

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



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

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I. 引言

I. INTRODUCTION

隨著中國各項政策措施的重心逐漸傾向民生福祉，致力於全面建成小康社會，社會的消費水平得以持續向上攀升。與此同時，新一輪的城鎮化發展驅使三四線城市群體的消費習慣與一二線城市漸趨同步，推動著以食品為主的快速消費品的消費群體基礎日益擴大，引領未來消費升級大趨勢，並促進了烘焙產業的快速、健康、可持續發展的良好態勢。

作為中國內地烘焙行業第一家上市公司，克莉絲汀國際控股有限公司（「本公司」）及其子公司（以下統稱「本集團」）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。秉承為消費者打造更加健康、時尚、高品質的烘焙產品的企業發展觀，並以進一步提升「克莉絲汀」食品品牌形象與產品知名度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，通過研發食療類產品，推動養身與美食的融合、增加多款以節慶為主題的節日蛋糕等創新元素，致力於不斷為消費者帶來更加多元化的產品和服務，積極開發更廣闊的消費群體市場。長期以來，本集團專注將可持續發展理念納入營運戰略中，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。同時，本集團意識到其所肩負的社會責任，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。

Committed to building a moderately prosperous society in all respects, China is gradually shifting the focus of its policies and measures to improvement of people's livelihood and well-beings, which have continually driven up the consumption levels of the society. At the same time, due to the new round of urbanization, the consumption habits of people in the third- and fourth-tier cities are gradually in line with those in the first- and second-tier cities, boosting the continuous expansion of consumer base of food-based fast moving consumer goods, shaping the trend of future consumption upgrade and promoting the rapid, healthy and sustainable development of the bakery industry.

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 sustainable 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 bakery products that are healthy, fashionable and high-quality for consumers, the Group endeavours to further build "Christine" as a leading reputable food brand and regards this as its corporate objective and mission. With its unique brand concept, the Group is committed to bringing more diversified products and services to consumers and actively developing a wider consumer market by developing food therapy, promoting the fusion of health and food, and adding a variety of innovative elements such as festive cakes with the theme of festivals. Over the years, the Group has been integrating sustainable development into its operational strategy, promoting green, healthy and eco-friendly practices in its value chain to pursue sustainable development, thereby leading positive changes in the market. The Group is aware of and 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.

I. 引言

I. INTRODUCTION

自新型冠狀病毒肺炎疫情（「疫情」）爆發以來，中國以至全球的民生、經濟均受到不同程度的干擾。但隨著疫苗的普及使用，疫情在中國逐漸得到控制，全球市場和經濟亦呈現復甦勢態。本集團在應對疫情所帶來的危機中，貫徹落實當地政府的規定和號召，按國家政策要求積極採取多種有效措施，並建立疫情響應機制，以保障員工的健康安全。

二零二一年是「十四五」的開局之年，「十四五」規劃繼承了「十三五」規劃中「創新」、「協調」、「綠色」、「開放」和「共享」的發展理念，推動綠色轉型及促進人的全面發展。為此，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，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。

Since the outbreak of the novel coronavirus disease (“COVID-19”) pandemic (the “Pandemic”), the livelihoods and economies in China and around the world have been disrupted to varying degrees. However, with the widespread use of the vaccine, the Pandemic has been gradually brought under control in China and the global market and economy have also shown recovery. In response to the crisis brought about by the Pandemic, the Group has been implementing the regulations and calls of the local government, actively taking various effective measures in accordance with the requirements of the national policy, and establishing pandemic response mechanism to protect the health and safety of our employees.

2021 is the first year of the “14th Five-Year Plan”. The “14th Five-Year Plan” inherits the development concepts of “innovation”, “coordination”, “green”, “openness” and “sharing” from the “13th Five-Year Plan”, aiming to promote green transformation and holistic human development. 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，欣然呈列其截至二零二一年十二月三十一日止年度（「二零二一財年」）環境、社會及管治報告（「ESG報告」），用以展示本集團於二零二一財年在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。本報告以中英雙語準備，若兩版有任何差異，均以中文版為準。

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二零二一財年的主要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。本集團亦參考SASB行業標準，在重要性評估過程中將運輸車隊管理、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 2021 (“FY2021”) to demonstrate the Group’s approach and performance in terms of ESG management and corporate sustainable development for FY2021. 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. This report is prepared in both Chinese and English. If there is any discrepancy between the two versions, the Chinese version shall prevail.

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 stores, 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 FY2021 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 identified 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。數據的計算方法、假設及轉換系數等將在相關數據表中清楚注明。

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二零二一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，本集團報告致力於採用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。由於二零二一財年發生不可抗力的因素，包括疫情的反復以及相應的封控措施，本集團在數據收集上遇到一定程度的困難。因此，本集團採取合理假設的模式，盡量完善相關數據的披露。

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. The calculations of data, assumptions and conversion factors will be clearly stated in the relevant data tables.

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 FY2021 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. Due to the force majeure factors in FY2021, including the recurrence of the Pandemic and the corresponding lockdown and control measures, the Group encountered certain difficulties in data collection. Therefore, the Group adopted a model of reasonable assumptions to maximise the disclosure of relevant data.

III. 關於我們

III. ABOUT US

企業簡介

本集團是一家生產及銷售一體化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。為滿足不同客戶群體的需求，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。為確保產品的安全、營養及質量穩定性，本集團所擁有的五家中央烘焙工廠，對材料集中採購，以避免產品質量的參差。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」。自疫情爆發以來，全國經濟與生活受到了嚴重的衝擊，導致消費模式發生重大變化，且整個期間消費行業持續低迷。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，積極嘗試改變其傳統營銷模式，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 stores mostly located in prime locations in the Yangtze River Delta region, including Shanghai, Jiangsu and Zhejiang. To meet different needs of customers, 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. We have five central bakeries, which centralise material procurement and ensure 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”. Since the outbreak of the Pandemic, the nation’s economy and livelihoods have been severely impacted, resulting in significant changes in consumption patterns and a continued downturn in the consumer sector throughout the period. 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, adjust our operating strategy, and actively change traditional marketing approaches to create a more resilient business model.

III. 關於我們

III. ABOUT US

企業治理

根據聯交所證券上市規則及相關適用的法律法規，本集團董事會（以下簡稱「董事會」）致力於創造讓公司能夠穩定可持續發展的環境，並以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。截至二零二一年十二月三十一日，董事會由9名成員組成，包括4名執行董事、1名非執行董事及4名獨立非執行董事。為保持董事會內部結構平衡並滿足集團的業務需要，本集團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。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。董事會會議定期召開，二零二一財年共召開四次。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，本集團不斷完善其風險管理與內部監控系統，通過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 Listing Rules of the Stock Exchange and relevant applicable laws and regulations, the board of directors of the Group (the "Board" or "Board of Directors") 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 the Audit Committee, the Remuneration Committee, the Nomination Committee, the Strategy and Investment Committee and the Corporate Governance Committee. As of 31 December 2021, the Board comprised 9 members, including 4 executive directors, 1 non-executive director and 4 independent non-executive directors. In order to maintain a balanced internal structure of the Board and to meet the business needs of the Group, the Group adopts a diversity policy for the Board. 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. 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 4 meetings were held in FY2021. 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 improving 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

- 監督內部控制措施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措施評價工作的實施；
- 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二零二一年年報之企業管治報告章節

BOARD OF DIRECTORS

- Overseeing the establishment, improvement and effective implementation of internal control measures;
- 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 development of the Company's internal audit system and implementation of 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; and
- Reporting internal control deficiencies identified during supervision and inspection in accordance with internal audit procedures.

MANAGEMENT

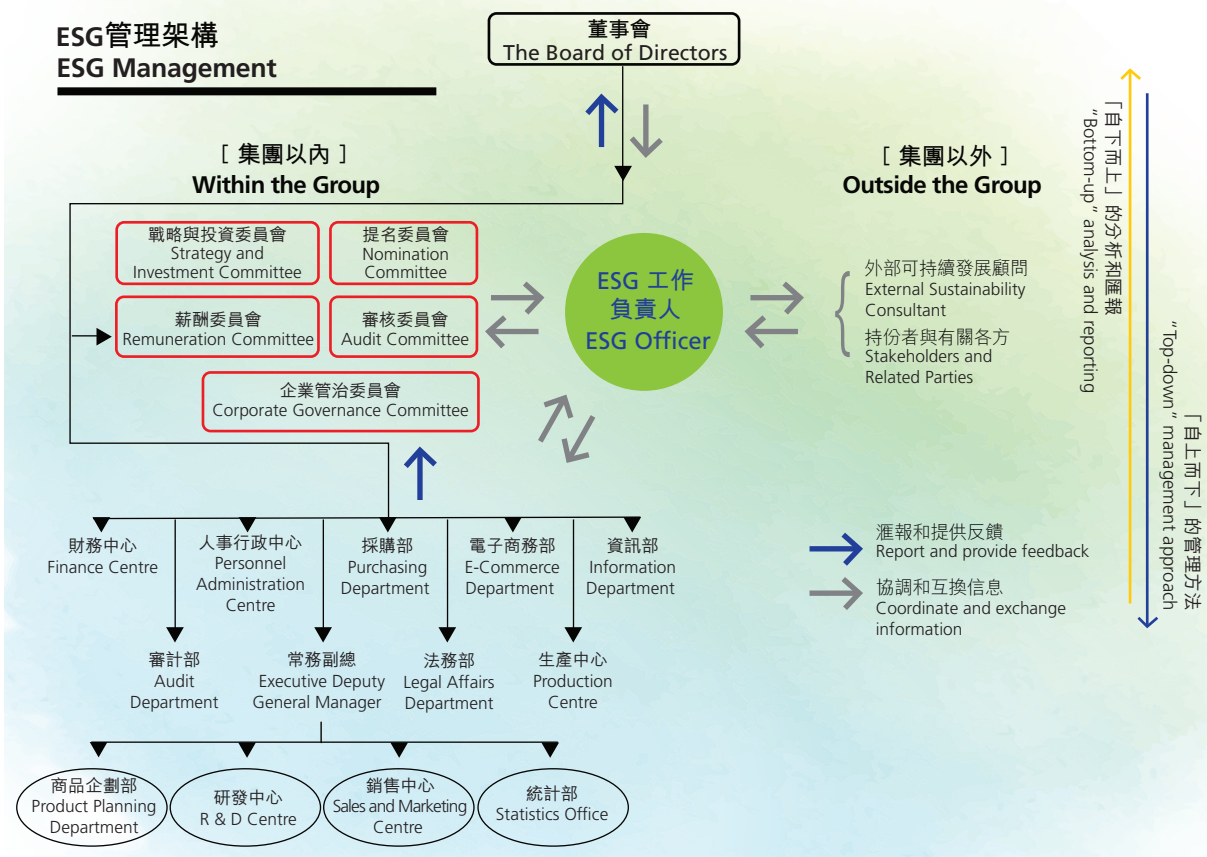
- Properly designing, implementing and supervising risk management and internal control systems, and ensuring effective implementation thereof;
 - Responding to and following up on the findings of internal or external auditors on internal control in a timely manner; and
 - Ensuring the effectiveness 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 2021 annual report.

IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

本集團認為完善的公司ESG管理架構和成熟的可持續發展管治體系對企業的長遠發展必不可少，因此，本集團致力優化其管理架構，並於管治架構中融入ESG風險管理方法。本集團採用了「自上而下」與「自下而上」的可持續發展管治策略，由董事會負責和監管集團內ESG相關政策的實施。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，並對相關問題進行及時匯報及反饋。

The Group believes that a sound corporate ESG management structure and a sophisticated sustainable governance system are essential for the long-term development of an enterprise. Therefore, the Group is committed to optimizing its management structure and incorporating ESG risk management methodology into its governance structure. The Group has adopted both “top-down” and “bottom-up” sustainability governance strategies, with the Board being responsible for and overseeing the implementation of ESG-related policies within the Group. 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 provide timely reports and feedback on related issues.



IV. 可持續發展戰略和管理方法

IV. SUSTAINABILITY STRATEGY AND MANAGEMENT APPROACH

為有效地評估ESG政策的成效，並及時回顧和完善相關政策，ESG工作負責人將負責收集和整理ESG數據，並透過定期召開ESG會議，與集團管理負責人匯報相關ESG的最新情況。本集團ESG工作負責人主要於以下方面履行其職責：

- 協調公司內部ESG數據的管理、披露以及與外部可持續發展諮詢顧問及其他重要利益相關者的日常溝通；
- 識別並總結本集團板塊和業務營運過程中的ESG政策落實及績效；
- 匯總相關ESG的數據及資料；以及
- 就企業可持續發展政策和反饋情況與集團管理負責人進行匯報及溝通。

In order to effectively evaluate the effectiveness of the ESG policy and to review and improve the relevant policy in a timely manner, the ESG Officer will be responsible for collecting and collating ESG data, and report the latest updates relating to the ESG to the management of the Group through regular ESG meetings. The Group's ESG Officer will perform his/her duties mainly in the following areas:

- Coordinating the management and disclosure of ESG data within the Company and the day-to-day communication with external sustainability consultants and other key stakeholders;
- identifying and summarizing the implementation and performance of ESG policies in the operation of the Group's segments and businesses;
- Consolidating relevant ESG data and information; and
- Reporting to and communicating with the management of the Group on corporate sustainability policies and feedbacks.

可持續發展戰略與方針 Sustainable Development Strategy and Approach

 綠色發展 Green Development	 和諧社區 Harmonious Community	 以人為本 People Foremost	 安全管理 Safety Management	 優質產品 Quality Products
<p>綠色發展是公司承擔環境責任的主要體現。本集團致力於構建低碳、環保的食品生產體系，從生產、加工、包裝、運輸和銷售過程在內的各個主要環節建立納入對環境友好因素的考量，積極推動企業和行業的綠色健康發展。</p> <p>Green development is the main embodiment of Christine's commitment to environmental responsibility. The Group is committed to building a low-carbon and environmental-friendly food production system, and has incorporated environmentally friendly factors into all major aspects including production, processing, packaging, transportation and sales process, so as to actively promote the green and healthy development of the Group and the industry.</p>	<p>本集團積極履行社會責任，以共建和諧社區為己任，始終秉承「服務國家、造福社會、謀求多贏、共同成長」的和諧發展理念，積極投身於社區建設和公益慈善。</p> <p>The Group proactively fulfills its social responsibilities and devotes itself to building a harmonious community. Always adhering to the concept of harmonious development characterised by "serving the country, benefiting the society, seeking win-win outcome and growing together", the Group is actively involved in community development and charity activities.</p>	<p>以人為本是本集團僱傭政策和人才管理的根本。本集團遵守公平、公正的原則，致力於為員工提供良好的工作環境和晉升發展機遇。本集團將人本管理思想貫徹於企業管理之中，讓各類各地員工充分發揮主觀能动性，為企業創造價值的同時，實現自己的人生價值。</p> <p>Putting people first is the foundation of the Group's employment policy and talents management. The Group follows the principle of fairness and justice, and strives to provide employees with a sound working environment as well as promotion and development opportunities. The Group incorporates the people-first management concept into its corporate management, so that all kinds of employees in different geographical regions can give full play to their individual initiatives, create value for the Group and realise their own life value.</p>	<p>我們一貫堅持落實「安全第一、預防為主、綜合治理」的方針，嚴格遵守國家和地方職業安全健康和相關的法律法規要求。本集團堅持規範食品生產流程，加強對各環節安全生產的監督管理，強化員工安全意識，通過完善制度和建立指標從而預防和減少生產安全事故和職業危害，從安全技術、安全教育和安全管理三個方面貫徹落實政策要求和行業規定。</p> <p>We have always adhered to the principles of "prioritising safety, emphasising prevention and managing comprehensively" and strictly complied with national and local laws and regulations related to occupational safety and health. The Group adheres to the standardisation of food production process, strengthens the supervision and management of production safety in all aspects, strengthens employees' safety awareness, prevents and reduces production safety accidents and occupational hazards through improving systems and establishing relevant indicators. We carry through policy requirements and industry regulations from safety technology, safety education and safety management.</p>	<p>優質產品是公司承擔產品責任的主要體現。「十四五」是我國全面實施鄉村振興戰略、全面實現小康社會的關鍵時期。本集團致力於推動綠色健康食品產業，建立健全質量控制和追溯體系，支持發展環境友好、資源節約的綠色生產方式。本集團長期以來堅持為客戶提供高質量的產品及服務。我們亦關注對供應鏈風險的管控，與信譽良好的供應商合作，並在合作中堅持誠實可靠及廉潔守正的原則，推動綠色供應鏈的建立。</p> <p>Quality products are the main embodiment of Christine's commitment to product responsibility. The "14th Five-Year Plan" period is critical for China to fully implement the strategy of rural revitalisation and achieve a moderately prosperous society in all respects. The Group is committed to promoting the green and healthy food industry, establishing a sound quality control and traceability system, and supporting the environmentally friendly and resource-saving green development mode. The Group has always insisted on providing customers with high-quality products and services. We also pay attention to the management and control of the supply chain, cooperate with reputable suppliers, and adhere to the principles of honesty, reliability and integrity under friendly cooperation, thus promoting the establishment of a green supply chain.</p>

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30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 30 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. 董事會聲明

V. BOARD STATEMENT

尊敬的利益相關者，

我謹代表董事會欣然向您們呈獻此份二零二一財年的獨立環境、社會及管治報告，以介紹我們在可持續發展方面的進展，及展示我們在建設未來的可持續性方面取得的進展和表現。

二零二一年，疫情已逐漸得到控制，國內經濟及營商環境更呈現復甦勢態，儘管消費市場動力仍尚顯不足，我們仍保持樂觀，對中國烘焙行業蓬勃發展之勢充滿信心。為響應國家綠色發展政策，我們要盡自己的一份力量，改良產品生產工序及優化量產技術，為可持續發展作出貢獻。

我們ESG戰略的發展

我們的可持續發展戰略包括環境、社會及管治要素，旨在持續改進集團營運時的表現。同時，集團利益相關者的參與對於我們制定可持續發展戰略至關重要。為此，我們定期進行重要性評估，以確定本集團業務在可持續發展戰略中的優先事項。利益相關者的反饋經評估後，將傳遞予董事會進行內部討論，以審視集團利益相關者最關注的主題對於集團發展的重要性。董事會負責監督本集團的整體ESG政策的落實，制定清晰可行的戰略，並透過管理本集團業務中的潛在風險和機會來實現本集團的可持續發展。

去年，我們通過重要性評估分析，確定「食品安全和健康」為其極為重要的ESG議題之一。作為一家專注烘焙食品的企業，我們視食品安全及產品質量的最高標準為本集團營運的基礎，我們透過安排質檢員每天進行現場質量巡檢及抽檢，對原材料質量及生產過程進行嚴格管理及監督，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，對食品安全及產品質量進行有效管理。

Dear stakeholders,

On behalf of the Board, I am pleased to present to you this standalone ESG report for FY2021 to report our progress in sustainability and demonstrate our progress and performance in building a sustainable future.

In 2021, the Pandemic has been gradually brought under control, and the domestic economy and business environment have shown signs of recovery. Although lack of momentum in the consumer market, we remain optimistic and confident that the bakery industry in China will continue to thrive. In response to the national green development policy, we will do our part to improve the production process of products and optimise the mass production technology, so as to contribute to sustainable development.

DEVELOPMENT OF OUR ESG STRATEGY

Our sustainability strategy which includes environmental, social and governance elements, aims to continuously improve the performance of the Group's operations. At the same time, the engagement of the Group's stakeholders is crucial to the development of our sustainability strategy. To this end, we conduct regular materiality assessment to identify the priorities of the Group's business in the sustainability strategy. After assessment, feedback from stakeholders will be submitted to the Board for internal discussion to review the importance of the issues that are most concerned by the Group's stakeholders to the Group's development. The Board is responsible for overseeing the implementation of the Group's overall ESG policies, formulating clear and feasible strategies, and achieving sustainable development of the Group by managing potential risks and opportunities in the Group's business.

Last year, we identified "Food Safety and Health" as one of the most important ESG issues through materiality assessment and analysis. As a company focusing on bakery products, we regard the highest standards of food safety and product quality as the foundation of the Group's operations. We strictly manage and supervise the quality of raw materials and production process by arranging quality inspectors to conduct on-site quality inspections and random checks on a daily basis, and effectively manage food safety and product quality from seven aspects, namely raw material procurement, food production and processing, food packaging, food inspection, food storage, food transportation and food sales.

V. 董事會聲明

V. BOARD STATEMENT

了解我們ESG的進展

為取得進步，我們須有一套ESG相關的目標作為我們前進的動力。為確保董事會能夠根據我們的業務特性，定期檢視自身在ESG所取得的成效並兌現我們的承諾，我們為排放物及資源使用制定了中期目標，並計劃在每年的ESG報告中作相應的進展披露。作為我們可持續發展戰略的主要關注點之一，我們特別關注降低溫室氣體的排放。為此，我們持續優化生產流程以及提高自然資源的使用效率，以最大限度地減少營運過程中溫室氣體的排放。更多有關我們的環境目標和相應行動的詳細信息，請參閱小節－目標與行動。

展望未來

我們將繼續優化可持續發展戰略，重點優化量產技術及改良產品，進一步提升品牌形象與產品質量，並以提供最健康、美味及安全的食品為己任。同時，我們將繼續在業務營運中融入綠色發展理念，並設定更具體的環境、社會及管治目標作為推動我們持續完善可持續發展戰略的動力。

本人藉此機會謹代表董事會，衷心感謝所有同事、業務夥伴及股東對本集團可持續發展歷程的鼎力支援和信任。我們期待著讓您了解我們未來ESG發展的進展。

徐純彬
董事會主席

二零二二年五月三十一日

UNDERSTANDING OUR ESG PROGRESS

To make progress, we need to have a set of ESG-related goals to drive us forward. To ensure that the Board can regularly review our ESG effectiveness and deliver on our commitments based on the nature of our business, we have set interim goals for emissions and resource use and plan to disclose progress accordingly in our annual ESG report. As a key focus of our sustainability strategy, we pay special attention to reduce greenhouse gas emissions. To this end, we continue to optimize our production processes and improve the efficient use of natural resources in order to minimize greenhouse gas emissions in our operations. For more details on our environmental goals and corresponding actions, please refer to the section – Goals and Actions.

OUTLOOK

We will continue to optimize our sustainability strategy by focusing on optimization of our mass production technology and improvement of our products, further enhancing our brand image and product quality, and making it our mission to provide the healthiest, tastiest and safest food products. Meanwhile, we will continue to integrate green development concepts into our business operations and set more specific environmental, social and governance goals as our driving force to continuously improve our sustainability strategy.

On behalf of the Board, I would like to take this opportunity to express our sincere gratitude to all our colleagues, business partners and shareholders for their support and trust in the Group's sustainability journey. We look forward to keeping you informed of the progress of our future ESG development.

Chun Bin Xu
Chairman of the Board

31 May 2022

VI. 利益相關者的參與

VI. STAKEHOLDER ENGAGEMENT

與利益相關者保持有效的溝通是本集團在制定其可持續發展管治策略中不可或缺的一環，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。本集團堅持透過各種渠道，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，以切合利益相關者的期望。

Maintaining effective communication with stakeholders is an integral part of the Group in developing its sustainability strategy, and 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 on-going 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.

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"> – Compliance with local laws and regulations – Regular reporting and tax payments – Response to policy documents issued by governments
僱員 Employees	<ul style="list-style-type: none"> – 投資回報 – 企業管治 – 業務合規 	<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

VI. 利益相關者的參與

VI. 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
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 – Fair and open procurement – Win-win cooperation with upstream and downstream partners – Supply chain risk management 	<ul style="list-style-type: none"> – 公開投標 – 供應商滿意度調查 – 電話討論 – 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 – Engagement in community activities – Business compliance – Observance of business ethics 	<ul style="list-style-type: none"> – 社會公益活動 – Social welfare activities

重要性評估

為有效及充分地檢視和應對其營運環境中重大的ESG議題，經本集團管理層及董事會商討後，本集團決定將二零二一財年重大的ESG議題與二零二零財年識別的ESG議題保持一致。於二零二零財年，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，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。因此，本集團將繼續以運輸車隊管理、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、媒體及社會團體就企業ESG方法和表現提高的回饋與意見。

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MATERIALITY ASSESSMENT

In order to effectively and adequately review and address the significant ESG issues in its operating environment, the Group decided to align the significant ESG issues for FY2021 with the ESG issues identified in FY2020 upon discussion by the management of the Group and the Board. In FY2020, the Group identified ESG issues that are significant to the Group based on its communication with its stakeholders and systematic assessment of these issues' impact on the Group's sustainability by its internal team and with reference to the key issues under the SASB industry standards, so that more effective business management can be achieved. As such, the Group will continue to identify 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.

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VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

在「十四五」規劃下，國家在推動經濟高質量發展的同時，對生態環境保護的要求亦漸趨嚴格。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。於二零二一財年，本集團致力於塑造綠色企業文化，實施綠色管理政策，嚴格監控其排放物和資源消耗，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二零二一財年有關排放物、資源使用、環境及天然資源，以及氣候變化的政策、常規及量化數據。

Under the “14th Five-Year Plan”, the Chinese government is tightening ecological and environmental protection while promoting high-quality economic development. In response, the Group has adopted a unified and systematic management model for energy and resources consumed and emissions generated during its operations, 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 FY2021, the Group was committed to creating a green corporate culture by implementing green management policies, strictly monitoring its emissions and resources consumption, and complied with environmental laws and regulations of the People’s Republic of China (the “PRC” or “China”) in the ordinary course of business, 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 FY2021.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

A.1 排放物

秉持「創新、協調、綠色、開放、共享」的發展理念，本集團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，並積極控制能源消耗，以減少本集團排放對環境的影響。於二零二一財年，本集團於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。

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」）。於二零二一財年，本集團分別產生802.7千克SO_x、151,054.2千克NO_x及114.5千克PM。在「十四五」規劃中，中國制定2030年前碳排放達峰行動方案及2060年前碳中和的承諾。為積極響應國家「雙碳目標」及「聯合國氣候變化框架公約」的號召，本集團積極控制其溫室氣體排放。於二零二一財年，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8,970.4噸二氧化碳當量，密度為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2.8噸無害商業固體廢棄物及0.8噸廚餘。本集團共產生無害商業廢水144,007.8立方米。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二零二一財年的排放總量。

A.1 EMISSIONS

Upholding the development philosophy of “innovation, coordination, greenness, openness, and sharing”, the Group has been exploring environmentally friendly operating models, implementing a number of energy saving and emissions reduction measures and proactively its controlling energy consumption to reduce the environmental impacts of the Group’s emissions. In FY2021, 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.

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 are mainly generated from operation of central bakeries and transportation vehicles. In FY2021, the Group’s emissions of SO_x, NO_x and PM amounted to 802.7 kg, 151,054.2 kg and 114.5 kg, respectively. In the “14th Five-Year Plan”, China has set out action plans to achieve peak carbon emissions by 2030 and carbon neutrality by 2060 (“dual carbon targets”). In response to the country’s call for achieving “dual carbon targets” and in line with the United Nations Framework Convention on Climate Change, the Group has been actively controlling its greenhouse gas emissions. In FY2021, the Group’s GHG emissions were mainly attributable to 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 8,970.4 tonnes of carbon dioxide equivalent (“CO₂e”), with an intensity of 0.03 tonne of CO₂e 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 2.8 tonne of non-hazardous solid commercial waste, 0.8 tonne of kitchen waste, and a total of 144,007.8 cubic metres of non-hazardous commercial wastewater. The Group did not generate any hazardous waste during the year under review. The Group’s total emissions in FY2021 are summarised in Table 1 below.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

表一 本集團二零二一財年按類別分類的排放總量^{8,9}

Table 1 The Group's total emissions by category in FY2021^{8,9}

排放物類別	關鍵績效指標	單位	二零二一財年 排放量	二零二一財年 密度	二零二零財年 密度
Emission Category	KPIs	Unit	Total in FY2021	Intensity (Unit/RMB1,000) in FY2021 ¹ (單位/ 人民幣千元) ¹	Intensity (Unit/RMB1,000) in FY2020 ² (單位/ 人民幣千元) ²
廢氣排放 ³ Air Emissions ³	硫氧化物	千克	802.7	-	-
	SO _x	kg			
	氮氧化物	千克	151,054.2	-	-
	NO _x	kg			
	顆粒物 PM	千克	114.5	-	-
溫室氣體排放 GHG Emissions	範圍一 ⁴ (直接排放)	噸二氧化碳當量	1,139.5	3.9 x 10 ⁻³	6.8 x 10 ⁻³
	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	7,760.7	2.7 x 10 ⁻²	2.4 x 10 ⁻²
	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	70.2	2.4 x 10 ⁻⁴	2.1 x 10 ⁻⁴
	Scope 3 ⁶ (Other indirect emissions)	tonnes of CO ₂ e			
總排放(範圍一、二及三) Total emissions (Scope 1, 2 & 3)	噸二氧化碳當量	8,970.4	0.03	0.03	
無害廢棄物 Non-hazardous Waste	固體廢棄物 Solid Waste	噸 tonnes	3.6	1.2 x 10 ⁻⁵	1.2 x 10 ⁻⁵
	廢水 ⁷ Wastewater ⁷	立方米 m ³	144,007.8	0.49	0.40

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

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| <p>1. 二零二一財年的排放密度是按本集團二零二一財年所產生廢氣、溫室氣體或其他排放量分別除以本集團二零二一財年收益292,034千元人民幣得出；</p> <p>2. 二零二零財年的排放密度數據來自本集團二零二零年環境、社會及管治報告；</p> <p>3. 二零二一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；</p> <p>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，以及種植樹木的碳抵消；</p> <p>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；</p> <p>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；</p> <p>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；</p> <p>8. 上述溫室氣體排放報告採用的方法基於由香港交易及結算有限公司發行的「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；</p> <p>9. 由於本年度在數據收集方面因不可抗力因素未能完善。表格所列環境數據僅包括本集團中央烘焙工廠及門店的數據。中央烘焙工廠的固定廢氣及固體廢棄物排放量按去年同比工廠生產價值估算，所有門店的環境數據按去年同比門店員工數目估算。</p> | <p>1. The emission intensity in FY2021 was calculated by dividing the total amount of air, GHG and other emissions generated by the Group in FY2021 by the Group's revenue of RMB292,034,000 for FY2021;</p> <p>2. The emission intensity data for FY2020 are from the FY2020 Environmental, Social and Governance Report of the Group;</p> <p>3. The Group's emissions for FY2021 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;</p> <p>4. The Group's Scope 1 (Direct emissions) included only the consumption of fossil fuels by transport vehicles and company cars, and carbon offset by planting trees;</p> <p>5. The Group's Scope 2 (Energy indirect emissions) included only the emissions from electricity consumption;</p> <p>6. The Group's GHG emissions 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;</p> <p>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 stores and central bakeries is 90% of their water consumption;</p> <p>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; and</p> <p>9. Due to force majeure, the data collected for the year are not complete. The environmental data shown in the table includes only the data of the Group's central bakeries and retail stores. The fixed emissions and solid waste generation of the central bakeries are estimated based on the change in production output of the bakeries as compared to last year and the environmental data of all retail stores are estimated based on the change in the number of employees employed by such retail stores as compared to last year.</p> |
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VII. 環境可持續發展

VII. 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。為降低本集團在營運過程中對環境的影響，本集團積極採取減排政策和措施，為中央烘焙工廠配備各類廢氣淨化設備，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

能源資源的消耗被普遍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，中國作出「2030年碳達峰」及「2060年碳中和」的莊嚴承諾，體現了中國推動完善氣候治理的決心。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。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 its central bakeries. In order to reduce the impact of the Group's operations on the environment, the Group has actively adopted emission reduction policies and measures and equipped its central bakeries with various waste gas purification devices, including activated carbon and other technologies, to capture and treat waste gases from its production activities to ensure that its emissions are up to standard.

GHG Emissions

Energy consumption is widely considered to be one of the major contributors to growing GHGs and the resulting climate change. In 2020, China made a solemn commitment to peak carbon emissions by 2030 and achieve carbon neutrality by 2060, reflecting its determination to promote better climate governance. 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. 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.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

廢水

本集團二零二一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。本集團倡導節約用水，並貫徹循環經濟的理念，對廢水的回收和再利用十分重視。於回顧年度內，本集團中央烘焙工廠共回收並重復利用的廢水總量約173立方米。本集團透過「蒸汽凝結水回用」等節水項目及措施，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，持續降低水資源的消耗。為確保本集團所排放的廢水符合國家相關標準，如《污水綜合排放標準》(GB8978-1996)，所有生產廢水必須經過一系列處理工序，包括隔油池、調節池、缺氧池、好氧池、沉澱池。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

為規範廢油的處理流程，本集團制定並嚴格執行《廢棄油管理制度》等管理辦法。與此同時，本集團重視對廢油的回收，其於回顧年度內共產生約1,476升廢油，並實現對廢油的有效回收利用。

Wastewater

The wastewater discharged by the Group during FY2021 was mainly generated from production activities at its central bakeries. The Group advocates water conservation, embraces the principles of “circular economy” and places high importance on 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 was approximately 173 m³. Through water conservation projects and initiatives such as “condensed water recycling”, the Group has realised the recycling of production wastewater in the vicinity. 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 production wastewater at its factories and reduced the consumption of water resources. In order to ensure that the wastewater discharged by the Group complies with the Integrated Wastewater Discharge Standard (GB8978-1996) of China and other relevant national standards, all production wastewater must undergo a series of treatment processes, including treatment in oil separator, regulation tank, anoxic tank, aerobic tank and sedimentation tank. As the volume of wastewater depends largely on the amount of water used, the Group has taken specific measures to reduce water consumption in its operations, which are further described in the subsection headed “Water” below.

Waste Oil

In order to standardise the waste oil treatment process, the Group has formulated and strictly implemented the Waste Oil Management Rules and other measures. At the same time, the Group stresses the recycling of waste oil. During the year under review, the Group produced approximately 1,476 litres of waste oil, most of which was effectively recycled.

VII. 環境可持續發展 VII. 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。為確保本集團所產生的固體廢棄物均被妥善棄置，本集團嚴格遵守其內部政策，如《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，以確保所有生產廢棄物均得到正規機構的妥善處理。為了進一步管理商業廢棄物，本集團採取多種措施，例如對固體垃圾進行分類，並由相關政府部門統一收集及處理。與此同時，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生產廢棄物。本集團與具有相關資質的專業機構開展合作，並定期對其處置廢棄物的流程進行追蹤。

目標與行動

範疇 Scope	目標 Goals
廢氣排放 Air emissions	以二零二零財年為基準年，5年內將廢氣排放降低5% Reducing air emissions by 5% within 5 years from the baseline year of FY2020
溫室氣體排放 GHG emissions	以二零二零財年為基準年，5年內將範圍一及範圍二溫室氣體排放密度降低5% Reducing Scope 1 and Scope 2 GHG emissions intensity by 5% within 5 years from the baseline year of FY2020
廢棄物管理 Waste management	以二零二零財年為基準年，5年內將固體廢棄物排放密度降低5% Reducing solid waste intensity by 5% within 5 years from the baseline year of FY2020

Solid Waste

The solid wastes generated by the Group are mainly general commercial solid waste and kitchen waste. To ensure that all solid waste generated by the Group is properly disposed of, the Group strictly complies with its internal policies, such as the Waste Control Management System, 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 waste generated is properly disposed of by duly established organisations. To further manage commercial waste, the Group has adopted multiple measures, such as solid waste sorting followed by collection and disposal by relevant government departments. In addition, the Group has professional teams to strictly supervise 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 production wastes. The Group cooperates with professional organisations with proper qualifications and regularly tracks their waste disposal processes.

Goals and actions

實踐與行動 Practises and Actions
<ul style="list-style-type: none"> 定期升級中央烘焙工廠的廢氣淨化設備及更換配件； 要求員工減少不必要的商務出車次數，盡量以公共交通工具出行。 Regularly upgrading exhaust gas purification equipment of the central bakeries and replacing parts; Requiring employees to reduce the number of unnecessary business trips and use public transportation as much as possible.
<ul style="list-style-type: none"> 本集團訂下一系列減少不必要的資源消耗的措施，並嚴格執行以降低溫室氣體排放。 The Group has formulated a series of measures to reduce unnecessary resource consumption and strictly implemented them to reduce GHG emissions.
<ul style="list-style-type: none"> 強化廢棄物管理制度的責任制和標準化執行，嚴格監管固體廢棄物收集、分類及處理工作 Strengthening the accountability and standardised implementation of waste management system and strictly monitoring the collection, sorting and disposal of solid waste.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

A.2 資源使用

於二零二一財年，本集團所消耗的主要資源為電力、柴油、汽油、天然氣、水和紙張。本集團十分重視集團內節能降耗的教育工作，並積極為員工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集團內部政策及法律法規，培養環保意識。本集團不斷學習及改善設備運行和營運流程，以實現標準化運作，進一步提高能源利用效率。本集團於二零二一財年不同資源的消耗量於表二闡述。

表二 本集團二零二一財年主要資源的消耗總量⁵

資源使用	關鍵績效指標	單位	二零二一財年 總量	二零二一財年 密度 Intensity (Unit/RMB1,000)	二零二零財年 密度 Intensity (Unit/RMB1,000)
Use of Resources	KPIs	Unit	Total in FY2021	in FY2021 ¹ (單位/ 人民幣千元) ¹	in FY2020 ² (單位/ 人民幣千元) ²
能源 Energy	電力	千個千瓦時	12,720.3	0.04	0.04
	Electricity	kWh'000			
	柴油	升	115,265.5	0.39	0.38
	Diesel	liters			
	汽油	升	69,940.8	0.24	0.24
	Gasoline	litres			
	天然氣	立方米	350,652.0	1.20	1.18
	Natural gas	m ³			
	蒸汽	噸	17,863.1	0.06	0.04
	Steam	tonnes			
製冷劑	千克	-	-	2 × 10 ⁻³	
Refrigerant	kg				
總能耗 ³	千個千瓦時	18,528.0	0.06	0.06	
Total energy consumption ³	kWh'000				
水	水	立方米	160,008.7	0.55	0.45
Water	Water	m ³			
其他	紙張	千克	4,802.1	0.02	0.02
Others	Paper	kg			

A.2 USE OF RESOURCES

In FY2021, the major resources consumed by the Group were electricity, diesel, gasoline, natural gas, water and paper. Recognising the importance of staff education on energy conservation and consumption reduction, the Group provides special training on environmental protection from time to time and conducts regular emergency drills to ensure that all employees of the Group understand and comply with relevant internal policies and applicable laws and regulations, thereby fostering their environmental awareness. The Group keeps studying and improving equipment operation and operational procedures so as to standardise operation and further improve energy efficiency. The Group's consumption of different resources in FY2021 is illustrated in Table 2.

Table 2 The Group's total consumption of major resources in FY2021⁵

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

1. 二零二一財年的消耗密度是按本集團二零二一財年所消耗的資源量分別除以本集團二零二一財年收益292,034千元人民幣得出；
 2. 二零二零財年的消耗密度數據來自本集團二零二零年環境、社會及管治報告；
 3. 二零二一財年的總能耗僅包含電力、柴油、汽油與天然氣的消耗，統計結果乃基於由香港交易及結算有限公司發行的「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」及國際能源署發行的「能源數據手冊附錄三單位及轉換當量」計算。基於重要性原則，當中只包含電力、柴油、汽油及、天然氣的用量；
 4. 為統一二零二一財年及二零二零財年的總能耗及其消耗密度的計算方法，二零二零財年的總能耗採用與二零二一財年一致的估算方法並作更新；以及
 5. 由於本年度在數據收集方面因不可抗力因素未能完善。表格所列環境數據僅包括本集團中央烘培工廠及門店的數據。中央烘培工廠的柴油及汽油用量按去年同比工廠生產產值估算，所有門店的環境數據按去年同比門店員工數目估算。
1. The intensity of consumption in FY2021 was calculated by dividing the amount of resources consumed by the Group in FY2021 by the Group's revenue of RMB292,034,000 for FY2021;
 2. The consumption intensity data for FY2020 is extracted from the FY 2020 Environmental, Social and Governance Report of the Group;
 3. The total energy consumption in FY2021 only included the consumption of electricity, diesel, gasoline and natural gas. The statistical results were based on the "How to Prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange and the "Units and Conversion Equivalent" contained in Appendix III of the Energy Data Manual issued by the International Energy Agency. Based on the principle of materiality, only the consumption of electricity, diesel, gasoline and natural gas is taken into account;
 4. In order to align the calculation of total energy consumption and consumption intensity in FY2021 and FY2020, the total energy consumption in FY2020 was estimated using the same methodology as in FY2021 and updated; and
 5. Due to force majeure, the data collected for the year are not complete. The environmental data shown in the table includes only the data of the Group's central bakeries and retail stores. The diesel and gasoline consumption of the central bakeries is estimated based on the change in production output of the bakeries as compared to last year and the environmental data of all retail stores are estimated based on the change in the number of employees employed by such retail stores as compared to last year.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

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法規以及集團的節電政策。於二零二一財年，本集團的用電密度為0.04千個千瓦時／人民幣千元。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。

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. In FY2021, the electricity consumption density of the Group was 40 kWh per RMB1,000 of revenue. 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 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.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

其他能源資源

本集團營運過程中所消耗的能源資源主要為車輛運輸和公車使用的柴油及汽油，及中央烘焙工廠的營運中消耗天然氣和蒸汽。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。於二零二一財年，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。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 energy resources consumed in the Group's operations are mainly diesel and gasoline for transportation vehicles and company cars, and natural gas and steam for the operation of the central bakeries. The Group is committed to reducing the use of fossil fuels and improving the operating efficiency of its transportation fleet. In FY2021, the Group encouraged its employees at various business segments to take public transport 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. 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.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

用水

日益嚴重的水資源短缺是目前可持續發展所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在求取適用水源方面未遇到任何問題。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。為減少對塑料包裝物的使用，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作出創新改動。

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 encounter any problem 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. In order to reduce the use of plastic packaging materials, the Group has re-planned and constantly made innovative changes to product packaging materials and designs from an aesthetic and environmental perspective.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

表三 本集團二零二一財年主要包裝材料的消耗總量³

Table 3 Total consumption of major packaging materials of the Group in FY2021³

資源使用	關鍵績效指標	單位	二零二一財年總量	二零二一財年 密度 Intensity (Unit/RMB1,000) in FY2021 ¹ (單位/ 人民幣千元) ¹	二零二零財年 密度 Intensity (Unit/RMB1,000) in FY2020 ² (單位/ 人民幣千元) ²
Use of Resources	KPIs	Unit	Total in FY2021		
包裝材料	塑膠包裝膜	噸	40.4	1.4×10^{-4}	1.4×10^{-4}
Packaging materials	Plastic packaging film	tonnes			
	塑膠包裝盒	噸	65.0	2.2×10^{-4}	2.2×10^{-4}
	Plastic packaging box	tonnes			
	泡沫盒	噸	2.8	9.5×10^{-6}	9.4×10^{-6}
	Foam box	tonnes			
	包裝紙盒	噸	460.1	1.6×10^{-3}	1.5×10^{-3}
	Packaging paper carton	tonnes			
	總數	噸	568.2	2.0×10^{-3}	1.9×10^{-3}
	Total	tonnes			

1. 二零二一財年的消耗密度是按本集團二零二一財年所消耗的包裝材料量分別除以本集團二零二一財年收益292,034千元人民幣得出：

2. 二零二零財年的包裝材料消耗密度數據來自本集團二零二零年環境、社會及管治報告；以及

3. 由於本年度在數據收集方面因不可抗力因素未能完善。表格所列包裝材料使用數據僅包括本集團中央烘培工廠及門店的數據。中央烘培工廠的包裝材料用量按去年同比工廠生產產值估算，所有門店的數據按去年同比門店員工數目估算。

1. The intensity of consumption in FY2021 was calculated by dividing the amount of packaging materials consumed by the Group in FY2021 by the Group's revenue of RMB292,034,000 for FY2021;

2. The data of packaging material consumption intensity in FY2020 is extracted from the FY2020 Environmental, Social and Governance Report of the Group; and

3. Due to force majeure, the data collected for the year are not complete. The data of packaging materials consumed as shown in the table only includes the data of the Group's central bakeries and retail stores. The consumption of packaging materials by the central bakeries is estimated based on the change in production output value of the bakeries as compared to last year, and the data of all retail stores are estimated based on the change in the number of employees employed by such retail stores as compared to last year.

VII. 環境可持續發展 VII. ENVIRONMENTAL SUSTAINABILITY

目標與行動

範疇 Scope	目標 Goals
水資源 Water resources	以二零二零財年為基準年，5年內將水資源消耗量密度降低5% Reducing water consumption intensity by 5% within 5 years from the baseline year of FY2020
能源效率 Energy efficiency	以二零二零財年為基準年，5年內將將電力及化石燃料消耗量密度降低5% Reducing electricity and fossil fuel consumption intensity by 5% within 5 years from the baseline year of FY2020

A.3 環境及自然資源

隨著「碳中和」和「綠色復蘇」逐漸成為當下發展的大趨勢，本集團深知可持續發展的業務方針對其創造長遠價值的重要性。本集團長期以來「堅持綠水青山就是金山銀山」的綠色發展理念，堅持尊重自然、順應自然、保護自然的三大原則，並以節約優先、保護優先的發展規律，在營運過程中不斷完善其資源管理體制，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、柴油、汽油及水等資源的使用效率，將業務對環境的影響降至最低。

基於本集團的業務性質，在生產過程中產生的廢棄物，包括廢水及固體廢棄物等均未對環境構成重大影響。本集團針對潛在的突發性環境事故，已建立完善的應急機制，本集團的專責小組將按要求對相關事故進行及時應對和跟蹤，以控制及減低本集團在營運過程中對環境的影響。

Goals and Actions

規劃與行動案例 Plans and Actions

積極開展節水教育宣傳，並通過節水倡議等活動計劃提升員工環保意識
Actively carrying out water-saving education and publicity, and enhance employees' environmental awareness through water conservation initiatives and other activities

以減碳目標為引領，向清潔能源和新能源車輛轉型，並積極探索設備升級等節能機遇
Shifting to clean energy and new energy vehicles with the goal of carbon reduction, and actively exploring energy-saving opportunities such as equipment upgrades

A.3 ENVIRONMENT AND NATURAL RESOURCES

With “carbon neutrality” and “green recovery” becoming a major development trend nowadays, the Group understands the importance of a sustainable business approach to create long-term value. The Group has long been adhering to the green development concept of “lucid waters and lush mountains are our invaluable assets”, upholding the principles of respecting nature, adapting to nature and protecting nature, and following the development pattern of giving priority to resource conservation and environmental protection. The Group continuously improves its resources management system and optimises its technological processes in the course of operation, and is committed to minimising the impact of its business operations on the environment by adopting a series of effective policies and measures to improve the efficiency of the use of resources such as electricity, diesel, gasoline and water.

Due to the Group's business nature, the waste generated in the production process, including wastewater and solid waste, does not have a significant impact on the environment. The Group has established a comprehensive emergency response mechanism for potential unexpected environmental incident, whereby the Group's dedicated team will handle and track relevant incidents in a timely manner as required to control and minimise the impact of the Group's operations on the environment.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

於二零二一財年，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，以及運輸過程中消耗化石燃料的直接溫室氣體排放。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「雙碳目標」作出積極貢獻。

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。於二零二一財年，本集團共回收紙張約400千克，佔總紙張消耗量約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。

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，本集團將繼續致力於加快推動綠色低碳發展，以降低營運對環境的影響，並全面提高資源的利用效率。

In FY2021, 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 insists on improving energy efficiency through innovative measures, and actively explores the application of renewable energy and green technology, aiming to reduce the carbon footprint of its operations and make positive contributions to China's "dual carbon target".

The Group places great emphasis on education and advocacy on green operation, and vigorously promotes paperless office practices and office automation within the Group. In FY2021, the Group recycled a total of approximately 400 kg of paper, accounting for approximately 8% of its total paper consumption, and adopted the following measures to reduce paper consumption.

- Setting duplex printing as the default mode for most printers;
- Collecting single-sided paper or waste paper in paper bins or document trays for reuse; and
- Encouraging employees to use the back of single-sided documents for printing or as draft paper.

The Group understands that green development bears on human health and the resources and environmental carrying capacity for economic development, and will ultimately affect the sustainable development of the economy and society. The Group will continue its efforts to accelerate green and low-carbon development to reduce the environmental impact of its operations and comprehensively improve the efficiency of resource utilisation.

VII. 環境可持續發展

VII. ENVIRONMENTAL SUSTAINABILITY

A.4 氣候變化

氣候變化是引致農作物失收的因素之一，而隨著極端天氣的日益頻繁，本集團意識到應對氣候變化的緊迫性。為積極響應國家應對氣候變化的戰略「雙碳目標」，本集團秉持「創新、協調、綠色、開放、共享」的發展理念，致力控制其營運過程中能源消耗，減免不必要的溫室氣體排放。同時，本集團嚴格遵守當地政府關於溫室氣體排放的法律法規，以避免本集團於營運過程中出現排放物超標，而加劇氣候變化。

考慮到氣候相關財務信息披露工作組(TCFD)的建議，本集團承諾將參照建議的框架披露其氣候相關資訊。由於本集團目前仍處於制定企業氣候行動的初步階段，在不久的將來，本集團將加強氣候相關訊息的披露，並將應對氣候變化的政策及策略融入集團的可持續發展戰略中。

本集團深刻地意識到氣候變化對自然環境以及企業發展帶來的巨大影響，由於原材料供應不穩定導致穩定供求關係中斷，原材料成本上漲、更會對集團的產品／服務、運營成本及資本分配造成一定影響。為應對氣候變化對本集團業務帶來的風險，本集團正積極尋求減低該風險的方法。目前，本集團致力於對生產流程及設施的升級和改造，努力實現自然資源的利用效率最大化，從源頭減少相關溫室氣體的排放。

A.4 CLIMATE CHANGE

Given that climate change is one of the factors contributing to crop failures and that extreme weather events become increasingly frequent, the Group is aware of the urgency of addressing climate change. In response to the country's strategic "dual carbon target" to address climate change, the Group upholds the development concept of "innovation, coordination, greenness, openness and sharing" and strives to control energy consumption and reduce unnecessary GHG emissions in its operations. In addition, the Group strictly complies with the local laws and regulations on GHG emissions in order to prevent the Group from exacerbating climate change by exceeding the emission limits in its operations.

Taking into account the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD), the Group is committed to disclosing its climate related information with reference to the recommended framework. As the Group is still at the initial stage of developing corporate climate initiatives, in the near future, the Group will enhance the disclosure of climate related information and integrate policies and strategies to address climate change into the Group's sustainable development strategy.

The Group is keenly aware of the tremendous impact of climate change on the natural environment and business development. Unstable supply of raw materials will cause disruptions to supply and demand balances, and the resulting rising costs of raw materials will have an impact on the Group's products/services, operating costs and capital allocation. To address the risks brought by climate change to the Group's business, the Group is actively seeking ways to mitigate such risks. Currently, the Group is committed to upgrading and modifying its production processes and facilities in an effort to maximise the efficiency of the use of natural resources and reduce relevant GHG emissions at source.

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

僱傭及勞工常規

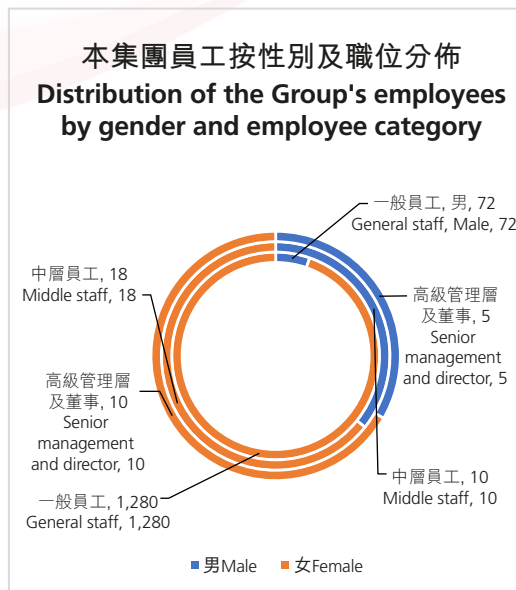
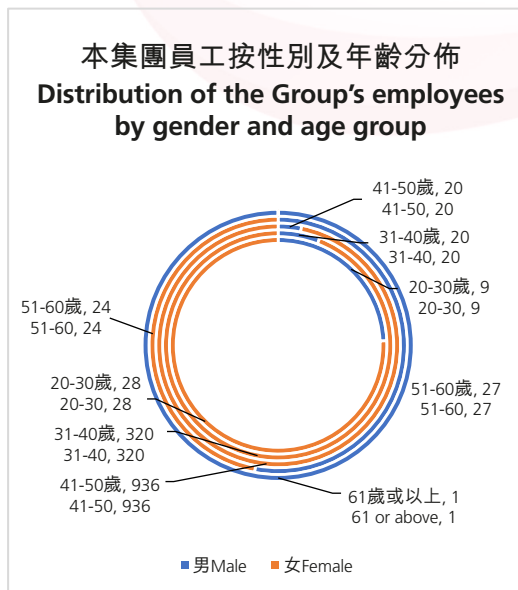
B.1 僱傭

本集團視員工為推動集團邁向成功的關鍵，致力為員工營造一個安全、穩定和有前景的發展平台，讓所有僱員在為企業付出的同時得到實現自身價值的機會。截止於二零二一年十二月三十一日，本集團的所有門店共有員工1,395人，其中男性87人，女性1,308人。公司員工主要為工廠生產技術人員和零售門店的銷售人員，且女性員工佔比較高。二零二一財年，本集團全年離職人員共414人，僱員流失率約為29.7%。其中男僱員和女僱員的流失率分別為21.8%和30.2%。

EMPLOYMENT AND LABOUR PRACTICES

B.1 Employment

The Group sees its employees as the key to the Group's success and is committed to creating a secure, stable and promising platform for them to develop, so that all employees are given the opportunity to realise their own value while contributing to the Group. As at 31 December 2021, the Group had a total of 1,395 employees at its retail stores, of whom 87 were male and 1,308 were female. Our employees mainly consist of production technicians at factories and sales staff at retail stores, and female employees account for a relatively high proportion. In FY2021, 414 employees left employment with the Group, representing a turnover rate of approximately 29.7%. The turnover rate for male and female employees was 21.8% and 30.2% respectively.



VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

表四 二零二一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

Table 4 Distribution of the Group's employees by gender, employment type, age group, geographical region and employee category in FY2021¹

單位：員工數量 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	9	20	30	27	1	87
女性 Female	28	320	936	24	0	1,308
總數 Total	37	340	966	51	1	1,395

性別 Gender	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	
男性 Male	72	10	5	87
女性 Female	1,280	18	10	1,308
總數 Total	1,352	28	15	1,395

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

全職 Full-time		職位類型 Employment Type 兼職 Part-time		總數 Total
1,370		25		1,395

地域 Geographical Region			
上海市 Shanghai	華東地區 (不含上海) Eastern China (excluding Shanghai)	其他地區 Other regions	總數 Total
814	581	0	1,395

1. 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。以上數據僅涵蓋本集團所有門店的員工人數。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》。

1. 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 above figures only covers the number of employees at retail stores of 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.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

表五 二零二一財政年度本集團僱員流失人數按性別、年齡及區域分佈的流失率¹

Table 5 Employee turnover of the Group by gender, age group and geographical region in FY2021¹

單位：員工數量 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	4	6	4	4	1	19
員工流失率(百分比) Employee turnover rate (%)	44.4%	30.0%	13.3%	14.8%	100%	21.8%
女性 Female	29	80	260	25	1	395
員工流失率(百分比) Employee turnover rate (%)	103.6%	25.0%	27.8%	104.2%	- ²	30.2%
總數 Total	33	86	264	29	2	414
員工流失率(百分比) Employee turnover rate (%)	89.2%	25.3%	27.3%	56.9%	200%	29.7%

	地域 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	
員工流失數量 Number of employees left	235	179	-	414
員工流失率(百分比) Employee turnover rate (%)	28.9%	30.8%	-	29.7%

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

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。以上數據僅涵蓋本集團所有門店的員工人數。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》；以及
2. 於二零二一財年末，61歲及以上的女員工人數為零，女員工流失人數為1人，因此61歲及以上的女員工流失率無法計算。

遵守法律

自成立以來，本集團為迎合社會變化以及遵守相關法律法規，對其僱傭政策不斷進行更新與修訂。於二零二一財年，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》。

本集團人力資源部將根據最新的法律法規及其內部準則，定期審查和更新公司內部僱傭相關的政策，如「員工手冊」等，以確保相關僱傭政策符合經營所在地區當地的法律法規，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。

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 above figures only covers the number of employees at retail stores 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; and
2. As at the end of FY2021, the number of female employees aged 61 and above was nil, and only one female employees left the Group. Therefore, there is no data on the turnover rate of female employees aged 61 and above.

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 FY2021, 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.

The human resources department of the Group will regularly review and update the Company's internal employment-related policies in accordance with the latest laws and regulations and its internal guidelines, such as the "Staff Handbook", to ensure that the relevant employment policies are in compliance with the local laws and regulations of the places where the Group operates. Those documents clearly stipulates the Group's equal employment policies, dismissal procedures, the principle of prohibiting child labour and forced labour, and various remuneration and benefits.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

招聘和晉升

本集團秉持以人為本的發展策略，定期對其僱員的能力及表現進行評估，並按照評估結果檢討及調整其薪酬方案及晉升機會，以確保所有僱員的努力和貢獻能夠得到本集團的認可。為實現招聘過程的公平性和公正性，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。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以吸引高素質人才。

薪酬及解僱

本集團不斷檢討其薪酬架構及相關管理制度，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

本集團嚴格遵守當地的就業法，包括「國務院關於職工工作時間的規定」，並制定「員工手冊」等內部政策，嚴格管控員工的工作時間及休息時間。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。

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 and reviews and adjusts its remuneration packages and promotion opportunities based on the evaluation results so as 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 aspirations.

Compensation and Dismissal

The Group reviews its remuneration structure and relevant management system from time to time, 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 complies with local employment laws, including the "Regulations of the State Council on Working Hours for Employees" and has put in place internal policies such as the "Staff Handbook" to strictly control employees' working hours and rest periods. 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.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

平等機會和反歧視

作為平等機會僱主，本集團深知員工的多樣及公平的工作環境對於集團業務發展的重要性。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。同時，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。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。

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，本集團根據國家相關法律法規，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，本集團認為員工是企業實現可持續發展的關鍵，因此，本集團尤其重視員工的職業健康和 safety，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，本集團於二零二一財年並未開展很多的企業活動。

於二零二一財年，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。

Equal Opportunity and Anti-discrimination

As an equal opportunity employer, the Group understands the importance of employee diversity and fair working environment to its business development. The Group is committed to creating a level playing field, respectful and diverse working environment by promoting anti-discrimination and equal opportunity in all its human resources and employment decisions. Furthermore, 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. 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.

Other Benefits and Perks

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 reasonably arranges and holds team building activities to help its employees broaden their horizons and enhance team cohesion. Believing that employees are the key to the sustainable development of an enterprise, the Group attaches particular importance to the occupational health and safety of its employees and provides them with free annual health check-ups 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 FY2021.

In FY2021, 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, benefits and other entitlements, and others.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

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。於二零二一財年，本集團嚴格執行其安全與健康政策，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。

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舉辦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。本集團亦為員工提供個人勞動防護用品，並大力倡導和監督對相關用品的合理使用，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，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，並建立健全職業健康與安全管理和追蹤制度，以加強對職業病防治工作的管理。

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 FY2021, the Group strictly implemented its 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.

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 organises training courses on occupational disease prevention for its employees, including annual safety training, safety warning education training and fire-fighting and first-aid training. The Group also provides employees with personal protective gears, and vigorously advocates and supervises the proper use of such gears to enhance employees’ awareness of occupational health. In order to carry through the relevant laws, regulations, policies and standards on occupational disease prevention and control, the Group has 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 to strengthen the management of occupational disease prevention and control.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

為識別潛在安全風險以及時做出應對，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。此外，本集團針對火災、爆炸等突發性安全事故，制定了各類應急預案，並定期安排防汛演練、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。

本集團過去三個財政年度並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4起，員工因工傷人數為5人，員工因工傷損失的工作天數共452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。

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, and supervising the implementation of the occupational safety responsibility system at all levels, with the aim to identify potential safety risks and respond promptly. In addition, the Group has developed various contingency plans for unexpected safety incidents such as fires and explosions, 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 review and analyse the issues identified during such drills.

The Group had no work-related fatalities in the past three financial years. During the year under review, the Group had 4 work-related injuries, which resulted in 5 employees injured and a loss of 452 working days. In respect of providing a safe working environment and protecting employees from occupational hazards, the Group was not in violation of 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.

VIII. 社會可持續發展

VIII. 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

規範行為 Standardising behaviour

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。
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.



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。
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.

凝聚力 Cohesion

專業水平 Professionalism

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。
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.



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。
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.

科技創新 Technological Innovation

本集團貫徹「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。本集團根據其內部政策，如「員工手冊」，為新僱員量身定制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。

The Group 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 customized 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.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

表六 二零二一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

二零二一財政年度員工受訓總人數	52
二零二一財政年度員工總人數	1,395
受訓員工百分比	3.7%

單位：員工數量

Unit: employee

性別 Gender	僱員類別 Employee Category			總數 Total
	一般僱員 Gender Employees	中級管理層 Middle Management	高級管理層 Senior Management	
男性 Male	0	0	1	1
受訓員工百分比 Percentage of employees trained	0	0	1.9%	1.9%
女性 Female	41	5	5	51
受訓員工百分比 Percentage of employees trained	78.8%	9.6%	9.6%	98.1%
總數 Total	41	5	6	
受訓員工百分比 Percentage of employees trained	78.8%	9.6%	11.5%	

Table 6 Number and percentage of employees trained by gender and employee category in FY2021¹

Total number of employees trained in FY2021	52
Total number of employees in FY2021	1,395
Percentage of employees trained	3.7%

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二零二一財年參加的職業培訓。以上數據僅涵蓋本集團所有門店的員工人數。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》。

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 FY2021. The above data only covers the number of employees for all stores of the Group. The methodology adopted for reporting on the number and percentage of employees trained set out above was based on How to Prepare an ESG Report –Appendix 3: Reporting Guidance on Social KPIs issued by the Stock Exchange.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

表七 二零二一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 hour

性別 Gender	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	
男性 Male	0	0	24	24
平均培訓時數 Average training hours	0	0	4.8	0.3
女性 Female	984	120	120	1,224
平均培訓時數 Average training hours	0.8	6.7	12.0	0.9
總數 Total	984	120	144	1,248
平均培訓時數 Average training hours	0.7	4.3	9.6	0.9

1. 員工培訓數據從本集團的人力資源部獲得。以上數據僅涵蓋本集團所有門店的員工人數。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》。

於二零二一財年，本集團組織的總培訓時長達1,248小時，平均每人參與培訓0.9小時。

Table 7 The Group's training hours completed by
gender and employee category in FY2021¹

僱員類別

Employee Category

性別 Gender	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	
男性 Male	0	0	24	24
平均培訓時數 Average training hours	0	0	4.8	0.3
女性 Female	984	120	120	1,224
平均培訓時數 Average training hours	0.8	6.7	12.0	0.9
總數 Total	984	120	144	1,248
平均培訓時數 Average training hours	0.7	4.3	9.6	0.9

1. Employee training data was obtained from the Group's Human Resources Department. The above data only covers the number of employees for all stores of the Group. 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 FY2021, the Group recorded 1,248 training hours in total, with an average of 0.9 training hour per employee.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

B.4 勞工準則

於二零二一財年，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，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。

於二零二一財年，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

為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，本集團在企業內部和其價值鏈中積極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，在長江三角地區的黃金地段及主要城市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，各板塊把關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監控，為消費者帶去新鮮與健康的烘焙產品。

B.4 Labour Standards

In FY2021, the Group abided by the Labour Law of the People's Republic of China and other relevant labour laws and regulations in the PRC and prohibited any child or forced labour. 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 FY2021, 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

In response to the normative guidance documents on green supply chain formulated by national ministries and commissions, such as the Guidelines for Green Procurement of Enterprises, the Group 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 and major cities in the Yangtze River Delta region, 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 monitors and controls 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.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

供應商管理體系

Supplier Management System



VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

供應鏈風險管控

為評估及避免供應鏈的風險，本集團按照內部制定的「供應商選擇與評估管理辦法」，於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。此外，本集團的採購部負責對其供應商定期進行市場調研，並對其供貨渠道、守信程度、財務狀況等進行實地考察。為高效地管理集團的供應鏈，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。於二零二一財年，本集團未發現任何供應商違規或不合格現象。

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。

Management and Control of Supply Chain Risks

To assess and avoid the supply chain risks, the Group gives priority to the following factors when selecting suppliers according to the internal Management Measures on Selection and Evaluation of 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. In addition, the Group's Procurement Department is responsible for conducting regular market survey on its suppliers and carries out on-site inspections on their supply channels, credibility and financial conditions. To efficiently manage the Group's supply chain, 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 FY2021, 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 ingredients, 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 ingredients.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

綠色採購實踐

為推動綠色採購實踐，本集團認為合規性是重要的環境範疇，為此，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。例如，本集團優先考慮符合本集團供應商選擇標準的本地業務合作夥伴，以最大程度減少其供應鏈上的不利環境影響。

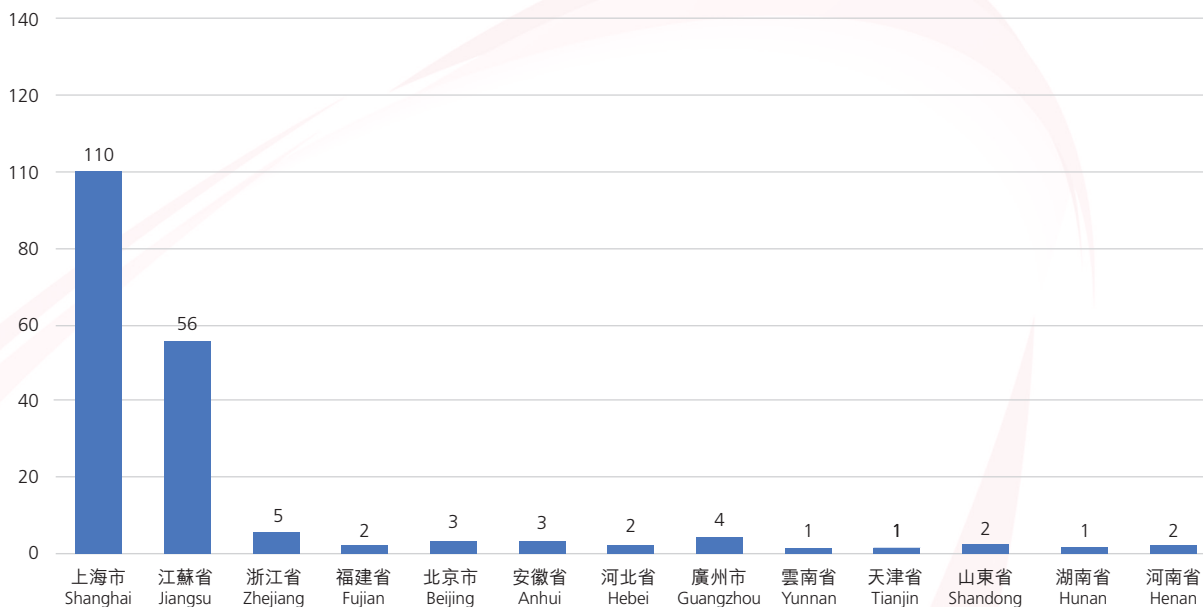
於二零二一財年，本集團共有192家供應商，並與其供應商均保持良好的溝通。上述供應商聘用及管理政策適用於其所有主要供應商。

Green Procurement Practices

To promote green procurement practices, the Group considers compliance to be an important environmental aspect. As such, 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. For instance, the Group gives priority to local business partners that meet the Group's supplier selection criteria to minimize adverse environmental impacts along its supply chain.

In FY2021, the Group had a total of 192 suppliers, with whom we maintained favourable communications. The above supplier engagement and management policies apply to all of its major suppliers.

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



VIII. 社會可持續發展

VIII. 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，本集團於二零二一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》；
- 《食品相關產品品質安全監督管理辦法》；
- 《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 FY2021, 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 Measures for the Supervision and Administration of the Quality and Safety of Food-related Products;
- 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 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

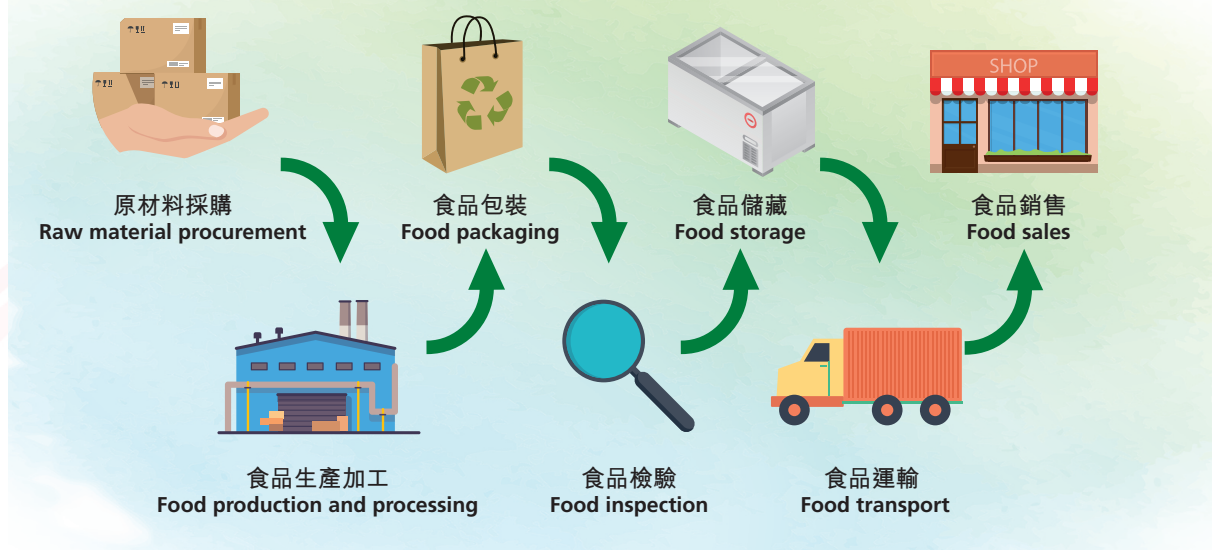
The Group adheres to the “market-oriented and customer-focused” product responsibility concept, has obtained ISO 9001 Quality Management System Certification and ISO 22000 Food Safety Management System Certification, and strictly manages and continuously improves the quality and safety of products.

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

本集團重視對產品質量及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及獲得消費者信賴。具體而言，本集團按照其內部政策，嚴格管理及監督原材料質量及生產工序的進行。本集團品質控制部負責安排質檢員每天進行現場質量巡檢，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。於二零二一財年，本集團未遇到任何因安全或健康問題而需要召回的產品。

The Group attaches great importance to the comprehensive monitoring and management of product quality and life cycle to ensure that the most fresh and high-quality products are provided to customers and thereby we can gain the trust from consumers. In particular, the Group strictly manages and monitors the quality of raw materials and the conduct of production processes 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. In FY2021, the Group did not recall any product due to safety or health issues.

品質管理政策 Quality Management Policy



VIII. 社會可持續發展

VIII. 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以迎合市場口味變化。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，並針對顧客意見定期開展調研活動，如「客戶滿意度調查」等。為提供顧客良好的售後體驗，本集團已成立專門的部門，負責處理顧客投訴與反饋的工作。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轉告至相關部門，經由工廠、總部客服中心和質量管理部門聯合調查並確認產品存在質量問題後，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，本集團收到的產品及服務相關投訴共27宗。

Service Quality Assurance

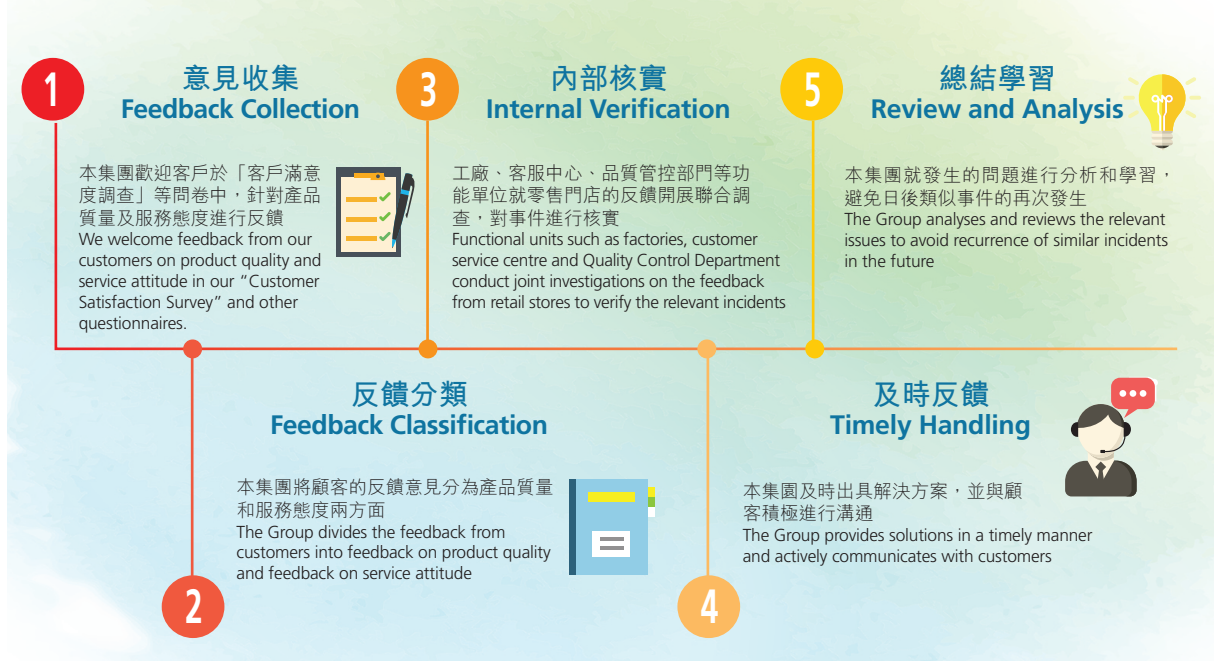
The Group values customers' experience and feelings and is committed to continuously optimising products and improving service quality based on customers' feedback to cater for the changing market tastes. The Group has established and implemented internal policies to effectively collect and summarise customers' feedback, and regularly conducts customer surveys in response to customer opinions, such as "Customer Satisfaction Survey". 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 product quality issue 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 received a total of 27 complaints related to its products and services.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

顧客反饋處理程序

Handling Procedures for Customer Feedback



信息安全與隱私

為確保客戶的權利受到嚴格保護，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》。同時，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，以保證顧客的資訊安全，防止客戶資料發生洩露。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。本集團相關業務部門將負責監督和管理客戶隱私相關政策的有效實施，以保障客戶的權利。

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. Meanwhile, the Group has formulated internal procedures to clearly specify the rights to access customer information and management responsibilities for staff at various positions, so as to ensure the security of customer information and prevent the leakage of customer information. 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. The relevant business units of the Group will be responsible for overseeing and managing the effective implementation of customer privacy-related policies to protect the rights of customers.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

知識產權保護

本集團注重保障本身的知識產權。為此，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。

門店管理

本集團嚴格實施「主任門店巡檢工作規範」等政策，要求主任定期進行有計劃且有效的巡查，以管理及監督所管轄門店的數量和營運規範。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。

巡查期間，主任需填寫「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。為加強對門店管理工作，本集團要求各區域不定期組織交叉互查，相互監督，並及時通報檢查結果。

為進一步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提供有關產品質量和食品安全及食品衛生方面知識的培訓，提高其相關意識。

Intellectual Property Protection

The Group attaches great importance to protecting its intellectual property. To this end, the Group actively carries out the protection of corporate intellectual property, 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.

Store Management

The Group strictly implements policies such as the “Standard for Inspection of Stores by Supervisors”, requiring the supervisors to conduct regular and effective inspections as planned to manage and supervise the stores under their management and the standard operation of such stores. 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. To enhance the management of stores, the Group required that cross-checks shall be organised among various regions from time to time for mutual supervision, the results of which shall be reported in a timely manner.

In order to further 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.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

基於集團的業務性質，集團管理層認為廣告及標籤相關事宜對於本集團營運而言並不重要，故本章節並未披露任何廣告及標籤相關的信息。於二零二一財年，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。

B.7 反貪污

本集團對任何違反商業道德以及貪腐行為採取零容忍的態度，並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。

為維持一個公平、具有誠信及高效率的工作環境，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。於二零二一財年，由於疫情防控措施，本集團並未就反貪污舉辦任何相關的培訓課程與活動。

為進一步完善集團反貪污政策，本集團已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。監管部門將負責就任何可疑或非法行為進行調查，以保障集團的利益。與此同時，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。

Due to the nature of the Group's business, the management of the Group considers that advertising and labelling related matters are not material to the Group's operations and therefore no advertising and labelling related information has been disclosed in this section. In FY2021, 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.

B.7 Anti-corruption

The Group takes a zero-tolerance approach to any breach of business ethics and corruption practices, and 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.

To maintain a fair, trustworthy and efficient working environment, 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. In FY2021, the Group did not organize any relevant training courses and activities on anti-corruption due to the Pandemic prevention and control measures.

To further improve the Group's anti-corruption policy, 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 be responsible for investigations against any suspicious or illegal behaviour to protect the Group's interests. Meanwhile, the Group has established an effective grievance mechanism to avoid unfair dismissal or victimisation of whistle-blowers. Where criminality is suspected, a report will be made promptly to the relevant regulators or law enforcement authorities when the management considers it necessary.

VIII. 社會可持續發展

VIII. SOCIAL SUSTAINABILITY

針對集團供應鏈的反貪污管理，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。

於二零二一財年，本集團未發生任何就本集團或其僱員有關貪污行為的訴訟案件。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.8. 社區投資

本集團不斷可持續發展融入企業文化，履行其所肩負的社會責任，並積極為構建和諧社會做出貢獻。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，時刻牢記回饋社會，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。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，本集團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。本集團積極鼓勵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。

Regarding anti-corruption management of the Group's supply chain, 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 FY2021, 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.

B.8 Community Investment

The Group continues to integrate sustainable development into its corporate culture, fulfill its social responsibility and actively contribute to building a harmonious society. Since its establishment, the Group has always insisted on fulfilling its social responsibilities as a corporate citizen and giving back to the community, 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 encourages its 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.

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

二零二一年，疫情的持續蔓延對經濟與生活帶來了全面的衝擊。為協助打擊疫情，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 and 積極支持社區人民的生命健康保障工作。因此，本集團及其員工無法全力以赴地參與慈善活動。

In 2021, the continued spread of the Pandemic has brought about a comprehensive impact on the economy and life. To help combat 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 support for protecting life and health of people in the community. As a result, the Group and its employees were unable to participate fully in charitable activities.

“

**履行社會責任
彰顯企業擔當**

**Fulfilling Social
Responsibility
Demonstrating
Our Commitment**

”

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.

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。

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.

IX. 報告披露索引

IX. REPORT DISCLOSURE INDEX

層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page
A. 環境			
A. Environmental			
A1 : 排放物	一般披露	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：	17
A1: Emissions	General Disclosure	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. 註：廢氣排放包括氮氧化物、硫氧化物及其他受國家法律及規例規管的污染物。 Note: Air emissions include NOx, SOx, and other pollutants regulated under national laws and regulations. 溫室氣體包括二氧化碳、甲烷、氧化亞氮、氫氟碳化合物、全氟化碳及六氟化硫。 Greenhouse gases include carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons and sulphur hexafluoride. 有害廢棄物指國家規例所界定者。 Hazardous wastes are those defined by national regulations.	
	關鍵績效指標 A1.1	排放物種類及相關排放數據。	18
	KPI A1.1	The types of emissions and respective emissions data.	
	關鍵績效指標 A1.2	直接（範圍1）及能源間接（範圍2）溫室氣體排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	19
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	關鍵績效指標 A1.3	所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	18
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	關鍵績效指標 A1.4	所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	19
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	
	關鍵績效指標 A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。	23
	KPI A1.5	Description of emissions target(s) set and steps taken to achieve them.	
	關鍵績效指標 A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。	23
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page	
A2：資源使用 A2: 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。 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。 Policies on the efficient use of resources, including energy, water and other raw materials. Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	24	
	關鍵績效指標 A2.1 KPI A2.1	按類型劃分的直接及／或間接能源（如電、氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位、每項設施計算）。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	24	
	關鍵績效指標 A2.2 KPI A2.2	總耗水量及密度（如以每產量單位、每項設施計算）。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	24	
	關鍵績效指標 A2.3 KPI A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of energy use efficiency target(s) set and steps taken to achieve them.	30	
	關鍵績效指標 A2.4 KPI A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	28, 30	
	關鍵績效指標 A2.5 KPI A2.5	製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位估量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	28	
	A3：環境及天然資源 A3: 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.	30
		關鍵績效指標 A3.1 KPI 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.	30
	A4：氣候變化 A4: Climate Change	一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	32
		關鍵績效指標 A4.1 KPI A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	32

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page
B. 社會 B. Social 僱傭及勞工常規 Employment and Labour Practices			
B1 : 僱傭 B1: Employment	一般披露 General Disclosure	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	按性別、僱傭類型（如全職或兼職）、年齡組別及地區劃分的僱員總數。	34
	KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	
	關鍵績效指標 B1.2	按性別、年齡組別及地區劃分的僱員流失比率。	36
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	
B2 : 健康與安全 B2: 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的資料。 (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.	40
	關鍵績效指標 B2.1	過去三年（包括匯報年度）每年因工亡故的人數及比率。	41
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	
	關鍵績效指標 B2.2	因工傷損失工作日數。	41
	KPI B2.2	Lost days due to work injury.	
	關鍵績效指標 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。	40
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page
B3 : 發展及培訓 B3: 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。 註：培訓指職業培訓，可包括由僱主付費的內外部課程。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training. It may include internal and external courses paid by the employer.	42
	關鍵績效指標 B3.1 KPI B3.1	按性別及僱員類別（如高級管理層、中級管理層）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).	43
	關鍵績效指標 B3.2 KPI 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.	44
	B4 : 勞工準則 B4: Labour Standards	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的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.
關鍵績效指標 B4.1 KPI 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.	45
關鍵績效指標 B4.2 KPI 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.	45

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page
營運慣例 Operating Practices			
B5：供應鏈管理 B5: 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.	45
	關鍵績效指標B5.1 KPI B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	48
	關鍵績效指標B5.2 KPI 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.	46
	關鍵績效指標B5.3 KPI B5.3	描述有關識別供應鏈每個環節的環境及社會風險的慣例，以及相關執行及監察方法。 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	46
	關鍵績效指標B5.4 KPI B5.4	描述在揀選供應商時促使多用環保產品及服務的慣例，以及相關執行及監察方法。 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	48

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page
B6 : 產品責任 B6: Product Responsibility	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的資料。 (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.	49
	關鍵績效指標 B6.1 KPI 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.	50
	關鍵績效指標 B6.2 KPI B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service related complaints received and how they are dealt with.	51
	關鍵績效指標 B6.3 KPI 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.	53
	關鍵績效指標 B6.4 KPI B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	49
	關鍵績效指標 B6.5 KPI B6.5	描述消費者資料保障及私隱政策，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.	52

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層面 Aspect	ESG 指標 ESG Indicators	描述 Description	頁碼 Page	
B7 : 反貪污 B7: 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的資料。 (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	54	
	關鍵績效指標 B7.1 KPI 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.	55	
	關鍵績效指標 B7.2 KPI 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.	54	
社區 Community	關鍵績效指標 B7.3 KPI B7.3	描述向董事及員工提供的反貪污培訓。 Description of anti-corruption training provided to directors and staff.	54	
	B8 : 社區投資 B8: Community Investment	一般披露 General Disclosure	有關以社區參與來了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.	55
		關鍵績效指標 B8.1 KPI 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).	56
關鍵績效指標 B8.2 KPI 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.	56	



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