



中國農產品交易

CHINA AGRI-PRODUCTS EXCHANGE

(Incorporated in Bermuda with limited liability)

(於百慕達註冊成立之有限公司)

Stock Code 股票代號: 0149

Dedicated to developing Agriculture

Sincere in serving Agriculture

以誠強農 以信惠農



ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE REPORT
環境、社會及管治報告
2021

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ABOUT THE REPORT

This is the fifth Environmental, Social and Governance (“ESG”) Report (the “**Report**”) of China Agri-Products Exchange Limited (the “**Company**”, together with the subsidiaries, the “**Group**”), presenting the environmental and social impacts of its operations as well as the efforts made for enhancing sustainability during the reporting period from 1 April 2020 to 31 March 2021.

The board (the “**Board**”) of the directors (the “**Directors**”) acknowledges its responsibility for ensuring the integrity of the Report. To the best of its knowledge, this Report fairly discloses the details of topics material to the Group, their impacts and the performance in addressing ESG issues. This Report has been reviewed and approved by the Board.

The Chinese version of this Report is available on the websites of The Stock Exchange of Hong Kong Limited (the “**Stock Exchange**”) and the Company. The English version shall prevail in case of any conflict between the two versions.

Reporting Boundary and Scope

This Report has been prepared in compliance with Environmental, Social and Governance Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange (the “**Listing Rules**”), focusing on the environmental and social performance of the Group’s business of agricultural produce exchange market operation and property sales. The reporting principles of “Materiality”, “Quantitative”, “Balance”, and “Consistency” underpinned the preparation of this Report. Data in this Report are analyzed and presented in a way that allows for meaningful comparison.

This Report discloses ESG performance of the Group’s 11 agricultural produce exchange markets and 1 office in Shenzhen in the PRC. Since the Group’s office has minimal environmental impacts, the Group focuses on its agricultural produce exchange markets when disclosing its environmental performance. For governance section, please refer to the Corporate Governance Report as stated in the 2021 annual report of the Company published on the websites of the Stock Exchange and the Company.

Feedback

The Report aims to be plain, clear and easy-to-read. In compilation of this Report, we take into consideration interests of our stakeholders to the greatest extent possible. Thoughts and feedbacks regarding what you would like to be incorporated in our future reports are welcome. Please contact us at:

關於本報告

本報告為中國農產品交易所有限公司（「**本公司**」，連同其附屬公司統稱「**本集團**」）第五份環境、社會及管治報告（「**本報告**」），呈列由二零二零年四月一日至二零二一年三月三十一日報告期間，本集團業務活動之環境及社會影響，以及為提高可持續性作出之努力。

本公司董事會（「**董事**」或「**董事會**」）確認其有責任確保本報告完備可靠。據其所深知，本報告公正詳盡披露對本集團屬重大之議題、其影響及應對環境、社會及管治事宜之表現。本報告已經董事會審閱及批核。

本報告之英文版本可於香港聯合交易所有限公司（「**聯交所**」）及本公司網站查閱。倘中英文版本有任何衝突，概以英文版本為準。

報告界限及範圍

本報告乃根據聯交所證券上市規則（「**上市規則**」）附錄27所載之環境、社會及管治報告指引編製，聚焦本集團農產品交易所市場營運及物業銷售之環境及社會表現。「重大性」、「量化」、「平衡」及「一致性」乃編製本環境、社會及管治報告之匯報原則。本報告之數據以方便作出有意義比較之方式分析及呈列。

本報告披露本集團於中國的11個農產品交易所市場及於深圳的1個辦事處之環境、社會及管治表現。由於本集團之辦事處對環境影響極微，故本集團於披露其環境表現時集中其農產品交易所市場。就有關管治方面，請參閱載於聯交所及本公司網站之本公司二零二一年年報中之企業管治報告。

反饋

本報告旨在簡明扼要及易於閱讀。於編製本報告時，我們盡可能考慮持份者之利益。歡迎提出想法及反饋。請讓我們知道閣下對我們日後報告內容之意見。請透過以下方式聯繫我們：

CHINA AGRI-PRODUCTS EXCHANGE LIMITED 中國農產品交易所有限公司

Address: Suite 3202, 32/F., Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong

地址：香港九龍九龍灣宏光道39號宏天廣場32樓3202室

Tel: (852) 2312 8202

Fax: (852) 2312 8148

E-mail: pr@cnagri-products.com

電話：(852) 2312 8202

傳真：(852) 2312 8148

電郵：pr@cnagri-products.com

Website: http://cnagri-products.com/html/contact_contact.php

網址：http://cnagri-products.com/html/contact_contact.php

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CEO MESSAGE

Dear Valued Stakeholders,

On behalf of the Board, I am pleased to present the Group's fifth ESG report that reaffirms our commitment to sustainable development and describes our ESG performance during the reporting period from 1 April 2020 to 31 March 2021.

As one of the pioneers in building a modern agricultural logistics center and network and a nationwide agricultural products distribution system, the Group has integrated the concept of sustainable development into its business plans and policies. It recognizes the potential ESG risks, including climate change, associated with agricultural production and acknowledges the importance of integrating ESG factors and implementing the corresponding management strategy into daily operations.

We understand the importance of stakeholder engagement and address stakeholders' concerns and identify risks and opportunities in ESG reporting. To this end, we communicated with different segments of stakeholders including investors, employees, customers, suppliers and the community through a variety of platforms.

We have developed several internal policies such as waste management and emission control to manage our operations and comply with the relevant environmental laws and regulations. To achieve better energy efficiency, we have replaced the current lighting with LED lighting in Suizhou Market. We have also signed the Carbon Reduction Charter, which means a commitment to decrease the Group's electricity consumption. We regulate collection, treatment and discharge of sewage to ensure comprehensive sewage management. In Luoyang Market, we also monitor real-time environmental and emission data by installing ammonia nitrogen testing equipment.

Health and safety issues are our top priority. We have taken stringent measures to ensure hygiene and follow agricultural policies to safeguard the food supply during the pandemic. We also provided COVID-19 related training to all employees for better prevention and control of the pandemic. The Group donated a sum of approximately HK\$863,000 to the community as support to the country's efforts in fighting the COVID-19 pandemic.

We spare no efforts to ensure product safety and customer satisfaction. Business transactions are always transparent and operations follow standardized procedures. The Group guarantees the quality of products and services and follows a responsible procurement management system. We also collect customers' opinions regularly and handle complaints with a standard procedure to achieve better customer satisfaction.

Moving forward, we will continue to advance towards our goals of establishing a nationwide agricultural produce distribution network and propelling China's agricultural industrialization. It takes all of us working together to make progress and sustain a better future. I hereby express my sincere gratitude to all of our shareholders, business partners and customers for their ongoing trust and support.

By Order of the Board,
Leung Sui Wah Raymond
Executive Director & Chief Executive officer
28 June 2021

行政總裁的話

敬啟者：

本人謹代表董事會欣然呈報本集團之第五份環境、社會及管治報告，以再一次確定我們的可持續發展承擔，並描述自二零二零年四月一日至二零二一年三月三十一日期間的環境、社會及管治表現。

作為建設現代農業物流中心和網路以及全國性農產品配送系統的先驅之一，本集團已將可持續發展的理念融合到業務計畫和政策。其確認與農業生產相關的潛在環境、社會及管治風險，包括氣候變化，並認同必須在日常營運當中結合環境、社會及管治因素及實施相關的管理策略。

我們深明持份者參與的重要性，並在環境、社會和管治報告中釋除持份者的擔憂，並確定風險和機會。為此，我們透過各種平台與不同層面的持份者溝通，包括投資者、僱員、客戶、供應商和社區。

我們已制定數項內部政策，例如廢物管理和排放控制，以管理我們的營運，並遵守相關的環境法律和法規。為提高能源效率，我們將隨州市場的現有照明替換為LED照明。我們亦已簽署減碳約章，彰顯本集團減少耗電的承諾。我們規管污水收集、處理和排放，以確保實行全面的污水管理。在洛陽市場，我們亦安裝氨氮檢測設備，以實時監測環境和排放數據。

應對健康和安全的問題是我們的重中之重。我們採取嚴格措施確保衛生，並遵循農業政策，保障疫情期間的食品供應。我們亦為全體僱員提供與新冠肺炎疫情有關的培訓，以更有效預防和控制疫情。本集團向社區捐款約863,000港元，為國家抗疫出一份力。

我們致力確保產品安全以及令客戶感到滿意。我們保持商業交易透明，而營運亦遵循標準程序。本集團保障產品和服務的質量，並遵循負責任的採購管理系統。我們亦定期收集客戶意見，按標準程序處理投訴，以實現更佳的客戶滿意度。

展望未來，我們將繼續邁向建立全國性農產品配送網路和推動中國農業產業化的目標。這有賴我們全體共同努力取得進展，並持續發展更美好未來。在此，我謹對我們的所有股東、商業夥伴和客戶一直以來的信任和支持表示衷心的感謝。

承董事會命
梁瑞華
執行董事及行政總裁
二零二一年六月二十八日

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SUSTAINABILITY APPROACH

The core business of the Group is the operation of agricultural produce exchange market and property sales in the PRC. We are committed to gradually integrating the concept of sustainable development into our daily operations, so as to further improve our operational management, and fulfil our corporate social responsibility.

The Group's ESG management is spearheaded by the senior management of the Group, which supports the Board in overseeing ESG policies and performance. Members with different backgrounds from various departments are responsible for management of ESG-related issues.

可持續發展方針

本集團的核心業務是在中國經營農產品交易市場和物業銷售。我們致力將可持續發展的理念逐步融入到我們的日常運營中，以進一步完善我們的營運管理，並履行我們的企業社會責任。

本集團之環境、社會及管治管理工作由本集團的高級管理層領導，支援董事會監督我們的環境、社會及管治政策與表現。來自不同部門及背景之員工負責管理與環境、社會及管治相關的事宜。



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Stakeholder Engagement

The Group always values the views and opinions of its stakeholders, especially those who are closely related with and have significant impact on its operations. We consistently promote specific communication and engagement channels targeting different stakeholders, including customers, employees, community, government and investors. Meanwhile, we put in great efforts to respond to their concerns in a timely and appropriate manner.

持份者參與

本集團一直重視持份者的觀點及意見，尤其是與營運密切相關及對營運有重大影響力的持份者。我們持續促進針對不同持份者的特定溝通及聯繫途徑，當中包括客戶、僱員、社區、政府及投資者。同時，我們竭盡所能及時及適當回應持份者的關注事宜。

Stakeholders 持份者組別	Issues 關注事宜	Engagement Channels 聯繫途徑
Investors 投資者	<ul style="list-style-type: none"> Corporate governance 企業管治 Business operations 業務營運 Information disclosure 資料披露 	<ul style="list-style-type: none"> Annual reports and interim reports 年報及中期報告 Press releases 新聞稿 Company website 本公司網站
Customers 客戶	<ul style="list-style-type: none"> Data privacy 資料私隱 Customer satisfaction 客戶滿意度 	<ul style="list-style-type: none"> Company website 本公司網站 Feedback from frontline employees 前線僱員的反饋
Employees 僱員	<ul style="list-style-type: none"> Training and development 培訓及發展 Remuneration 薪酬 Occupational Health and Safety 職業健康與安全 	<ul style="list-style-type: none"> Staff meetings 員工會議 Complaints system 申訴制度
Community 社區	<ul style="list-style-type: none"> Contribution to the community 貢獻社區 Environmental protection 環境保護 	<ul style="list-style-type: none"> Support charity organizations 支持慈善機構
Government 政府	<ul style="list-style-type: none"> Legitimacy of service and business ethics 服務合法性及商業道德 Employee protection 保障僱員 Tax compliance 稅務合規 	<ul style="list-style-type: none"> Compliance with applicable laws and regulations 遵守適用法例及法規

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ENVIRONMENTAL PROTECTION

The Group is aware of the impact from its operations on the environment and is committed to conserving resources and controlling emissions in order to achieve sustainable development.

Environmental Management

The Group understands that a sustainable and thriving environment is the foundation for its business success and continuously seeks to improve its environmental performance in alignment with the principles of sustainable development. To effectively manage the environmental performance, we have formulated a series of internal policies covering our 11 agricultural produce exchange markets to ensure all operations comply with relevant national and local environmental laws.

The Group engages third party environmental consultants to conduct Environmental Impact Assessment (EIA) on key issues before the construction and operation of new projects. When possible, we always prioritize environment friendly measures so as to reduce the harmful impacts of our activities to the maximum possible extent.

In daily operations, we pay extra attention to consumption of utilities in office area, employee dormitory and operations area. Once an abnormality is identified, the relevant department investigates the reason and rectifies the issue in time.

Resources Conservation

Energy Management

Energy consumption of the Group covers electricity, petrol and diesel. During the reporting period, the Group consumed a total of 204,487 gigajoule ("GJ") of energy, with an energy consumption intensity of 0.31 GJ per thousand Hong Kong Dollars revenue.

環境保護

本集團意識到其營運對環境的影響，並致力節約資源和控制排放，以實現可持續發展。

環境管理

本集團明白可持續及生氣勃勃的環境是取得業務成功的根基，並不斷尋求改善其環境表現，以符合可持續發展的原則。為有效管理環境表現，我們已制定一系列內部政策，涵蓋 11 個農產品交易市場，以確保所有營運均遵守相關的國家及地方環境法例。

本集團在新項目的建造工程動工及營運開始之前，會先聘請第三方環境顧問對主要關注事宜進行環境影響評估。在可能的情況下，我們一直以環保措施為優先，以將業務活動造成的有害影響減至最低。

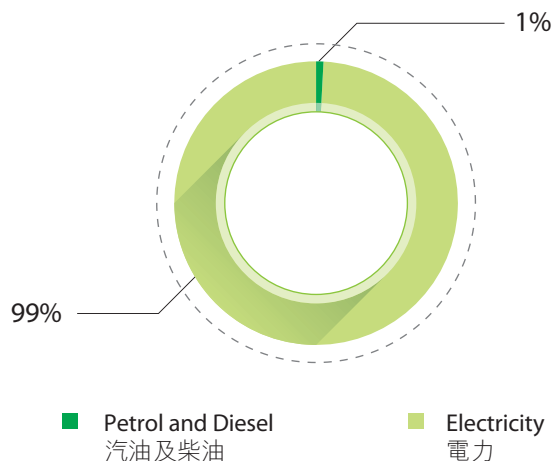
我們在日常營運中格外關注辦公空間、員工宿舍和營運區域的水電耗量。一旦發現異常情況，相關部門會即時調查原因並修正。

資源保護

能源管理

本集團的能源消耗包括電力、汽油及柴油。於報告期內，本集團共消耗 204,487 千兆焦耳能源，能源強度為每千港元收益 0.31 千兆焦耳。

Energy Composition 能源組成



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Energy consumption 能源消耗		Jan 2019 – Mar 2020 二零一九年一月至 二零二零年三月	Apr 2020 – Mar 2021 二零二零年四月至 二零二一年三月
Electricity (kWh)	電力(千瓦時)	64,935,068	56,012,225
Petrol (Liters)	汽油(升)	283,615	88,507
Diesel (Liters)	柴油(升)	3,965	615
Refrigerant R-22 (Tonnes)	R-22 製冷劑(噸)	1.37	1.23
Liquid ammonia (Tonnes)	液態氨(噸)	1.00	6.00
Energy intensity (GJ/'000 HKD revenue)	能源強度(千兆焦耳／千港元收益)	0.22	0.31

The Group is conscious about the need for energy saving. 99% of the energy consumption is attributed to purchased electricity. Putting that into perspective, the Group has taken a series of steps to bring down its electricity usage. We have improved the public lighting system by adopting more energy efficient devices, including timer switches and LED solar powered streetlights. Transformers with compatible capacitors were installed to optimize electricity usage.

本集團意識到節能的需要。99%的能源消耗來自購買電力。有見及此，本集團已採取一系列措施降低用電量。我們改善公共照明系統，採用更多節能設備，包括使用定時開關和LED太陽能街燈。我們安裝設有相容電容器的變壓器，以優化用電。

During the reporting period, we continued to optimizing public lighting system in Suizhou Market by reducing the number of lights and replacing existing ones with LED lights, which help save approximately 20% of electricity every day.

於報告期內，我們持續優化隨州市場的公共照明系統，減少照明數量及以LED照明取代現有照明，每天節省用電約20%。

Water management

During the reporting period, the total water consumption of the Group was 2,642,984 tonnes, with a water consumption intensity of 4.06 tonnes per thousand Hong Kong Dollars revenue.

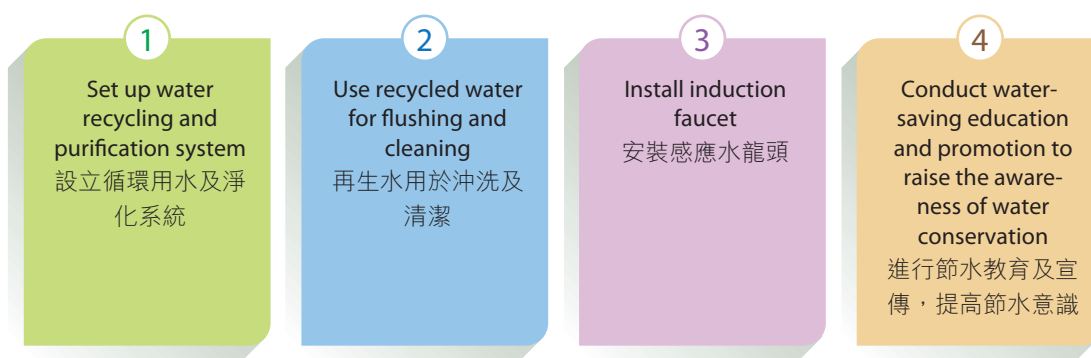
水資源管理

於報告期內，本集團總共消耗2,642,984噸水，強度為每千港元收益4.06噸。

The Group recognizes water scarcity as a serious global concern and is committed to reducing water consumption and promoting wastewater recycling through a variety of measures. We encourage our employees to reduce, reuse and recycle water.

本集團明白水資源短缺是嚴重的全球性問題，並致力透過各種措施減少用水和推動廢水循環再用。我們鼓勵員工減少用水、重用水和循環再用水。

Water Conservation Initiatives 節水措施



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Emissions Control

Air Emissions

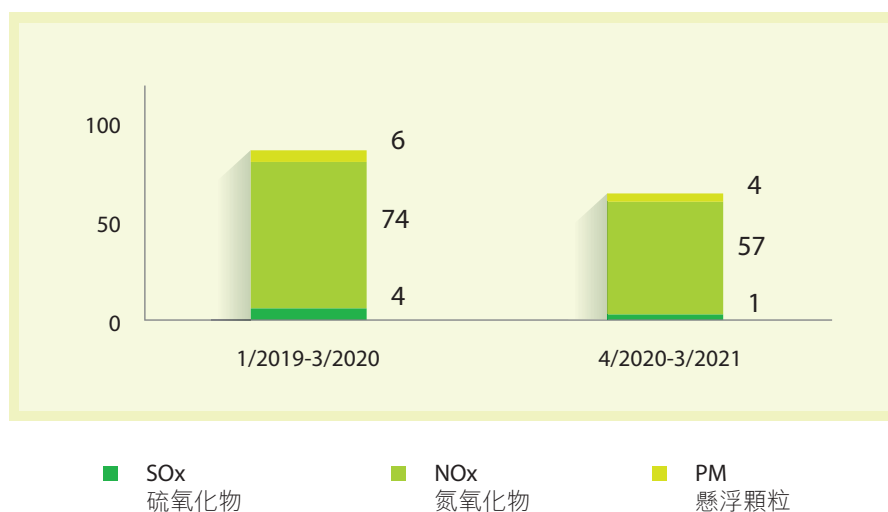
The Group's air emissions are attributed to diesel and petrol consumption of vehicles. During the reporting period, sulfur oxide ("SOx"), nitrogen oxide ("NOx") and particulate matter ("PM") generated by the Group were 1 kg, 57 kg and 4 kg respectively. The decrease in air emissions during the reporting period as compared with that of the last reporting periods was mainly due to the reduction in vehicle usage in some of our markets.

排放管控

空氣排放

本集團的空氣排放主要由於汽車消耗柴油及汽油。於報告期內，本集團產生1千克硫氧化物、57千克氮氧化物及4千克懸浮顆粒。報告期內的空氣排放較上一報告期有所減少，主要因為部分市場減少使用汽車所致。

Total Air Emission (kg) 空氣排放總量（千克）



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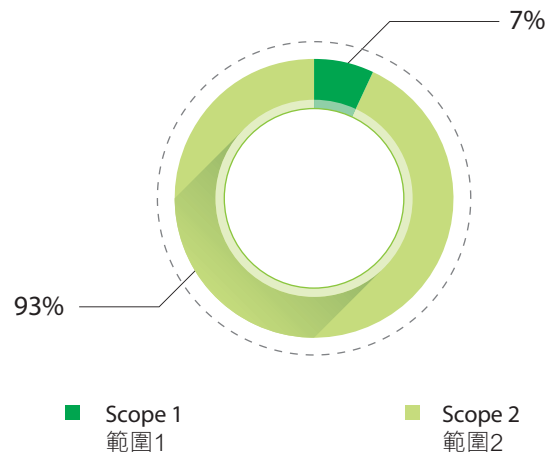
Greenhouse Gas Emissions

The main source of greenhouse gas (“GHG”) emissions of the Group comprises direct (Scope 1) emissions from vehicle fuels and refrigerants and indirect (Scope 2) emissions from purchased electricity. During the reporting period, the total GHG emissions of the Group equaled to 36,575 tonnes of carbon dioxide equivalent (“tCO₂e”), of which Scope 1 and Scope 2 emissions were approximately 2,402 tCO₂e and 34,173 tCO₂e respectively. The emission intensity was 0.06 tCO₂e per thousand Hong Kong Dollars revenue.

溫室氣體排放

本集團的溫室氣體排放主要來源包括汽車消耗燃油及使用製冷劑的直接排放（範圍1）以及購電的間接排放（範圍2）。於報告期內，本集團的溫室氣體排放總量為36,575噸二氧化碳當量，其中範圍1及範圍2排放分別約為2,402噸二氧化碳當量及34,173噸二氧化碳當量。排放強度為每千港元收益0.06噸二氧化碳當量。

Greenhouse Gas Emissions 溫室氣體排放



In response to the community's calls to reduce GHG emissions, we have signed the Carbon Reduction Charter initiated by the Environmental Protection Department of Hong Kong and are committed to reducing electricity consumption through a variety of measures.

為回應社區減少溫室氣體排放的訴求，我們亦已簽訂香港環境保護署的減碳約章，並竭力透過各項措施減少耗電。

Sewage Management

Uncontrolled sewage discharge can pose significant risks to the surrounding environment. Sewage generated in the Group's operations includes domestic sewage and floor flushing sewage. During the reporting period, the Group produced 1,405,230 tonnes of wastewater, and reused 600 tonnes.

污水管理

未受管控的污水排放可對周圍環境帶來巨大風險。本集團營運產生的污水包括住宅污水和洗地污水。於報告期內，本集團產生1,405,230噸污水，並循環再用600噸污水。

To better manage the sewage, the Group has formulated a comprehensive procedure to regulate collection, treatment and discharge of sewage. In cooperation with a third party agency, we regularly test and analyze sewage content to ensure it fulfils the requirements under relevant national and local standards. In addition, we commission professionals for water quality monitoring and maintenance unit to ensure proper functioning of water quality monitoring equipment and facilities and accuracy of testing data. Our Luoyang Market has installed ammonia nitrogen testing equipment to enable real-time data uploading and timely monitoring of environmental and emission data.

為更有效管理污水，本集團已制定綜合程序，以規管污水的收集、處理及排放。我們與第三方代理合作，定期檢測和分析污水含量，以確保符合相關國家和地方標準的要求。此外，我們委託水質監控專業人員和維護單位，以確保水質監控設備和設施正常運作及測試數據準確無誤。我們的洛陽市場已安裝氨氮檢測設備，可上傳實時數據和即時監察環境和排放數據。

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Sewage Treatment Procedure 污水處理程序

Septic tank degradation 化糞池降解

After grease filtering, catering sewage is collected together with domestic and floor cleaning sewage. Sewage collected then goes through the biological treatment procedures in the septic tank.

經過濾油脂後，餐飲污水與生活及地面沖洗污水一併收集。收集的污水其後進入化糞池的生物處理程序。

Fulfilment of requirements 符合規定

We ensure treated sewage meets Level 3 of the "Integrated Wastewater Discharge Standard" (GB8978-1996) before flowing into the municipal sewage treatment plant.

我們確保經處理的污水於排入市政污水處理廠前符合「污水綜合排放標準」(GB8978-1996)第3級。

Flowing of sewage to the treatment plant 將污水排入處理廠

Treated sewage is discharged into the logistic centre sewage pipe network and flows along the municipal sewage pipe network to sewage treatment plant.

經處理的污水排入物流中心污水管網且沿市政污水管網排入污水處理廠。

Sewage plant treatment 污水廠處理

Sewage undergoes second treatment at sewage treatment plant before discharge into the river.

污水於排出河流前在污水處理廠進行二次處理。

Waste Management

The Group pays attention to the need for handling and disposing solid waste in a proper manner and continuously strengthens waste management. We collaborate with third party cleaning services, who are responsible for collecting daily waste and maintaining market cleanliness. Waste is further transported and handled by contracted environmental sanitation companies on a daily basis. To ensure performance of waste management, the Group has established a set of comprehensive assessment protocols, which enable periodical inspection of hygienic conditions and correlation between assessment results and cleaning payment.

During the reporting period, the Group generated a total of 88,184 tonnes of general waste, with an intensity of 0.14 tonnes per thousand Hong Kong Dollars revenue, 1,501 tonnes of which were recycled. To the best of its knowledge, the Group did not generate any hazardous waste or packaging waste.

廢物管理

本集團重視妥善處理和處置固體廢物的需要，不斷加強廢物管理。我們與第三方清潔服務機構合作，他們負責收集日常垃圾並保持市場清潔。廢物由已訂約環境衛生公司每天再作運輸和處理。為確保廢物管理的績效，本集團已制定綜合評估協定，以定期檢查衛生狀況以及審查評估結果與清潔費之間的關係。

於報告期內，本集團產生合共88,184噸一般廢物，產生強度為每千港元收益0.14噸，其中循環再用1,501噸。據本集團所深知，本集團並無產生有害廢物或包裝廢物。

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Environmental Emergency Management

The Group actively adapts to climate change by identifying and managing the associated risks, such as instances of flooding that climate change causes under our Major Events Management Manual, we have specified personnel and departments that are to be in direct charge of evaluating the impacts of potential environmental incidents. The Group continuously strengthens the management of emergency through diligently planning, implementing, checking and acting.

Safeguarding Market Hygiene

In response to the outbreak of the COVID-19 pandemic, an emergency plan for environmental disinfection was launched in a timely manner to ensure large-scale and comprehensive disinfection of the markets. Some of the measures were:

1. Purchased vehicles with bubble sprays to disinfect public aisles and operational aisles in the market every two days.
2. Sterilized key areas such as waste transfer station, integrated zone with fresh meat and live poultry business by electric sprinkling cans.
3. No live poultry sales or slaughter were allowed.
4. Closed unnecessary entrances and exits in time.
5. Arranged specialists to sterilize vehicles entering and leaving the market.

OUR PEOPLE

The Group upholds the belief that employees are the key to a well-functioning corporation. Thus, we strive to provide our employees with guaranteed welfare, impartial treatment, protected rights, occupational health and safety, stable development and a harmonious environment.

環境應急管理

本集團透過確定和管理與氣候變化相關的風險，例如氣候變化引起的洪水，積極適應氣候變化。根據我們的重大事件管理手冊，我們指定專人及專門部門直接負責評估潛在環境事故的影響。本集團通過認真規畫、實施、檢查和行動，不斷加強應急管理。

保障市場衛生

為應對新冠肺炎疫情爆發，我們已及時啟動環境消毒應急計劃，確保對市場進行大規模及全面消毒。部分措施如下：

1. 購買附設泡沫噴霧的車輛，每兩天對市場的公共通道及經營通道進行全面消毒。
2. 使用電動噴壺對廢物中轉站、鮮肉及活家禽業務綜合區等重點區域進行消毒。
3. 禁止活家禽銷售或屠宰。
4. 及時關閉不必要的出入口。
5. 安排專家消毒進出市場的汽車。

員工

本集團深信員工是企業運作良好的關鍵。因此，我們努力為員工提供受保障福利、公正待遇、受保護權利、職業健康和 safety、穩定發展以及和諧環境。

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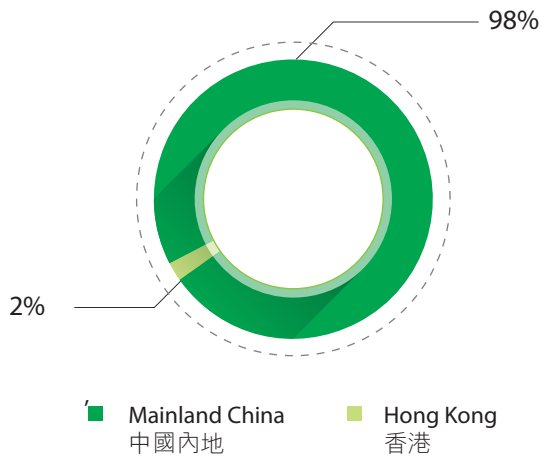
Employee Profile

As at the end of March 2021, the Group employed 1,151 full-time employees consisting of 466 female employees and 685 male employees, of which 98% were from Mainland China and 2% were from Hong Kong. In terms of age, 12% were aged 30 and below and 67% were aged from 31 to 50. Among the employees, around 85% were general employees and the other 15% were managerial employees.

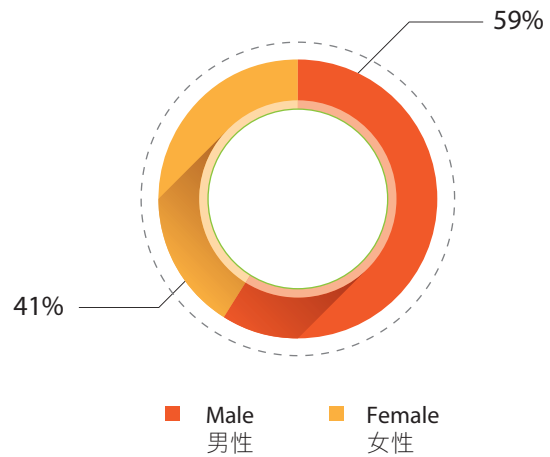
僱員資料

於二零二一年三月底，本集團僱用1,151名全職員工，包括466名女性員工及685名男性員工，其中98%為中國內地員工，2%為香港員工。就年齡而言，12%員工為30歲及以下，而67%員工介乎31至50歲。於全體僱員中，約85%為普通員工，餘下15%為管理人員。

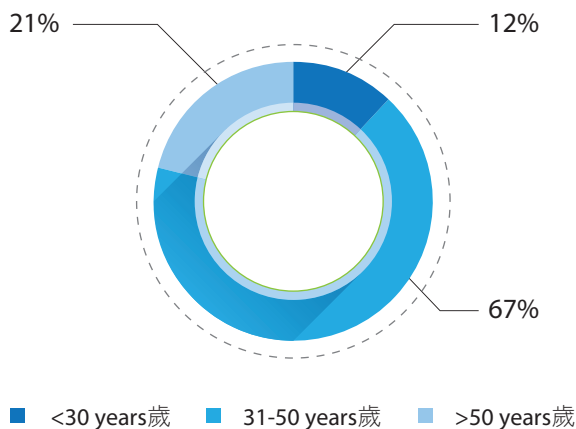
Employee Profile, by Geographic Region
按地區劃分的僱員資料



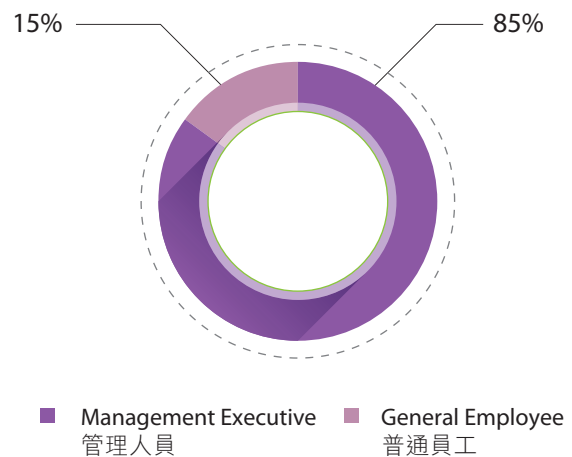
Employee Profile, by Gender
按性別劃分的僱員資料



Employee Profile, by Age
按年齡劃分的僱員資料



Employee Profile, by Workforce
按職能劃分的僱員資料



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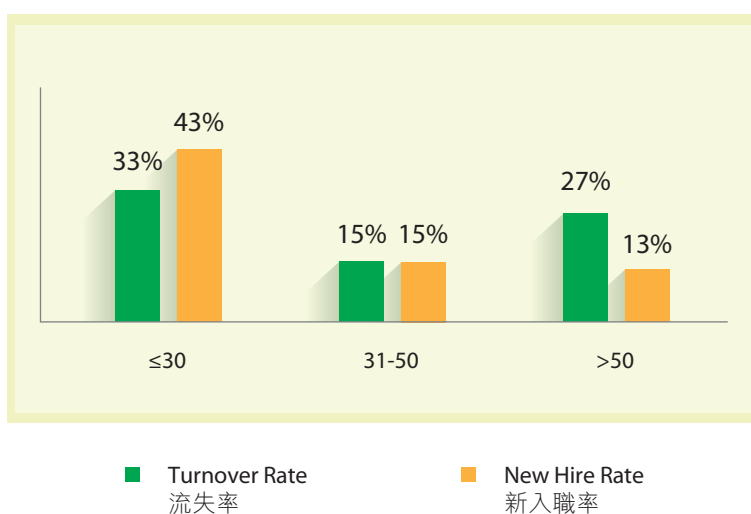
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During the reporting period, the overall employee turnover rate and new hire rate of the Group were approximately 20% and 18% respectively. Figures below present the detailed profiles of employee turnover and new hire rates by age and gender:

於報告期內，本集團整體僱員流失率及新入職率分別約為20%及約18%。按年齡及性別劃分的僱員流失率及新入職率的詳細分佈如下：

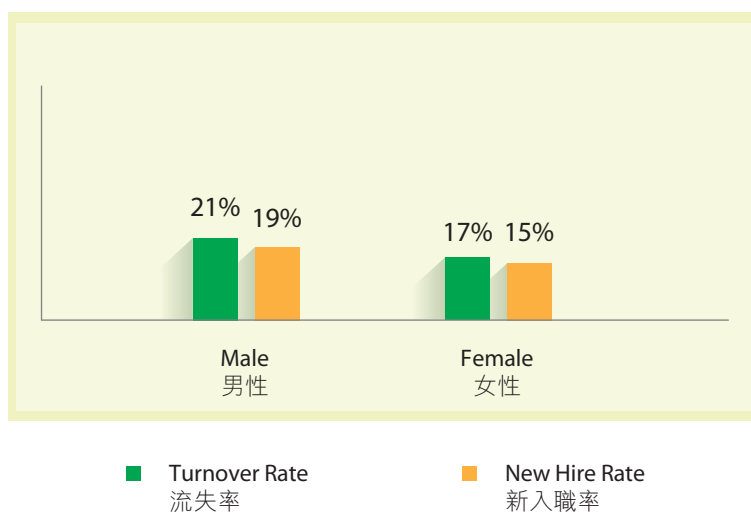
Turnover and New Hire Rates by Age

按年齡劃分的流失率及新入職率



Turnover and New Hire Rates by Gender

按性別劃分的流失率及新入職率



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Employees' Rights and Welfare

Committed to providing a fair, open and friendly atmosphere for employees to work and grow, the Group has set up various guidelines such as the Human Resources Management Manual and the Employee Manual, to support the rights of each employee's welfare and attracting new talents.

Labor Standard

The Group has zero tolerance to any act of dishonesty and employment of child labor and forced labor. Expressly stipulated in our Employee Manual, the age of the hired employees must satisfies the legal requirement. Each employee must honestly provide true personal information and certificates and discovery of any violation of this may invite dismissal without any compensation.

The Group has formulated guidelines to avoid illegal employment of child labor and forced labor. During the recruitment process, identity cards of newly recruited candidates are carefully checked to ensure all candidates are of the legal age. Meanwhile, human rights and labor rights are valued and protected to guarantee no forced labor is employed.

Equal Opportunity and Diversity

Fully respecting each employee's identity and rights, the Group provides an equal and diversified workplace devoid of any discrimination or harassment. We follow a transparent recruitment and promotion process, and determine remunerations fairly, in accordance with detailed guidelines to ensure equal opportunity for all people. This helps eliminate any forms of discrimination on gender, race, age, marital status, religion, etc.

Recruitment, Promotion and Dismissal

The recruitment and promotion process follows the principle of openness, fairness and justice as stipulated in the Human Resources Management Manual, attaching equal importance to each candidate and selecting suitable candidates based on the job requirements and candidates' professional skills, experience, and ethics.

Vacancies are made public to make sure everyone has equal opportunity and multiple recruitment channels are adopted including recruiting platform, internal talent pools, referrals and headhunters etc. The Human Resources ("HR") Department and recruitment team are responsible for candidate selection and interview process. During interviews, details of working environment, employees' welfare benefits and career development opportunities offered by the Group are informed to and discussed with candidates. Candidates are selected and given probation only upon agreement on the working position and welfares from both the HR Department and candidates.

僱員權利及福利

本集團矢志為員工提供一個公平、公開和友好的工作和成長環境，並制定各種指引，例如人力資源管理手冊和僱員手冊，以支持每位員工的福利權利和吸納新人才。

勞工標準

本集團對任何不誠實的行為以及雇用童工和強迫勞動均零容忍。我們的僱員手冊中明確規定，聘用的僱員之年齡必須乎合法例要求。每位員工必須誠實提供真實的個人資料和證書，如果發現任何違反這一點的行為，可能會被解雇而沒有任何補償。

本集團已制定指引避免非法雇用童工和強迫勞動。在招聘過程中，我們審慎檢查新招聘候選人的身份證，以確保所有候選人均達到法定年齡。同時，我們重視及保障人權和勞工權利，以確保不會雇用強迫勞動。

平等機會及多元化

本集團充分尊重每位僱員的身份和權利，提供平等和多元化及沒有任何歧視或騷擾的工作場所。我們遵循透明的招聘和晉升程序，並根據詳細的指引公平釐定薪酬，以確保所有人獲得平等機會。這有助消除任何形式的性別、種族、年齡、婚姻狀況、宗教等方面的歧視。

招聘、晉升及解雇

招聘和晉升流程遵循人力資源管理手冊訂明的公開、公平及公正原則，同等重視每位候選人，並根據工作要求和候選人的專業技能、經驗和道德操守選擇合適的候選人。

我們的職位空缺均作公開招聘，以確保每個人都有平等機會，並使用多個招聘渠道，包括招聘平台、內部物色人才、推薦和獵頭公司等。人力資源（「人力資源」）部和招聘團隊負責甄選候選人和進行面試程序。在面試過程中，我們會向候選人闡釋本集團提供的工作環境、僱員待遇福利及事業發展機會等細節。僅在人力資源部和候選人對工作職位和福利達成協議的情況下，方會選擇該候選人並給予試用期。

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Regular assessments of employees' performance are conducted to adjust employees' bonus and salary and possible promotions. Annual promotion periods are April and October, when employees can submit personal debriefing reports and list key achievements to the department heads.

We treasure each of our employees. When an employee resigns, his/her department head and the HR Department discuss at least once with the employee to understand the reasons for resignation. Employees are dismissed only in case of serious violations of the Group's policy or if their performance is unsatisfactory even after being trained or position-adjusted.

Welfare and Benefits

The Group guarantees its employees fair remuneration, including basic salary, housing allowance, year-end bonuses, relocation allowance and so on. Salary standard is formulated and flexibly adjusted according to operations standards, price level, position level, work performance, and average market wages, with extra payment for working overtime and on public holidays, where applicable. We also offer employees meal allowance, scheduled bus pick-ups, and special benefits on traditional holidays. Prioritizing employees' health and safety, the Group purchases social insurance and commercial accident insurance for each employee, besides frequent medical check-ups.

The Group strictly abides by the 40-hour workweek rule and pre-arranged working hours unless specified due to special circumstances. The Group values the principle of work-life balance. Working overtime is not encouraged, and under special cases when overtime is needed, employees need to inform the HR Department for approval and record. Employees are entitled to public holidays and annual leave, sick leave, marital and maternity leave, bereavement leave, etc.

Development Evaluation and Performance Management

The Group has set a clear evaluation procedure in place for employees. A performance appraisal is conducted annually for all employees by immediate supervisors and subordinate leaders. Interviews are conducted with each individual employee to identify the shortcomings of the previous year and to discuss improvement plans for the following year.

For business departments, such as Investment Department, appropriate rewards and punishments are given based on the completion of monthly tasks to improve employees' motivation and speed up work efficiency. Special rewards are given to employees with righteous and courageous actions, social and corporate contributions, impactful suggestions, or otherwise outstanding performance.

定期評估僱員表現，以調整僱員獎金和工資以及晉升機會。每年的晉升期為四月和十月，屆時僱員可以向部門主管提交個人述職報告，並列出主要成就。

我們珍視每位僱員。當僱員辭職時，他／她的部門主管及人力資源部至少與僱員進行一次面談，以了解辭職的原因。僅在嚴重違反本集團政策的情況下，或即使經過培訓或職位調整後，僱員表現仍然欠佳時方會被解僱。

待遇及福利

本集團保證僱員獲得公平薪酬，包括基本工資、住房補貼、年終獎金、搬遷補貼及其他待遇。薪金標準按照營運標準、價格水平、職位級別、工作表現及市場平均薪資而制定及靈活調整，並給予超時工作及公眾假期工作的額外金額（如適用）。我們亦為僱員提供膳食補貼、接駁車服務及於傳統假期的特殊福利。本集團以僱員的健康和安全為優先，為每位僱員購買社會保險和商業意外保險，並經常提供身體檢查。

本集團嚴格遵守每週40小時工時的規則，且除非因特殊情況而另有指明，否則會預先安排工作時間。本集團秉持工作與生活平衡的原則，不鼓勵加班。在特殊情況需要加班時，僱員需要通知人力資源部作批准及記錄。僱員享有公眾假期和年假、病假、婚假、產假及喪假。

發展評估及績效管理

本集團已為僱員制定明確的評估程序。每年由直屬上司和下屬主管對全體員工進行績效評估。與每一位個別員工進行面談，確定前一年的不足之處，並討論來年的改善計畫。

就投資部等業務部門而言，根據每月完成任務的情況給予適當獎懲，以推動員工精益求精及加快工作效率。我們對見義勇為、貢獻社會和企業、提出具影響力的建議或有其他優秀表現的員工均給予特別獎勵。

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Employee Relations

The Group regards teamwork as one of the principal values. Thus, a neighborly environment with unimpeded feedback channels and close interactions facilitates the Group's development in a sustained manner.

Communication, one of the necessary constituents of the Group's continuous operations. We proactively seek to understand employees' opinions and expectations before and after recruitment, position transfer, and dismissal. We also frequently ascertain the employees' degree of satisfaction and insights on corporate development, to adjust our regulations and measures accordingly.

To build and maintain a bond between the Group and the employees, in addition to frequent organization of employee activities, on important festivals and employees' birthdays, the HR Department conveys greetings and wishes to employees, sends gifts such as daily necessities, and holds birthday parties for them. We show special solicitude for our employees when they are facing personal or family difficulties, extending our care and material help to support them to the best of our abilities.

僱員關係

本集團視團隊合作為主要價值之一。因此，設有暢通的反饋渠道和密切互動的友鄰環境有助本集團持續發展。

溝通是本集團持續營運的必要組成部分之一。我們在招聘、調動職位和解雇前後都會主動了解僱員的意見和期望。我們亦經常了解僱員對企業發展的滿意程度和見解，以便相應調整我們的規定和措施。

為建立及維持本集團與僱員之間的聯繫，除了經常組織員工活動外，在重要的節日和員工生日，人力資源部會問候和祝福僱員，並贈予生活用品等禮物，並為他們舉辦生日派對。當僱員面臨個人或家庭困難時，我們會特別關心他們，並給予關懷和物質幫助，盡力支持他們。



Birthday benefits
生日福利



Teambuilding activities
團隊建立活動



Festival benefits
節日福利

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Health and Safety

Safety is priceless. We are committed to providing a healthy and safe workplace to our employees, and we understand this doesn't stop at a slogan. The Group has developed a group-level Occupational Health and Safety ("OHS") policy. Supported by the joint engagement across all levels, as well as in compliance with national laws and regulations, we are able to build a culture where all employees prioritize safety.

Safety Management

The Group has formulated a Major Events Management Manual, which underpins the structure for smooth operations. We have enhanced our abilities to respond to incidents by improving the handling processes of critical OHS issues through the Manual. Precautionary and corrective measures are adopted to reduce and minimize the potential impact of the 19 major incident categories, including work injuries and fire accidents. All incidents should be reported and investigated following the incident reporting procedure.

All employees of the Group must abide by our Code of Safety specified in the Employee Handbook, which sets out the Group's commitment to establish a safe workplace. Fire safety materials, safety protocols and emergency telephone numbers are displayed clearly for enabling employees to access them quickly in case of any fire accidents. Employees capable of detecting the potential risks and discovering the way of protecting the working conditions are recognized and rewarded by the Group to encourage more discoveries and suggestions.

Workplace Safety

To maintain a working environment conducive to high productivity, we continually check the working conditions and identify areas for improvement. Especially during the summer, we apply a flexible working schedule for employees working outside in high temperature. Besides, the air conditioning and thermal insulation equipment are installed for further prevention of heatstroke. In addition to thermal equipment, the Group offers personal protection equipment (PPE) including a safety vest and waterproof boots to market employees, thereby assisting them in staying in a better health condition. Meanwhile, specific protection measures were also offered for different types of employees as shown below.

健康與安全

健康無價。我們致力為僱員提供健康及安全的工作場所，且並非流於口號。本集團已制定集團整體的職業健康和安全管理政策。在遵守國家法律法規下，憑藉各級別員工的共同參與支持，我們能夠建立員工將安全放在首位的文化。

安全管理

本集團已制定重大事件管理手冊，為流暢營運奠定基礎。我們通過該手冊改善重大職業健康安全事宜的處理流程，藉此提高應對事故的能力。我們採取預防和糾正措施，以減少和盡量減低19類重大事故的潛在影響，包括工傷和火災意外。所有事故均應按照事故報告程序作出匯報及調查。

本集團全體僱員均必須遵守僱員手冊中訂明的安全守則，當中載列本集團對創建安全工作場所的承諾。消防安全材料、安全協定和緊急電話號碼均清楚顯示，以便在發生任何火災意外時，僱員能夠迅速獲得該等資訊。本集團認可及獎勵發現潛在風險及提供保障工作環境方法的僱員，以鼓勵僱員積極發現風險及提供建議。

工作場所安全

為保持有利提高生產力的工作環境，我們持續檢查工作環境，並確定需要改善之處。特別是在夏季，我們對高溫下工作的僱員實行彈性工作安排。此外，我們安裝空調和隔熱設備，以進一步防止中暑。除隔熱設備外，本集團為市場僱員提供個人防護設備，包括安全背心及防水靴，從而協助他們維持更佳的健康狀況。同時，我們為不同類別的僱員提供以下所示的特定保護措施。

On-site Management Personnel 現場管理人員

- Provision for reflective clothing
提供反射熱能的衣服

Plumbers and Electricians 水管工及電工

- Provision of insulated shoes and work gloves
提供隔熱鞋及工作手套

Chemical Handling Personnel 化學品處理人員

- Compliance with laws and regulations relevant to chemicals handling
符合與處理化學品相關的法律法規

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During the reporting period, the Group recorded zero work-related fatality and two work-related accidents. We are determined to lower the hidden risks to the employees and reinforce our capability to cope with safety risks and hazards.

Combating COVID-19

In addition to establishing a group responsible for management and supervision of COVID-19 prevention and control work, as well as implementing the corresponding measures, we conducted training to equip everyone with knowledge regarding COVID-19. For employees working at the cold chain products areas, nucleic acid test was organised weekly and COVID-19 vaccination was provided to them on priority. As a result, we were able to inspect the cases and respond to the emergencies promptly and efficiently.

於報告期內，本集團沒有因工死亡個案及兩宗工傷意外。我們竭力減低僱員面臨的隱藏風險，並加強應對安全風險及危害的能力。

對抗新冠肺炎

除成立新冠肺炎防控工作的管理和監督小組，以及採取相應措施外，我們進行培訓，務求令全體僱員掌握新冠肺炎的相關知識。我們為於冷鏈產品區工作的僱員每週組織核酸測試，並優先向他們提供新冠肺炎疫苗接種。因此，我們能夠迅速有效地檢查病例和應對緊急情況。

The training mainly included 培訓主要包括：

- The basic information, characteristics and transmission of COVID-19
- Prevention and control methods, such as:
 - o maintain a healthy and active mindset
 - o implement control measures in the office
 - o pay attention to the high-risk areas, such as lift, canteen and office
 - o wash hands frequently, wear masks properly, use alcohol scientifically
- Laws and regulations on pandemic prevention and control
- 新冠肺炎的基本資訊、特徵及傳播途徑
- 防控方法，例如：
 - o 保持心態健康積極
 - o 在辦公室實施控制措施
 - o 關注高風險地區，例如升降機、飯堂及辦公室
 - o 經常清洗雙手、適當配戴口罩及科學化使用酒精
- 有關疫情防控的法律法規

Safety Training

To raise employees' awareness of occupational health and safety issues, the Group regularly organizes safety training activities to promote OHS regulations and laws, as well as operational procedures. All employees must participate in fire drills at least once every six months so as to capture and consolidate the knowledge of fire safety and emergency response capability.

安全培訓

為提高僱員對職業健康和安全的意識，本集團定期組織安全培訓活動，推廣職業健康和安法法規法例以及操作程序。全體僱員必須至少每六個月參加一次消防演習，以掌握和鞏固消防安全知識和應急能力。

To improve employees' safety awareness, during the year, our Suizhou Market organized 3 fire safety training sessions. In addition, our Qinzhou Market arranged the "Work at Ease" safety training, to emphasize the importance of safety awareness. These activities allow the Group to better detect and control any signs of accidents and greatly reduce the chance of minor accidents and hidden dangers, which subsequently help to prevent major accidents from happening.

為提高僱員的安全意識，年內，隨州市場組織3次消防安全培訓。此外，欽州市場安排「安心工作」安全培訓，以強調安全意識的重要性。這些活動讓本集團能夠更有效發現和控制任何意外跡象，大幅減少發生小型意外和隱患的機會，從而有助防止發生重大事故。

All new employees of the Cold Chain Department are required to participate in safety training and complete the corresponding assessment prior to taking up the post. We regularly hold a wide range of occupational health seminars on disease prevention and treatment for our employees to safeguard their health. During the reporting period, the Group provided safety training for 1,132 person-times with a total of 566 hours.

冷鏈部所有新入職員工在開始工作之前，均必須參加安全培訓並完成相應考核。我們定期為員工舉辦各種疾病預防及治療的職業健康研討會，以保障僱員健康。於報告期內，本集團為1,132人次提供合共566小時的安全培訓。

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On site instruction of fire drill
by fire brigade
消防隊現場指導消防演習

Fire equipment and knowledge Training
消防設備及知識培訓



Emergency Management

Hazard-free working conditions in our markets are an indispensable part of the operating goals of the Group. In order to cope with emergency accidents correctly, promptly, and efficiently, we have established a special reporting mechanism for traffic accidents, fire accidents, water accidents, food poisoning and contagious diseases. Proper instructions on fire prevention are provided to all offices ahead of time to control the fire accidents.

應急管理

在市場提供無危險工作環境是本集團營運目標中不可缺少的部分。為了正確、迅速及有效應對緊急事故，我們已設立交通意外、火災意外、水意外、食物中毒及傳染病的特別匯報機制。為控制火災意外的發生，我們提前向所有辦公室提供適當的防火指示。

Training and Development

In line with the Group's development objectives, we continue to deliver professional training and development programs to our employees to enhance their performance and stimulate their growth potential. We strive to offer employees with diversified and personalized training to maximize the efficiency of training.

培訓及發展

為配合本集團的發展目標，我們繼續為員工提供專業培訓和發展計畫，以提升績效及激發他們的成長潛力。我們努力為僱員提供多元化和個人化的培訓，發揮培訓的最大成效。

Internal Training 內部培訓

- Training courses delivered by internal instructors
Including induction training, job skill training, job transfer training, department internal training and sharing meeting etc.
- 本集團內部講師提供的培訓課程
包括入職培訓、工作技能培訓、工作調動培訓、部門內部培訓及分享會等

External Training 外部培訓

- Training courses delivered by external instructors
Including external public courses, forums, lectures
- 外部講師提供的培訓課程
包括外部公開課程、論壇、講座

Employee Self-training 僱員自我培訓

- Employees are encourage to read books in their spare time and actively participate in various training programmes to improve their personal and business competence
- 我們鼓勵僱員於閒暇時間閱讀書籍並積極參加各種培訓課程，以提升個人及業務能力

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For choosing between internal training, external training, and employees' self-training, the fundamental procedures include, requirement analysis, target establishment, content design, and training implementation and evaluation. The Personnel Training Department routinely assesses past training to evaluate if the expected outcomes have been achieved in terms of trainees' response, knowledge and skill progress, behavioral change, and final performance.

在選擇內部培訓、外部培訓和員工自我培訓時，基本程序包括：分析要求、確定目標、設計內容、實施和評估培訓。人員培訓部例行評估過往培訓，以評估在受訓者反應、知識和技能進步、行為變化和最終表現方面是否達到預期效果。

Induction Training

消防隊現場指導消防演習



Fire Safety Management Laws Training
消防安全管理法規培訓

During the reporting period, various training programs organized by the Group were offered to employees, such as induction training, safety training, professional qualification training, and training on team execution and communication skills, administration manual, customer complaint handling process, etc., adding up to 5,640 training hours. Given sufficient time and experience in internal training, we aim to enhance the external training in the future.

於報告期內，本集團為僱員提供各種培訓課程，例如入職培訓、安全培訓、專業資格培訓以及有關團隊執行和溝通技巧、行政管理手冊、客戶投訴處理流程等方面的培訓，累計5,640個培訓小時。鑒於內部培訓的時間和經驗充足，我們的目標是在未來加強外部培訓。

Training Performance 培訓表現		Training Coverage 培訓覆蓋率	Average Training Hour 平均培訓時數
By Gender	按性別劃分		
Male	男性	81%	4.95
Female	女性	81%	4.84
By Function	按職能劃分		
Management Executive	管理人員	100%	4.19
General Employee	普通員工	77%	5.04

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OPERATING EXCELLENCE

We are dedicated to maintaining standardized management practices and smooth operations to provide better quality products and services to all customers.

Product and Service Responsibility

In order to ensure reciprocal trust between the customers and the Group, we have established several systems and policies to improve our product and service management. Our Wuhan Market is certificated with ISO 9001:2015 management system. We have also formulated an agricultural products quality and safety management system, so as to consistently provide products and services that meet customer and regulatory requirements. Our Trade and Distribution Management Protocol provides a standardized structure for product distribution, safekeeping and control.

卓越運營

我們致力維持規範化的管理手法和營運流暢，為所有客戶提供更優質產品及服務。

產品及服務責任

為確保客戶與本集團之間互相信任，我們建立數個制度及政策，以完善我們的產品和服務管理。我們的武漢市場獲得ISO 9001:2015管理體系認證。我們亦制定農產品質量和安全管理體系，以持續提供符合客戶及監管要求的產品及服務。我們的貿易和分銷管理協定為產品分銷、安全保管和控制提供規範化的架構。

Perform immediate clean-up if mold, deterioration or corruption is identified
如果發現霉菌、變壞或腐爛，立即清理

Conduct weekly sweep-up to maintain zero insects and dust
每週進行一次清掃，保持零蟲害和灰塵

Products failing to meet quality standards are stored in waiting areas for further handling
不符合質量標準的產品存置於等待區，以待進一步處理

Pre-delivery check to ensure products meet the sanitary requirements
交付前檢查，以確保產品符合衛生規定

Enhancing Customer Satisfaction

Striving to improve service quality and achieve customer satisfaction, we have set up relevant policy and compliant handling procedures to enhance our performance on customer side. Our Business Department regularly conducts customer satisfaction surveys and collects customer feedback in a systematic manner. We send special personnel to visit customers monthly, to actively seek their suggestions and understand their needs. Our customer service representatives are available all day to offer customer support and solve problems at early stages. Additionally, a customer complaint database has been created to record complaints for further review and related purposes.

Apart from surveys and visits, the Customer Service Department is responsible for handling customer complaints from established channels, including face-to-face, email, and phone call. We have formulated two handling procedures to ensure our processes are properly implemented.

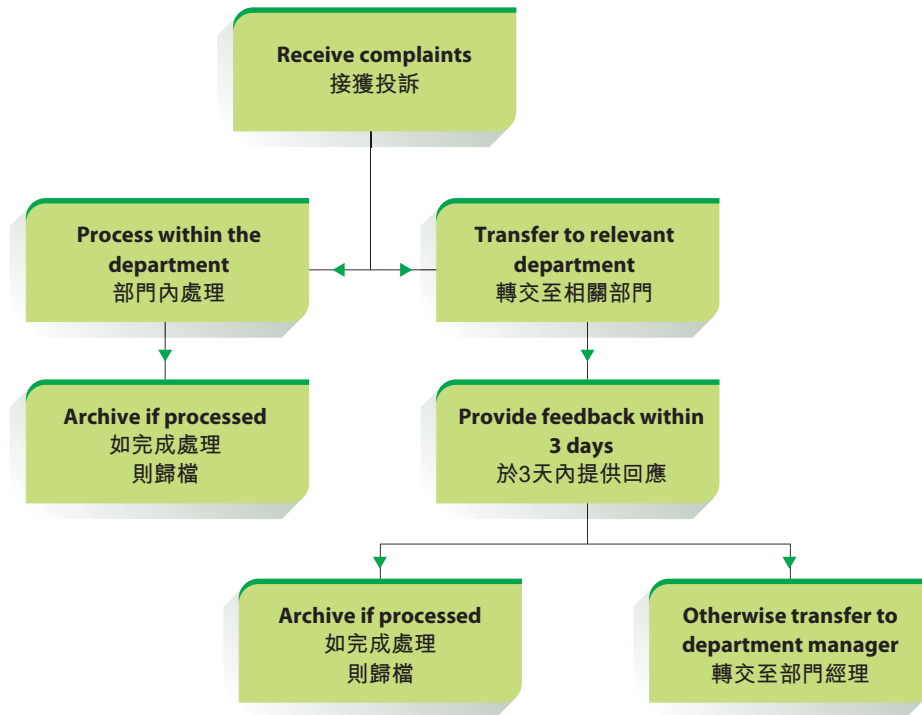
增強客戶滿意度

為致力提高服務質量及令客戶滿意，我們已制定相關政策和投訴處理程序，以提高我們在客戶方面的表現。我們的業務部門定期調查客戶滿意度，並有系統地收集客戶的反饋。我們每月派專人探訪客戶，積極尋求他們的建議，並了解他們的需求。我們的客戶服務代表全天候為客戶提供支援，並於早期階段解決問題。此外，我們建立客戶投訴資料庫記錄投訴，以作進一步審查和相關用途。

除調查和探訪外，客戶服務部負責處理來自既定渠道的客戶投訴，包括面對面、電郵及通話。我們制定兩個處理程序，確保妥善執行我們的流程。

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Supply Chain Management

The Procurement Department is responsible for the purchase of agricultural products, which requires stringent procedures to be followed when selecting products, to guarantee the product quality and safety. The Procurement Department always strikes a balance on factors including quality, price, delivery terms, reputation, and customer requirements. We require suppliers to provide evidence of quality such as records, warranty receipts, product certificates, laboratory reports, etc.

Managed by the Administration Department and the Property Department, the selection, assessment and supervision of suppliers strictly follow a transparent and open system. A bidding committee supervises the bidding process and determines if a supplier is qualified to be selected. To avoid conflicts of interest during bidding or procurement process, bidders or suppliers are required to sign a declaration to confirm that they are not related to employees of the Group.

Data Privacy and Cybersecurity

The Group sees information security as one of key concerns in the age of digitalization. To achieve efficient working and management and to protect customer information, we have a well-defined stringent data privacy and cybersecurity management policy in place. The policy has been effective and applies to usage of computers, network equipment and all software installed.

供應鏈管理

採購部負責採購農產品，在選擇產品時需要遵循嚴格的程序，以保證產品質量及安全。採購部一直在質量、價格、交付條款、信譽和客戶要求等因素之間取得平衡。我們要求供應商提供質量證明，例如記錄、保養單據、產品證書、實驗室報告等。

在行政部和物業部的管理下，供應商的甄選、評估和監察嚴格遵循透明和公開的制度。招標委員會監督招標過程，並確定供應商是否合資格獲選。為避免在招標或採購過程中出現利益衝突，投標人或供應商須簽署聲明，確認他們與本集團的僱員並無關係。

數據私隱及網絡安全

本集團認為資訊安全為數碼化時代的主要關注問題之一。為實現高效的工作和管理及保護客戶資料，我們制定明確的嚴格數據私隱和網路安全管理政策。該政策一直行之有效，並適用於電腦、網路設備和所有已安裝軟體的使用。

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We value the protection of data as both internal and external information are vital to the Group. The Information Technology Department is in charge of actions and activities related to Internet and data usage. It also shoulders the duties of information processing, management and confidentiality of external information.

Intellectual Property Rights

The Group attaches great importance to protection of intellectual property rights and patent rights, which are closely related to its operations. We have established a detailed knowledge management approach that covers the life cycle of knowledge management, including identification, creation, acquisition, storage, sharing and application. The HR Department has established a Knowledge Archive, which allows for convenient recording and checking. Each department is responsible for the individual Knowledge Archive, and to archive, preserve and adopt the archive according to the regulations.

Anti-corruption

The Group takes a zero-tolerance attitude toward corrupt behaviors on part of employees and suppliers. Our Employee Manual clearly states that employees are strictly prohibited to accept any forms of benefits from merchants, customers or business partners, especially when potential conflicts of interest may occur. Employees who violate the anti-corruption regulations are subject to penalization, including dismissal.

The Group encourages employees to report suspected corruption or misconduct and always treats complaints with care. We follow strict investigation procedures involving internal and external auditing to carefully review the relevant matters, while protecting the confidentiality of whistleblowers. The effectiveness of the whistleblowing policy is regularly reviewed by the audit committee.

Community Care

We take pride in our intimate relationship with communities, resulting from our emphasis on taking social responsibility and giving back to society. During the reporting period, the Group donated a sum of approximately HK\$863,000 in Hong Kong and mainland China.

In the past year, due to challenges from the pandemic and other international issues, we were particular about acknowledging the contributions from all parts of society and continued to develop our footprint as a responsible corporate citizen. In November 2020, the cold chain zone of the Suizhou Market provided free preservation services for local government departments to store donated food supplies. Realizing that hoarding of agricultural products was taking place due to the pandemic, the Yulin Market actively carried out a "Poverty Alleviation Live Commerce" activity to help farmers sell overstocked agricultural products online and offline. We also expressed our support to Xinjiang cotton growers and sent donation to relevant departments.

我們重視保護數據，內部和外部資料對本集團而言都至關重要。資訊技術部負責與互聯網和數據使用有關的行動和活動。其肩負資訊處理及外部資料管理和保密的職責。

知識產權

本集團高度重視保護與營運密切相關的知識產權及專利權。我們已制定詳細的知識管理方法，覆蓋知識管理的整個流程，包括識別、創建、獲取、存儲、共用和應用。人力資源部已建立知識檔庫，方便記錄和檢查。各部門均負責個別的知識檔庫，並按照規例歸檔、保存及採用檔案。

反貪腐

本集團對僱員及供應商的貪腐行為零容忍。我們的僱員手冊明確規定，嚴禁僱員接受商戶、客戶或商業夥伴任何形式的利益，特別是在可能發生利益衝突的情況下。違反反腐敗規定的僱員將受到處罰，包括被解僱。

本集團鼓勵僱員舉報涉嫌貪腐或不當行為，並一直維持對投訴的審慎態度。我們遵循涉及內部和外部審核的嚴格調查程序，以仔細審查有關事項，同時維持舉報人機密。審核委員會定期審查舉報政策的有效性。

社區關懷

我們著重承擔社會責任及回饋社會，因而維持與社區的密切關係，並對此感到自豪。於報告期內，本集團向香港及中國內地社區捐款總額約863,000港元。

在過去一年，面對疫情和其他國際問題的挑戰，我們尤其衷心感謝社會各界的貢獻，並繼續發展我們作為一個負責任企業公民的足跡。於二零二零年十一月，隨州市場的冷鏈區為當地政府部門提供免費保鮮服務，協助儲存捐贈的食品物資。深明因疫情導致農產品滯銷，玉林市場積極展開「扶貧直播帶貨」活動，幫助農民線上線下銷售積壓的農產品。我們亦表達對新疆棉花種植商的支持，並向相關部門捐款。

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In addition, the Group is constantly exploring options to interact with local communities on a regular basis. To enhance the military-civilian friendship and raise the consciousness of fire safety, the Luoyang market provided food resources to the local fire department. We have also launched a food distribution program for public outdoor workers to pass warmth around the communities.

此外，本集團不斷探索與地方社區定期互動的方案。為增進軍民友誼並提高消防安全意識，洛陽市場向當地消防部門提供食品物資。我們亦啟動公共戶外勞工的食品發放計畫，在社區內傳遞溫暖。



Food Donated to Fire Brigade
向消防隊捐贈食品

Fire Control Knowledge Training
防火知識培訓



Poverty Alleviation Live E-Commerce
扶貧直播帶貨

LAWS AND REGULATIONS

法律法規

Topics 議題	Applicable Laws and Regulations 適用法律法規	Compliance 合規情況
Environment 環境	<ul style="list-style-type: none"> Environmental Protection Law of the People's Republic of China 《中華人民共和國環境保護法》 Atmospheric Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國大氣污染防治法》 Water Pollution Prevention and Control Law of the People's Republic of China 《中華人民共和國水污染防治法》 Law of the People's Republic of China on Prevention and Control of Pollution From Environmental Noise 《中華人民共和國環境噪聲污染防治法》 Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》 	<ul style="list-style-type: none"> To the best of its knowledge, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste during the reporting period. 於報告期內，就其所深知，本集團並不知悉任何違反有關空氣及溫室氣體排放、向水及土地排污及有害與無害廢物的產生且對本集團有重大影響的相關法律及法規。 There was no issue in sourcing water that is fit for purpose. 本集團於採購適合用途的水資源方面並無任何問題。

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二零二零／二一年環境、社會及管治報告

Topics 議題	Applicable Laws and Regulations 適用法律法規	Compliance 合規情況
Employment 僱傭	<ul style="list-style-type: none"> Labour Law of the People's Republic of China 《中華人民共和國勞動法》 Labour Contract Law of the People's Republic of China 《中華人民共和國勞動合同法》 Law of the PRC on the Protection of Disabled Persons 《中華人民共和國殘疾人保護法》 Provisions on the Prohibition of Using Child Labour 《禁止使用童工規定》 Employment Ordinance of Hong Kong 香港《僱傭條例》 Social Insurance Law of the People's Republic of China 《中華人民共和國社會保險法》 	<ul style="list-style-type: none"> To the best of its knowledge, the Group was not aware of any non-compliance 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, and other benefits and welfare during the reporting period. 就本集團所深知，本集團並不知悉於報告期內任何違反有關補償及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他利益及福利且對本集團有重大影響的相關法律及法規。 There were no reported cases of child or forced labour during the reporting period. 於報告期內，並無接獲有關童工或強迫勞動的報告。
Safety 安全	<ul style="list-style-type: none"> Production Safety Law of the People's Republic of China 《中華人民共和國安全生產法》 Law of the People's Republic of China on the Prevention and Control of Occupational Diseases 《中華人民共和國職業病防治法》 Fire Control Law of the People's Republic of China 《中華人民共和國消防法》 Provisions on the Supervision and Administration of Fire Protection of Construction Projects 《建設工程消防監督管理規定》 	<ul style="list-style-type: none"> To the best of its knowledge, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Group relating to the provision of a safe working environment and protection of employees from occupational hazards. 就本集團所深知，本集團並不知悉於報告期內任何違反有關提供安全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。 To the best of its knowledge, during the year, the Group did not have any serious work-related injuries and work-related fatalities. 就本集團所深知，本集團並不知悉於年內任何嚴重工傷及因工死亡。

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二零二零／二一年環境、社會及管治報告

Topics 議題	Applicable Laws and Regulations 適用法律法規	Compliance 合規情況
Product Responsibility 產品責任	<ul style="list-style-type: none"> Product Quality Law of the People's Republic of China 《中華人民共和國產品質量法》 Law of the PRC on the Protection of Consumer Rights and Interests 《中華人民共和國消費者權益保護法》 Food Safety Law of the People's Republic of China 《中華人民共和國食品安全法》 Quality and Safety of Agricultural Products Law of the People's Republic of China 《中華人民共和國質量安全法》 Food Safety Supervision and Management Measures in Circulation Links 《流通食品安全監督管理辦法》 Measures to Investigate and Suppress Unlicensed Businesses 《無照經營查處辦法》 	<ul style="list-style-type: none"> To the best of its knowledge, the Group was not aware of any non-compliance with relevant laws and regulations that have a significant impact on the Group relating to health and safety, privacy issues and remedies for the provision of products during the reporting period. 就本集團所深知，本集團並不知悉於報告期內任何違反有關所提供產品之健康與安全、私隱事宜及補救方法且對本集團有重大影響的相關法律及法規。
Privacy security 私隱安全	<ul style="list-style-type: none"> Cyber Security Law of the People's Republic of China 《中華人民共和國網絡安全法》 Personal Data (Privacy) Ordinance of Hong Kong 香港《個人資料(私隱)條例》 	<ul style="list-style-type: none"> During the reporting period, the Group did not encounter any cases of infringement of laws and regulations related to data privacy and security as well as intellectual property rights. 於報告期內，本集團並無任何違反有關數據私隱及安全以及知識產權之法律及法規之重大個案。
Anti-corruption 反貪腐	<ul style="list-style-type: none"> Criminal Law of the People's Republic of China 《中華人民共和國刑法》 Anti-Unfair Competition Law of the People's Republic of China 《中華人民共和國反不正當競爭法》 Hong Kong Prevention of Bribery Ordinance 香港《防止賄賂條例》 	<ul style="list-style-type: none"> To the best of its knowledge, the Group did not contravene any relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering during the reporting period. The Group was not involved in any corruption cases in the reporting period. 就本集團所深知，本集團於報告期內並無違反任何有關賄賂、勒索、欺詐及洗黑錢且對本集團有重大影響的相關法律及法規。本集團於報告期內並無涉及任何貪腐個案。

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二零二零／二一年環境、社會及管治報告

PERFORMANCE DATA SUMMARY

績效數據概要

		Apr 2020- Mar 2021 二零二零年四月至 二零二一年三月	Jan 2019 – Mar 2020 二零一九年一月至 二零二零年三月
Workforce Demographics 僱員統計	Total Headcount	1,151	1,171
	總人數		
	By Geographical Distribution		
	按地理分佈劃分		
	Hong Kong	24	24
	香港		
	Mainland China	1,127	1,147
	中國內地		
	By Age		
	按年齡劃分		
	<31	134	147
	31歲以下		
	31-50	777	783
	31至50歲		
	>50	240	241
	50歲以上		
	By Gender		
	按性別劃分		
	Male	685	693
	男性		
	Female	466	478
	女性		
	By Function		
	按職能劃分		
	Management executive	178	178
	管理人員		
	General employees	973	993
	普通員工		
	Employees' Turnover Rate	20%	19%
	僱員流失率		
	By Age		
	按年齡劃分		
	<31	33%	41%
	31歲以下		
	31-50	15%	16%
	31至50歲		
	>50	27%	15%
	50歲以上		
	By Gender		
	按性別劃分		
	Male	21%	20%
	男性		
	Female	17%	17%
	女性		

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二零二零／二一年環境、社會及管治報告

		Apr 2020- Mar 2021 二零二零年四月至 二零二一年三月	Jan 2019 – Mar 2020 二零一九年一月至 二零二零年三月
Workforce Demographics 僱員統計	Employees' New Hire Rate 僱員新入職率	18%	12%
	By Age 按年齡劃分		
	<31 31歲以下	43%	24%
	31-50 31至50歲	15%	11%
	>50 50歲以上	13%	5%
	By Gender 按性別劃分		
	Male 男性	19%	14%
	Female 女性	15%	9%
Health and Safety 健康與安全	Work-related injury 工傷	2	6
	Number of injured employees 受傷僱員數目	2	6
	Lost days due to work-related injury 因工傷損失的工作日數	58	0
	Work-related fatality 因工死亡	0	1
	Total safety training hours 安全培訓總時數	566	2,459
	By Gender 按性別劃分		
	Male 男性	81%	89%
Training and Development 培訓與發展	Female 女性	81%	88%
	By Function 按職能劃分		
	Management executive 管理人員	100%	92%
	General employees 普通員工	77%	89%
	Average Training Hour 平均培訓時數		
	By Gender 按性別劃分		
	Male (Hours) 男性(小時)	4.95	10.00
	Female (Hours) 女性(小時)	4.84	10.00
	By Function 按職能劃分		
	Management executive (Hours) 管理人員(小時)	4.19	6.00
	General employees (Hours) 普通員工(小時)	5.04	10.72

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二零二零／二一年環境、社會及管治報告

		Apr 2020- Mar 2021 二零二零年四月至 二零二一年三月	Jan 2019 – Mar 2020 二零一九年一月至 二零二零年三月
Community 社區	Donation (HKD) 捐款 (港元)	862,548	3,476,181
Environment 環境	Resources Consumption 資源消耗		
	Electricity (kWh) 電力 (千瓦時)	56,012,225	64,935,068
	Diesel (Liters) ¹ 柴油 (升) ¹	615	3,965
	Petrol (Liters) 汽油 (升)	88,506.51	283,615.29
	Refrigerant R-22 (Tonnes) R-22 製冷劑 (噸)	1.23	1.37
	Liquid ammonia (Tonnes) ² 液態氨 (噸) ²	6.00	1.00
	Energy intensity (GJ/'000HKD revenue) 能源強度 (千兆焦耳／千港元收益)	0.31	0.22
	Water (Tonnes) 水 (噸)	2,642,984.23	2,607,266.60
	Water intensity (Tonnes/'000 HKD revenue) 水強度 (噸／千港元收益)	4.06	2.39
	Emissions 排放		
	GHG Emissions³ 溫室氣體排放 ³		
	Scope I: direct emissions (tCO ₂ e) 範圍 1：直接排放 (噸二氧化碳當量)	2,401.83	3,176.08
	Scope II: indirect emissions (tCO ₂ e) 範圍 2：間接排放 (噸二氧化碳當量)	34,173.06	39,616.89
	Total emissions (tCO ₂ e) 總排放 (噸二氧化碳當量)	36,574.89	42,792.97
	GHG Emission Intensity (tCO ₂ e/'000HKD revenue) 溫室氣體排放強度 (噸二氧化碳當量／千港元收益)	0.06	0.04
	Air pollutants 空氣污染物		
	Sulphur oxides (kg) 硫氧化物 (千克)	1.30	4.23
	Nitrogen oxides (kg) 氮氧化物 (千克)	56.85	73.98
	Particulate matters (kg) 懸浮顆粒 (千克)	4.19	5.90

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二零二零／二一年環境、社會及管治報告

		Apr 2020- Mar 2021 二零二零年四月至 二零二一年三月	Jan 2019 – Mar 2020 二零一九年一月至 二零二零年三月
Environment 環境	Waste Generation 廢物產生		
	Hazardous waste (Tonnes) 有害廢物 (噸)	The Group's operations do not involve the generation of hazardous waste. 本集團營運並無產生 有害廢物。	The Group's operations do not involve the generation of hazardous waste. 本集團營運並無產生 有害廢物。
	Non-hazardous waste generation (Tonnes) ⁴ 產生無害廢物 (噸) ⁴	88,184.60	82,267.63
	Non-hazardous waste recycled (Tonnes) 循環再用的無害廢物 (噸)	1,501.7	-

¹ The data decreased due to reduction in vehicle usage during the reporting period.

² Data for Wuhan Market were collected for this reporting period, leading to an increase in the data.

³ Carbon Emission Calculation Methodology:

Emission factors are adjusted compared to those disclosed in 2020 report, and GHG emission for last reporting period are recalculated and adjusted in the above table. The calculation of GHG emissions is based on the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong (2010 edition) published by the Environmental Protection Department. Emission factors are referenced from 2015 average emission factor of the National Grid as defined in the Notice on the 2019 Carbon Emission Reporting and Verification and Work Related to the Submission of the List of Key Emission Units in the Power Generation Industry, published by the Ministry of Ecology and Environment of the People's Republic of China and the HKEX How to Prepare Environmental, Social and Governance Report - Appendix II: Reporting Guidance Environmental KPIs. The global warming potential is referred to in the Fifth Assessment Report of the Intergovernmental Panel on Climate Change (IPCC).

⁴ Data for previous reporting period has been revised.

¹ 數據下跌乃因為於報告期內減少使用汽車所致。

² 本報告期內收集武漢市場的數據，導致數據有所增加。

³ 碳排放計算方法：

排放因子較2020年報告披露的排放因子有所調整，而上表的上個報告期間的溫室氣體排放數據已重新計算並調整。溫室氣體排放的計算方法根據環境保護署出版的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引(2010年版)》計算。排放因子參考自中華人民共和國生態環境部發佈之《關於做好2019年度減排項目報告與核查及發電行業重點排放單位名單報送相關工作的通知》中定義的《2015全國電網平均排放因子》、及港交所《如何準備環境、社會及管治報告 — 附錄二：環境關鍵績效指標匯報指引》。全球暖化潛能值則參考自政府間氣候變化專門委員會(IPCC)的《第五次評估報告》。

⁴ 上一報告期的數據已經修訂。



中國農產品交易
CHINA AGRI-PRODUCTS EXCHANGE

Suite 3202, 32/F., Skyline Tower,
39 Wang Kwong Road, Kowloon Bay,
Kowloon, Hong Kong

香港九龍
九龍灣宏光道39號
宏天廣場32樓3202室