



Chia Tai Enterprises International Limited
正大企業國際有限公司

(incorporated in Bermuda with limited liability 於百慕達註冊成立之有限公司)
stock code 股份代號 : 3839

2016
ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT
環境、社會及管治報告

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Approach

匯報方式

SCOPE OF THE REPORT

This is the first Environmental, Social and Governance Report (the “Report”) published by Chia Tai Enterprises International Limited (the “Company”) and its subsidiaries (together, the “Group”) with the aim of communicating the Group’s achievements in sustainable development.

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong. Unless otherwise specified, the report covers our environmental, social and governance (“ESG”) performance from 1 January 2016 to 31 December 2016.

The scope of the Report covers the most material ESG issues of the Group’s biochemical business, which is under its direct operational control.

The Report focuses on the Group’s environmental and social performance. For information regarding our corporate governance, please refer to the Company’s annual report.

STAKEHOLDER ENGAGEMENT PROCESS

To understand ESG issues related to our businesses, the Group engaged a diverse group of stakeholders through various formal and informal communication platforms. The table below outlines our engagement channels with different stakeholder groups:

Stakeholder Groups 權益人類別	Engagement Channels 參與渠道
Employees 僱員	<ul style="list-style-type: none"> – Performance appraisals 工作表現評估 – Surveys and interviews conducted by a third party 由第三方進行之調查及訪問 – Volunteering activities 義工活動 – Trainings, seminars and workshops 培訓、講座及工作坊

報告範圍

此乃正大企業國際有限公司(「本公司」)及其附屬公司(統稱「本集團」)發佈的首份環境、社會及管治報告(「本報告」)，以闡述本集團於可持續發展的績效。

本報告之撰寫乃根據香港聯合交易所有限公司證券主版上市規則附錄二十七《環境、社會及管治報告指引》(「指引」)。除非文義另有所指，本報告涵蓋我們由2016年1月1日至2016年12月31日的環境、社會及管治表現。

本報告範圍涵蓋本集團擁有直接營運控制的生化業務之環境、社會及管治的重大事宜。

本報告主要針對本集團在環境和社會的表現。有關我們企業管治的資訊，請參閱本公司之年報。

權益人參與過程

為了解與我們業務有關的環境、社會及管治事宜，本集團透過多個正式和非正式的交流平台，邀請不同類別的權益人參與。下表詳列不同權益人的參與渠道：

**STAKEHOLDER ENGAGEMENT PROCESS
(continued)****權益人參與過程(續)**

Stakeholder Groups 權益人類別	Engagement Channels 參與渠道
Customers 客戶	<ul style="list-style-type: none"> - Customer satisfaction surveys 客戶滿意度調查 - Surveys and interviews conducted by a third party 由第三方進行之調查及訪問
Suppliers 供應商	<ul style="list-style-type: none"> - Site visits 實地考察 - Surveys and interviews conducted by a third party 由第三方進行之調查及訪問 - Supplier assessments 供應商評估
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> - Annual General Meeting 股東週年大會 - Annual and interim reports 年報及中期報告
Communities & non-governmental organisations (NGOs) 社區及非政府組織	<ul style="list-style-type: none"> - Charity donations 慈善捐獻 - Participation in NGO programmes 參與由非政府組織舉辦的活動 - Volunteering activities 義工活動

MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES TO THE GROUP**影響本集團之重大環境、社會及管治事宜**

In our first year of ESG reporting, a diverse group of stakeholders were invited to review and propose ESG issues that should be included in our ESG report. They provided extensive and meaningful feedbacks that guide us in formulating our ESG strategy. The group of stakeholders includes employees, customers, suppliers, shareholders and investors, and communities and NGOs.

本集團於本年度首次就環境、社會及管治進行匯報，我們邀請不同類別的權益人檢閱及建議在本報告中應包含的環境、社會及管治的事宜。他們提供廣泛和具價值的建議，對我們制定環境、社會及管治政策產生指導作用。這些權益人包括僱員、客戶、供應商、股東及投資者，以及社區和非政府組織。

Approach

匯報方式

MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES TO THE GROUP (continued)**影響本集團之重大環境、社會及管治事宜 (續)**

The Group conducted the materiality analysis based on the subject areas and aspects in the ESG Guide including emissions, use of resources, the environment and natural resources, employment, health and safety, development and training, labour standards, supply chain management, product responsibility, anti-corruption and community investment. Based on the stakeholder engagement process and in accordance with the ESG Guide, the Group identified several ESG elements that are material to its businesses as listed in the table below.

本集團就指引中不同範疇及層面進行重要性分析，這些層面包括排放物、資源使用、環境及天然資源、僱傭、健康與安全、發展及培訓、勞工準則、供應鏈管理、產品責任、反貪污和社區投資。根據與權益人之交流過程及按照指引，本集團訂出數項對本集團業務有重大影響的環境、社會及管治要素，並詳列於下表。

ESG Subject Areas 環境、社會及管治範疇	ESG Aspects 環境、社會及管治層面	Material Issue to the Group 對本集團有重大影響
Environment 環境	Emissions 排放物	✓
	Use of Resources 資源使用	✓
	The Environment and Natural Resources 環境及天然資源	✓
Social 社會	Employment 僱傭	✓
	Health and Safety 健康與安全	✓
	Development and Training 發展及培訓	✓
	Labour Standards 勞工準則	
	Supply Chain Management 供應鏈管理	✓
	Product Responsibility 產品責任	✓
	Anti-corruption 反貪污	
	Community Investment 社區投資	✓

A. Environmental 環境

The Group cares about environmental protection and has established Safety, Health and Environmental (“SHE”) Committees at our production sites in Pucheng and Zhumadian to oversee relevant environmental policies and programmes affecting our biochemical operation. We ensure that environmental considerations are taken into account in the Group’s decision making processes. The Committee comprises of representatives appointed by each department within the respective entity.

Our biochemical operations are certified under International Organization for Standardization (“ISO”) 14001 Environmental Management System. According to ISO 14001’s requirement, the Group’s operating facilities which have obtained ISO 14001 certification are evaluated regularly by a third party to ensure adherence to proper environmental protection guidelines and procedures for improving environmental performance.

A1. EMISSIONS

Air Emissions & Greenhouse Gas Emissions

The Group is aware of the environmental impacts on the atmosphere resulting from emissions. We consider managing them to be an important part of our environmental strategy.

The major air pollutants from our production sites in Pucheng and Zhumadian include nitrogen oxides, sulphur oxides and particulates. The Group conducts regular internal checks on pollutant control systems of our machineries to ensure compliance with relevant national emission laws and regulations.

Carbon dioxide and methane are the major greenhouse gas emissions from our operations. The Group recognises these greenhouse gases’ contribution to climate change and systematically monitors emissions by tracking its emission intensity.

The Group looks for solutions from three areas when developing its emission reduction strategies: structural improvement, process improvement, and management system improvement.

本集團注重環境保護，並於浦城及駐馬店之生產設施成立安全、健康及環境委員會以監督影響我們生化營運的相關環境政策和項目。我們致力確保本集團在決策過程中考慮環境因素。該委員會由公司內各部門的代表組成。

我們的生化業務擁有國際標準化組織(「ISO」)14001環境管理系統認證。按照ISO 14001的要求，本集團已獲ISO 14001認證的營運設施定期由第三方進行評估，確保妥善遵守環境保護指引及程序以改善環境表現。

A1. 排放物

廢氣及溫室氣體排放

本集團理解氣體排放對環境的影響，環境政策中亦重視管理有關情況。

本集團位於浦城及駐馬店的生產設施主要排放的廢氣包括氮氧化物、硫氧化物和微粒。本集團對機器的污染控制系統進行定期的內部檢測，確保符合相關的國家排放法律和規則。

二氧化碳和甲烷是我們營運中產生的主要溫室氣體排放物，本集團知悉這些溫室氣體排放會導致氣候轉變，並有系統地監察其排放密度。

本集團在制定減少排放政策時，從以下三方面尋求解決方案：改善架構、改善生產過程和改善管理系統。

A. Environmental

環境

A1. EMISSIONS (continued)

Air Emissions & Greenhouse Gas Emissions
(continued)

A1. 排放物(續)

廢氣及溫室氣體排放(續)

Approaches to reduce emissions 減少排放的方法	Measures in 2016 二零一六年推行的措施
Structural improvement 改善架構	Eliminated outdated production equipment and replaced old machines with more energy-efficient models. 淘汰過時的生產設備，以節能型號取代舊有機器。
Process improvement 改善生產過程	Adopted new technologies to reduce emissions, for example, through adding dust-removal and sulphur-removal equipment to production lines. 採用減少排放的新技術，例如在生產線引入除塵及除硫設備。
Management system improvement 改善管理系統	Conducted an annual review of the Group's management system, and optimised it to improve production efficiency and reduce air emissions. According to the government's requirement, the Group also evaluates its production process regularly to ensure that air emissions comply with national standards. 就本集團的管理系統進行年度評估，以改善生產效率和減少氣體排放。根據政府要求，本集團定期評估其生產流程，確保氣體排放符合國家標準。

Air pollutant emissions are regulated by the government under "Emission Standard of Air Pollutants for Boilers". Simultaneous improvements in the three areas discussed above have enabled the Group to pass the air pollutants sampling tests conducted by the government and there were no emissions related non-compliance cases during the reporting year.

Waste

As its business grows, the Group is developing a comprehensive waste management solution for its biochemical business that will reduce waste generation and handle its disposal responsibly. Part of this strategy involves finding ways to reuse waste when feasible.

One of the Group's waste treatment methods involves converting part of the waste into organic matters through fermentation and biological detoxification. The Group reuses the organic matters as fertilisers, reducing the waste sent to landfill.

氣體污染物的排放是受政府《鍋爐大氣污染物排放標準》所規管。我們結合上述三方面的減少排放方法，使集團可通過政府有關氣體污染物排放的樣本測試，而在本報告年度內並無出現不符合規例的排放個案。

廢棄物

隨著業務增長，本集團正為其生化業務制定全面的廢棄物管理方案，以減少產生和妥善處理廢棄物。部分措施包括在可行情況下循環再用廢棄物。

本集團其中一個處理廢棄物的方法是透過發酵和生物脫毒將部分廢棄物轉化為有機物質。本集團使用有機物質作為肥料循環再用，以減少送往堆填區的廢棄物。

A. Environmental 環境

A1. EMISSIONS (continued)

Waste (continued)

The use of chemicals in the production process creates a modest amount of hazardous waste. The Group understands the adverse effect of improper hazardous waste disposal, and ensures handling of hazardous waste is compliant with laws and regulations. All hazardous waste, including waste solvents and mycelium residue, is disposed of properly by licensed waste collectors.

Going forward, the Group will continue to explore ways to further reduce its waste generation.

A2. USE OF RESOURCES

Energy Usage

The Group put significant emphasis on energy management. The Group's biochemical business set up an energy management system comprised of guidelines on managing energy that is reviewed annually and updated where necessary. The energy management system, which covers energy procurement and machine operation, helps the Group in managing its performance across all types of energy usage.

Under the energy management system, each department has its own obligations and responsibilities to ensure energy management measures are consistently and effectively implemented at all levels of operation.

Coal is the primary source of energy in our factories, followed by electricity. Total energy consumption of the Group in 2016 was approximately 1.75 million gigajoules. The Group understands that the use of poor quality coal can cause serious environmental impact. Burning poor quality coal produces more carbon dioxide and sulphur oxides that contributes to climate change and air pollution.

To minimise the environmental impacts from coal burning, the Group follows its coal procurement manual when selecting suppliers to ensure that the qualities of coal, for example, sulphur content and energy values, meet its requirements.

The Group regularly reviews its production lines and procedures, and conducts daily inspections to monitor equipment performance. If the inspection results indicate that a particular machine is malfunctioning, the machine will be shutdown immediately, and repaired or replaced accordingly. These measures prevent energy wastage resulting from equipment mismanagement.

A1. 排放物 (續)

廢棄物 (續)

在生產過程中使用化學物會產生一定數量的有害廢棄物，本集團明白不妥善處理這些有害廢棄物的嚴重影響，致力確保有害廢棄物的處理方法符合相關的法律和規則。所有有害廢棄物包括相關溶劑和菌絲體殘餘物，均由註冊廢物收集商妥善處理。

展望未來，本集團會繼續尋求方法減少廢棄物的產生。

A2. 資源使用

能源使用

能源管理是本集團其中一項高度重視的事宜，其生化業務設有一套由能源管理指引組成的能源管理系統，並每年進行檢討和於有需要時作出更新。有關能源管理系統涵蓋能源採購和機器運作，有助本集團管理所有形式的能源的使用。

在能源管理系統下，不同部門各有責任和職責，確保在不同營運層面能貫徹和有效地執行能源管理措施。

煤是我們工廠的主要能源，其次是電力。二零一六年本集團的能源總耗量約為1.75百萬千兆焦耳。本集團明白使用質素欠佳的煤可對環境造成嚴重影響。燃燒質素欠佳的煤會產生更多二氧化碳和硫氧化物，導致氣候變化和造成空氣污染。

為減少燃煤對環境的影響，本集團在選擇供應商時遵守採購守則，確保煤的質素如硫的含量和能源值符合要求。

本集團定期檢討生產線和生產程序，每日均進行檢驗以監控設備的運作情況。若檢測結果顯示機器出現故障，會立即停止其運作，並進行維修或更換。這些措施均有助防止因設備管理不善而浪費能源。

A. Environmental

環境

A2. USE OF RESOURCES (continued)

Water & Wastewater

The Group maintains different water management strategies for its two uses of water: during the production process and for employees' daily use.

Under the SHE Committees, Environmental Departments at our production sites in Pucheng and Zhumadian have implemented a wastewater treatment system to monitor water quality in real time, and to thoroughly filter and neutralise wastewater before discharge.

The treated wastewater is maintained at a level of Chemical Oxygen Demand that complies with the national requirement stated in "Standard of Water Pollution for Fermented Pharmaceutical Industry".

Although the amount of water used by employees in their daily activities is not significant, the Group encourages them to conserve water as far as practicable. Tips and reminders are placed inside facilities, including washrooms and dormitories, to raise their awareness of water conservation.

A3. THE ENVIRONMENT AND NATURAL RESOURCES

The Group is aware of the impact our biochemical business has on the environment. With stakeholders' support, the Group strives to continually reduce its environmental impact and improve its environmental performance by investing in projects that upgrade and enhance existing production lines. These measures also improve the quality of our products.

A2. 資源使用 (續)

用水及污水

本集團對生產過程用水和僱員日常用水這兩方面的用水採取不同的用水管理策略。

在安全、健康及環境委員會的管理下，浦城及駐馬店生產設施的環境部門已根據污水處理系統實時監察水質，確保在排放前徹底過濾和中和污水。

經處理污水的化學需氧量維持在符合國家《發酵類製藥工業水污染物排放標準》的水平。

雖然由僱員日常活動產生的污水量不多，本集團亦鼓勵僱員在可行情況下節約用水，故在不同設施如洗手間和宿舍張貼告示，提高僱員節約用水的意識。

A3. 環境及天然資源

本集團了解我們的生化業務對環境產生的影響，在權益人支持下，本集團透過投資於改良和提升現有生產線的項目從而減少對環境造成的影響。這些措施同時有助改善產品質素。

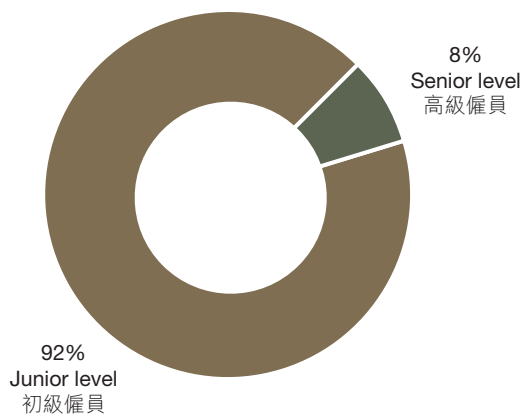
B. Social 社會

B1. EMPLOYMENT

Talent is one of the most valuable resources for any organisation, and our employees play an essential role in helping the Group excel in quality and productivity. As a responsible employer, the Group recognises the importance of understanding, respecting, trusting and cultivating its employees.

These values and beliefs form the basis of our employees' handbooks. Comprehensive employment policies have been developed to cover aspects such as company values, compensation and benefits, business ethics and conducts, and equal employment opportunities.

Breakdown of employees by employment type
按僱傭類型劃分的僱傭情況

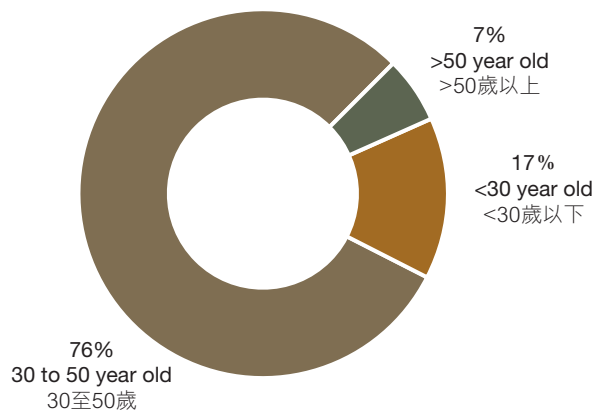


B1. 僱傭

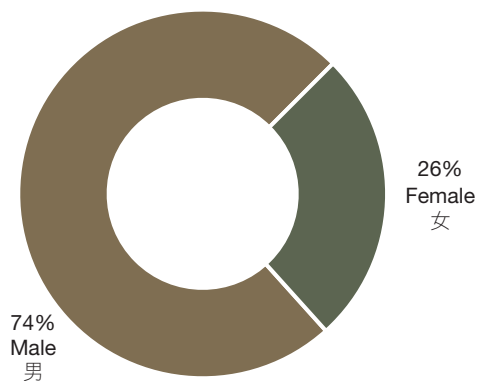
人才是機構的最重要資源之一，僱員在提升本集團的產品質素和生產力上擔當重要角色。作為負責任的僱主，本集團著重理解、尊重、信任和栽培僱員。

我們在制定僱員手冊時，均以這些價值和信念為基礎，同時制定了涵蓋公司價值觀、薪酬和福利、商業道德和操守及平等聘用機會的全面僱員政策。

Breakdown of employees by age group
按年齡劃分的僱傭情況



Breakdown of employees by gender
按性別劃分的僱傭情況



B. Social

社會

B1. EMPLOYMENT (continued)

The Group ensures that our biochemical business complies with national labour laws and regulations, and aims to recruit and retain high-calibre talents by providing attractive compensation packages and development opportunities. As of 31 December 2016, the Group's biochemical business had around 800 employees.

Our culture encourages open and honest two-way communication. We established an employee group to facilitate regular meetings between senior management and employees, and to solicit employees' feedbacks on work conditions and matters of employees' interests.

These meetings provide a formal channel for employees to voice their opinions and concerns on issues including employee benefits and working conditions. Their opinions are taken seriously and are discussed at senior management meetings.

In addition to this two-way communication, the Group acknowledges that employees are most productive and motivated when they achieve a work-life balance. To help achieve this balance, the Group organised a series of leisure activities and competitions for employees, ranging from running and swimming competitions, to fishing and basketball competitions, to cater to everyone's interests.

B2. HEALTH AND SAFETY

Workplace safety is a foundation for a sustainable business. Under the SHE Committee, Safety Departments at our production sites in Pucheng and Zhumadian ensure safety measures are implemented across the organisation to create a safe working environment.

The Group's factories in Pucheng and Zhumadian have attained Occupation Health and Safety Assessment Series (OHSAS) 18001 accreditation. The certification demonstrates that our factories conform to international standards on occupational health and safety management. In addition, the standard of the Pucheng facility was recognised by the Chinese government, which was awarded the Work Safety Standardisation Certificate through the State Administration of Work Safety.

B1. 僱傭 (續)

本集團致力確保其生化業務符合國家的勞工法律和規則，透過吸引的薪酬水平和發展機會，招聘和挽留高質素的僱員。截至2016年12月31日，本集團的生化業務約有800名僱員。

我們的文化鼓勵開放和誠懇的雙向溝通。我們設立僱員小組，讓高級管理層與僱員進行定期會議，並徵集僱員對工作環境和涉及僱員利益之問題的意見。

這些會議提供正規渠道，讓僱員可就其關注的事宜包括僱員福利和工作環境發表意見，管理層十分重視僱員的意見，並在管理層會議中就該事宜進行討論。

除了雙向溝通的渠道，本集團了解僱員若能在工作與生活之間取得平衡會有助提升其生產力和工作動力。因此，本集團為僱員舉辦一系列的消閒活動和競賽，由跑步、游泳，以至釣魚、籃球比賽，以迎合不同僱員的興趣。

B2. 健康與安全

安全的工作環境是業務達至可持續發展的基礎。在安全、健康及環境委員會的管理下，浦城及駐馬店生產設施的安全部門致力確保安全措施在機構內有效執行，以創造一個安全的工作環境。

本集團在浦城和駐馬店的廠房均獲得職業安全健康管理體系(OHSAS) 18001認證，這認證反映我們的廠房在職業健康和安全管理上符合國際標準。此外，浦城的生產設施的標準得到中國政府認可，獲國家安全生產監督管理總局頒發安全生產標準認證。

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B2. HEALTH AND SAFETY (continued)

The Group continuously identifies safety risks and implements controls to minimise safety hazards at its factories. We inspect our factories and examine heavy machineries on a daily basis to ensure proper functioning of machineries. Our safety policies also requires our production staff to wear personal protective equipment. Further, the Group provides health examinations every year for production staff exposed to occupational health risks.

With these measures, the Group ensures that its biochemical business is compliant with relevant laws and regulations that have a significant impact on the Group. This year, the Group's operations achieved zero fatality.

As our worksites and operations involve usage of heavy equipment, the Group provides technical safety trainings to minimise workplace injuries. The Group ensures that its production staff obtain relevant Occupational Qualification Certificates issued by the government before working on-site.

Some of our contractors for raw material delivery, product pick-up and equipment maintenance also carry out work duties on our production sites. We provide briefing sessions to our contractors on our safety requirements and measures.

B3. DEVELOPMENT AND TRAINING

The Group values the growth of our employees and encourages career development among our employees. We provide equal opportunities for promotion based on merits and offers career advancement paths across the organisation. We encourage all our employees to realise their career goals and make the best use of their talents.

B2. 健康與安全(續)

本集團持續進行風險識別和監控以減少廠房出現安全隱憂。我們每日巡視廠房和檢查重型機械，以確保機械正常運作。我們的安全政策亦要求生產線職員穿上個人保護裝備。此外，本集團為承受職業健康風險的生產線員工每年提供健康檢查。

綜合上述措施，本集團確保其生化業務符合對本集團有重大影響的相關法律及規例，本年度，本集團的營運點並無發生任何引致死亡的事故。

由於本集團的廠房和營運涉及使用重型設備，本集團提供技術安全培訓以減少工業意外，並確保生產員工在投入工作前均已獲取由國家發出的相關國家職業技能鑒定。

部分涉及運送原材料、產品取貨及設備維修的承包商會於我們的生產設施內工作。我們會就安全規定及措施，為該等承包商提供簡介。

B3. 發展及培訓

本集團重視人才並鼓勵他們發展事業，提供建基於個人績效的平等晉升機會及於集團內的職業發展路徑。我們鼓勵所有員工向實現事業目標邁進，盡展才能。

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B3. DEVELOPMENT AND TRAINING (continued)

Across our biochemical business, the Group has developed training programmes for employees from senior to junior level staff. New hires are required to attend a series of orientation activities, such as introduction to the Group and safety training. New staff are assigned a 'work buddy' to offer guidance regarding day-to-day aspects of carrying out his or her duties at work. During the year, our employees altogether attended training totalling more than 13,000 hours, representing around 17 hours for each employee.

Our Group has developed its own online learning platform, providing courses on various topics which employees can choose based on their job requirements or interests. This enables employees to customize training programmes that suit and help them best.

B4. SUPPLY CHAIN MANAGEMENT

Suppliers are expected to share our values and commitments, especially on product quality and environmental performance. The Group's standards are outlined in our supplier code of conduct, with which our suppliers must comply.

A robust supplier selection mechanism is in place to ensure we select suppliers of the highest quality. Suppliers are assessed based on criteria including their service quality, credential, and company size. We consolidate the results of these assessments into a rating to reflect each supplier's overall performance.

The Group's biochemical business purchases raw materials that meet our quality requirements from suppliers. Both new and existing suppliers must pass quality tests conducted by our in-house laboratory. These tests cover levels of impurities in raw materials to ensure that they are up to our stringent standards.

Further, the Group integrates sustainability into its procurement practices. Our procurement practice supports local economic development by sourcing locally. We prioritise local suppliers that meet our procurement requirements. Sourcing locally enables us to reduce our environmental impact by lowering our carbon footprint in transportation of goods. During the year, all of our suppliers were based in mainland China.

B3. 發展及培訓(續)

本集團的生化業務為高級至初級僱員提供培訓，新入職員工須參與一系列的迎新活動，例如集團介紹和安全培訓。新員工均獲編排一位「工作夥伴」，為其日常工作提供指導。年內，我們的員工受訓的總時數超過13,000小時，即平均每名員工接受約17小時的培訓。

本集團開拓了網上學習平台，於多個範疇為僱員提供各種課程，讓他們可根據其工作需要和興趣挑選合適的課程，這有助僱員度身訂造最合適和對他們最有幫助的培訓課程。

B4. 供應鏈管理

供應商須與我們擁有共同的價值觀和承諾，尤其在產品質素及環境表現方面。本集團的標準已列明在我們的供應商行為守則中，供應商務必遵守。

本集團採取嚴格的供應商挑選機制，確保選擇最高質素的供應商。我們對供應商進行不同層面的評估，包括服務質素、資格證認和公司規模。集團會綜合評估結果釐定評級，以反映供應商的整體表現。

本集團的生化業務從供應商採購符合我們品質要求的原材料。新採用及現有的供應商均須通過集團於自設實驗室進行的品質測試。測試包括原材料的雜質水平，確保能符合我們的嚴格標準。

此外，本集團的採購過程中也融入可持續性的因素，透過本土採購支持本土經濟發展。我們優先選擇符合採購要求的本土供應商，這有助減少貨物運送過程中產生的碳足跡，從而減低對環境的影響。年內，本集團所有供應商均以中國為基地。

B5. PRODUCT RESPONSIBILITY

The Group endeavours to provide the best possible services and products to customers. Our products must meet our quality criteria including nutrient content, water content, colour, and granularity before despatch.

While our factories in Pucheng and Zhumadian are fully compliant with standards from the Ministry of Agriculture of the People's Republic of China, the Group took a step further and implemented the ISO 9001 Quality Management System in its factories.

The Group set up Quality Management Departments at our production sites in Pucheng and Zhumadian to monitor and control product quality. It ensures that our products are produced in accordance with the procedures outlined in our quality management manual. For every batch of production, we conduct sample testings at our laboratories, where monitoring equipment is used to test the concentration of impurities in our products.

The quality management manual also specifies corrective actions to be taken when a product fails our quality tests. Under our established management system, the Group is confident that our products are of the highest standard.

Our Quality Management Departments at our production sites in Pucheng and Zhumadian also partner with top universities and research institutes to keep abreast of latest technologies to best support our business development. Implementing the right technologies in our operations has allowed us to produce top quality products.

No products sold or shipped were subject to recalls for safety or health reasons during the year. Nevertheless, the Group has set up a recall procedure in case any such incidents occur. We also established a Recall Committee to make necessary decisions in the unlikely event of recall. In the event of a recall, the Group will inform its Board and related government department immediately, and will rectify the problem as soon as possible. The Group will ensure that the recall process is carried out in an effective and transparent manner.

B5. 產品責任

本集團致力為客戶提供最佳的服務和產品。產品在出貨前，均須符合我們的品質要求，包括其營養含量、水含量、色澤和大小。

本集團在浦城和駐馬店的廠房均符合中華人民共和國農業部的標準，集團更進一步在廠房中採用ISO 9001品質管理系統。

本集團於浦城及駐馬店的生產基地成立品質管理部門以監控產品質素，確保產品的生產過程均依照我們品質管理守則所列明的程序。我們會從每一批產品中抽取樣本於本集團的實驗室進行測試，同時利用探測器偵測產品中的雜質含量。

品質管理守則內也列明產品如不通過品質測試的糾正方法。在有關管理系統下，本集團有信心產品達至最高標準。

我們於浦城及駐馬店的生產設施的品質管理部門也夥拍頂尖大學和研究機構，確保本集團了解最先進的科技以支持業務發展。在營運中適當運用科技使我們能生產高質素的產品。

年內，並無任何產品在出售或運送後，因為安全或健康理由需要回收。惟本集團亦訂立了一套回收程序，為萬一出現有關情況作準備。本集團已成立回收委員會，一旦出現回收個案，可作出所需決策。如出現回收情況，本集團會立即知會董事會及相關政府部門，並儘快解決問題。本集團會確保回收過程具效率和高度透明。

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B5. PRODUCT RESPONSIBILITY (continued)

The Group believes that its responsibility for its products extends beyond the factory to the customer. We want to ensure that the customer is satisfied with our products. Pucheng and Zhumadian's sales teams handle customer enquiries and follow up on suggestions and complaints.

The sales team will obtain the details of the problem underlying each complaint. The team will be responsible for investigating the cause of the problem, propose a resolution to the customer, and communicate any necessary improvements to the relevant departments for future improvement.

During the year, there were no substantial complaints regarding our products' quality or safety.

B6. COMMUNITY INVESTMENT

The Group takes an active role in giving back to the community. Charoen Pokphand Group set up the "Chai Tai Enterprises Charitable Foundation" (the "Foundation") in 2015 to fund its charitable activities as part of its long-term commitment to the welfare of the people in China. The Foundation aspires to support the underprivileged, including poor families, poor students, senior citizens, and the disabled.

As part of the Charoen Pokphand Group, the Group's employees contribute to the Foundation through its major fundraising event, "A Piece of Paper, A Book, A Coin". Our employees gather waste paper, old newspapers and magazines which will later be sold to raise money for the Foundation. The books are donated to promote a reading culture among students. The Foundation has financed a variety of programmes and projects, especially for education and community development.

In addition to our efforts in supporting the Foundation, the Group is committed to supporting the development of local communities. During the year, the Group funded the construction of a bridge in Xiduan village in Pucheng to improve local transportation and accessibility with nearby villages after completion. Further, the Group is aware of the needs of the local community. Our employees volunteered to visit the elderly and orphans at the community centres in Pucheng and Zhumadian.

B5. 產品責任 (續)

本集團相信，我們對產品的責任延續至銷售後，並致力確保客戶滿意我們的產品。因此浦城及駐馬店的銷售團隊會處理客戶查詢並跟進建議和投訴。

銷售服務團隊會就每宗投訴收集詳細資料並調查問題起因，同時為客戶提供解決方案，並就有關投訴對相關部門提出改善建議。

年內，本集團並無涉及有關產品質素和安全的重大投訴。

B6. 社區投資

本集團積極回饋社會，Charoen Pokphand Group於二零一五年成立「正大慈善基金會」(「基金」)以支持中國的慈善活動，作為對中國人民福利長遠承諾的一部分。基金致力援助弱勢社群，包括貧困家庭和學生、長者及殘障人士。

作為Charoen Pokphand Group的一分子，本集團的僱員透過主要的籌款活動「一張紙、一本書、一枚硬幣」作出貢獻。僱員收集和出售廢紙、舊報紙和雜誌，為基金籌集資金，並捐贈書本向學生推廣閱讀文化。基金也資助多項計劃及項目，尤其涉及教育及社區發展方面。

除了全力支持該基金外，本集團亦承諾支援當地社區發展。年內，本集團撥款資助浦城西段村興建橋樑，竣工後將有助改善當地和鄰近農村的交通。此外，本集團也了解本地社區的需要，員工志願探訪在浦城和駐馬店社區中心的長者和孤兒。



Chia Tai Enterprises International Limited
正大企業國際有限公司