



佳華百貨控股有限公司 JIAHUA STORES HOLDINGS LIMITED

(incorporated in the Cayman Islands with limited liability)
(於開曼群島註冊成立的有限公司)
(Stock Code 股份代號 : 00602)

2020

ENVIRONMENTAL,
SOCIAL AND
GOVERNANCE
REPORT

環境、社會及管治報告



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ABOUT THE GROUP

關於本集團

Jiahua Stores Holdings Limited (the “Company”) and its subsidiaries (collectively, “Jiahua Stores” or the “Group”) are principally engaged in the operation and management of retail stores and other related businesses and provision of financing services in the People’s Republic of China (the “PRC”). As at 31 December 2020, Jiahua Stores currently operates a total of nine retail stores and two shopping malls directly in Shenzhen, Foshan and Guangxi of the PRC.

Due to the outbreak of Coronavirus Disease 2019 pandemic (“COVID-19 pandemic”), measures such as lockdown of cities and borders as well as crowd control measures within the community imposed in the PRC. This reduced the customer flow in stores and the Group has closed three stores in response to the COVID-19 pandemic during 2020. On the other hand, the Guanlan Shopping Mall, in Longhua District, Shenzhen had been fully operated during 2020 to gain market share. At the same time, the Group has reformed its operations, reorganised the internal structure of four of its flagship stores, implemented an operational responsibility system and streamlined its business processes. Looking ahead, the Group will strengthen its management and competitiveness and enhance its sales and brand image in the event of a slowdown in the retail industry. The Group will also continue to explore various business models, including shopping malls, experience models, Internet+ and other integrated retail models, fully take advantage of proprietary online applications and physical stores to integrate online and offline resources, and leverage on mobile Internet tools to enhance customer experience. For details, please refer to the Group’s Annual Report 2020.

佳華百貨控股有限公司（「本公司」）及其附屬公司（統稱「佳華百貨」或「本集團」）主要業務是於中華人民共和國（「中國」）經營及管理零售店及其他相關業務及提供金融服務業務。截至二零二零年十二月三十一日止年度，佳華百貨於中國深圳、佛山及廣西直接經營一共九家零售門店及兩個購物中心。

受新型冠狀病毒疫情（「新冠疫情」）影響，中國實施封城封關及小區人流管理措施令到店人流減少，本集團於二零二零年關閉了三家零售店舖以應對新冠疫情。另一方面，深圳龍華區觀瀾購物中心已於二零二零年全面開業，爭取市場份額。同時，本集團在營運方面進行改革，將其中四家主力店進行了內部架構改組，實行營運負責制，精簡業務流程。展望未來，本集團在零售業放緩的情況下，將加強管理及其競爭力，提升銷售及品牌形象。本集團亦會繼續探索各項商業模式，包括購物中心、體驗模式、互聯網+等綜合零售，並充分利用自主的線上應用程式和實體優勢，整合線上與線下資源，充分利用移動互聯網工具，提高顧客的體驗度。詳情可參閱本集團之二零二零年年報。

GROUP BRANCH NETWORK

Retail stores

Shenzhen 深圳	Longhua Store 龍華店	Shiyan Store 石岩店	Foshan 佛山	Yanbu Store 鹽步店
	Songgang Store 松崗店	Bantian Store 坂田店	Guangxi 廣西	Dashatian Store 大沙田店
	Gongming Store 公明店	Guanlan Store 觀瀾店		Taoyuan Store 桃源店

本集團分店網絡

零售門店

Shopping malls

Shenzhen 深圳	Bantian Shopping Mall 坂田購物中心
	Guanlan Shopping Mall 觀瀾購物中心

購物中心

MESSAGE FROM THE BOARD

董事會的話

With the publication of the “Consultation Paper on Review of the Environmental, Social and Governance Reporting Guide and Related Listing Rules” by The Stock Exchange of Hong Kong Limited (the “Stock Exchange”) on 18 December 2019, commencing from the financial Year on or after 1 July 2020, there are new requirements concerning reporting levels of “Mandatory Disclosure Requirements” and “Comply or Explain”, including leadership of the board of directors in terms of Environmental, Social and Governance (“ESG”), performance in response to material aspects of ESG-related risks, environmental objectives in application of quantitative reporting principles, and formulation of policy for climatic changes. The Group undertakes to gradually improve its governance of sustainable development. Through cooperating and communicating with various stakeholders, the Group hopes to reduce the consumption of resources and emissions of pollutants while improving the quality of life pollution emissions, as well as reducing the impacts on the surrounding environment.

The Group understands the importance of communicating with stakeholders. During 1 January 2020 to 31 December 2020 (the “Year”), the Group commissioned an external company to conduct a stakeholder engagement and materiality assessment survey to understand the views of different stakeholders on the Group’s sustainable development issues. In order to gain a deeper understanding of stakeholders’ expectations of the Group’s sustainable development, the Group will further strengthen its communication with stakeholders and formulate relevant sustainable development policies and measures with reference to their opinions to enhance the Group’s ESG.

The Group is committed to upholding corporate ethics and integrity as well as providing quality services and products in the business process while maintaining good relationships with customers and suppliers. The Group has formulated various quality management and verification procedures to ensure the products sold by the Group meet the requirements of food safety. The Group has also established an anti-fraud mechanism, implemented a clean commitment mechanism for managers, employees and supply chains, and formulated audit systems and processes to reduce corporate risks. The Group also values its employees and actively provides employees with a comprehensive employment system and various trainings. At the same time, the Group also provides employees with different development horizons and opportunities to enhance their skills and their sense of belonging to the Group.

隨著二零一九年十二月十八日香港聯合交易所有限公司（「聯交所」）發佈的《檢討〈環境、社會及管治報告指引〉及相關〈上市規則〉條文的諮詢文件》，自二零二零年七月一日或之後的財政年度起，“強制披露規定”以及“不遵守就解釋”之報告級別有新要求。其中包括董事會在環境、社會與管治（「環境、社會及管治」）方面的領導，應對主要環境、社會與管治相關風險的重大方面的績效，採用量化報告原則的環境目標，以及制定氣候變化政策等。本集團承諾將逐步提升可持續發展管治。通過各持份者合作及溝通，本集團希望在提升生活質量的同時，減少資源消耗及污染排放，以及減少對周邊環境產生影響。

本集團深明與持份者溝通的重要性。本集團於二零二零年一月一日至二零二零年十二月三十一日（「本年度」）委任外部公司進行一次持份者參與及重要範疇評估問卷調查，瞭解不同持份者對本集團可持續發展議題的看法。為了更深入瞭解持份者對本集團可持續發展的期望，本集團將進一步加強與持份者溝通，並參考他們的意見制定相關可持續發展政策及措施，提升本集團的環境、社會及管治的績效。

本集團致力在業務過程中秉持企業道德誠信及提供優質服務及產品，並與顧客及供應商保持良好的關係。本集團已制定各項品質管理及檢定流程，確保本集團所售賣的產品均符合食品安全的要求。本集團亦建立了反舞弊機制，落實管理人員、員工及供應鏈的廉潔承諾機制，以及制定審計制度及流程，減低企業風險。本集團亦重視員工，積極為員工提供完善的僱傭制度以及各種培訓，同時亦為員工提供不同發展空間及機會，提升員工的技能以及員工對本集團的歸屬感。



MESSAGE FROM THE BOARD (Continued)

董事會的話（續）

Facing various unstable economic, environmental and social factors in the future, the Group plans to incorporate sustainable development issues into corporate governance and risk management, and improves the functions of the ESG Working Committee and its working groups, help formulate sustainable development policies and long-term strategies in the future, prepare for future development opportunities and risks, thereby maximises the returns for shareholders.

面對未來各種不穩定的經濟、環境及社會因素，本集團計劃將可持續發展議題納入企業管治及風險管理當中，並完善環境、社會及管治工作委員會及其工作小組的職能，有助日後制定可持續發展的政策及長遠策略，為未來發展的機遇及風險做好準備，從而為股東創造更高的利潤回報。

Chairman

Zhuang Lu Kun

Shenzhen, the PRC

16 July 2021

董事長

莊陸坤

中國深圳

二零二一年七月十六日

ABOUT THIS REPORT

關於本報告

This report is the fifth “Environmental, Social and Governance Report” (the “Report”) published by Jiahua Stores, which reports on the Group’s ESG measures and performance during the Year to increase relevant stakeholders’ understanding of the Group’s progress on sustainable development issues.

REPORTING SCOPE

This report compiles the Group’s ESG performance from 1 January 2020 to 31 December 2020. This report covers nine directly operated retail stores in Shenzhen, Foshan and Guangxi, and two shopping malls in Shenzhen, as well as a four-storey commercial property located at the Baoan Central District in Shenzhen, Guangdong, the PRC, which serves as the headquarters office and leased property of the Group. The above reporting scope is the main source of the Group’s revenue.

REPORTING GUIDE

The ESG Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) as set out in Appendix 27 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Listing Rules”).

本環境、社會及管治報告（「本報告」）為佳華百貨發表的第五份環境、社會及管治報告。本報告概述本集團在環境、社會及管治方面的措施和績效，以增加相關持份者對本集團於可持續發展議題進程的瞭解。

報告範圍

本報告匯報本集團於二零二零年一月一日至二零二零年十二月三十一日之環境、社會及管治表現。本報告覆蓋九家位於深圳、佛山及廣西直接經營的零售門市及兩個位於深圳的購物中心，以及位於中國廣東深圳市寶安中心區之四層商業部份物業，其作為本集團總部辦公室及出租物業用途，以上報告範圍均為本集團收益的主要來源。

報告準則

本報告乃根據港交所主板上市規則（「上市規則」）附錄二十七《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）編製。

Reporting principles 匯報原則	Interpretation 釋義	Application of reporting principles 匯報原則的應用
Materiality 重要性	Focus on reporting on environmental, social and governance issues that have an important impact on the Group and its stakeholders. 重點匯報對本集團及其持份者產生重要影響的環境、社會及管治議題。	The Group determines the impact of various ESG issues on the Group’s operations through a board survey. Based on the results of the stakeholder engagement and materiality assessment survey, identify material ESG issues and make key disclosures. 本集團透過持份者參與及重要範疇評估問卷調查釐定各項環境、社會及管治事宜對本集團營運的影響。根據問卷調查結果，識別重大環境社會議題，作出重點披露。

ABOUT THIS REPORT (Continued)
關於本報告 (續)

Reporting principles 匯報原則	Interpretation 釋義	Application of reporting principles 匯報原則的應用
Quantitative 量化	Key performance data must be measurable and clearly state the calculation criteria and methods. 關鍵績效數據須可予計量，並清楚說明計算標準及方式。	Where feasible, the Group makes records and estimates of quantitative information. For environmental data, the Group refers to the Stock Exchange's "How to Prepare the Environmental, Social and Governance Report" Appendix II: Environmental Key Performance Indicators Reporting Guide for Calculation. The quantitative data of social key performance indicators in this report come from the statistical records of relevant departments. 在可行情況下，本集團對量化資料作出紀錄及估算。針對環境數據，本集團主要參考聯交所的《如何準備環境、社會及管治報告》附錄二：環境關鍵績效指標匯報指引計算。本報告中社會關鍵績效指標的量化資料則來自相關部門的統計記錄。
Balance 平衡	The Group should objectively and truthfully report on its ESG performance in the Year. 本集團應以客觀、真實地匯報本年度於環境、社會及管治方面的表現。	This report is based on an objective and impartial manner to ensure that the information disclosed faithfully reflects the overall performance of the Group in ESG aspects. 本報告以客觀、不偏不倚的方式進行匯報，確保披露的資訊如實反映本集團於環境、社會及管治方面的整體表現。
Consistency 一致性	Report disclosure should use consistent disclosure statistical methods to help stakeholders analyse and evaluate the organization's past and current performance. The organization should explain any changes to the method. 報告披露應採用一致的披露統計方法，以助持份者分析及評估機構過往及現時的績效。機構應就任何方法的變更作出解釋。	Where feasible, the Group uses consistent data statistics to collect ESG data. If there are any changes that may affect comparison with previous reports, the Group will add comments to the corresponding content of this report. 在可行情況下，本集團採用一致的數據統計方式統計環境、社會及管治數據，若有任何可能影響與過往報告做比較的變更，本集團將與本報告相應內容加入註解。



ABOUT THIS REPORT (Continued)
關於本報告（續）

CONFIRMATION AND APPROVAL

The Group endeavors to ensure that all the information presented in this report is accurate and reliable, and the materials cited are the official documents and statistical data of Jiahua Stores. This report was approved by the board of directors on 16 July 2021.

FEEDBACK

The valuable opinions and suggestions of various stakeholders can enable the Group to continuously improve the environmental, social and governance performance and build a more robust sustainable development strategy in the future. Feel free to contact the company via email.

Email address: esgreport@szbjh.com

報告確認及批准

本集團竭力確保本報告所有呈現的資料均準確可靠，所引用的資料均為佳華百貨的正式檔和統計數據。本報告已於二零二一年七月十六日獲董事會批准通過。

意見反饋

各持份者的寶貴意見和提議能使本集團持續提升環境、社會及管治的績效以及未來構建更健全的可持續發展策略。歡迎將意見透過電郵形式與本公司聯絡。

電郵地址：esgreport@szbjh.com



THE ESG GOVERNANCE STRUCTURE

環境、社會及管治的管治架構

The board of directors of the Group directly supervises ESG matters and is responsible for formulating and implementing management strategies. The Group has an ESG Working Committee (the “Committee”) comprising the Independent non-executive directors, the group chief financial officer and the company secretary. The Committee mainly formulates relevant management systems, organises the preparation of reports and continuously optimises the management system. The Group also provides clear guideline defining the terms of reference of the ESG working committee to assist the Committee in carrying out ESG strategies. The Committee also governs the work of an ESG working group, which is composed of the heads of various departments, whose main responsibilities are to implement and execute relevant ESG policies and measures, and to collect relevant data for report disclosure.

本集團董事會直接監管環境、社會及管治事宜，負責制定及執行管理策略。本集團設有環境、社會及管治工作委員會（「委員會」），成員分別為獨立非執行董事、財務總監及公司秘書。該委員會主要制定相關管理制度、組織編製環境、社會及管治報告及持續優化管理體系。本集團亦提供清晰指引界定環境、社會及管治工作委員會的職權範圍，以協助委員會執行環境、社會及管治相關事宜。委員會轄下為環境、社會及管治工作小組，由各部門的主管組成，主要職責為落實及執行環境、社會及管治相關政策及措施，並負責收集相關數據以作報告披露工作。

THE ESG GOVERNANCE STRUCTURE (Continued)
環境、社會及管治的管治架構（續）

BOARD OF DIRECTORS
董事會

Executive director, independent non-executive director
執行董事、獨立非執行董事

- Decision-making and leadership of corporate ESG goals and directions
決策及領導企業環境、社會及管治方面的目標及方向
- Deploy, assign work, and supervise the implementation of routine strategies
部署、分配工作、監督常規策略的執行



ESG WORKING COMMITTEE
環境、社會及管治工作委員會

Independent non-executive director, financial controller, company secretary
獨立非執行董事、財務總監、公司秘書

- Establish ESG work structure, formulate relevant management system, work flow
建立環境、社會及管治工作架構，制定相關管理制度、工作流程
- Organise the preparation of reports, guide and review the ESG work of each subsidiary
組織編製報告，指導、審核各下屬企業的環境、社會及管治工作
- Continuous improvement of management system to ensure effective implementation of ESG work
持續改善管理體系，確保環境、社會及管治工作有效實施



ESG WORKING GROUP
環境、社會及管治工作小組

Human resources director, administrative and engineering equipment director, security director, finance manager, human resources manager, internal control manager, public relations manager, information center director, audit manager, and supermarket/commercial operations center manager

人資總監、辦公室及工程設備總監、安防總監、財務經理、人資經理、內控經理、公關經理、信息中心總監、審計經理及超市／商業營運中心經理

- Ensure that various departments are responsible for ESG matters and work in compliance with company policies and regulations
確保各個部門負責環境、社會及管治事宜，並遵照公司政策及法規要求展開工作
- Responsible for collecting relevant ESG data and related cases, completing information disclosure
負責收集相關環境、社會及管治數據及有關案例，完成信息披露工作



THE ESG GOVERNANCE STRUCTURE (Continued)

環境、社會及管治的管治架構（續）

RISK MANAGEMENT

To ensure good corporate governance of the Group, the Group has formulated an enterprise risk management mechanism and internal control system. The Group has established a risk management organizational framework and is composed of the Group's board of directors, audit committee and senior management. The board of directors is responsible for determining the risks to be undertaken by the Group's policy objectives and reviewing the effectiveness of its system through the audit committee. During the Year, the board of directors believed that the Group's risk management and internal control systems were effective.

The Group has formulated risk management policies. Senior management needs to identify risks that adversely affect the achievement of the Group's objectives at least once annually, prioritise and formulate risk mitigation plans.

Looking ahead, the Group will gradually incorporate environmental and social risk factors into its risk management system and procedures to identify the Group's risks in this area and formulate response plans.

Information relating to the corporate governance practices of the Group has been set out in the Corporate Governance Report on pages 43 to 53 of the Company's Annual Report 2020.

風險管理

為確保本集團良好企業管治，本集團已制定企業風險管理機制及內部監控系統。本集團已設有風險管理組織框架，並由本集團董事會、審核委員會及高級管理層組成。董事會負責釐定達成本集團策略目標應承擔的風險性質及程度，並透過審核委員會檢討其系統的有效性。董事會認為本集團於本年度的風險管理及內部監控系統有效。

本集團已制定風險管理政策，高級管理層需至少每年一次識別對實現本集團目標造成不利影響的風險，並排列優先次序及制定風險緩解計劃。

展望未來，本集團將逐步把環境及社會風險因素納入其風險管理系統及程序，以識別本集團在該方面的風險及制定應對方案。

與本集團企業管治常規有關的資料已載於本公司二零二零年年報第43頁至53頁的企業管治報告。

STAKEHOLDERS COMMUNICATION

持份者溝通

The opinions of stakeholders help the Group to review its own performance and potential risks, and formulate appropriate policies and measures to consolidate operation management and long-term business development. The Group communicates with various stakeholders through various channels in daily operations to collect their opinions. The key stakeholders of the Group are as follows:

持份者的意見有助本集團審視自身表現及潛在風險，並制定合適的政策及措施，鞏固營運管理及長遠業務發展。本集團於日常營運中透過不同管道與各持份者溝通，收集他們的意見。本集團的關鍵持份者如下：

Main stakeholders 主要持份者	Communication channels 溝通管道	Expectations 期望
Board of directors and employees 董事會及員工	<ul style="list-style-type: none"> Board meetings 董事會會議 Employee activities 員工活動 Internal employee communication 內部員工通訊 	<ul style="list-style-type: none"> Health and safety 健康與安全 Equal opportunity 平等機會 Salary and welfare 薪酬與福利 Career development 職業發展
Suppliers and business partners 供應商及業務夥伴	<ul style="list-style-type: none"> Supplier meetings and tour events 供應商會議及巡場活動 	<ul style="list-style-type: none"> Fair and open tendering 公平和公開的採購 Business ethics and reputation 商業道德與信譽 Mutual benefits 合作共贏
Community groups 社區團體	<ul style="list-style-type: none"> Public welfare activities 公益活動 	<ul style="list-style-type: none"> Contribution to the society 對社會的貢獻 Comply with local laws and regulations 遵守當地法律及法規
Investors and shareholders 投資者及股東	<ul style="list-style-type: none"> Annual general meeting 週年股東大會 Company website – investor relations 公司網站－投資者關係 	<ul style="list-style-type: none"> Comply with local laws and regulations 遵守當地法律及法規 Financial performance 財務業績
Customers 客戶	<ul style="list-style-type: none"> Customer inquiry hotline or email 客戶查詢熱線或電郵 Customer complaint mechanism 客戶投訴機制 	<ul style="list-style-type: none"> Business ethics and reputation 商業道德與信譽 Service quality 服務質素 Product quality 產品品質
Regulatory authority 監管機構	<ul style="list-style-type: none"> Stock Exchange announcements 聯交所公告 	<ul style="list-style-type: none"> Taxation according to law 依法納稅 Comply with local laws and regulations 遵守當地法律及法規

STAKEHOLDERS COMMUNICATION (Continued)
持份者溝通 (續)

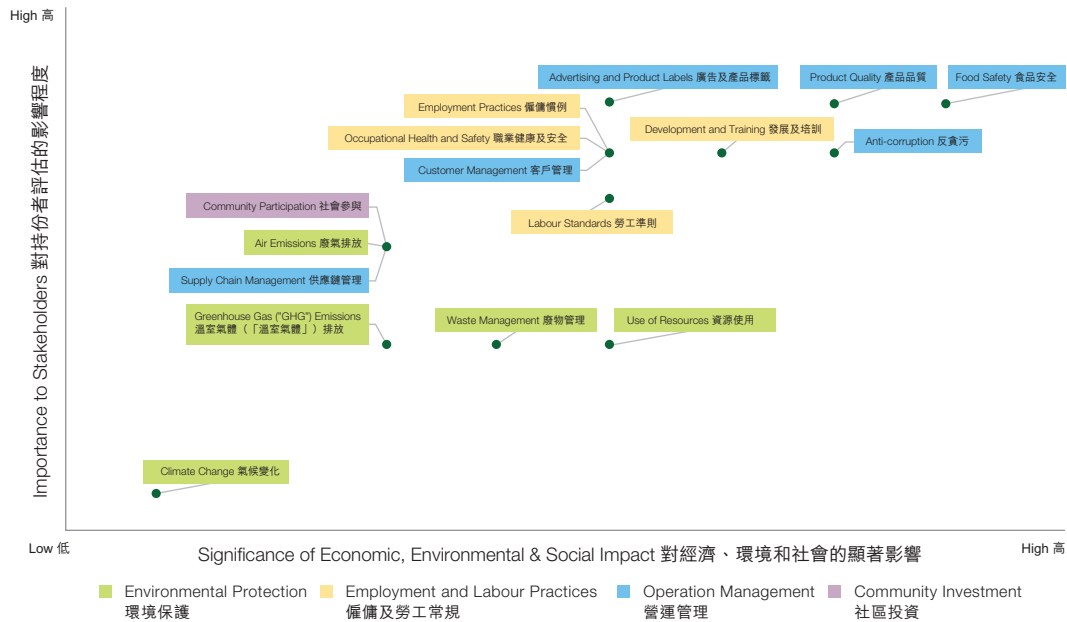
MATERIAL SUSTAINABILITY ISSUES

The Group's management and staff in major functions are involved in the preparation of this report to assist the Group in reviewing its operations and identifying ESG-related issues, and assessing the importance of those related issues to its business and stakeholders. The Group has compiled a questionnaire based on identified material ESG issues, and collected information from relevant departments, business units and stakeholders of the Group through the questionnaires. The following matrix summarises the material ESG issues of the Group.

重大可持續發展議題

本集團管理層及主要職能人員參與編製本報告以協助本集團檢討其營運及識別相關環境、社會及管治事宜，並評估該等相關事宜於其業務及持份者之重要性。本集團根據已識別之重大環境、社會及管治事宜編製調查問卷，並透過問卷向本集團相關部門、業務單位及持份者收集資料。下列矩陣圖概述本集團的重大環境、社會及管治事宜。

Materiality Matrix 重要性矩陣



Looking ahead, the Group will continue to strengthen its communication with stakeholders and develop more diversified communication methods, so as to understand the opinions and expectations of stakeholders on the operations of the Group. Stakeholders' opinions help the Group to improve on its relevant policies and measures, and respond more accurately to the expectations of stakeholders.

展望未來，本集團將持續加強與持份者溝通，開展更多元化的溝通方式，從而更瞭解持份者對本集團營運的意見及期望。本集團認為持份者的意見有助本集團完善相關政策及措施，以及更準確回應持份者的期望。



OPERATION MANAGEMENT

營運管理

The Group is committed to providing customers with a quality shopping experience and establishing close and good relationships with them. The Group has formulated various policies related to supply chain and product management to ensure that products from procurement, sales to after-sales service meet customer expectations and requirements.

PRODUCT RESPONSIBILITY

As a department store retailer, the Group understands the importance of product quality and safety. The Group has established a quality management system and formulated the work processes for product quality audits in accordance with relevant requirements. The management system has been certified by the ISO9000 quality management system. The Group has also formulated various policies related to product health and safety, customer service, personal privacy, advertising and labelling, including “Commodity Quality Management System” and “Advertising Release Process” to protect customers health, safety and interests.

During the Year, the Group was not aware of any material non-compliance with any laws and regulations concerning advertising, labelling and privacy matters relating to products and services provided and methods of redress that would have a significant impact on the Group, including but not limited to the “Food Safety Law of the People’s Republic of China”, the “Law of the People’s Republic of China on the Protection of Consumer Rights and Interests” and the “Advertising Law of the People’s Republic of China”.

本集團致力為顧客提供優質的購物體驗，並與其建立緊密良好的關係。本集團已制定各項有關供應鏈及產品管理的政策，確保產品從採購、銷售以至售後服務均達到顧客的期望及要求。

產品責任

作為百貨零售商，本集團深明產品品質及安全的重要性。本集團已設立質量管理體系，並按相關要求訂立產品質素審核的工作流程，該管理體系已獲ISO9000質量管理體系認證。本集團亦制定各項有關產品健康安全、顧客服務、個人私隱、廣告及標籤等政策，包括《商品質量管理制度》和《廣告發佈流程》，保障顧客的健康安全及利益。

於本年度，本集團並不知悉任何嚴重違反有關所提供的產品與服務及補救方法的廣告、標籤及私隱事宜的法律法規而會對本集團產生重大影響的事宜，包括但不限於《中華人民共和國食品安全法》、《中華人民共和國消費者權益保護法》及《中華人民共和國廣告法》。

OPERATION MANAGEMENT (Continued)

營運管理 (續)

Quality verification 質量檢定

To ensure that the products sold from the introduction to the sales process meet the requirements of quality and hygiene, all products sold must comply with the Group's packaging and quality regulations, and only products that have obtained a quality approval can be sold. The supermarket operation center of the Group manages product quality in accordance with the operation procedures of "Commodity Circulation Management". At the same time, the branch comprehensive management department needs to carry out quality inspections on products, and guide and coordinate employees to manage product quality and hygiene. The product quality inspection results will be recorded in the "Commodity Quality Sampling Inspection Form", which will be reviewed and followed up by the head of the quality management department.

At the same time, if any defective products are found in the sales outlets, the employees of the Group have the obligation and right to complain to the supermarket operation center. The Group also has an inspection team to conduct monthly inspections at each branch to ensure that the branch meets the management requirements.

為確保所售賣的產品從引入到銷售的過程符合質量及衛生的要求，所有售賣的產品需符合本集團的包裝及品質規定，獲取合格證明的產品方可進行售賣。本集團的超市營運中心按照《商品流轉管理》操作流程管理產品質量。同時，分店綜合管理部需對產品進行質量檢查，並指導和協調員工管理產品質量及衛生。產品質量檢查結果將記錄於《商品質量抽檢單》，由品質管理部主管審核及進行後續處理。

同時，如在銷售門市發現任何不合格產品，本集團的員工有義務及權利向超市營運中心作出投訴。本集團還有一支檢查小組於各分店進行每月一次的巡場評估，確保分店符合管理要求。

Food safety 食品安全

The Group attaches importance to food safety. The Group has formulated food safety management system to manage food safety and reduce risks associated with food safety. Each shop must, as required under the "Provisions for Sampling and Inspection of Commodity Quality and Hygiene", conduct regular examinations on cooked food products. The Group also has strict requirements on storage of food, for example, semi-cooked and cooked food products must be separated from raw food materials by a distance of more than one meter to avoid cross-infection. Furthermore, the Group actively promotes food safety, provides employees with food safety trainings, and offers customers with high-quality and safe food. In addition, the Shenzhen branch of the Group reported all of the information on pre-packaged food to the "Shenzhen Food Safety Traceability Credit Management System" to ensure that products can be traced in the event of a food safety incident in the future. The Group did not have product recall for safety and health reasons during the Year.

During the Year, two of the Group's shopping malls were both chosen by Shenzhen Franchise Association as the Management Model Shop of Standardised Management on Food Safety in Shenzhen, which demonstrated the high standard management system of the Group in terms of food safety.

本集團注重食品安全。本集團已制定食品安全管理體系，管理食品安全，減低食品安全相關風險。各分店必須按照《商品品質、衛生抽樣送檢規定》要求，對熟食商品進行定期檢查。同時，本集團對食品的存放有嚴格的要求，例如熟食半成品、成品的存放一定要與生料相隔一米以上距離，以免引起交叉感染。另外，本集團亦積極推廣食物安全，向員工提供有關食品安全的培訓，為顧客提供優質安全的食品。此外，本集團的深圳分店亦為所有預先包裝食品的資訊上報至「深圳市食品安全追溯信用管理系統」，確保日後產品在發生食品安全事故時得到追溯。本集團於本年度未有產品因安全與健康理由需要進行回收。

於本年度，本集團兩間購物中心均獲深圳市零售商業行業協會選為深圳市食品安全規範化管理示範店，顯示本集團擁有高水平的食品安全管理體系。

OPERATION MANAGEMENT (Continued)

營運管理（續）

<p>Quality verification 廣告及產品標籤</p>	<p>The Group regularly publishes product promotion advertisements on various media platforms such as large advertising boards, social networking pages and promotional leaflets. The Group needs to ensure that the advertising content is produced and published in accordance with the requirements of the “Guide for Advertising Release” to ensure that the Group meets the requirements of relevant laws and regulations while implementing effective communication and promotion.</p> <p>The products of the Group are attached with labels, such as the date of manufacture, the best date of consumption and the ingredients, so that customers can understand the product information.</p> <p>本集團定期於各媒體平台，例如：大型廣告板、社交網頁及宣傳單張等管道發佈產品宣傳廣告。本集團需確保廣告內容按照《廣告發佈操作指引》的要求進行製作及發佈，保障本集團在實行有效傳播推廣的同時，符合相關法律法規的要求。</p> <p>本集團的產品設有標籤，如列明其製造日期、最佳食用日期及成份，讓顧客瞭解產品的資訊。</p>
<p>Customer privacy 客戶私隱</p>	<p>The Group is committed to protecting customer personal data and privacy, and has formulated relevant policies to guide employees on how to collect, use, access and protect customer personal data. Customers can also inquire about the protection policies and measures of personal data at any time.</p> <p>本集團承諾保障顧客個人資料及私隱，並已制定相關政策，指導員工如何收集、使用、存取及保護顧客個人資料。顧客亦可隨時向本集團查詢有關個人資料的保護政策及措施。</p>
<p>Customer communication and complaint channels 顧客溝通及投訴管道</p>	<p>The Group regularly conducts customer satisfaction surveys and collects customer opinions via online questionnaires on its website. The Group intends to improve the management system and service quality to enhance customer satisfaction by collecting objective opinions and evaluation from customers. The Group also has a complaint mechanism to handle customer complaints. Customers can make complaints at the branch or through the telephone hotline. All complaints are handled by the receptionist of the Group’s customer service, and the person in charge of the relevant department handles and follows up the complaint cases and gives feedbacks to the customers. The Group received 7 complaints from customers regarding food freshness during the Year. All complaints have been recorded and followed up, and consensus with customers has been reached.</p> <p>本集團定期進行顧客滿意度調查，並於其網站設有網上意見表，收集顧客的意見。本集團希望可以透過收集顧客客觀的意見和評價，從而改善管理系統和服務質素，提高客戶滿意度。本集團亦設有投訴機制，處理顧客投訴。顧客可於分店或透過電話熱線作出投訴。所有投訴均由本集團的客服專門接待人員處理，並由相關部門的負責人處理及跟進投訴個案，並反饋顧客。本集團於本年度接獲客戶7宗有關食品新鮮度的投訴。所有投訴個案已經作記錄、跟進，並與顧客達成一致共識。</p>

ANTI-CORRUPTION

In order to maintain the corporate integrity culture of the Group, the Group has established various anti-fraud systems, including the “Anti-fraud System” and the “Red Line Behavior Regulations” in accordance with the “Risk Control” and “Risk Control Framework”. The Group’s rules and regulations ensure compliance with professional ethics. The Group does not tolerate any form of corruption (including fraud, bribery, forgery, extortion, conspiracy, corruption, money laundering and collusion). Disciplinary action shall be taken against any form of misconduct or malfeasance.

During the Year, the Group was not aware of any material non-compliance with related laws and regulations of bribery, extortion, fraud and money laundering that would have a significant impact on the Group, including but not limited to the “Company Law of the People’s Republic of China” and the “Bidding Law of the People’s Republic of China”. Besides, there was no concluded legal case regarding corrupt practices brought against the Group or its employees.

The Group has an anti-fraud mechanism to standardise measures to prevent and stop fraud. The Group encourages stakeholders such as employees and external partners to report. The Group sets up reporting and complaint channels for employees, including telephone, email and letters. The whistle-blowing mechanism ensures that all reported information is kept confidential, while assuring that the whistle-blowers will not be unfairly treated, including any unreasonably dismissal or unreasonable disciplinary action, etc. The audit department shall establish an investigation team in accordance with the “Audit Investigation Process” to conduct an investigation and report to the senior management.

In order to ensure that employees have a certain degree of understanding of anti-fraud and integrity ethics, the employees of the Group are required to receive relevant anti-fraud and professional ethics training during induction training. At the same time, the Group provides anti-fraud training for all employees annually and needs to sign the “Anti-fraud Management Responsibility Letter” or “Employee Integrity Commitment Letter”.

反貪污

為維持本集團企業廉潔文化，本集團根據《風控制度》及《風控框架》訂立各項有關反舞弊制度，包括《反舞弊制度》、《紅線行為規定》等，要求員工遵守法律及本集團的規章制度，確保符合職業道德準則。本集團不容忍任何形式的腐敗（包括詐騙、賄賂、偽造、勒索、串謀、貪污、洗錢及串通）。對於任何形式的不當行為或瀆職行為，將採取紀律處分。

於本年度，本集團並不知悉任何重大違反賄賂、勒索、欺詐和洗錢相關的法律及法規而會對本集團產生重大影響的事宜，包括但不限於《中華人民共和國公司法》及《中華人民共和國招標投標法》。同時，本集團或其僱員並無牽涉任何已審結的貪污訴訟案件。

本集團設有反舞弊機制，規範預防及制止舞弊行為的措施。本集團鼓勵員工及外部合作商等利益相關方進行舉報。本集團為員工設立不同舉報管道，包括電話、郵箱及信函等。舉報機制確保所有舉報的資訊予以保密，同時保障舉報者不會因舉報而受到不公平的對待，如舉報者不會被無理解僱、無理接受紀律處分等。舉報會由審計部按照《審計調查處理流程》成立調查組作出調查，並向高級管理層報告。

為確保員工對反舞弊及誠信道德有一定程度的認識，本集團的員工在入職培訓中需接受有關反舞弊制度及職業道德培訓。同時，本集團每年為所有員工提供有關反舞弊的培訓，並需簽署《反舞弊管理責任書》或《員工廉潔誠信承諾書》。

OPERATION MANAGEMENT (Continued)

營運管理 (續)

During the Year, the audit department of the Group arranged an anti-fraud training for all employees. The main content was associated with the definition of fraud, the meaning of anti-fraud and the Group's attitude towards fraud, and employees are encouraged to report any fraud. In addition, anti-fraud posters were posted at workplace to remind employees of anti-fraud information and reporting channels.

The Group also requires business partners to strictly comply with anti-corruption regulations. All of its business partners shall sign the "Integrity Commitment Letter for Partners" and "Anti-bribery Commercial Agreement" formulated by the Group to ensure the fairness, impartiality, integrity and honesty of the cooperation between both parties. The Group maintains zero tolerance towards bribery and corruption, and prohibits business partners from obtaining benefits from personnel of business relationship with the Group or providing benefits to them.

SUPPLY CHAIN MANAGEMENT

The Group is committed to implementing effective supply chain management and maintaining good business relationship with suppliers. "Supplier Admission System" and "Supplier Introduction System" are formulated by the Group for the selection of suppliers. The Group mainly considers four principles when selecting suppliers, including picking up nearby, purchase costs saving, taking goods as directly as possible and substantial economic benefits in order to save operating costs and reduce the impact of exhaust emissions during transportation on the surrounding environment.

Respective measures have been set up by the Group to ensure fair competitions among suppliers during the procurement process. The Group has established an online service system for suppliers of Jiahua Stores to conduct tenders through online forms, which sets out relevant tender information and contact details of business invitation personnel to ensure fair tendering. In addition, employees who are in any way interested in the suppliers are not allowed to participate in related procurement activities.

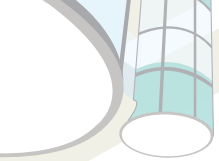
於本年度，本集團的審計部為所有員工安排一次反舞弊培訓，主要內容為有關舞弊行為的定義、反舞弊的意義及本集團對舞弊行為的態度，加強員工對有關反舞弊的認識，並鼓勵員工對任何舞弊行為作出舉報。此外，本集團於員工工作場所張貼有關反舞弊的宣傳海報，提醒員工有關反舞弊的資訊及舉報途徑。

本集團亦要求業務夥伴嚴格遵守反貪污規例。所有業務夥伴均須簽署本集團編制的《合作商廉潔誠信承諾書》，確保雙方的合作是公平、公正、廉潔、誠信。本集團對賄賂及腐敗行為零容忍，並禁止業務夥伴與本集團有業務關係的人員獲取利益或向彼等提供利益。

供應鏈管理

本集團致力實行有效的供應鏈管理，與各供應商保持良好的業務關係。本集團在挑選供應商方面制定了《供應商準入制度》和《供應商引入制度》。在選擇供應商時主要考慮四項原則，包括就近取貨、節省進貨費用、盡量直接取貨、高經濟效益，以節省營運成本和減低因運輸廢氣排放對周邊環境所帶來的影響。

本集團已制定相應措施，確保供應商在採購過程中能夠公平競爭。本集團已建立線上佳華百貨供應商服務系統，通過網上形式進行招標，並向供應商列明相關招標的資訊及招商人員的通訊方式，確保公平招標。同時，與供應商有任何利益關係的員工不得參與相關採購活動。



OPERATION MANAGEMENT (Continued)

營運管理 (續)

The Group also sets relevant food safety standards for its suppliers to ensure the safety and hygiene of the food they supply. At the same time, in order to ensure that the performance of the suppliers continues to meet the requirements of the Group, the Group regularly communicates with the suppliers, understands the suppliers' supply and services, resolves the related supply and service issues, and makes corresponding improvement measures.

The Group had a total of 762 suppliers during the Year, all of which were from the PRC.

Looking ahead, the Group will review the current mechanism for managing the environmental and social risks of its supply chain and consider formulating relevant policies to reduce the supply chain's operational risks to the Group.

本集團亦為供應商設定有關食品安全的標準，確保所供應的食品安全衛生。同時，為確保供應商表現持續符合本集團的要求，本集團定期向供應商進行交流，瞭解供應商供貨及服務等情況，並解決有關供貨及服務問題及作出相應的改善措施。

本集團於本年度共有762間供應商，所有供應商均來自中國。

展望未來，本集團將檢討現時有關管理供應鏈環境及社會風險的機制，並考慮制定相關政策，減低供應鏈對本集團的營運風險。

EMPLOYMENT AND LABOUR PRACTICES

僱傭及勞工常規

The Group is committed to providing employees with an effective employment system and a good working environment. The Group has formulated various personnel policies and measures to protect the safety and rights of employees.

EMPLOYMENT PRACTICES

The Group has prescribed policies and regulations on remuneration and benefits, recruitment and promotion, dismissal, working hours and holidays, equal opportunities and anti-discrimination to ensure the protection of employees.

During the Year, the Group was not aware of any material non-compliance with employment-related laws and regulations that would have a significant impact on the Group, including but not limited to the “Labour Law of the People’s Republic of China” and the “Labour Contract Law of the People’s Republic of China”.

本集團致力為員工提供完善的僱傭制度及良好的工作環境。本集團已制定各項人事政策及措施，保障員工的安全及權益。

僱傭慣例

本集團已訂明有關薪酬及福利、招聘及晉升、解僱、工作時數及假期、平等機會及反歧視的政策及規定，確保員工得到保障。

於本年度，本集團並不知悉任何重大違反有關僱傭的法律法規而會對本集團產生重大影響的事宜，包括但不限於《中華人民共和國勞動法》及《中華人民共和國勞動合同法》。

Salary and Benefits 薪酬及福利

According to the “Remuneration and Welfare Management System”, the Group provides employees with a competitive remuneration, assessment bonuses and various allowances according to their positions and performance. The Group regularly reviews and adjusts the above remuneration and welfare according to market remuneration levels. In addition to statutory benefits such as social insurance and housing provident fund, the Group also provides employees with medical insurance, holiday savings, employee dormitory and group health funds, etc. Employees can also receive birthday congratulations, transportation subsidies and holiday benefits etc.

本集團根據《薪酬福利管理制度》，按照員工的崗位及表現，為員工提供具市場競爭力的薪酬，以及考核獎金及各項津貼。本集團按市場薪酬水準定期作出檢討及調整。除社會保險及住房公積金等法定福利外，本集團亦為員工提供醫療保險、過節費、員工宿舍及團健經費等。員工亦可獲得生日祝賀、交通補貼及節日福利金等。

EMPLOYMENT AND LABOUR PRACTICES (Continued)

僱傭及勞工常規 (續)

Recruitment, Promotion and Dismissal 招聘、晉升及解僱

The Group conducts internal and external recruitment based on job requirements. The Group conducts recruitment according to the “Internal Recruitment Management Process” and “Operational Guidelines for Recruitment of Fresh Graduates” to ensuring that the recruitment process is open, fair and just. The selection of candidates is based on merits, taking into account their suitability for the relevant positions and their potential in satisfying the current and future demands of the Group.

The Group also evaluates employees’ qualifications, experience and past achievements, as well as interview performance in accordance with the “Promotion Management System”, and provides opportunities for job promotion or position transfer. When internal staff cannot meet the requirements of vacant positions, the Group will implement external recruitment and recruit suitable talents in accordance with the “External Recruitment Management Process”.

The Group and its employees may terminate the employment contracts as required, and give the other party an appropriate notice period and payment in lieu of notice in accordance with policies such as “Dismissal Policy” and “Resolution and Termination of Labour Contract”.

本集團根據崗位需求進行內外部招聘。本集團在進行聘請時會根據《內部招聘管理流程》及《應屆生招聘操作指引》，確保招聘流程公開、公平公正的招聘流程。本集團按擇優錄取基準，並考慮其是否適合有關職位及是否具備滿足本集團當前及未來需求的潛力招聘人員。

本集團亦按照《晉升晉級管理制度》評核員工資質經驗及過往業績，以及其面試表現，給予崗位晉升或平級調動的機會。在內部人員不能滿足空缺崗位的要求時，本集團將實行外部招聘，按照《外部招聘管理流程》聘請合適的人才。

本集團及員工可按需要提出終止僱傭合約，並按《解僱政策》及《勞動合同的解除和終止》等政策給予對方適當的通知期及代通知金。本集團禁止任何不合理的解僱。

Working Hours and Holidays 工作時數及假期

The “Employee Time Management System” states that employees are required to work in accordance with the shift system and shift schedule established by the Group. In addition to statutory holidays, employees of the Group also enjoy various paid holidays, including marriage leave, maternity leave and paternity leave, etc. Employees who have worked continuously for 1 Year can also enjoy 5 to 15 days of annual leave.

《員工時間管理制度》列明員工需按本集團制定的輪休制及排班表上班。除法定假期外，本集團員工亦享有各項帶薪假期，包括婚假、產假及陪產假等，連續工作满1年的員工亦可享有5至15天的年休假。

Equal Opportunity 平等機會及反歧視

The Group pledges that employees shall have equal opportunities in employment, promotion, training and treatment in accordance with the “Equal Opportunity Policy”, and will only be selected based on job requirements and the employee’s experience, skills and job performance. Where feasible, the Group also provides corresponding arrangements for people with disabilities to ensure that they receive their due rights.

本集團按照《平等機會政策》承諾員工在聘任、晉升、培訓及待遇均享有平等機會的權利，只會根據工作崗位的要求，以及該員工的經驗、技能及工作表現進行甄選。在可行情況下，本集團亦為殘疾人士提供相應安排，確保其得到應有的權利。

EMPLOYMENT AND LABOUR PRACTICES (Continued)
僱傭及勞工常規 (續)

Anti-discrimination
反歧視

The Group's "Anti-discrimination Policy" stipulates that the Group needs to ensure that its employees are not discriminated based on race, social class, nationality, religion, physical disability, gender, sexual orientation, union membership, political affiliation or age. The Group also prohibits any form of sexual harassment.

本集團的《反歧視政策》訂明，本集團需確保員工均不得基於種族、社會等級、國籍、宗教、身體殘疾、性別、性取向、工會會員、政治歸屬或年齡的影響而受到歧視。本集團亦禁止任何形式的性騷擾行為。

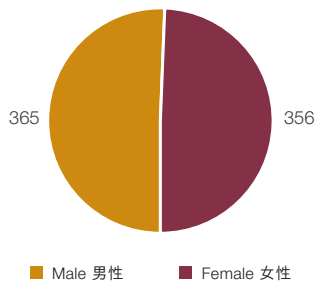
Looking ahead, the Group will further revise the relevant employee policies, add a diversification policy that is applicable to all ranks of employees, and establish a diversified and inclusive working environment.

展望未來，本集團將進一步修訂相關員工政策，加入適用於所有職級員工的多元化政策，建立多元化及共融的工作環境。

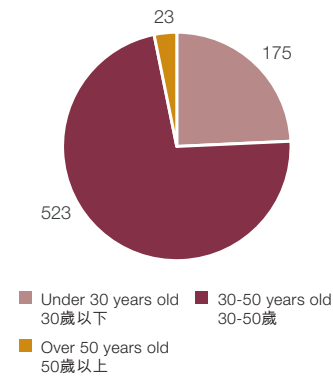
As at 31 December 2020, the Group had 721 employees, 719 of them work in the PRC and 2 of them are work in Hong Kong. The following is the composition of them:

截至二零二零年十二月三十一日，本集團共有721名員工，719名位於中國，2名位於香港。其組成列示如下：

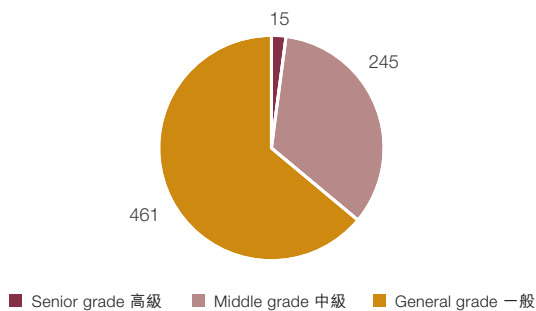
Number of employees by gender
按性別劃分員工人數



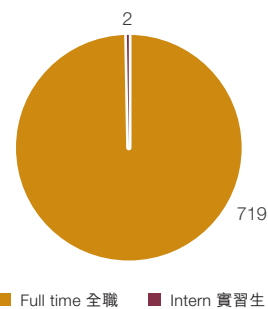
Number of employees by age
按年齡組別劃分員工人數



Number of employees by rank
按職級劃分員工人數



Number of employees by employment type
按僱傭類型劃分的僱員人數



EMPLOYMENT AND LABOUR PRACTICES (Continued)

僱傭及勞工常規 (續)

DEVELOPMENT AND TRAINING

The Group values personal development of its employees and provides various training and development opportunities for them. The Group has formulated the “Employee Training Management System”. Annual training programs are formulated by the Human Resources Department so as to enhance employees’ skills, management capabilities and service skills, etc., as well as their competitiveness in the workplace.

發展及培訓

本集團重視員工個人發展，為員工提供各項培訓及發展機會。本集團已制定《員工教育培訓管理制度》，並由人力資源中心制定年度培訓計劃，提升員工的技能、管理能力及服務技巧等，加強員工在職場上的競爭力。

2020 EMPLOYEE TRAINING PLAN

二零二零年員工培訓計劃

Training type 培訓類型	Training content 培訓內容	Training target 培訓對象
Cultivation of middle-level management personnel	The Group organised a number of trainings on operation management, including a thematic training camp for “Business Operation Management”, a thematic training for “Analysis of Operation Management” and “Business Development Trends and Operation Management for the Community in 2020”, covering areas such as personnel management, operation practice and environmental management, customer service and relationship management during the Year.	Headquarters managers and branch supervisors
中層管理幹部人員培訓	本集團於本年度舉辦多個與營運管理有關的培訓，包括《商業運營管理》專題集訓、《營運管理解析》專題培訓和《2020商業發展趨勢與社區營運管理》。培訓內容涵蓋不同領域，例如人員管理、經營規範及環境管理、客戶服務與關係管理。	總部經理、分店主管
Training of base level managers	In order to provide excellent service quality, the Group conducted trainings on enhancing the professionalism of frontline operation staff in various retail stores and shopping malls during the Year.	Branch staff
基層管理人員培訓	為提供良好的服務品質，本集團於本年度在各個零售門店及購物中心進行關於一線營運人員專業素養提升的培訓。	分店員工
Other types of training	Different thematic trainings were organised by the Group during the Year, such as a thematic first aid training called “Aid by Your Side” (救在你身邊) to improve participants’ awareness and skills on first aid, as well as CAD basic trainings to enable participants to familiarise with the basic operation of a drawing software known as AutoCAD.	All staff
其他類型培訓	本集團於本年度舉辦不同的主題培訓，例如《救在你身邊》急救專題培訓，以提高參與者的急救意識和技能，以及CAD基礎培訓，令參與者掌握繪圖軟體AutoCAD的基本操作。	所有員工

EMPLOYMENT AND LABOUR PRACTICES (Continued)

僱傭及勞工常規 (續)

The Group also encourages employees to pursue self-development. The Group will grant incentives to those employees who have worked for the Company for one year or more for pursuing further study and obtaining certificates with national recognition during the work period.

In addition, the Group has orientation training for all newly recruited employees to assist employees to familiarise with the working environment and job responsibilities as soon as possible. The Group provides various types of training in accordance with the “Pre-job Training Program for New Employees”, including company introduction, employment system, job responsibilities and daily work processes, business service etiquette, and teamwork spirit.

To ensure that employees are properly trained, the Group also has relevant procedures and standards for selecting internal training instructors. According to the “Internal Training Instructor Evaluation Plan”, the selected instructors must meet the qualification requirements for training instructors and pass the evaluation of the evaluation committee in order to develop and teach the training courses.

LABOUR STANDARDS

The Group strictly prohibits the employment of child labour and forced labour. The Group’s “Guide for External Recruitment Interviews” and “Non-full-time Employment Guideline” have stipulated that candidates must be at least 18 Years old before they can start working. The Group has also formulated the “Operational Guidelines for Conducting Background Check” to review candidates’ personal information during the recruitment process to avoid accidental employment of child labour. The Group also conducts periodic examinations and inspections to prevent the use of child labour or forced labour in its operations. Apart from that, the Group stipulates the regulations on overtime management in accordance with the “Working Hours Management System for Employees”. All employees must apply for overtime in accordance with the procedures in advance, and obtain the approval of the managers. The relevant overtime fees must also be paid according to statutory requirements. If a violation is involved, it will be dealt with according to the situation.

During the Year, the Group was not aware of any material non-compliance with laws and regulations related to child labour and forced labour that would have a significant impact on the Group, including but not limited to the “Labour Law of the People’s Republic of China” and the “Provisions on the Prohibition of Using Child Labour”.

本集團亦鼓勵員工自我開發。如果員工工作一年或以上，在公司工作期間，學習並獲得國家認可的資格證書，本集團會給予獎金以作鼓勵。

此外，本集團為所有新入職員工設有入職培訓，協助員工盡快熟悉工作環境及崗位職責。本集團根據《新員工崗前培訓方案》提供各種類型的培訓，包括公司介紹、僱傭制度、崗位元職責及日常工作流程、商務服務禮儀，以及團隊合作精神。

為確保員工得到合適的培訓，本集團在挑選內部培訓講師亦有相關流程及標準，並按照《內部培訓講師評審方案》，要求獲選講師需符合擔任培訓講師的資格要求以及通過評審委員會的考核，方可進行培訓課程開發及授課。

勞工準則

本集團嚴禁聘用童工及強制勞工。本集團的《外部招聘面試操作指引》、《非全日制用工操作指引》已訂明獲聘者需年滿18周歲，方可進行工作。本集團亦制定《背景調查操作指引》，在招聘過程中審閱應聘者的個人資料，避免出現誤聘童工的情況。本集團亦定期進行審查及檢查，防止其營運中出現任何童工或強制勞工。除此之外，本集團亦根據《員工工作時間管理制度》訂明有關加班管理的規定，所有員工加班均需按程序提前申請，並獲得經理審批同意，有關加班費用亦需按法定要求計算。如果涉及違規行為，將根據情況予以處理。

於本年度，本集團並不知悉有任何嚴重違反童工及強制勞工相關的法例及規例而將對本集團造成重大影響的情況，包括但不限於《中華人民共和國勞動法》及《中華人民共和國禁止使用童工規定》。



EMPLOYMENT AND LABOUR PRACTICES (Continued)

僱傭及勞工常規 (續)

HEALTH AND SAFETY

The Group is committed to providing employees with a safe and healthy working environment. In order to ensure that accidents at work are properly handled, the Group explains the definition, declaration process, treatment process and treatment of work-related injuries according to the “Guide for the Work-related Injuries of Employees”.

During the Year, the Group was not aware of any material non-compliance with health and safety-related laws and regulations, including but not limited to the “Regulations of Guangdong Province on Work-related Injury Insurance” and the “Fire Control Law of the People’s Republic of China”. During the Year, the Group recorded a fatal case due to a traffic accident occurred to an employee when off duty. The accident was identified as a work-related injury by the local human resources and social security bureau, and reasonable compensation was given. In addition, 3 cases of work-related injuries were reported in the Group, which were mainly work injuries in ordinary operating activities. All work-related injuries were properly handled and reasonably compensated.

健康與安全

本集團致力為員工提供安全健康的工作環境。為確保工傷事故得到妥善處理，本集團根據《員工工傷操作指引》說明工傷的定義、申報流程、處理流程及員工工傷待遇。

於本年度，本集團並不知悉任何嚴重違反健康及安全相關法律及法規，包括但不限於《廣東省工傷保險條例》及《中華人民共和國消防法》。於本年度，本集團發生一宗死亡個案，事故為1名員工在下班時發生交通意外，由當地人力資源和社會保障局認定為工傷，並已獲得合理賠償。另外，本集團共發生3宗因工受傷個案，主要為普通營運活動工傷，所有工傷事故均得到妥善處理，員工亦獲得合理賠償。

EMPLOYMENT AND LABOUR PRACTICES (Continued)
僱傭及勞工常規 (續)

EMPLOYEE WORK INJURY TREATMENT PROCESS 員工工傷處理流程





EMPLOYMENT AND LABOUR PRACTICES (Continued)

僱傭及勞工常規 (續)

In order to reduce employee-related safety risks and enhance employees' occupational health awareness, the Group also provides employees with occupational safety training, which includes occupational disease prevention and occupational health and safety. In addition, each store or shopping mall of the Group also regularly organises fire drills to increase employees' awareness of fire prevention and emergency awareness.

The Group values the physical and mental well-being of employees. The Group regularly organises employee activities, including: outdoor development training, birthday events, cooking competitions and Dragon Boat Festival parties, so that employees can get a chance to relax outside of work and enhance their sense of belonging to the Group.

In response to the outbreak of the COVID-19 pandemic, the Group strictly abides by and implements the guidelines and announcements regarding epidemic prevention issued by the Chinese Center for Disease Control and Prevention, committed to enhancing the Group's awareness of epidemic prevention and stepping up hygienic management to safeguard the health of employees and minimise operating risks. The Group requires employees, customers and partners to adopt good personal protective measures, wear facial masks at all times, and receive body temperature examination before entering office areas, retail stores and shopping malls. Furthermore, the Group exercises stringent sanitation and disinfection management. In addition to increasing the frequency of cleaning and disinfection for information desks, sales areas and toilets etc., special disinfection and cleaning are also provided for air-conditioning and ventilation systems. Moreover, in response to the call from the government, the Group recommends employees to avoid any visits to high-risk areas; if inevitably, upon visits they need to have self-quarantine and provide proof of negative COVID-19 nucleic acid test result within the previous 3 days prior to the date of making work arrangement.

為減低員工相關安全風險及提高員工職業健康意識，本集團為員工提供職業安全培訓，培訓內容包括職業病防治法及職業健康安全。此外，本集團各分店亦定期舉辦消防演習，提高員工對防火的認知及應急意識。

本集團重視員工的身心福祉。本集團定期舉辦員工活動，包括：戶外拓展訓練、生日活動、廚藝比賽及端午節聚會，讓員工能夠在工作以外得到放鬆的機會，增強員工對本集團的歸屬感。

為應對新冠疫情的爆發，本集團嚴格遵守及落實中國疾病預防控制中心在防疫方面的指導方針和公告，致力增強集團防疫意識及加強衛生管理，以保障員工健康及將經營風險降到最低。本集團要求員工、顧客和合作商好個人防護，時刻佩戴口罩，並在進入辦公室、零售門店及購物中心前檢查體溫。再者，本集團進行嚴格衛生消毒管理，除了增加在諮詢台、售貨區、洗手間等地方的清潔消毒次數，還重點對空調通風系統進行消殺清潔。另外，為響應政府號召，本集團建議員工避免去高風險地區；假如無法避免，回來後需要進行自我隔離，並提供3日內的核酸檢測陰性結果證明才可安排上班。

ENVIRONMENTAL PROTECTION

環境保護

EMISSIONS

The Group attaches great importance to emissions from business operations, including greenhouse gases, air pollutants, waste and sewage. The Group has entered into various policy measures related to emission reduction and safety emissions to reduce the impact of emissions on the surrounding environment.

During the Year, the Group did not find any material non-compliance of environmental laws and regulations related to waste gas and greenhouse gas emissions, discharge to water and land, and the generation of hazardous and non-hazardous wastes, which caused a significant impact on the Group, including but not limited to the “Environmental Protection Law of the People’s Republic of China”, the “Water Pollution Prevention and Control Law of the People’s Republic of China” and the “Atmospheric Pollution Prevention and Control Law of the People’s Republic of China”.

GHG Emissions

The Group is very concerned about the Group’s carbon footprint and is committed to reducing the impact of its business on the environment. The main sources of the Group’s GHG emissions are diesel and petrol consumed by vehicles, diesel consumed by standby generators and natural gas consumed by boilers in restaurants (Scope 1) and purchased electricity (Scope 2). The Group has adopted the following measures to reduce GHG emissions during its operations.

- Actively adopt emission reduction measures for motor vehicles, and the respective measures will be illustrated in the section headed “Air Emissions” in this aspect; and
- Actively adopt environmental-friendly, energy-saving and water-saving measures, and the respective measures will be illustrated in the section headed “Use of Resources”.

During the Year, the Group’s GHG emissions was approximately 19,278.4 tCO₂e, of which electricity consumption accounted for approximately 99.4% and the GHG emissions produced by the combustion of fossil fuel accounted for approximately 0.6%. The total GHG emission decreased by approximately 46.9% compared to last year, mainly due to the closure of three retail stores by the Group in response to COVID-19 pandemic during the Year which led to the approximately 46.9% reduction in energy indirect GHG emissions produced by electricity consumption (Scope 2)

排放物

本集團重視業務營運中所產生的排放物，包括溫室氣體、空氣污染物、廢棄物及污水。本集團已訂立各項有關減排及安全排放的政策措施，減少排放物對周邊環境的影響。

於本年度，本集團並無發現任何嚴重違反有關廢氣及溫室氣體排放、向水及土地排放、產生有危害及無危害廢物的環境法律法規從而對本集團造成重大影響，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》及《中華人民共和國大氣污染防治法》。

溫室氣體排放

本集團非常關注本集團的碳足跡，並致力減少業務對環境的影響。本集團的溫室氣體排放主要來源為車輛消耗的柴油及汽油、備用發電機備用發電機和餐廳煮食所消耗的天然氣（範圍一）及外購電力（範圍二）。本集團已採取下列措施減少其營運過程中的溫室氣體排放：

- 積極採納車輛減排措施，而有關措施將在本層面「廢氣排放」一節內闡述；及
- 積極採納環保、節能及節水措施，而有關措施將在本層面「資源使用」一節內闡述。

本集團於本年度的溫室氣體排放總量約為19,278.4噸二氧化碳當量，其中由電力消耗產生的溫室氣體排放佔總量約99.4%，而化石燃料燃燒產生的溫室氣體排放佔比則約為0.6%。總溫室氣體排放量較去年減少約46.9%。主要原因是本集團於本年度關閉了三家零售店舖以應對新冠疫情，由電力消耗產生的能源間接溫室氣體排放（範圍二）較去年減少約46.9%。

ENVIRONMENTAL PROTECTION (Continued)

環境保護 (續)

Air Emissions

The main sources of the Group's air emissions are vehicles burning diesel and petrol. To cope with the above, the following emission reduction measures are actively adopted to mitigate and control the impact generated from the above sources of emissions:

- Periodically undergo inspections and maintenance of motor vehicles to maintain efficiency of motor vehicles;
- Plan routes in advance to avoid duplicate routes and optimise use of fuel;
- Remind employees to turn off idling engines; and
- Actively adopt emission reduction measures, and the respective measures have been illustrated in the section headed "GHG Emissions" in this aspect.

The Group's fossil fuels consumed by standby generators and vehicles generated 30.2 kg of nitrogen oxides ("NO_x"), 0.4 kg of sulphur oxides ("SO_x"), and 2.0 kg of respiratory suspended particulates ("PM") from fossil fuels.

Waste and Sewage

The waste of the Group is mainly non-hazardous waste. To ensure that waste generated by its business activities is properly handled, the Group has established various waste discharge management measures. The Group sets up recycling bins at the entrance of supermarkets to collect recyclable waste, meanwhile, donates slightly damaged or outdated products to organizations or charities that are needed. Other non-recyclable waste were collected by the contractor and sent to the landfill.

Kitchen waste is the main type of non-hazardous waste produced during our business operations. The Group has formulated stringent management policies and procedures for kitchen waste. During the Year, approximately 156.8 tonnes of kitchen waste were generated in the Group and a qualified professional third party was appointed for collection and disposal of the kitchen waste produced.

廢氣排放

本集團的廢氣排放主要來源為車輛消耗的柴油及汽油。為應對上述情況，我們積極採取以下減排措施以減少及控制該等氣體排放來源的影響：

- 定期進行車輛檢查及維護以保持車輛效率；
- 提前規劃路線以避免重複道路及優化燃料耗用；
- 提醒僱員關閉空轉引擎；及
- 積極採取減排措施，而有關措施將在本層面「溫室氣體」一節內闡述。

本集團於本年度排放30.2千克氮氧化物（「NO_x」）、0.4千克硫氧化物（「SO_x」）和2.0千克可吸入懸浮粒子（「PM」）。

廢棄物及污水

本集團的廢棄物主要為無害廢棄物。為確保業務營運中所產生的廢棄物得到妥善處理，本集團已訂立各項廢棄物排放管理措施。本集團於超市入口設置回收箱收集可回收的廢棄物，同時將稍微損壞或過時的產品捐贈給需要的組織或慈善機構。其他不可回收廢棄物均交由承辦商進行收集並送往垃圾堆填區。

廚餘為我們業務運營過程中產生的主要無害廢物類型。本集團已制定嚴格的廚餘管理政策及程序。於本年度，本集團產生約156.8噸廚餘，並已委聘合資格的專業第三方收集及處理所產生的廚餘。

ENVIRONMENTAL PROTECTION (Continued) 環境保護 (續)

During the Year, the Group did not generate hazardous waste. If there is any hazardous waste produced, it will be collected and treated by a qualified waste recycler that government approves.

The sewage of the Group mainly comes from the sale of fresh commodities and from food and beverage operators. The Group has separated the rainwater and sewage within the internal draining system of the store building, and the sewage generated in the Group's daily operations is treated and discharged to municipal sewage pipes. Catering wastewater is only discharged into municipal sewage pipes after oil pretreatment and septic tank pretreatment. In addition, the rainwater collected by the Group is also discharged to municipal rainwater pipes.

本年度，本集團未有生產有害廢棄物。倘產生任何廢棄物，該等廢棄物將交由符合政府認可的合資格回收商進行收集及處理。

本集團主要的污水來自新鮮商品銷售及餐飲排污。本集團的分店建築物中的內部排水系統實行雨污分流，本集團日常營運中所產生的污水經處理後排往市政污水管。餐飲廢水經隔油、化糞池預處理後才會排入市政污水管。此外，本集團所收集的雨水亦會排至市政雨水管。

USE OF RESOURCES

The Group has formulated various resource management policies and measures to ensure the effective use of resources and avoid waste. At present, the resources used by the Group's business operations include water, paper, transportation and energy consumption for daily operations of stores, such as electricity used for lighting systems and refrigerators.

資源使用

本集團已制定各項資源管理的政策及措施，確保有效地使用資源及避免浪費。現時，本集團業務營運所使用的資源包括水、紙張、運輸及店舖日常營運的能源消耗，例如燈光照明系統及冷凍儲藏櫃所需要的電力等。

Resource management measures 資源管理措施

Energy 能源	<ul style="list-style-type: none"> Use energy-saving bulbs and new light-emitting diode lamps; 使用節能燈泡及新款發光兩極體燈 Choose a more energy-saving air conditioning system with variable speed drives; 選用較節能的變頻空調系統； Set an energy saving temperature for the freezer; and 選用較省電的冷凍櫃的溫度；及 Use sensor lights in storage rooms and toilets. 在儲存室和廁所使用感應燈。
Water 水	<ul style="list-style-type: none"> Post environmentally-friendly notices to remind employees and customers to save water. 張貼環保告示，提醒員工及顧客節約用水。
Paper 紙張	<ul style="list-style-type: none"> Use electronic marketing, such as online promotion, electronic newsletters, and mobile marketing. 使用電子營銷，例如網上宣傳、電子通訊及移動營銷。
Packaging materials 包裝材料	<ul style="list-style-type: none"> Reduce the packaging of non-food products; 減少非食品類產品的包裝；及 Use reusable or recyclable materials for packaging. 儘量使用可重複使用或可回收材料製作包裝。

ENVIRONMENTAL PROTECTION (Continued)

環境保護 (續)

The major source of energy consumed by the Group is diesel and petrol consumed for vehicles, diesel consumed by standby generators, natural gas consumed by the boilers at the restaurants and electricity consumed in daily operations, as well as diesel and petrol consumed for vehicles. Total energy consumption of the Group during the reporting Year was approximately 24,265.1 MWh, of which the consumption of indirect and direct energy accounted for approximately 98.2% and approximately 1.8% of total energy consumption respectively. Total energy consumption decreased by approximately 49.4% compared to last Year. The decrease was mainly due to the closure of three retail stores by the Group during the Year in response to COVID-19 pandemic.

Water consumption of approximately 500,974.0 m³ was reported in the Group during the Year, representing a decrease of approximately 27.8% compared to last Year. Water consumption intensity was approximately 2.49 m³ per square meter. The reduction in water consumption was mainly due to the closure of three retail stores by the Group during the Year in response to COVID-19 pandemic. Since the Group's consumed water is mainly tap water supplied by the municipal pipe network, therefore there is no issue with sourcing water that is fit for purpose.

Packaging materials used by the Group are mainly plastic and cartons. During the Year, the Group's total consumption of plastic and cartons was approximately 68.0 tonnes and 640.0 tonnes respectively, and total consumption of packaging materials was approximately 708.0 tonnes. Total consumption intensity of packaging materials was approximately 0.002 tonne per RMB1,000 revenues.

ENVIRONMENTAL AND NATURAL RESOURCES

Although the Group's operations do not involve serious pollution, as an ongoing commitment to corporate social responsibility, the Group is aware of the importance of reducing the potential negative impact of business operations on the environment. It strives to reduce its potential impact on the environment by adopting industry best practices aimed at reducing the consumption of natural resources and effectively implementing environmental management. It regularly assesses the environmental risks of its business, take preventive measures to reduce potential risks and ensure compliance with relevant laws and regulations. The Group is also committed to achieving sustainable development and creating long-term value for the community and stakeholders.

本集團於本年度之能源消耗包括車輛消耗的柴油及汽油、備用發電機備用發電機和餐廳煮食所消耗的天然氣，以及日常營運中使用的電力。本集團於報告年度內的能源總耗量約為24,265.1兆瓦時，其中間接能源佔能源總耗量約98.2%，而直接能源佔能源總耗量約1.8%。能源總耗量較去年減少約49.4%。其主要原因是本集團於本年度關閉了三家零售店舖以應對新冠疫情。

本集團於本年度共消耗水資源約500,974.0立方米，較去年減少約27.8%。耗水密度約為每平方米2.49立方米。耗水量減少的主要原因是本集團於本年度關閉了三家零售店舖以應對新冠疫情。本集團的用水主要為市政管道網絡供應的自來水，因此，並不存在求取適用水源的問題。

本集團使用之包裝材料主要為塑膠和紙箱。於本年度，本集團的塑膠總使用量約為68.0噸，紙箱的總使用量約為640.0噸，包裝材料總使用量約為708.0噸。包裝材料總使用密度約為每千元人民幣收益0.002噸。

環境及天然資源

儘管本集團的營運過程並不涉及嚴重污染，但作為對企業社會責任的持續承諾，本集團意識到減低業務營運對環境的潛在負面影響之重要性。本集團通過採用針對減少天然資源消耗及有效實施環境管理的行業最佳實踐，努力減輕其對環境的潛在影響。本集團定期評估業務的環境風險，採取預防措施以降低潛在風險並確保遵守相關法律法規。本集團亦致力於實現可持續發展，為社區及持份者創造長期價值。



COMMUNITY INVESTMENT 社區投資

As a responsible company, the Group understands the importance of practicing corporate social responsibility. The Group has formulated the “Community Participation” policy and pledge to make charitable donations and participate in community activities from time to time. In addition, the Group actively engages with its community stakeholders (including community groups, chambers of commerce, elected councillors and local residents) so as to understand the needs of the community and bring positive impact to the society.

Looking ahead, the Group plans to launch different community projects and encourages employees to participate in different volunteer activities to give back to the society.

作為一家負責任企業，本集團明白實踐企業社會責任的重要性。本集團已制定《社區參與》政策，並承諾不定期進行慈善捐贈及參與社區活動。此外，本集團積極與社區持份者會面（包括社區團體、商會、民選議員及當地居民），瞭解社區的需要，為社會帶來正面影響。

展望未來，本集團計劃增設不同社區項目，並鼓勵員工參與不同義工活動，回饋社會。

SUMMARY OF ENVIRONMENTAL AND SOCIAL KEY PERFORMANCE INDICATORS

環境及社會關鍵績效指標匯總

SUMMARY OF ENVIRONMENTAL AND SOCIAL KEY PERFORMANCE INDICATORS

環境關鍵績效指標匯總

Environmental Key Performance Indicators 環境關鍵績效指標	Unit 單位	2020 二零二零年	2019 二零一九年
Types of emissions and related emissions data 排放物種類及相關排放數據			
Air emissions¹ 廢氣排放 ¹			
Nitrogen oxides (“NO _x ”) 氮氧化物 (「NO _x 」)	kg 千克	30.2	Data not collected 未收集數據
Sulphur oxide (“SO _x ”) 硫氧化物 (「SO _x 」)	kg 千克	0.4	1.3
Respirable suspended particulates (“PM”) 可吸入懸浮粒子 (「PM」)	kg 千克	2.0	Data not collected 未收集數據

1. In this report, the exhaust emission produced in the Group's operations was calculated in reference to Appendix 2: Reporting Guidance on Environmental KPIs in “How to Prepare an ESG Report” issued by the Stock Exchange.

1. 本年度報告參考聯交所發表的《如何準備環境、社會及管治報告》中的《附錄二：環境關鍵績效指標匯報指引》量化本集團營運時產生的廢氣排放。

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總 (續)

Environmental Key Performance Indicators 環境關鍵績效指標	Unit 單位	2020 二零二零年	2019 二零一九年
GHG emissions² 溫室氣體排放 ²			
Direct GHG emissions (Scope 1) 直接溫室氣體排放 (範圍一)	tCO ₂ e 噸二氧化碳當量	106.9	205.0
Energy indirect GHG emissions (Scope 2) 能源間接溫室氣體排放 (範圍二)	tCO ₂ e 噸二氧化碳當量	19,171.5	36,136.0
Total GHG emissions 溫室氣體總排放量	tCO₂e 噸二氧化碳當量	19,278.4	36,341.0
GHG intensity³ 溫室氣體密度 ³	tCO₂e/m² 噸二氧化碳當量/平方米	0.11	0.17

2. In this report, the GHG emission data was presented in CO₂ equivalent in reference to the documents including but not limited to “The Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard” published by World Resources Institute and World Business Council for Sustainable Development, “How to Prepare an ESG Report Appendix 2: Reporting Guidance on Environmental KPIs” issued by the Stock Exchange, the Fifth Assessment Report (AR5) of the United Nations Intergovernmental Panel on Climate Change “Climate Change 2014: Synthesis Report” and the latest Baseline Emission Factors for Regional Power Grids in China.
3. As at 31 December 2020, the operating area within the reporting scope of this report was about 175,000 m² (as at 31 December 2019: approximately 214 m²). This data is used for the calculation of other intensity data.

2. 本年度報告的溫室氣體排放數據乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、香港交易所發佈的《如何準備環境、社會及管治報告附錄二：環境關鍵績效指標匯報指引》、二零一四年度政府間氣候變化專門委員會第五次評估報告(AR5)的《全球暖化潛勢值》和最新發佈的中國區域電網基準線排放因數。
3. 截至二零二零年十二月三十一日止年度，本報告的報告範圍的總經營面積約175千平方米(截至二零一九年十二月三十一日：約214千平方米)。此數據亦用於計算其他密度數據。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總 (續)

Environmental Key Performance Indicators 環境關鍵績效指標	Unit 單位	2020 二零二零年	2019 二零一九年
Hazardous waste 有害廢棄物			
Total Hazardous waste 有害廢棄物總量	Tonnes 噸	–	–
Hazardous waste intensity 有害廢棄物密度	Tonnes/m ² 噸/平方米	–	–
Non-hazardous waste 無害廢棄物			
Food waste 廚餘	Tonnes 噸	156.8	Data not collected 未收集數據
Total non-hazardous waste 無害廢棄物總量	Tonnes 噸	156.8	Data not collected 未收集數據
Non-hazardous waste intensity 無害廢棄物密度	Tonnes/m² 噸/平方米	0.0009	Data not collected 未收集數據
Energy consumption 能源消耗			
Petrol 汽油	MWh 兆瓦時	251.7	616.1
Diesel 柴油	MWh 兆瓦時	59.1	168.4
Natural gas 天然氣	MWh 兆瓦時	115.1	–
Direct energy consumption 直接能源消耗	MWh 兆瓦時	425.9	784.5
Electricity 電力	MWh 兆瓦時	23,839.2	47,169.6
Indirect energy consumption 間接能源消耗	MWh 兆瓦時	23,839.2	47,169.6

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總 (續)

Environmental Key Performance Indicators 環境關鍵績效指標	Unit 單位	2020 二零二零年	2019 二零一九年
Total energy consumption 能源總消耗量	MWh 兆瓦時	24,265.1	47,954.1
Energy intensity (in terms of area) 能源消耗密度 (以面積計算)	MWh/m² 兆瓦時/平方米	0.14	0.22
Water consumption 耗水			
Total water consumption 耗水總量	m ³ 立方米	500,974.0	693,649.0
Water consumption intensity 耗水總量密度	m ³ /m ² 立方米/平方米	2.86	3.24
Use of packaging material 包裝材料使用			
Plastic 塑膠	Tonnes 噸	68.0	Data not collected 未收集數據
Cardboard boxes 紙箱	Tonnes 噸	640.0	Data not collected 未收集數據
Total amount of packaging material used 包裝材料總使用量	Tonnes 噸	708.0	Data not collected 未收集數據
Packaging material intensity⁴ 包裝材料密度 ⁴	Tonnes/thousand HKD revenue 噸/千元收益 (人民幣)	0.002	Data not collected 未收集數據

4. For the year ended 31 December 2020, the Group's total revenue was approximately RMB428,057,000 (For the year ended 31 December 2019: approximately RMB645,329,000). This data will be used for the calculation of other intensity data.

4. 於截至二零二零年十二月三十一日止年度，本集團的總收入約為人民幣428,057千元（於截至二零一九年十二月三十一日：約人民幣645,329千元）。有關數據用於計算其他密度數據。

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總 (續)

SOCIAL KEY PERFORMANCE INDICATORS

社會關鍵績效指標匯總

Number of workers 員工人數		2020 二零二零年	2019 二零一九年
Geographical region 地區	Mainland China 中國內地	719	1,009
	Hong Kong 香港	2	2
Gender 性別	Male 男性	365	508
	Female 女性	356	503
Age group 年齡組別	Under 30 years old 30歲以下	175	304
	30-50 years old 30-50歲	523	681
	Over 50 years old 50歲以上	23	26
Rank ⁶ 職級 ⁶	Senior grade 高級	15	20
	Middle grade 中級	245	317
	General grade 一般	461	674
Employment type ⁵ 僱傭類型 ⁵	Full time 全職	719	Data not collected 未收集數據
	Intern 實習生	2	Data not collected 未收集數據
Total number of employee 總員工人數		721	1,011

5. The Group employs full-time and part-time employees. However, since the Group does not have a record of part-time workers, this report only includes full-time employee data. Looking ahead, the Group will review the data collection procedures to enhance data disclosure

6. The employee ranks of the Group: senior employees, mid-level employees, and general employees refer to directors, managers and supervisors, and general employees, respectively.

5. 本集團聘用全職及兼職員工。然而，由於本集團並無兼職員工人數紀錄，因此本報告僅包括全職員工數據。展望未來，本集團將審視數據收集程序，提升數據披露。

6. 本集團的員工職級：高級員工、中級員工、一般員工，分別指總監、經理及主管、一般員工。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總 (續)

Number of newly recruited workers and percentage 新入職員工人數及百分比		2020 二零二零年	2019 ⁷ 二零一九年 ⁷
Geographical region 地區	Mainland China 中國內地	122 (17.0%)	215 (21.3%)
	Hong Kong 香港	–	–
Gender 性別	Male 男性	53 (14.5%)	105 (20.7%)
	Female 女性	69 (19.4%)	110 (21.9%)
Age group 年齡組別	Under 30 years old 30歲以下	66 (37.7%)	135 (44.4%)
	30-50 years old 30-50歲	56 (10.7%)	80 (11.8%)
	Over 50 years old 50歲以上	–	–
Total number and percentage of newly recruited workers 總新入職員工人數及百分比		122 (17.0%)	215 (21.3%)

7. Due to a change in calculation method, the figures for 2019 has been restated.

7. 由於計算方法更改，因此重述二零一九數據。

Summary of Environmental and Social Key Performance Indicators (Continued)
環境及社會關鍵績效指標匯總 (續)

Employee turnover 員工流失		2020 二零二零年	2019 二零一九年
Geographical region 地區	Mainland China 中國內地	413 (57.4%)	883 (87.5%)
	Hong Kong 香港	-	-
Gender 性別	Male 男性	207 (56.7%)	393 (77.4%)
	Female 女性	206 (57.9%)	494 (98.2%)
Age group 年齡組別	Under 30 years old 30歲以下	144 (82.3%)	484 (159.2%)
	30-50 years old 30-50歲	259 (49.5%)	383 (56.2%)
	Over 50 years old 50歲以上	10 (43.5%)	16 (61.5%)
Total number of employees left and total employee turnover rate 總員工流失人數及百分比		413 (57.4%)	833 (82.4%)

Employee safety performance 員工職業安全表現		2020 二零二零年	2019 二零一九年
Number and rate of work-related fatalities ⁸ 因工死亡人數及比率 ⁸		1 (0.1%)	-
Number of work-related injuries ⁹ 因工受傷人數 ⁹		3	11
Employees' work-related injury percentage 員工工傷意外百分比		0.4%	1.1%
Number of lost day due to work-related injuries 因工傷損失工作日數		23	60
Percentage of lost day due to work-related injuries 因工傷損失工作日數比率		0.56%	0.02%
Absence days 缺勤日數		414	338

8. In 2018 and 2019, no employees of the Group died due to work. 8. 本集團於二零一八年及二零一九年均沒有員工因工死亡。
9. Work-related injuries refer to employees who are unable to work for more than 3 days due to work-related accidents. 9. 因工受傷指員工因工作相關意外而導致無法工作超過3天。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總 (續)

Percentage of trained employees ¹⁰ 受訓員工百分比 ¹⁰		2020 二零二零年	2017 ⁷ 二零一九年 ⁷
Rank 職級	Senior grade 高級	47.8%	91.3%
	Middle grade 中級	28.4%	16.6%
	General grade 一般	53.4%	66.4%
Gender 性別	Male 男性	34.9%	58.9%
	Female 女性	52.3%	51.9%
Total percentage of total employees trained¹¹ 總受訓員工百分比¹¹		43.6%	55.2%

10. Percentage of employees trained equals to the number of employees trained divided by the number of employees

11. Proportion of relevant categories of employees trained equals to the number of employees trained in this category divided by the number of employees trained;

The ratio of men and women among the trained employees: men (40.0%) and women (60.0%);

Proportion of trained staff in each rank group: senior employees (2.1%), middle level employees (13.2%) and general employees (84.7%).

10. 受訓員工百分比即受訓員工人數除以員工人數。

11. 受訓員工中相關類別所佔比例即該類別員工受訓人數除以受訓員工人數；

受培訓員工中的男女比例：男性(40.0%)和女性(60.0%)；

受培訓員工中各職級組別的比例：高級員工(2.1%)、中級員工(13.2%)和一般員工(84.7%)。

Summary of Environmental and Social Key Performance Indicators (Continued)
 環境及社會關鍵績效指標匯總 (續)

Average training hours of employees (hours) 員工平均受訓時數 (小時)		2020 二零二零年	2019 ⁷ 二零一九年 ⁷
Rank 職級	Senior grade 高級	7.7	8.0
	Middle grade 中級	4.5	5.6
	General grade 一般	4.1	13.7
Gender 性別	Male 男性	3.1	16.2
	Female 女性	4.7	7.6
Average total training hours of employees (hours) 總員工平均受訓時數 (小時)		3.87	11.7
Number of suppliers 供應商數量		2020 二零二零年	2019 二零一九年
Mainland China 中國內地		762	1,322

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT GUIDE CONTENT INDEX

《環境、社會及管治報告指引》內容索引

KPI 主要範疇	Description 內容
A1 Emission A1 排放物	
General Disclosure 一般披露	Information on: (a) the policies; and (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. 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。
A1.2	Greenhouse gas emissions in total (in tonnes) and intensity. 溫室氣體總排放量（以噸計算）及密度。
A1.3	Total hazardous waste produced (in tonnes) and intensity 所產生有害廢棄物總量（以噸計算）及密度。
A1.4	Total non-hazardous waste produced (in tonnes) and intensity 所產生無害廢棄物總量（以噸計算）及密度。
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。
A1.6	Description of how hazardous and nonhazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果。
A2 Use of Resources A2 資源使用	
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。
A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。
A2.2	Water consumption in total and intensity. 總耗水量及密度。
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。
A2.5	Total packaging material used for finished products (in tonnes) and with reference to per unit produced. 製成品所用包裝材料的總量（以噸計算）及每生產單位佔量。

Environmental, Social and Governance Report Guide Content Index (Continued)

《環境、社會及管治報告指引》內容索引（續）

KPI 主要範疇	Description 內容
A3 The Environment and Natural Resources A3 環境及天然資源	
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 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。
B1 Employment B1 僱傭	
General Disclosure 一般披露	Information on: (a) the policies; and (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. 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
B1.1	Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。
B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。
B2 Health and Safety B2 健康與安全	
General Disclosure 一般披露	Information on: (a) the policies; and (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. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。
B2.2	Lost days due to work injury 因工傷損失工作日數。
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 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。

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引（續）

KPI 主要範疇	Description 內容
B3 Development and Training B3 發展及培訓	
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 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。
B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。
B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。
B4 Labour Standards B4 勞工準則	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。
B5 Supply Chain Management B5 供應鏈管理	
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。
B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。

Environmental, Social and Governance Report Guide Content Index (Continued)

《環境、社會及管治報告指引》內容索引（續）

KPI 主要範疇	Description 內容
B6 Product Responsibility B6 產品責任	
General Disclosure 一般披露	Information on: (a) the policies; and (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. 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： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 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。
B6.2	Number of products and service related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 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。
B7 反貪污	
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。
B7.1	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. 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。
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。

Environmental, Social and Governance Report Guide Content Index (Continued)
 《環境、社會及管治報告指引》內容索引（續）

KPI 主要範疇	Description 內容
B8 Community Investment B8 社區投資	
General Disclosure 一般披露	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. 有關以社區參與來瞭解營運所在社區需要和確保其業務活動會考慮社區利益的政策。

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