



克莉絲汀國際控股有限公司
**CHRISTINE INTERNATIONAL
HOLDINGS LIMITED**

(於開曼群島註冊成立之有限公司)

(Incorporated in the Cayman Islands with limited liability)

股份代號 Stock Code: 1210

2020
環境、社會及管治報告



目錄

CONTENTS

		頁次 <i>Pages</i>
I. 引言	I. INTRODUCTION	2
II. 關於本報告	II. ABOUT THIS REPORT	3
III. 關於我們	III. ABOUT US	5
IV. 可持續發展戰略和管理方法	IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH	8
V. 利益相關者的參與	V. STAKEHOLDER ENGAGEMENT	12
VI. 環境可持續發展	VI. ENVIRONMENTAL SUSTAINABILITY	15
VII. 社會可持續發展	VII. SOCIAL SUSTAINABILITY	30
VIII. 報告披露索引	VIII. REPORT DISCLOSURE INDEX	52

I. 引言

I. INTRODUCTION

隨著中國各項政策從經濟的高速增長向民生傾斜，人民的消費水準不斷提高。新一輪的城鎮化浪潮推動著以食品為主的快速消費品市場規模不斷擴大與升級，有力促進了烘焙產業的快速、健康、可持續發展的良好態勢。

克莉絲汀國際控股有限公司（「本公司」，連同其子公司統稱「本集團」）作為中國內地烘焙行業第一家上市公司，始終專注烘焙行業的可持續發展動態，深耕戰略、工藝、業務和管理等方面的探索與創新，秉承為消費者提供最安全、美味和健康產品的企業發展觀，將做強「克莉絲汀」食品品牌作為其最堅定的目標與使命。本集團以獨具匠心的品牌理念，通過結合食療和康養等創新元素，致力於不斷為消費者帶來更加多元化的產品和服務。長期以來，本集團專注將環保理念納入發展中，提倡在價值鏈中推廣綠色、健康、環保的可持續發展實踐，引領市場做出積極改變。本集團積極踐行企業社會責任，為當地社區和社會大眾做出貢獻，並不斷強化管理者和員工對社會責任的認識。

二零二零年初以來，新型冠狀病毒肺炎疫情（「疫情」）肆虐全球，對經濟發展和人民的健康構成了嚴重威脅。本集團在應對疫情所帶來的危機中，積極貫徹落實當地政府的規定和號召，按國家政策要求建立疫情響應機制，保障員工的健康安全。

二零二零年是「十三五」的收官之年，同時也是「十四五」的謀劃之年。本集團於回顧年度內積極落實環境、社會及管治（「ESG」）方面的政策，旨在透過ESG管理的最佳實踐和可持續發展理念，力求堅定且持續地推動轉型，賦予「克莉絲汀」品牌新的生命力，彰顯本集團作為社會公民對資源、環境和社會和諧發展的企業擔當。

As China's policies are shifting away from high-speed economic growth to livelihood improvement, people's consumption levels are on the rise. The new wave of urbanization has driven the continuous expansion and upgrading of food-based fast-moving consumer goods markets, which has greatly facilitated the rapid, healthy and sustainable development of the bakery industry in China.

Christine International Holdings Limited (the "Company" or "Christine", together with its subsidiaries, the "Group", "we" or "us"), being the first publicly listed company in the bakery industry in Mainland China, always pays close attention to the developments of the bakery industry, and keeps exploring and innovating ways to improve its strategies, processes, services and management. Upholding the development philosophy of providing ever better products that are safe, tasty and healthy, the Group endeavours to establish "Christine" as a leading reputable food brand and regards this as its corporate objective and mission. In line with its novel brand ideology, the Group is committed to offering more diversified products and services to consumers by incorporating new elements such as food therapy and health care. Over the years, the Group has been integrating environmental concept into its development, promoting green, healthy and eco-friendly practices in its value chain to pursue sustainable development, thereby leading positive changes in the market. The Group earnestly fulfils its corporate social responsibility, contributes to the local community and the general public, and continuously raises the awareness of social responsibility among its executives and employees.

Since the beginning of 2020, the novel coronavirus disease ("COVID-19") pandemic has ravaged the globe, posing grave threats to economic growth and public health. In response to the crisis caused by the pandemic, the Group proactively acted on local government's requirements and recommendations, and established an epidemic response mechanism as required under national policy to ensure the health and safety of its employees.

2020 is the closing year of the "13th Five-Year Plan" and the planning year of the "14th Five-Year Plan". During the year under review, the Group actively implemented environmental, social and governance ("ESG") policies, and pushed ahead with its business transformation through adopting the best practices for ESG management and the principles of sustainable development, thereby infusing the "Christine" brand with new vitality and demonstrating the Group's commitment as a socially responsible business to promoting harmonious development of resources, environment and society.

II. 關於本報告

II. ABOUT THIS REPORT

本集團嚴格遵守香港聯合交易所有限公司（「聯交所」）證券上市規則附錄27—環境、社會及管治報告指引的規定，欣然呈列其截至二零二零年十二月三十一日止年度（「二零二零財年」）環境、社會及管治報告（「ESG報告」），用以展示本集團於二零二零財年在ESG管理和企業可持續發展方面的方針及表現。本ESG報告中披露的資料通過多種渠道收集和整理，包括本集團的內部政策文件和數據、本集團實施ESG慣例的反饋、利益相關者調查、從在線調查問卷中收集到本集團可持續發展實踐的相關信息等。本ESG報告未提供完整的內容索引，以便讀者檢查其完整性。

範圍設定

本ESG報告採用營運控制方法對披露信息涵蓋範疇作出定義。披露內容涵蓋本集團的主要業務營運，包括位於中國上海、浙江、江蘇的零售門店、中央烘焙工廠和集團行政辦公室。

匯報原則

匯報原則是ESG報告編製的基礎。本ESG報告嚴格遵循「重要性」、「量化」、「平衡」和「一致性」的原則確定和披露本集團二零二零財年的主要ESG表現。

重要性

重要性原則對於ESG管理和信息披露而言十分重要，因此本集團積極與其利益相關者進行有效溝通，並結合其反饋信息與內部分析，對本集團相關的ESG議題和潛在環境、社會和經濟影響進行重要性評估。本集團在重要性評估過程中亦參考SASB行業標準，將運輸車隊管理、能源管理、食品安全和健康等議題列為其關鍵ESG事宜。

In strict compliance with the requirements under the ESG Reporting Guide contained in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the “Stock Exchange”), the Group is pleased to present its Environmental, Social and Governance Report (the “ESG Report”) for the year ended 31 December 2020 (“FY2020”) to demonstrate the Group’s approach and performance in terms of ESG management and corporate sustainable development for FY2020. The information disclosed in this ESG Report was gathered through various channels, including internal policy documents and data of the Group, the feedback on the ESG practices of the Group, stakeholder surveys, and online questionnaires for collection of information about the sustainability practices of the Group. A complete content index is available at the end of this ESG Report for readers’ convenience to check its integrity.

REPORTING BOUNDARY

The boundary for information disclosure in this ESG Report is defined using the operational control approach. The disclosure covers the Group’s major business operations, including retail outlets, central bakeries and Group administrative offices in Shanghai, Zhejiang and Jiangsu, the PRC.

REPORTING PRINCIPLES

Reporting principles underpin the preparation of an ESG Report. The main ESG performance of the Group in FY2020 set out in this ESG Report has been determined and disclosed under the principles of “Materiality”, “Quantitative”, “Balance” and “Consistency”.

Materiality

The principle of “materiality” is critical to ESG management and information disclosure. Therefore, the Group maintains effective communication with its stakeholders and, based on their feedback and internal analysis, conducts materiality assessment on the Group’s relevant ESG issues and potential environmental, social and economic impacts. In the process of materiality assessment, the Group also identifies issues such as transport fleet management, energy management, food safety and health as its key ESG issues with reference to SASB industry standards.

II. 關於本報告

II. ABOUT THIS REPORT

量化

本ESG報告中「量化」原則的應用主要體現在環境和社會範疇下對關鍵績效指標的計算和披露中，如本ESG報告「排放物」與「資源使用」章節的環境數據，以及僱傭、培訓等社會範疇內的量化數據。

平衡

本集團在ESG表現披露上遵循平衡的原則，確保向其利益相關者傳遞真實有效的ESG信息。本集團充分收集和披露其二零二零財年的可持續發展表現信息，並認為客觀的評價對企業自身提高和發展具有深遠意義。

一致性

為促進本ESG報告數據的可比性，本集團報告採用與以往一致的範圍設定原則和數據處理流程，對本ESG報告披露相關信息的完整性和一致性進行嚴格把控。

Quantitative

The application of the “quantitative” principle in this ESG Report is mainly reflected in the calculation and disclosure of key performance indicators (“KPIs”) under environmental and social subjects, such as the environmental data in the sections headed “Emissions” and “Use of Resources” of this ESG Report, and the quantitative data in social aspects such as employment and training.

Balance

The Group follows the principle of balance in ESG performance disclosure to ensure that it delivered true and effective ESG information to its stakeholders. The Group has collected and disclosed information relating to its sustainability performance for FY2020 on a best effort basis, and believes that objective evaluation is of far-reaching significance to the improvement and development of the Group.

Consistency

To enhance the comparability of the data in this ESG Report, the Group has adopted the same boundary-setting principle and data processing procedures as those adopted for previous ESG reports so as to ensure the completeness and consistency of the information disclosed in this ESG Report.

III. 關於我們

III. ABOUT US

企業簡介

本集團是一家集生產及銷售於一體的烘焙產品連鎖經營商，零售門店主要分佈在長江三角地區的黃金地段，包括上海市、江蘇省及浙江省。截至2020年12月31日，本集團共有387家直營店，形成多渠道零售網路，透過好鄰居店、地鐵店、旗艦店及歐式現烤店吸引不同客戶群體。本集團已生產銷售逾2,200種麵包、蛋糕、月餅、乾點及若干其他產品，同時每月推出多種新產品，滿足不同需求。本集團擁有五家中央烘焙工廠，對材料集中採購，重視產品的安全、營養及質量穩定性。除了推出新品種烘焙產品外，本集團同時專注於研發，致力幫助顧客「將健康生活帶回家」。二零二零年疫情持續蔓延，對經濟與生活帶來了全面的衝擊，導致消費行業持續低迷。本集團作為消費終端企業，所受影響更為直接。儘管如此，本集團依然以製造出使顧客安心、放心、滿意的產品為己任，不斷探索創新，調整營運策略，轉變營銷方式，打造更富韌性的業務模式。

CORPORATE PROFILE

We are a bakery chain operator engaged in both production and sales, with retail outlets mostly located in prime locations in the Yangtze River Delta region, including Shanghai, Jiangsu and Zhejiang. As of 31 December 2020, we had 387 retail stores forming a multichannel retail network. By operating through good neighbour stores, subway stores, flagship stores and European style fresh-bake stores, we attract various customer groups. We produce and sell more than 2,200 varieties of bread, cakes, moon cakes, pastries and various other bakery products, and also launch a variety of new products every month to meet different needs. We have five central bakeries, which centralise material procurement and emphasise safety, nutrition and stability of quality of our products. In addition to introducing new varieties of bakery products, we also focus on research and development and help customers “bring a healthy life home”. In 2020, the prolonged COVID-19 pandemic caused severe impacts on economy and life and as a result, the consumer industry remained sluggish throughout the year. As a retailing enterprise, the Group was more directly impacted by the pandemic. Nevertheless, we are, as always, committed to producing healthy, reliable and satisfactory products for customers, and keep experimenting and innovating our business and adjust our operating strategy and marketing approach to create a more resilient business model.

III. 關於我們

III. ABOUT US

企業治理

本集團董事會（以下簡稱「董事會」）根據聯交所證券上市規則及相關適用的法律法規，以創造讓公司能夠穩定可持續發展的環境以及提高股東信心及保障股東利益為目標，力求建立一個內部高效的企業管治常規及程序。董事會下設審核委員會、薪酬委員會、提名委員會、戰略與投資委員會及企業管治委員會。截至2020年12月31日，董事會由11名成員組成，包括5名執行董事、2名非執行董事及4名獨立非執行董事。董事會結構平衡，並採用董事會成員多元化政策，提名委員會在物色及挑選董事會成員時，將考慮包括但不限於性別、年齡、文化、教育背景、專業資格、技術、知識以及行業與地區經驗等方面，以滿足集團的業務需要。各董事擁有相關專業和豐富的企業及策略計劃經驗，均可為集團業務的發展作出貢獻。本集團獨立非執行董事與管理層維持緊密的工作關係，並保持良好的溝通，確保對集團各項事宜的清晰傳達和有效執行。董事會定期召開，二零二零財年共召開八次。董事會負責審批公司ESG報告的內容並對集團ESG事宜負責。本集團董事會監察並確保公司的可持續發展和具備適應能力。

為保證公司經營管理的合規性和系統化，本集團不斷強化其風險管理與內部監控系統，通過搭建健全的監管架構體系，包括董事會、審核委員會、管理層及內部審核部門，以確保風險管理及內部監控系統和方法執行的有效性與合理性。

CORPORATE GOVERNANCE

In accordance with the Rules Governing the Listing of Securities on the Stock Exchange (the "Listing Rules") and relevant applicable laws and regulations, the board of directors (the "Board" or "Board of Directors") of the Company is committed to establishing efficient internal corporate governance practices and procedures with an aim to create an environment for the solid sustainable growth of the Company and to enhance shareholders' confidence and protect their interests. The Board has established an Audit Committee, a Remuneration Committee, a Nomination Committee and a Strategy and Investment Committee. As of 31 December 2020, the Board comprised 11 members, including 5 executive directors, 2 non-executive directors and 4 independent non-executive directors. The Board maintains a balanced structure and adopts a diversity policy. In identifying and selecting candidates for members of the Board, the nomination committee will take into account all the traits of a candidate, including but not limited to gender, age, cultural and educational background, professional qualifications, expertise, knowledge, and industry and regional experience so as to meet the business needs of the Group. Each director possesses relevant expertise and rich experience in corporate and strategic planning, which can contribute to the business development of the Group. The independent non-executive directors maintain a close working relationship and good communication with the management to ensure clear communication and effective execution of all matters and activities of the Group. The Board meets regularly, and 8 meetings were held in 2020. The Board reviews and approves the content of the Group's ESG report and is responsible for the Group's ESG matters. The Board monitors and ensures the Company's sustainability and resilience.

For ensuring regulatory compliance and systematization of its operations and management, the Group keeps strengthening its risk management and internal control systems, and ensures the effectiveness and reasonableness of its risk management and internal control systems and approaches by establishing a sound monitoring framework comprising the Board, the audit committee, the management and the internal audit department.

III. 關於我們

III. ABOUT US

董事會

- 監督內部控制的建立健全和有效實施；
- 明確企業發展戰略及重要決策，並設立企業可接受的風險承受度；以及
- 明確各專門委員會及管理層的職責權限，為董事會決策提供支持。

審核委員會

- 監督公司內部審查制度的制定及內部控制評價工作的實施；
- 審核公司的財務信息及其披露；以及
- 充分掌握內部和外部審計師在內部控制檢查的工作範圍，必要時就重大問題與外部審計師進行溝通。

內部審核部門

- 對內部監控的有效性進行監督檢查；以及
- 對監督檢查中發現的內部控制缺陷，按照企業內部審計工作程序進行報告。

管理層

- 妥善設計、實施及監督風險管理及監控系統，並確保其得以有效執行；
 - 對內部或外部審計師提出的有關內部監控事宜的調查結果作出及時回應及跟進；以及
 - 向董事會確保風險管理及監控系統的有效性。
- * 本集團企業管治詳情可參閱本集團二零二零年年報之企業管治報告章節

BOARD OF DIRECTORS

- Overseeing the establishment, improvement and effective implementation of internal controls;
- Defining corporate development strategies and important decisions, and setting an acceptable level of risk tolerance; and
- Defining the duties and powers of all special committees and the management so as to provide support for the decision-making of the Board.

AUDIT COMMITTEE

- Supervising the implementation of the Company's internal audit system and internal control assessment;
- Examining and verifying the Company's financial information and its disclosure; and
- Fully grasping the work scope of internal control and inspection by internal and external auditors and, if necessary, communicating with external auditors on major issues.

INTERNAL AUDIT DEPARTMENT

- Monitoring and checking the effectiveness of internal control;
- Reporting internal control deficiencies identified during supervision and inspection in accordance with internal audit procedures.

MANAGEMENT

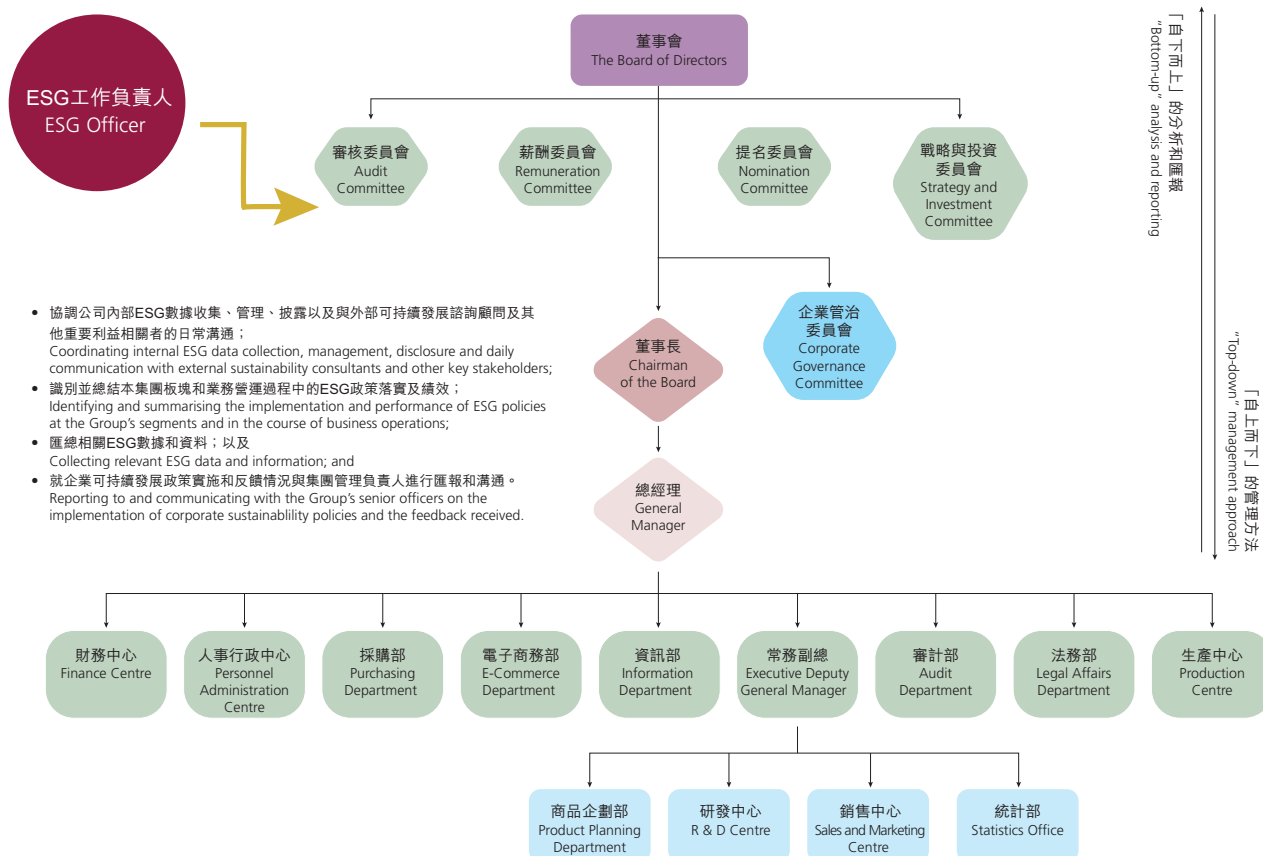
- Properly designing, implementing and supervising risk management and internal control systems, and ensuring effective implementation thereof;
 - Responding to and following up on the findings of internal or external auditors on internal control in a timely manner; and
 - Ensuring the effectiveness of risk management and internal control systems.
- * For details of our corporate governance, please refer to the section headed the Corporate Governance Report of our 2020 annual report.

IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

本集團具備完善的公司ESG管理架構和成熟的可持續發展管理體系，並不斷將ESG風險管理方法與集團管治架構相融合。本集團在其可持續發展管治中採用了「自上而下」與「自下而上」的管理策略，由董事會負責和監管ESG相關事宜的執行。具體而言，董事會負責制定集團可持續發展計劃。企業管治委員會及集團高級管理層負責制定具體企業可持續發展管治措施並監督下屬機構的執行情況。集團各中心、部門及附屬公司的負責人執行相關政策和措施，並對相關問題進行反饋。

The Group has put in place a sound corporate ESG management structure and a mature sustainability management system, and incorporates ESG risk management approach into its governance structure. The Group has adopted both “top-down” and “bottom-up” management strategies in its sustainability governance, with the Board being responsible for and overseeing the implementation of ESG-related activities. Specifically, the Board is responsible for formulating the Group’s sustainable development plan. The Corporate Governance Committee and the senior management of the Group are responsible for formulating specific governance measures for corporate sustainability and overseeing the implementation of these measures at subordinate entities. The heads of the Group’s centres, departments and subsidiaries are responsible for implementing relevant policies and measures and give feedback in respect thereon.



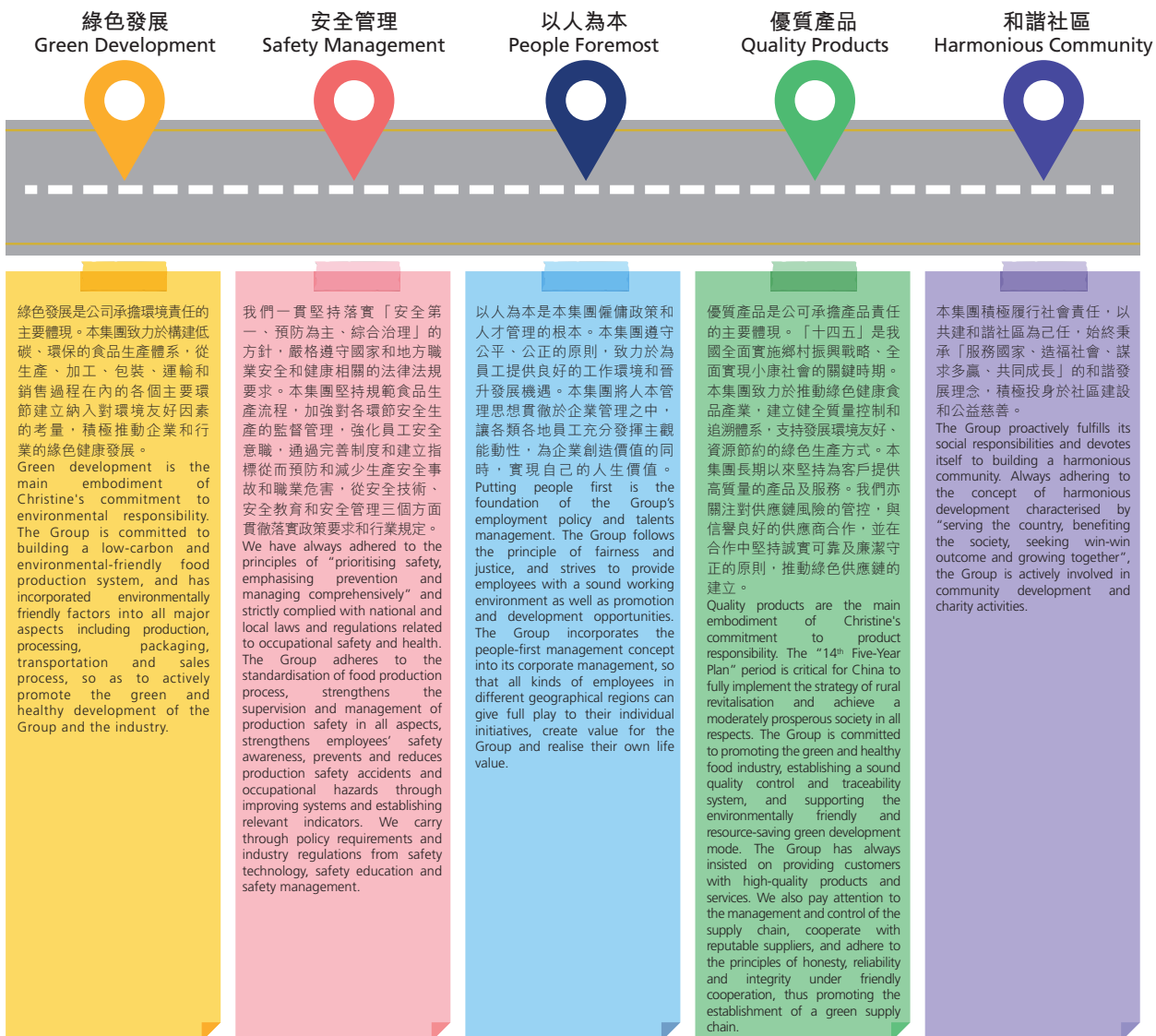
IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

可持續發展戰略方針與願景

Sustainable Development Strategy, Approach and Vision

克莉絲汀
Christine



IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

品牌理念與堅持

感恩

感恩讓我們以知足的心去關心和珍惜身邊的人，感恩讓我們在平淡的日子裡，發現生活本是如此精彩豐厚而精彩。

幸福

幸福是有味覺的，人們總是在清醒的時候，才能感覺到。理智清醒時，才能用心去愛。

體驗

體驗生活是我們的成長之路，經歷酸甜苦辣，人間百味，家是夢裡那座燃著炊煙的木屋，沒有體會，永遠無法領悟生命的珍貴。

夢想

在這種幸福的日子裡，有種溫馨的味道不時瀰漫於心，感恩一路的陪伴，為了這種夢想，克莉絲汀努力奮鬥了29年。

專業

我們以健康的產品與優質的服務，贏得了行業內許多榮譽，包括「上海市名牌產品」和「上海市著名商標」等榮譽，並擔任過「2007年國際特奧會」食品供應商、「2008年北京奧運會火炬傳遞（上海段）」食品供應商以及「中國2010年上海世博會」指定糕點麵包供應商。

Brand Ideology & Persistence

Gratitude

Gratitude allows us to care for and cherish those around us, to realise that even everyday life can be wonderful and exciting.

Happiness

Happiness has a flavour. People only taste this when they are awake, and only when they have a clear mind can they love with their heart.

Experience

Experiencing the journey of life is our pathway to growth. Without going through the ups and downs, you will not dream of a home full of warmth, and you will never realise or treasure the value of life.

Dream

On a joyful day, the taste of warmth and happiness spreads throughout your heart. For this dream, Christine has strived for 29 years and we are grateful for your companionship along the way.

Professionalism

With our healthy products and quality services, we have won many honours in the industry including “Famous Brand Product in Shanghai” and “Famous Trademark in Shanghai”, and was a food supplier of the “2007 International Special Olympics” and the “Beijing 2008 Olympic Torch Relay (Shanghai Section)” and a designated bakery supplier of the “World Expo 2010 Shanghai, China”.

IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

品牌－故事

- 有一種感恩，用雙手傳遞來自內心的感動，用諾言守護一生的幸福。幸福的味道，來自克莉絲汀
- 暨今，克莉絲汀的產品均具有可追溯性
- 豐富的品牌內涵是我們不斷追求的目標之一，在中醫理論的指導下，我們結合食療和康養元素為「克莉絲汀」品牌注入新的活力

品牌－堅持

- 從上游原料採購，到生產、配送、銷售，最終達到消費者手中，都有詳細明確的記錄，形成一條「安心供應鏈」
- 堅守「沒有賣不出的產品，只有賣不出的品質」的企業理念
- 我們不斷思考創新的烘焙理念和工藝，而優質的產品與更好的美學享受是我們堅持為客戶帶去的服務理念

Brand – Story

- There is a gratitude, for which we convey our gratefulness from heart with hands and guard the life-long happiness with promise. The taste of happiness is from Christine.
- To date, all of Christine's products are traceable.
- We are in constant pursuit of enriching our brand concept. Under the guidance of the Chinese medicine theories, we seek to integrate the elements of food therapy and health care into our products and infuse the "Christine" brand with new vitality.

Brand – Persistence

- From the upstream procedure such as the procurement of raw materials to the production, distribution, sales, and ultimately to the hands of consumers, all processes have detailed records forming a "reliable supply chain".
- We adhere to the business ideology that "There is no product that cannot be sold. There is only quality that cannot be sold".
- We keep exploring and experimenting innovative baking methods and processes, and insist on offering quality products and better aesthetic enjoyment to our customers.

V. 利益相關者的參與

V. STAKEHOLDER ENGAGEMENT

本集團認為與利益相關者保持有效的溝通對於集團適應不斷變化的市場環境及提升業務營運韌性而言至關重要。本集團多年來透過各種渠道，與其利益相關者保持長期穩定的溝通，並以此為基礎不斷審查與調整其ESG管理政策，以符合利益相關者的期望。

The Group believes that maintaining effective communication with stakeholders is essential for the Group to adapt to the ever-changing market environment and enhance the resilience of its business operations. Over the years, the Group has maintained stable ongoing communication with its stakeholders through various channels, and on this basis the Group regularly reviews and adjusts its ESG management policies to meet the expectations of its stakeholders.



V. 利益相關者的參與

V. STAKEHOLDER ENGAGEMENT

利益相關者類別 Category of Stakeholders	期望與關切 Expectations and Concerns	溝通渠道 Communication Channels
政府和監管機構 Governments and regulators	<ul style="list-style-type: none"> – 營運過程遵守法律法規 – 反腐敗政策 – 產品健康與安全 	<ul style="list-style-type: none"> – 遵守當地法律法規的監管 – 常規報告和支付稅項 – 對政府發佈政策文件的響應
股東 Shareholders	<ul style="list-style-type: none"> – Compliance with laws and regulations in operations – Anti-corruption policies – Product health and safety 	<ul style="list-style-type: none"> – 定期企業報告和公告 – 股東大會
僱員 Employees	<ul style="list-style-type: none"> – Returns on investments – Corporate governance – Business compliance 	<ul style="list-style-type: none"> – Regular corporate reports and announcements – General meetings
僱員 Employees	<ul style="list-style-type: none"> – 僱員的薪酬和福利 – 發展前景和培訓計劃 – 健康和安全的工作環境 	<ul style="list-style-type: none"> – 僱員表現評估 – 定期會議及培訓 – 電郵、通告板、熱綫及團建活動
僱員 Employees	<ul style="list-style-type: none"> – Employee remuneration and benefits – Career path and training scheme – Healthy and safe workplace 	<ul style="list-style-type: none"> – Employee performance appraisal – Regular meetings and training – Emails, notices, hotline and team-building activities
顧客 Customers	<ul style="list-style-type: none"> – 價格和品質保證 – 產品健康和安全 	<ul style="list-style-type: none"> – 顧客滿意度調查 – 面對面的會議和現場調研 – 客戶服務熱綫和電郵
顧客 Customers	<ul style="list-style-type: none"> – Price and quality assurance – Product health and safety 	<ul style="list-style-type: none"> – Customer satisfaction surveys – Face-to-face meetings and onsite visits – Customer service hotline and emails
供應商 Suppliers	<ul style="list-style-type: none"> – 公平公開的採購 – 上游下游的雙贏合作 – 供應鏈風險管理 	<ul style="list-style-type: none"> – 公開投標 – 供應商滿意度調查 – 電話討論
供應商 Suppliers	<ul style="list-style-type: none"> – Fair and open procurement – Win-win cooperation with upstream and downstream partners – Supply chain risk management 	<ul style="list-style-type: none"> – Open tender – Supplier satisfaction survey – Telephone discussions
公眾 General public	<ul style="list-style-type: none"> – 社區活動的參與 – 業務合規 – 遵守商業道德 	<ul style="list-style-type: none"> – 社會公益活動
公眾 General public	<ul style="list-style-type: none"> – Engagement in community activities – Business compliance – Observance of business ethics 	<ul style="list-style-type: none"> – Social welfare activities

V. 利益相關者的參與

V. STAKEHOLDER ENGAGEMENT

重要性評估

本集團基於與其利益相關者的溝通，以及內部團隊對集團可持續發展影響的系統性評估，結合 SASB 行業標準的重要性議題，有效識別了對其意義重大的 ESG 議題，進而可以實現更為有效的業務管理。通過重要性分析，本集團將運輸車隊管理、能源管理、食品安全和健康等議題列為其重要的 ESG 事宜。

利益相關者的回饋

本集團追求卓越，積極歡迎其利益相關者，包括員工、客戶、合作夥伴、行業協會、政府部門、公眾人士、媒體及社會團體對於企業 ESG 方法和表現提高的回饋與意見。

地址：中國上海市普陀區金沙江路33號

電話：86-21-6286-6666

傳真：86-21-6286-3333

電郵地址：info@christine.com.cn

官方網站：<http://www.christine.com.cn>

MATERIALITY ASSESSMENT

The Group has identified its own significant ESG issues based on communication with its stakeholders and internal assessment of these issues' impact on the Group's sustainability and with reference to key issues under SASB industry standards, which would help the Group achieve more effective business management. Through materiality analysis, the Group has identified issues such as transport fleet management, energy management, food safety and health as its key ESG issues.

FEEDBACK FROM STAKEHOLDERS

The Group is always in pursuit of excellence and welcomes feedback and comments from its stakeholders, including employees, customers, business partners, industry associations, government departments, the public, media and social groups so as to improve its ESG approach and performance.

Address: No. 33 Jinshajiang Road, Putuo District, Shanghai, China

Tel: 86-21-6286-6666

Fax: 86-21-6286-3333

Email: info@christine.com.cn

Official website: <http://www.christine.com.cn>

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

在「十四五」規劃協同推動經濟高質量發展和生態環境高水平保護的要求下，為了追求本集團經營所處之環境及社區的長期可持續發展，本集團對其營運過程中所消耗的能源、資源及產生的排放採取統一的系統化管理模式，制定了有效的資源管理和排放物管理制度，推動各業務板塊積極獲取ISO 9001質量管理體系及ISO 14001環境管理體系認證。本集團基於對年度內零售門店、工廠和行政辦公室環境績效的詳細分析，制定與傳達下一階段的節能降耗減排目標與計劃。於二零二零財年，本集團致力於塑造綠色企業文化，實施綠色管理政策，嚴格控制其排放物和管理資源消耗，並於其日常營運過程中遵守中華人民共和國（「中國」）環境相關的法律法規，包括但不限於：

- 《中華人民共和國環境保護法》；
- 《中華人民共和國水污染防治法》；
- 《中華人民共和國固體廢物污染環境防治法》；以及
- 《中華人民共和國節約能源法》。

本節主要披露本集團於二零二零財年有關排放物、資源使用、環境及天然資源的政策、常規及量化數據。

Under the requirements of the “14th Five-Year Plan” to jointly promote high-quality economic development and high-standard protection of the ecological environment, the Group has adopted a unified and systematic management model for energy and resources consumed and emissions generated during its operation, put in place effective resources and emissions management rules, and encouraged each business segment to seek ISO 9001 quality management system certification and ISO 14001 environmental management system certification, with an aim to pursue long-lasting sustainability for the environment and communities in which the Group operates. Based on the detailed analysis of the environmental performance of its retail stores, factories and administrative offices during the year, the Group has worked out the targets and plans for energy saving and emission reduction for the subsequent period. During FY2020, the Group was committed to creating a green corporate culture by implementing green management policies, strictly controlling its emissions and managing its resources consumption, and complied with environmental laws and regulations of the People’s Republic of China (the “PRC”) in the course of its daily operations, including but not limited to:

- the Environmental Protection Law of the People’s Republic of China;
- the Law of the People’s Republic of China on Prevention and Control of Water Pollution;
- the Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste; and
- the Energy Conservation Law of the People’s Republic of China.

This section primarily discloses the Group’s policies, practices, and quantitative data on emissions, use of resources, the environment and natural resources in FY2020.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

A.1 排放物

於二零二零財年，本集團在日常營運期間遵守且未違反任何對本集團有重大影響的法律法規，包括廢氣及溫室氣體排放，向水及土地排污、有害和無害廢棄物的排放、以及噪音等。本集團堅持「創新、協調、綠色、開放、共享」的發展理念，積極控制能源消耗，不斷探索環境友好的營運模式，實施多項節能減排改善措施，以減少本集團排放對環境的影響。

鑒於集團的業務性質，本集團的廢氣排放包括主要來自中央烘焙工廠營運和運輸車輛運行時產生的硫氧化物（「SO_x」）、氮氧化物（「NO_x」）及顆粒物（「PM」）。於二零二零財年，本集團分別產生1,807.7千克SO_x、204,142.1千克NO_x及129.1千克PM。二零二零年，中國做出2030碳達峰和2060碳中和的承諾。本集團積極響應國家號召，並學習「聯合國氣候變化框架公約」的倡議，致力於有效控制其溫室氣體排放。於二零二零財年，本集團的溫室氣體排放主要來自於營運過程中對電力和自然資源的消耗，以及運輸車隊運行中化石燃料的燃燒。本集團的溫室氣體排放總量為12,554.0噸二氧化碳當量，強度為0.03噸二氧化碳當量／人民幣千元。此外，本集團亦在其營運過程中產生一定量的固體廢棄物、廢油和廢水。於回顧年度內，本集團產生共計3,740千克無害商業固體廢棄物及1,040千克廚餘。本集團共產生無害商業廢水162,876,400千克。於回顧年度內，本集團並無排放有害廢棄物。下文表一概述了本集團二零二零財年的排放總量。

A.1 EMISSIONS

In FY2020, the Group was in compliance with applicable laws and regulations during its daily operations and did not violate any laws or regulations that have a significant impact on the Group relating to air and greenhouse gas (“GHG”) emissions, discharges into water and land, generation of hazardous and non-hazardous waste, and noises. Upholding the development concept of “innovation, coordination, greenness, openness, and sharing”, the Group proactively controls its energy consumption and keeps exploring environmentally-friendly operating models to reduce the environmental impacts of the Group’s emissions.

Given the nature of the Group’s business, the Group’s air emissions include sulphur oxides (“SO_x”), nitrogen oxides (“NO_x”) and particulate matter (“PM”), which were mainly generated from operation of central bakeries and transportation vehicles. In FY2020, the Group’s emissions of SO_x, NO_x and PM amounted to 1,807.7 kg, 204,142.1kg and 129.1 kg, respectively. In 2020, China vowed to achieve the peaking of carbon emissions by 2030 and carbon neutrality by 2060. The Group has actively responded to the call of the country and the initiatives of the United Nations Framework Convention on Climate Change, committed to effectively controlling its GHG emissions. In FY2020, the Group’s GHG emissions were primarily generated from the consumption of electricity and natural resources in the course of business operations and the consumption of fossil fuels by transport fleet. The Group’s total GHG emissions were 12,554.0 tonnes of carbon dioxide equivalent (“CO_{2e}”), with an intensity of 0.03 tonne of CO_{2e} per RMB1,000 of revenue. In addition, the Group generated certain amounts of solid waste, waste oil and wastewater during its operations. During the year under review, the Group generated a total of 3,740 kg of non-hazardous solid commercial waste, 1,040 kg of kitchen waste, and a total of 162,876,400 kg of non-hazardous commercial wastewater. The Group did not generate any hazardous waste during the year under review. The Group’s total emissions in FY2020 are summarised in Table 1 below.



VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

與二零一九財年（即二零一九年一月一日至二零一九年十二月三十一日，截至二零一九年十二月三十一日止的財政年度）相比，本集團二零二零財年的溫室氣體排放量相對有所上升，主要由於納入汽油消耗量和製冷劑的溫室氣體排放核算、年度用電量的略微上升以及納入範圍三排放。本集團二零二零財年的固體廢棄物產生量明顯降低，得益於本集團對廢棄物的可持續性管控。本集團於回顧年度內用水量降低，其廢水排放亦得到明顯減少。受疫情影響，本集團二零二零財年收益與二零一九財年相比下降，因此導致廢水強度比上財年略微上升。

Compared with the financial year commencing on 1 January 2019 and ended on 31 December 2019 (“FY2019”), the Group’s GHG emissions increased slightly in FY2020, which was mainly due to the inclusion of GHG emissions generated from gasoline consumption and refrigerants, a minor increase in annual electricity consumption and the inclusion of Scope 3 emissions. The Group’s solid waste generation in FY2020 was significantly reduced due to the Group’s sustainable waste management. During the year under review, the Group’s water consumption decreased and wastewater discharge was significantly lower. Due to the impact of the pandemic, the Group’s revenue for FY2020 decreased as compared with FY2019, resulting in a slight increase in wastewater intensity as compared with FY2019.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

表一 本集團二零二零財年按類別分類的排放總量⁸

Table 1 The Group's total emissions by category in FY2020⁸

排放物類別	關鍵績效指標	單位	二零二零財年 排放量	二零二零財年 強度	二零一九財年 強度
Emission Category	KPIs	Unit	Total in FY2020	Intensity (Unit/RMB1,000) in FY2020 ¹ (單位/ 人民幣千元) ¹	Intensity (Unit/RMB1,000) in FY2019 ² (單位/ 人民幣千元) ²
廢氣排放 ³ Air Emissions ³	硫氧化物	千克	1,807.7	-	-
	SO _x	kg			
	氮氧化物	千克	204,142.1	-	-
	NO _x	kg			
	顆粒物	千克	129.1	-	-
	PM	kg			
溫室氣體排放 GHG Emissions	範圍一 ⁴ (直接排放)	噸二氧化碳當量	2,745.2	-	-
	Scope 1 ⁴ (Direct emissions)	tonnes of CO ₂ e			
	範圍二 ⁵ (能源間接排放)	噸二氧化碳當量	9,725.8	-	-
	Scope 2 ⁵ (Energy indirect emissions)	tonnes of CO ₂ e			
	範圍三 ⁶ (其他間接排放)	噸二氧化碳當量	83.0	-	-
	Scope 3 ⁶ (Other indirect emissions)	tonnes of CO ₂ e			
	總排放(範圍一、二及三)	噸二氧化碳當量	12,554.0	0.03	0.02
	Total emissions (Scope 1, 2 & 3)	tonnes of CO ₂ e			
無害廢棄物 Non-hazardous Waste	固體廢棄物	千克	4,780	0.01	0.2
	Solid Waste	kg			
	廢水 ⁷	千克	162,876,400	403.2	392.8
	Wastewater ⁷	kg			

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

附註：

1. 二零二零財年的排放強度是按本集團二零二零財年所產生廢氣、溫室氣體或其他排放量分別除以本集團二零二零財年收益403,919千元人民幣得出；
2. 二零一九財年的排放強度是按本集團二零一九財年所產生廢氣、溫室氣體或其他排放量分別除以本集團二零一九財年收益551,941千元人民幣得出；
3. 於二零二零財年，本集團納入對廢氣的統計和披露。二零二零財年本集團廢氣排放僅包括本集團中央烘焙工廠營運產生的廢氣以及運輸車隊日常營運和公司公車使用過程中所產生的尾氣；
4. 本集團的範圍一（直接排放）僅包括運輸車輛和公車使用中化石燃料的消耗；
5. 本集團的範圍二（能源間接排放）僅包括電力消耗所產生的排放物；
6. 本集團溫室氣體排放範圍三（其他間接排放）僅包括於堆填區處置之廢紙，以及政府部門使用電力處理食水及廢水所引致的溫室氣體排放；
7. 本集團產生的無害廢水總量包括生活和商業廢水，基於零售門店和中央烘焙工廠的廢水量為用水量90%的假設；以及
8. 上述溫室氣體排放報告採用的方法基於由聯交所發行的「如何編備環境、社會及管治報告？附錄二：環境關鍵績效指標匯報指引」及政府間氣候變化專門委員會(IPCC)排放因子數據庫。

Notes:

1. The emission intensity in FY2020 was calculated by dividing the total amount of air, GHG and other emissions generated by the Group in FY2020 by the Group's revenue of RMB403,919,000 for FY2020;
2. The emission intensity in FY2019 was calculated by dividing the total amount of air, GHG or other emissions generated by the Group in FY2019 by the Group's revenue of RMB551,941,000 for FY2019;
3. In FY2020, the Group included the data and disclosure of air emissions. In FY2020, the Group's emissions only included air emissions generated from the operation of the Group's central bakeries and exhaust emissions from the daily operation of its transport fleet and the use of company cars;
4. The Group's Scope 1 (Direct emissions) included only the consumption of fossil fuels by transport vehicles and company cars;
5. The Group's Scope 2 (Energy indirect emissions) included only the emissions from electricity consumption;
6. The Group's Scope 3 (Other indirect emissions) included only the emissions from paper waste disposed of at landfills, and electricity used for processing fresh water and sewage by government departments;
7. The total amount of non-hazardous wastewater generated by the Group, including domestic and commercial wastewater, is calculated based on the assumption that the wastewater produced by retail outlets and central bakeries is 90% of their water consumption; and
8. The methodology adopted for reporting on GHG emissions set out above was based on How to Prepare an ESG Report-Appendix 2: Reporting Guidance on Environmental KPIs issued by the Stock Exchange and the IPCC Emission Factor Database.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

廢氣

本集團產生的廢氣主要來自中央烘焙工廠營運產生的SO_x與NO_x。本集團響應國家節能減排的號召，積極採取政策和措施，通過各類廢氣淨化設備，包括活性炭等技術，對生產廢氣進行吸附與處理，確保實現廢氣排放完全達標。

溫室氣體

對能源資源的消耗被認為是各種溫室氣體含量上升並導致氣候變化的主要原因之一。二零二零年，中國做出氣候承諾，爭取二零六零年前實現碳中和。於回顧年度內，本集團的溫室氣體排放主要來自於電力消耗及對汽車使用過程中化石燃料的使用。本集團十分重視對溫室氣體排放的控制，主要體現在對生產流程及設施的升級和改造，以及提高自然資源的使用效率。與此同時，本集團於二零二零財年對溫室氣體的來源和範圍進行細化，加強對集團碳足跡的全面核算，並將範圍三溫室氣體排放納入統計範圍。為了最大限度地從源頭減少相關溫室氣體的排放，並降低日常營運中的溫室氣體排放風險，本集團已制定並實施其內部政策，具體政策將在下文分節「用電」和「其他能源資源」中進一步說明。

Air Emissions

The Group's air emissions mainly included SO_x and NO_x produced by the central bakeries. In response to the national call for energy conservation and emission reduction, the Group has adopted multiple policies and measures to capture and treat exhaust gases from its production activities by using purification devices and activated carbon and other technologies to ensure that its emissions are up to standard.

GHG Emissions

Energy consumption is considered to be one of the major contributors to growing GHGs and the resulting climate change. In 2020, China pledged to achieve carbon neutrality by 2060. During the year under review, the Group's GHG emissions were mainly attributable to electricity consumption and the combustion of fossil fuels by motor vehicles. The Group placed high importance on the control of GHG emissions, as evidenced by its efforts in upgrading and transforming production processes and facilities and improving efficiency in the use of natural resources. Meanwhile, the Group subdivided the sources and scopes of its GHG emissions in FY2020 to strengthen the comprehensive accounting of its carbon footprint, and included Scope 3 GHG emissions into its accounting scope. In order to minimise its GHG emissions from the very source and reduce the risk of GHG emissions in its daily operations, the Group has developed and implemented its own internal policies, details of which are described in the sub-sections headed "Electricity Consumption" and "Other Energy Resources" below.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

廢水

本集團二零二零財年內排放的廢水主要為中央烘焙工廠營運所產生的生產廢水。本集團充分貫徹循環經濟的理念，倡導節約用水，並重視對廢水的回收和再利用。於回顧年度內，本集團中央烘焙工廠共回收並重複利用的廢水總量達到235立方米。本集團積極推進「蒸汽凝結水回用」等節水項目的實施，實現工藝廢水就近循環利用，以「源頭消滅、過程控制、末端治理」為原則，不斷優化廠區工藝廢水的重複利用率，持續降低新水消耗。本集團確保所有生產廢水經過隔油池、調節池、缺氧池、好氧池、沉澱池處理後出水，排放前須符合國家相關標準，如《污水綜合排放標準》(GB8978-1996)。由於廢水量很大程度上取決於用水量，本集團已採取具體措施以減少營運過程中的用水量。具體節水措施將在下文分節「用水」中進一步說明。

廢油

本集團制定《廢棄油管理制度》等管理辦法，嚴格規範廢油的處理流程。本集團重視對廢油的回收，其於回顧年度內共產生約2,000升廢油，並實現對廢油的有效回收利用。

Wastewater

The wastewater discharged by the Group during FY2020 was mainly generated from production activities at its central bakeries. The Group embraces the principles of "circular economy", advocates water conservation and promotes the recycling and reuse of wastewater. During the year under review, the total amount of wastewater recycled and reused by the Group's central bakeries reached 235 m³. The Group has been actively promoting the implementation of water conservation projects such as "condensed water recycling" to achieve circular use of food manufacturing wastewater. On the principles of "reduction at source, control in the process and treatment at the end", the Group has continually improved the recycling rate of manufacturing wastewater at its factories and reduced the consumption of tap water. The Group ensures that all production wastewater is treated in oil separator, regulation tank, anoxic tank, aerobic tank and sedimentation tank before being discharged so as to meet the relevant national standards, such as the Integrated Wastewater Discharge Standard (GB8978-1996) of China. As the amount of wastewater largely depends on the amount of freshwater used, the Group has adopted specific measures to reduce water consumption in its operations, which are further described in the subsection headed "Water" below.

Waste Oil

The Group has put in place the Waste Oil Management Rules and other measures for strict standardisation of waste oil treatment process. The Group stresses the recycling of waste oil. During the year under review, the Group produced approximately 2,000 litres of waste oil, most of which was effectively recycled.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

固體廢棄物

本集團產生的固體廢棄物主要為一般商業固體廢棄物以及廚餘垃圾。本集團已建立《廢棄物控制管理制度》，明確要求各工廠禁止將廢棄物送交未經市容環衛管理部門認定的收運、處置單位處理，確保所有生產廢棄物均得到正規機構的妥善處理。為了更加有效地管理商業廢棄物，本集團採取多種措施，例如對固體垃圾進行分類，再由政府部門統一收集和處理。對於生產廢棄物，本集團安排專業團隊，嚴格把關生產過程中所產生固體廢棄物的處理流程，包括設定專門的儲放位置並貼有安全標誌，採用可循環使用的塑膠裝置收集廢棄物。本集團與具有相關資質的專業機構開展合作，並對其處置廢棄物的流程進行定期追蹤。

A.2 資源使用

於二零二零財年，本集團所消耗的主要資源為電力、柴油、汽油、天然氣、水、製冷劑和紙張。本集團對員工節能降耗的宣傳教育非常重視，並不斷積極開展環保專題培訓和常態化的應急演練，確保集團上下能有效認識並貫徹落實相關法律法規，培養環保意識。本集團不斷學習和改善設備運行和營運流程，實現標準化運作，提高能源利用效率。本集團於二零二零財年不同資源的消耗量於表二闡述。

Solid Waste

The solid wastes generated by the Group are mainly general commercial solid waste and kitchen waste. The Group has developed its Waste Control and Management Rules, which explicitly requires all factories to prohibit the delivery of wastes to any waste collection and disposal plant not recognised by the city appearance and environmental sanitation authority for treatment, so as to ensure that all wastes generated will be properly disposed by duly established organisations. To manage commercial waste more effectively, the Group has adopted multiple measures, such as solid waste sorting followed by collection and disposal by government departments. With regard to production waste, the Group has professional teams to strictly monitor the disposal of solid wastes generated during production process, including setting up special storage locations with safety signs, and using recyclable plastic devices to collect wastes. The Group cooperates with professional organisations with proper qualifications and regularly tracks their waste disposal process.

A.2 USE OF RESOURCES

In FY2020, the major resources consumed by the Group were electricity, diesel, gasoline, natural gas, water, refrigerants and paper. Recognising the importance of staff education on energy conservation and consumption reduction, the Group provided special training on environmental protection from time to time and conducted regular emergency drills to ensure that all employees of the Group understand and comply with relevant laws and regulations, thereby fostering their environmental awareness. The Group keeps learning and improving equipment operation and operational procedures so as to standardise operation and improve energy efficiency. Table 2 illustrates the amount of different resources used by the Group in FY2020.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

表二 本集團二零二零財年主要資源的消耗總量

Table 2 The Group's total consumption of major resources in FY2020

資源使用	關鍵績效指標	單位	二零二零財年 總量	二零二零財年 強度 Intensity (Unit/RMB1,000) in FY2020 ¹ (單位/ 人民幣千元) ¹	二零一九財年 強度 Intensity (Unit/RMB1,000) in FY2019 ² (單位/ 人民幣千元) ²
Use of Resources	KPIs	Unit	Total in FY2020		
能源 Energy	電力	千千瓦時	15,941.3	0.04	0.03
	Electricity	kWh'000			
	柴油	升	153,624.9	0.38	0.44
	Diesel	liters			
	汽油	升	95,143.9	0.24	-
	Gasoline	litres			
	天然氣	立方米	474,693.4	1.18	1.03
Natural gas	m ³				
蒸汽	噸	18,021.3	0.04	-	
Steam	tonnes				
製冷劑	千克	904	2 × 10 ⁻³	-	
Refrigerant	kg				
總能耗 ³	吉焦	84,811.2	0.21	-	
Total energy consumption ³	gj				
水	水	立方米	179,878.7	0.45	0.39
Water	Water	m ³			
其他	紙張	千克	6,200.2	0.02	-
Others	Paper	kg			

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

附註：

1. 二零二零財年的消耗強度是按本集團二零二零財年所消耗的資源量分別除以本集團二零二零財年收益403,919千元人民幣得出；
2. 二零一九財年的消耗強度是按本集團二零一九財年所消耗的資源量分別除以本集團二零一九財年收益551,941千元人民幣得出；以及
3. 二零二零財年的總能耗僅包含電力、柴油、汽油與天然氣的消耗，統計結果乃基於美國能源資訊部能源研究和轉換數據庫計算。

用電

本集團的電力消耗主要來自零售門店、中央烘焙工廠和行政辦公室的日常營運。本集團所有業務均遵守相關法例及法規以及集團的節電政策。於回顧年度內，本集團用電強度略有上升。為進一步減少電力消耗從而降低溫室氣體排放，本集團已將「節約用電」的理念納入其業務發展策略及日常營運，並特別實施以下措施：

- 在一天結束時關閉所有燈、電子設備和其他耗電設備；
- 張貼「節約用電，離開時請關燈」的海報，提醒員工節約能源；
- 定期清潔並維護辦公室電器設備（如空調和碎紙機），以保持其高效率；
- 辦公室採用節能電燈替換傳統燈泡；以及
- 中央工廠對冷凍冷藏庫的資源進行有效整合，做到物流冷凍庫使用頻率為每週一次，盡可能地減少電力消耗。

Notes:

1. The intensity of consumption in FY2020 was calculated by dividing the amount of resources consumed by the Group in FY2020 by the Group's revenue of RMB403,919,000 for FY2020;
2. The intensity of consumption in FY2019 was calculated by dividing the amount of resources consumed by the Group in FY2019 by the Group's revenue of RMB551,941,000 for FY2019; and
3. The total energy consumption in FY2020 only included the consumption of electricity, diesel, gasoline and natural gas, and the statistical results were based on the energy research and conversion database of the U.S. Energy Information Administration.

Electricity Consumption

The Group's electricity consumption mainly derives from the daily operation of retail stores, central bakeries and administrative offices. The Group's all business segments comply with relevant laws and regulations and the Group's electricity conservation policies. During the year under review, the Group's intensity of electricity consumption increased slightly. In order to further reduce electricity consumption and hence GHG emissions, the Group has incorporated the concept of "electricity conservation" into its business development strategy and daily operation, and particularly implemented the following measures:

- Turn off all lights, electronic equipment and other power consuming equipment at the end of a day;
- Use "turn off lights when leaving for electricity conservation" posters to remind employees to save energy;
- Clean and maintain electrical equipment in the offices such as air conditioners and paper shredders regularly to keep their high efficiency;
- Energy-saving lights are used to replace traditional light bulbs in the offices; and
- The central bakeries effectively integrated the resources of the refrigerated storage to ensure that the refrigerated logistics storage was used once a week to reduce electricity consumption as much as possible.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

其他能源資源

本集團車輛運輸和公車使用過程中消耗的能源資源主要為柴油及汽油，並於中央烘焙工廠的營運中消耗天然氣、蒸汽和製冷劑。本集團致力於減少對化石燃料的使用，提高運輸車隊的運行效率。於二零二零財年，本集團鼓勵各個業務分部的員工以公共交通工具或步行代替開車上班，並充分利用電子設備和科技手段進行在線會議，減少差旅的頻率。於回顧年度內，本集團的柴油的使用強度得到明顯下降約13.6%。為進一步提升用能效率，本集團實施以下政策措施：

- 工廠定期檢測並修復蒸汽管道及供熱管道保溫層，以防止熱損失；
- 日常活動中減少熱水的使用，夏天關閉不需要熱水的區域以降低天然氣的使用量；以及
- 加強對運輸車隊運行的管理和路徑優化，以節約能耗。

Other Energy Resources

The Group consumes diesel and gasoline as its major energy resources for transportation and corporate vehicles, while natural gas, steam and refrigerant are consumed in the operation of the central bakeries. The Group is committed to reducing the use of fossil fuels and improving the operating efficiency of transportation fleet. In FY2020, the Group encouraged its employees from various business segments to take public transports or walk instead of driving to work, and made full use of electronic devices and technology for online conference to reduce the frequency of business trips. During the year under review, the Group's diesel consumption intensity decreased significantly by approximately 13.6%. To further improve energy efficiency, the Group has implemented the following policies and measures:

- Regular inspection and repair were conducted at our factories for steam pipelines and heating insulating layers of heat supply pipelines to prevent heat loss;
- The use of hot water in daily activities was reduced, and hot water systems at areas where hot water was not needed were closed to reduce the use of natural gas; and
- The operation management and route optimisation of the transportation fleet were strengthened to save energy consumption.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

用水

日益嚴重的水資源短缺是目前可持續發展面臨的主要挑戰之一，而加強水資源管理則是食品生產企業為促進可持續發展需要履行的義務和責任。本集團於回顧年度內並未發現求取水源的任何問題。本集團鼓勵員工節約水資源，並希望各營運環節的員工以合理的方式減少水資源消耗並提高重複利用率。為進一步提高水資源的利用效率，本集團亦積極採取以下措施：

- 工廠定期對生產設備壓縮空氣及水管線路進行檢查，杜絕跑冒滴漏，並立即修復滴水的龍頭，避免供水系統的洩漏；
- 在當眼位置地方張貼「節約用水」標識，鼓勵員工珍惜水資源；以及
- 中央烘焙工廠加強對車間清洗過程的管理，並嚴格管控員工宿舍及浴室的開放時間，杜絕在浴室內清洗衣物及其他物品。

包裝材料

本集團積極倡導節約資源，共建綠色城市的理念。本集團基於美觀及環保的角度，對產品包裝材料和設計進行重新規劃，並不斷創新以減少對塑料包裝物的使用。受疫情影響，本集團於回顧年度內的銷售額有所下降，因此其消耗的各類包裝材料量均得到降低。

Water Consumption

As the increasingly acute water scarcity is one of the major challenges for sustainable development, it is the obligation and responsibility of food production enterprises to strengthen water resource management for promoting sustainable development. The Group did not have any issue in sourcing water during the year under review. The Group encourages employees to save water resources and calls on employees in each operation section to reduce water consumption in a reasonable manner and improve the reuse rate. In order to further improve the utilisation efficiency of water resources, the Group also actively adopted the following measures:

- Regular inspection was performed on compressed air and water pipes of production equipment in factories to prevent leakage and dripping, and the dripping taps shall be repaired immediately to avoid leakage of the water supply system;
- “Saving Water” signs were posted in conspicuous places to encourage employees to cherish water resources; and
- The central bakeries strengthened the management of workshop cleaning process, strictly controlled the opening hours of staff dormitories and bathrooms, and banned the washing of clothes and other items in bathrooms.

Packaging Materials

The Group actively advocates the concept of saving resources and jointly building green cities. Therefore the Group has re-planned the packaging materials and designs of products, making it more attractive and environment-friendly and continuously made innovation to reduce the use of plastic packaging materials. As affected by the pandemic, the Group recorded lower sales revenue during the year under review, which resulted in the decrease in the consumption of various packaging materials.

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

表三 本集團二零二零財年主要包裝材料的消耗總量

資源使用	關鍵績效指標	單位
Use of Resources	KPIs	Unit
包裝材料	塑膠包裝膜	噸
Packaging materials	Plastic packaging film	tonnes
	塑膠包裝盒	噸
	Plastic packaging box	tonnes
	泡沫盒	噸
	Foam box	tonnes
	包裝紙盒	噸
	Packaging paper carton	tonnes
	總數	噸
	Total	tonnes

Table 3 Total consumption of major packaging materials of the Group in FY2020

二零二零財年 總量	二零二零財年 強度	二零一九財年 強度
Total in FY2020	Intensity (Unit/RMB1,000) in FY2020 ¹ (單位/ 人民幣千元) ¹	Intensity (Unit/RMB1,000) in FY2019 ² (單位/ 人民幣千元) ²
54.7	1.4×10^{-4}	3.7×10^{-4}
88.0	2.2×10^{-4}	3.1×10^{-4}
3.8	9.4×10^{-6}	1.4×10^{-5}
623.4	1.5×10^{-3}	1.8×10^{-3}
769.9	1.9×10^{-3}	2.4×10^{-3}

VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

A.3 環境及自然資源

本集團深知綠色發展關乎人類的身體健康以及經濟發展的資源環境承載力，並最終會影響經濟社會的可持續發展。本集團長期以來堅持「綠水青山就是金山銀山」的發展理念，堅持尊重自然、順應自然、保護自然的原則，堅持節約優先、保護優先的發展規律，在營運過程中不斷完善管理體制，優化工藝流程，致力於通過建立一系列有效政策和措施，提高營運中對電力等能源及水資源的使用效率。與此同時，本集團建立和完善應急機制以處理潛在的突發性環境事故。本集團的專責小組按要求會對相關事故進行及時應對和跟蹤，以減低對環境的影響。

於二零二零財年，本集團營運過程中對環境的主要影響為電力使用所產生的間接溫室氣體排放，以及運輸過程中對化石燃料的消耗。本集團堅持通過創新舉措提高能源的利用效率，並積極探索對可再生能源和綠色科技的應用，旨在降低營運過程中的碳足跡，為「30•60」目標作出積極貢獻。

A.3 ENVIRONMENT AND NATURAL RESOURCES

The Group understands that green development is vital to human health and the carrying capacity of resource and environment for economic development, and will eventually affect the sustainable development of the economy and society. The Group has been adhering to the development concept of “lucid waters and lush mountains are our invaluable assets”, upholding the principle of respecting nature, adapting to nature and protecting nature, and following the development pattern of giving priority to resource conservation and environment protection. Through continuously improving the management system and optimising the technological process during its operation, the Group strived to improve the utilisation efficiency of electricity and other energy as well as water resources during its operation by establishing a series of effective policies and measures. At the same time, the Group has established and improved emergency response mechanism to handle potential unexpected environmental incidents. The Group’s task force will respond to and follow up the relevant incidents in a timely manner as required to reduce the impact on the environment.

In FY2020, the major environmental impacts of the Group’s operations were indirect GHG emissions from the use of electricity and the consumption of fossil fuels during transportation. The Group adhered to improving energy efficiency through innovative measures and actively explored the application of renewable energy and green technologies, aiming to reduce the carbon footprint in the operation process and make a positive contribution to China’s goals to cap carbon emissions by 2030 and to be carbon neutral by 2060.



VI. 環境可持續發展

VI. ENVIRONMENTAL SUSTAINABILITY

本集團重視對綠色營運方式的教育和宣傳，在集團內部大力推廣無紙化辦公和辦公自動化。於二零二零財年，本集團共回收紙張約500千克，佔總紙張消耗量的8%，並堅持採取以下措施減少對紙張的消耗：

- 將雙面列印設置為大多數打印機的預設模式；
- 用紙箱或文件盤收集單面紙張或廢棄紙張，進行重複使用；以及
- 鼓勵員工利用單面文檔的背面進行列印或當做草稿紙。

隨著「碳中和」和「綠色復蘇」逐漸成為當下發展的大趨勢，本集團將於未來堅持加快推動綠色低碳發展，持續改善營運對環境的影響、致力於全面提高資源利用效率。

The Group attaches great importance to the education and advocacy on green operation, and vigorously promotes paperless office and office automation within the Group. In FY2020, the Group recycled a total of approximately 500 kg of paper, accounting for 8% of the total paper consumption, and adopted the following measures to reduce paper consumption:

- Set duplex printing as the default mode for most printers;
- Collect single-sided paper or waste paper with cartons or document trays for reuse; and
- Encourage employees to use the back of single-sided documents for printing or as draft paper.

With “carbon neutrality” and “green recovery” gradually becoming the current development trend, the Group will further accelerate its pace for promotion of green and low-carbon development, continuously improve the impact of its operation on the environment, and strive to comprehensively improve the efficiency of resource utilisation in the future.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

僱傭及勞工常規

B.1 僱傭

本集團尊重員工並重視為其打造一個安全、舒適和有前景的發展平台，讓所有僱員在為企業付出的同時實現自身價值。截止於二零二零年十二月三十一日，本集團共有員工2,604人，其中男性473人，女性2,131人。員工主要以工廠生產和零售門店的銷售人員為主，且女性員工佔比較高。二零二零財年，本集團全年離職人員共978人，僱員流失率約為37.6%。其中男僱員和女僱員的流失率分別為40.6%和36.9%。

表四 二零二零財政年度本集團僱員按性別、職位類型、年齡、區域及僱員類別分佈¹

單位：員工數 Unit: employees	年齡組 Age Group					總數 Total
	20至30歲 20 to 30	31至40歲 31 to 40	41至50歲 41 to 50	51至60歲 51 to 60	61歲及以上 61 and above	
性別 Gender						
男性 Male	30	96	183	152	12	473
女性 Female	101	534	1,411	77	8	2,131
總數 Total	131	630	1,594	229	20	2,604

職位類型 Employment Type		總數 Total
全職 Full-time	兼職 Part-time	
2,573	31	2,604

EMPLOYMENT AND LABOUR PRACTICES

B.1 Employment

The Group respects employees and focuses on providing them with a safe, comfortable and promising development platform, enabling them to realise their own values while contributing to the Group. As at 31 December 2020, the Group had 2,604 employees in total, including 473 males and 2,131 females. Our employees mainly consist of production personnel at factories and sales staff at retail stores, among which female employees account for a higher ratio. In FY2020, 978 employees left employment with the Group, with a turnover rate of approximately 37.6%. The turnover rate for male and female employees were 40.6% and 36.9% respectively.

Table 4 Distribution of the Group's employees by gender, employment type, age, geographical region and employee category for FY2020¹

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

	區域			總數
	Geographical Region			
	上海市	華東地區 (不含上海)	其他地區	
Shanghai	Eastern China (excluding Shanghai)	Other regions	Total	
	1,447	1,157	0	2,604

性別	僱員類別			總數
	Employee Category			
	一般僱員	中級管理層	高級管理層	
Gender	General Employees	Middle Management	Senior Management	Total
男性	414	55	4	473
Female	2,020	99	12	2,131
總數	2,434	154	16	2,604
Total				

附註：

- 職工數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。此數據涵蓋根據當地有關法律與本集團有直接僱傭關係的僱員以及其工作和/或工作場所受本集團控制的員工。上述報告職工數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告？—附錄3：社會關鍵績效指標報告指南》。

Note:

- The employee data was based on the employment contracts entered into between the Group and the employees, and obtained from the Human Resources Department of the Group. Such data covers employees engaged in a direct employment relationship with the Group according to the relevant local laws and the employees whose work and/or workplace is controlled by the Group. The methodology adopted for reporting on the employee data set out above was based on How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs issued by the Stock Exchange.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

表五 二零二零財政年度本集團僱員流失人數按性別、年齡及區域分佈¹

Table 5 Employee turnover of the Group by gender, age group and geographical region for FY2020¹

單位：員工數 Unit: employees	年齡組 Age Group					總數 Total
	20至30歲 20 to 30	31至40歲 31 to 40	41至50歲 41 to 50	51至60歲 51 to 60	61歲及以上 61 and above	
性別 Gender						
男性 Male	61	34	50	38	9	192
女性 Female	123	202	377	78	6	786
總數 Total	184	236	427	116	15	978

區域 Geographical Region				總數 Total
上海市 Shanghai	華東地區（不含上海） Eastern China (excluding Shanghai)	其他地區 Other regions		
431	547	0		978

附註：

1. 員工流失數據是根據本集團與其僱員之間訂立的僱傭合同，從本集團的人力資源部獲得。上述報告員工流失數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告？—附錄3：社會關鍵績效指標報告指南》。

Note:

1. Employee turnover data was based on the employment contracts entered into between the Group and the employees, and obtained from the Human Resources Department of the Group. The methodology adopted for reporting on employee turnover data set out above was based on How to Prepare an ESG Report –Appendix 3: Reporting Guidance on Social KPIs issued by the Stock Exchange.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

遵守法律

自成立以來，本集團的僱傭政策為迎合社會變化以及遵守相關法律法規，不斷進行更新與調整。於二零二零財年，本集團已遵守相關法律及法規，包括以下各項：

- 《中華人民共和國勞動法》；
- 《中華人民共和國社會保險法》；
- 《中華人民共和國勞動合同法》；以及
- 《中華人民共和國就業促進法》。

根據最新的法律法規，本集團人力資源部負責定期審查和更新公司內部的相關政策，如「員工手冊」，其中對本集團平等僱傭政策的執行、解聘程序、禁止童工及強制勞工原則、各項薪酬福利等方面做出明確規定。

招聘和晉升

本集團堅持以人為本的發展策略，定期檢討其薪酬方案，並對其僱員的能力及表現進行評估，以確保所有僱員的努力和貢獻能夠得到本集團的認可。本集團已經採取一套透明清晰的程序，制定和管理招聘事宜，旨在實現招聘過程的公平性和公正性。為吸引高素質人才，本集團根據個人的過往表現、個人能力、工作經歷及職業志向，提供公平且具競爭力的薪酬及福利。

Compliance with Laws

Since its establishment, the Group has updated and adjusted its employment policies constantly to cater for social changes and to comply with relevant laws and regulations. During FY2020, the Group has complied with the relevant laws and regulations, including the followings:

- the Labour Law of the people's Republic of China;
- the Social Insurance Law of the People's Republic of China;
- the Labour Contract Law of the People's Republic of China; and
- the Employment Promotion Law of the People's Republic of China.

According to the latest laws and regulations, the Human Resources Department of the Group is responsible for regularly reviewing and updating the relevant internal policies of the Company, such as the "Staff Handbook", which clearly stipulates the implementation of the Group's equal employment policies, dismissal procedures, the principle of prohibiting child labour and forced labour, and various remuneration and benefits.

Recruitment and Promotion

The Group adheres to a people-oriented development strategy, regularly reviews its remuneration packages and evaluates the capabilities and performance of its employees to ensure that all employees' efforts and contributions are recognised by the Group. The Group has adopted a set of transparent and clear procedures to formulate and manage recruitment issues, aiming to achieve fairness and impartiality in the recruitment process. To attract high-calibre candidates, the Group offers fair and competitive remuneration and benefits based on individuals' past performance, personal competence, work experience and career aspiration.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

薪酬及解僱

本集團不斷檢討其薪酬體系，對員工的工作表現和潛力定期進行評估，並依照行業標準，對企業薪酬方案進行合理調整。本集團任何聘用、晉升或終止僱傭合同均有合理依據並依照內部政策嚴格執行。本集團嚴格禁止任何不公平或不合理的解僱，因此制定了嚴格的僱員管理政策，監管解僱程序。

工作時數和假期

本集團根據當地的就業法，包括「國務院關於職工工作時間的規定」，通過「員工手冊」等內部政策，嚴格管控員工的出勤時間。除基本帶薪年假和法定假日外，員工亦有權享受額外假期福利，如婚假、產假和喪假。

平等機會和反歧視

作為平等機會僱主，本集團致力在所有人力資源和僱傭決策中，通過促進反歧視和平等機會以營造一個公平競爭、相互尊重及多元化的工作環境。本集團所有業務部門的培訓及晉升機會、解僱及退休政策並非以僱員的年齡、性別、婚姻狀況、懷孕狀況、家庭狀況、殘疾、種族、膚色、血統、民族或族裔、國籍、宗教或任何其他非工作相關因素為依據。本集團鼓勵僱員向人力資源部門報告任何涉嫌歧視的事件。人力資源部門將對相關事件進行評估、處理、記錄及對相關責任人採取任何必要的紀律處分。

Compensation and dismissal

The Group reviews its remuneration system in a continuous manner, evaluates employees' performance and potential on a regular basis, and makes reasonable adjustments to its remuneration packages in accordance with industry standards. Any employment, promotion or termination of employment contract by the Group is based on reasonable grounds and strictly implemented in accordance with internal policies. The Group strictly prohibits any kind of unfair or unreasonable dismissals, and therefore has developed strict employee management policies to govern the dismissal procedures.

Working hours and rest periods

The Group strictly controls the attendance hours of employees through its internal policies such as the "Staff Handbook" in accordance with the local employment laws, including the "Provisions of the State Council on Employees' Working Hours". In addition to basic paid annual leave and statutory holidays, employees are also entitled to additional leave benefits such as marriage leave, maternity leave and bereavement leave.

Equal opportunity and anti-discrimination

As an equal opportunity employer, the Group is committed to creating a fair, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. For all business units of the Group, the training and promotion opportunities as well as dismissals and retirement policies are not based on the employees' age, gender, marital status, pregnancy, family status, disability, race, colour, descent, national or ethnic origins, nationality, religion or any other non-work related factors. Employees are encouraged to report any suspected incidents of discrimination to the Human Resources Department, which will assess, handle and record relevant incidents and take any necessary disciplinary actions against the relevant responsible person.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

其他待遇與福利

為確保員工的身心健康並保持積極向上的工作態度，本集團根據國家有關法律法規，為員工繳納養老、醫療、失業、工傷、生育等基本社會保險，並合理安排和開展團隊建設活動，幫助其員工開拓視野、增強團隊凝聚力。與此同時，本集團每年為員工免費提供健康體檢，並對職業危害暴露風險較高崗位的員工提供專業的職業健康檢查。鑒於防疫政策規定，本集團於二零二零財年並未開展很多的企業活動。

於二零二零財年，本集團遵守有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視、福利及其他待遇和其他對本集團具有重大影響的相關法律法規。

B.2 健康與安全

本集團積極貫徹落實國家對職業健康與安全的要求和規定，在集團上下對安全營運、安全管理進行普及和政策落實。於二零二零財年，本集團實施了嚴格的安全與健康政策，例如「安全生產目標管理制度」，要求各部門、車間的安全工作有目標、行為有規範、考核有標準、獎懲有依據。於回顧年度內，本集團嚴格遵守中國相關法律及法規，包括《中華人民共和國安全生產法》、《安全生產事故隱患排查治理暫行規定》、《中華人民共和國職業病防治法》、《工傷保險條例》、《中華人民共和國突發事件應對法》等。

Other benefits and welfare

In order to ensure the physical and mental health of employees and enable them to keep a positive working attitude, the Group makes contributions to basic social insurance schemes covering pensions, medical care, unemployment, work-related injuries and maternity for employees in accordance with relevant national laws and regulations, and makes reasonable arrangements and carries out team building activities to help its employees broaden their horizons and enhance team cohesion. At the same time, the Group provides free health check-ups for employees every year, and extra specialised occupational health check-up for employees at posts exposed to occupational hazards. In view of the requirements of the pandemic prevention policies, the Group did not carry out many corporate activities in FY2020.

In FY2020, the Group complied with relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, welfare and other benefits, and others.

B.2 Health and Safety

The Group actively carries through the national requirements and regulations on occupational health and safety, and promotes safe operation and safety management throughout the Group and implements corresponding policies. In FY2020, the Group implemented strict safety and health policies, such as the “Regulations on Production Safety Management by Objectives”, which required all departments and workshops to carry out their safety-related work under specific objectives, code of conduct and assessment standards as well as on defined reward and punishment basis. During the year under review, the Group strictly complied with relevant laws and regulations in the PRC, including the Production Safety Law of the People’s Republic of China, the Interim Provisions on the Identification and Handling of Potential Safety Hazards in Production Safety, the Law of the People’s Republic of China on the Prevention and Control of Occupational Diseases, the Regulation on Work-Related Injury Insurances and the Emergency Response Law of the People’s Republic of China.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

秉承「安全第一、預防為主、綜合治理」的方針，堅持「管生產必須管安全」的基本原則，本集團定期為其員工提供職業病預防的培訓課程，包括年度安全培訓班、安全警示教育培訓班及消防急救培訓班等。本集團大力倡導和監督對勞動防護用品的合理使用，提升員工的職業健康意識。為貫徹執行有關職業病防治的相關法律法規及政策標準，加強對職業病防治工作的管理，本集團向各級員工明確傳達安全隱患排查治理和風險預控的重要性，建立健全職業健康與安全管理和追蹤制度。

本集團的職業安全管理團隊負責監督與管理本集團有關職業危害防治規章制度的有效實施，督導各級落實職業安全責任制，並識別潛在安全風險以第一時間做出應對。為預防火災、爆炸等突發性安全事故，本集團制定了各類應急預案，定期安排防汛演練、消防應急疏散演練等多種應急演練和培訓活動，以此提高僱員對突發情況的應對能力和各職能部門的應急管理水平，對過程中發生的問題進行及時總結。

於二零二零財年，本集團無因工作關係造成死亡的事務。於回顧年度內，本集團的工傷事故發生2起，員工因工傷損失的工作天數共176天。本集團在提供安全工作環境及保障僱員避免職業性危害方面，並無違反任何有關提供安全的工作環境及保護僱員免受職業危害且對本集團有重大影響的相關法律及法規。

Upholding the policy of “prioritising safety, emphasising prevention and managing comprehensively” and adhering to the basic principle of “managing production based on safety management”, the Group regularly provides its employees with training sessions on occupational disease prevention, including annual safety training, safety warning education training and fire-fighting and first-aid trainings. The Group vigorously advocates and supervises the rational use of labour protective equipment to enhance employees’ occupational health awareness. In order to carry through the relevant laws, regulations, policies and standards on occupational disease prevention and control and strengthen the management of occupational disease prevention and control, the Group clearly communicated the importance of safety hazard identification and handling as well as risk prevention and control to the employees at all levels, and established a sound management and tracking system on occupational health and safety.

The Group’s occupational safety management team is responsible for supervising and managing the effective implementation of the Group’s rules and regulations on prevention and control of occupational hazards, supervising the implementation of the occupational safety responsibility system at all levels, and identifying potential safety risks to respond promptly. In order to prevent emergencies and accidents such as fire and explosion, the Group has developed various contingency plans for various emergencies, regularly carried out various emergency drills and training activities such as flood prevention drills and fire emergency evacuation drills, so as to improve employees’ ability to respond to emergencies and the emergency management level of various functional departments, and timely summarise the issues identified during such drills.

In FY2020, the Group had no work-related fatalities. During the year under review, the Group had 2 work-related injuries which resulted in a loss of 176 working days. In respect of providing a safe working environment and protecting the employees from occupational hazards, the Group has not breached any relevant laws and regulations that have a significant impact on the Group relating to providing a safe working environment and protecting the employees from occupational hazards.

VII. 社會可持續發展 VII. SOCIAL SUSTAINABILITY

B.3 發展及培訓

B.3 Development and Training

員工和人才是企業發展的依靠 Employees, Especially Talented Employees, Are the Backbone of Corporate Development

	<p>規範行為 提高員工合規意識與責任意識，增加員工使命感，使員工認同並尊重公同文化，培養積極向上的價值觀。</p> <p>Standardising behaviour Enhance employees' compliance and responsibility awareness, and increase employees' sense of mission, so that the employees can recognise and respect the Company's culture and develop positive values.</p>	
	<p>凝聚力 促進企業與員工、管理層的雙向溝通，增強企業向心力和凝聚力，打造一種優秀的企業文化，為我們的可持續發展注入靈魂。</p> <p>Cohesion Promote two-way communication between the Group and employees and management, enhance the centripetal force and cohesion within the Group, thus creating an excellent corporate culture and infusing soul into our sustainable development.</p>	
	<p>專業水平 通過各類培訓課程和活動，提高員工的綜合素質和專業技能，提高生產效率和服務水平，幫助企業樹立良好的外在形象，最終提升企業的核心競爭力。</p> <p>Professionalism Level up the comprehensive quality and professional skills of employees, and improve production efficiency and service level through various training sessions and activities, so as to help the Group establish a favourable external image and ultimately enhance the core competitiveness of the Group.</p>	
	<p>科技創新 夯實企業的質量管理基礎和創新機制，及時掌握市場需求，快速提升企業順應時代的能力，為企業的長遠發展提供長期驅動力。</p> <p>Technological Innovation Cement the quality management foundation and innovation mechanism of the Group, keep in line with the market needs, and rapidly enhance the ability of the Group to adapt to the times, thus providing long-term driving force for the long-term development of the Group.</p>	

本集團亦於回顧年度內始終貫徹「選－用－育－晉－留」的用人方式，通過各類專業技能及管理培訓，培養員工從初級、中級到高級管理人才過渡，使員工素質與能力不斷提升。根據其內部政策，如「員工手冊」，本集團對新僱員進行有關組織戰略及企業文化的培訓、員工基本工作技能培訓、員工業務知識培訓及其他專項培訓。為進一步提高員工的專業技能以實現集團的發展目標，本集團鼓勵其員工參加專業資格考試和外部培訓計劃。

During the year under review, the Group consistently implemented the employment approach of “selection, employment, development, promotion and retention”, and provided various professional skills and management training to develop junior staff into middle and senior managers, so as to continuously improve the quality and ability of employees. According to its internal policies such as the “Staff Handbook”, the Group provides new employees with trainings on organisational strategy and corporate culture, basic working skills, business knowledge and other areas. In order to further enhance the professional skills of employees to achieve the Group’s development goals, the Group encourages its employees to participate in professional qualification examinations and external training programs.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

表六 二零二零財年本集團按性別和僱員類別劃分的培訓人數及百分比¹

Table 6 Number and percentage of employees took part in trainings by gender and employee category in FY2020¹

單位：員工數 Unit: employees	僱員類別 Employee Category			總數 Total
	一般僱員 General Employees	中級管理層 Middle Management	高級管理層 Senior Management	
性別 Gender				
男性 Male	519	8	2	529
受訓員工百分比 Percentage of employees who took part in trainings	125.4%	14.5%	50.0%	111.8%
女性 Female	1,788	15	5	1,808
受訓員工百分比 Percentage of employees who took part in trainings	88.5%	15.2%	41.7%	84.8%
總數 Total	2,307	23	7	2,337
受訓員工百分比 Percentage of employees who took part in trainings	94.8%	14.9%	43.8%	89.7%

附註：

1. 員工培訓數據從本集團的人力資源部獲得。培訓是指本集團員工在二零二零財年參加的職業培訓。上述報告員工受訓人數和百分比數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告？—附錄3：社會關鍵績效指標報告指南》。

Note:

1. Employee training data was obtained from the Group's Human Resources Department. Training refers to the vocational training that the Group's employees participated in FY2020. The methodology adopted for reporting on the number and percentage of employees who took part in trainings set out above was based on How to Prepare an ESG Report –Appendix 3: Reporting Guidance on Social KPIs issued by the Stock Exchange.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

表七 二零二零財年本集團按性別和僱員類別劃分的
已完成培訓時數¹

單位：培訓時數 Unit: training hours	僱員類別 Employee Category			總數 Total
	一般僱員 General Employees	中級管理層 Middle Management	高級管理層 Senior Management	
性別 Gender				
男性 Male	16,664.3	545.5	110	17,319.8
平均培訓時數 Average training hours	40.3	9.9	27.5	36.6
女性 Female	23,283	330	238	23,851
平均培訓時數 Average training hours	11.5	3.3	19.8	11.2
總數 Total	39,947.3	875.5	348	41,170.8
平均培訓時數 Average training hours	16.4	5.7	21.8	15.8

附註：

1. 員工培訓數據從本集團的人力資源部獲得。上述報告員工受訓時數數據所採用的方法乃基於聯交所發佈的《如何準備環境、社會及管治報告？—附錄3：社會關鍵績效指標報告指南》。

於二零二零財年，本集團組織的總培訓時長達41,170.8小時，平均每人參與培訓15.8小時。

Table 7 The Group's training hours completed by
gender and employee category in FY2020¹

Unit: training hours	Employee Category			Total
	General Employees	Middle Management	Senior Management	
Gender				
Male	16,664.3	545.5	110	17,319.8
Average training hours	40.3	9.9	27.5	36.6
Female	23,283	330	238	23,851
Average training hours	11.5	3.3	19.8	11.2
Total	39,947.3	875.5	348	41,170.8
Average training hours	16.4	5.7	21.8	15.8

Note:

1. Employee training data was obtained from the Group's Human Resources Department. The methodology adopted for reporting on the employee training hour data set out above was based on How to Prepare an ESG Report – Appendix 3: Reporting Guidance on Social KPIs issued by the Stock Exchange.

In FY2020, the Group recorded 41,170.8 training hours in total, with an average of 15.8 training hours per employee.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

B.4 勞工準則

於二零二零財年，本集團遵守《中華人民共和國勞動法》及中國其他相關勞工法律及法規，以禁止僱用任何童工或強制勞工。為打擊與童工、未成年工人和強迫勞動有關的非法就業，本集團的人力資源部門按照「員工手冊」的規定，要求所有應徵者提供有效的身份證明文件，以確保應徵者在確認任何工作之前可以合法受僱。本集團一旦發現任何違反勞工標準的事件，相關僱傭合同將立即終止。

於二零二零財年，本集團在防止童工或強制勞工方面，並無違反任何對本集團有重大影響的相關法律及規例。

營運慣例

B.5. 供應鏈管理

本集團積極響應國家各部委圍繞綠色供應鏈制定的規範性指導文件，如《企業綠色採購指南》等，在企業內部和其價值鏈中大力倡導和推行可持續供應鏈管理實踐，不斷提升企業的核心競爭力。本集團作為較早進入中國市場的烘焙企業之一，自1993年起生產及銷售烘焙產品發展至今，在上海、江蘇省及浙江省的黃金地段擁有數量眾多的零售門店，並建立了完善的供應鏈和物流配送體系。本集團嚴格要求其供應商遵守相關法律法規，各板塊嚴格監察其供應商資質和供應鏈實踐。本集團力求確保食品原料的質量從源頭上得到嚴格把控，為消費者帶去新鮮與健康的烘焙產品。

B.4 Labour Standards

In FY2020, the Group abided by the Labour Law of the People's Republic of China and other relevant labour laws and regulations in the PRC to prohibit any child or forced labour employment. To prevent illegal employment on child labour, underage workers and forced labour, the Group's Human Resources Department requires all job applicants to provide valid identity documents as stipulated in the "Staff Handbook" to ensure that the applicants are lawfully employable prior to confirmation of any employment. Once the Group is aware of any violation of labour standards, the relevant employment contract will be terminated immediately.

In FY2020, the Group was not in violation of any relevant laws and regulations that have a significant impact on the Group relating to the prevention of child and forced labour.

OPERATING PRACTICES

B.5. Supply Chain Management

The Group actively responded to the normative guidance documents on green supply chain formulated by national ministries and commissions, such as the Guidelines for Green Procurement of Enterprises, and vigorously advocated and promoted sustainable supply chain management practices within the Group and its value chain to continuously improve the core competitiveness of the Group. As one of the first bakery enterprises entering the PRC market, the Group has been developing through producing and selling bakery products since 1993. It has a large number of retail stores in prime locations in Shanghai, Jiangsu Province and Zhejiang Province, and has established a comprehensive supply chain and logistics distribution system. The Group requires its suppliers to comply with relevant laws and regulations in a stringent way, and each segment closely monitors their suppliers' qualifications and supply chain practices. The Group strives to ensure that the quality of food ingredients is strictly controlled from the source, thereby providing consumers with fresh and healthy bakery products.

VII. 社會可持續發展 VII. SOCIAL SUSTAINABILITY

供應商管理體系 Supplier Management System

克莉絲汀
Christine



結合實際情況，制定切實可行的供應商管理辦法並定期進行回顧與修訂
Developing feasible supplier management measures based on actual conditions, which will be reviewed and revised on regular basis



制定供應商選擇與評估管理辦法
Developing measures for selection, evaluation and management of suppliers

綜合評定供應商的生產規模、供應能力、質量管理體系、價格優勢、企業信譽、售後服務等因素，並定期跟蹤其經營狀態
Comprehensively evaluating the production scale, supply capacity, quality management system, price advantages, corporate reputation, after-sale services and other factors, and following up its operating status regularly



供應商篩選
Selection of suppliers

定期審查供應商的食品安全體系、質量管理體系運行情況；對供貨質量合格率進行年度審查與實地考察
Regularly reviewing the operation of supplier's food safety and quality management systems; making annual evaluation on qualified rate of supply quality and carrying out on-site inspection



供應商的定期評價
Regular evaluation of suppliers

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

社會風險管控

按照內部制定的「供應商選擇與評估管理辦法」，本集團篩選供應商時優先考慮以下因素：1. 經國家有關部門批准的合法生產／經營企業；2. 具備健全的質量管理體系；3. 領先的技術能力；4. 優良的管理水準；5. 企業信譽達到標準；6. 系統化的售後服務等。本集團對其供應商定期進行市場調研，對其供貨渠道、守信程度、財務狀況等進行實地考察。本集團建立了合格供應商名錄，其中的供應商均為在當地擁有良好口碑且為合資格的企業。通過定期跟蹤名錄中供貨商的工商企業信息，本集團能夠及時確認供貨商是否處於正常經營狀態，並針對經營異常的供貨商進行重新考評。為加強供應商篩選和對風險的識別，本集團進一步規範對供應商准入和淘汰的考察機制。本集團採購部對供應商提供的產品質量嚴格把關，如發現不合格或違規情況，須及時與相關供應商溝通，協助對方整改，並根據事件的嚴重性決定是否直接從合格供應商名錄中移除。於二零二零財年，本集團未發現任何供應商違規或不合規現象。

本集團每年會聘請專業機構全面審查中央烘焙工廠的食品安全體系、質量管理體系及食物安全重點控制體系(HACCP)。採購部根據供應商的供貨質量合格率等因素，每年對供應商進行年度評價。針對提供主要食品原料的供應商，本集團每年通過實地考察的方式對供應商的廠房環境、衛生狀況、設備維護等13項內容進行評審，並針對調查中發現的問題進行追蹤跟進，保證食品原料放心可靠。

Social Risk Management and Control

According to the internal Management Measures on Selection and Evaluation of Suppliers, the Group gives priority to the following factors when selecting suppliers: 1. legal producers/operators as approved by the relevant authorities of the state; 2. well-established quality management system; 3. leading technological capabilities; 4. excellent management level; 5. enterprises with reputation in line with relevant standards; 6. systematic after-sales services, etc. The Group regularly conducts market survey on its suppliers and carries out on-site inspections on their supply channels, credibility and financial conditions. The Group has established a list of qualified suppliers, all of which are enterprises with sound reputation and qualification in the regions where they operate. By regularly tracking the business information of the suppliers in the list, the Group is able to timely confirm whether the suppliers are in normal operating conditions, and re-evaluate the suppliers with abnormal operations. In order to strengthen supplier screening and risk identification, the Group further standardised the inspection mechanism for supplier access and elimination. The Procurement Department of the Group strictly controls the product quality provided by suppliers. If any unqualified or non-compliant circumstances are identified, it shall communicate with the relevant suppliers in a timely manner to assist them in rectification, and decide whether to remove it directly from the list of qualified suppliers based on the severity of the event. In FY2020, the Group did not identify any non-compliance or non-conformity of suppliers.

Every year, the Group engages professional agencies to conduct a comprehensive review of the food safety system, quality management system and Hazard Analysis Critical Control Point (HACCP) of the central bakeries. The Procurement Department conducts an annual evaluation of suppliers based on suppliers' quality qualification rates and other factors. For suppliers of major food raw materials, the Group will make evaluation of the suppliers for 13 items including factory environment, hygiene conditions and equipment maintenance through on-site inspection every year, and follow up the issues identified in the inspection to ensure the reliability of food raw materials.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

環境風險管控

在控制供應鏈環境風險方面，本集團堅決反對與不遵守相關環境法規及標準的供應商合作，並在採購過程中盡可能與本地信譽較好的供應商展開合作。本集團積極推進綠色供應鏈的發展，致力於不斷完善產品原材料源頭追溯體系。

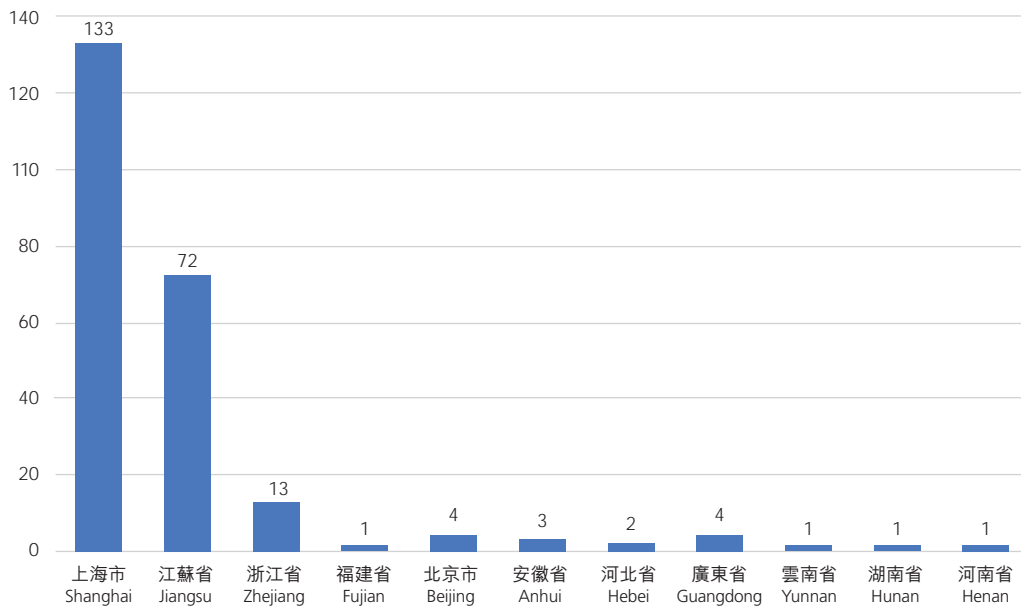
於二零二零財年，本集團共有235家供應商，並與其供應商均保持良好的溝通。

Environmental Risk Management and Control

In terms of managing the environmental risks of the supply chain, the Group refuses to cooperate with suppliers who do not comply with relevant environmental regulations and standards, and endeavours to cooperate with local suppliers with sound reputation in the procurement process. The Group actively promotes the development of green supply chain and is committed to continuously improving the source traceability system of raw materials for products.

In FY2020, the Group had a total of 235 suppliers, with whom we maintained favourable communications.

供應商數量 (按地區劃分)
Number of suppliers (by geographical regions)



VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

B.6 產品責任

就本集團產品及服務的健康與安全、廣告、標籤及私隱事宜而言，本集團於二零二零財年遵守中國相關法律及法規，包括：

- 《中華人民共和國產品質量法》；
- 《中華人民共和國安全生產法》；
- 《中華人民共和國食品安全法》；
- 《中華人民共和國廣告法》；
- 《中華人民共和國消費者權益保護法》；
- 《食品相關產品品質安全監督管理辦法》；
- 《食品安全國家標準預包裝食品標籤通則》GB 7718-2011；以及
- 《食品安全國家標準預包裝食品營養標籤通則》GB 28050-2011。

產品質量與安全

本集團恪守「以市場為導向、以客戶為中心」的產品責任理念，獲得ISO 9001質量管理體系認證與ISO 22000食品安全管理體系認證，嚴格管理並不斷提升產品的質量和安全。

B.6 Product Responsibility

In relation to the health and safety, advertising, labelling and privacy matters of the Group's products and services, the Group complied with the relevant laws and regulations in the PRC in FY2020, including:

- the Product Quality Law of the People's Republic of China;
- the Production Safety Law of the People's Republic of China;
- the Food Safety Law of the People's Republic of China;
- the Advertising Law of the People's Republic of China;
- the Law of the People's Republic of China on the Protection of Rights and Interests of Consumers;
- the Measures for the Supervision and Administration of the Quality and Safety of Food-related Products;
- the GB 7718-2011 National Food Safety Standards – General Rules for the Labelling of Pre-packaged Food; and
- the GB 28050-2011 National Food Safety Standards – General Rules for Nutrition Labelling of Pre-packaged Food.

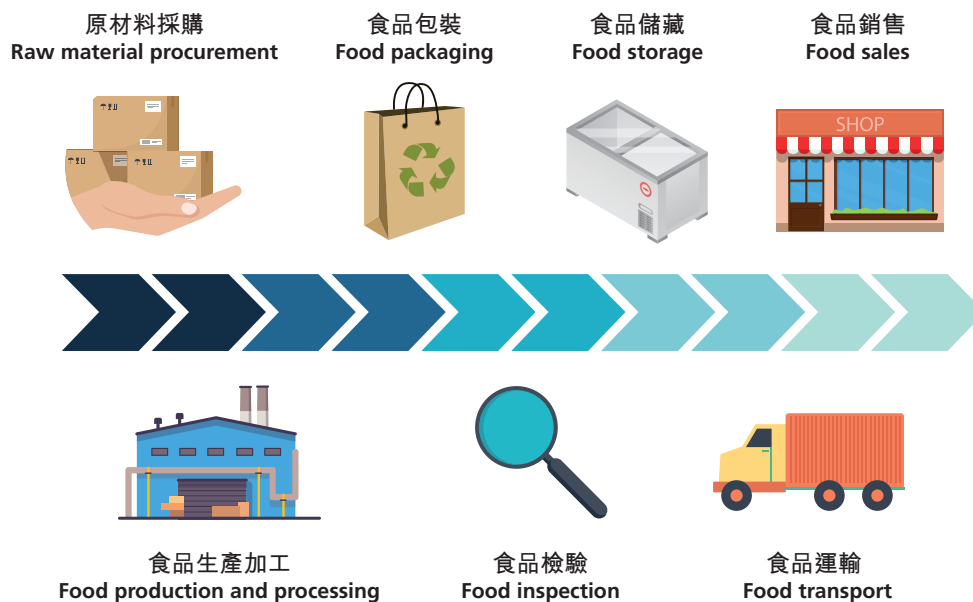
Product Quality and Safety

The Group adheres to the "market-oriented and customer-focused" product responsibility concept, has obtained ISO 9001 Quality Management System Certification and ISO 22000 Food Safety Management System Certification, and strictly manages and continuously improves the quality and safety of products.

VII. 社會可持續發展 VII. SOCIAL SUSTAINABILITY

本集團重視對產品生命週期的全方位監控和管理，以確保將最新鮮、優質的產品帶給顧客。具體而言，本集團執行內部政策，對原材料的質量及生產過程進行嚴格管理。本集團品質控制部每天安排質檢員進行現場質量巡檢，對高風險的生產工藝工序和生產班組進行嚴格抽檢。本集團的品質管理政策從原材料採購、食品生產加工、食品包裝、食品檢驗、食品儲藏、食品運輸及食品銷售七個方面，對產品的安全和營養進行有效管理。

The Group attaches great importance to the comprehensive monitoring and management of product life cycle to ensure that the most fresh and high-quality products are provided to customers. In particular, the Group strictly manages the quality of raw materials and production process in accordance with its internal policies. The Group's Quality Control Department arranges quality inspectors to conduct on-site quality inspections on a daily basis, and conducts strict random inspections on production processes and teams with high risks of non-compliance of standards. The Group effectively manages product safety and nutrition by virtue of its quality management policy, which covers seven aspects, namely raw material procurement, food production and processing, food packaging, food inspection, food storage, food transport and food sales.



VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

服務品質保證

本集團重視顧客的體驗及感受，致力於根據客戶意見不斷優化產品和提升服務質量。本集團建立並實施內部政策，對顧客的反饋進行有效收集和總結，並定期針對顧客主動開展調研活動，如「客戶滿意度調查」等，進行意見收集。本集團已成立專門的部門負責顧客投訴與反饋的處理工作，為其顧客提供良好的售後體驗。具體而言，針對產品質量的投訴，門店店員在收到投訴後會立即將情況反饋至相關部門，經由工廠、總部客服中心和質量管理部門聯合調查確認質量問題後，門店店員需要立刻回收問題商品並按章賠償給顧客。本集團按照產品回收政策，對問題產品批次進行全面檢查，並及時追回與銷毀。針對服務態度的反饋意見，本集團會基於投訴的內容，安排專人進行隨機暗訪，對服務不合格員工按公司章程進行處罰並開展二次培訓。於回顧年度內，本集團暫未收到任何關於產品質量方面的投訴。

Service Quality Assurance

The Group values customers' experience and feelings and is committed to continuously optimising products and improving service quality based on customers' feedback. The Group has established and implemented internal policies to effectively collect and summarise customers' feedback, and regularly conducts customer surveys, such as "Customer Satisfaction Survey", to collect opinions. The Group has set up a special department responsible for handling customer complaints and feedback to provide customers with good after-sales experience. In particular, for complaints about product quality, shop assistants will immediately report the case to relevant departments after receiving the complaints. If the quality complaint is substantiated after the joint investigation by the factory, customer service centre at the headquarters and the Quality Management Department, the shop assistants shall immediately recall the defective products and compensate the customers according to relevant regulations. In accordance with the product recall policy, the Group will conduct a comprehensive inspection of the defective product batches, and promptly recall and destroy them. For feedback on the service attitude, the Group will arrange dedicated personnel to conduct random unannounced visits based on the content of the complaints, punish the unqualified employees according to the Articles of Association and require such employees to receive training for the second time. During the year under review, the Group did not receive any complaints about product quality.

VII. 社會可持續發展 VII. SOCIAL SUSTAINABILITY

顧客反饋處理程序 Handling Procedures for Customer Feedback

反饋分類 Feedback Classification

本集團將顧客的反饋意見分為產品質
量 and 服務態度兩方面
The Group divides the feedback from
customers into feedback on product
quality and feedback on service attitude



內部核實 Internal Verification

工廠、客服中心、品質管控部門等功
能單位就零售門店的反饋開展聯合調
查，對事件進行核實
Functional units such as factories, customer
service centre and Quality Control Department
conduct joint investigations on the feedback
from retail stores to verify the relevant incidents



及時反饋 Timely Handling

本集團及時出具解決方案，並與顧
客積極進行溝通
The Group provides solutions in a timely
manner and actively communicates with
customers



總結學習 Review and Analysis

本集團就發生的問題進行分析和學習，
避免日後類似事件的再次發生
The Group analyses and reviews the relevant
issues to avoid recurrence of similar incidents
in the future



信息安全與隱私

本集團嚴格遵守有關客戶隱私的法律法規，包括《中
華人民共和國消費者權益保護法》，以確保客戶的權
利受到嚴格保護。為保證顧客的資訊安全，防止客戶
資料發生洩露，本集團制定了內部程序，明確各崗位
工作人員對客戶信息的使用權限和管理職責。於業務
過程中收集的所有客戶的個人資料均視為機密，本集
團嚴禁未經客戶授權向第三方提供客戶資料。

Information Security and Privacy

The Group strictly complies with laws and regulations relating to customer privacy, including the Law of the PRC on Protection of Rights and Interests of Consumers, to ensure that customers' rights are strictly protected. In order to ensure the security of customer information and prevent the leakage of customer information, the Group has formulated internal procedures to clearly specify the rights to access customer information and management responsibilities for staff at various positions. All customers' personal data collected during the course of business is treated as confidential and the Group strictly prohibits the provision of customer information to third parties without the authorisation of customers.

知識產權保護

本集團積極開展企業知識產權的保護工作，對自行研
發的相關製造工藝、外形、圖案、色彩等特有內容及時
申請專利，並與涉及產品研發製造的相關員工簽訂保
密協議。

Intellectual Property Protection

The Group actively carries out the protection of corporate intellectual property rights, applies for patents in a timely manner for unique contents such as relevant manufacturing process, shape, pattern and colour developed by the Group, and signs confidentiality agreements with relevant employees in research and development and manufacturing of products.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

門店管理

本集團已制定並嚴格實施「主任門店巡檢工作規範」等政策，要求主任對所管轄門店的數量和營運規範進行有計劃且有效的巡查。零售門店的產品質量管理標準檢查一般包括門店的環境衛生、產品保質期、外觀、冷鏈產品的溫度控制及ISO表單的填寫等。門店服務質量檢查則包括儀容儀表、禮貌用語、營業銷售過程的規範、服務規範的落實與執行等。

主任巡店過程中需填寫「主任門店檢查表」和「門店巡視留言本」，並於規定時間內向區域經理遞交上一周的「主任門店檢查表」，經檢查後建立台帳用於公司備查。本集團要求各區域不定期組織交叉互查，並及時通報檢查結果以加強對門店工作的相互監督。

為不斷提高門店的服務質量，本集團每年均會對直接從事食品銷售的店員組織培訓，學習有關產品質量和食品安全及食品衛生方面的知識，提高其相關意識。

於二零二零財年，本集團並未違反任何對本集團有重大影響的有關其產品的健康與安全、廣告、標籤及私隱事宜方面的相關法律及規例。

Store Management

The Group has developed and strictly implemented policies such as the “Standard for Inspection of Stores by Supervisors”, requiring the supervisors to conduct effective inspections as planned according to the number of stores under their management and operation standards. The inspection of product quality management standards of retail stores generally includes environmental hygiene, product shelf life, appearance, temperature control of cold chain products and ISO forms filling. The inspection of service quality of stores includes appearance of employees, etiquette, standardisation of sales process, implementation and execution of service standards, etc.

During the inspection process, the supervisor shall fill in the “Form for Store Inspection by the Supervisors” and “Message Pad for Store Inspection”, and submit the “Form for Store Inspection by the Supervisors” for the previous week to the regional manager within the prescribed time. The manager shall check the form and set up a standing book for the Company’s inspection. As required by the Group, cross-checks are organised among various regions from time to time, the results of which will be reported in a timely manner to strengthen the mutual supervision of stores.

In order to continuously improve the service quality of the stores, the Group provides trainings each year for the staff directly engaged in food sales on knowledge about product quality, food safety and food hygiene, so as to enhance their related awareness.

In FY2020, the Group was not in violation of any of the relevant laws and regulations that have a significant impact on the Group relating to health and safety, advertising, labelling and privacy matters of its products.



VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

B.7 反貪污

為維持一個公平、具有誠信及高效率的工作環境，本集團遵守本集團經營所在地區當地的有關反貪污及賄賂的法律及法規，包括《中華人民共和國反腐敗法》、《中華人民共和國反洗錢法》等。

本集團制定並嚴格執行如「員工手冊」中的相關規定等反腐政策，以杜絕任何欺詐行為。本集團禁止一切形式的賄賂和腐敗，並要求所有員工嚴格遵守職業道德規範。本集團嚴格執行審計，聘請獨立審計師對集團進行專業的外部審計，預防和識別舞弊及不道德行為風險。

本集團建立檢舉政策並設立了舉報信箱。舉報者可以口頭或通過信箱書面向本集團內部監管部門報告任何可疑的不當行為，並提供具體信息。監管部門將就任何可疑或非法行為進行調查，以保障本集團的利益。本集團已建立有效的申訴機制，以避免舉報者遭遇不公平的解僱或傷害。若發現涉嫌犯罪行為，本集團將在管理層認為必要時立即向相關監管或執法機關報告。

與此同時，本集團內部審計部門定期回顧集團內部反貪污政策的執行和遵守情況，並對供應鏈管理和合作流程進行嚴格監督，堅決杜絕一切可能存在的道德或違反行為。

於二零二零財年，本集團未發生任何就本集團或其僱員有關貪污行為的法律案件。本集團亦未違反任何對本集團有重大影響的防止賄賂、勒索、欺詐及洗黑錢方面的相關法律及規例。

B.7 Anti-corruption

To maintain a fair, trustworthy and efficient working environment, the Group complies with local laws and regulations relating to anti-corruption and anti-bribery in the regions where the Group operates, including the Anti-Corruption Law of the PRC and the Anti-Money Laundering Law of the PRC.

The Group has developed and strictly implemented the anti-corruption policies such as the relevant provisions in the "Staff Handbook" to prevent any fraud. The Group prohibits all forms of bribery and corruption and requires all employees to strictly abide by professional ethics. The Group strictly implements audit and engages independent auditors to carry out professional external audit for the Group to prevent and identify risks of fraud and unethical behaviours.

The Group has established a whistleblowing policy and set up a whistleblowing mailbox. Whistle-blowers can report verbally or in writing to the internal supervision department of the Group for any suspected misconduct and provide specific information. The supervision department will conduct investigations against any suspicious or illegal behaviour to protect the Group's interests. The Group has established an effective grievance mechanism to avoid unfair dismissal or victimisation of whistleblowers. Where criminality is suspected, a report will be made promptly to the relevant regulators or law enforcement authorities when the management considers it necessary.

At the same time, the Group's internal audit department regularly reviews the implementation and compliance of the Group's internal anti-corruption policies, and strictly monitors the supply chain management and cooperation process to resolutely prevent any unethical or non-compliant behaviour.

In FY2020, there was no legal case regarding corrupt practices brought against the Group or its employees. The Group was not in violation of any relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.

VII. 社會可持續發展

VII. SOCIAL SUSTAINABILITY

B.8. 社區投資

本集團認為企業的可持續發展不僅在於完善內部管理和環保政策，更包括履行我們所肩負的社會責任，積極為當地社區做出貢獻，與其一起構建和諧社會。自成立以來，本集團始終堅持履行作為企業公民的社會責任，通過與政府機構、慈善機構及社會各界的合作，努力實現讓其經營所在地區的社區生活水平不斷提高。本集團秉承「服務國家、造福社會、謀求多贏、共同成長」的和諧發展理念，充分聆聽並有效回應其利益相關者的訴求，重視所在社區建立和諧共融的企業和社區關係。本集團積極引導員工親身參與公益事業，鼓勵各單位開展幫扶救助、志願者、開放日等活動，加強企業與社區人士的溝通和交流，關注民生、了解民生、情系民生，為保障和改善民生發揮積極的作用。

二零二零年初，疫情的爆發對經濟與生活帶來了全面的衝擊。面對疫情的打擊，本集團堅決貫徹落實國家有關疫情防控工作的指示精神，全力保障員工生命健康安全和積極支持社區人民的生命健康保障工作。

B.8. Community Investment

The Group believes that the sustainable development of an enterprise not only relies on the improvement of internal management and environmental protection policies, but also requires us to fulfill our social responsibilities, actively contribute to the local communities and jointly build a harmonious society with them. Since its establishment, the Group has always insisted on fulfilling its social responsibilities as a corporate citizen and strived to improve the living standards of the communities where it operates through cooperating with government agencies, charitable organisations and various sectors of the society. The Group adheres to the harmonious development concept of "serving the country, benefiting the society, seeking win-win and mutual growth", gives full consideration and effectively responds to the appeals of its stakeholders, and attaches great importance to the establishment of a harmonious and inclusive corporate and community relations in the community where it operates. The Group actively guides employees to participate in public welfare undertakings, encourages all units to carry out activities such as assistance and support, volunteer and open days, strengthens the communication and exchange between the Group and the community, understands and concerns about people's livelihood, and plays a positive role in safeguarding and improving people's wellbeing.

At the beginning of 2020, the outbreak of the COVID-19 pandemic has brought a comprehensive impact on the economy and life. In the face of the pandemic, the Group resolutely implemented the instructions of the state on pandemic prevention and control, fully protected the health and safety of employees and actively provided supports for protecting life and health of people in the community.

VII. 社會可持續發展 VII. SOCIAL SUSTAINABILITY



履行社會責任

Fulfilling Social Responsibility

彰顯企業擔當

Demonstrating Our Commitment

展望未來，本集團將一如既往地通過實際行動體現一個以可持續發展為目標的企業的奉獻精神，積極履行社會責任，踐行我們對社會公眾的承諾，並將社會責任實踐融入日常營運與發展中。



我們的共同信念

社會的責任就是我們企業的責任

Our Belief

Social responsibility is our corporate responsibility.

我們的座右銘

質感來自於用心，我們始終以製造出使顧客安心、放心、滿意的產品為己任

Our Motto

Devotion makes superior quality. We are committed to producing healthy, reliable and satisfactory products for customers.

我們的感恩文化

感恩文化是克莉絲汀企業文化的精髓，感恩社會、回報社會是每個克莉絲汀人的共同心願，而克莉絲汀已成為倡導社會感恩文化的領軍者之一

Our Gratitude Culture

Gratitude is the essence of Christine's corporate culture. Being grateful to the society and giving back to the society are the shared goals of all Christine people. Christine has become one of the leading advocators of the gratitude culture.



Looking forward, the Group will, as always, take concrete action to demonstrate our dedication as an enterprise pursuing sustainable development, actively perform our social responsibility, fulfill our commitment to the public, and incorporate social responsibility practices into our daily operation and development.

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
A.1. 排放物 A.1. Emissions	一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	15
	關鍵績效指標 A1.1 Key Performance Indicator A1.1	排放物種類及相關排放數據。 The types of emissions and respective emissions data.	18
	關鍵績效指標 A1.2 Key Performance Indicator A1.2	溫室氣體總排放量（以噸計算）及（如適用）密度。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity.	18
	關鍵績效指標 A1.3 Key Performance Indicator A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity.	16
	關鍵績效指標 A1.4 Key Performance Indicator A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity.	18
	關鍵績效指標 A1.5 Key Performance Indicator A1.5	描述減低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	20
	關鍵績效指標 A1.6 Key Performance Indicator A1.6	描述處理有害及無害廢棄物的方法、減低產生量的措施及所成果。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	21

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
A.2. 資源使用 A.2. Use of Resources	一般披露 General Disclosure	有效使用資源（包括能源、水及其他原材料）的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	22
	關鍵績效指標 A2.1 Key Performance Indicator A2.1	按類型劃分的直接及／或間接能源總耗量及密度。 Direct and/or indirect energy consumption by type in total and intensity.	23
	關鍵績效指標 A2.2 Key Performance Indicator A2.2	總耗水量及密度。 Water consumption in total and intensity.	23
	關鍵績效指標 A2.3 Key Performance Indicator A2.3	描述能源使用效益計畫及所得成果。 Description of energy use efficiency initiatives and results achieved.	24
	關鍵績效指標 A2.4 Key Performance Indicator A2.4	描述求取適用水源上可有任何問題，以及提升用水效益計畫及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	26
	關鍵績效指標 A2.5 Key Performance Indicator A2.5	製成品所用包裝材料的總量及（如適用）每生產單位佔量。 Total packaging material used for finished products and, if applicable, with reference to per unit produced.	27
A.3. 環境及天然資源 A.3. The Environment and Natural Resources	一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impacts on the environment and natural resources.	28
	關鍵績效指標 A3.1 Key Performance Indicator A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	28

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
B.1. 僱傭 B.1. Employment	一般披露 General Disclosure	有關薪酬及解雇、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	33
	關鍵績效指標 B1.1 Key Performance Indicator B1.1	按性別、僱傭類型、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type, age group and geographical region.	30
	關鍵績效指標 B1.2 Key Performance Indicator B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	32
B.2. 健康與安全 B.2. Health and Safety	一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	35
	關鍵績效指標 B2.1 Key Performance Indicator B2.1	因工作關係而死亡的人數及比率。 Number and rate of work-related fatalities.	36
	關鍵績效指標 B2.2 Key Performance Indicator B2.2	因工傷損失工作日數。 Lost days due to work injury.	36
	關鍵績效 B2.3 Key Performance Indicator B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	35

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
B.3. 發展及培訓 B.3. Development and Training	一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	37
	關鍵績效指標 B3.1 Key Performance Indicator B3.1	按性別及僱員類別（如高級管理層、中級管理層等）劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	38
	關鍵績效指標 B3.2 Key Performance Indicator B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	39
	一般披露 General Disclosure	有關防止童工或強制勞工的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	40
B.4. 勞工準則 B.4. Labour Standards	關鍵績效指標 B4.1 Key Performance Indicator B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	40
	關鍵績效指標 B4.2 Key Performance Indicator B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	40

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
B.5. 供應鏈管理 B.5. Supply Chain Management	一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	40
	關鍵績效指標 B5.1 Key Performance Indicator B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	43
	關鍵績效指標 B5.2 Key Performance Indicator B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	40
	一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	44
B.6. 產品責任 B.6. Product Responsibility	關鍵績效指標 B6.1 Key Performance Indicator B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	零 Zero
	關鍵績效指標 B6.2 Key Performance Indicator B6.2	接獲關於產品及服務的投訴數目以及對應方法。 Number of products and service related complaints received and how they are dealt with.	46
	關鍵績效指標 B6.3 Key Performance Indicator B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	47
	關鍵績效指標 B6.4 Key Performance Indicator B6.4	描述質量鑒定過程及產品回收程序。 Description of quality assurance process and recall procedures.	46
	關鍵績效指標 B6.5 Key Performance Indicator B6.5	描述消費者資料保障及隱私政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	47

VIII. 報告披露索引

VIII. REPORT DISCLOSURE INDEX

層面 Aspect	關鍵績效指標 Key Performance Indicators	說明 Description	頁碼 Page
B.7. 反貪污 B.7. Anti-corruption	一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： Information on: (A) 政策；及 (a) the policies; and (B) 遵守對發行人有重大影響的相關法律及規例。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	49
	關鍵績效指標 B7.1 Key Performance Indicator B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	49
	關鍵績效指標 B7.2 Key Performance Indicator B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	49
B.8. 社區活動投資 B.8. Community Investment	一般披露 General Disclosure	有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	50
	關鍵績效指標 B8.1 Key Performance Indicator B8.1	專注貢獻範疇（如教育、環境事宜、勞工需求、健康、文化、體育）。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	50
	關鍵績效指標 B8.2 Key Performance Indicator B8.2	在專注範疇所動用資源（如金錢或時間）。 Resources contributed (e.g. Money or time) to the focus area.	—

