the Company with whom the Company foresees that it will have business within the next 3 years; and (2) is deemed by the Company to have contributed in 2020, or will contribute value in the future, to the chain of activities that the Company performs in order for the Company to deliver quality products to its market.
要被視為活躍策略性供應商，此供應商 (1) 應為二零二零年本公司的供應商，或預計在未來三年將會跟本公司有業務來往的潛在供應商；及 (2) 對於本公司供應優質產品到市場的過程中有價值貢獻（於二零二零年內已有或在將來會有價值貢獻）。



As an active member of these organizations, SMBHK shares expertise and knowledge on best practices that will benefit the industry as a whole and assist in raising industry standards. Also, through active partaking, SMBHK is kept abreast of issues and best practices in the industry. This provides us the knowledge and understanding through which we can contribute to and influence public policy positions.

A few of the many industry and professional organizations that SMBHK is a member of are:

- Hong Kong General Chamber of Commerce (HKGCC), the oldest business organization in Hong Kong, whose mission is to promote, represent and safeguard the interests of the Hong Kong business community.
- The Hong Kong Food, Drink & Grocery Association (FDGA), an industry-issues driven association that was established to provide a forum for companies active in manufacturing, importing, marketing and distribution of branded food, drink or grocery products in Hong Kong. SMBHK chairs the organization.
- The Hong Kong Beverage Association Limited (HKBA), an industry organization covering major manufacturers and/or distributors of beverages based in Hong Kong. It is a member of the International Council of Beverages Association (ICBA), which represents the interests of the international beverage industry before the Codex Alimentarius Commission and other global organizations.
- Hong Kong Forum for Responsible Drinking (FReD), a coalition formed by the major companies engaged in the importation and sale of beer, spirits and wine in Hong Kong, with the aim to provide a platform for the alcoholic beverage industry to engage the Government, lawmakers, catering trade, consumers and other stakeholders on initiatives to promote responsible drinking in Hong Kong. SMBHK was the Vice Chair of the organization.



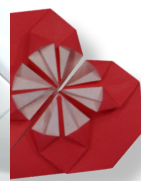
- The Hong Kong Institute of Human Resource Management (HKIHRM), the most representative human resource management professional body in Hong Kong with the mission to develop, maintain and enhance professional human resource management standards through its members and partners, and to increase the value and influence of the human resource management profession.

香港生力作為這些機構的活躍成員，積極分享有利於行業整體發展和有助於提高行業標準的專門技術和最佳常規的知識。同時，香港生力透過積極參與，了解到行業的最新情況和最佳常規。這樣給予我們的知識和理解，讓我們可以就公共政策定位作出貢獻並帶來影響。

香港生力參與的部份行業和專業機構如下：

- 香港總商會（「HKGCC」），香港成立時間最長的商業機構，肩負著推動、代表和保護香港商界社會利益的使命。
- 香港食品、飲料及雜貨協會（「FDGA」），一家由行業議題推動而成立的協會，致力為在香港活躍於製造、進口、推廣和分銷品牌食品、飲品或雜貨的公司提供一個平台。香港生力為協會執行委員會之主席。
- 香港飲品商會有限公司（「HKBA」），一家涵蓋香港主要的飲品製造商和／或分銷商的業界組織，乃International Council of Beverages Association（「ICBA」）的成員。ICBA在國際食品法典委員會及其他國際性組織中代表國際飲品行業的利益。
- 香港理性飲酒促進會（「FReD」），一個由從事在香港進口和銷售啤酒、烈酒和餐酒的主要企業組成的聯盟，致力為酒精飲品行業提供一個平台，以便令政府、立法者、餐飲業、消費者和其他持份者參與和香港的理性飲酒有關的提案。香港生力曾為該組織的副主席。

- 香港人力資源管理學會（「HKIHRM」），香港最具代表性的人力資源管理專業機構，通過其成員和合作夥伴肩負著發展、維持和提高專業人力資源管理標準，以及提高人力資源管理專業的價值和影響力的使命。



COMMUNITY

The Company is committed to being an active and supportive member of the community. Our engagement with the community ranges from the immediate district to the wider city-level where our brewery is located. Our commitment is exercised at the Company level and employee level. At the Company level, SMBHK engages in two-way communications with key charitable and non-governmental organizations to understand their needs and how the Company's support is or will be utilized. At the employee level, their involvement is encouraged, and such voluntary participation leads to awareness, engagement and better understanding of the support the community needs.

MEDIA

SMBHK monitors how the different ESG aspects of the Company are perceived by the media and how they may be communicated to the public. These insights are provided to our executives based on their functions and needs so as to ensure that they are taken into consideration in the decisions made for greater understanding and balance.

During the Company's annual general meeting in 2020, questions from the media were taken in writing, instead of the usual face-to-face question-and-answer, to manage risks arising from Covid-19. Questions relating to the Company's performance received from the media via email on or before 4pm on the day of the annual general meeting were replied to by the Company before 6pm on the same day to ensure that the Company's position is understood with clarity. On the other hand, questions received after 4pm were replied to by the Company before the end of the following business day.

In addition to the foregoing, several channels are also provided so that the media may engage the Company whenever the need arises.



社區

本公司致力成為一個活躍及支持社區的一份子。我們參與的社區範圍由啤酒廠所在的鄰近社區覆蓋至更廣泛的所在城市。我們透過公司和僱員兩個層面來實踐我們的承諾。在公司層面，香港生力與主要的慈善機構和非政府組織互相交流，了解他們的需要和他們如何運用本公司所給予的支持。在僱員層面，本公司積極鼓勵僱員參與，而僱員的義務參與有助他們認識、投入以及更了解社區所需。

傳媒

香港生力監測傳媒如何看待本公司在ESG方面的工作，以及傳媒如何就本公司有關方面的訊息傳達給公眾。這些見解會因應需要向本公司相關職能的管理人員傳達，確保他們在決策時作出充分考慮以達到更佳的理解及平衡。

在二零二零年的股東周年大會中，傳媒的問題以書面形式收集，取替以往的面對面問答形式，以應對2019冠狀病毒病帶來的風險。在股東周年大會當天下午四時或之前通過電郵從傳媒收到關於公司業績的提問，本公司將在同日下午六時前回覆，以確保公司的立場被清晰了解。而當天下午四時後所收集到的問題，本公司則於下一個工作天結束前回覆。

除上述以外，本公司還提供其他渠道以便傳媒在需要時聯繫我們。

ESG DISCLOSURE

環境、社會及管治披露

ENVIRONMENTAL 環境

Emissions

The Company endeavors to continually improve the management of its operations to prevent pollution and minimize waste.

The Company has an anaerobic wastewater treatment plant which improves the properties of the Company's wastewater in order to ensure that the said wastewater is safely discharged.

In the past, the Company uses diesel and biogas generated from its anaerobic wastewater treatment plant for its boiler to reduce the use of fossil fuel. In 2019, the Company reviewed this practice and used diesel solely for its boiler. The result showed an increase in fuel efficiency. Since biogas was not used, it is then further processed in order that it is safely discharged. The net effect of the use of diesel as a replacement for biogas in boilers, including the energy required to further process the biogas, shows an efficiency gain that is equivalent to 97,952 liters of diesel and is projected to have reduced greenhouse gas emission by 257 tonnes in 2020.

The Company modified the water system in the brewhouse in 2016. The modification allowed the water for the wort cooling process to be sourced from a tank with a lower temperature, which saves on the refrigeration load. In 2020, this initiative has reduced the Company's use of electricity by 191,893 kW h, and averted 237 tonnes of CO₂ emission.

SMBHK joined the Hong Kong government's Food Waste Recycling Partnership Scheme and has started to deliver spent grains and yeast to the Organic Resources Recovery Centre (ORRC) in July 2018 to reduce landfill loading and carbon emission and generate energy. A total of 4,437 metric tonnes of spent grains and yeast were delivered to ORRC in 2020, which was equivalent to CO₂ emission reduction of around 2,662 tonnes. Furthermore, the Company participated in contributing its spent grains to the Jockey Club "Field So Good" Community Program, which is organized and led by the School of Life Sciences in The Chinese University of Hong Kong starting October 2019. The spent grains are used for the production of high quality compost that are offered free of charge to local farmers and growers to highlight the development of local organic resource recycling.

排放物

本公司致力持續改善其營運管理以避免污染，並將廢物量降到最低。

本公司擁有一所厭氧廢水處理設備用以改善廢水的屬性，確保上述廢水會安全排放。

本公司的鍋爐過往使用柴油和從厭氧廢水處理設備中產生的沼氣為燃料，以減少使用化石燃料。於二零一九年，本公司重新審視此處理方法，並改以使用柴油作為鍋爐的燃料。結果顯示燃料使用效率有所上升。由於沼氣並沒有使用，它其後會經處理以被安全排放。於二零二零年，在鍋爐中以柴油取代沼氣的淨值效應，包括把後期處理沼氣所需的能源計算在內，顯示效率提升相等於97,952公升柴油，而推算將溫室氣體的排放降低了257噸。

二零一六年，我們調整了啤酒廠的水力系統，從較低溫的水箱中引水冷卻麥汁，以減輕冷卻負荷。於二零二零年，此措施令本公司的耗電量降低了191,893千瓦時，並減少了237噸的二氧化碳排放。

香港生力參與了香港政府的廚餘循環再造合作計劃，並已於二零一八年七月起把麥渣和已使用的酵母送往有機資源回收中心（「ORRC」），以減低堆填區的壓力及碳排放，和生產能源。於二零二零年，一共4,437噸的麥渣和已使用的酵母已運到ORRC，即減少了相當於約2,662噸的二氧化碳排放。另外，本公司參與了由香港中文大學生命科學學院於二零一九年十月起組織及主辦的賽馬會「好壤」城市有機堆肥計劃，提供麥渣用作日後生產高質有機堆肥產品，再免費送贈予本地農夫和耕作者，以表現對本地有機資源回收的關注。

In addition, SMBHK continues to replace forklifts powered by LPG with electric forklifts. This initiative, which started in 2017, has an equivalent greenhouse gas emission savings of around 28 tonnes in 2020.

SMBHK has no material non-compliance on applicable laws and regulation in relation to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous wastes.

此外，香港生力繼續以電子鏟車取代以液化石油氣發電的鏟車。這措施始於二零一七年，並於二零二零年減少了相當於約28噸的溫室氣體排放。

香港生力在廢氣、溫室氣體排放、水和土地方面的排污，以及有害及無害廢棄物的產生方面不存在任何重大違規情況。

	2016	2017	2018	2019	2020
Air Emissions (Tonnes) 廢氣排放 (噸)					
CO ₂ 二氧化碳	15,718	15,611	15,646	15,566	15,501
CH ₄ 甲烷	0.06	0.07	0.06	0.05	0.05
NO _x 氮氧化物	0.02	0.03	0.03	0.02	0.02
SO _x ² 硫氧化物 ²	0.02	0.02	0.02	0.02	0.02
Greenhouse Gas Emission (Tonnes) 溫室氣體排放 (噸)					
CO ₂ 二氧化碳	15,728	15,622	15,657	15,575	16,211
Hazardous Waste Produced (Tonnes) 產生的有害廢棄物 (噸)	2.0	2.1	2.0	2.1	2.1
Hazardous Waste Produced Per \$ Revenue (Grams) 每元收入產生的有害廢棄物 (克)	0.005	0.005	0.003	0.003	0.003
Non-Hazardous Waste Produced (Tonnes) ³ 產生的無害廢棄物 (噸) ³	7,228	6,831	6,743	7,245	7,311
Non-hazardous Waste Produced Per \$ Revenue (Grams) 每元收入產生的無害廢棄物 (克)	18.6	17.3	10.71	11.52	12.12

The Company endeavors to continually reduce both hazardous and non-hazardous wastes, and ensure their proper handling by contracting only Hong Kong government-licensed waste collectors.

The Company will keep emissions to a minimum taking into account its operations capabilities, and will continually look for ways to further minimize emissions while ensuring efficiency, effectiveness, and security for contingency.

本公司致力持斷減少有害與無害廢棄物，只僱用香港政府發牌許可的持牌廢物回收商，以確保這些廢物得到妥善處理。

本公司將繼續根據營運能力把排放物保持在最低水平，並繼續尋求方法以確保效率、效益的同時進一步降低排放物；及確保安全，以免意外發生。

² Revised data for SO_x (sulfur oxide) emissions from 2016 onward due to misplacement of emission factor by 1 decimal point. Recalculation resulted in an increase of SO_x air emission by 1 decimal point, but did not result in significant change in trend. 二零一六年開始的硫氧化物排放數據因1個小數點錯位而經修訂。經重新計算後，硫氧化物的廢氣排放增加了1個小數點，但並沒有明顯影響數據的趨勢走向。

³ In the last five years, approximately 94-97% of the Non-Hazardous Waste are spent grains. Spent Grains are the leftover malt and adjuncts after the mash has extracted most of the sugars, proteins, and nutrient. 在過去五年，大約94-97%的無害廢棄物為麥渣。經糖化後提取大部分糖份、蛋白質及營養，剩下的麥芽和輔料便是麥渣。

Use of Resources

SMBHK endeavors to continually improve the proper management and usage of the different resources not only to reduce operating costs, but also to reduce the effect of the usages to the environment. The Company is also committed to continuously train and encourage all our employees to be more environmentally conscious.

Water is a major material in the production of beer and the Company subscribes to the Water Supplies Department of Hong Kong whose main sources of water are rainwater from natural catchment and the supply from Guangdong. While there is no issue in sourcing, the Company employs several water recovery programs. Water recovery programs can provide additional water for productive and environmental purposes, while reducing the overall costs to the Company. Some initiatives include the water recovery of clean-in-place (CIP) final rinsing water during cleaning for re-use as pre-rinse in the subsequent CIP maintenance period in which the Company saved an estimate of 2,453 m³ of water in 2020; and the water recovery of cans rinsing water as heat transfer medium in the pasteurization process in which the Company saved an estimate of 400 m³ of water in 2020.

資源使用

香港生力致力持續改善對不同資源的管理及使用，以降低營運成本，並減少資源使用對環境的影響。本公司同時致力於持續培訓及鼓勵所有僱員以提高其環保意識。

水是啤酒生產中一項重要的材料，本公司主要從香港水務署（其主要水源是來自自然集水區以及廣東的供水）取得水源。雖然水源供應不存在任何問題，本公司仍實施數項重用水源的項目。重用水源的項目在降低本公司的總成本同時，亦提供了富生產力又環保的額外水源。重用水源的項目包括在清洗期間將最後一次的現場清洗水（CIP）重複使用，用作其後的現場清洗保養，預沖洗時用；此措施令本公司於二零二零年節省約2,453立方米的水；同時清洗罐裝的水，在巴氏消毒流程中重用，作傳熱媒介，此措施令本公司於二零二零年節省約400立方米的水。

	2016	2017	2018	2019	2020
Energy Consumption 能源耗量					
Electricity ('000 Kilowatt-Hour) 電力('000千瓦小時)	8,394	8,128	8,193	8,295	8,726
Petrol ('000 Liters) 汽油('000公升)	7.9	10.4	9.4	6.3	5.1
Diesel ('000 Liters) 柴油('000公升)	1,332	1,333	1,502	1,500	1,583
Bunker Fuel ('000 Liters) 燃料艙燃料('000公升)	0	0	0	0	0
LPG ('000 Kilogram) 石油氣('000千克)	17.4	21.6	19.4	13.5	12.4
Energy Consumption Per \$ Revenue 每元收入能源耗量					
Electricity (Kilowatt-Hour) 電力(千瓦小時)	0.0	0.02	0.01	0.01	0.01
Petrol (Milliliters) 汽油(毫升)	0.02	0.03	0.01	0.01	0.01
Diesel (Milliliters) 柴油(毫升)	3.42	3.38	2.38	2.39	2.62
Bunker Fuel (Milliliters) 燃料艙燃料(毫升)	0	0	0	0	0
LPG (Grams) 石油氣(克)	0.04	0.05	0.03	0.02	0.02
Water Consumption (Cubic Meter) 水耗用量(立方米)	277,595	274,562	274,004	279,011	291,527
Water Consumption Per \$ Revenue (Cubic Centimeter) 每元收入水耗用量(立方厘米)	712.3	696.3	435	444	483
Packaging Material Used (Tonnes) 包裝物料用量(噸)	7,868	8,201	8,845	8,713	8,726

The Company targets to continually improve its energy use efficiency not only to reduce operating cost, but also to reduce the effect of the usages to the environment.

本公司的目標是持續提升其能源使用效率，除了可以降低營運成本，還可以減低對環境造成的影響。



The Environment and Natural Resources

SMBHK strives to minimize the impact of its business on the environment and natural resources, as well as manage its operations to prevent pollution and minimize waste. It works with suppliers and contractors to ensure that they also understand the importance of environmental protection.

A situation identified by the Hong Kong government as having a significant impact to the environment is the waste problem of glass beverage bottles. Currently, a significant volume of glass containers end up in the landfill. The Hong Kong government is introducing a producer responsibility scheme (PRS) not only to save Hong Kong's limited landfill space but also help Hong Kong turn waste into a resource. The Company has been in frequent communication with the government on its implementation of the PRS with focus on operational efficiency and effectiveness of execution.

While the Company sells beer in glass bottles, it is important to note that they comprised only 13% of the Company's local sales in 2020. Eighty-five percent (85%) of the Company's local sales in 2020 was in aluminium cans, which are rarely found at Hong Kong landfills. This is due to the active private market that recovers used aluminium cans at viable prices and facilitates their eventual recycling. Also rarely found at Hong Kong landfills are beer kegs as they have long reusable life and are traded for recycling at the end of their useful life. The Company has a big population of kegs in the market and they account for 2% of local sales.

Through the HKBA, the Company participated in the Single-Use Beverage Packaging Working Group (a cross-sector working group), which advances the core concept of shared responsibility when addressing single-use beverage packaging and the position that Hong Kong should adopt comprehensive solutions to reduce single-use beverage packaging from going to waste. These solutions include moving beverage packaging away from a linear production and waste disposal system to a circular system where used beverage packaging has a market value that incentivizes collection, recycling and reuse. The Company is committed to continuously explore more sustainable packaging materials and alternatives.

環境及天然資源

香港生力致力將我們的業務對環境及天然資源的影響減至最低，以及管理其營運方式以防止污染並將廢棄物降到最少。我們與供應商及承包商合作，確保他們明白環境保護的重要性。

飲品玻璃樽的廢棄問題是被香港政府確認對環境影響一個重大的議題。現時，大多數的玻璃容器會送到垃圾堆填區處理。香港政府目前計劃推行生產者責任計劃（「PRS」），這不僅減少佔用香港有限的垃圾堆填區空間，亦有助香港將廢棄物轉化為資源。本公司積極就計劃的營運效率和實施成效，與政府進行頻繁的交流。

雖然本公司採用玻璃樽銷售啤酒，但值得注意的是，玻璃樽裝啤酒的銷量在本公司二零二零年的本地銷量中僅佔13%。二零二零年，本公司85%本地銷售的啤酒是來自鋁罐包裝，而這類包裝很少出現在香港的垃圾堆填區。這全賴於活躍的自由市場，以可行的價格回收廢棄的鋁罐並最終推動此類鋁罐的循環再造。同樣甚少出現在香港的垃圾堆填區的是可多次循環使用的啤酒桶，它最終亦可以以買賣回收，循環再造。本公司在桶啤市場佔一大份額，而桶啤只佔我們本地銷量2%。

透過香港飲品商會有限公司（「HKBA」），本公司參與了一次性飲品包裝工作小組（一個跨界別的工作小組）。該小組致力提倡處理一次性飲品包裝的共同責任的重要概念，並建議香港應採納全面的方案去減低一次性飲品包裝造成的廢棄物。有關方案包括把飲品包裝從綫性生產和廢物處置系統轉為循環系統。而在這循環系統中，已使用的飲品包裝具有市場價值，可以激勵回收、循環及再用。本公司也致力繼續發掘更多可持續的包裝物料和可替代的方案。

Climate Change

The issue concerning climate change has been pushed to the forefront in the recent decade. Climate change causes fresh water shortages which in return will alter the ability to produce food. This could affect the availability and prices of the Company's raw materials.

Climate change could also cause higher frequency of extreme weather events which in return may increase the number of deaths and damages from floods, storms and heatwaves. Extreme weather causing flood in lower grounds of the brewery has impacted the Company in the past and the Company has taken steps to be more prepared in dealing with it in the future. Another possible effect of extreme weather is the shortage of the Company's raw materials e.g., malt and hops. To address this, the Company has reduced its single-origin reliance and has sourced from multiple origins to ensure consistency of supply.

The Company endeavors to ensure that climate change is considered in all aspects of its planning, short-term or long-term, to manage its impacts in the Company's operations.

氣候變化

在最近十年中，與氣候變化相關的議題經常被推到最前沿。氣候變化導致淡水短缺，繼而影響生產食物的能力。這最終會影響本公司的原材料供應和價格。

氣候變化還會增加極端天氣出現的頻率，繼而提升由洪水、風暴和熱浪造成的死亡和破壞數字。過往極端天氣曾在我們啤酒廠的低處造成洪水，影響本公司運作。其後，我們為未來應對洪水的工作作好準備。極端天氣帶來的另一個潛在影響是導致本公司的原材料短缺，例如麥芽和啤酒花。因此，本公司已減少倚賴單一來源，並從多個來源進行採購，以確保供應的連貫性。

本公司致力確保在短期或長期規劃中已把將氣候變化納入考慮，以控制氣候變化對本公司營運構成的影響。

僱傭及勞工慣例

僱傭⁴

截至二零二零年十二月三十一日，香港生力僱用了233名僱員，當中96%的僱員屬於全職僱用。我們明白我們的成功是來自各僱員的貢獻，並與各僱員擁有合適的工作技能、承諾和推動力是不可劃分的。二零二零年，56%的僱員的年齡在30至50歲之間，僱員平均年齡為42.9歲。平均計，香港生力的僱員流失率為10%，最高流失率主要集中在30歲以下的僱員。

香港生力根據僱員對職位的合適性及他們對公司作出貢獻的潛質進行招聘及晉升。我們按適用的法律提供符合行業標準並具有競爭力的薪酬和待遇，積極推動僱員擁有高質素的生活水平。我們按本地競爭環境及公司表現就僱員的技能和表現給予報酬。我們亦按市場慣例提供福利，並根據本地法律就僱員退休提供財政儲備。

SOCIAL 社會

EMPLOYMENT AND LABOUR PRACTICES

Employment⁴

As of December 31 2020, SMBHK employed 233 people with 96% of them under permanent employment. We recognize that our success is driven by the contribution of each of our employees, and by having the workforce with the right skills, commitment and motivation. 56% of SMBHK's workforce are between 30 to 50 years old and the average age of the workforce in 2020 was 42.9. On the average, the employee turnover rate of SMBHK is 10% in 2020, with the highest rate amongst the employees who are below 30 years old.

SMBHK recruits and promotes employees based on their suitability for the position and their potential to contribute to the Company. We are committed to promote our employees' material well-being by offering competitive remuneration and benefit packages commensurate with the industry standards and which comply with applicable law. We remunerate according to the skills and performance of our employees within the context of local competitive conditions and performance of the company. We offer benefits according to what is being practiced in the market; and help our employees build financial provisions for their retirement according to local laws.

SMBHK supports and encourages an environment where everyone can freely communicate their opinions and suggestions, and where a wide range of visible and invisible differences that exist among its employees can co-exist and are treated fairly and respectfully.

We do not tolerate harassment or discrimination on the basis of race, colour, national or ethnic origin, sex, pregnancy or marital status, age, disability, religion, sexual preference, or such other characteristics specified under relevant and applicable local legislations.

Each employee is afforded the opportunity to explain in case of dismissal and is treated in a just and dignified manner during investigations. SMBHK takes appropriate measures to ensure that the rights of its employees are protected.

SMBHK strives to exceed local applicable requirements in relation to wage protection, rest days, holidays with pay, paid annual leave, sickness allowance, maternity protection, severance payment, long service payment, employment protection, termination of employment contract; and protection against anti-union discrimination.

SMBHK became a signatory to the Good Employer Charter 2020 of the HKSAR Labour Department. As a signatory, SMBHK pledged to adopt employee-oriented good human resources management practices to empathically consider the family role of their employees and suitably adopt family-friendly employment practices.

In recognition of the Company's commitment to building a culture of a happy workplace and improving the happiness level of Hong Kong people at work, the Company was awarded with the "Happy Company" label in 2020 by the Promoting Happiness Index Foundation and the Hong Kong Productivity Council.

香港生力支持及鼓勵建構一個所有人可以自由溝通及表達意見和建議的環境，能讓彼此間不同有形和無形的差異共存，並能夠獲公平及尊重地對待。

我們絕不容忍基於種族、膚色、國籍或種族出身、性別、懷孕與否或婚姻狀況、年齡、殘障、宗教、性取向，或某些其他相關適用的本地法例規定的特徵而引起的騷擾或歧視。

當僱員被解僱時，他們均擁有解釋的機會，並會在調查期間獲得公平和嚴肅的處理。香港生力採取適當的措施確保僱員的權利獲得保障。

香港生力致力在工資保障、休息日、帶薪假期、有薪年假、疾病津貼、生育保障、遣散費、長期服務金、職業保障、僱傭合約終止，以及保護反對工會歧視方面提供超出本地適用要求的更佳條件。

香港生力簽署了香港勞工處的《好僱主約章2020》。作為簽署方，香港生力承諾採用以僱員為本的良好人事管理措施，並把僱員的家庭角色納入考慮，適切地採納家庭友善僱傭政策。

本公司於二零二零年獲得由香港提升快樂指數基金及生產力促進局頒發的「開心企業」標誌，以表揚本公司對推動快樂工作文化和提高香港人的工作快樂水平的貢獻。



⁴ Number of employees or workforce includes permanent employees and fixed contract employees (i.e. employees with fixed contract of more than 3 months). Given that SMBHK is reporting in relation to its Hong Kong operations, the Company does not see it as material to report "geographical region" breakdowns of its employment data. 僱員人數或勞動力包括全職僱員及長期合約僱員（即合約期超過三個月的僱員）。鑑於香港生力在此報告其香港業務，因此本公司認為按地理區域而匯報其就業數據並不太重要。

SMBHK has no material non-compliance with applicable laws and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and benefits and welfare for the year 2020.

TOTAL WORKFORCE 總僱員人數	2016	2017	2018	2019	2020
Gender 性別					
Male 男性	154	153	153	144	143
Female 女性	83	87	90	92	90
Employment Type 僱員類別					
Permanent 全職	231	233	235	228	224
Fixed Contract 長期合約	6	7	8	8	9
Age Group 年齡組別					
Below 30 30歲以下	30	41	42	34	32
30 to 50 30至50歲	158	147	140	134	130
Over 50 50歲以上	49	52	61	68	71
TOTAL 總人數	237	240	243	236	233

EMPLOYEE TURNOVER RATE 僱員流失率	2016	2017	2018	2019	2020
Gender 性別					
Male 男性	30%	21%	18%	28%	10%
Female 女性	16%	26%	16%	14%	10%
Age Group 年齡組別					
Below 30 30歲以下	59%	42%	38%	50%	33%
30 to 50 30至50歲	21%	23%	17%	21%	8%
Over 50 50歲以上	16%	10%	4%	9%	3%
TOTAL 總人數	25%	23%	17%	23%	10%

Health and Safety

As part of its policies, SMBHK is committed to the safety and well-being of its employees. It regards safety and health of its employees as integral parts of its daily operations as well as planning and execution processes, that contribute to the success of its business. It shall implement practical means not only to comply with the legal requirements relating to health and safety, but also to prevent injury to its employees and customers to ensure a safe, healthy, and productive work environment and the manufacture of products that are safe for human consumption.

The Company has a comprehensive health and safety manual which contains the Company's safety policy and its guidelines and procedures in order to create a healthy and safe environment. The Company has a Safety Council representing the management and a safety committee representing the employees to ensure effective communication, monitoring of compliance, and regular review of safety measures, and to establish immediate and long-term action plans when work accidents occur. The Safety Council is composed of three groups: operations department, logistics department and all other departments. In 2020, improvements were fully-

二零二零年，香港生力在補償及解僱、招聘及晉升、工作時數、休息日、平等機會、多樣性、反歧視，以及福利的適用法律及法規上沒有任何重大違規情況。

健康與安全

作為其政策的一部分，香港生力致力保障僱員的安全與福祉。香港生力把僱員的安全與健康視為達致業務成功、日常營運、計劃和執行過程中不可或缺的一部分。我們應採取切實可行的方法，不僅是遵守安全與健康相關的法例要求，也要避免對僱員和客戶造成損傷，以確保一個安全、健康和具生產力的工作環境，及所生產的產品是人類可安全食用的。

本公司擁有一套全面的健康及安全手冊，包含本公司的安全政策以及其準則和程序，以創建一個健康和安全的環境。本公司有一個代表管理層的安全議會，及一個代表僱員的安全委員會，以確保有效的溝通、監督是否合規、定期檢討安全措施，並在發生工傷事故時制定即時和長期的行動計劃。安全議會由三個小組構成：生產部、物流部及其他部門。安全議會於二零二零年全面實施改善措施，為三個組別各指派一名安全主管和一名安全顧問，以加強在健康及安全事故的問責。另外，透過

implemented by the Safety Council wherein it designated a Safety Head and a Safety Advisor for each of the three groups to increase accountability for safety and health. Also, the different elements of the safety management system e.g., safety training, safety inspection, accident/incident investigation, emergency preparedness, etc., were emphasized by assigning champions to ensure expertise and advocacy.

In accordance with the Factories and Industrial Undertakings (Safety Management) Regulations, the Company appointed a Labour Department-approved Registered Safety Auditor to conduct safety audits every 12 months. In the safety audit conducted in 2020, there were no violations found and there were 5 minor improvement points recommended by the auditor.

SMBHK has no material non-compliance with applicable laws and regulations relating to health and safety for the year 2020.

指定負責人來確保專業性和倡議工作，以強調在安全管理系統中的不同要素，例如安全培訓、安全檢查、意外／事故調查、應急準備等。

根據《工廠及工業經營（安全管理）規例》，本公司每十二個月委任一名勞工處認可的註冊安全審核員進行安全審核。而在二零二零年進行的安全審核中未有發現違規情況，而審核員只提出五個稍作輕微改善的建議。

二零二零年，香港生力在健康與安全的相關適用法律和法規上並未出現任何重大違規情況。

Number and Rate of Work-Related Fatalities 因工作關係而死亡的人數及比率	2016	2017	2018	2019	2020
Number 人數	0	0	0	0	0
Rate 比率	0%	0%	0%	0%	0%

SMBHK continued to have no work-related fatality in 2020. Meanwhile, the lost days due to injury in 2020 of 322 days have dropped by 66% when compared to the lost days due to injury in 2019 of 934 days. Of the total lost days in 2020 of 322 days, 41% was due to accidents that happened in 2020, while 59% was due to accidents that happened prior to 2020.

二零二零年，香港生力持續沒有因工作關係而死亡的事件。二零二零年因工傷損失的工作日數為322天，比二零一九年下降66%。二零二零年損失的總工作日數為322天，有41%是來自二零二零年發生的意外，而59%則來自二零二零年之前發生的意外。

LOST DAYS DUE TO INJURY 因工傷損失工作日數	2016	2017	2018	2019	2020
Number 日數	440	345	679	934	322

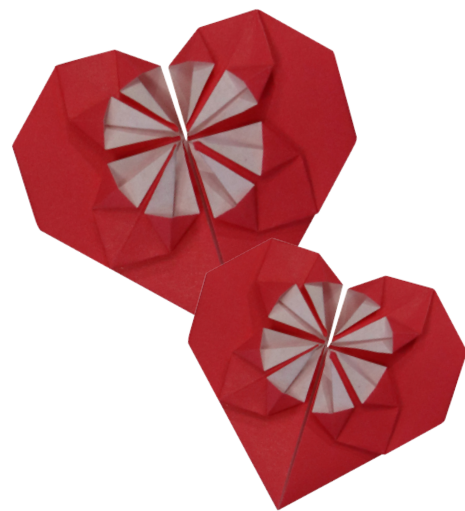


Below are some of the key occupational health and safety measures that the Company has adopted.

- All employees are advised by their supervisors of the following safety precautions relating to their job or environment:-
 - Offices — Location of fire extinguishers, fire exits and fire alarms; evacuation policy and procedure, etc.
 - Production — Proper handling of heavy objects; protection from malt dust, diatomite dust, slippery floor, noise, broken bottles, caustic, hot liquid and electrical shock; evacuation policy and procedure, etc.
 - Engineering — Proper handling of heavy objects; protection from cranes, abrasive wheel, electric shock and slippery floor; evacuation policy and procedure, etc.
 - Yard — Safe ways to drive forklifts, pallet height standards, protection from broken bottles, evacuation policy and procedure.
 - Sales — Proper handling of heavy objects and broken bottles, evacuation policy and procedure, etc.
- The Company provides safety equipment to employees whose jobs require them to work consistently in a hazardous environment.
- The Human Resources and Administration Department arranges employee safety license training programs on a periodic basis.
- The Human Resources and Administration Department and the Safety Council arrange employee awareness programs on, and programs promoting, occupational safety and health on a periodic basis.
- Direct supervisors, in consultation with department heads, managers or the safety council, investigate safety accidents and incidents, and propose areas for improvement. They also re-educate the relevant personnel through the use of case studies to prevent repetition and reinforce the concept of safety at work.
- Employees have the right to refuse to work in an unsafe environment where the safety protective equipment is insufficient for use. Employees can lodge a complaint with the Company following the Employee Grievance Procedure should they be penalized by their respective superiors for such refusal.

本公司採取的部份主要職業健康與安全措施如下：

- 所有僱員經各自主管通知以下與其工作或環境有關的安全保護措施：
 - 辦公室 — 滅火器、安全出口和火警警報器之位置；疏散政策和程序等。
 - 生產 — 搬運重物的適當程序、注意防範麥芽、矽藻土粉塵、濕滑地面、噪音、破碎玻璃瓶、腐蝕性及高溫液體和觸電的保護措施，以及疏散政策和程序等。
 - 工程 — 搬運重物的適當程序、注意防範起重機、砂輪、觸電和濕滑地面的保護措施，以及疏散政策和程序等。
 - 倉庫 — 安全駕駛鏟車的方法、托板的標準高度、防範碎玻璃瓶的保護措施，以及疏散政策和程序等。
 - 銷售 — 搬運重物及處理碎玻璃瓶的適當程序，以及疏散政策和程序等。
- 本公司為需要經常在危險環境中工作的僱員提供必要保護裝備。
- 人力資源及行政部定期為僱員安排受認可的安全訓練課程。
- 人力資源及行政部和安全議會定期為僱員安排參加安全意識項目，以及宣傳職業安全與健康的項目。
- 直屬主管會向部門主管、經理或安全議會磋商、調查安全事故和事件，以及提出可改善的地方。他們也會通過案例學習對相關人員進行再教育，以防止同樣的事故或事件重複出現，並以此加強安全作業的概念。
- 僱員有權拒絕在安全防護裝備不足的危險環境工作。若僱員因拒絕在危險環境下工作而受到其主管的懲罰，僱員可通過僱員申訴程序向本公司申訴。



Development and Training

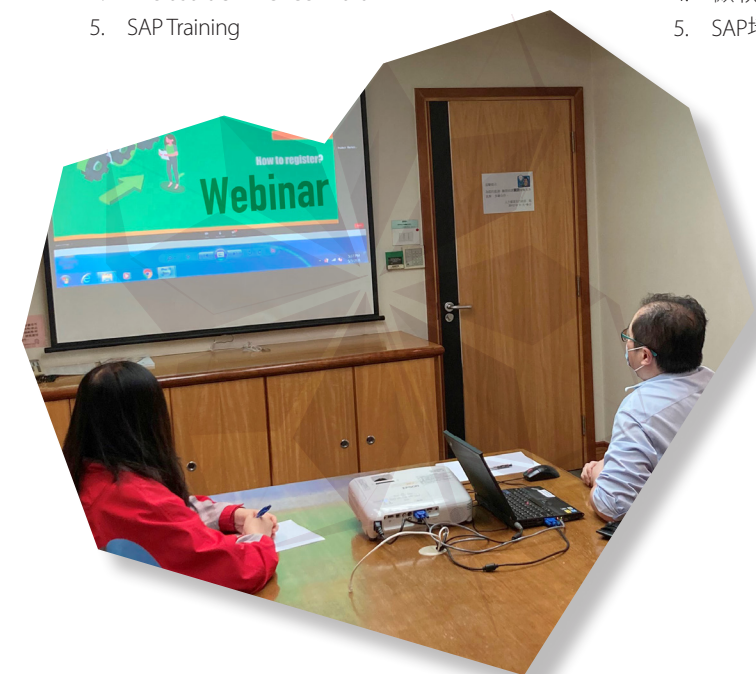
The overall objective of SMBHK's training and development policy is to enhance and develop the employees' skills and knowledge which will enable them to more effectively perform their present function and to equip them for future requirements; and to ensure that the Company has effective manpower resources to meet its present and future business goals.

The Company has always recognized the role the workforce plays in the success of its overall performance, and as such, it invests in its people by ensuring that they are equipped with the necessary knowledge, skills and experience. We believe in investing resources in training, seminars, mentorship and team-building workshops to develop our employees, support their professional growth, and foster harmony in the organization.

The annual performance appraisal is conducted for all permanent employees. This provides an open communication between employees and their superior to assess their performance, personal and career development, and training progress. This is also the time when specific work objectives and improvement targets are set.

The Company provides, at its own cost, training which includes internal and external courses. To improve the quality of the training, the effectiveness of instructors or the choice of training providers, we solicit feedback and recommendations from participants by means of assessment forms. Some of the key training and development programs we had in 2020 are:

1. Frontline Sales Safety Briefing
2. Operations Safety License Training
3. Food Safety Training
4. Microsoft Online Tech Forum
5. SAP Training



發展及培訓

香港生力的培訓和發展政策的整體目標是增強和發展僱員的技能和知識，讓他們能夠更有效地履行現時的職責並為將來的需求做好準備；及確保本公司擁有有效的人力資源來實現其現在和未來的業務目標。

本公司一直明白人力資源在其總體績效成功中發揮的作用，因此我們投放資源培育人才，以確保他們配備必要的知識、技能和經驗。我們相信投放資源於培訓、研討會、師徒制和建立團隊精神研習會等方面能培育我們的僱員、支持其專業發展並促進公司內的和諧氛圍。

年度績效評估針對所有全職僱員。該評估為僱員和各自主管提供開放交流的機會，以針對績效、個人和事業發展，以及培訓流程作出評估。年度績效評估中同時也設定具體的工作目標和改善目標。

本公司自費為僱員提供內部和外部培訓課程。為提高培訓質素、確保培訓導師的效率或培訓供應商的選擇，我們透過評估表格徵詢參加培訓的僱員的評估意見和建議。二零二零年部份主要的培訓及發展項目包括：

1. 前線銷售人員安全簡介
2. 生產安全證書課程
3. 食品安全培訓
4. 微軟線上技術峰會
5. SAP培訓

PERCENTAGE OF EMPLOYEES TRAINED 受訓僱員百分比	2016	2017	2018	2019	2020
Gender 性別					
Male 男性	68%	93%	92%	78%	42%
Female 女性	48%	97%	94%	86%	36%
Employee Category 僱員類別					
Senior Employee (Grade 6 and above) 高級僱員 (等級6及以上)	75%	99%	96%	94%	49%
Junior Employee (Grade 1 to 5) 初級僱員 (等級1至5)	45%	90%	90%	67%	30%
TOTAL 整體受訓百分比	61%	95%	93%	81%	39%

AVERAGE TRAINING HOURS COMPLETED 平均受訓時數	2016	2017	2018	2019	2020
Gender 性別					
Male 男性	8.2	8.6	8.1	11.4	2.0
Female 女性	5.2	7.5	5.7	3.5	0.5
Employee Category 僱員類別					
Senior Employee (Grade 6 and above) 高級僱員 (等級6及以上)	11.2	10.9	9.1	12.8	2.2
Junior Employee (Grade 1 to 5) 初級僱員 (等級1至5)	2.9	5.3	5.1	3.5	0.6
TOTAL 整體受訓百分比	7.2	8.2	7.2	8.3	1.4

Labour Standards

Consistent with local labour legislation, the Company does not use child or forced labour in any form.

The Company defines child labour as the recruitment, hiring and employment of workers under the minimum legal working age of 15. For young workers, defined as a person of or over the age of 15 years but under the age of 18 years, the Company ensures that it follows the legal maximum working hours and working days set by the government. It is the Company's policy not to allow young workers to work overtime, at night, during rest days, statutory holidays, or in hazardous jobs.

The Company defines forced labour as situations in which persons are coerced to work through the use of violence or intimidation, or by more subtle means such as repayment for accumulated debt, retention of identity papers, or threats of denunciation to immigration authorities. It is the Company's commitment to only work with licensed labour agencies or brokers who comply with all applicable local laws.

SMBHK has no material non-compliance with applicable laws and regulation on child and forced labour for the year 2020.

勞工標準

與本地勞工法例一致，本公司反對以任何形式使用童工或強制勞工。

童工定義為招聘、僱用及聘請年齡低於最低合法工作年齡15歲的僱員。年輕的僱員，意指年齡多於15歲但少於18歲，本公司會確保依據政府制定的合法最高工時及工作日數。本公司的政策亦列明不容許年輕僱員超時工作、在晚間、休息日、法定假期工作或執行有危險的工作。

強制勞工定義為該人士受到暴力或脅迫，或透過較微妙的手段，例如償還累積的債務、扣留身份證明文件或威脅到入境機關告發，而強制工作。本公司承諾只會與符合所有適用本地法律的持牌勞工公司或中介人合作。

二零二零年，香港生力在童工及強制勞工的適用法律及法規上並未出現重大違規情況。



OPERATING PRACTICES

Supply Chain Management

SMBHK is committed to source goods and services from suppliers who share its core values and integrate them into their own operations. To this end, SMBHK works to build relationships with suppliers who cultivate safe working environments, promote dignity and respect for their employees, and advance responsible environmental practices. To ensure that its suppliers conduct their businesses consistent with SMBHK's principles and values, SMBHK has adopted and published a Supplier Code of Conduct in 2015, which outlines the standards that SMBHK expects its suppliers to espouse. The details of the Supplier Code of Conduct can be viewed in the Company's website.

In 2020, to manage and/or identify environmental and social risks along the supply chain, the Company actively communicated with all of its active strategic suppliers to ensure that they are aware of the Company's Supplier Code of Conduct and that they are expected to follow and be guided by it.

The Company's active strategic suppliers were also asked to declare any material non-compliance with applicable laws and regulations concerning labour practices, ethical conduct, health and safety, environmental protection; and responsibility, transparency and accountability. None of the strategic suppliers who responded, representing 78% of the Company's total value of materials and services purchased from its active strategic suppliers, declared any material non-compliance.

Additionally, major active strategic suppliers of the Company are required to undergo assessment and screening in order to be accredited. The Company's accreditation process is composed of stages which involve a comprehensive evaluation of the supplier's sustainability profile, product offering, client list and geographic coverage, technical aspect of the supplier's operations, and on-site audit to inspect the supplier's production process, working conditions, quality assurance systems, actual transportation systems and environmental controls. Products produced by the supplier are also required to go through various tests under different conditions in the Company's facility. It is only when a supplier passes these stages and tests that they are then accredited to become the Company's supplier.

NUMBER OF SUPPLIERS BY GEOGRAPHICAL REGION 按地區分佈的供應商數目	2016	2017	2018	2019	2020
America 美洲	6	6	7	6	6
Asia 亞洲	248	222	271	269	263
Europe 歐洲	19	21	16	23	25
Oceania 大洋洲	4	4	4	3	3

營運慣例

供應鏈管理

香港生力致力向與其擁有共同核心價值、並將此結合到他們自身營運當中的供應商採購物品和服務。有見及此，香港生力與注重安全的工作環境、推動尊重僱員，以及推行負責任的環保措施的供應商建立良好關係。為確保供應商的營運模式與香港生力的理念和價值一致，香港生力於二零一五年採用及發佈供應商操守守則，概述香港生力期望其供應商能夠達到的標準。有關供應商操守守則的詳情可於本公司網站內瀏覽。

於二零二零年，為了管理和／或辨識供應鏈中的環境和社會風險，本公司積極地跟所有活躍策略性供應商溝通，以確保他們了解本公司的供應商操守守則，並期望他們遵守及以此為指引。

本公司所有活躍策略性供應商亦被要求申報任何有關勞工待遇、道德行為、健康和環境保護之適用法律及法規上有否出現重大違規情況；以及責任、透明度和問責情況。在有回覆的策略性供應商之中，沒有一個出現重大違規情況，而這些供應商則佔本公司活躍策略性供應商提供原材料及服務的總購買價值78%。

此外，本公司的主要活躍策略性供應商必須經過評估和篩選才可獲得認可。這個認可過程分為多個階段，包括對供應商的可持續發展概況、產品供應、客戶名單及地域覆蓋、供應商營運上的技術層面，實地考察以檢測供應商的生產過程、工作環境、質量保證系統、實際運輸系統和環保措施進行全面評估。供應商生產的產品必須於本公司在不同條件下接受不同的化驗和測試。當供應商通過這些階段，才獲認可成為公司的供應商。

Product Responsibility

The effect of SMBHK's products and services to our customers and consumers are very important to the Company. The Company exercises due care in the design, production and sourcing of its beverage products to ensure that they are fit and safe for consumption. The Company communicates information related to its products and services with due consideration to the needs of its customers and consumers and their rights to privacy.

The Company implements a License Renewal System where all licenses necessary for compliance with relevant laws and regulations and which have a significant impact on the Company's operations are recorded and monitored. The system triggers reminders and warnings to ensure that such licenses are renewed timely. Likewise, the Company's SAP Maintenance Module triggers notices to ensure that all pertinent equipment and machines in the brewery are checked, maintained, repaired or replaced, if necessary, to ensure minimal operational disruption.

In the brewery, the Company is ISO 9001 certified. ISO is an independent, non-governmental international organization with a membership of 165 national standards bodies. The 9001 standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. The Company's ISO 9001 certification helps ensure that its customers and consumers get consistent, good-quality products and services.

Through the FDGA and FReD which the Company is a member of, SMBHK supports the Dutiable Commodities (Amendment) Ordinance 2018 which prohibits the sale and supply of intoxicating liquor to minors under 18 years old via face-to-face distribution and remote distribution, as well as the sale of alcoholic beverages in vending machines. The Company's employees are carefully briefed on this legislation to ensure compliance.

產品責任

香港生力十分重視其產品和服務對客戶和消費者的影響。本公司在設計、生產和採購飲料產品的各個方面都十分謹慎，確保所有飲料產品適合安全消費和飲用。本公司傳達與產品和服務有關的信息時，會充分考慮客戶和消費者的需求和其隱私權。

本公司推行一個牌照更新系統，記錄和監察所有對公司營運有重大影響的牌照，確保遵守相關法律和法規。系統會發出提示和警告，以確保相關牌照得到適時更新。本公司的SAP維護系統亦會發出提示，確保啤酒廠內所有相關的設備和機器已接受檢查、保養、維修或在必要時替換，減低因業務營運中斷而帶來的影響。

本公司的啤酒廠已通過ISO 9001認證。ISO是一個獨立、非政府的國際組織，擁有165個國家標準機構的成員。9001標準建基於多個質量管理標準，包括高度以顧客為本、管理層的動機和影響、方法程序和持續改善。本公司的ISO 9001認證有助確保我們的客戶和消費者獲得一致優質的產品和服務。

香港生力以FDGA及FReD的會員身份支持《2018年應課稅品（修訂）條例》。該法例禁止任何人在業務過程中，不論是透過當面或遙距分發的方式，向18歲以下的未成年人士售賣和供應令人醺醉的酒類。法例同時禁止以自動售賣機售賣酒類飲品。為確保僱員嚴遵法例，本公司已就新條例向僱員作仔細的簡介。



In its advertising communications, SMBHK sees to it that such communications are in accordance with the Hong Kong Broadcasting Ordinance, the Communications Authority's Code of Practice and The Association of Accredited Advertising Agencies of Hong Kong's Code of Practice. Also, we are a member of the FReD and a signatory of its Marketing Code of Conduct Principles. As a member of FReD, SMBHK recognizes that the responsible promotion of alcoholic beverages is in the interests of the industry and society as a whole. The Marketing Code of Conduct Principles applies to all forms of commercial or promotional communications by SMBHK and their purpose is to ensure that the sales and marketing communications of the Company (including advertising and labeling) are consistent with responsible drinking behavior. The details of the Marketing Code of Conduct Principles can be viewed in the FReD website, (www.fred.org.hk).

As part of its Quality Assurance process, SMBHK strives to ensure that all its labeling initiatives, be it primary (bottles and cans) or secondary (carton boxes), are in compliance with local laws and regulation.

SMBHK has no material non-compliance with laws and regulation relating to its products' health and safety, advertising, labeling and privacy matters for the year 2020.

Consumer and customer satisfaction are very important to the Company and they do not just serve as goals but are among the very foundations of the Company's business activities. Feedback, whether in the form of comments, requests or concerns, serves as vital inputs to the improvement of the Company's management and the development of its products and services.

In relation to consumer or customer concerns or problems, the Company has put in place a system that enables it to consider and respond to these concerns or problems correctly, courteously and swiftly. We see every form of feedback as a crucial opportunity that should be embraced with commitment and integrity to further enhance our relationship with our stakeholders.

香港生力按照香港廣播條例、通訊事務管理局的業務守則和香港廣告商會的實務標準作出廣告通訊。同時，我們亦是香港理性飲酒促進會（「FReD」）的會員及其市場營銷自律規範的簽署方。作為FReD的會員，香港生力明白有責任地推廣酒精飲料會為行業及整體社會帶來益處。該市場營銷自律規範適用於香港生力所有形式的商業或推廣傳訊，其目的是確保本公司的銷售及市場推廣通訊（包括廣告及標籤）與理性飲酒行為一致。有關市場營銷自律規範的詳情可於FReD的網頁內瀏覽（www.fred.org.hk）。

作為品質保證的程序一部份，香港生力致力確保所有標籤，不論是首要（樽裝及罐裝）或次要（紙箱）均符合本地法律與法規。

二零二零年，香港生力在產品的健康與安全、廣告、標籤及私隱的適用法律及法規上並未出現重大違規情況。

消費者和客戶的滿意度對本公司非常重要，它們不僅是本公司的營商活動目標，更是其中之一的基礎。所有回饋意見，無論是意見、要求或提問形式的回應，均對改善本公司的管理和發展其產品及服務十分重要。

在消費者或客戶所關注的問題方面，本公司備有一套可正確地、禮貌地且快速地考慮和回應的系統。我們將每一種形式的回應視作一個重要的機會，因此我們本著承諾和誠信的原則歡迎任何回應以進一步加強我們與持份者的關係。



The Company is pleased to report that there was no product sold subject to recall for safety and health reason in 2020. In 2020, the total number of concern-related feedbacks was 108, a further 16% decline when compared with 2019.

Problem-related feedback that concerns products or services, be it from consumers, customers or the general public, are all logged and recorded in a specially-designed system. Trends are monitored closely to determine whether a problem is an isolated case or a recurring one. Feedback from consumers and the general public are dealt with by the Corporate Affairs section, which acts as the main contact point during the whole process, from receiving and exploration of the feedback up to the provision of an appropriate response. Feedback from customers, on the other hand, is handled by the Sales Department as part of its responsibility to ensure customer satisfaction.

Product-related concerns are directly forwarded to the Quality Assurance team for immediate inquiry. Field visits and various tests are conducted accordingly. If the product concerned is supplied by a different brewery or by a partner company, the source brewery or company will also be informed, if necessary. Outcome from field visits and tests, and/or response from other source breweries or companies will be consolidated and evaluated to determine the required and appropriate actions and response. The Manager of the Quality Assurance team is responsible for validating any non-conformities, including the magnitude and seriousness thereof. If a product recall is required, the Senior Manager of the Operations shall be responsible for coordinating with the concerned parties in implementing the product recall in accordance with the Centre for Food Safety standards and guidelines.

Service-related concerns are sent to the relevant department for immediate resolution and improvement. The relevant department may look into its operations or the operations of subcontractors or suppliers, if necessary. Outcome from the inquiry will be consolidated and evaluated to determine the required and appropriate actions and response.

本公司欣然報告在二零二零年並未有任何出售產品因安全和健康原因而回收的情況。二零二零年，有關關注的意見總數為108，對比二零一九年減少了16%。

所有與產品或服務有關的意見，不論是來自消費者、客戶或公眾，均會輸入和記錄到一個特別設計的系統。該系統嚴密監察問題趨勢以確定問題屬於獨立或重複個案。來自消費者和公眾的意見交由企業事務部處理，該部門由接獲和了解意見以至提供適當的回覆，是整個過程的主要聯絡點。來自客戶的意見則由營業部處理，因確保客戶滿意是營業部的職責。

與產品相關的問題直接交由品質保證團隊以立即展開調查。品質保證團隊將根據情況展開現場調查和進行各種測試。若問題產品由其他啤酒商或夥伴公司提供，我們會在需要時通知有關的啤酒商或夥伴公司。現場調查和測試的結果和／或來自相關啤酒商或夥伴公司的回應會統一進行分析，以確定所需採取的合適行動及回應。品質保證團隊的經理負責確認任何不合格的情況，包括不合規的程度和嚴重性。若某項產品需要回收，高級生產經理會負責協調各相關部門，根據食物安全中心的標準和指引執行產品回收。

與服務有關的問題將交由有關部門立即解決和改進。相關部門在必要情況下可對本公司的運作或其承包商或供應商的運作進行調查。調查結果將統一進行分析以確定所需採取的合適行動或回應。

SMBHK has policies on respecting intellectual property rights and avoiding infringing acts in the conduct of its business. The policies apply to all employees of the Company, including casual and contractual employees. The policies, in particular, deal with, but are not limited to, computer software, books, newspapers, magazines, internet information, and audio and/or visual recordings. Section managers are tasked to ensure proper records management and to monitor usage of copyright assets by their respective work functions.

SMBHK collects a range of personal information in its course of doing business. The Company strives to ensure that personal data provided by customers and business partners are protected. Section managers are tasked to ensure that the personnel who handles data of customers or suppliers keep the said data in strict confidence and use the same for the specified purposes only; and that all confidential documents are stored properly.

Anti-Corruption

The Company believes that honesty, integrity and fair-play are important assets of the organization. All employees must ensure that the Company's reputation is not adversely affected by dishonesty, disloyalty or corruption. They are expected to conduct the business affairs of the Company in a professional manner and in full compliance with applicable laws and regulations. It is the policy of the Company to prohibit employees from soliciting any advantage from clients, suppliers, contractors or any person in connection with the Company's business. The Company has adopted the SMC group's Policy on Solicitation or Acceptance of Gift in 2016 as part of its continuous efforts to provide guidance on handling gifts received from or offered by third parties/business partners/suppliers to executives, employees, consultants and agents of the Company.

It is the Company's policy that every employee should take it as his personal responsibility to avoid engaging in situations that may lead to or involve conflict of interests. Employees should at all times ensure that their dealings with customers, suppliers, contractors and colleagues do not place them in a position that may lead to a conflict of interest. Every employee or his family members who are engaged, or who consider engaging in business, investments or activities that may have existing or potential conflict with the Company's interests must make a disclosure in writing. New employees are required to make a disclosure of their interests when they join the Company, while existing employees are required to make an annual declaration of whether they have been involved in any conflict of interest situation.

針對商業流程中尊重知識產權和避免在執行職務時發生違法行為，香港生力制定了相關政策。此類政策適用於本公司所有僱員，包括非正式和合約僱員。此類政策尤其用於處理但不限於電腦軟件、書籍、報紙、雜誌、互聯網資訊、音頻和／或視像紀錄。部門經理需在各自工作職能中負責確保執行適當的檔案管理，以及監察涉及版權資產的使用。

香港生力在營運業務過程中收集了一些個人資料。本公司致力確保客戶和業務夥伴提供的個人資料受到保護。部門經理必須確保負責處理客戶或供應商資料的人員對上述資料嚴格保密，並只用於特定目的；同時所有機密文件需以適當的方式進行儲存。

反貪污

本公司深信誠實、誠信及公平原則是我們的重要資產。所有僱員必須確保本公司的聲譽不會因不誠實、不忠誠或貪污因素而受到不利影響。本公司期望所有僱員能夠在完全遵守法律和法規的情況下專業地開展業務。本公司的一項政策就是防止僱員從客戶、供應商、承包商或任何與本公司業務有關的人員獲得任何利益。本公司已於二零一六年實施生力集團之索取或接受禮物政策，以持續改善提供予本公司行政人員、僱員、顧問及代理商的指引，助其處理由第三方／商業合作伙伴／供應商提供或從他們獲取的禮物。

本公司的政策要求每位僱員應盡責避免參與任何可能導致或涉及利益衝突的情況。僱員應始終確保在客戶、供應商、承包商和同事打交道的過程中，不會使其陷入可能導致利益衝突的情況。每位參與或認為參與可能與本公司的利益存在當前或潛在衝突的業務、投資或活動的僱員或其家庭成員，必須以書面形式向本公司披露。所有新僱員需在加入本公司前就所有與其利益有關的問題進行披露。此外，所有僱員需就其曾否參與涉及利益衝突的情況作年度利益申報。

Once every one to two years, the Company invites the Hong Kong Independent Commission Against Corruption (ICAC) to conduct a preventive education session to its employees to further build an ethical corporate culture. Employees who have already attended the session are required to take it again every 5 - 7 years. The last preventive education session was held in 2019. The Company also invited the ICAC to review the Company's anti-corruption policy in 2019 to ensure that it was aligned with the most current anti-corruption regulations in Hong Kong.

SMBHK is committed to complying fully with local anti-money laundering laws, rules, regulations and standards. SMBHK engages only with reputable customers involved in legitimate business activities, with funds derived from legitimate sources.

SMBHK has no material non-compliance in relation to bribery, extortion, fraud and money laundering for the year 2020. There are no legal cases (and thus no concluded legal cases) regarding corrupt practices brought against the Company or its employees during the reporting period.

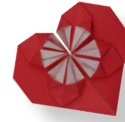
In pursuit of ensuring that the business of the Company is conducted in the highest standards of fairness, transparency and accountability, the Company has adopted a whistleblowing policy in 2015. The policy details the procedures and channels through which its directors, employees and other interested parties may communicate concerns, in confidence, about any possible misconduct or malpractice within the Company. The details of the policy can be viewed in the Company's website.

本公司每隔一至兩年都會邀請香港廉政公署 (ICAC) 為僱員提供防止貪污講座，以進一步建立企業道德文化。曾參與課程的僱員必須每五至七年重新參與一次。最近一次的防止貪污講座於二零一九年舉行。本公司亦於二零一九年邀請廉政公署審查公司反貪污政策，以確保公司政策與香港最新的反貪污法規保持一致。

香港生力致力完全遵守本地打擊洗黑錢的法律、規則、法規及標準。香港生力只會與聲譽良好的客戶以來源合法的資金進行合法的商業活動。

二零二零年，香港生力在防止賄賂、勒索、欺詐及洗黑錢方面均不存在任何重大違規情況。在報告這期間，香港生力並沒有任何涉及以公司或其僱員為起訴對象的貪污案件 (也包括已結案案件)。

為確保公司在進行業務時持最高標準的公正性、透明度和問責性，本公司在二零一五年實施了舉報政策。該政策詳列既定程序和渠道，讓董事、僱員及其他利益相關的人士可在安全放心的情況下傳達他們對本公司內任何懷疑不當行為或不良行為的關注。有關政策的詳情可於本公司的網站內瀏覽。



Community Involvement

SMBHK endeavors to create positive impact in the communities where it operates. We are committed to creating meaningful change in these communities through activities that are consistent with our organizational objective and address the business and social needs of each locality. A characteristic of our business is the ownership and operation of large-scale breweries; and this means that we employ a significant amount of people and operate in relatively less developed locations. With these, we are well aware of our impact on these communities and we see it as an opportunity to give back to the lives of those around us.

The Company supports education through university scholarships and sponsorship of university-related social activities where the development of trust, peer support and network are nurtured. Philanthropic efforts through the provision of resources also form an integral part of our community investment. The Company also supports the arts, sports and local community-based non-governmental organizations. We support charitable organizations and suitable NGOs, not only through financial or product support, but also through the experience and expertise of our employees.

In 2020, the Company contributed to the Hong Kong community an estimated HK\$112,715. The Covid-19 pandemic in 2020 has considerably affected the activities of various registered charities and non-profit organizations, as well as the Company's ability to participate or contribute given the pandemic's impact on the economy. Twenty-nine percent of the Company's community contribution was received by Hong Kong registered charities. The rest are given to entities that are not registered charities but have purposes, or deliver activities, which are broadly recognized as charitable and are being managed in a way so as to deliver public benefit.

社區參與

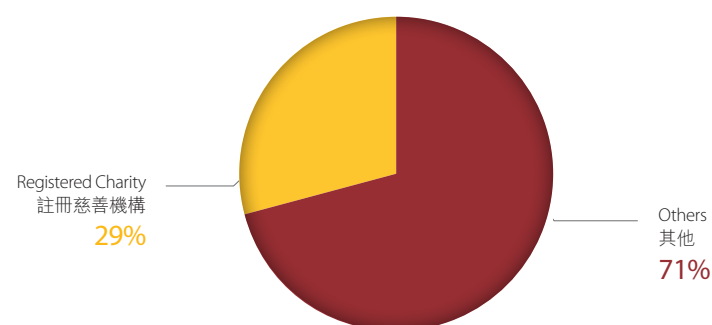
香港生力致力在我們營運業務的社區創造正面的影響。我們透過與公司目標一致的活動，以及按每個地區的業務及社會需要，致力為社區帶來有意義的改變。擁有和營運大型的啤酒廠為我們業務的特色，這代表了我們聘請了相當數目的僱員和在發展較少的地點營運。因此，我們清楚了解我們對這些社區的影響及將此視為機遇，回饋予我們身邊的人士。

本公司透過大學獎學金及贊助大學相關的社區活動以支持教育，建立信任、同輩支持及創建網絡。提供資源的慈善工作也是我們投資社區的重要一環。本公司也支持藝術、體育及本地社區為本的非政府組織團體。我們不單透過金錢模式或產品贊助支持慈善機構及合適的非政府團體，我們的僱員也會跟他們分享經驗與專業知識。

二零二零年，本公司回饋香港社會的捐助約值港幣112,715元。2019冠狀病毒病於二零二零年嚴重影響了不同註冊慈善機構和非牟利機構的活動，亦同時因疫情對經濟的衝擊而影響了本公司的參與或貢獻能力。本公司回饋社會的捐助當中有29%由香港註冊慈善機構受惠。其餘的由非註冊，但其成立的目的或開展的活動被普遍認為屬慈善性質或其管理模式旨在提供公益的團體受惠。



2020 Community Contribution by Organization Type 2020 按受惠機構類型劃分的社區捐助



Of the total contribution, 52% was cash contribution in which monetary amount was paid in support of a community organization or project. Meanwhile, 48% was in-kind in which the Company committed non-cash resources to community activities. These include donations of the Company's product or services.

2020 Community Contribution by Form 2020 按資源類別劃分的社區捐助



Amongst the different types of issues these communities face, one of the areas the Company focused on in 2020 was health, which accounted for 61% of the Company's total community investment. The Company supported organizations or activities that prevent or alleviate illness or human suffering, as well as promote health and healthy lifestyles.

Some of the organizations that the Company has contributed to in 2020 are the Hong Kong 100, Hong Kong Philharmonic Orchestra and The Hong Kong Polytechnic University.

The Company has been actively involved in the operations of the FReD. The FReD aims to promote responsible drinking in Hong Kong and to work in partnership with the government and/or social organizations to support targeted initiatives that promote responsible drinking.

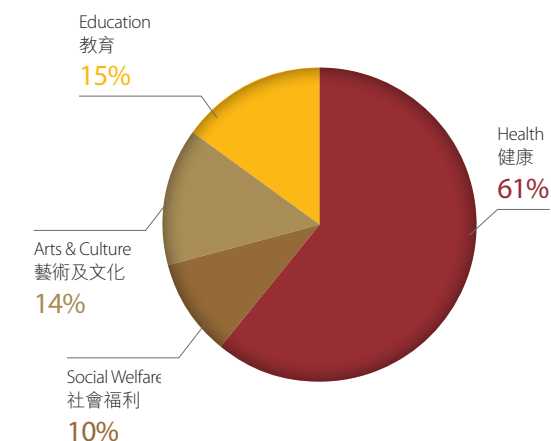
在所有捐助中，52%為以金錢形式支持社區團體或項目。同時，48%為非金錢模式贊助社區活動，這包括贊助本公司提供的產品或服務。

在社區面對不同類型的議題中，於二零二零年本公司重視的其中一個範疇就是健康，佔公司社區捐助的61%。本公司支持任何防止或減輕人們的疾苦，以及推廣健康和健康生活模式的組織或活動。

本公司贊助的部份機構包括香港100、香港管弦樂團及香港理工大學。

本公司積極參與FReD的運作。該促進會旨在於香港推廣理性飲酒，並與政府及／或社會團體合作，支持為推動理性飲酒所採取的針對性措施。

2020 Community Contribution by Issue Type 2020 按專注貢獻範疇劃分的社區捐助



The Company also provides volunteer opportunities to its employees by organizing volunteer services training and events as part of its contribution to building a caring community that promotes positive values of self-fulfillment, and in enhancing the sense of social involvement among its employees.

With social distancing restrictions and work-from-home arrangements in place as a result of the COVID-19 situation, we engaged our employees to volunteer in the E-book Production Program for Hong Kong Blind Union, where they can do the volunteer work individually at home. This program helps people with reading disabilities to learn and solve their learning and reading difficulties by using a special reading software. The Company's employees achieved over 300 volunteer hours for this program. For 2020, the Company received the Bronze Award for Volunteer Service from the HKSAR Social Welfare Department.

The Company was awarded the Caring Company Logo since 2014 by the Hong Kong Council of Social Service in recognition of the Company's good corporate citizenship and its efforts in building strategic partnerships with non-profit organizations to create a more cohesive society. In 2020, the Company was awarded the 5 Years+ Caring Company Logo for its long-term effort in caring for the community, employees and the environment.

本公司亦透過組織與義工服務有關的培訓和活動，為僱員提供義工機會，以建立一個推廣自我實現正面價值觀的關愛社區，以及提高僱員的社會參與意識。

因2019冠狀病毒病疫情而實施的社交距離限制及在家工作安排下，我們為僱員安排香港失明人協進會的電子書製作計劃的義工活動，而這項義工服務容許僱員於家中獨立工作。這項計劃支持閱讀殘障人士使用特殊的閱讀軟件來學習和解決他們的學習和閱讀困難。本公司的僱員在此計劃中共累積超過300小時服務時數。本公司於二零二零年獲香港社會福利署頒發「銅獎義務工作嘉許狀」。

本公司自二零一四年起獲香港社會服務聯會頒授「商界展關懷」標誌，作為對本公司良好企業公民身份的認可，以及表彰本公司與非牟利機構建立策略性合作關係、共建具凝聚力的社會所作的努力。本公司於二零二零年獲頒授「5年Plus商界展關懷」標誌，對我們長期關懷社區、僱員及環境的努力作出認可。





**SAN MIGUEL BREWERY
HONG KONG LTD.**
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