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愛地球、愛眾生
EcoGreen, Eco-Friendly



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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2019 環境、社會和管治報告



Scent 芳香及味道 & Taste

天然產物

Naturals



Specialty Chemicals

特殊化學品



GREEN CHEMISTRY

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CHEMISTRY

綠色化學

FOO



////// **We are committed to bring health and well-being to the globe**
成就眾生與地球健康的崇高使命



愛地球、愛眾生
, Eco-Friendly

Chairman's Statement

主席的話

On behalf of EcoGreen International Group Limited, I would like to deliver the Environmental, Social and Governance Report (“ESG Report”) of the Company and its subsidiaries (which are collectively referred to as “EcoGreen International Group” or the “Group”) for the year ended December 31, 2019 (the “Year” or the “Reporting Period”) to all shareholders. The report explains how we have fulfilled our undertakings of sustainable development.

As a family member of our Earth and a leading fine chemical enterprise in China, we understand the crucial role played by the Group in environmental protection and sustainable development. Therefore, we have always made our best effort to ensure our steady business growth while also fulfilling our social responsibility and pursuing sustainable development. Despite the ever-changing market conditions, we have always been working towards our business vision of being “EcoGreen, Eco-friendly” and fulfilling our mission to “ensure health and well-being of both society and the Earth”.

When executing its business strategy, the Group has always emphasized “Quality and Trust” and “Customers First”. It has been relentlessly improving its operation, product quality and customer service, thus gaining customers’ recognition and trust. As environmental awareness has been rising in the community, we have also been stepping up the Group’s efforts in environmental protection and sustainability. For instance, it has been trying to minimize the emissions of hazardous gases and wastes in its production process. “Green Chemistry” has long been the philosophy for our operation and the Group has long been advocating. The core values of “Green Chemistry” consist of twelve key principles, including waste prevention, full use of resources, low toxicity, security, reducing the use of auxiliary substances, saving energy, regeneration, simplicity, catalysis, producing biodegradable products, monitoring the operations and preparing for crisis. We strictly comply with all applicable environmental laws and regulations, including those on the permission for discharging wastewater and emitting gas. We also do our best to comply with relevant local and international standards that apply to the operation of the Group. In addition, we always attach great importance to technological innovation and try to improve all aspects of our product. We are maintaining the standards of our products’ quality while trying to minimize the damage to the environment during our manufacturing process, to maintain our Group as a pioneer of environmental protection.

本人謹代表中怡國際集團有限公司，向各股東欣然呈報本公司及其附屬公司（統稱「中怡」或「本集團」或「我們」）截至二零一九年十二月三十一日止年度（「本年度」或「報告期」）之環境、社會及管治報告（「ESG報告」）並展現本集團對可持續發展的承擔。

本集團身為地球大家庭的一員，同時也作為中國領先的精細化工集團公司，我們知道集團所扮演的角色至關重要，所以我們過去一直竭盡所能確保業務穩定增長外，亦履行相關社會責任並落實可持續性的發展。即使市場環境日新月異，我們一直恪守「愛地球、愛眾生（EcoGreen, Eco-friendly）」的經營理念，將「成就眾生與地球健康平安之美」作為集團的崇高使命，更將其視為一項長遠且具有深遠意義的承諾。

在經營策略上，本集團一直強調「品質與信心」以及「以客戶為先」，努力通過改善運營，提升產品品質及客戶服務，獲得客戶的認同和信任。當社會各界的環保意識逐漸抬頭，我們也強化了集團在環保上的作為及可持續性，在生產的過程中盡量使有害氣體及廢棄物的排放量降至最少。「綠色化學」是我們多年的運營理念，「綠色化學」的核心價值為防廢、物盡、低毒、保安、降輔、節能、再生、簡潔、催化、可解、監測及思危等十二個關鍵原則，這也是集團長期以來一直倡導的產業理念。我們已嚴格遵守所有適用的相關環保法律法規，包括廢水排放許可、氣體排放許可規定及其他規定，並竭力符合與本集團營運有關的相關地方及國際標準。除此之外，我們亦繼續專注於技術創新，並在產品的每一個層面做進一步優化，持續保持產品高品質的同時，降低其製造過程對環境的傷害，以維持本集團在市場環境保護的領先地位。

In addition to its persistent effort to protect the environment, the Group also pays attention to employees' personal growth as part of its social responsibilities. Employees are an important driving force of the Group's development, thus, protecting employees' interests is also conducive to the harmonious relationships between a company and its employees, which is also the key to sustainability and vitality of a company. To this end, we have established a comprehensive system for staff training that can serve as a platform for equal opportunity development. We also strictly comply with relevant local laws and regulations while taking a people-oriented approach to the Group's development. As an enterprise that places equal emphasis on social interests and corporate interests, we are actively involved in community investment and philanthropy, China has already progressed from the formulation of regulations to implementation of corporate social responsibility. Fulfilling corporate social responsibility is already an inseparable part of business development and this, in turn, can lead to the fostering of a good corporate culture, which paves a better way for a company's sustainable development.

On behalf of the Board of Directors, I would like to express our gratitude to all the shareholders and investors, the government and regulatory authorities, employees, clients, suppliers and the community. Your trust in and unswerving support to the Group motivate it to pursue sustainable development. I also would like to thank all the directors of the Group (the "Directors") and consultants for their strong supports and valuable suggestions.

Mr. Yang Yirong
Chairman of the Group
24 July 2020

除了環保方面的可持續性，關注員工成長是我們是集團另一個履行社會責任的重點，我們意識到員工是企業發展的支撐力量，保障員工利益就是在為企業的和諧發展創造條件，也是永祿企業生命和活力的關鍵所在。為此，我們設立了完整的員工培訓制度，打造平等的發展平台，同時嚴格遵守相關地區法律法規，將「以人為本」的發展策略落到實處。作為一家既重視社會利益又重視企業利益的企業，我們積極投身於社區福利投資和社會慈善事業。我們深知中國企業社會責任已從制度框架走向實質化的具體推進，履行企業社會責任已經是經營發展中密不可分的一部分，而這樣的密不可分也勢必會推動優秀企業文化的建設，為企業的長遠可持續發展贏得良好的外部環境。

本人謹代表董事會，對廣大股東及投資者、政府及監管機構、員工、客戶、供應商及社區繼續致以衷心謝意。大家對集團一如以往的信任與支持是本集團持續穩健發展的主要動力。同時，也感謝集團各位董事（「董事」）以及顧問所給予的大力支持和寶貴建議。

集團主席
楊毅融先生
二零二零年七月二十四日

/// About this Report

關於本報告

This ESG Report is the fourth ESG Report of EcoGreen International Group Limited. The Group hopes to continue to disclose its management, policies, performance, objectives and feedback relating to sustainable development in a transparent and open manner. The Group takes this opportunity to provide an account of our performance on environmental, social and governance issues to investors and all stakeholders of the Group, and make our commitment and contribution regarding social responsibilities.

The Group highly values your suggestions on sustainable development for the Group. This report aims at giving play to communication, discussing the opportunities and challenges faced during the process of sustainable development together with stakeholders and seeking for solutions accordingly. If you have any opinion or advice on this report and the Group's performance in terms of the economy, environment and society, please send such opinion or advice to ir-contact@ecogreen.com.

REPORT COMPILATION BASIS

This report has been prepared according to the core option of the Global Reporting Initiative (GRI) G4 Guidelines, and the requirements as set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Stock Exchange") (the "Listing Rules") ("ESG Reporting Guide"). The Group has complied with the "comply or explain" provisions set out in the ESG Reporting Guide. During the Reporting Period, the Board of Directors supervised the Group's strategies, policies and reports on environmental, social and governance issues, monitored continuous compliance, and sought to improve the operation of the Group through more efficient business operation and resource utilization, and environmental protection measures for the purpose of sustainable development, so as to minimize our carbon footprint in the environment.

This ESG Report includes forward-looking statements, based on a number of assumptions and expectations as of the issuing date of this report. Such assumptions and expectations shall not be deemed to be reliable unless they are approved by internal review procedures. Relevant statements include known and unknown risks and uncertainties, which means that the actual results may be different from the expectations, predictions and conclusions in this report. The Group does not provide any guarantee on the accuracy of such statements, and explicitly disclaim any liability for the amendment or update of forward-looking statements if any of such statements do not come true or are confirmed as incorrect.

本ESG報告為中怡國際集團有限公司第四份ESG報告，集團希望繼續以透明、公開的方式披露集團有關可持續發展的管理、政策、表現、目標及反饋。集團謹藉此機會向本集團的投資者及各持份者匯報本集團在環境、社會及管治方面的表現，並就社會責任作出承諾及貢獻。

集團非常重視您對本集團於可持續發展方面的寶貴意見。此報告亦旨在發揮對話作用，與持份者共同探討在可持續發展的過程中面臨的機遇與挑戰，進而尋求解決之道。如您就本報告及本集團在經濟、環境和社會的表現上有任何意見及建議，敬請將閣下的意見或建議發送至 ir-contact@ecogreen.com。

報告編製依據

本報告乃按照全球報告倡議組織(GRI) G4指引的核心選項及香港聯合交易所有限公司(「聯交所」)證券上市規則(「上市規則」)附錄27所載規定(「環境、社會及管治報告指引」)而編製，集團遵守環境、社會及管治報告指引所載「不遵守就解釋」條文。報告期內，董事會負責監督本集團在環境、社會及管治方面的策略、政策和報告，並監察持續遵例情況及尋求透過提高業務營運及資源運用的效率及為實現可持續發展採取環保措施，以改善本集團的營運，從而盡量減少在環境中留下的碳足跡。

本ESG報告包含前瞻性陳述，有關陳述乃基於本報告發佈之時的若干假設及預期。該等假設及預期須於進行內部審閱程序後，方會被視為可靠。有關陳述包括已知及未知風險及不確定性因素，意味著實際結果可能與本報告所作預期、預測及結論有所不同。集團對陳述之準確性概不作出任何保證，及集團明確表示，倘任何陳述並未成為事實或被證實為不正確，集團概不對該等前瞻性陳述之修正或更新承擔任何責任。

REPORTING PERIOD

This ESG Report covers all data of major operation regions of EcoGreen International Group in China during the reporting period of its 2019 Annual Report, i.e. from January 1, 2019 to December 31, 2019 (the "Reporting Period").

FORMATS OF REPORT

This ESG Report is published in form of online edition and print edition.

The online edition is available on the designated website of the Stock Exchange (www.hkexnews.hk), and the Group's website (www.ecogreen.com).

報告範圍

本ESG報告涵蓋與二零一九年報內所報告之相同報告期間(自二零一九年一月一日至二零一九年十二月三十一日)(「報告期」)中怡國際集團於中國業務主要營運地區的資料。

發佈方式

本ESG報告以網絡版和印刷版形式發佈。

網絡版可於聯交所指定網站(www.hkexnews.hk)及本集團網站(www.ecogreen.com)查閱。

/// About Us

關於我們

EcoGreen International Group is a leading fine chemical group in China and is also one of the few fine chemical enterprises in the world that use natural and renewable resources as key raw materials. EcoGreen International Group was established in 1994 and listed on the main board of the Hong Kong Stock Exchange (Stock Code: HK2341) in 2004. The Group produces three major categories of products, namely “Scent & Taste”, “Naturals” and “Specialty Chemicals”, with its industry-leading expertise in production of fine organic chemicals and separation techniques. As key raw materials, the products are widely used in daily flavor and fragrance ingredient, applicable in personal care, cleaning agents and disinfectants, foods, pharmaceuticals, agrochemicals and industrial solvents. The Group sells its products in many countries and regions, including China, Europe, America and Asia.

Looking back at the history of development, EcoGreen International Group has always considered technical innovation and improvement in products and services as drivers of its development and continues to sharpen its competitive edges. The Group’s culture encourages both technological and management innovations with an emphasis on highly efficient operation. The Group has an elite team and enthusiastic talents who always try their best to improve the operation, product quality and customer services.

Adhering to the principles of “Green Chemistry”, the Group pursues sustainable development by providing a one-stop solution for the green chemical industry. Aspiring to become an operator of key basic fine chemical raw materials and a provider of specialty chemicals and functional chemicals, the Group leverages its balanced business mix, advanced technology and economies of scale to produce fine chemicals whose quality meets the international standards. Such products are widely used in daily necessities and vital to the improvement of health and living standards.

From green resources, green technology to green operation, coupled with efforts in green products, and milestone success in green financing, all of these highlights the group’s strong sense of mission to become a model of “one-stop” green chemical industry.

中怡國際集團是中國領先的精細化工集團，是世界上少數以天然可再生資源作原材料之精細化工企業。中怡國際集團成立於一九九四年，並於二零零四年在香港股票交易市場主板上市（股票代碼：HK2341）。利用享譽業內的專業精細有機化工及分離技術，集團生產三大類主要產品，包括「芳香及味道」、「天然產物」及「特殊化學品」。作為關鍵的功能原料，本集團的產品適用於日化香精與食用香精、個人護理與洗滌、清潔與消毒、食品、制藥、農用化學品、工業溶劑等行業。本集團的主要產品市場除中國本土外，還包含歐洲、美洲、亞洲等眾多地方。

在中怡國際集團發展的歷史中，集團始終把技術創新和產品與服務的完善作為集團發展的驅動力。集團的團隊熟知如何通過具體的實踐提升企業的競爭優勢，集團的文化鼓勵技術和管理創新，強調高效的運營。集團擁有最頂尖的人才和充滿熱情的團隊，集團的努力使企業的運營得到持續的改善，產品品質和客戶服務得到不斷提升。

本集團秉承「綠色化學」的產業理念，堅持可持續發展，提供一站式綠色化工行業解決方案，旨在成為關鍵基礎精細化工原料運營商和以香原料為主的特殊化學品和功能品供應商。集團憑藉平衡的產業結構和領先的技術和規模優勢，生產達到國際品質標準的精細化工產品。應用於各種各樣的日常生活品中，對人們提升健康水準、提高生活品質至關重要。

從綠色資源、綠色技術到綠色運營，再加上在綠色產品上的努力，以及在綠色融資上里程碑式的成功，集團有強烈的使命感，要成為一個「綠色一條龍」的綠色化工產業典範。

GROUP STRUCTURE

集團架構

Subsidiary 子公司	Location 地點
EcoGreen International Group Limited 中怡國際集團有限公司	Hong Kong, China 中國香港
Doingcom International Limited 中坤國際有限公司	Hong Kong, China 中國香港
EcoGreen Fine Chemicals B.V. EcoGreen Fine Chemicals B.V.	Rotterdam, Netherlands 荷蘭鹿特丹
Xiamen Doingcom Chemical Company Limited 廈門中坤化學有限公司	Xiamen, Fujian, China 中國福建省廈門市
Xiamen Doingcom Biotechnology Company Limited 廈門中坤生物科技有限公司	Xiamen, Fujian, China 中國福建省廈門市
Xiamen Doingcom Food Company Limited 廈門中坤食品有限公司	Xiamen, Fujian, China 中國福建省廈門市
Xiamen Doingcom Enterprise Company Limited 廈門中坤貿易有限公司	Xiamen, Fujian, China 中國福建省廈門市
Zhangzhou Huiyou Enterprise Company Limited 漳州滙友實業有限公司	Zhangzhou, Fujian, China 中國福建省漳州市
EcoGreen Chemicals (Zhangzhou) Company Limited 中怡化工(漳州)有限公司	Zhangzhou, Fujian, China 中國福建省漳州市
Shanghai Fine Chemical Company Limited 上海萬凱化學有限公司	Shanghai, China 中國上海市
Chuxiong EcoGreen Forestry Trading Company Limited 楚雄中怡林產貿易有限公司	Chuxiong, Yunnan, China 中國雲南省楚雄市

THE GROUP'S SUSTAINABLE DEVELOPMENT CONCEPT

Sustainable development is a worldwide trend and is also the development policy of EcoGreen International Group. The United Nations' "2030 Agenda for Sustainable Development", which laid out 17 sustainable development goals and contained 169 framework documents with specific objectives, will foster the global realization of three long-term targets which are beneficial to human beings, namely eradicating extreme poverty, fighting against inequality and injustice and tackling climate change, by 2030.

集團的可持續發展觀

可持續發展是一個世界性的大趨勢，也是中怡國際集團的發展方針。聯合國《二零三零年可持續發展議程》，其中包括17項可持續發展目標和169項具體目標的綱領性文件，將推動世界在二零三零年前實現三個有利於眾生的長遠目標：消除極端貧窮、戰勝不平等和不公正，以及遏制氣候變化。



The Group recognizes the importance of the 17 goals set out in the United Nations' "2030 Agenda for Sustainable Development". In terms of sustainable development, the Group insists on the fully implementation of Quality, Safe, Environment, and Health. The Group firmly believes that bearing social responsibilities and achieving sustainable development are our inevitable strategy and the upmost principles that we must uphold when making business decisions. While striving to improve operation results, the Group endeavors to maintain sustainable economic, social and environmental development and to strike a balance of interests between all stakeholders, to generate best value to the society and take part in the framework of the United Nations to realize the long-term goals.

集團認同聯合國《二零三零年可持續發展議程》所列出17項目標的重要性。在可持續發展上，集團堅持做到：品質(Quality)、安全(Safe)、環境(Environment)、健康(Health)全面推進。集團堅信擔負社會責任與執行可持續發展，是集團義不容辭的方針及業務決策應秉持的最高原則。在努力提升經營業績的同時，集團致力於在經濟、社會和環境等各範疇均以可持續發展之方式進行，並權衡各持份者利益，盡最大努力為社會提供價值，在聯合國長遠目標的框架之下盡一分綿力。

Relevant Sustainable Development Goals of the United Nations 相關的聯合國可持續發展目標	Relevant Part of this ESG Report 此ESG報告的相關部分
 <p>1 No Poverty End poverty in all its forms everywhere 1 消除貧困 在全世界消除一切形式的貧困</p>	B8 Community Investment B8 社區投資
 <p>5 Gender Equality Achieve gender equality and empower all women and girls 5 性別平等 實現兩性平等，增強所有婦女應有的權能</p>	B1 Employment B1 僱傭
 <p>13 Climate Action Take urgent actions to combat climate change and its impact 13 氣候行動 採取緊急行動應對氣候變化及其影響</p>	A1 Emission A1 排放物

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is crucial to the long-term development and business sustainability of EcoGreen International Group as well as the Group's preparation of this ESG Report. As such, the Group values every connection with its stakeholders and pays full attention to the invaluable opinions and suggestions from stakeholders. The Group understands its shortcomings and formulates improvement plans actively through a sound management system and two-way communication channel, so as to seize opportunities and strive for long-term improvement. The Group has consolidated and identified various kinds of stakeholders involved in the main businesses of the Group into six corresponding categories, including shareholders and investors, the government and regulatory authorities, employees, customers, suppliers and the community.

Under the regulatory framework, the qualification of stakeholders is vital for those who are responsible for relevant plans and activities. Apart from complying with laws and regulations, the Group considers stakeholders' opinions as the key to long-term success and sustainable development. The Group accepts opinions in all aspects from stakeholders, which help the Group identify and understand the key concerns of stakeholders and assess and enhance the engagement of stakeholders. The Group classifies relevant issues and submits them to relevant departments for handling via the communication channels as stated in the following table.

持份者參與

持份者的參與對於中怡國際集團的長期發展、業務的可持續性以及集團撰寫這份ESG報告均至為重要。因此，集團珍惜與持份者的每一次接觸，充分重視來自持份者的寶貴意見和建議，透過健全的管理系統和雙向的溝通參與渠道，積極認識集團的不足並制定方案加以改善，以此把握機遇，力求長遠進步。集團綜合及識別涉及本集團主要業務的六個不同持份者分組，分別包括股東及投資者、政府及監管機構、員工、客戶、供應商及社區。

在法例框架下，符合持份者參與要求對該等負責相應計劃及活動的人士而言為一個重要事宜。除履行法律制約外，集團認為持份者的意見乃本集團長期成功及可持續發展的關鍵。集團接受持份者各方面的意見，有助本集團界定及理解持份者的關鍵問題，評估及加強持份者的參與、介入及參加。透過下表所載各種通訊渠道，將相關問題進行分類並送交有關部門進行處理。

Stakeholders 持份者	Expectations and Aspirations 期望及訴求	Relevant Response 相關回應	Communication Channels 溝通渠道
Shareholders and Investors 股東及投資者	Financial results 財務業績 Protection of interests 權益保護 Corporate transparency 企業透明度 Risk control 風險控制	Increase profitability 提高盈利能力 Disclose day-to-day information 日常信息披露 Optimize internal control and risk management 優化內控與風險管理	General meetings 股東大會 Annual and interim reports 年度及中期報告 Circulars/Announcements/Notices/Publications 通函／公告／通告／公佈 Investor relations inquiry 投資者關係查詢
The Government and Regulatory Authorities 政府及監管機構	Compliance with laws and regulations 遵紀守法 Payment of taxes according to law 依法納稅 Support of local development 支持地方發展	Operate in compliance with laws and regulations 依法合規經營 Pay taxes in full and on time 按時足額納稅 Actively implement relevant policies 積極落實相關政策 Take the initiative to undertake social responsibilities 主動承擔社會責任	Annual and interim reports 年度及中期報告 Circulars/Announcements/Notices/Publications 通函／公告／通告／公佈 Continuous direct participation 持續直接參與
Employees 員工	Career development platform 職業發展平台 Remuneration and benefits 薪酬與福利 Healthy and safe working environment 健康安全的工作環境	Improve career promotion mechanism 完善職業晉升機制 Provide competitive salary and benefits protection 有競爭力的薪資與福利保障 Implement a health and safety management system 落實健康安全管理體系 Implement an equal communication and complaint mechanism 平等溝通與申訴機制	Intranet 內聯網 Annual assessment 年度評核 Teamwork activities 團隊合作活動

Stakeholders 持份者	Expectations and Aspirations 期望及訴求	Relevant Response 相關回應	Communication Channels 溝通渠道
Customers 客戶	Product quality and cost performance 產品質量與性價比 Customer service quality 客戶服務品質 Protection of customer rights and interests 客戶權益保障	Provide full services 全方位服務 Achieve compliance marketing 合規營銷	The Group's website 集團網站 Daily communication with frontline employees 前線員工的日常溝通 Customer service hotline 客戶服務熱線
Suppliers 供應商	Cooperation with integrity 誠信合作 Win-win cooperation 合作共贏 Business ethics and credibility 商業道德與信譽	Create a responsible supply chain 打造責任供應鏈 Promote daily communication 促進日常溝通 Carry out project cooperation 開展項目合作 Perform contracts legally 依法履行合同	Continuous direct participation 持續直接參與
The Community 社區	Caring for the underprivileged 關愛貧困群體 Support social charity 支持社會公益 Protection of the natural environment 保護自然環境	Participate in poverty relief 參與精準扶貧 Committed to charity 投身慈善事業 Adhere to green operations 堅持綠色運營	Continuous direct participation 持續直接參與

MATERIALITY ASSESSMENT

In 2019, the Group commissioned an independent third-party consultancy to conduct a materiality assessment, so as to fully assess the sustainable development issues that are most important to the Group's business development and stakeholders' interests, thereby assisting the Group in determining next year's sustainable development goals, as well as the disclosure focus of this report, in order to actively respond to the expectations and aspirations of all parties. The Group selects the following three topics from the eleven environmental and social aspects in the ESG Reporting Guide as the key discussion topics:

可持續發展議題重要性評估

集團於二零一九年委託獨立第三方顧問機構開展可持續發展議題重要性評估工作，以全面評估對於集團業務發展最為重要的、以及持份者最為關心的可持續發展議題，從而協助集團確定下一年度的可持續發展目標、以及本報告的披露重點，以積極回應各方的期望與訴求。本集團從環境、社會及管治報告指引之十一個環境及社會範疇中選出以下三項議題，作為報告重點探討之議題：



Latest Progress

In September 2019, the Group was awarded the title of "National Green Factory" by the Ministry of Industry and Information Technology of the People's Republic of China, which represents a strong recognition for chemical companies. Then, at the end of 2019, the Group won the "Hong Kong Green Awards 2019 – Corporate Green Governance Award" at the Hong Kong Green Council.

In terms of financing, the Group innovatively proposed a special "green financing" project in 2019, which passed the strict third-party certification conducted by the Hong Kong Quality Assurance Agency (HKQAA). The Group over-fulfilled the first "Green Syndicated Long-term Loan" in May 2020, which provides strong support for the Group's future large-scale development and its active response to the challenges posed by the Covid-19 epidemic to the global industry.

最新進展

集團在二零一九年九月份榮獲國家工信部頒發的「國家級綠色工廠」稱號，該稱號對化工企業而言是一個標誌性的認同。繼而在二零一九年底，於香港環保促進會榮獲「香港綠色企業大獎2019」。

在融資方面，集團在二零一九年創新性地推行了「綠色融資」專項，經過香港品質保證局HKQAA嚴格的第三方認證，在二零二零年五月份超額完成了首次的「綠色銀團長期貸款」，為集團未來的大規模發展，以及積極應新冠病毒疫情對全球行業的挑戰，提供了有力支持。





EcoGreen,

ECO-



Strives to Excel, Quest for Merits

向善向上，精進前行



Summary of 2019 Performance

二零一九年業績摘要

BUSINESS DEVELOPMENT

2019 was still a year full of turbulent changes. In the first half of the year, the industry of daily necessities continued its growth momentum on the back of a consistent recovery in the global economy, which was led by Europe and the United States. In China, the government pressed ahead with the “supply-side reform” and its new policies on environmental protection which resulted in the survival of the strong and the elimination of the weak among the industry players in the supply chain. This, coupled with strong external demand, enabled the Group to maintain a strong business growth momentum. However, the second half of the year was affected by the escalating international trade friction that led to higher risks and higher costs of transactions. As a result, the global supply chain was subjected to challenges to varying degrees. The Group took on various challenges in its operation and, at the same time, seized opportunities on the market against this backdrop. It continued to win the trust and recognition of new and existing customers alike as a reliable supplier who engaged in “safe production and stable supply of products of excellent quality”. There were encouraging developments such as increases in both sales volume and the number of product categories, and growth in all three major businesses of “Scent & Taste”, “Natural Products” and “Specialty Chemicals and Others”. Meanwhile, the Group has also made steady progress in the strategic development and construction of Gulei and Changtai plants.

At the beginning of 2020, China unfortunately became a country where novel coronavirus pandemic (“COVID-19”) first broke out at the end of January. The whole country embarked on an anti-epidemic battle at an unprecedented scale. With the full support of the local governments, the entire Group fought the epidemic as a cohesive force and won a victory in the first stage of its epidemic prevention and control. It also strictly implemented all the relevant epidemic prevention measures stipulated by the Chinese government to ensure the safety of employees and normal production. The Group successfully launched and completed Haicang Annual Overhaul and Technical Transformation Project on time in early February, and completely resumed production on March 6, 2020. The Group had built up reserves of raw materials and finished products in advance for the annual overhaul and technical transformation, so it was able to ensure uninterrupted supply to customers during the suspension of production for the fight against the epidemic. After the epidemic had shown signs of alleviation in Mainland China, the Group resumed production rapidly and smoothly, thus enabling stable supply to customers in China and elsewhere around the world.

業務發展

二零一九年仍然是一個動蕩的年份。上半年，全球經濟在歐美的持續復甦之下，消費必需品等業務仍保持著增長的勢頭，中國經濟在厲行「供給側改革」以及環保新政之餘，供應鏈的汰劣留良和外部需求的旺盛，使得本集團的業務保持了較為強勁的勢頭。進入下半年後，隨著國際貿易磨擦的升級，交易風險和成本的上升，全球供應鏈受到了不同程度的挑戰和衝擊。在風險和機會並存的環境中，本集團在經營上經受了各種挑戰，把握住市場機會，以一個「安全生產、穩定供應、優良品質」可靠供應商的夥伴身份，繼續贏得新老客戶的信任和認同，產品銷售的數量和品類有了可喜的增加，三大類業務均錄得增長。同時，在古雷、長泰兩個新產區的策略性發展和建設上也取得了堅實的進步。

進入二零二零新年之初，儘管中國不幸地首先在一月底遭受到新冠肺炎之世紀疫情影響，全國經歷了一場歷史性的抗疫風暴，本集團在當地政府的全力支持下，上下一心，取得了防疫抗疫第一階段的勝利，並嚴格實施及執行中國政府規定的一切相關防疫措施，以保證員工安全和生產正常。本集團於二月上旬順利開啟並按時完成海滄年度大修及技改項目，並在二零二零年三月六日開始了全面的復產。為年度大修及技改預先儲備的原料和產成品，在停產抗疫期間保障了客戶的供應。在內地疫情舒緩後，本集團的極速和順利復工，亦為中國以及全球客戶提供了穩定的供應。

As a fine chemical enterprise with a leading position in the international market, the Group's two major businesses, namely, aroma chemicals and specialty chemicals, have passed the severe test under China's new environmental protection policies. After years of progress and breakthroughs in business and adherence to stringent standards of operation, the Group has continued to be a role model for the domestic counterparts in environmental protection. Xiamen DOINGCOM, which is the Group's factory in Haicang District, was awarded the "Green Factory" certification by the Ministry of Industry and Information Technology in 2019. It was the only chemical green manufacturing enterprise in Fujian Province that obtained this certification. At the same time, the Group as a whole also won the "Green Enterprise Award" in 2019 from the Green Council. All these honors represented recognition of the Group's years of efforts to protect environment and ensure safety as well as its positioning as an "Ecogreen, Eco-friendly" corporation that has a mission to "ensure health and well-being of both society and the Earth". These achievements have gained strong vitality to the Group's efforts to attain sustainable development and to ensure safety production in compliance with regulations. They also provided new opportunities for the Group to expand its green operation and to conduct green financing in the future.

The "Scent & Taste" business, which is a core business of the Group, performed well during the year under review. It recorded growth in both the sales volume and prices of its petroleum-based aroma chemicals. It also recorded an increase in the sales volume of natural-based products despite their fluctuating price. The overall annual sales revenue increased by 12% in 2019 compared with 2018, mainly due to the growth in global demand, the integration of the global supply chain, and the shortage of various aroma chemicals caused by major safety accidents of the industry peers in foreign countries in 2018, which continued in the first half of 2019. Under such an operating environment, the Group effectively increased its overall output by adopting timely and effective measures such as increasing production capacity, outsourcing more production and upgrading technology. The Group will continue to enhance its business of "Scent" and "Taste" by strictly implementing quality control and ensuring the sufficient supply to customers, and strive to become a leading supplier of "Scent & Taste" products in the global market.

作為一家國際市場具領先地位的精細化工企業，本集團的香原料及特殊化學品兩大業務的經營在中國經受了嚴厲的環保新政的考驗，經過連年的業務精進和嚴謹經營，在環保方面繼續成為國內的同行樣板。本集團海滄廠區的廈門中坤化學有限公司，在二零一九年獲得了國家工信部頒發「綠色工廠」的認證，這是福建省內唯一一家獲得該項認證的化工類綠色製造企業。同時，本集團作為一個整體，還獲得了香港環保促進會的二零一九年度「綠色企業大獎」。所有這些榮譽是對本集團多年來在環保、安全上用心和努力的嘉許，也是應對了本集團力行之「Ecogreen, Eco-friendly」[愛地球，愛眾生]企業宗旨的認同！這些成績，提升了本集團在可持續性發展和安全合規生產上的強大生命力，同時也為企業在未來拓展綠色經營和融資提供了新的機會。

核心業務方面，「芳香和味道」類別的業務在回顧年內表現優秀。以石油基為原料的香原料產品在量價上均獲得增長，而以天然基為原料的產品儘管價格較為波動但銷售數量仍獲得提升，全年總體銷售收入比二零一八年增加了12%，主要是得益於環球需求增長、全球供應鏈的整合、和國外主要同業在二零一八年因重大安全事故導致多類香原料產品供應短缺，並在二零一九上半年持續。在這樣的經營背景下，本集團通過及時的調增產能、擴大外聯生產、技術升級等有力舉措，有效地增加了集團的綜合產出。本集團將會在「芳香」及「味道」上持續精進，嚴控品質、確保供應，致力成為一家全球市場領先的「芳香和味道」綜合供應商。



Summary of 2019 Performance

二零一九年業績摘要

As for the business of “Naturals”, the Group produces three categories of products, namely “natural food ingredients”, “natural essential oil” and “natural extracts”. During the year, the three businesses collectively recorded a steady increase of 3% in revenue. Among the three businesses, revenue from the sales of oyster sauce products increased by more than 70%, which made the Group become the largest oyster sauce manufacturing supplier in China. Many products in the category of natural food ingredients and natural extracts are also classified as products of “Taste”, and they can combine with the Groups’ synthesized aroma chemicals which are also classified as products of “Taste” to form distinctive solutions for different customers according to their diverse needs. Upon the completion of the second phase of its construction in 2020, the Group’s Changtai factory will provide new production equipment for “Naturals” business and improve its production capacity to replace that in the existing Xinglin factory. Changtai factory is larger and meets the SC certification of food specifications. It will provide other industries with flavours and nutrients as key components and ingredients of frozen food, fast food and pet nutrition food. During the year, the Upgrading and Transformation Project of Changtai factory has been successfully planned and started. The production line for natural essential oil extracted from plants was put into production on March 5, 2020, and the production workshop for food ingredient will be put into operation in the third quarter of 2020. It is expected that the Group’s capacity for the production of natural extracts will double in three years after the new production line is completed.

在「天然產物」業務上，本集團的產品包含了「天然食品配料」、「天然精油」與「天然提取物」三組類別。年內，三組業務綜合錄得穩定的增長3%。其中，蠔汁產品業績增長超過70%，並已成為中國最大的蠔油製造企業的最大供應商。天然食品配料和天然提取物類別中很多的產品也是「味道」組分，它們可與本集團合成香原料類別中的「味道」產品同時為不同客戶在「味道」方面的需求提供差異性的解決方案。在長泰廠區第二期二零二零年完成後，「天然產物」業務將會獲得全新的生產裝置和產能，以替代現有的杏林工廠，並升級為更大規模符合食品規範SC認證的新廠房，為冷凍食品、快餐、寵物營養食品等產業提供關鍵的味道及營養組分和配料。年內，長泰的升級改造項目順利通過了規劃和開始實施，其中天然植物精油生產線於二零二零年三月五日正式投料生產，而食品配料生產車間也將於二零二零年第三季度中投用，預期在新生產線全部落成投產後，天然提取物在未來三年將獲業務倍增。

The Group has planned its Gulei Chemical Industry Park as a major move in its business strategy in response to the changes in the global economic structure in the future. Having considered the requirements of China's new environmental protection policy, the Group takes full advantage of the integration of the petroleum refinery and petrochemical industry in a large petrochemical park in the supply chain. It has also fully optimized the product mix for both the international and domestic markets by leveraging the advancements in technology and adapting to the changes in the demand. All this mirrors the Group's strategy for developing its business of aroma chemicals and functional materials through the coordination of supply chains for natural-based resources and petroleum-based resources. The Gulei Chemical Industry Park is the Group's largest industrial project and investment in the history of its development. According to the plan for the project, RMB1.5 billion will be invested in the first phase of Gulei Project. The focus in the first phase of Gulei Project is to launch hydrogenated petroleum resin, which will be a new product in "functional materials" category. Meanwhile, various sets of production facilities will be built to produce new functional chemicals and a new mix of "Scent & Taste" products. As a result, the Group will realize the coordinated procurement of resources and the development of its businesses at a higher level. The integrated development of various businesses based on the coordinated procurement of resources and application of technologies will be gradually realized in Gulei, Gulei factory will be built into the core industrial base for the Group's future industrial development and rapid business expansion. By the end of 2019, the tank area and its major supporting facilities have been completed, and major equipment has been installed at the main workshops. According to the plan, the installation of all equipment and facilities will be completed in the second quarter of 2020 and trial production will be started in the third quarter. The products in the first phase are hydrogenated petroleum resin for which there is a strong market demand, providing the key ingredients of the new emerging types of daily necessities.

For the year ended December 31, 2019, the Group's turnover increased by 10% to approximately RMB2.42 billion. The increase in sales revenue was mainly driven by the soaring sales price of the Group's products as well as the moderate increase in sales volume.

本集團在古雷化工園區的佈局，是因應全球未來經濟格局變化的一項重大策略性產業決策。考慮了中國環保新政的要求，充分利用了大型石化園區煉化一體化的供應鏈優勢，結合技術的進步和行業需求的變化，優化國際與內銷市場產品結構組合，突出了集團在天然基資源與石油基資源供應鏈協同下的「香原料產業與功能材料產業的發展戰略」，是本集團發展史上最大的產業項目和價值投資。在分期規劃中，古雷第一期計劃投資15億人民幣。古雷第一期的重點是推出新的「功能材料」類產品—氫化石油樹脂。同時，建設多組生產裝置，製造新的功能化學品以及「芳香及味道」的新產品組合。由此，本集團將在更高水準上實現資源與產業的協同發展。基於資源和技術協同的多產業整合發展計劃也將在古雷逐步實現，古雷廠區將被打造成本集團未來的產業發展、業務快速擴張之核心產業基地。到二零一九年底為止，罐區及主要配套的工程已經完成，主車間的重要設備已經安裝到位，計劃在二零二零年第二季度完成所有設備設施的安裝，第三季度開始試生產。第一階段的產品是市場需求強盛的氫化石油樹脂，為新興的日用消費必需品提供關鍵組分。

截至二零一九年十二月三十一日止年度，本集團營業額增加10%至約人民幣24.2億元。銷售收入的增長主要是由於本集團產品售價飆升所帶動，並且銷售量也有溫和的上升。

(i) Scent & Taste

“Scent & Taste” business is still the Group’s core product category and its main source of stable revenue. As the key functional component of various daily consumer necessities, the Group’s “Scent & Taste” products are widely used and the market demand for them is still increasing due to the development of emerging markets.

During the year under review, the Group launched more than 100 kinds of “Scent” products for global customers, with the revenue increasing by 11% compared with last year. Meanwhile, the Group continued to expand its market share in aroma chemicals, allowing key customers rely more on the Group’s integrated supply chain. The revenue from the sales of “Taste” products provided as part of solutions increased by 54% year on year. For the year ended December 31, 2019, the turnover of “Scent & Taste” products increased by 12% to RMB1.649 billion (2018: RMB1.471 billion), accounting for 68% of the Group’s turnover (2018: 67%).

(ii) Naturals

In respect of the “Naturals” products, apart from the existing raw materials for natural pharmaceutical, the Group has been actively engaged in the development of food additives business for the production of food ingredients, fast food, frozen food and pet nutrition food, which is produced with purification and bio-conversion technologies from natural produces. Naturals mainly include seafood, meat and mushroom extracts.

For the year ended December 31, 2019, the total turnover of “Naturals” increased by 3% to RMB456 million (2018: RMB445 million), accounting for 19% of the Group’s sales volume (2018: 20%).

(i) 芳香及味道

「芳香及味道」類別仍是本集團之核心產品類別，為集團提供了穩定的主要收入。作為多種日常必需消費品的關鍵功能組份，本集團的「芳香及味道」產品因為應用廣泛及新興市場的發展而導致的市場需求仍然增加。

於本回顧年度內，集團已經推出超過100種「芳香」產品銷往全球客戶，收入比去年大幅上升11%；同時，集團繼續擴大在香料領域的市場份額，使本行業的重要客戶更多仰賴本公司整合供應鏈集成供應。以解決方案提供的「味道」產品其收入比去年增長54%。截至二零一九年十二月三十一日止年度，「芳香及味道」產品類別的營業額增長12%至人民幣16.49億元（二零一八年：人民幣14.71億元），佔本集團營業額的68%（二零一八年：67%）。

(ii) 天然產物

「天然產物」除包含了原有的天然藥物原料外，本集團已在積極地開發以天然物提純及轉化技術為基礎、應用於生產調味品、快速食品、冷凍調理食品及寵物營養食品的食品配料業務，主要是海鮮、肉類及食用菌等天然產物。

截至二零一九年十二月三十一日止年度，「天然產物」的總營業額為人民幣4.56億元（二零一八年：人民幣4.45億元），較去年增長3%，這業務佔集團銷售額的19%（二零一八年：20%）。

(iii) Specialty Chemicals and Others

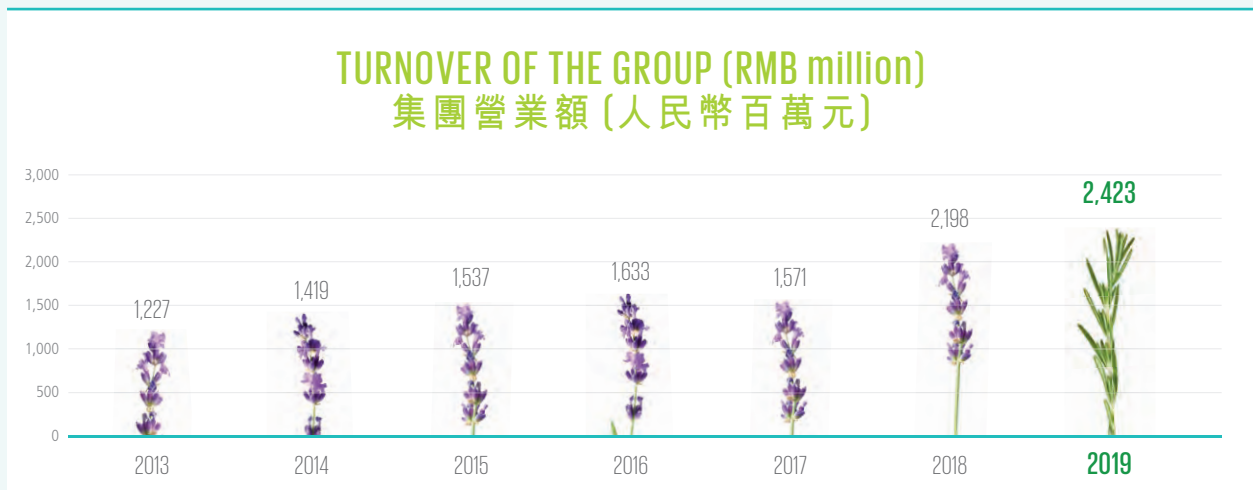
“Specialty Chemicals” category includes chiral pharmaceuticals, pharmaceutical specialty chemicals, and agricultural chemicals produced by similar advanced synthetic technologies and used to manufacture ecological pesticides. In terms of functional chemicals in “Others” category, the Company has formed a stable business for the products of the washing and disinfection industry. In addition, it has also expanded business to electronic chemicals. As the Group steps up the development of its business along the value chain of the industry of petroleum-based products, the functional chemicals business will take off on the growth track. During the year under review, the turnover of such products significantly increased by 12% to RMB317 million (2018: RMB283 million), accounting for 13% of the Group’s sales volume (2018: 13%).

For the year ended December 31, 2019, the Group’s turnover increased by 10% to RMB2.42 billion. The increase in sales revenue was mainly driven by the soaring sales price of the Group’s products as well as the moderate increase in sales volume.

(iii) 特殊化學品及其他

「特殊化學品」類別包含了手性藥物原料、醫藥特殊化學品以及運用同類先進的合成技術生產並用於製造生態農藥之農用化學品特殊化學品。在「其他」類別的功能化學品方面，針對洗滌消毒產業的產品已經形成穩定業務，此外，也向電子化學品拓展。隨著集團未來加大在石油基產業鏈的發展，功能化學品業務將步入增長軌道。於本回顧年度，此產品類別的營業額為人民幣3.17億元（二零一八年：人民幣2.83億元），較去年顯著增加12%，佔集團銷售額的13%（二零一八年：13%）。

年度財務表現截至二零一九年十二月三十一日止年度，本集團營業額增加10%至約人民幣24.2億元。銷售收入的增長主要是由於本集團產品售價飆升所帶動，並且銷售量也有溫和的上升。





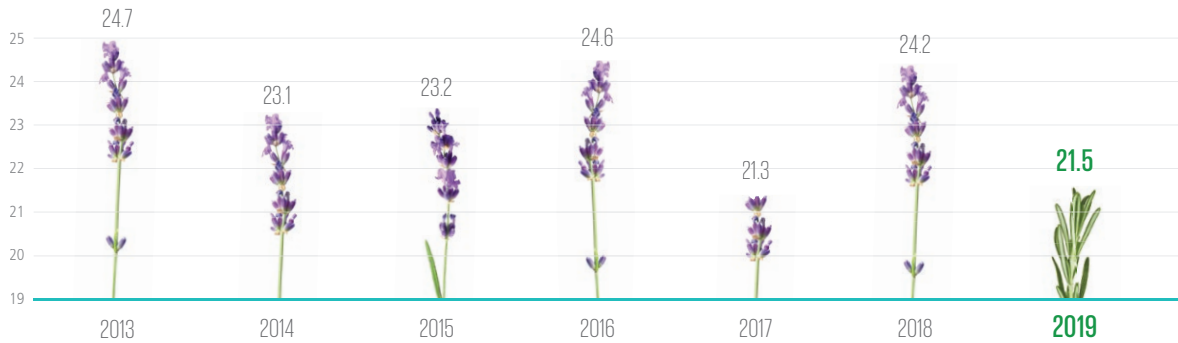
Summary of 2019 Performance

二零一九年業績摘要

During the Reporting Period, the Group's gross margin decreased by 2% to RMB520 million. The Group's gross profit margin decreased to 21.5% in 2019 from 24.2% in 2018. In terms of the Group's product categories, the gross profit margin of "Scent & Taste" business decreased from 27.0% in 2018 to 22.4% in 2019; the gross profit margin of "Naturals" business was stable at 17.6% in 2019, compared with 17.7% in 2018; and the gross profit margin of "Specialty Chemicals and Others" business increased from 20.0% in 2018 to 22.0% in 2019.

報告期內，本集團的毛利減少2%至人民幣5.20億元。本集團的毛利率由二零一八年的24.2%下調至二零一九年21.5%之水平。按本集團產品類別分析，「芳香及味道」的毛利率由二零一八年的27.0%下調至二零一九年的22.4%，而「天然產物」的毛利率保持平穩，分別為二零一八年的17.7%以及本年度的17.6%，「特殊化學品及其他」的產品類別之毛利率由二零一八年20.0%上升至二零一九年的22.0%。

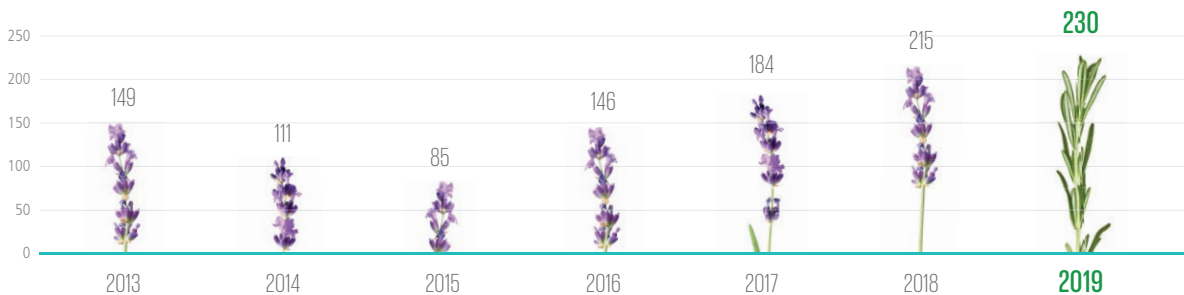
GROSS PROFIT MARGIN (%) 毛利率 (%)



Earnings before interest, taxes, depreciation and amortization (EBITDA) for the Year amounted to RMB483 million, representing an increase of 5% from RMB462 million in 2018. Reported profit attributable to shareholders for 2019 amounted to RMB230 million, representing a 7% increase from RMB215 million in 2018. Basic earnings per share were approximately RMB29.67 cents (2018: RMB27.78 cents).

本年度的未扣除利息、稅項、折舊和攤銷前盈利(EBITDA)為人民幣4.83億元，較二零一八年的人民幣4.62億元上升5%。二零一九年度股東應佔賬面利潤為人民幣2.30億元，較二零一八年的人民幣2.15億元增長7%，每股基本收益約為人民幣29.67分(二零一八年：人民幣27.78分)。

PROFIT ATTRIBUTABLE TO SHAREHOLDERS (RMB million) 股東應佔利潤(人民幣百萬元)



The Board of Directors understands the importance and advantages of sound corporate governance, and promises to improve the corporate governance code of practice, so as to increase the transparency and ensure the Group's business activities and decision-making process being regulated to safeguard shareholders' interests. The corporate governance of the Group is based on and determined by the principles ("Principles") and code provisions ("Code Provisions") set out in Appendix 14 Corporate Governance Code ("Corporate Governance Code"). During the Reporting Period, the Group complied with the Code Provisions of the Corporate Governance Code set out in Appendix 14 to the Listing Rules, except for the deviations from Code Provisions A.2.1 and A.6.7. For further information about the Group's corporate governance and other information of the Board of Directors, please visit the designated website of the Stock Exchange (www.hkexnews.hk) and the Group's website (www.ecogreen.com) for the Group's relevant contents in the 2019 Annual Report.

For risk management and internal control, the Board of Directors has confirmed that it has the overall responsibility to assess and determine the nature and extent of the risks that the Group is willing to undertake to achieve its strategic objectives, and maintain a robust and effective risk management and internal control system. The Board of Directors supervises the management in designing, implementing and monitoring the risk management and internal control system. The relevant system and internal control can only provide reasonable but not absolute guarantee for material misstatement or loss, because the purpose of the relevant system and internal control is to manage, but not eliminate, the risk of failing to achieve business objectives. The Group has established a set of continuous procedures to identify, assess and manage the significant risks of the Group. The Business Departments are responsible for identifying, assessing and monitoring risks related to their organizations. The evaluation results will be reported to the management through regular internal meetings. The management prepares a risk assessment report every year, which lists the identified risks and the management's assessment of the impact on the Group.

董事會深明良好企業管治常規的重要性及好處，並承諾改善企業管治常規，以增加透明度及確保本集團的業務活動及決策過程受到適當之規管以保障股東利益。本集團之企業管治常規乃建基於附錄14所載企業管治守則（「企業管治守則」）內所列之原則（「原則」）及守則條文（「守則條文」）而釐定。報告期內，本集團一直遵守上市規則附錄14所載之《企業管治守則》之守則條文，惟偏離有關守則條文第A.2.1條及A.6.7條者除外。如欲進一步瞭解本集團的企業管治及董事會的其他資料，可透過聯交所指定網站（www.hkexnews.hk）及本集團網站（www.ecogreen.com）瀏覽集團二零一九年報中的相關內容。

風險管理及內部監控董事會確認其有整體責任評估及釐定本集團為達成策略目標所願承擔的風險性質及程度，並維持穩健及有效的風險管理及內部監控系統。董事會監察管理層在設計、實行和監察風險管理及內部監控系統方面的工作。有關系統及內部監控只能針對重大錯報或損失提供合理但並非絕對的保證，因為有關系統及內部監控旨在管理，而不是消除未能實現業務目標的風險。本集團已制訂一套持續的程序，以識別、評估及管理本集團的顯著風險。業務部門負責識別、評估及監察與本身單位相關的風險。評價結果將通過定期內部會議向管理層報告。管理層每年編製風險評估報告，列出所確定的風險，以及管理層對本集團所受影響的評估。



Sustainability of Corporate Governance

企業管治的可持續性

The Board of Directors will discuss the results in the risk assessment report, and assess the effectiveness of risk management and internal control system at the board meeting. The Group will handle and distribute inside information prudently. Employees must abide by the confidentiality clause in the employee handbook. Only the personnel in appropriate level are allowed to access sensitive price data and inside information. The Group designs and formulates appropriate policies and monitoring measures to ensure that assets are protected and prevent improper use or disposal; The Group also abides by and complies with relevant rules and regulations, and keeps reliable financial and accounting records in accordance with relevant accounting standards and regulatory reporting requirements. Based on the scale and cost effectiveness, the Group has not established an internal audit function. During the year under review, the Board of Directors reviewed the internal control system of the Group from time to time and considered that the system was effectively implemented. The review includes all major matters, including financial, operational and regulatory monitoring and risk management functions. The Board of Directors also considers the resource adequacy of the Group's accounting and financial reporting functions and the qualifications and experience of its employees, as well as its training courses and budget. The Group will continue to consider the need for an internal audit function every year.

The Board of Directors also attaches great importance to the impact of the Group on the environment and society, so it has established the governance policy on environmental protection, safe production and product assurance, and requires the management to keep track of and make repeated reviews on the pollution, casualties caused during operation and product quality figures, and constantly look for new opportunities, such as cleaner fuels and more reliable suppliers of raw materials, so as to lead the Group and industry peers to make progress in terms of sustainable development.

董事會討論風險評估報告中的結果，並在董事會會議上評估風險管理及內部監控系統的成效。本集團審慎處理和發放內幕消息。員工必須遵守員工手冊中的保密條款。僅適當級別的人員才獲准接觸價格敏感資料及內幕消息。本集團設計並制訂適當的政策和監控措施，以確保資產得到保障，防止不當使用或處置；集團亦恪守和遵從相關規則和規例，並且根據相關會計準則和監管報告規定存置可靠的財務和會計記錄。基於本集團的規模及本著成本效益，本集團並無設立內部審計職能。於回顧年度內，董事會已經不時對本公司之內部監控系統進行檢討並認為該系統被有效地執行。該檢討包含全部重大監控，包括財務、營運及法規監控及風險管理功能。董事會亦考慮本集團會計及財務匯報職能的資源充裕程度及員工的資質及經驗，以及其培訓課程及預算。本集團每年繼續檢討是否需要設立內部審計職能。

董事會亦高度重視集團對環境及社會所帶來的影響，因此確立了關於環境保護、安全生產及產品保證的管治方針，要求管理層持續追蹤及匯報集團在營運當中所造成的污染、傷亡及產品質量數字，反覆作出檢討，並不斷尋找新的機會，如更潔淨的燃料、更可靠的原材料供應商等，務求帶領公司及行業同行在可持續發展方面更上一層樓。

STRATEGY: COMPREHENSIVE EMISSION REDUCTION AND POLLUTION REDUCTION

The Group is well aware that sustainability is the trend of development and the policy of China. In terms of sustainable development, the Group adheres to the full promotion of: Quality, Safe, Environment and Health. The Group won the title of "Green Factory" at national level in 2019, in recognition of the Group's intensive use of land, harmless raw materials, clean production, recycling of waste and low carbonization of energy. On this basis, the Group will continue to operate and maintain the practice of "green factory", comprehensively improve the infrastructure, management system, energy resources input, products, environmental emissions, etc., and constantly promote the construction of green factories.

The Group attaches great importance to the management of solid wastes, and collects and disposes them according to the specification requirements. General solid wastes have been comprehensively recycled. For hazardous wastes, the Group conducts standardized management according to the requirements of the Ministry of Ecology and Environment, and sets up a standardized hazardous waste storage place. All hazardous wastes are entrusted to Huihong Company and other organizations with hazardous waste treatment qualifications for harmless treatment. In accordance with the Xiamen Soil Pollution Prevention Action Plan, soil management is strengthened to prevent soil pollution, ensure soil safety, protect ecological environment and safeguard human health.

The Group is committed to controlling waste gas emissions, so low-sulfur light diesel fuel is used as thermal oil furnace, and the boiler waste gas produced can be discharged stably up to standard; The waste gas from production workshop, odor from sewage treatment station, waste gas from warehouse, packaging workshop, hazardous waste workshop and storage tank are collected in two sets of organic waste gas treatment facilities. The waste gas treatment process is RTO, with the designed treatment capacity of 10,000 m³/h and 20,000 m³/h, respectively. The emission of waste gas can stably meet the national and local emission standards, and the total emissions meet the control requirements of pollutant discharge permit.

策略：全面減排減污

我們深知可持續是發展的趨勢，也是中怡的方針。在可持續發展上，我們堅持做到：質量(Quality)、安全(Safe)、環境(Environment)、健康(Health)全面推進。本集團在二零一九年榮獲國家級綠色工廠，即實現了用地集約化、原料無害化、生產潔淨化、廢物資源化、能源低碳化的工廠。在此基礎上，我們將繼續運行和維護好綠色工廠，在基礎設施、管理體系、能源資源投入、產品、環境排放等方面全面改進，持續推進綠色工廠建設工作走得更遠、更踏實。

公司重視固體廢物管理工作，按規範要求進行分類收集、處置。一般固廢均進行了綜合回收利用；對於危險廢物，公司按環保部門的要求進行規範化管理，設置了規範的危險廢物儲存場所，危險廢物均委託輝鴻公司等具備危廢處理資質的單位進行無害化處理。並按規定配合廈門市土壤污染防治行動計劃實施方案的落實，加強土壤環境管理，防止土壤污染，保障土壤安全，保護生態環境，維護人體健康。

公司致力控制廢氣排放，導熱油爐採用的是低硫的輕柴油燃料，產生的鍋爐廢氣能穩定達標排放；生產車間的廢氣、污水處理站臭氣、倉庫、包裝間、危廢間及儲罐廢氣均收集至兩套有機廢氣治理設施中，廢氣處理工藝為RTO，設計處理能力分別為10,000 m³/h、20,000 m³/h，廢氣能穩定達到國家和地方排放標準，排放總量符合排污許可證總量控制要求。



In order to establish the tracking and reducing greenhouse gas in internal management and adapt to the national and international trends as soon as possible, the Group began to check and count the greenhouse gas generated in the production process in 2017, and formed the Greenhouse Gas Inventory Report, indicating clearly that the main greenhouse gas emission of the Group is indirect greenhouse gas emission from energy, namely the greenhouse gas emission caused by the consumption of external power, heat or steam. According to the verification results, the Group will further promote energy conservation activities, continuously improve energy utilization efficiency and reduce energy consumption through technical transformation, select energy-saving equipment as much as possible in equipment renewal, and strengthen equipment maintenance, reduce abnormal operation of equipment, improve equipment operation efficiency and reduce energy loss.

EMISSION

The Group has always followed the environmental laws and regulations related to emissions in its operation place. The main emissions generated in the daily operation process include domestic sewage, industrial sewage, domestic waste, industrial waste, industrial waste gas and carbon emissions.

Waste Gas and Greenhouse Gas

Waste Gas

In terms of emission of waste gas, the Group has always complied with the Emission Standard of Boiler Air Pollution (GB13271-2014) and the Emission Standard of Air Pollutants for Xiamen (DB35 323-2011). The waste gas discharged by the Group is mainly the exhaust generated during the use of automobiles and non-methane hydrocarbons generated during the use of raw materials and auxiliary materials. The total amount of non-methane hydrocarbons generated during the Reporting Period was 850.2 kg. In order to make the emission concentration of non-methane hydrocarbon less than 40 mg/m³ as required by the emission standard, the Group treats the discharged non-methane hydrocarbon by regenerative oxidation (RTO), and the final emission concentration was less than 10 mg/m³.

為建立內部管理溫室氣體追蹤減量的績效，及早適應國家和國際趨勢，我司在二零一七年開始就對生產過程產生的溫室氣體進行盤查統計，形成《溫室氣體盤查報告》，明確公司主要溫室氣體排放為能源間接溫室氣體排放，即所消耗的外部電力、熱或蒸汽的生產而造成的溫室氣體排放。根據核查結果，我司將進一步推動節約能源活動，通過技術改造等方式不斷提高能源利用效率，減少能源消耗，在設備更新上盡可能選用節能設備，同時加強設備維修保養，減少設備不正常運行，提升設備運作效率，降低能源損耗。

排放物

中怡遵守營運所在地關於排放物相關的環境方面的法律法規，在日常營運過程中產生的主要排放物包括生活污水、工業污水、生活垃圾、工業垃圾、工業廢氣及碳排放。

廢氣及溫室氣體

廢氣

本集團在營運過程的廢氣排放遵循《鍋爐大氣污染物排放標準》(GB13271-2014)及《廈門市大氣污染物排放標準》(DB35 323-2011)。我們排放的廢氣主要是汽車使用過程產生的尾氣和產生於原輔料的使用過程的非甲烷總烴，報告期間產生的非甲烷總烴總量為850.2千克。為令非甲烷總烴的排放濃度達到排放標準要求之小於40 mg/m³，我們對排放的非甲烷總烴進行蓄熱式氧化(RTO)處理，最終排放濃度小於10 mg/m³。

To reduce the waste gas emissions, the Group has formulated the following measures to reduce the impact of waste gas emissions on the environment:

- The Group has built up a solvent recycle device to reheat the solvent in the distillation column, and fully cool down and recycle the distillates. The recycled solvents, such as methylbenzene, will be reused to reduce the production cost and the discharge of methylbenzene to the air and water.
- The Group oxidizes the volatile organic compounds (VOCs) in the waste gases under high temperature into carbon dioxide and water through a set of new regenerative thermal oxidizer (RTO), so as to purify the waste gases and improve the waste gas treatment effect. With low operating cost, such equipment can treat the low-concentrated waste gases in a large amount of air. In case of higher concentration, the heat waste can be reused, which will reduce the production and operating cost substantially. Upon collection, the waste gas will be put into the RTO waste gas purification device. The removal rate of non-methane hydrocarbon in the waste gas emissions reached above 95%. Meanwhile, technological process is optimized and the waste gas collecting surface is expanded to improve the collection efficiency.
- Through construction of in-plant natural gas pipelines and control valves, the natural gas is used as the raw materials of thermal oil furnace so as to boost the thermal efficiency of boilers. Such measure has achieved the goals of energy conservation, consumption reduction, pollution reduction and efficiency increase, with obvious environmental and economic benefits. After the implementation, it has further reduced the discharge of waste gas pollutants, increased the thermal efficiency of boiler to 90% and saved production cost.

為了減少廢氣排放量，本集團制定以下措施，以降低廢氣排放對環境所造成的影響：

- 建立溶劑回收裝置，其採用蒸餾塔將溶劑進行加熱，將蒸餾物充分冷卻並回收。甲苯等溶劑通過循環回流裝置回收使用，一方面降低生產成本，另一方面也減少了甲苯於大氣和水中的排放量。
- 新建一套蓄熱式燃燒爐設備(RTO)，在高溫下將廢氣中的有機物(VOCs)氧化成二氧化碳和水，從而淨化廢氣，提高廢氣處理效果。該設備運行成本低，能處理大風量中低濃度廢氣，濃度稍高時，還可進行餘熱回收，大大降低生產運營成本。廢氣收集後引入RTO廢氣淨化裝置，對排放尾氣中的非甲烷總烴去除率達95%以上。同時，優化工藝流程，擴大廢氣收集面以提高廢氣的收集效率。
- 建設廠內天然氣管道和控制閥組，將天然氣作為燃料，提高鍋爐熱效率。該措施達到了節能、降耗、減污和增效的目的，具有顯著的環境效益和經濟效益，實施後進一步降低廢氣污染物排放量，並將鍋爐熱效率提高至90%，節約生產成本。

Automobile exhaust mainly contains nitrogen oxides, sulfur oxides and particulate matters, with emissions shown in the following table:

汽車尾氣主要包含氮氧化物、硫氧化物和顆粒物，排放量如下表所示：

Item 項目	Emissions 排放量	Unit 單位	Density 密度	Unit 單位
Nitrogen oxide 氮氧化物	350	kg 千克	0.58	kg/employee 千克／員工
Sulfur oxides 硫氧化物	457	g 克	0.75	g/employee 克／員工
Particulate 顆粒物	29	kg 千克	0.05	kg/employee 千克／員工

Greenhouse Gases

The Group's greenhouse gas emissions are mainly from the direct combustion of fossil fuels in stationary sources and vehicles, the use of air-conditioning equipment or refrigerators (Scope 1), the use of purchased electricity (Scope 2) and other indirect sources such as employees business air travel (Scope 3). The Group actively adopts electricity and energy saving measures to reduce greenhouse gas emissions, and the relevant measures will be further explained in the section of "Use of Resources".

溫室氣體

本集團的主要溫室氣體排放來源於固定源在使用化石燃料期間產生的直接溫室氣體排放、車輛使用燃料造成的直接溫室氣體排放以及空調冰箱等冷氣設備在製冷過程產生的逸散性溫室氣體排放(範圍一)，外購電力造成的能源間接溫室氣體排放(範圍二)和僱員乘坐飛機出外公幹造成的其他間接溫室氣體排放(範圍三)。本集團積極採取節電和節能措施，以減少溫室氣體排放，相關措施將在「資源使用」一節中作進一步說明。

The calculation criteria of greenhouse gas emissions are based on the guidelines prepared by the Environmental Protection Department and the Electrical and Mechanical Services Department of Hong Kong, the guidelines issued by the National Development and Reform Commission of the People's Republic of China ("China"), and international standards such as ISO 14064-1 and GHG Protocol.

溫室氣體排放的計算準則乃根據香港環境保護署及機電工程署編製的指引中華人民共和國(「中國」)國家發展和改革委員會頒布的指引以及ISO 14064-1及溫室氣體排放協議(GHG Protocol)等國際標準。

	Emission category 排放類別	Qty. 數量	Unit 單位
Scope 1 範圍一	Direct greenhouse gas emissions 能源直接溫室氣體排放	1,282,512	Carbon dioxide equivalent/kg 千克二氧化碳當量
Scope 2 範圍二	Indirect greenhouse gas emissions 能源間接溫室氣體排放	11,141,428	Carbon dioxide equivalent/kg 千克二氧化碳當量
Scope 3 範圍三	Other indirect greenhouse gas emissions 其他間接溫室氣體排放	52,876	Carbon dioxide equivalent/kg 千克二氧化碳當量
Total 總數		12,476,816	Carbon dioxide equivalent/kg 千克二氧化碳當量

In order to formulate future carbon reduction plans and objectives, the Group will continue to assess and monitor the greenhouse gas emissions. During the Reporting Period, the Group did not detect any violation of relevant local environmental laws and regulations that had a significant impact on the Group.

為了制訂日後的減碳計劃及目標，本集團將繼續評估及監察其溫室氣體排放。於報告期間，本集團沒有檢測到任何對本集團有重大影響的當地相關環境法律法規之違規事件。

Solid Waste

The solid wastes generated by the Group in the production process include industrial solid wastes and domestic wastes such as oil residue, waste engine oil, waste gas filter medium, waste containing mineral oil, waste ion exchange resin and sludge generated from sewage treatment. The sludge from sewage treatment and domestic waste from office buildings and employee canteens are harmless solid wastes. The Group has engaged Xiamen Haicang Municipal Construction Management Center to clean, remove and dispose of the domestic waste in time. The Group has cleaned and removed the domestic waste in time for not generating smell, stink and avoiding fly-breeding to the surrounding environment. In addition, the Group strictly carried out the classification, allocation, minimization and detoxification of solid wastes during the Reporting Period.

固體廢棄物

本集團生產過程中產生的固體廢棄物包括油渣、廢機油、廢尾氣過濾介質、含礦物油廢物、廢離子交換樹脂和污水處理產生的污泥等工業固體廢棄物和生活垃圾。其中，污水處理產生的污泥，及來源於辦公樓和員工食堂的生活垃圾屬於無害固體廢棄物，本集團委託廈門海滄市政建設管理中心及時清運處置生活垃圾，我們及時清運生活垃圾，不對周圍環境產生異味、惡臭、蚊蠅污染。另外，本集團於報告期內落實固體廢棄物的分類、資源化、減量化和無害化處理工作。

Item 項目	Emissions 排放量	Unit 單位	Density 密度	Unit 單位
Oil residue 油渣	8,514	kg 千克	14.05	kg/employee 千克／員工
Waste engine oil 廢機油	669	kg 千克	1.10	kg/employee 千克／員工
Waste gas filter medium 廢尾氣過濾介質	27	kg 千克	0.04	kg/employee 千克／員工
Waste containing mineral oil 含礦物油廢物	170	kg 千克	0.28	kg/employee 千克／員工
Waste ion-exchange resins 廢離子交換樹脂	330	kg 千克	0.54	kg/employee 千克／員工
Sludge generated from sewage treatment 污水處理產生的污泥	200	tonnes 噸	0.33	tonnes/employee 噸／員工
Domestic waste 生活垃圾	205	tonnes 噸	0.34	tonnes/employee 噸／員工

The industrial solid wastes such as oil residue, waste engine oil, waste gas filter medium, waste containing mineral oil, waste ion exchange resin are mainly generated from equipment overhaul and are classified as hazardous wastes. The Group will regularly and properly handle and supervise their impact on the environment, and has built a hazardous waste storage room to prevent secondary pollution in the factory area to facilitate safe transportation, storage and disposal of hazardous wastes. Warning signs are posted in the hazardous waste storage rooms, which satisfies the requirements of the Standard for Pollution Control on Hazardous Waste Storage (GB18597-2001).

油渣、廢機油、廢尾氣過濾介質、含礦物油廢物、廢離子交換樹脂等工業固體廢棄物主要來源於設備檢修時產生，均屬於有害廢棄物，本集團定時妥善處理及監督其對環境所產生的影響，在廠區內建有防止二次污染的危險廢物貯存間，以方便安全運輸、貯存及處置危險廢物。危險廢物貯放間設置有警示標誌，符合《危險廢物貯存污染控制標準》(GB18597-2001)要求。

Waste Water

The waste water generated by the Group mainly refers to industrial waste water and domestic waste water. Industrial waste water includes process waste water generated by washing process and hydration process in the manufacturing workshops and lactone workshops, drainage from vacuum pump rooms, steam condensate, ground cleaning water, equipment cleaning water, waste water from washing cooling towers, spray water in tank area and initial rainwater inside the plant. Domestic waste water refers to the waste water generated in the office building and canteen. The process waste water is discharged to the sewage treatment station after the pre-treatment in the oil separator of the workshop, and other production waste water is directly discharged to the sewage treatment station. The waste water from canteen is discharged into the sewage treatment station with other domestic waste water through the treatment in the digestion tank after the oil separation and sludge treatment, and the initial rainwater in the plant is pumped into the sewage treatment station after being collected through the initial rainwater collection pool.

Item 項目	Emissions 排放量	Unit 單位	Density 密度	Unit 單位
Domestic wastewater 生活廢水	16,011	tonnes 噸	26.42	tonnes/employee 噸/員工
Industrial waste water 生產廢水	146,052	tonnes 噸	241.01	tonnes/employee 噸/員工

Strictly in compliance with the State's requirements on solid waste disposal, the Group has well classified and disposed wastes. Special and standardized temporary storage facilities and premises for hazardous waste classification have been established in the plant to prevent secondary pollution from residual liquid volatilization, getting wet and leakage, while hazardous wastes of residual oil and residuum have been reused properly and harmlessly treated. The hazardous wastes have been removed in accordance with the strict hazardous waste transfer methods and disposed by a third-party environmental protection company in Xiamen with hazardous waste disposal qualification.

廢水

本集團產生的廢水主要為生產廢水和生活廢水。生產廢水包括製造工場、內酯工廠洗滌工序和水合工序產生的工藝廢水，真空泵房排水、蒸汽冷凝水、地面清洗水、設備清洗水、冷卻塔清洗廢水、罐區噴淋水和廠內初期雨水等。而生活廢水則為辦公樓以及食堂所產生的廢水。其中工藝廢水經過工場隔油池預處理後排入污水處理站，其它生產廢水直接排入污水處理站；食堂廢水經隔油沉渣處理後與其他生活廢水經化糞池處理進入污水處理站；廠區初期雨水經初期雨水收集池收集後抽入污水處理站。

本集團嚴格按照國家關於固體廢物處理要求，做好廢物的分類和處理。廠區設置專用、規範的危險廢物分類暫存設施和貯存場所，防止殘液揮發、淋濕、滲漏等產生二次污染，做好含油廢渣、殘渣的綜合利用和無害化處置工作。危險廢物按照嚴格的危險廢物轉移方式外運並委託廈門具有危險廢物處理資質的第三方環保公司處理。

USE OF RESOURCES

The Group has attached great importance to the cultivation of clean production awareness of “energy saving, consumption reduction, pollution reduction and efficiency increase”, and encouraged all employees to raise their awareness, change their concepts and consciously devote in green production through various advocacy and education.

The Group has also formulated a series of related systems and measures in addition to the introduction of the clean production assessment and review mechanism. Specific functional departments have been set up to perform the functions of green management, so as to pave the way for sustainable industrialization. In the actual business process, the Group has formed a green supply chain integrating procurement, production and marketing to ensure the coordinated development of industrial production and environmental protection. With the increase in comprehensive utilization rate of resources and the reduction of environmental pollution emissions, the Group has not only achieved sound economic benefits, but also benefited society in a remarkable way.

資源使用

本集團高度重視「節能、降耗、減污、增效」清潔生產意識的培養，並通過多種宣傳和教育手段激勵全體員工提高意識，轉變觀念，自覺投入到綠色發展的事業之中。

本集團制定了一系列相關制度和措施，除引入清潔生產評估與審核機制外，亦設置了具體的職能部門來履行綠色發展管理的職能，走可持續發展的新型工業化道路。在實際的經營過程中，我們打造了一條集採購、生產和營銷於一體的綠色供應鏈條，確保了工業生產和環境保護的協調發展。隨著資源綜合利用率的提高和環境污染排放量的減少，企業不僅獲得了良好的經濟效益，同時也取得了良好的社會效益。

Internal Guidance, Notifications and Proposals Regarding Environment 有關環境方面的內部指引、通知及倡議書

1.	Notice regarding the Usage of Disposable Paper Cup 關於一次性紙杯使用規定的通知
2.	Notice for Discretionary Reduction of Food Waste 關於酌情減少菜量避免浪費的通知
3.	Reminder for Air-conditioner Usage 空調使用溫馨提示
4.	Proposal for Water and Electricity Saving 節約用水用電倡議書
5.	Proposal for Energy Saving 節約能源倡議書
6.	Proposal for Food Saving 節約糧食倡議書
7.	Proposal for Food Cherishing 珍惜糧食倡議書

Resources used by the Group mainly include electricity, water, gas, LPG, paper, steam, diesel and gasoline. The consumption in the Reporting Period is shown below:

本集團使用的資源主要包括電力、水、煤氣、液化石油氣、紙張、蒸汽、柴油和汽油。在報告期內的消耗量如下表所示：

Item 項目	Consumption 消耗量		Density 密度	
	Qty. 數量	Unit 單位	Qty. 數量	Unit 單位
Electricity 電力	13,254	MWh 兆瓦時	21.87	MWh/employee 兆瓦時／員工
Water 水	164,452	tonnes 噸	271.37	tonnes/employee 噸／員工
Gas 煤氣	3,625	kg 千克	5.98	kg/employee 千克／員工
Liquefied petroleum gas 液化石油氣	9,645	kg 千克	15.92	kg/employee 千克／員工
Paper 紙張	1,293	kg 千克	2.13	kg/employee 千克／員工
Steam 蒸汽	130,574	tonnes 噸	215.47	tonnes/employee 噸／員工
Diesel fuel oil 柴油	380,083	Litres 升	627.20	Litres/employee 升／員工
Gasoline 汽油	27,630	Litres 升	45.59	Litres/employee 升／員工

Energy

The Group has been committed to energy saving, so all departments have been required to set energy targets since 2019. The Production Management Department will set the target with reference to the actual energy use, energy consumption, energy variety and quantity, and energy saving potential of each department, into indicators and report them to the person in charge of energy management. If the energy targets, indicators and energy consumption quotas cannot be completed on time or implemented normally, the Production Management Department will organize relevant departments to find out and analyze the reasons.

能源

本集團一直致力節能，所以在二零一九年開始要求各部門設定能源目標。生產管理部根據確定的能源目標，並結合各部門的能源使用、能源消耗、能源品種和數量、節能潛力大小等實際情況，將目標進一步分解為指標，並上報能源管理負責人。能源目標、指標及耗能定額不能按時完成或不能正常實施時，生產管理部組織有關部門會查明原因，並進行分析。



In order to effectively achieve the goal of energy saving and emission reduction and reduce the consumption of energy, the Group has implemented the following schemes for the daily operation of the Group:

- Improvement of cooling methods: according to the Group's measures and schemes for D-100 and D-200 water tanks, after the implementation of the scheme, about 80,000 kWh electricity can be saved.
 - Optimization of hydration boiler reaction time: according to the production status, the time for hydration boiler stirring is optimized, and after the implementation of the scheme, about 230,000 kWh electricity can be saved.
 - Power saving of vacuum system: the waste of electricity possibly generated before will be improved.
 - Reduction of heat loss: during the equipment outage, the valves of all inlets and outlets of various cooling systems are closed to save the heat loss, to reduce the load of cooling tower and refrigeration station and save the electric energy.
 - Maintenance time management: the in-plant devices are regularly repaired and maintained to reduce the potential waste of electricity.
- 本集團為有效達成節能減排的目標，針對集團日常營運，實施了以下方案以減少對能源的使用量：
- 冷卻方式的改進，針對集團D-100及D-200水箱的措施及方案，方案實施後可節約用電約8萬kWh；
 - 水合釜反應時間優化，根據生產狀況，優化水合釜攪拌時間，該方案實施後可節約用電約23萬kWh；
 - 真空系統節電，改善以往可能產生的用電浪費；
 - 減少熱損失，在設備停用期間將各冷卻系統的所有進出口閥門關閉，節約散熱損失，降低冷卻塔和冷凍站的負荷，節約電能；
 - 維修保養時間管理，定期維修及保養廠區設備，減少潛在用電浪費。

Water Resources

The water consumption of the Group includes production water and domestic water, and all water is supplied by the municipal pipeline networks of tap water. We have been strengthening water-saving advocacy, and environmental protection messages are posted in the pantry and restroom to remind employees to save water and further enhance their awareness of water saving. In addition to advocacy and education, we will also regularly check public facilities, and repair them immediately in case of water leakage or water pipe rupture. Moreover, the Group also purchased various water-saving devices and improved the technical level of production automation to indirectly reduce the water consumption in production. The specific measures are as follows:

- Improvement of cooling methods: according to the Group's measures and schemes for D-100 and D-200 water tanks, after the implementation of the scheme, about 660 tonnes of cooling water can be saved.
- Reduction of engine cooling water consumption: part of equipment is connected in series to reduce the running water flow of engines, and after the scheme implementation, about RMB16,000 has been saved for the water cost.
- Adjustment of production parameters: turn off unnecessary equipment, when producing products having lower requirements on the vacuum.
- Improvement of water circulating rate: the steam condensate in the plant is reused as the circulating cooling water to the greatest extent.
- Other measures: apply water-saving instruments, performed the water leakage control for the water supply system regularly, and formulated the specific management system of water conservation.
- 冷卻方式的改進，針對集團D-100及D-200水箱的措施及方案，方案實施後節約冷卻用水量660噸；
- 減少電機冷卻水用量，將某部分設備串聯，減少電機長流水量，方案實施後節約用水成本約1.6萬元；
- 生產參數調整，生產某部分對真空要求不高的產品時，關閉不需要或可避免的相關設備；
- 提高循環用水率，廠區蒸汽冷凝水盡量作為循環冷卻水補充水循環再用；
- 採用節水型器具，定期對供水系統進行漏水控制，並制定節約用水具體管理制度。

水資源

企業用水包括生產用水和生活用水，所有用水由市政自來水管網供給。我們一直加強節水宣傳，茶水間及洗手間均貼有環保訊息，提醒員工節約用水，同時進一步提高了員工的節水意識。除了宣傳教育，我們還會定期檢查公用設施，當出現漏水或水管破裂等情況，立即進行維修。此外，本集團亦採購各類省水裝置及提高生產自動化技術水平等措施來間接降低生產上的用水量，具體措施如下：

Paper

Paper is a main consumption of the Group's offices. The Group is devoted to constructing an electronic office with full use of online system in the office. General notification, data transmission, etc. are carried out through the online system. Electronic workflow is established. Our employees are encouraged to avoid printing and copying documents, reduce the use of paper, use office paper on both sides, use old envelopes and recycle used paper, cartons and binders. The office is responsible for supervising the consumption of paper. The waste paper is recycled and disposed by the Administration and Management Department and Office in a centralized way. In addition, we will collect and reuse reusable paper products, such as document envelopes, and minimize the use of disposable paper products, such as paper cups and paper napkins. In addition, the Group also posted "environmental protection messages" on office equipment to enhance employee's awareness of environmental protection.

Packaging Materials

Due to the nature of business of the Group, packaging materials used by the Group are ISO-TANK or gallon bucket that can be reused. The daily operation does not consume large amount of packaging materials.

ENVIRONMENT AND NATURAL RESOURCES

The Group attaches great importance to the impact of the Group's business on the environment and natural resources and, is devoted to creating a green factory and providing employee with a comfortable and green working environment. EcoGreen has set up an environmental management organization, overseen by the Industrial Safety Department which is directly responsible for the daily safety production and environmental safety of the Enterprise. It also implements various environmental protection policies and requirements, and audit the operation of environmental protection facilities and discharge of waste, etc. In addition, we prepare annual environmental emergency plan, provide trainings and practices to employees for handling emergencies and reduce environmental risks.

紙張

紙張是本集團於辦公室的主要消耗之一。本集團致力於建立一個電子化的辦公室。辦公室內充分利用網上系統，一般事務性通知、資料傳送等通過線上系統進行，建立電子工作流程。我們鼓勵員工盡量避免列印及複印文件，減少使用紙張，辦公用紙盡量雙面使用，並盡量使用舊信封和循環使用曾用過的紙張、紙箱及文件夾。辦公室負責監督紙張用量；廢棄紙張由行政管理部及辦公室統一回收處理。另外，我們會收集並重複利用可反復使用的紙製品，如公文袋、信封等，以及盡量減少使用一次性紙製品，如紙杯、紙巾。除此以外，本集團亦盡可能在辦公室設備貼上「環保訊息」提示，以提高員工的環保意識。

包裝材料

基於業務性質，本集團包裝物主要使用的是 ISO-TANK(罐式集裝箱)或加侖桶，這些均可重複利用，在日常運營過程中並不會消耗大量包裝材料。

環境及天然資源

本集團高度重視集團業務對環境及天然資源的影響，並致力於打造綠色工廠及為員工提供舒適及綠化的工作環境。中怡成立了環境管理機構，由工業安全部門直接負責企業日常安全生產和環境安全工作，落實各項環保政策和要求，稽核環保設施的運行情況、廢物排放情況等。此外，我們每年編制企業的環境應急預案，對員工進行培訓和演練，做好突發事件的應急準備，降低環境風險。

The major source of noise generated by the Group arises from the operation of equipment in the production lines. To minimize noise pollution to the surrounding environment, the Group has purchased equipment with lower noise levels, coupled with reasonable allocation of those equipment. In the meantime, the Group has implemented measures aiming at vibration reduction, sound proofing and noise reduction for loud equipment such as water pumps, fan machines and air compressors.

To reduce the influences on environment, the Group has formulated Identification and Evaluation Procedures of Environmental Factors to strictly manage sewage, waste gas, noise, radiation, solid waste, energy and resource consumption, and other environmental factors that have impact on the surrounding people in the entire product lifecycle, and make all departments be aware of the importance of environmental protection. The Company stipulates that, before the commencement of each project, all departments should take seven aspects into consideration in environment evaluation, including:

- Frequency of environmental factor
- Use of environmental factors or emission of related pollutants
- Severity of environmental impact
- Range of environmental influence involved
- Compliance with relevant laws and regulations
- Control and monitoring measures adopted for environmental factors and corresponding results
- Accident and compliant on environmental factor
- 環境因素發生的頻次
- 環境因素的使用量或相關污染物排放量
- 對環境影響的嚴重程度
- 環境影響涉及的範圍
- 與相關法律法規要求的符合程度
- 對環境因素所採取的監控措施及效果
- 與環境因素相關的事故或投訴

The management of important environmental factors is reflected in environmental objectives and indicators and environmental management plans, or controlled through formulating environmental management norms. For those temporarily unable to be implemented due to economic conditions, technical conditions and other reasons, the Company would formulate relevant plans to implement them when feasible.

本集團主要的噪音污染源來自於生產線的各類設備的運行噪音。為確保對附近環境的噪音污染減至最低，集團選購低雜訊設備，配合合理佈局，並落實水泵、風機、空壓機等高噪音源的減振、消聲、降噪等防噪音污染的措施。

為了降低對環境的影響，本集團制定了《環境因素識別與評價程序》，以期在整個產品生命週期中嚴格管理污水、廢氣、噪聲、輻射、固體廢棄物、能源資源消耗、對周邊民衆的影響等的環境因素，並讓各部門意識到環境保護的重要性。公司規定各部門在項目開始前展開環境評價時把七個方面列入考量，包括：

重要環境因素的管理體現在環境目標和指標以及環境管理方案中，或通過制訂環境管理規範的方式來加以控制，對因經濟狀況、技術條件等原因暫時無法實施的，公司則制定了相關的計劃，於可行時實施。

STRATEGY: PROVIDING HEALTHY AND SAFE WORKING ENVIRONMENT

The Company attaches great importance to the health management of its employees. Especially, it has made great effort in the prevention and treatment of occupational diseases, providing a strong protection for the personal health and safety of its employees.

- Sound system: improve the occupational health management system, set up an organization, formulate occupational disease prevention and control plans and distribution management system for labor protection appliances (products) and health care supplements, and standardize the management of documents on occupational health.
- Standard operation: formulate operation instructions and operation flow chart, carry out pre-job and on-the-job training in time, strengthen education of operators on occupational health knowledge, raise awareness of occupational hazards, and enhance the self-protection ability of operators.
- Site safeguard: implement warning signs, and provide labor insurance supplies and first aid kits according to specifications.
- Regular physical examination: monitor occupational health of operators, organize occupational health examination regularly, standardize and improve monitoring documents of occupational health.
- Regular examination: we regularly entrusts external testing organizations to test the workplace environment. According to the Test Report of Occupational Hazard Factor, the environmental test results of our workplace is: the acceptance rate of toxic material sample is 100%, the acceptance rate of noise is 100%.

策略：提供健康安全的工作環境

公司非常重視員工的健康管理，特別是在員工職業病防治上做了大量工作，為員工的人身健康安全等提供有力保障。

- 健全制度：完善職業衛生管理制度，成立組織機構，制定職業病防治計劃及勞動防護用具(品)和保健品發放管理制度，規範職業衛生檔案管理。
- 規範操作：制定作業指導書和操作流程圖，及時開展崗前及在崗培訓，加強對作業人員職業衛生知識教育，提高對職業危害的認識，增強作業人員自我保護的能力。
- 現場保障：落實警示標誌，按規範配備勞保用品和急救箱。
- 定期體檢：開展作業人員職業健康監護，定期組織職業健康檢查，規範和完善職業健康監護檔案。
- 定期檢測：我司定期委託外部檢測單位對工作場所環境實施檢測。根據《職業病危害因素檢測報告》，我司工作場所環境檢測結果為：有毒物質樣品合格率100%，噪音合格率100%。

- To fully adhere to the purpose of “Ecogreen, Eco-friendly”, embody the humanistic concept of “running a business with love, caring for employees and conveying love”, realize “happy EcoGreen”, and effectively promote the spirit of “civilization, friendship, mutual assistance and harmony” among employees, the Group has established the “EcoGreen International Group Limited Charity Fund” in February 2019. It is a platform of love contribution. It helped employees and their families who need assistance due to illness or personal health, providing an additional “health insurance of love” for EcoGreen’s employees and their families. Under the leadership of the first Charity Fund Management Committee, it sent the Company’s “love” to the families of two employees in difficulty and one employee in difficulty, making these three families genuinely feel the love and warmth from the Company.
- 為貫徹「愛地球 愛眾生」宗旨，體現「用愛心經營企業，關愛員工，傳遞愛心」的人文理念和實現「幸福中怡」，有效促進員工之間「文明、友愛、互助、和諧」精神，集團公司於二零一九年二月成立了「中怡國際集團有限公司愛心基金」，搭建了一個奉獻大愛的平台，幫助因病受困或個人健康等方面需要資助的員工和員工家庭，為中怡的員工和家庭多了一份額外的「健康的愛心保險」。並在首屆愛心基金管理委員會領導下，為兩位困難員工家屬和一位困難員工送去了公司的「愛心」，也讓這三個家庭真切感受到了公司的愛心和溫暖行動。

STRATEGY: BE RESPONSIBLE TO PRODUCT AND SERVICE SUPPLIERS

The Group has always attached great importance to product quality and customer experience and after-sales service. According to the requirement of ISO9001 quality management system, the Company has established a perfect customer service system and kept relevant records of communication with customers, to facilitate relevant personnel to follow up and understand customer demands and expectations in a timely manner and ensure good product experience of customers. Any customer complaint received has been investigated and replied according to the internal complaint management procedures of the Company. And through continuous innovation and improvement, we strive to provide better service and create more value to our customers. The Company also attaches great importance to the health of users, not only in providing products of guaranteed quality, but also in the health and safety of products.

- The Company always insists on adopting advanced technologies and methods to reduce the use and production of raw materials, catalysts, reagents, products and by-products harmful to human health, community safety and ecological environment. In production, raw materials, process production, warehousing and product shipment are fully tested to ensure product quality.
- The Company has passed the Kosher certification, which mainly controls raw materials, auxiliary materials and production process operation in the production of products.
- 公司歷來十分重視產品的質量及客戶對產品的體驗和售後服務。公司按ISO9001質量管理體系的要求，建立了完善的客戶服務制度，保留與客戶溝通的相關記錄，以方便各相關人員適時跟進瞭解客戶的需求與期望，保證客戶有良好的產品體驗。對所收到的任何客戶投訴均依照公司內部投訴管理程序進行調查，並予以答覆。並通過不斷創新與改善，努力為客戶提供更優質服務，為客戶創造更多價值。公司還非常重視使用者健康，不僅僅在於提供質量保證的產品，更注重於產品自身的健康與安全性。
- 公司始終堅持採用先進的技術和方法，減少對人體健康、社區安全、生態環境有害的原料、催化劑、試劑、產物及副產物等的使用和生產。在生產過程中，做到原料、過程生產、入庫和產品出貨的全面檢測，確保產品品質。
- 公司還取得了「潔食認證」，是猶太食品認證的標誌，其重點對產品生產過程中原輔材料及生產工藝流程操作進行控制。

- The Company has established a HACCP management system for food product. This is a food safety guarantee system which is recognized and accepted in the world. It controls chemical and physical hazards of product according to requirements of food safety. According to requirement of the system, we have established and implemented standard hygienic operating procedures to prevent food safety hazards to the greatest extent.
- We provide complete performance and operation instructions of each product to reduce the harm to human health caused by misuse, and provide quality insurance according to the characteristics of customers to reduce product pollution or injury caused by accidents.
- We advocate and adhere to business integrity activities, strive to provide customers with high-quality, safe and green products, establish and improve customer communication and management, return and complaint handling procedures to provide customers with good product experience.
- 公司為相關食用產品建立了HACCP管理體系，該體系是國際上共同認可和接受的食品安全保證體系，是以食品安全要求對產品化學和物理危害進行安全控制。根據體系要求，我們建立並實施衛生標準操作程序，最大程度上對食品安全危害進行預防。
- 提供每個產品完整的性能和使用說明，減少錯誤使用對人體健康造成的傷害，並根據客戶的特點開展產品質量保險，減少意外事故造成的產品污染或傷害事件。
- 提倡和堅持商業誠信活動，努力為客戶提供優質、安全、綠色的產品，建立並完善客戶溝通管理、退貨處理及投訴處理程序，為客戶提供良好的產品體驗。

EMPLOYMENT

The Group regards talents as precious assets of the Group, and attaches great importance to the selection, cultivation, employment and retention of talents. Aligned with the Group's business vision of "best use of talents and full use of things", talent issues or policies have always been the Group's top priority. In addition to the contribution of existing employees, the Group also needs outstanding talents from all sectors to help the Group become more outstanding. Therefore, based on the Group's development plan and strategic objectives, we have recruited ambitious talents to work and grow together with the Group. In terms of recruitment, the Group has continuously attracted outstanding talents with its advanced and sophisticated management concept and a positive corporate culture, and is committed to providing talents with a stage to fully develop their talents and realize value to enhance their willingness to join the Group. The Group has established human resources management policies in terms of employment, remuneration, training, benefits, promotion, etc., so as to provide a sound employment environment and establish a high-quality and comprehensive employment system. For new employees, we provide activities on induction training, continuing education courses, staff and departmental work meetings, internal journals, bulletin boards and the Intranet, to enable employees to fully understand the Group's culture, vision, mission and values. We also provide an interactive channel for the Group to form a mutual-aid community.

僱傭

本集團視人才為集團的珍貴資產，為實現員工與中怡國際集團一起成長，本集團在人力資源體系建立了全方位的員工培訓、人力資源開發和互動式職業生涯規劃模式並重視人才的選育用留。正如集團的事業願景「人盡其才，物盡其用」所言，關於人才方面的議題或是政策一直是集團最優先的考量，除了需要原有員工的貢獻之外，集團也需要各界優秀的人才來幫助集團更加卓越，所以也搭配集團的發展計劃及戰略性目標徵召有志之士們與集團共同奮鬥及成長。在招聘上，集團以先進精細的管理理念和積極向上的企業文化不斷吸引優秀人才加盟，並且致力為人才提供一個充分發揮才幹、實現價值的舞台以提升人才的加盟意願。集團已制訂僱傭、薪酬、培訓、福利、晉升等人力資源管理政策，目的就是為了能提供良好就業環境和建立優質且完善的僱傭系統。當新員工加入時，本集團會為新員工提供入職培訓、持續教育課程、員工及部門工作例會、內部期刊、宣傳欄及內聯網等活動，幫助員工充分理解本集團文化、願景、使命和價值觀，同時提供互動渠道以使本集團上下形成一個相互幫助的社區。

The Group takes the five principles of fairness, efficiency, incentive, conformity and legality as the guidance of salary. In order to standardize corporate welfare management, the Group has established a sound welfare system to enhance the stability and cohesiveness of the workforce and promote the Group's sustainable and stable development. The Group's remuneration package to its employees is determined according to their job duties and is in line with local market standards at the time. The Group also provides bonuses and rewards in its remuneration system. In addition, employee benefits also include medical insurance and pensions. The Group has also established an effective performance appraisal system to regularly evaluate the quantity, quality, cost, efficiency and other contributions made by employees to the Enterprise. This ratings will be taken as the basis for merit pay, talent cultivation, salary increase and promotion to optimize the human resources allocation of the Group. The Group also provides a fair and reasonable promotion channel for employees who have excellent performance and work experience, as for employees' motivation.

In addition to the remuneration and promotion systems, the Group has also made great efforts in the working environment. We hope to provide a sound working environment and a healthy and safe workplace, so that employees can concentrate on their work and fully develop their strengths. In the Group's training program, the Group is able to provide internal employee training and lectures on a regular basis, so that they can learn relevant knowledge and make continuous progress besides working. Overall, the Group hopes to enable employees to share business platforms and development results with the Group, and help employees realize their personal value while achieving corporate value. The following is a summary of the Group's human resources, covering all of its subsidiaries in China and Hong Kong.

本集團以公平、效益、激勵、相符及合法等五項原則為薪酬待遇的指引。為規範公司福利管理，建立完善的福利體系，提升員工隊伍的穩定性和凝聚力，促進集團持續穩定的發展，集團向員工發放之酬金待遇乃根據其職責釐定，且符合當時當地的市場水準，並在其薪酬制度中加入花紅及獎勵，除此之外，員工福利還包括醫療保險及公積金。本集團亦設立一套有效表現評估制度，定期評估員工完成工作的數量、質量、成本費用、效率以及為企業作出的其他貢獻等。這些評分將會成為集團發放績效工資、培養人才以及晉薪晉職的依據，以優化人力資源的分配。集團也會讓員工瞭解本集團會提供一個公正且合理的升遷管道，只要表現優異或是工作年期達到一定的標準，就有機會進行升遷考核，以發揮激勵作用和調節作用。

除了薪酬和升遷制度之外，集團在工作環境上也下足了功夫，就是希望能提供良好的工作環境及健康安全的工作場所，讓員工全心全意的投入工作，為成為提供一站式解決方案的綠色化工行業領先者這一長遠理想而不懈努力。在本集團的培訓計劃中，集團能夠定期的提供內部員工培訓及講座，使他們在工作之餘還能夠學習到相關的知識、持續進步。整體而言，集團希望能讓員工與集團共用事業平台、共享發展成果，在實現企業價值的同時，幫助員工實現個人價值。以下為本集團的人力資源概況，資料涵蓋所有其於中國及香港的子公司。

Overview of Human Resources

The Group uses different recruitment channels to recruit talents of different nationalities, genders, ages and religions fairly and justly. In the diversified production business portfolio, as at December 31, 2019, the Group employed 606 employees (2018: 484) with the following composition:

人力資源概況

集團利用不同招聘渠道公平公正地招募不同國籍、性別、年齡及宗教的人才。在多元化的生產業務組合中，於二零一九年十二月三十一日，本集團僱用606名員工(二零一八年：484名)，員工組成如下：

GENDER 性別



AGE 年齡



ACADEMIC QUALIFICATION 學歷



ROLE 職等



By gender of employees, the Group's male employees and female employees accounted for approximately 79% and 21%, respectively. By age of employees, the Group's employees aged under 30, between 31 to 40, between 41 to 50 and above 50 accounted for approximately 29%, 38%, 23% and 10%, respectively. By employee's academic qualifications, employees with doctorate degree, master's degree, bachelor's degree, college degree and below college degree qualifications accounted for approximately 1%, 4%, 32%, 23% and 41%, respectively, where employees below college degree qualifications accounted for the majority. By employee's roles, the Group's senior management, supervisory level employees and basic rank employees accounted for approximately 5%, 10% and 85%, respectively.

The Group considers that equal opportunities and compensation between male and female employees are fair and equitable and are able to promote sound business development and better performance. The Group recognizes the equal guidance in the work between male and female employees: (i) in the course of recruitment, there is no discrimination with hiring the best candidates as per suitable vacancies; and (ii) we provide equal opportunities for candidates according to their capabilities and intentions but not by genders in task assignment or job rotation. Based on the business nature, the Group's male employees are slightly more than female employees.

During the Reporting Period, the Group had a total of 45 departed employees with a turnover rate of 7%. Male employees accounted for approximately 87% of the departed employees with a turnover rate of approximately 8%, and female employees accounted for approximately 13% with a turnover rate of approximately 5%. The Group's departed employees aged under 30, between 31 to 40, between 41 to 50 and above 50 accounted for approximately 47%, 42%, 9% and 2% of the total employee turnover respectively. The turnover rate of employees aged under 30, between 31 to 40, between 41 to 50 and above 50 are approximately 12%, 8%, 3% and 2% respectively.

During the Reporting Period, the Group follows laws and rules of Mainland China and Hong Kong. During the Reporting Period, the Group did not identify any matters of material non-compliance of laws and regulations in relation to employee and labor standards.

按員工性別分類，本集團男性員工佔約79%，而女性員工佔餘下約21%。按員工年齡分類，本集團30歲以下員工佔約29%，31至40歲佔約38%，41至50歲佔約23%，50歲以上員工佔約10%。按照員工學歷分類，本集團博士人數約佔1%，碩士人數約佔4%，大學畢業約佔32%，專科畢業約佔23%，專科學歷以下人數佔大部分，為41%。按照員工的職等分類，本集團高層管理人員約佔5%，主管級員工約佔10%，基層員工數約佔85%。

集團認為男女員工之間的機會及待遇平等，屬公平公正並促進良好業務發展及更佳表現。集團認可男女員工間工作中的平等指引：(i) 招聘過程中不存在歧視，以就適當的空缺錄取最佳候選人；及(ii) 分派任務或調配崗位時根據候選人的才能及意願而非按管理層的性別先入為主的觀念為候選人提供平等的機會。基於業務性質，本集團男性員工稍多於女性員工。

報告期內集團離職員工共45名，總離職率為7%，其中男性員工佔約87%，離職率約8%，而女性員工佔餘下約13%，離職率約5%。按離職員工年齡分類，本集團30歲以下員工佔約47%，31至40歲佔約42%，41至50歲佔約9%，50歲以上員工佔約2%。30歲以下員工的離職率是12%，31至40歲是8%，41至50歲是3%，50歲以上員工則是2%。

報告期內，本集團遵守中國內地及香港的法律法規。報告期內，本集團並沒有發現任何重大不遵守有關僱傭及勞工法律及規例的情況。



Talent Management

The Group has continuously established and enhanced its talent recruitment and selection system. The Human Resources Department is responsible for formulating the annual plan on headcounts, selecting recruitment channels, posting recruitment information, attracting and recruiting excellent talents, and adhering to the talent selection principle of fairness, justice and openness to guarantee that the merit, knowledge, capability and physical constitution of employee are suitable for the position. The Group has clear basis and process for promotion, transfer and demotion management of personnel, and has a standardized departure process to protect the interests of employees and the Group.

The Group has implemented a fair and open assessment system. The Company would regularly evaluate employees on work effectiveness, ability improvement and teamwork. For example, supervisors at all levels will be evaluated for their performance in effective management for subordinate positions; the preparation and achievement of the work plan and budget of C and above position levels will be included in the assessment; in terms of teams, team communication, responsibility, cooperation and morale would be taken as the evaluation criteria. According to the evaluation results, the performance appraiser would give effective feedback and interviews with the appraised personnel item by item, point out the advantages and disadvantages of their work, and affirm them in relevant aspects and put forward suggestions for improvement, so that employees can better understand their performance and contribution to the Company. The performance appraiser would guide, help and provide effective resources to support the appraised personnel to complete the work objectives and tasks, and the appraised personnel would complete the relevant work objectives and tasks according to the work plan, workflow standards, cost control and other work requirements. Employees are provided with opportunities for promotion and development in accordance with their work performance and internal assessment results, so as to explore their potential on work. In order to achieve optimal allocation of human resources within the Group and provide more opportunities and platforms for the career development of employees to meet the sustainable development needs of the Group, the Group has established a reserve talent pool to provide specific leadership training for key training targets. Employees who have made more contributions to the Group are given priority when they compete for posts.

人才管理

本集團不斷建立和完善人才招聘選拔制度。人力資源部負責制定公司年度人員編制計劃和招聘計劃、選擇招聘渠道、發佈招聘信息、不斷吸引和招攬優秀人才，並堅持公正、公平、公開的篩選人才原則，確保員工的品德、學識、能力、經驗和體格適合於所任崗位。本集團明確人員晉升、調動和降級管理的依據及流程，規範離職流程，以保障員工和集團雙方的利益。

本集團還落實了一套公平公開的考核制度。公司會定期評估員工，內容主要關乎工作成效、能力提升及團隊協作，如各級主管崗位人員會被考核其對下屬崗位的績效管理成效；C及C職等以上崗位的工作計劃及預算的編制和達成情況會被納入評估；團隊則須額外以團隊溝通、責任、合作、士氣為被評價標準。績效評估者就績效評估結果逐項與被評估對象進行有效反饋和面談，指出其工作方面的優缺，並提出相關肯定和需要改進的意見，使員工更瞭解自己的表現及對公司的貢獻。績效評估者會指導、幫助、並提供有效資源支持被評估對象完成工作目標、任務等績效事項，被評估對象則根據工作計劃、工作流程標準、成本控制等工作要求完成相關工作目標任務。按照員工的工作表現及內部考核結果，為員工提供晉升及發展的機會，以發掘其工作潛能。為實現集團內部人力資源的優化配置，為員工的職業發展提供更多的機會和平台，滿足集團可持續發展需求，本集團建立了後備人才庫，對重點培養對象安排有針對性的培訓和領導崗位鍛煉。對集團有更多貢獻的員工，在競聘上崗時均獲本集團優先任用。

HEALTH & SAFETY

The Group understands the importance of a safe workplace for both the Group and our employees, and therefore, the Group stringently complies with the national laws and regulations in employee's occupational health and has formulated an internal guidance and system centered around chemical industry under the law in order to prevent occupational diseases, protect labor's health, enhance the awareness of safe production among employees, ensure the safety of working environment, meet the needs of our employees and lower the enterprise's risk. Xiamen DOINGCOM, its subsidiary company, has established and passed the ISO45001 occupational health and safety management system in 2019. In addition, the Group has its own risk assessment process, in which the management can identify the potential risks in daily operations, formulate relevant actions and plans to minimize these risks and provide the best workplace for the technicians of the Group.

The director of safe production is responsible for leading risk assessment, organizing the formulation of risk management system, setting up assessment organization, conducting risk assessment and determining risk level. The Company records risks control in different aspects, including:

- Transportation, storage and use of raw materials and products
- Maintenance and use of facilities, equipment, vehicles and safety protection articles in workplaces
- Emergency condition or accident
- Construction, production, operation, demolition and disposal of project

健康與安全

集團瞭解提供一個安全的工作場所對於集團與員工雙方的重要性，所以集團在員工職業健康工作上已按照國家法律法規，並在法規之下制定專門針對化工行業的內部指導方針及制度，以預防職業病，保護勞動者健康，增強員工安全生產意識，確保工作環境安全，滿足員工的需求也降低企業風險。下屬子公司廈門中坤化學有限公司於二零一九年建立ISO45001職業健康安全管理體系並通過審核認證。另外，本集團設有自身的風險評估過程，評估過程中管理層能夠辨別日常營運的潛在風險，並制定相關行動及計劃以盡量降低該等風險，並為集團的技術人員提供最佳工作場所。

安全生產主要負責人負責風險評價領導工作，組織制定風險管理制度，成立評價組織，進行風險評價，確定風險等級。公司在不同方面作出了風險控制記錄，包括：

- 原材料和產品的運輸、貯存、使用
- 作業場所的設施、設備、車輛、安全防護用品的維修及使用
- 緊急情況或事故
- 項目建設、投產、運行、拆除與處置

According to the results of risk assessment and operation, the Company determines unacceptable risks, formulates and implements control measures, and controls risks, especially major risks, to an acceptable level. In selection of risk control measures, the Enterprise gives consideration to feasibility, safety and reliability. Risk control measures include:

- Engineering and technical measures, reflecting intrinsic safety;
- Management measures, regulating safety management;
- Training and education measures, improving the operation skills and safety awareness of employees;
- Individual protective measures, reducing occupational injury.

In terms of major hazard sources, the Company identifies and determines the hazard sources of the Company as per GB18218-2009. Safety evaluation of major hazard sources has been carried out every three years. A safety monitoring and alarm system has been set up in accordance with the relevant provisions. The equipment and facilities of major hazard sources have been regularly inspected; and records have been made; emergency rescue plans have been formulated; necessary rescue equipment have been provided; and rescue exercises have been conducted at least once a year. The Company has also reported major hazard sources as well as related safety and emergency measures to the local supervision and administration department of production safety under the people's government and any relevant county or above level department for records.

The Group has formulated relevant occupational safety codes for employees with respect to ground breaking, fire operation, hoisting, working at heights, driving and parking, and equipment maintenance, including detailed occupational health and safety procedures, stipulating that employees should check whether tools and site supports are secure and intact before operation, set up corresponding safety signs, wear labor protection articles correctly, and obtain specific operation certificates. The Group has also set up the safety supervision team to supervise employees to see whether they strictly comply with the regulations during the production process, so as to minimize the chances of work injury accidents. Through weekly safety inspection, the supervision team can ensure production safety and avoid potential risks. The Group also regularly reviews and enhances the codes and performs internal safety training for employees timely. The codes have specified the aftermath measures for emergencies or accidents.

企業根據風險評價結果及經營運行情況等，確定不可接受的風險，制定並落實控制措施，將風險尤其是重大風險控制在可以接受的程度。企業在選擇風險控制措施時考慮了可行性、安全性、可靠性。而風險控制措施包括：

- 工程技術措施，實現本質安全；
- 管理措施，規範安全管理；
- 培訓教育措施，提高職工的操作技能和安全意識；
- 個體防護措施，減少職業傷害。

針對重大危險源，企業按照GB18218-2009辨識並確定本公司的危險來源。每三年對重大危險源進行安全評估，按照有關規定設置安全監控報警系統，又對重大危險源的設備、設施定期檢查、檢驗，並做好記錄，制定應急救援預案，配備必要的救援器材、裝備，每年至少進行1次演練。企業亦將重大危險源及相關安全措施、應急措施報送當地縣級以上人民政府安全生產監督管理部門和有關部門備案。

本集團在動土、動火、吊裝、高處工作、開停車、設備檢修方面為員工制定了相關的工作安全守則，當中包含了詳盡的職業健康與安全規程，規定員工作业前須檢查工具、現場支撐是否牢固、完好，設立相應的安全標誌，正確穿戴勞動保護用品，並取得特定的作業操作證。同時亦設立了安全監察小組，以監督員工在生產過程是否嚴格按照規程執行，把工傷憾事發生的機會減至最低。監察小組會通過每週的安全檢查，來判斷生產過程安全，規避潛在風險；集團也會定期的檢討及完善守則，並及時對員工進行內部安全培訓。守則亦規定了發生緊急情況或事故的善後對策。

The Group's production and operation comply with the laws and regulations of Mainland China and Hong Kong. During the Reporting Period, the Group had a total of 2 common work-related injuries, and the total number of working days lost due to work-related injuries was 17 days. All employees of work-related injuries received immediate and appropriate arrangement. During the Reporting Period, there were no fatalities as a result of work-related accidents.

STAFF DEVELOPMENT AND TRAINING

The Group has always valued the training and development of employees, providing chances for promotion on both professional and management level to our employees. The goal of the Group is to create a talent team with professional knowledge and strong business acumen, full of passion and entrepreneurial spirit. The Group believes that knowing how to allocate talents is the best approach to continuously push the enterprise forward. In order to encourage and assist our employees in developing their potentials, the Group has planned its training resources, and formulated and implemented training schemes, anticipating that the knowledge, skills and attitude of employees can be enhanced through such trainings. This is to ensure that employees receive relevant trainings and guidance on professional development that enhance their skills and increase work efficiency. Through interactive career planning with employees, individual career development of each employee is well connected with the development of the enterprise and talent cultivation and team establishment can be well achieved.

本集團的生產運營遵守中國內地及香港的法律法規。報告期內，本集團共發生2宗普通工傷事件，工傷損失工作日數總數為17天，所有工傷員工已經接受即時及妥善安排。報告期內，集團沒有因工作關係而導致死亡的事件發生。

員工發展和培訓

集團一直重視員工的培訓和成長，給予員工專業方向和管理方向兩個層面的晉升空間，集團的目標是打造一支具備專業知識，懂管理、善經營，富有激情，充滿進取精神的人才隊伍，集團相信唯有知人善任才是能使企業不斷前行的不二法則。為鼓勵及幫助員工發展潛能，本集團規劃培訓資源，並制定及實施培訓計劃，也期望透過這些培訓，使員工的知識、技能、態度等諸方面得到改進，確保員工接受相關培訓及專業發展，藉以提升員工技能，增加工作效率，再通過與員工進行互動式的職業生涯規劃，使每位員工個人的職業發展與企業發展良性結合，使人才培養與梯隊建設得以順利的實現。

During the Reporting Period, the Group continued to provide on-the-job trainings such as skill trainings, career planning and promotion trainings for employees to guide them to advance their career and continuously improve working skills. According to the production, operation and development needs of the system, the system supervisors of the Company propose the special training needs to be promoted in the following year. For example, the departments of each special position will review special positions needed in their own departments every year, to see if it is necessary to increase the certificates of special types of work or certificates of professional practice, and put forward the training needs. The Quality Management Department (metrology management) considers the actual personnel changes and verification items in the Group, prepares the Metrology Personnel List, and formulates the annual training plan for the metrology personnel who are engaged in metrological verification, calibration, inspection and testing to carry out business or certification training as planned. The human resources department provide staff trainings according to the assessment and recommendations of department heads. After the trainings, employees have to undergo all kinds of assessments, examinations and surveys for evaluating the performance and results of the trainings. Trainings provided by the Group during the Reporting Period are as follows:

報告期內，本集團持續為員工提供在職培訓，如技能培訓、職業規劃指引及晉升培訓等，引導員工進行職業發展，不斷提高工作技能。公司各系統主管根據本系統生產經營及發展需要，提出次年需推動的專項培訓需求，如各特殊工種用人部門每年會對本部門的特殊工種進行盤點，判斷是否需要增加特殊工種持證或從業人員持證，提出培訓需求。質量管理部(計量管理)則結合本企業人員變動和檢定項目等實際情況，編制《計量人員一覽表》，並制定計量人員年度培訓計劃，按計劃安排從事計量檢定、校準、檢驗、化驗的人員進行業務或取證培訓。人力資源部根據部門主管的評估及建議執行員工培訓。培訓結束後，員工須接受各類評估、考試及問卷調查，以評估培訓的績效與成果。報告期內，集團提供的培訓如下：

Item 項目類別	Number of participants 參與人次	Content 內容
New staff orientation training 新員工入職培訓	74	Introducing the history of the company, organizational structure, objectives and culture, etc., so as to assist employees in understanding their job duties and benefits 介紹公司歷史、組織架構、目標文化等內容，幫助員工瞭解工作職責與員工福利
Energy conservation and emission reduction policies 節能減排政策	162	Knowledge related to energy management system, its application and policies, etc. 能源管理體系相關知識，應用及政策等
Management system training 管理體系培訓	313	Quality, environmental management system related knowledge 品質、環境管理體系相關知識
Traditional culture training 傳統文化培訓	402	Understanding Chinese culture and improving one's own mental model 瞭解中國文化，改善自己的心智模式
Workshop process training 車間工藝培訓	370	Precautions for workshop process, understanding working principle and procedure 車間工藝的注意事項，瞭解工作原理及程序
Production safety training 生產安全培訓	863	Enhancing work safety awareness and work safety training 提升工作安全意識及安全工作培訓

Through a comprehensive, diverse and systematic development mechanism, the Group has widened the perspective of international talents, enhanced their professional knowledge, strengthened corporate mission and put forward creative thinking for the changing environment.

透過全面、多元化及系統化的發展機制，本集團全力拓闊國際人才視角、深化其專業知識、強化企業願景及針對瞬息萬變的環境提出創見。

In order to consolidate the cohesiveness of our employees and spark their team spirit, the Group held various events and competitions during the Reporting Period, hoping that our employees could understand the importance of a team through such competitions and expecting that they could fully utilize the power of team work during operations. Such activities also help to facilitate the relationships between employees and strengthen communications for a more harmonious environment.

為了凝聚集團員工的向心力和激發團隊士氣，本集團在報告期內舉辦了多項活動及比賽，希望藉由這些比賽讓員工們能瞭解團隊的重要性，並期許他們能在工作上充分的運用團隊合作的力量，也透過活動增進員工間的情感，促進相互交流，使得工作環境能更加的融洽。

Name of event 活動名	Major staff participated 主要參與的員工	Number of participants 參與人數	Content of the event 活動內容
The annual dinner of 2018 二零一八年度尾牙	All staff 全體員工	447	Annual recognition and orientation evening party 年度表彰暨迎新晚會
Mooncake Game in Mid-Autumn Festival 中秋節博餅	All staff 全體員工	570	To experience and learn Chinese traditional culture 感受和學習中國優秀傳統文化
Volunteering activity 義工活動	Volunteers 義工	40	To consolidate volunteer team and build consensus 凝聚義工團隊建立共識
Celebrating National Day 迎國慶活動	Designated employees 指定員工	139	Feeling the happiness of moving forward together with the motherland and celebrating its birthday 感受與祖國同行、共慶祖國生日的幸福感
Weekly badminton activities 每周羽毛球活動	Badminton teammates 羽毛球隊員	15	Weekly badminton activities 每週一次羽毛球運動
Basketball activities 籃球活動	Basketball teammates 籃球隊員	18	Irregular basketball social competitions 不定期的籃球聯誼比賽

LABOR STANDARDS

The Group regularly monitors information related to employment to avoid violation of labor laws and regulations. The Group strictly forbids any child labor and forced labor and prohibits the arrangement of underage workers for restricted work. All employees must conform to the legal working age. The human resources department requires job applicants to present valid identity documents in the recruitment and performs background check according to the materials provided as appropriate. Meanwhile, the Group enters into the labor contracts with all employees under mutual agreement.

Cultivating a healthy, safe and equal working environment for our employees has always been a goal that the Group strives for. In order to protect the rights and interests of our employees, the Group has complied with the Labor Law of the PRC and applicable employment laws in the jurisdictions where we operate. Meanwhile, we have formulated a set of human resources policies and procedures which could cover different aspects and needs. On the premise of ensuring employees' basic living, the main factors for deciding their salary are position level, ability and work performance, and the needs of enterprise development, economic circumstances and market wages are taken into account at the same time. Employee benefits provided by the Group include medical insurance and provident fund. A set of effective performance evaluation system has been set up, in which appropriate incentives and bonus are distributed according to employees' performance in a reasonable and fair manner.

According to national regulations, our employees must retire when they reach a certain age. If male staff are over 60 years old, female staff are over 50 years old, and female cadres are over 55 years old, they have to go through their resignation procedures. For those who are engaged in underground, high temperature, high altitude, heavy manual labor or other work harmful to their health, the retirement conditions are men over 55 years old, female workers over 45 years old and female leaders over 50 years old, so as to ensure the health of employees and the efficiency of production. Retired higher-level professional technicians can also apply to be consultants according to the needs of the enterprise, so that the Company will not lose valuable experience and techniques due to the retirement of such employees.

勞工準則

集團定期監察僱傭相關資訊，避免不符合勞動法律法規事宜。集團嚴禁任何童工及強制勞工並且禁止安排未成年工從事限制性勞動，所有員工必須符合法定工作年齡，人力資源部會於招聘時要求求職者出示有效的身份證明文件，並根據其提供的資料適切地進行背景調查，同時集團與所有員工均在自願原則基礎上簽訂勞動合同。

為員工打造一個健康、安全又平等的工作環境一直是集團努力的目標，為保障員工的權利及利益，集團恪守中國勞動法及營運所在地司法權區的適用僱傭法律，並同時制定能夠覆蓋各個面向及需求的一套人力資源政策及程序。在保障員工基本生活的前提下，以工作崗位、工作能力、工作業績為核定員工薪酬的主要因素，同時兼顧企業發展、實際現狀及市場水平需要。集團提供的員工福利包括醫療保險及公積金，也設立一套有效表現評估制度，會依照合理且公正的評判員工的績效，發放適當的激勵獎金及花紅。

公司按照國家規定，員工屆滿特定年齡便須退休。如男員工年滿60周歲，女工人年滿50周歲，女幹部年滿55周歲便須辦理離職手續，而從事井下、高溫、高空、繁重體力勞動或其他有害身體健康工作的，退休的條件則是男年滿55周歲，女工人年滿45周歲，女幹部年滿50周歲，以確保員工的健康及生產的效率。而已退休的較高級的專業技術人員亦可按企業需要申請為顧問，令公司不因員工退休而失去極寶貴的經驗和技術。

SUPPLY CHAIN MANAGEMENT

The Group continues to actively implement the strategy of “Smart Production and Supply Chain Services” and “360 degree aroma chemicals business strategy”, which has achieved astounding success in the past few years. The Group has succeeded in providing more cohesive services and products to the world’s sizable midstream and downstream manufacturers, which encompass one-stop supply chain comprehensive service solutions for our customers ranging from R&D, procurement, production, warehousing to logistics.

The procurement department is responsible for identifying and evaluating external suppliers such as raw and auxiliary materials, packaging materials, glassware drugs (including measuring equipment and standard substances), chemical (dangerous) products, production equipment, spare parts, instruments and meters (including measuring equipment), labor protection appliances, fire fighting equipment, electronic products, printing consumables and energy, and requires all suppliers or service providers to provide copies of business licenses and relevant certificates stamped with official seals. The principles for selecting, supervising and evaluating measuring equipment are as follows:

- Whether to comply with national laws and regulations;
- Whether to meet the predetermined measurement characteristics;
- Traceability;
- Environmental requirements;
- Prices and risks

According to the annual purchase quantity and supply quality of traded goods, the procurement department will conduct on-site inspection for suppliers of traded goods through which we can know about their delivery, production capacities, quality and technical standards, equipment processing accuracy, engineering ability, etc., and give them guidance or propose improvement requirements according to our relevant control requirements.

供應鏈管理

集團繼續積極實施「精進製造+供應鏈服務」的策略和「360度全景香原料產業戰略」，這已在過去幾年間取得豐厚成果。使得本集團成功為全球大型中下游生產商提供更緊密服務產品，包括為客戶提供由研發、採購、生產到倉儲至物流等一站式的供應鏈整體服務方案。

採購部負責對所用的原輔材料、包裝物、玻璃藥品(含測量設備、標準物質)、化學(危險)品、生產設備、備品配件、儀器儀錶(含測量設備)、勞保用品、消防器材、電子產品、打印耗材、能源的供應商或服務商等外部供方進行認定及評價，並要求所有供應商或服務商提供加蓋公章的營業執照及相關證件複印件。選擇、監督、評價測量設備的原則為：

- 是否符合國家法律、法規要求；
- 是否滿足預定的計量特性要求；
- 可溯源性；
- 環境要求；
- 價格及承擔的風險

根據貿易品的年採購量、供貨質量等情況，採購部會對貿易品供應商進行實地認證。通過實地認證可瞭解供應商或服務商等外部供方的交貨、生產能力、質量技術標準、設備的加工精度、工程能力等，並可根據我們的相關控制要求對其進行輔導或提出改善要求。

In order to enhance environmental protection, the Group has not only applied the Green Procurement Guideline of ISO14001:2015 Environmental Management System, but also established a supply chain management system in the procurement department. The Group has a set of comprehensive criteria, procedures and guidelines for selection of suppliers and contractors to perform green management functions. During the selection of raw materials, apart from the consideration of its quality and prices, the Group also takes the potential environmental impacts into consideration. When performing comprehensive evaluation on suppliers, apart from considering the stability of their quality, ethical standards and services, chemical contents and ingredients of the raw materials are also an important factor. Taking turpentine, a key raw material of the Group, as an example, the Group will further select qualified suppliers after sample inspections and onsite investigations. The supplier management procedures and procurement management procedures are used as guidelines during the selection. In which, a balanced and complementary mechanism has been established between the natural-based resources mainly comprised of turpentine and the domestic supply chain, which can guarantee the Group's natural resource supply and price stability. Petroleum-based resources mainly comprised of C5 have provided a brand new and powerful raw material basis for the Group's fine chemicals business.

The Group's procurement is classified into three categories, namely direct procurement, indirect procurement and tender procurement, by nature of transactions. During supplier selection, the Group has always adhered to the principle of "honesty and trustworthiness, mutual benefit, win-win cooperation and joint development", so as to establish a long-term strategic cooperative relationship with suppliers, ensuring the best economic interests and legitimate rights and interests of both parties. The Group regularly evaluates on-site safety environment management of suppliers, and gives priority to suppliers with excellent track record while ceases to cooperate with those that underperform.

During the Reporting Period, the Group's largest supplier and top five suppliers accounted for 8% and 26% of total purchase, respectively.

為了加強對環境的保護，本集團不只應用 ISO14001:2015 環境管理體系內的綠色採購指引，同時也於採購部建立供應鏈管理體系，並擁有一套完善的供應商及承包商的選擇準則、程序及指引以履行綠色管理的職能，在選取原材料時，除了考慮其質量及價格外，集團也將其潛在環境影響的因素一併納入考量中，而在對供應商進行全面的評估時，除了考慮其品質的穩定性、道德標準及服務外，原材料化學含量及成份也是一大考量因素。以集團的重要原物料—松節油為例，集團會通過樣品認證及現場實地考察後確定為合格供應商後，再進行進一步遴選。而遴選過程將按照供應商管理程序及採購管理流程作指引。其中，以松節油為主的天然基與國內供應鏈築成一個均衡互補的機制，保障了集團的天然資源供應和價格的穩定性；以五碳分子(C5)為主的石油基資源則為集團的精細化工事業群提供全新的、強大的原料基礎。

本集團的採購按交易主體的方式分為三個類型，分別為直接採購、間接採購和招標採購。在選擇供應商的過程中，集團一直本著「誠實守信、互惠互利、合作共贏、共同發展」的原則，與供應商建立長期的戰略合作關係，最大限度保證供需雙方的經濟利益和合法權益，並會定期評審供應商的現場安全環境管理響應。集團會優先考慮與過往表現優異的供應商合作，同時與表現較差的供應商終止合作。

報告期內，本集團之最大供應商及五大供應商應佔採購總額分別為8%及26%。

PRODUCT RESPONSIBILITY

As one of the leading raw material manufacturers of flavors and fragrances, the Group has always attached great importance to product quality and customer experience and after-sales service, and has been growing steadily based on the strategic policy of sustainable development while inheriting the industrial spirit of “green chemistry, naturals and bioscience”, obtaining excellent results in the market. According to requirement of the system, we have established and implemented hygienic standard operating procedures to prevent food safety hazards to the greatest extent. The Group has passed the Kosher certification, ISO9001:2015 standard of quality management systems and ISO14001:2015 standard of environmental management systems, and also obtained relevant licenses for production and sales of flavors and fragrances.

The Group has always adopted the highest standard to monitor production techniques, inspection procedures and the quality of final products. The Group attaches great importance to product experience and after-sales services. We hope to provide the best services and products to all customers and business partners while building their trust and loyalty to our Group. In order to enhance the Group’s products, services and management level, we have strengthened product quality and satisfied service requirements to ensure the complaints made by our customers can be settled in a timely, accurate and reasonable manner. The Group has established and implemented an all-rounded customer communication management, returns processing and customer complaint handling procedures, and maintained the relevant customer records, so as to facilitate timely following-up for customers’ needs and expectations, ensuring that customers have a good product experience. All customer complaints are recorded by the operation team and investigated in accordance with the internal complaint management procedures.

產品責任

身為領先的香原料製造商之一，公司歷來十分重視產品的質量及客戶對產品的體驗和售後服務，本集團遵循著可持續發展戰略方針在逐步地成長，並秉持一貫的「綠色化學、天然產物、生命科學」之產業精神，在市場上取得佳績。根據體系要求，我們建立並實施衛生標準操作程序，最大程度上對食品安全危害進行預防。本集團通過了Kosher潔食認證，ISO9001:2015國際品質體系認證和ISO14001:2015國際環境體系認證，同時獲得了香精香料相關生產和銷售許可。

本集團一直採用最高的標準去檢視生產的工法、檢驗的程序和最終產品的質量，而產品體驗及售後服務也是本集團所關注的重點，為的就是希望集團能夠提供所有客戶、商業夥伴最好的服務與產品，並建立他們對本集團的信任度及忠誠度。為提高企業產品、服務和管理水平，加強產品質量和滿足服務需求，確保客戶的投訴能及時、準確、合理地解決。集團編製及落實完善的客戶溝通管理、退貨處理及客戶投訴處理程序，並保留每次與客戶溝通的相關記錄，以方便各相關人員瞭解客戶的需求與期望，適時跟進，保證客戶有良好的產品體驗，所收到的任何客戶投訴將由營運團隊記錄及將依循內部投訴管理程序進行調查。

Marketing department will proactively research for customer satisfaction by visiting, inquiring and producing survey according to the contents of *Customer Satisfaction Survey* every year, and calculate the final scores of each customer's satisfaction to our company as set out in *Customer Satisfaction Survey Summary Table*. If customers make relevant inquiries, the Group will provide them with evidence that the company can meet their particular requirements, and obtain their trusts in and satisfaction with our product quality. Such evidence includes:

- Evidence that products are aligned with the specification listed;
 - Evidence of national recognition and effective operation of the measurement management system;
 - Evidence showing that, when the unqualified measurement management system, unqualified measurement process, unqualified measuring equipment and unqualified products are discovered, corrections or corrective measures are taken, which are proved to be effective;
 - Evidence showing that the company has the ability to prove that the product quality, service quality, operation quality, energy saving and consumption reduction, safety inspection and environmental monitoring meet the specified requirements with accurate measurement results;
 - Proof that other concerns of customers are solved or guaranteed.
- 市場營銷部每年會按《顧客滿意度調查表》內容，利用走訪、詢問、顧客滿意度調查等各種方式主動瞭解顧客滿意情況，並按《顧客滿意度調查匯總表》的要求，算出各客戶給我司滿意度的最終得分。若顧客進行相關查詢，公司會向顧客提供能夠滿足顧客規定要求的證據，獲取顧客對本公司產品質量的信心和滿意程度。這些信息包括：
 - 產品各項測量要求得到實現並達到要求的證據；
 - 測量管理體系獲得國家認可的證據及有效運行的證據；
 - 當發現不合格體系測量管理體系、不合格測量過程、不合格測量設備、不合格產品時，採取了糾正或糾正措施並經驗證有效的證據；
 - 本公司有能力用準確測量結果證實產品質量、服務質量、經營質量、節能降耗、安全檢測和環境監測等方面滿足規定要求的證據；
 - 顧客關心其他問題得以解決或保證的證明。

The Group has complied with applicable laws and regulations relating to quality of products and services that have a significant impact on the Group in all material aspects. During the Reporting Period, the Group did not receive any major complaints on product quality.

本集團一直遵守與產品及服務質量有關之適用法律法規，該等法律法規在所有重大方面對本集團有重大影響。報告期內，本集團沒有接獲關於產品質量的重大投訴。

The Group respects intellectual property and is committed to being in strict compliance with the “Patent Management System” and “Intellectual Property Operative Management Regulations” to ensure patents, proprietary technology and confidential business information of the Group and its stakeholders are properly managed and protected. As stipulated by the company, after the completion of technical projects, the person in charge of the project should timely report to the competent department arranged by the research project, submit all the scientific and technological archives according to the regulations of the company, and put forward the necessity and feasibility of applying for patents, and handle the application matters in time if possible. Furthermore, the Group is also vigilant for the security of stakeholders’ privacy. Prior to engaging suppliers, customers or cooperative business partners in negotiations, involved parties are required to sign a confidentiality agreement to protect the interests and privacy of customers. Meanwhile, it requires employees to agree and promise not to use data without legal authorization of others when performing their duties, and to ensure that there will be no copying and imitation of other people’s intellectual property rights, or to make the third party aware of the same in any way. During the Reporting Period, the Group did not receive any major complaints on product quality. The Group has followed all relevant laws and regulations of Mainland China and Hong Kong in relation to product responsibility, including health and safety of customers and the public, service quality, advertising, labeling and privacy matters.

ANTI-CORRUPTION

The Group has zero tolerance towards improper behavior that affects our operations. The Group has made considerable effort in upholding the objective of integrity, responsibility, justice and equality while also taking this as the core value of the Group. The Group requires all employees to receive relevant guidance and education. The senior management must regularly study industry laws and regulations that must be observed and incorporate them into daily operation management, while also setting an example for the internal staff of the Group and managing the subordinate staff, strictly requiring the employees of the Group to comply with the moral codes, laws and regulations in their daily duties. Through meetings and communication with employees, the rules and regulations of the Group and external laws and regulations can be continuously conveyed to all employees. The employees are constantly required to abide by the relevant laws and regulations, uphold their integrity and reject beneficial temptations to prevent corruption and money laundering.

集團尊重知識產權，承諾嚴謹按照《專利管理制度》及《知識產權工作管理規定》，確保妥善處理及保護本集團及相關方在專利權、專有技術和商業機密。公司規定技術項目完成後，項目負責人須及時向研究項目下達的主管部門報告，按本公司的規定提交全部科技檔案文件，並提出申請專利的必要性和可行性，對可申請專利的項目及時辦理申請事項。另外，集團對持份者私隱的安全性也十分關注，每次與供應商、客戶或合作夥伴協商皆需簽訂保密協議，保障客戶利益與私隱，同時亦要求員工同意且承諾在執行職務時，不使用未經他人合法授權的資料，並保證不致有抄襲模仿他人的知識產權的事情發生，或以任何方式使第三人知悉。報告期內，本集團沒有接獲關於產品質量的重大投訴。本集團已遵守中國內地及香港有關產品責任如顧客及公眾的健康與安全、服務質量、廣告、標籤及私隱事宜之法律法規。

反貪污

本集團對任何不正當之行為影響經營活動抱持著零容忍的態度，集團一直努力不懈的堅守著重誠信廉潔、負責任及公正公平的宗旨，並以此當作集團的核心價值。本集團要求全體上下員工皆須接受相關的指導和教育，高階管理層必須定期學習行業必須遵循的法律法規，並將此納入日常運營管理中，並同時作為集團內部員工的榜樣且需對下屬員工進行管理，嚴格要求本集團員工在日常實踐活動中，務必遵守道德規範、法律法規，恪盡職守，並通過會議宣講、員工溝通等活動，不斷地把集團的規章制度和外部法律法規傳達給每一位員工，時刻強調人人遵守有關法律法規、堅守道德底綫、拒絕利益誘惑，防止貪污舞弊和涉及洗黑錢的行為發生。

The Group has formulated the code of conduct and anti-corruption regulations, so as to monitor the performance and behavior of employees in all aspects of daily operation. The Company prohibits employees from accepting cash, shopping cards and coupons, securities and payment vouchers from any other companies. If the interests from any other companies cannot be rejected, the objects have to be reported to the administration department of the Company in time and handed over for unified handling. Employees also must not embezzle public money for private entertainment activities, adopt cronyism and form cliques in recommending and selecting talents, or seek illegitimate interests, or collect kickbacks, agency fees, handling fees, etc. in various names. The Group carries out annual self-assessment to review the implementation of the code of ethics and relevant regulations, aiming to ensure the consistent fulfillment of the Group's rules in actual operation and management practice, so as to balance and secure the interests of stakeholders of the Group and establish a long-term partnership.

The Group has engaged independent auditors for external audit, so as to prevent corruption within the Group through internal supervision and external audits.

The Group and its employees have observed relevant laws and regulations of Mainland China and Hong Kong. During the Reporting Period, the Directors, their associates or, to the knowledge of the Directors, any shareholders of the Company who owned more than 5% of the issued share capital of the controlling company of the Group did not have any interest in the Group's top five customers and top five suppliers. During the Reporting Period, the Group was not aware of any significant non-compliance with any of the relevant standards, rules, codes and regulations. During the Reporting Period, the Group was not informed of any complaints against corruption committed by the Group or any of its employees.

本集團已制定的操守守則及反貪污條例，以確保員工的行為及道德操守於整個日常營運中受到監察。公司禁止員工收受任何業務單位的現金、購物卡券、有價證券和支付憑證。而未能拒收業務單位利益的，須把實物及時向公司行政部申報並移交統一處理。員工亦不能利用公款進行私人娛樂活動，在推薦、選拔人才中任人唯親、拉幫結派，或謀取不正當的利益，以各種名義收取回扣、中介費、手續費等。集團每年會進行一次自我評估以檢查操守守則及相關條例的落實情況，其目的旨在確保本集團在實際營運及管理慣例得到完全一致的履行，從而平衡及保障集團持份者的利益及建立長期夥伴關係。

本集團聘用獨立核數師進行外部審核，藉以透過內部監督及外部審核，防止本集團內出現貪污行為。

本集團及員工已遵循中國內地及香港的相關法律法規。報告期內，董事、彼等之聯繫人士或據董事所知任何擁有本集團控股公司已發行股本5%以上之股東，概無擁有本集團五大客戶及五大供應商之任何權益。報告期內，本集團並不知悉有任何重大未遵守任何有關標準、規則、守則及規例的情況。報告期內，集團並無獲悉有任何針對本集團或任何員工有關貪污的投訴。

COMMUNITY INVESTMENT

The Group has put immense effort in the participation and investment in the community. We are dedicated to building a harmonious, safe and prosperous relationship between the Group and the community. The Group has maintained close communications and interactions with the community and made contributions to community development, actively fulfilling the responsibility of being a corporate citizen in the community. Activities that the Group participated in include charity events, providing donations to victims and providing assistance to out-of-school children and employees with critical illness. The Group organizes events such as consolation visits during the Spring Festival and provides assistance to students every year, so as to help the underprivileged in the community.

The management of the Group has led all employees to actively participate in organizing and strengthening a good community environment to build up a harmonious society and community.

社區投資

本集團對於社區的參與和投資一向不遺餘力，積極構建推動和諧、安全及繁榮的企業與社區關係，集團與社區一直保持密切溝通及互動，為社區發展作出貢獻，積極履行作為一家企業公民於現實社區的責任。集團參與的活動包括參與慈善活動，為災民提供捐款，為失學兒童提供援助以及為有危疾的員工提供補助，集團每年均會舉辦年度春節慰問、陽光助學等活動，以幫助社區上的弱勢社群。

集團管理層一直秉承建立和諧社會、和諧小區的理念，帶領全體員工積極參與組織和強化良好的小區環境。

During the Reporting Period, the donations and charity activities participated by the Group are as follows: 報告期內，集團的捐款和所參與的公益活動如下：

Name of event 活動名稱	Amount invested by the Company (RMB) 公司投入金額 (人民幣)	Targets/content of activities 對象／活動內容
Hong Kong Luo Sitang Fund 香港羅斯堂基金	HK\$20,000 2萬元港幣	Charity donations to Hong Kong Luo Sitang Fund 慈善捐款予香港羅斯堂基金
Establishing EcoGreen International Group Limited Charity Fund for "Sending warmth to homes" Spring Festival Visiting Campaign 成立「中怡國際集團有限公司愛心基金」 「情暖萬家」春節慰問活動	500,000 50萬元	The first contribution, donated by Mr. Yang, is to support the company's employees and their families in difficulty and special social objects, etc. Many employees and their families in difficulty have received financial support. 首筆啟動基金由楊總個人捐贈。用於資助公司困難員工、家庭和社會特殊對象等，公司已有多位困難員工和家庭獲得資助。
The Hong Kong Chinese Importers' & Exporters' Association Charity Fund 香港中華出入口商會慈善基金	HK\$1 million 100萬元港幣	Charity donations to The Hong Kong Chinese Importers' & Exporters' Association Charity Fund 慈善捐款予香港中華出入口商會慈善基金
Pinghe County Charity Federation set up an educational fund in Jiufeng, Pinghe 平和慈善總會在平和九峰設立教育基金	1 million 100萬元	Charity donations to establish educational fund 慈善捐款予設立教育基金

CONTENT INDEX OF GUIDELINES OF ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告指引內容索引

Major category 主要範疇	Content 內容	Page index/remarks 頁碼索引／備註
A. Environment A. 環境		
A1 Emissions A1 排放物		
General Disclosure 一般披露	Relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物產生的： (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。	P.25-28
A1.1	Types of emissions and related emission data. 排放物種類及相關排放數據。	P.28-30
A1.2	Total greenhouse gas emissions (in tonnes) and (if applicable) density. 溫室氣體總排放量(以噸計算)及(如適用)密度。	P.30-31
A1.3	Total amount of hazardous wastes generated (in tons) and (if applicable) density. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	P.31-33
A1.4	Total amount of harmless wastes generated (in tonnes) and (if applicable) density. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	P.31-33
A1.5	Description of the measures to reduce emissions and the results achieved. 描述減低排放量的措施及所得成果。	P.28-33
A1.6	Description of the methods for the treatment of hazardous and harmless wastes, the measures to reduce output and the 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。	P.28-33

Major category 主要範疇	Content 內容	Page index/remarks 頁碼索引/備註
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。	P.34
A2.1	Total direct and/or indirect energy consumption (in 1,000 KWH) and density by type. 按類型劃分的直接及/或間接能源總耗量(以千個千瓦時計算)及密度。	P.35
A2.2	Total water consumption and density. 總耗水量及密度。	P.35
A2.3	Description of the energy efficiency programs and the results achieved. 描述能源使用效率計劃及所得成果。	P.35-36
A2.4	Description of any difficulties in obtaining suitable water sources, as well as plans to improve water efficiency and the results achieved. 描述在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。	P.37
A2.5	Total amount of packaging materials used by finished products (in tonnes). 製成品所用包裝材料的總量(以噸計算)。	P.38
A3 The Environment and Natural Resources A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減少發行人對環境及天然資源造成的重大影響的政策。	P.38-39
A3.1	Description of significant impact of business activities on the environment and natural resources and actions that have been taken to manage the impact. 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。	P.39

Major category 主要範疇	Content 內容	Page index/remarks 頁碼索引／備註
B. Society B. 社會		
B1 Employment B1 僱傭		
General Disclosure 一般披露	Relating to remuneration and dismissal, recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other benefits and welfare: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 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、反歧視和其他待遇及福利的： (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。	P.42-43, 47
B1.1	The total number of employees divided by gender, employment type, age group and region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	P.44-46
B2 Health and Safety B2 健康與安全		
General Disclosure 一般披露	Relating to provision of a safe working environment and protecting employees from occupational hazards: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 有關提供安全工作環境及保障僱員免受職業性危害之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	P.40-41 P.48-50
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。	P.50-52

Major category 主要範疇	Content 內容	Page index/remarks 頁碼索引／備註
B4 Labor Standards B4 勞工準則		
General Disclosure 一般披露	Relating to preventing child and forced labor: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 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。	P.53
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。	P.54-55
B6 Product Responsibility B6 產品責任		
General Disclosure 一般披露	Relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 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。	P.41-42 P.56
B6.2	The number of complaints received about products and services and countermeasures therefor. 接獲關於產品及服務的投訴數目以及應對方法。	P.57
B6.3	Description of practices related to the maintenance and protection of intellectual property rights. 描述與維護及保障知識產權有關的慣例。	P.58
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。	P.56
B6.5	Description of the consumer data protection and privacy policy and its enforcement and supervision methods. 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。	P.58

Major category 主要範疇	Content 內容	Page index/remarks 頁碼索引／備註
B7 Anti-corruption B7 反貪污		
General Disclosure 一般披露	Relating to bribery, extortion, fraud and money laundering: (a) The policies; and (b) Compliance with relevant laws and regulations that have a significant impact on the issuer. 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。	P.58-59
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。	P.60
B8.1	Scope of dedicated contribution (such as education, environmental issues, labor demands, health, culture and PE). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	P.61

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Overall impressions 整體印象			

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