



华润啤酒(控股)有限公司

China Resources Beer (Holdings) Company Limited

于香港注册成立的有限公司 Incorporated in Hong Kong with limited liability
股份代号 Stock Code : 00291

环境、社会及管治报告 2019

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT





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关于本报告 ABOUT THIS REPORT

报告概览

本报告为华润啤酒(控股)有限公司(「本公司」·「华润啤酒」,连同其附属公司,统称「本集团」)所发布的年度环境、社会及管治报告(「本报告」),旨在就本集团由二零一九年一月一日至二零一九年十二月三十一日(「报告期间」·「二零一九年财政年度」·「二零一九年」)于环境及社会方面的相关信息披露。如欲查阅更多业务相关信息及有关本集团的企业管治常规,请参阅本集团二零一九年年报。

编制依据

本报告按照了香港联合交易所有限公司《主板上市规则》附录二十七《环境、社会及管治报告指引》(「上市规则」),并参考全球报告倡议组织(Global Reporting Initiative, GRI)《可持续发展报告指南》(「GRI准则」)进行编制。

本报告符合上市规则的「重要性」·「量化」·「平衡」以及「一致性」的汇报原则编制而成。本报告编制小组与关键利益相关方共同识别重要性议题,并在本报告中作详尽披露。

报告范围

除非另有说明,本报告的政策、案例及数据所涉及的范围主要涵盖本集团总部及其下属实际控制的控股公司及附属公司,包括二零一九年期间完成收购的喜力中国。本报告时间跨度为二零一九年一月一日至十二月三十一日。

报告目的

本报告为华润啤酒(控股)有限公司正式发布的第四份年度环境、社会及管治报告。本报告旨在就本公司履行社会责任的承诺与利益相关方进行透彻沟通,并重点披露本集团于二零一九年在可持续发展管治、环境及社会方面表现的相关内容,以回应利益相关方关注的重要议题。

编制流程

本报告参照香港联合交易所有限公司《主板上市规则》附录二十七《环境、社会及管治报告指引》订立了一套系统性的报告流程,通过与主要利益相关方定期沟通,针对本集团的环境、社会及管治议题共同进行识别及重要性评估,以确立本报告的报告范围,并于各业务部门收集及

OVERVIEW OF THE REPORT

This report is the annual environmental, social and governance ("ESG") report (the "Report") published by China Resources Beer (Holdings) Company Limited (the "Company" or "CR Beer", and, together with its subsidiaries, the "Group") for the disclosure of relevant information of the Group in respect of the environmental, social and other aspects from 1 January 2019 to 31 December 2019 (the "Reporting Period", "FY2019," or "2019"). For more information relating to the Group's business and its corporate governance practices, please refer to the Group's 2019 Annual Report.

BASIS OF PREPARATION

This Report is prepared in accordance with the "Environmental, Social and Governance Reporting Guide" under Appendix 27 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited (the "Listing Rules") and by reference to the Sustainable Development Report Guide of Global Reporting Initiative (GRI) (the "GRI standards").

This Report is prepared in accordance with the reporting principles of "materiality", "quantification", "balance" and "consistency" of the Listing Rules. The Report preparation team works with key stakeholders to identify material issues which were disclosed in detail in the Report.

SCOPE OF THE REPORT

Unless otherwise specified, the scope involved in the policies, cases and data of this Report mainly cover the Group's headquarter as well as the equity-owned companies and subsidiaries under its effective control, including Heineken China acquired in 2019. The Report covers the period from 1 January to 31 December 2019.

PURPOSE OF THE REPORT

This is the fourth ESG report officially published by China Resources Beer (Holdings) Company Limited. The purpose of our Report is to communicate transparently and thoroughly with stakeholders about the Company's commitment to fulfill its social responsibilities, and focus on disclosing the relevant content of the Group's performance on sustainable ESG development in 2019 in response to material issues concerned by stakeholders.

PROCESS OF PREPARATION

The Report has established systematic reporting procedures with reference to the "Environmental, Social and Governance Reporting Guide" under Appendix 27 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited. We identify and assess the materiality of the environmental, social and governance topics related to the Group through regular communication with its major stakeholders, on the basis of which the scope of this Report is defined. Relevant information is then collected and

检视相关资料。所有信息均来自本公司的正式文件、统计报告与财务报告中，从而统计分析并编制本报告。

版本信息

本报告提供繁体中文、简体中文及英文三个版本于本公司网址 www.crbeer.com.hk 供读者参阅。各版本如有歧异，应以繁体中文版为准。

意见回馈

如对本报告及其内容有任何疑问或意见，欢迎通过以下联系方式与我们联系。

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reviewed from various departments. All information comes from formal documents, statistical reports and financial reports of the Company for statistical analysis and preparation of this Report.

VERSIONS OF THE REPORT

This Report is available in Traditional Chinese, Simplified Chinese and English versions on our website www.crbeer.com.hk. If there is any inconsistency among these versions, the Traditional Chinese version shall prevail.

FEEDBACK

If you have any questions or suggestions on this Report and its contents, please feel free to contact us at via the following.

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前言 FOREWORD

倡导可持续发展理念

二零一九年，本集团明确「决战高端、质量发展」新管理主题，提出未来三年发展的「新目标、新机遇、新理念、新举措」等一系列针对性的战略举措，抓紧可持续发展机遇。在落实高端化战略方面，本集团收购喜力中国股份已完成交割，Heineken 商标许可协议和框架协议亦已正式落实推进。此长期战略合作将为本集团提供在中国高端啤酒市场发展的一个重要和战略性的机遇。

本年度的报告围绕「坚持建设美丽和谐社会」及「推进履行企业社会责任」两大工作思路制定了管理方针，从产品及运营惯例、关怀员工、环境保护，以至社会责任方面重点回应本集团于环境、社会及管治上的风险与机遇，矢志成为大众信赖的品牌和啤酒行业知名领导者。

坚持建设美丽和谐社会

构建美丽和谐社会是国家富强、民族振兴、人民幸福的重要保证。本集团以此作为主要工作思路之一，以改善环境与资源的使用，重视员工健康与安全以及关怀社会人文为重点工作任务，针对性制定了战略内容，力求做到多策并举。

本集团深信，环境保护是企业缔造绿色价值的稳健基础。本集团经过多年积极推动绿色发展，完善废弃物、包装材料、污染物、能源消耗以及温室气体排放的管理制度和政策，确保相关方面的执行和处理合规；同时亦于日常运营中倡导节能减排的理念，并通过创新技术竭力从源头减少污染物产生量及排放量。在绿色发展中高度关注的议题上，如水资源稀缺地区的水资源使用管理，使用可再生能源及可重用包装材料，降低温室气体排放等，本集团亦有所进展。在社会方面，本集团了解企业发展与回报社会的同向关系，我们稳步发展赖以广大利益相关方的长期支持。在业务拓展的同时，我

ADVOCATING THE CONCEPT OF SUSTAINABLE DEVELOPMENT

In 2019, the Group defined the new management theme of "Quality Development for Success in High-end Segment", and proposed a series of targeted strategic measures such as "new idea and initiatives for new targets and opportunities" for the next three years to seize opportunities for sustainable development. In the implementation of the premiumization strategy, the acquisition of shares of Heineken China has been completed, and the Heineken TMLA and Framework Agreement have been officially implemented and promoted. This long-term strategic co-operation will provide the Group with an important and strategic opportunity to develop in the premium beer market in China.

This Report has formulated management policies around the two major working ideas of "insisting on building a beautiful and harmonious society" and "promoting the fulfillment of corporate social responsibility", with a focus on responding to the Group's ESG challenges and opportunities from products and operating practices, caring for staff, environmental protection and social responsibility, determined to become a reliable brand and a well-known leader in the beer industry.

INSISTING ON BUILDING A BEAUTIFUL AND HARMONIOUS SOCIETY

Building a beautiful and harmonious society is an important guarantee for the prosperity of the country, the rejuvenation of the nation, and the happiness of the people. Regarding the creation of a beautiful society as one of its main working ideas, and taking the improvement of the environment and the use of resources, staff health and safety and caring for social humanities as its key tasks, the Group has formulated strategic content in a targeted manner by adopting multiple strategies.

The Group is convinced that environmental protection lays a solid foundation for companies to create green value. After years of actively promoting green development, the Group has improved management systems and policies for waste, packaging materials, pollutants, energy consumption and greenhouse gas emissions to ensure compliance during implementation and treatment. We also advocated the philosophy of energy conservation and emission reduction in daily operation, and strived to reduce pollutant and emissions from the source through innovative technologies. The Group has also made progress on those highly concern issues in green development, such as the management of water use in water stress areas, the use of renewable energy and reusable packaging materials, and the reduction of greenhouse gas emissions. In terms of society, the Group understands the positive correlation between corporate development and social returns, and we have steadily developed and

们响应社区号召，积极参与扶贫工作和活动；同时亦以「以人为本」的管理及营运原则，保障员工权益、职业安全及健康。

推进履行企业社会责任

本集团秉持社会责任担当，全面践行可持续发展的经营理念，并透过定期与各利益相关方沟通和反馈，积极推进履行企业社会责任。

中国经济社会发展现已朝著高质量发展的目标继续迈进，高端啤酒市场的需求增加。本集团一直著力提升核心产品质量和鼓励产品创新，包括为满足年轻人需求之中档以上品牌「勇闯天涯superX」和为满足追求质量生活的消费者之高档品牌「匠心营造」，于二零一九年推出服务年轻化和高端化的「雪花马尔斯绿啤酒」，以及开展与喜力合作，推出国际高端产品，以聚焦各个消费者对美好生活的需求。我们的产品和品牌塑造硕果累累。其中，「勇闯天涯superX」获取多项中国自主品牌殊荣，「匠心营造」亦摘得「CBC中国国际啤酒挑战赛」金奖等多项奖项。这些都反映本集团在实践中社会责任方面的高效管理、创新与前瞻的品牌价值上获得高度肯定。

除内部质量控制及产品创新之外，我们坚信提供优质产品和公司产品及营运惯例是相辅相承的。本集团多年坚持不懈地推动供应商质量延伸管理、生产质量评估、消费者质量测评等质量评估，并开展外部管理体系认证工作，以确保产品出厂质量达优级水平。在供应链管理方面，我们从招标采购、产品销售、工程项目，以至资金管理一贯提倡廉洁和反腐的文化。另外，我们亦深知推广理性饮酒行为与理念是践行社会责任的重要一环，据此明确规定了传播内容及内容审核机制，以从根源上对消费者宣传理性饮酒的重要性。

obtained long-term support from a wide range of stakeholders. While expanding our business, we responded to the community's call and actively participated in poverty alleviation. We also protect staff's rights, occupational safety and health with the "people-oriented" management and operation principles.

PROMOTING THE FULFILLMENT OF CORPORATE SOCIAL RESPONSIBILITY

Upholding its social responsibility, the Group fully implemented the business philosophy of sustainable development, and actively promoting the fulfillment of corporate social responsibility through regular communication and feedback with various stakeholders.

China's economic and social development has now continued to move toward the goal of high-quality development, and the demand of the premium beer market has increased. The Group focused on improving the quality of core products and encouraging product innovation, including the mid-end above brand "Brave the World superX" to satisfy the needs of young consumers and the high-end brand "Craftsmanship" to meet the consumers' pursuit of quality life, as well as the "SNOW MARRSGREEN BEER" launched in 2019 to serve the younger and more upscale consumers, and initiated a partnership with Heineken to launch international premium products, so as to satisfy the needs of consumers for a better life. Our products and brands building have made great achievements. Among them, "Brave the World superX" won a number of awards for Chinese independent brands, and "Craftsmanship" also won many awards such as a Gold Award at the "CBC China International Beer Challenge". These all reflected the highly affirmation to the Group on effective management, innovative and forward-looking brand value in practicing social responsibility.

In addition to internal quality control and product innovation, we firmly believe that providing quality products as well as products and operating practices are dependent on each other. For many years, the Group has unswervingly promoted supplier quality extension management and quality assessments such as production quality assessment, and consumer quality assessment, and carried out external management system certification to ensure that the quality of products from the factories reach an excellent level. In terms of supply chain management, we have consistently promoted a culture of integrity and anti-corruption on bidding and procurement, product sales, engineering projects, and capital management. In addition, we also know that the promotion of responsible drinking behaviors and concepts is an important part of the practice of social responsibility. In this respect, the communication content and the content review mechanism are clearly defined to promote the importance of responsible drinking to consumers from the roots.

为表彰本集团在环境、健康和安全管理方面的卓越表现，香港环保促进会举办的「香港绿色企业大奖2019」评选活动中，本集团旗下区域公司共获得6个奖项，包括3个「超卓环保安全健康奖」和3个「卓越环境管理奖」。本集团旗下其他不同规模公司在二零一九年于履行社会责任与绿色发展方面亦取得辉煌成绩，显示出我们一直不遗余力制定和严格执行有关环境、安全和健康的政策，并不分地域及规模的全面履行企业社会责任的承诺。未来我们继续坚守工匠精神，旨在提升行业水平，酿造最优品质的啤酒。

新型冠状病毒肺炎疫情肆虐，本集团于疫情发生后积极响应，组织各单位由上而下建立有效领导指挥、防控应急和监督管理体系，实施一系列防控举措和宣传，以示将员工生命安全和身体健康放在第一位。战胜疫情是我们与社会共同的意愿，为此，本集团捐赠应急物资予医护和卫生防疫单位，与社会相连一条心、携手并肩、同心抗疫、共克时艰。

同心筑未来 为梦想启程

展望未来，我们继续实践我们远大目标和企业核心价值观，矢志不移地向可持续发展前进。我们践行和发挥企业责任，逐步完善社会责任体系，以提供至臻完善的产品和高效管理咨询平台，构建环境、社会和管治之全面管理和责任制度。

作为中国国内啤酒行业的市场领先者，本集团承诺持续倡导产业可持续发展理念，与各利益相关方把握可持续发展机遇，并履行企业责任的承诺，与社会达成美好生活的愿景，引领全球行业同心同德缔造绿色未来。

To commend the Group's superior performance in environment, health and safety, regional companies under the Group received a total of 6 awards at the "Hong Kong Green Awards 2019" hosted by Hong Kong Green Council, including 3 "Environmental, Health and Safety Award", and 3 "Green Management Award". Other companies of different scales under the Group have also achieved brilliant results in fulfilling their social responsibilities and green development in 2019, showing that we have spared no effort to formulate and strictly implement policies related to environment, safety and health, and fully performed the commitment of corporate social responsibilities regardless of region and scale. In the future, we will continue to adhere to the spirit of craftsmen, aiming to improve the industry level and brew the best quality beer.

When the COVID-19 pandemic was rampant, the Group actively responded by organizing all units to establish an effective leadership and command, prevention and control emergency system from top to bottom perspective. It implemented a series of prevention and control measures and publicity to put staff's safety and health in front. To overcome the pandemic is our common wish with the society. To this end, the Group donated emergency supplies to medicare and health and pandemic prevention units to join hands and fight together with the society against the pandemic and overcome difficulties.

BUILDING FUTURE TOGETHER AND STARTING A JOURNEY FOR DREAM

Looking forward, we will continue to realize our ambitious goals and core corporate values as well as make unremitting efforts towards sustainable development. We practice and give play to corporate responsibilities, gradually modify our social responsibility system, to provide the excellent products and efficient management consultation platform, and build a comprehensive environmental, social and governance management and responsibility system.

As a market leader in domestic beer industry in China, the Group commits to continue advocating the concept of sustainable industrial development and seize opportunities for sustainable development with various stakeholders, to fulfill the commitment of corporate responsibility, achieve our vision of a better life with society, and lead all walks of life in the world to create a green future together.

公司概况及业务介绍

华润啤酒(控股)有限公司于香港联合交易所有限公司挂牌(股份代号:00291),是华润(集团)有限公司(「华润集团」)属下的啤酒上市公司,专营生产、销售及分销啤酒产品。华润雪花啤酒有限公司(「华润雪花啤酒」)为本公司的全资附属公司。二零一九年,本集团与Heineken集团正式完成交易,开展战略合作。

本集团自一九九三年开始在中国发展啤酒业务。二零一九年年底,本集团在中国营运74家啤酒厂房,啤酒年产能达20.5百万千升,二零一九年总销量达到11.4百万千升。

近年,本集团不断丰富产品组合,逐步构建了「中国品牌+国际品牌」的高端品牌组合群,中国品牌代表中国文化和中国力量,包括「勇闯天涯superX」、「雪花马尔斯绿啤酒」、「匠心营造」啤酒、「脸谱」等;国际品牌代表国际性和全球性的力量,包括「喜力」和「苏尔」啤酒。除主力产品外,为满足个性化消费市场需求,推出倡导自由我心生活态度的「黑狮白啤」和释放黑色多元能量的「拉维邦黑啤」。本集团旗下还有「勇闯天涯」和「雪花纯生」等多款备受消费者欢迎的啤酒产品。

本集团二零一九年营业额达人民币33,190百万元,较二零一八年增长4.2%。本集团二零一九年的股东应占综合溢利及未计利息及税项前盈利,较二零一八年分别上升34.3%及47.6%至人民币1,312百万元及人民币2,163百万元。作为华润集团的一份子,我们矢志与消费者、股东、员工和商业伙伴一起引领商业进步,共创美好生活,成为大众信赖和喜爱的啤酒企业。

OVERVIEW AND BUSINESS OF THE COMPANY

China Resources Beer (Holdings) Company Limited (stock code under The Stock Exchange of Hong Kong Limited: 00291) is a listed subsidiary of China Resources (Holdings) Company Limited ("CRH"), which focuses on the manufacturing, sales and distribution of beer products. China Resources Snow Breweries Limited ("CRSB") is a wholly-owned subsidiary of the Company. In 2019, the Group has completed the transaction and commenced the strategic partnership with the Heineken Group.

The Group has been in the beer business in China since 1993. At the end of 2019, the Group operated 74 breweries in China with an annual beer production capacity of 20.5 million kiloliters and a total sales volume of 11.4 million kiloliters.

In recent years, the Group has continuously enriched its product portfolio and gradually built up a premium brand portfolio of "Chinese brands + international brands", with Chinese brands representing Chinese culture and power, including "Brave the World superX", "SNOW MARRSGREEN BEER", "Craftsmanship" beers, "Opera Mask" and so on; and international brands representing international and global power, including "Heineken" and "SOL" beers. In addition to our main products, the Group also launched "Löwen White Beer" to meet the needs of the personalized consumer market and promote a free attitude towards life; and "Lavibond Dark Beer", which unleashes the black diverse energy. The Group also has a number of other popular beer products, including "Brave the World" and "Snow Draft Beer".

In 2019, the Group recorded turnover of RMB33,190 million, representing a 4.2% increase as compared to that of 2018. Consolidated profit attributable to the shareholders and earnings before interest and taxation of the Group in 2019 increased by 34.3% and 47.6% to RMB1,312 million and RMB2,163 million, respectively as compared to that of 2018. As a member of CRH, we are dedicated to leading the business progress and building a better life together with our consumers, shareholders, staff and business partners, and make the Group a trusted and beloved beer enterprise.



生产基地分布

截至二零一九年十二月三十一日，华润啤酒营运啤酒厂房数目为74家¹，啤酒厂房分布区域如下表：

GEOGRAPHICAL DISTRIBUTION OF PRODUCTION BASES

As at 31 December 2019, CR Beer had 74 breweries in operation¹, the geographic distribution of which is indicated in the following table:

省份／直辖市 Province/Municipality	啤酒厂房数量 Number of breweries	省份／直辖市 Province/Municipality	啤酒厂房数量 Number of breweries
黑龙江 Heilongjiang	3	浙江 Zhejiang	6
吉林 Jilin	2	福建 Fujian	1
辽宁 Liaoning	9	广东 Guangdong	4
天津 Tianjin	1	湖南 Hunan	3
河北 Hebei	2	贵州 Guizhou	3
山西 Shanxi	2	四川 Sichuan	9
山东 Shandong	3	西藏 Tibet	1
江苏 Jiangsu	5	甘肃 Gansu	1
上海 Shanghai	1	内蒙古 Inner Mongolia	2
安徽 Anhui	6	宁夏 Ningxia	1
河南 Henan	3	陕西 Shaanxi	1
湖北 Hubei	3	广西 Guangxi	1
海南 Hainan	1		

¹ 不包括停止营运和管理层决定关闭的啤酒厂。

¹ Excluding those breweries which had ceased operation and determined by management to be closed.

相关主要奖项及荣誉

由香港环保促进会颁发的香港绿色企业大奖

RELEVANT MAJOR AWARDS AND ACCOLADES

"HONG KONG GREEN AWARDS" HOSTED BY HONG KONG GREEN COUNCIL

		2019	2018
优越环保管理奖 Green Management Award	金奖 Gold	华润雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd.	—
	铜奖 Bronze	华润雪花啤酒(黔南)有限公司 China Resources Snow Breweries (Qiannan) Co., Ltd.	华润雪花啤酒(四川)有限公司 China Resources Snow Breweries (Sichuan) Co., Ltd. 华润雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd.
	优异奖 Merit	华润雪花啤酒(辽宁)有限公司 China Resources Snow Breweries (Liaoning) Co., Ltd.	华润雪花啤酒(深圳)有限公司 China Resources Snow Breweries (Shenzhen) Co., Ltd. 华润雪花啤酒(杭州)有限公司 China Resources Snow Breweries (Hangzhou) Co., Ltd. 华润雪花啤酒(西安)有限公司 China Resources Snow Breweries (Xi'an) Co., Ltd.
超卓环保安全健康奖 Environmental, Health and Safety Award	金奖 Gold	华润雪花啤酒(烟台)有限公司 China Resources Snow Breweries (Yantai) Co., Ltd. 华润雪花啤酒(武汉)有限公司 China Resources Snow Breweries (Wuhan) Co., Ltd.	—
	铜奖 Bronze	华润雪花啤酒(兴安)有限公司 China Resources Snow Breweries (Xing'an) Co., Ltd.	华润雪花啤酒(哈尔滨)有限公司 China Resources Snow Breweries (Harbin) Co., Ltd.

二零一九年同比变动 YoY change		2019	2018
金奖总数 Total number of Gold Award	+3	3	—
铜奖总数 Total number of Bronze Award	-1	2	3
优异奖总数 Total number of Merit Award	-2	1	3

其他奖项

OTHER AWARDS

奖项 Award	获奖单位 / 项目 Awarding organization/projects
环保安全类 For environmental protection and safety	
由省住建厅颁发的安徽省节水型企业 Water-Saving Enterprise in Anhui Province awarded by Anhui Provincial Office of Housing and Urban-Rural Development	华润雪花啤酒(淮北)有限公司 China Resources Snow Breweries (Huaibei) Co., Ltd.
	华润雪花啤酒(阜阳)有限公司 China Resources Snow Breweries (Fuyang) Co., Ltd.
由省水利厅颁发的安徽省节水型企业 Water-Saving Enterprise in Anhui Province awarded by Provincial Department of Water Resources	华润雪花啤酒(安庆)有限公司 China Resources Snow Breweries (Anqing) Co., Ltd.
由省水利厅颁发的湖北省节水型企业 Water-Saving Enterprise in Hubei Province awarded by Provincial Department of Water Resources	华润雪花啤酒(武汉)有限公司 China Resources Snow Breweries (Wuhan) Co., Ltd.
由省生态环境厅颁发的企业环境信誉评价良好企业 Enterprise with Good Corporate Environmental Reputation issued by the Provincial Department of Ecology and Environment	华润雪花啤酒(六安)有限公司 China Resources Snow Breweries (Liu'an) Co., Ltd.
社会责任类 For social responsibility	
中国食品企业社会责任「金鼎奖」 Gold Award in Social Responsibility in Chinese Food Companies	华润雪花啤酒 CRSB
二零一九年中国公益节企业社会责任奖 Corporate Social Responsibility Award of China Public Welfare Festival 2019	华润雪花啤酒 CRSB
企业社会责任行业典范奖 Corporate Social Responsibility Industry Model Award	华润雪花啤酒 CRSB

奖项 Award	获奖单位 / 项目 Awarding organization/projects
市场营销类 For marketing	
二零一八年青酌奖新品 Qingzhuo Awards for New Alcoholic Product of the year 2018	「勇闯天涯superX」啤酒 “Brave the World superX” beer
「改革开放与广告业恢复40年」大奖 “Reform and Opening-up and Advertising Industry Recovery for 40 Years” award	「勇闯天涯superX」啤酒 “Brave the World superX” beer
最具传播影响力中国自主品牌 The Most Influential Chinese Independent Brand	「勇闯天涯superX」啤酒 “Brave the World superX” beer
十大品牌风云人物 Most Influential People from the Top 10 Brands	首席执行官侯孝海 Hou Xiaohai, Chief Executive Officer
由Chnbrand颁发的二零一九年C-BPI黄金品牌以及二零一四至二零一九年C-BPI中国啤酒行业连续六年获第一名 2019 C-BPI Gold Brand awarded by Chnbrand and the first prize in C-BPI China Beer Industry for six consecutive years from 2014-2019	华润雪花啤酒 CRSB
由腾讯广告颁发的智赢增长营销奖「扶摇直上」奖 “Prosperous” Award of Smart Win Growth Marketing Award by Tencent Advertising	「勇闯天涯superX」啤酒 “Brave the World superX” beer
BrandZ二零一九年最具价值中国百强品牌中位列第62名 Ranked 62nd among the Top 100 Most Valuable Chinese Brands in 2019 by BrandZ	华润雪花啤酒 CRSB
二零一九年中国上市公司品牌价值榜TOP100 TOP 100 in Chinese Listed Companies By Brand Value 2019	华润啤酒 CR Beer
由中国商务广告协会、广告门颁发的金童奖娱乐营销组综艺类铜奖 Golden Boy Award Bronze Award in entertainment category awarded by China Advertising Association of Commerce and ADQuan	「勇闯天涯superX」啤酒的作品 — 「线上助燃线下狂欢·和明日之子一起勇闯天涯」 The works of “Brave the World superX” beer — “Ignite Online and Celebrate Offline, Brave the World with the son of tomorrow”
中国500最具价值品牌中位列第28名 Ranked 28th among the Top 500 Most Valuable Chinese Brands	华润雪花啤酒 CRSB
由AD+广告之家网颁发的科睿创新奖文娱创新类金奖 Gold Award for Entertainment and Innovation — Core Innovation Award from AD + adhome.com	「勇闯天涯superX」啤酒的作品 — 「这就是街舞第二季IP立体化营销」 The work of “Brave the World superX” beer — “Three-dimensionally IP marketing of Street Dance of China Season 2”
「最佳创新营销影响力」大奖 “Best Innovative Marketing Influence” Award	「雪花马尔斯绿啤酒」 “SNOW MARRSGREEN BEER”
由《机构投资者》杂志颁发的二零一九年度亚洲区公司管理团队调查必需消费品行业八项大奖 Eight awards for the consumer goods staple sector by the 2019 All-Asia Executive Team survey issued by Institutional Investor magazine	华润啤酒 CR Beer

奖项 Award	获奖单位 / 项目 Awarding organization/projects
市场营销类 For marketing	
由《新营销》联合全球市场战略专家科特勒咨询集团颁发的二零一九年科特勒•新营销大奖最佳娱乐营销奖 Kotler New Marketing Model Platform Award-Outstanding Marketing Case 2019 by "New Marketing Magazine" and Kotler Marketing Group, a global market strategy expert	「勇闯天涯superX」啤酒 "Brave the World superX" beer
由Chnbrand颁发的二零一九年中国TBV全面品牌价值管理大奖、二零一九年C-CSI顾客最满意品牌及二零一九年ALL-STAR全明星品牌 2019 China TBV Total Brand Value Management Grand Award, 2019 C-CSI China Customer Satisfaction Index Customers' Most Satisfying Brand and 2019 The Brand of ALL-STAR awarded by Chnbrand	华润雪花啤酒 CRSB
由中国广告协会颁发的中国国际广告节广告主奖•二零一九年度整合营销金奖 Advertiser Award of China International Advertising Festival • 2019 Integrated Marketing Gold Award issued by China Advertising Association	「勇闯天涯superX」啤酒 "Brave the World superX" beer
由世界品牌实验室颁发的中国品牌年度大奖NO.1(啤酒行业)、「中国啤酒十大影响力品牌」第一名 Chinese Brand Annual Award NO.1 in Beer Industry by World Brand Laboratory, First Place in the Top 10 Most Influential Chinese Beer Brands	华润雪花啤酒 CRSB
由世界品牌实验室颁发的二零一九年中国品牌年度特别大奖——品牌营销大奖 China Brand Annual Special Awards 2019 — Brand Marketing Award issued by World Brand Laboratory	「匠心营造」啤酒 "Craftsmanship" beer
由成功营销颁发的年度创新营销行业案例奖——食品饮料金奖 Gold Prize in the Annual Innovative Marketing Case in Food and Beverage by V Marketing magazine	「勇闯天涯superX」啤酒的作品——「勇闯天涯superX打通街舞IP营销全通路」 The work of "Brave the World superX" beer — "Connecting Street Dance with Brave the World superX IP Marketing Guide"
由成功营销颁发的年度创新营销行业案例奖——餐饮零售铜奖 Bronze Prize in the Annual Innovative Marketing Case in Dining and Retail by V Marketing magazine	「雪花马尔斯绿啤酒」的作品——「打破无聊时刻雪花M.SPACE定义啤酒时尚法则」 The work of "SNOW MARRSGREEN BEER" — "Redefine the Modern Trend of beer with M.SPACE of Snow"

奖项 Award	获奖单位 / 项目 Awarding organization/projects
市场营销类 For marketing	
由《哈佛商业评论》颁发的「YUE管理」实践殊荣 “Young, Useful, Effective (YUE) Management” practice award awarded by Harvard Business Review	华润雪花啤酒 CRSB
B2C最佳整合营销奖银奖 B2C Best Integrated Marketing Award Silver Award	「雪花马尔斯绿啤酒」的营销案例 — 「雪花马尔斯绿新品上市传播活动」 Marketing case of “SNOW MARRSGREEN BEER” — “New product launch communication activities for Snow Marrsgreen”
B2C最佳社交媒体传播奖银奖 B2C Best Social Media Communication Award Silver Award	「勇闯天涯Super X」啤酒的营销案例 — 「勇闯天涯superX品牌创立一周年传播活动」 Marketing case of “Brave the World Super X” beer — “Anniversary Communication of Brave the World superX”
B2C最佳品牌IP奖铜奖 B2C Brand IP Award Bronze Award	「匠心营造」啤酒的营销案例 — 「匠心年夜饭」 CNY自有IP打造 Marketing case of “Craftsmanship” beer — “Jiang Xin Lunar New Year’s Eve Dinner” CNY self-owned IP creation

环境、社会及管治体系 ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM

本集团深信，可持续发展是企业成功的基石。作为中国领先的啤酒企业，我们提倡企业的社会责任，以长远支持国家和社会共同发展，并在迈向更可持续的发展道路上取得进展。为提供优质产品，我们致力于将可持续发展理念企业战略、重大决策及日常运营中，提升管理水平；同时亦尽心竭力履行社会责任，在社会经济、社区及环境多方面作出贡献，为各方创造长期价值。

环境、社会及管治架构

本集团高度重视环境、健康及安全（「EHS」）方面的管控，体系化逐步提高环境、社会和公司管治水平。本集团的环境、健康及安全部门已设有完善的组织架构，明确落实管理权责，专项方案强化管理成效，择定试点基层企业启动EHS管理资讯全面建设专案，分为三个层级建设完善EHS管理要素体系，以有效推行相关的内部管理制度和政策，进一步全面加强自身EHS管控。

我们亦根据客观环境和自身情况，建立了全面的环境及社会风险识别、管控及处理机制。通过制度设置、日常监控、数据收集、信息披露等多个环节，以支持企业可持续发展和促进我们履行对各利益相关方的承诺。

The Group is convinced that sustainable development is the cornerstone of business success. As a leading Chinese beer enterprise, we advocate corporate social responsibility, support the common development of the country and society in the long run, and make progress on the road to more sustainable development. In order to provide high-quality products, we are committed to improving the management level in the corporate strategy, major decisions and daily operations of the sustainable development concept, while doing our utmost to fulfill our social responsibilities and contribute to the social economy, community and environment to create long-term value.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

The Group attaches great importance of environmental, health and safety (“EHS”) control, systematically and gradually improving the level of environmental, social and corporate governance. The Group’s Environment, Health and Safety Department has established a sound organizational structure, which clearly implements management rights and responsibilities, strengthens management effectiveness through special projects, selects pilot primary-level enterprises to launch a comprehensive construction project on EHS management information, divided into three levels to improve EHS system on management element to effectively implement relevant internal management systems and policies, and to further comprehensively strengthen its own EHS management and control.

We have also established an all-round mechanism on identification of environmental and social risk, management and control and response based on the objective environment and our own situation. We support our sustainable development and facilitate the fulfillment of our commitments to various stakeholders through multiple links such as regulation setting, routine monitoring, data collection and information disclosure.

工作层级 Work level	职能设置 Functions	具体职责 Duties and responsibilities
决策层 Decision-making level	高级管理层 The senior management	讨论环境、社会及管治重大事务和未来发展 To discuss major issues and future development of environment, society and governance
		探讨识别相关风险 To identify relevant risks
		制定策略及目标 To formulate strategies and objectives
		检讨工作效果 To review working results
		对整体工作机制效果进行评估 To assess effectiveness of overall working mechanism
		分配各职能部门、分公司相关职责 To assign relevant duties and responsibilities to various functional departments and branches

环境、社会及管治体系 ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM

工作层级 Work level	职能设置 Functions	具体职责 Duties and responsibilities
监督层 Supervision level	各职能部门、 分公司负责人 Responsible persons from various functional departments and branches	执行决议并向决策层汇报工作情况 To implement resolutions and report working situation to the decision-making level
		根据整体环境、社会及管治策略和方向研究具体工作 To conduct researches on actual tasks as according to the overall strategy and direction on environment, society and governance
		指定相关工作小组执行工作 To assign relevant working groups to implement the tasks
		向决策层提出下一年相关工作的改善建议 To suggest work improvement for the coming year to the decision-making level
执行层 Execution level	各部门及地方 公司的工作小组 Working groups of various departments and local companies	按监督层的方向，完成职能范围内的相关工作 To complete assigned tasks within own functions in accordance with the direction set by the supervision level
		定期收集、整理、上报相关信息 To collect, organize and report relevant information on a regular basis
		及时反馈实际工作情况，对实际工作的开展进行建议 To make timely feedback of practical working situation and make recommendations on the implementation of tasks
		承担内部信息传播责任 To be responsible for dissemination of internal information

利益相关方沟通

就环境、社会及管治的相关话题，与利益相关方保持定期沟通，对本集团业务管理及长远发展极为重要。为此，我们结合自身行业背景及可持续发展影响范围，重点识别和遴选出核心利益相关方，包括政府及监管机构、股东、消费者、员工、供应商及合作伙伴、行业协会和社区。透过下列针对性的回馈与沟通方式，获取各方对本集团可持续发展表现之意见和要求，继而将反馈意见纳入运营优化与实践中。

COMMUNICATION WITH STAKEHOLDERS

Maintaining regular communication with stakeholders on environmental, social and governance related topics is extremely important for the Group's business management and long-term development. To this end, based on the scope of its influence on the industry background and sustainable development, the Group has selectively identified the following stakeholders: the government and regulatory authorities, shareholders, consumers, staff, suppliers and partners, industry associations and the community. Through the following targeted feedback and means of communication, we can obtain the opinions and requirements of all parties on the performance of the Group's sustainable development, and then incorporate their feedback into our operational upgrades and practices.

主要利益相关方 Major stakeholders	沟通方式 Means of communication
政府及监管机构 Government and regulatory authorities	定期交流 Regular exchange
	阅读政策文件 Study of policy documents
	回应谘询 Response to consultation processes
股东 Shareholders	定期发布财务报告 Regular publication of financial reports
	召开股东大会 Convening of general meetings
	投资者关系沟通 Investor relations communication
消费者 Consumers	客户服务热线 Customer service hotline
	产品标签 Product labels
	邮件及社会媒体 Mail and social media
员工 Employees	员工信箱及意见调查 Employee mailbox and opinion survey
	公司内联网 Company intranet
	员工活动 Staff activities
供应商及合作伙伴 Suppliers and partners	定期交流 Regular exchange
	审核与评估 Examination and assessment
	信息共享 Information sharing
行业协会 Industry associations	定期交流 Regular exchange
	互相访问 Reciprocal visits
	积极参与协会事务 Active involvement in association affairs
社区 The Community	社区文化建设 Building of community culture
	帮扶弱势群体 Aid for underprivileged groups
	社区服务 Community services

重要议题识别

通过上述与利益相关方的持续沟通，本集团清楚了解到各利益相关方群体所关注的环境、社会及管治议题。本集团以《环境、社会及管治报告指引》的披露要求及关键绩效指标作为依据，结合自身战略和经营重点，参考行业最佳实践，以及国内外社会责任标准，按照「对企业可持续发展的重要性」和「对利益相关方的重要性」两个维度对所有环境、社会及管治议题进行分析与排序，从而识别出下列重要性议题。并制定了披露框架及报告内容。

IDENTIFICATION OF MATERIAL ISSUES

Based on the aforementioned ongoing communication with stakeholders, the Group understands clearly the ESG issues that each stakeholder is concerned with. Based on the disclosure requirements and key performance indicators of the ESG Reporting Guide, the Group identified the following material issues and formulated the framework of disclosure and information to be disclosed after analyzing and prioritizing all ESG issues based on the two dimensions of "Materiality to the sustainable development of CR Beer" and "Materiality to stakeholders" with full reference to best practices in the industry and domestic and international social responsibility standards and taking into account its own strategy and operating focus.

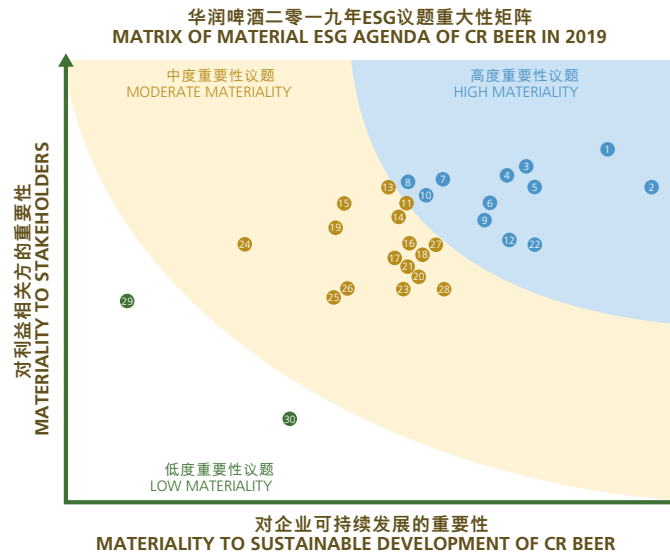


经由内部审查，考虑到自身业务类型及运营地点的稳定性后，二零一九年的重要性议题列表、排序及矩阵在二零一八年详细深入的利益相关方沟通与调研的基础上维持不变，据此列明利益相关方的关注点。本报告以下各章节将详细阐述相关之政策、措施及绩效，以确切回应利益相关方对我们的期望，并协助管理层往后的策略调整、内部风险评估与监控。

After internal review and consideration of the stability of its own business and operating location, the list, ranking and matrix of material issues in 2019 remain unchanged basically on the basis of detailed and in-depth stakeholder communication and research in 2018, pursuant to which the concerns of stakeholders are listed. The following chapters of the Report will elaborate on relevant policies, measures and performance in order to accurately respond to the expectations of stakeholders, and assist the management in future strategic adjustments, internal risk assessment and monitoring.

重大性议题矩阵及列表

Materiality matrix and table



- | | | |
|--|--|---|
| 1 环境合规
Environmental compliance | 22 水资源使用
Use of water resources | 21 材料供应的稳定性
Stability of materials supply |
| 2 低碳运营
Low-carbon operation | 11 反贪污
Anti-corruption | 23 善用资源
Proper use of resources |
| 3 食品安全
Food safety | 13 供应链管理
Supply chain management | 24 服务地方经济
Serving local economies |
| 4 劳工标准及劳工关系
Labour standards and labour relations | 14 公司资产的运营效率
Operational efficiency of corporate assets | 25 社区沟通与参与
Community communication and involvement |
| 5 产品质量管理
Product quality management | 15 客户服务
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第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

优质的产品与服务是业务成功的关键，也是华润啤酒作为食品行业的一员引以为傲的立身之本。我们推行严谨的食品安全与质量监控机制，以作为控制产品安全及风险的基础，为广大市场客户带来最优质的啤酒产品。我们积极创新以满足不断变化的市场需求，保障和维护知识产权，力争做行业创新先锋；我们致力与行业协会一同推广理性饮酒，健康文明的生活方式；我们极力以提供超乎预期的优质产品及贴心服务提高消费者的满意度。为满足对产品安全、客户满意度和产品碳足迹的重视，我们采用了一套全面及稳健的供应链管理机制，对上游供应商和下游废弃物处理商严格把控。

(一) 食品安全及品质管理

作为食品行业的一员，我们必须优先考虑和处理食品安全相关的事务。本集团严格遵守中华人民共和国食品和质量法律法规，如《中华人民共和国食品安全法》及其相关条例、《中华人民共和国产品质量法》《食品生产经营日常监督检查管理办法》《食品安全国家标准食品添加剂使用标准(GB2760-2014)》《消毒产品生产企业卫生许可规定》等。

本集团秉持高标准和严格要求，以「做世界一流啤酒企业，做世界最好的啤酒」为品质目标，以「品质第一，消费者至上，勇于创新，追求卓越，践行社会责任」为品质方针，致力于提供高品质产品，本集团透过系统化、科学化和标准化的方式规范改善质量标准体系和食品安全体系，持续组织下属公司开展外部管理体系认证工作，包括质量管制体系(ISO9001)、食品安全管理体系(ISO22000)及危害分析和关键控制点(HACCP)等，从而增强在整个价值链不同环节的高水平质量管控。此外，本集团在生产过程中制定了《生产品质控制管理规定》，还采用自检、互检、下道工序对上道工序进行检验的三级检验制度。以及根据本集团的《食品安全应急预案》《产品召回管理制度》等相关食品安全管理制度。华润雪花啤酒对召回产

High-quality products and services are the keys to business success, and they are also qualities that CR Beer is proud to claim as a member of the food industry. We exercise a rigorous food safety and quality monitoring mechanism as a basis for controlling product safety and risk, and bring the best quality beer products to customers in the market. We are actively engaged in innovation to meet changing market demands, protect and maintain intellectual property rights, as we strive to be a pioneer in innovation in the industry; we work with the industry association to promote a rational way of drinking and healthy and edified lifestyle; we strive to provide quality products and intimate service that exceed expectations to improve consumer satisfaction. To meet the emphasis on product safety, customer satisfaction and carbon footprint of our product, we have adopted a comprehensive and robust supply chain management mechanism to exercise stringent control over upstream suppliers and downstream waste treatment service providers.

(I) FOOD SAFETY AND QUALITY MANAGEMENT

As a member of the food industry, we must prioritize and deal with food safety related matters. The Group observes strict compliance with the laws and regulations of the People's Republic of China ("PRC") on food and quality, including, among others, the "Food Safety Law of the PRC" and its relevant regulations, "Product Quality Law of the PRC", "Measures for the Administration of the Routine Supervision and Inspection of the Food Production and Operation", "Standards for the Use of Food Additives in Food Safety National Standard (GB2760-2014)" and "Regulations for the Application for Sanitary Work Permit by Manufacturers of Disinfection Products".

Upholding high standards and strict requirements as well as with the aim of "be an outstanding enterprise to brew the best beer in the world", the Group has adopted "quality first, consumers as first priority, be innovative and excellent together with fulfill social responsibilities" as its guiding principles in relation to product quality, as we strive to provide high-quality products. The Group regulates and improves its quality standard system and food safety system through systematic, scientific and standardised means, as it continues to organize the conduct of external management system accreditation, including quality control systems (ISO9001), food safety management system (ISO22000) and hazard analysis and critical control points (HACCP), among others, at its subordinates to enhance high-level quality control at different links throughout the value chain. In addition, the Group has formulated the "Management Regulations on Control of Production Quality" as administrative regulations, while a three-tier inspection system comprising self-inspection, mutual inspection and inspection by comparing downstream processes against upstream processes has been adopted for the production process, and according to the Group's pertinent food safety management regulations such as the "Food safety contingency plan" and "Regulations on Product

品进行三级管理，对不同召回等级提出不同的召回要求。其中，主要产品召回流程为：

1. 停止生产／销售
2. 召回分级
3. 制定产品召回计划
4. 实施产品召回
5. 制定预防措施

为了达致总部、区域、工厂三级有效合作，本集团已采用延伸的质量管理体系，使总部统一策划、附近区域管理、信息汇总共用。另外，我们继续利用于二零一八年正式成立「技术标准优化项目组」进行技术标准优化工作，并对内控质量标准系统进行排查，与国家标准、行业及市场相关产品的标准广泛对标，进一步确保产品质量。华润啤酒于二零一九年除了对内控品质标准进行了全面排查，还组织专家进行优化，二零一九年年内共优化内控品质标准96项，用高标准指导各工厂生产，提升产品品质。此外，华润啤酒从供应商品质、程式控制、标准执行等方面不断完善监督体系，于二零一九年优化了《供应商品质与食品安全延伸管理办法》《啤酒生产检验计划》《技术标准执行评价管理办法》等6项监督控制标准。华润啤酒持续开展标准执行监督检查，通过总部督查，区域与工厂间交叉检查等多种方式，推动品质标准的落地，提升品质一致性。

华润啤酒持续开展供应商品质延伸管理、生产品质评估、消费者品质测评等品质评估，提升产品品质。二零一九年，组织总部、区域公司与工厂三级协同对供应商品质体系及品质保障能力进行审核评价，共评价供应商超过650家，对下属公司生产品质评估101厂次，消费者品质测评321厂次。此外，本集团选择国家认可的检验机构，对啤酒生产使用的原辅料等物资进行了食品安全抽检，共抽检物资120批次，涉及供应商超过100家。

Recall". CRSB has conducted three-tier management of the recalled products and put forward different recall requirements for different recall levels. Among them, the main product recall process is:

1. Stopping production/sales
2. Recalling classification
3. Formulating a product recall plan
4. Implementing product recall
5. Formulating preventive measures

The Group has adopted an extended quality management approach to achieve centralised planning at the headquarters, management by regional companies nearby and shared use of consolidated information, such that the three levels of headquarters, regional companies and breweries can work efficiently. Besides, with the "technical standard optimization project team" officially established in 2018, we continue to carry out technical standard optimisation and thorough inspection of the internal control quality standard system through extensive comparisons with national standards as well as industry and market standards for relevant products, with a view to further assuring its products quality. In 2019, CR Beer conducted a comprehensive investigation and organized experts to optimize internal control quality standards. A total of 96 internal control quality standards were optimized in 2019, and high standards were used to guide the production in factories to improve product quality. In addition, CR Beer continued to improve the supervision system in terms of supplier quality, program control and standard implementation. In 2019, it optimized six supervision and control standards, including the "Extended Management Measures for Supplier Quality and Food Safety", the "Beer Production and Inspection Plan", and the "Management Measures for Implementation and Evaluation of Technical Standards". CR Beer continued to carry out standard implementation supervision and inspection, and promoted the formulation of quality standards and improved quality consistency through such means as headquarters inspections and cross-checks in regions and factories.

CR Beer continued to carry out extended supplier quality management and various quality assessments, including production quality assessment and consumer quality assessment to improve its product quality. In 2019, we organized the synergy of the three levels comprising headquarters, regional companies and breweries to evaluate the supplier's quality system and quality assurance capabilities. Over 650 suppliers accepted assessments, and subordinates accepted quality assessments for 101 times and consumer quality assessment for 321 times. In addition, the Group chose a nationally recognized inspection agency to conduct random inspections on raw materials and auxiliary materials used in beer production. A total of 120 batches of materials were checked, involving more than 100 suppliers.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

近期爆发的新冠疫情，为集团食品生产安全带来了新挑战。华润啤酒积极贯彻国家关于做好应对新冠疫情工作重要指示批示精神，在工厂、仓库、办公区域等采取更加严格的卫生健康标准，提升安全生产防控措施，出厂合格率和国家监督抽查合格率均达到100%。二零一九年，华润雪花啤酒质量监控指标和生产物资第三方食品安全检查指标各有731项，而标准执行检查项目指标有2,200余项。此外，华润雪花啤酒推出「无接触配送」服务，在特殊时期做好食品安全管理，让消费者放心购买，安心享用。

为了保障产品品质，华润啤酒于二零一九年开展了4次品质标准内部培训，涵盖61份品质相关标准，加强了职工对质量及食品安全意识。我们全年举行多次食品安全培训和应急演练，使每个职工都关心和重视品质及食品安全，提升食品安全应急处理救援能力，确保为消费者提供安全、可靠、高品质的啤酒。除了为员工提供相关培训，我们亦针对大米、纸箱、糖浆、啤酒花四类物资供应商，开展了共计4次供应商品质现场审核培训。

本集团于报告期间内所有啤酒产品均无召回已售或已运送产品的情况，已遵守所有关于提供产品和服务的健康与安全、广告、标签及私隐事宜以及补救方法方面对本集团具有重大影响的相关法律及规例，并无发现任何重大违规情况。

The recent pandemic outbreak posed new challenges for the Group's food production safety. CR Beer actively implemented the spirit of the national instructions on responding to the pandemic, and adopted stricter sanitation standards in factories, warehouses, offices and other areas to improve safety production prevention and control measures, achieving 100% pass rate in both ex-factory quality test and the spot tests by the National Safety Supervision and Inspection. In 2019, there were 731 indicators in both quality control and third-party inspection on safety of production materials of CRSB, and more than 2,200 standard implementation inspection indicators. In addition, CRSB has launched a "contactless delivery" service to manage food safety in a special period, so that consumers can buy and enjoy without psychological burden.

In order to ensure product quality, CR Beer carried out 4 internal trainings on quality standards in 2019, covering 61 quality-related standards, and strengthened employees' awareness of quality and food safety. We held several trainings on food safety and emergency drills throughout the year, so that each employee would care about and value the quality and food safety, improve the ability of emergency handling of food safety, and ascertain to offer consumers safe, reliable and high-quality beer. In addition to providing relevant trainings for employees, we have also conducted a total of 4 supplier quality on-site audit trainings for four types of material suppliers, such as rice, carton, syrup and hops.

During the Reporting Period, all sold or delivered beer products of the Group have not suffered from recall, and we have complied with all relevant laws and regulations which have significant impact on the Group with regard to the health and safety of providing products and services, advertising, labeling and privacy matters as well as remedies, involving no major violations.

案例： Case study:

「我是质量官·华润雪花啤酒消费者品鉴活动」 "I am a quality officer · CRSB Consumer Tasting Event"

为了获得更加全面、客观的消费者品质体验信息，华润啤酒积极扩展消费者品质测评范围，开展消费者品鉴活动，二零一九年年内，分别在武汉和大连高校举办了「我是质量官·华润雪花啤酒消费者品鉴活动」，招募大学生作为年轻群体代表参加品鉴活动，站在消费者的角度对产品进行评价，促进品质改进和产品研发创新。

In order to obtain more comprehensive and objective feedback on quality from consumers, CR Beer actively expanded the scope of consumer quality evaluation and launched consumer tasting event. In 2019, "I am a quality officer · CRSB Consumer Tasting Event" was held in Wuhan and Dalian universities. College students participated in tasting activities as the representatives of young groups and evaluated products from the perspective of consumers, to promote quality improvement and product innovation on research and development.

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Appendix I

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Appendix II

(二) 产品发展及维护知识产权

作为中国啤酒行业的领先者，本集团积极创新以配合最新的市场动态，同时高度尊重并致力维护知识产权。为保障和维护知识产权，本集团严格遵守中华人民共和国知识产权相关的法律法规，包括但不限于《著作权法》《著作权法实施条例》《商标法》《商标法实施条例》《专利法》《专利法实施细则》及相关司法解释。同时，本集团亦严格遵守中华人民共和国已加入的有关版权的国际公约。二零一九年度，本集团结合国家知识产权战略，进一步贯彻实施华润集团知识产权管理相关制度。为了提高华润雪花啤酒在啤酒行业的科技影响力，判别华润雪花啤酒的科技成果和质量水平，培育华润雪花啤酒的自主创新能力和自主知识产权，制定了《雪花啤酒知识产权管理制度》《科技成果管理办法》《专利技术管理办法》《专利开发管理办法》及《打假维权操作指引》等，为本集团的知识产权保障和维护工作提供制度保障。目前，华润雪花啤酒共有各项技术专利约56项。

本集团致力成为世界一流企业，以满足不断变化的市场需求，通过不断投放大量资源研发，进行理论、技术和操作创新，为企业发展创造了更多元化的产品。本集团在产品发展的努力得到业界肯定，二零一九年华润雪花啤酒技术创新成果再添佳绩，「啤酒包装线高效运行技术的研究与实践」项目荣获中国酒业协会科学技术进步二等奖，「高速啤酒罐装线高效运营暨产品多样化保障体系研究与应用」荣获全国品质创新大赛最高奖项QIC-V级技术成果奖。

(II) PRODUCT DEVELOPMENT AND INTELLECTUAL PROPERTY RIGHTS MAINTENANCE

As a leader in beer industry in China, the Group actively innovates to keep up with the latest market developments, while putting highly respects and efforts to maintain intellectual property rights. To safeguard and protect intellectual property rights, the Group observes strict compliance with the laws and regulations of the PRC on intellectual property rights, including but not limited to the "Copyright Law", "Regulations for the Implementation of the Copyright Law", "Trademark Law", "Regulations for the Implementation of the Trademark Law", "Patent Law", "Regulation for the Implementation of the Patent Law" and pertinent judicial interpretations. In the meantime, the Group also observes strict compliance with relevant international conventions on copyright of which the PRC is a signatory. In 2019, following the strategy relating to intellectual property rights of the nation, the Group further implemented the CRH's intellectual property rights management system. It also implemented the "Regulations for the administration of intellectual property rights for CRSB", "Management Measures for Scientific & Technological Achievements", "Management Measures for Patent Technology", "Management Measures for Patent Development" and "Guidelines on Anti-counterfeiting Rights Protection", etc., in order to improve the scientific and technological influence of CRSB in the beer industry, justify the level of the scientific and technological achievements and quality of CRSB, and cultivate CRSB's independent innovation ability and independent intellectual property rights, providing system guarantee for the Group's intellectual property rights protection and maintenance. At present, CRSB has a total of about 56 technical patents.

The Group strives to become a world-class enterprise to meet the ever-changing market demands. Through continuous huge investment in research and development for innovation in theory, technology and operations, it has created more diversified products for corporate development. The Group's efforts in product development have been recognized by the industry. CRSB's technological innovation has made further achievements in 2019. The "Research and Practice of Highly Efficient Operation Technology for Beer's Packaging Line" project won the second prize of Scientific and Technological Progress Award by China Alcoholic Drinks Association, and the "Research and Application of Efficient Operation Technology for High-speed Packaging Line of Canned Beer and Protection System on Product Diversification" won the QIC-V level technical achievement award, the highest award of the National Quality Innovation Competition.



● 中国酒业协会科学技术进步奖
Scientific and Technological Progress Award of
China Alcoholic Drinks Association

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

我们坚守工匠精神，旨在酿造适合国人和高品质的啤酒。二零一九年，我们继续全力打造兼具传统文化的现代化啤酒品牌，坚持走创新与融合之路，突破酿造技术、产品包装、口感品质等传统风格，加大新产品研发力度。

华润啤酒自二零一七年以来将品牌重塑作为第一战略部署，重新制定品牌产品组合规划，针对不同人群或消费场景，做多元化、个性化、细分化的市场领域，在中高端领域加大投入。二零一九年，华润啤酒以「决战高端、质量发展」为导向，持续丰富产品组合，除引进喜力品牌产品外，分别于二零一九年四月和七月推出了「雪花马尔斯绿啤酒」和「黑狮白啤」两款高端新产品，配合二零一八年推出高档的「匠心营造」和中档以上的「勇闯天涯superX」新产品，引领啤酒市场新潮流。



- 「雪花马尔斯绿啤酒」因其拥有的别具一格时尚轻奢外观，获得了二零一八年国际著名设计赛事——意大利A'DESIGN AWARD设计银奖。

"SNOW MARRSGREEN BEER" won the Silver Award at A'DESIGN AWARD and Competition in 2018, a world-known design competition, for its unique fashion and light luxury appearance.

本集团严格遵守上述对本集团具有重大影响的法律及法规，于报告期间内，并无任何重大违规情况发生。

We uphold the spirit of fine craftsmanship to brew the beer with premium quality appealing to the taste of Chinese. In 2019, we continued to dedicate our full effort to the creation of modern beer brand embodying traditional cultural elements. Persisting in the path of innovation and integration, we introduced a breakaway from traditional styles in brewing technologies, product packaging, quality and textures, as we increased our effort in research and development of new products.

Since 2017, CR Beer has taken brand rebranding as its first strategic deployment, re-formulated its brand product portfolio plan, and put more on mid to high-end market targeted different groups or consumer scenarios in a diversified, personalized and segmented market segment. In 2019, CR Beer further diversified its product portfolio under the guidance of "Quality Development for Success in High-end Segment". In addition to introducing Heineken brand products, it launched two high-end new products, "SNOW MARRSGREEN BEER" and "Löwen White Beer" in April and July 2019, respectively. The two high-end new products, together with the high-end "Craftsmanship" and the "Brave the World superX" at mid-end above launched in 2018, lead the new trend of beer market.



- 「黑狮白啤」独特的个性设计，使其成为颜值与内在共存的品质代表。「黑狮白啤」荣获二零一九年度德国汉诺威iF设计奖以及二零一九年度意大利A'DESIGN AWARD设计金奖，是对「黑狮白啤」这款产品设计理念及效果呈现的最好赞赏。

The unique personality design of "Löwen White Beer" makes it a typical of appearance and inner coexistence. "Löwen White Beer" won iF Product Design Award in Hanover, Germany in 2019 and the Design Gold Award at the A'DESIGN AWARD and Competition in 2019, which are the best appreciation for its concept and effect of the design.

The Group was in strict compliance with the aforesaid laws and regulations that had a material impact on the Group during the Reporting Period, and no material breach was reported.

(三) 理性饮酒及负责任推广

作为一家负责任的啤酒生产企业，本集团支持国家对理性饮酒观念的提倡，极力推广消费者适度理性的饮酒行为和健康文明的生活方式，致力提供公正可靠及负责任的推广信息。作为中国酒业协会与社会责任促进联盟的会员，我们深知推广理性饮酒行为与理念、践行社会责任的重要性。为号召大众和消费者理性饮酒，我们已连续5年与中国酒业协会合作，以酒与社会责任促进联盟会员的身份呼吁更多人高度重视理性饮酒行为。二零一九年，本集团资助中国酒业协会在全国9个城市开展了以「关爱成长、非成勿饮」为主题的全国理性饮酒宣传周活动，拍摄主题微电影《我相信 I Know》，发布《二零一九年中国预防未成年人饮酒绿皮书》，引起了社会广泛关注，为宣传理性饮酒行为做出了应有的贡献。

在广告宣传方面，我们也进行严格规范，确保企业广告内容真实、合规，华润雪花啤酒总部营销中心品牌管理部严格遵照《中华人民共和国广告法》，内部制定了媒体管理相关办法，规定酒类广告中不能出现鼓励或引导消费者饮酒或者无节制饮酒的内容，并在制度中明确规定了传播内容及内容审核机制，要求各级人员需对即将发布的企业广告内容进行全面审查，从根源上对消费者进行正确的引导。为更好地对责任营销方面进行管控，针对新出台的酒类广告行为规范，华润雪花啤酒总部营销中心品牌管理部及法律部还会定期对各区域公司进行解读培训，强调宣传理性饮酒内容的重要性，其中包括：

- 不得诱导、怂恿饮酒或者宣传无节制饮酒；
- 不得出现饮酒的动作；
- 不得表现驾驶车、船、飞机等活动；
- 不得明示或者暗示饮酒有消除紧张和焦虑、增加体力等功效。

此外，华润啤酒已建立起从上至下的管理机制，用于对各区域的责任营销行为进行监测，一旦发现不合规的传播内容，将第一时间找到区域责任人安排删除。此外，员工也承担著责任营销的监察职责，一旦发现转发不实广告，将及时举报妥善处理，将社会影响降至最低，并开展调查追责，从源头杜绝虚假营销。

(III) RESPONSIBLE DRINKING AND MARKETING

As a responsible brewing enterprise, the Group supported the advocacy of moderate and rational drinking behaviour with a healthy and edified lifestyle and strived to provide fair, reliable and responsible promotional information. As a member of the China SAO of China Alcoholic Drinks Association, we are well aware of the importance of promoting the practice and idea of responsible drinking and implementing the social responsibilities. To call on the public and the consumers to practice responsible drinking, we have co-operated with China Alcoholic Drinks Association for 5 years in a row and appealed to more people to attach importance to rational drinking behavior as a member of China SAO. In 2019, the Group organized a nationwide responsible drinking promotion week campaign with a theme of "Caring for Growth and No Drinks for Minors" in 9 cities across the country and shot a micro-movie with the theme of "I Believe I Know" in co-operation with China Alcoholic Drinks Association, and released the "2019 Green Paper of China on Prevention of Drinking of Minors", which aroused widespread concern in the society and helped to promote responsible drinking behaviour.

We strictly regulate advertising to ensure that our advertisements are true and compliant. In strict accordance with the "Advertising Law of the PRC", the Brand Management Department under sales and marketing center of CRSB at headquarter has formulated relevant internal measures for media management under which the contents that encourage or induce consumers to drink or engage in unrestrained drinking are prohibited in the advertisements of alcoholic products. The regulation also clearly stipulates the content of dissemination and review mechanism, requiring personnel at all levels to conduct a comprehensive review of the upcoming corporate advertising content, and guide consumers correctly from the roots. In order to better control the responsible marketing, the Brand Management Department under sales and marketing center and the Legal Department of CRSB at headquarter also conduct interpretation trainings for regional companies on a regular basis to emphasize the importance of promoting rational drinking content including:

- No induction or encouragement on drinking or promotion of uncontrolled drinking;
- No appearance of drinking behaviors;
- No activities such as driving a car, boat or airplane;
- No expression or implication that drinking has the effect of eliminating tension and anxiety, increasing physical strength, and others.

In addition, CR Beer has established a top-down management mechanism for monitoring responsible marketing activities in various regions. Once the non-compliance content is found, the person-in-charge in the region is requested to delete it. In addition, employees are responsible for the monitoring of responsible marketing. Once the false advertisements are found forwarded, they will be reported and properly handled in a timely manner to minimize social impact, and investigation and accountability will be conducted to eliminate false marketing from the source.

另外，华润雪花啤酒已在产品包装上印有「过度饮酒有害健康」的标识，网站也在首页设有年龄限制，禁止未成年人士浏览，明确提示未满18岁的消费者请勿饮酒。对于国际化品牌，华润雪花啤酒已完全符合食品安全国家标准《预包装食品标签通则》(GB7718)以及品牌战略合作伙伴Heineken集团关于产品标签的要求。

(四) 客户满意度及信息保护

消费者对产品和服务的满意度，是推动本集团成功不可或缺的一环。因此，我们致力提高客户满意度，建立良好而长远的关系。本集团于二零一九年持续完善客户服务体系，建立了市场投诉快速反应体系。我们跟踪全国统一客户服务电话回馈信息，规范品质投诉、补偿及改进管理要求，优化消费者不良体验回馈及处理流程，提高客户服务品质，履行企业社会责任。

为消灭杂质酒，降低产品投诉，提升产品品质，本集团于二零一九年年度内推进了消灭品质缺陷和降低品质投诉项目，按照源头控制、中间消灭、风险可控、稳中求进的原则，制定生产链关键控制点，强化生产过程管控，杜绝生产环节中杂质酒的产生，提升客户满意度。

我们高度重视客户的反馈，严格跟进每宗投诉并在合理时间内做出回应。客户服务中心所有产品及服务的投诉均由专人接听及处理，并即时传递到对应区域。客服人员接到客户投诉，即时将投诉信息以电话及短信的形式发送给客服顾问(处理人员)，客服顾问须在30分钟内联系客户，约定面谈时间、地点。客服顾问按照约定时间到指定的地点与客户见面，拍照，并对产品进行初步判定、协商，回收实物酒并安排返厂，将投诉处理信息及照片送回区域公司营运部。记录方面，要求区域负责人员在三个工作日内向客户服务中心汇报投诉基本情况及处理结果，保证不断提升服务素质。此外，客户服务中心还会进行信息监控与资料统计，检讨生产、销售及服务等多方面的表现，为管理层的分析和决策过程中提供参考依据，进而持续提升消费者对我们产品及服务的体验。

In addition, the packaging of CRSB products is printed with the sign of “Excessive drinking is harmful to health”, and an age restriction is setup to the homepage of the CRSB website, whereby browsing by minors is prohibited in an unequivocal reminder against alcohol consumption by consumers under age 18. For international brands, CRSB has fully complied with the “General Rules for Labeling of Pre-packaged Foods” (GB7718), a national food safety standard, and the requirements of the Heineken Group, our brand strategic partner, for product labeling.

(IV) CUSTOMER SATISFACTION AND INFORMATION PROTECTION

Consumer satisfaction with products and services is an integral part of the Group's success. Therefore, we are committed to improving customer satisfaction and building good and long-term relationships. The Group continued to improve its customer service system in 2019 and established a rapid response system for market complaints. We track the nationwide unified customer service hotline for feedback, standardize complaints on product quality, compensation and requirements on management improvement, and optimize negative consumer feedback and handling processes, to improve service quality and fulfill corporate social responsibilities.

In order to eliminate impurity beer, reduce complaints and improve product quality, the Group promoted the project of eliminating quality defects and reducing complaints in 2019, formulated key control points in the production chain based on the principles of controlling at source, eliminating during production, managing risks at controllable level and growing steadily, and strengthened management and control over the production process, to eliminate impurity beer in the production and improve customer satisfaction.

We attach great importance to customer feedback, strictly follow up on each complaint and respond within a reasonable time. All complaints of products and services in the customer service center are replied and handled by designated personnel, and are immediately transmitted to the corresponding region. Once receiving the customer complaint, the customer service staff will immediately send the complaint information to the customer service consultant (handling staff) in the form of telephone and SMS and the customer service consultant shall contact the customer within 30 minutes to agree on the meeting time and location of the interview. The customer service consultant shall meet the customer at the appointed place at the appointed time, take pictures, make preliminary judgments and negotiations on the product, collect the physical product and arrange to return to the plants, as well as return the complaint handling information and photos to the Operation Department of the regional company. In terms of records, the person in charge of the region is required to report the basic information of complaints and the results of handling to the customer service center within three working days to ensure continuous improvement of service quality. In addition, the customer service center will also monitor information and collect data, and review the performance of production, sales and service for management's reference in its analysis and decision-making process, so as to enhance consumers' experience of our products and services.

华润雪花啤酒产品及服务投诉数量 Number of CRSB products and service complaints	低于46,000 46,000 below
华润雪花啤酒客户投诉反馈处理解决率 CRSB customer complaint settlement rate	100%
华润雪花啤酒客户投诉回访率 Re-visit rate of CRSB customer complaints	77.73%
华润雪花啤酒呼叫中心的接通率 Effective communication rate of CRSB call center	99.1%
华润雪花啤酒在15秒内接通电话比率 Proportion of phone calls answered within 15 seconds by CRSB	97.35% 远高于业内平均水平 97.35%, far above the industry average
华润雪花啤酒接收到投诉 When a complaint is received by CRSB	30分钟内与客户联系 Contact customer within 30 minutes

在客户信息保密管理方面，我们要求涉密人员严格遵守国家保密法律法规和公司《保密工作管理制度》，签署《保密承诺书》，落实保密责任制，履行保密义务，切实保障信息安全。我们的信息保密工作按照统分结合、分级管理、对口指导的原则进行管理。消费者信息的安全与保护，通过信息加密、许可权设置等方式实现分级管理。涉密信息系统在内网环境运行，互联网出口使用防火墙、入侵侦测等技术设备进行必要的保护和控制，确保涉密信息系统在内网中安全运行。

In terms of customer information confidentiality management, we require relevant staff to comply with national laws and regulations on confidentiality and the "Confidentiality work management system", as well as to sign the "Confidentiality undertaking". The accountability on confidentiality is implemented for the fulfillment of our confidentiality obligation and the safeguard of information security. Our information confidentiality work is managed by combining uniform management and differential management, hierarchical management, and counterpart guidance. Consumer information security and protection is managed hierarchically through information encryption and permission setting. The secret-related information system operates in the intranet environment. Internet exits are protected and controlled with firewalls, intrusion detection and other technical equipment to ensure that the secret-related information system operates safely in the intranet.

(五) 供应链管理

作为一间负责任的公司，本集团致力于与我们的供应链携手合作，遵从营运有关的法律和法规，如《中华人民共和国食品安全法》《食品安全国家标准食品添加剂使用标准(GB2760-2014)》《消毒产品生产企业卫生许可规定》，同时生产中心采购部制定《华润雪花生产物资采购招标管理规定》《华润雪花生产物资供应商管理办法》等内部制度，对供应商进行管理。为了识别供应链上的风险，我们每月会跟踪市场变化及定期进行业务研讨分析。另外，我们还会开展不同的措施及拟定报告或预案，以管理各类风险。为使供应商能够及时了解并掌握华润雪花啤酒的相关要求，现场认证考察的新供应商必须进行「应知应遵」知识测试，要求供应商法人进行答题，测试满分才能进入合格供应商目录。遵从严格的科学管理理念，并通过不断完善改进测试流程，华润雪花啤酒加强了对供应商产品品质的管理，提升了供应商对社会责任及可持续发展理念的认知。为保障供应商的廉洁透明，在考察认证供应商前要求供应商必须签署「阳光承诺」等商业道德准则，同时参加考察认证人员必须签署「廉洁守则」，如供应商在合作过程中发生严重违规违纪行为，会将其列入不合作供应商，五年内禁止合作。

为了全面推动体现供应链的社会责任，并鼓励供应商承担环境和社会责任，我们持续对供应商在环保、安全、社会责任等方面的表现进行考察认证，严格要求供应商按照政府环境保护法规运营，受管制的排污企业必须取得排污许可证，并严格按照相关规定或当地环保污染物排放标准排放污染物。在引入新供应商过程中，我们将供应商的ISO9001认证、ISO14001认证、ISO22000认证、第三方质量检测报告、第三方食品安全检测报告纳入供应商考察认证范围。二零一九年，华润雪花啤酒举办5次供应商社会责任培训，对1,251名供应商进行审核，其中有4家供应商因社会责任不合规而被终止合作。二零一九年，华润雪花啤酒责任采购比率高达94%。

(V) SUPPLY CHAIN MANAGEMENT

As a responsible company, the Group is committed to co-operating with our supply chain and observing laws and regulations relating to our operation, the "Food Safety Law of the PRC", "Standards for the Use of Food Additives in Food Safety National Standard (GB2760-2014)" and "Regulations for the Application for Sanitary Work Permit by Manufacturers of Disinfection Products". Meanwhile, the Procurement Department of production center has formulated "CRSB Administrative Regulations on Procurement Tenders of Productive Materials" and "CRSB Administrative Regulations on Suppliers" to manage suppliers. In order to identify risks in the supply chain, we track market changes monthly and conduct regular seminars and analysis on businesses. In addition, we also carry out different measures and prepare reports or plans to manage various types of risks. To enable suppliers' timely understanding of CRSB requirements, new suppliers subject to on-site certification inspection shall attend the "knowledge and compliance" tests, and corporate suppliers must take and attain full score before being granted admission to the CRSB List of Eligible Suppliers. By following strict and scientific management concept and constantly improving testing process, CRSB has strengthened management over the product quality of our suppliers and enhanced their awareness of social responsibility and sustainable development. To safeguard integrity and transparency of suppliers, we also require suppliers to sign a "sunshine undertaking" and other codes of business ethics prior to conducting our inspection and validation. Meanwhile, our staff in charge of inspection and validation must sign a "code of integrity". If a supplier commits serious breach of regulations during the course of co-operation, we will add it to the list of non-compliant suppliers and ban it from co-operation with us for five years.

In order to fully promote the social responsibility of the supply chain and encourage suppliers to assume environmental and social responsibilities, we further appraise and conduct accreditation of suppliers in respect of their performance in environmental protection, safety and social responsibility, setting out stringent requirements for suppliers to operate in accordance with the environmental laws and regulations of the government, whereby waste discharging enterprises subject to the regulation must have obtained the waste discharge permit and carry out such discharge of pollutants in strict accordance with pertinent regulations or local environmental standards for the discharge of pollutants. When introducing a new supplier, we include the supplier's ISO9001, ISO14001, ISO22000, third-party quality inspection/testing report and third-party food safety inspection/testing report in the scope of supplier validation. In 2019, CRSB held 5 social responsibility trainings to suppliers and assessed 1,251 suppliers, 4 of which whose co-operation were terminated due to non-compliance of social responsibility. The responsibility procurement coverage of CRSB reached 94% in 2019.

生产中心采购部为吸收优质供应资源，淘汰落后供应商、促进管理及装备提升，依据供应资源状态及物资类别分类，实行差异化修订或提升22项物资的供应商现场考察认证标准。生产中心采购部供应商目录实行动态管理，新引进供应商超过300家，引进率约6%。同时，二零一九年对下属区域公司二零一八至二零一九年度非生产物资供应商的采购类别、金额等现状进行梳理，根据采购制度规定淘汰二年内未合作的非生产物资供应商。同时，通过执行全程监督和全过程考核，有效地防范食品安全风险。

二零一九年，本集团纳入可供选择的供应商数目超过8,900家，当中超过99%为中国本地供应商。

The Procurement Department of production center adopts differentiated revisions or upgrades 22 requirements for on-site inspection and validation based on the state of supplied resources and classification of materials, to attain quality supply resources, eliminate outdated suppliers and promote management and equipment upgrade. The department also exercises dynamic management of the supplier list, whereby more than 300 new suppliers were introduced, representing an induction rate of approximately 6%. Meanwhile, we sorted out procurement types and amounts of suppliers of non-productive materials in 2018-2019, and eliminated suppliers of non-productive material with whom no trading was made in the past two years based on the procurement system. Also, we effectively prevent food safety risks by implementing supervision and assessment throughout the process.

In 2019, the Group shortlisted over 8,900 suppliers, more than 99% of which were domestic PRC suppliers.

华润啤酒供应商分解 Breakdown of CR Beer Suppliers	2019	2018
生产性物资供应商(含原辅料、包装物、添加剂等) Suppliers of productive materials (including raw and auxiliary materials, packaging materials and additives, etc.)	接近1,300家 approximately 1,300	超过1,100家 over 1,100
非生产性物资供应商 Suppliers of non-productive materials	超过7,600家 over 7,600	接近7,500家 approximately 7,500
入选供应商 Shortlisted suppliers	超过8,900家 over 8,900	接近8,600家 approximately 8,600

同时，我们每月对供应商开展合作过程考核，对供应商的合格率、及时率、准确率、拒单率、退货率、违规行为、品质缺陷等七项指标实施评估。二零一九年现场考察认证供应商总计12家，达到合格标准的供应商数量为10家，未合格供应商2家。

Meanwhile, we conduct co-operation process appraisals on suppliers in every month and assess suppliers in terms of seven benchmarks: quality, timeliness, accuracy, declined orders rate, returned goods, violation behaviours and flawed products. In 2019, the Group conducted overall assessments of 12 suppliers through on-site inspection and accreditation. Among them, 10 suppliers attained the standard, 2 suppliers were assessed as below standard.

二零一九年华润雪花啤酒修订《华润雪花啤酒副产物及废旧物资管理规定》等啤酒副产物及废旧物资管理制度。为保证生产和消费废旧物资妥善处理，降低对环境造成的影响，本集团通过对废旧物资回收、分类、鉴定、存储、保管、售卖、处理等全流程进行细化规定，确定其归属管理部门，明确管理职责，细化具体流程和关键环节，把握监控要点以及审批许可权等，致力使废旧物资回收闭环监控管理。在售卖废旧物资中，本集团考虑在处理过程中对环境的影响及要求，要求酒糟承销商运输车辆须具备防止酒糟滴漏的防护措施；鼓励承销商安装烘干设备，一旦未能即时处理时，则进行暂时烘干处理，避免造成环境污染。同时，我们优先考虑具备烘干设备的承销商。

(六) 倡廉善治

华润啤酒遵循国家有关防止贿赂、勒索、欺诈及洗黑钱方面的法律法规，包括《中华人民共和国《宪法》《刑事诉讼法》《监察法》等法律法规，深入贯彻落实《中华人民共和国反洗钱法》《反不正当竞争法》中有关商业贿赂、勒索、欺诈、洗黑钱的法规。

同时，本集团在日常运作中严格遵守和执行华润集团的相关制度，贯彻落实《集团新任职经理人廉政谈话制度》《中国华润有限公司信访件和问题线索集中管理办法（试行）》《华润集团信访办理和执纪审查工作指引》《华润集团职工违纪违规处理暂行规定》及《华润十诫》等制度规定。为了更有系统地管理商业道德相关的事务，本集团旗下的公司制定了相应的管理制度。以华润雪花啤酒为例，公司严格执行《华润雪花啤酒纪检（监察）机构信访办理和监督执纪工作实施细则》《员工违规违纪处理办法（试行）》《华润雪花啤酒关于对管理人员进行谈话和函询的实施细则》等相关制度流程。华润啤酒旗帜鲜明的打击反贪污、贿赂等职务犯罪，预防和严惩各种腐败。此外，华润啤酒构建了专业严谨的法律队伍，为各项业务实施、落地、推动提供支援，并充分发挥法律的支撑作用，确保公司营运及业务执行合法合规。

In 2019, CRSB revised the regulations on the management of beer by-products and waste materials such as "Management Regulations on By-Products and Waste Materials of CRSB". To ensure the proper disposal of waste and obsolete materials from production and consumption and alleviate their impact on the environment, the Group has performed detailed regulation over the entire process of recycling, sorting, authentication, storage, maintenance, sale and disposal of waste and obsolete materials and specified competent departments and their responsibilities, provided details of the practical processes and key procedures, and established key control points and delegations for approval. The Group is committed to achieving managed closed-loop control and management of waste and obsolete material recycling. In connection with the sale of waste and obsolete materials, the Group also considers the impact on the environment during the process of handling and relevant requirements, as we require contract vendors of distiller's grain to adopt protective measures for their trucks to prevent leakage or dripping. We also encourage the vendors to install drying equipment, so that distiller's grain that cannot be disposed of for the time being can be dried to prevent pollution of the environment. Vendors with drying equipment are considered for appointment ahead of others.

(VI) GOVERNANCE OF INTEGRITY

CR Beer observes national laws and regulations pertaining to anti-bribery, extortion, fraud and money-laundering, including "Constitution", "Criminal Procedure Law" and "Supervision Law" of the PRC and implement thoroughly and consistently provisions pertaining to commercial bribery, extortion, fraud and money laundering under the "Anti-Money Laundering Law of the PRC" and the "Anti-Unfair Competition Law".

In addition, the Group observes stringent compliance with and implementation of the pertinent regulations of CRH in its daily operation, and implements consistently the "Integrity Talk System for CRH's New Managers", the "Centralized Management Measures for Letters and Visits and Question Clues of China Resources Company Limited (Trial)", the "Guidance for the Handling of Complaint Letters and Visits and Discipline Execution and Examination of CRH", "China Resources Group Provisional Regulations for Staff Violation of Disciplines and Regulations" and the "Ten Directives of China Resources", among others. In order to manage matters regarding business ethics systematically, the companies under the Group have formulated corresponding management regulations. Taking CRSB as an example, CRSB strictly performs relevant rules and procedures, including the "Implementation Rules of CRSB Disciplinary Inspection (Supervision) Agency Letters and Visits Handling and Disciplinary Work Supervision", "Employee Violation and Discipline Handling Measures (Trial)", "CRSB's Implementation Rules on Interviews and Inquiries with the Management". CR Beer clearly combats anti-corruption, bribery and other office crimes, and prevents and severely punishes corruptions. In addition, CR Beer has built a professional and rigorous legal team to provide support for the implementation, execution and promotion of various businesses, and give full play to the supporting role of the law to ensure the legal compliance of its operations and business execution.

华润啤酒注重从源头控制贪污贿赂、腐化堕落等现象，对重点领域关键岗位人员在招标采购、销售、工程项目、资金管理等业务过程中广泛开展廉洁警示教育，禁止以权谋私、关联交易、贪污受贿、任人唯亲及收受礼品礼金等违规违纪行为。同时，本集团员工严守商业道德和商业秘密，保护信息安全，增强自我约束和廉洁从业的意识。二零一九年，华润啤酒继续推进廉洁文化宣传教育活动，印发《关于构建雪花啤酒廉洁教育体系的实施方案》，以「不忘初心，牢记使命」为主题，开展多项覆盖中高层管理层及工程项目、采购、财务、销售等关键岗位员工的廉洁文化主题教育活动，组织员工前往当地廉洁文化教育基地参观学习，进一步加强廉政教育。此外，我们在重大节假日之前，开展关于中央八项规定精神的学习，通过发送反腐倡廉警示短信，提高员工反贪腐意识，营造风清气正的廉洁文化氛围。二零一九年，我们共组织员工参加商业道德和廉洁相关培训超过74,000小时，提高员工的商业道德意识及对相关法律法规的认知。回顾二零一九年，本集团没有发生任何涉及贪污、贿赂、勒索、欺诈及洗黑钱的诉讼案件，以及重大违法违规情况。

CR Beer focuses on controlling corruption, bribery and other depravations from the source. It has conducted extensive warning education on key personnel in key areas in the process of bidding, procurement, sales, engineering projects, capital management and other business. Violation of rules and disciplines such as taking benefits with power, connected transactions, corruption and bribery, favoritism and receiving gifts are forbidden. Besides, employees of the Group strictly abide by business ethics and business secrets, protect information security, and enhance self-discipline and integrity. In 2019, CR Beer further promoted the integrity culture publicity and education activities, and issued the "Implementation Plan on Constructing Integrity Education System of CRSB". With the theme of "bearing in mind the initial objective and being mindful of the mission", it carried out a series of education activities covering the middle and senior management and key personnel in such key positions as engineering projects, procurement, finance, sales, etc., and organized employees to local education base for study to further strengthen the integrity education. In addition, we carry out learning about the spirit of the eight central regulations before major holidays, and raise employees' awareness of anti-corruption by sending text alert messages regarding anti-corruption, so as to create a culture of integrity. In 2019, we arranged staff to participate in over 74,000 hours of training in business ethics and integrity to improve their business ethics awareness and awareness of relevant laws and regulations. In 2019, the Group was not subject to any litigation involving corruption, bribery, extortion, fraud and money-laundering, nor were any cases of material violation reported.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

本集团的企业愿景是成为一家大众信赖和喜爱的啤酒企业。因此，我们多年来秉持「以人为本」的管理及营运原则。本集团不仅视员工为业务成功的宝贵资产，亦是我们在实践企业愿景时的重要服务群体。为此，我们不遗余力生产客户喜爱的啤酒产品，同时亦致力为员工提供一个安全、健康、温馨的工作环境，维护员工的合法权益，充分了解及尽力满足他们在工作及生活上的不同需要。

(一) 雇佣待遇及福利

我们相信员工对产品质量、食品安全、服务口碑以及本集团的业务发展有重大影响。因此，本集团投放大量资源以培养高素质的员工，并确保员工得到应有的待遇及相应的法律保障。我们严格遵守《中华人民共和国劳动法》《中华人民共和国劳动合同法》《工伤保险条例》等法律法规，秉持平等的雇佣原则。此外，本集团旗下的公司已制定相应的管理制度，以更有效及系统地管理雇佣事务，例如，华润雪花啤酒制定了《华润雪花啤酒北京区域公司非全日制用工管理规定》和《华润雪花啤酒北京区域公司标准劳务派遣管理办法》，当中明确规定为员工缴纳社会保险，限制劳务派遣员工及非全日制用工的劳动时间，保障员工权益。

本集团严格执行国家及地方有关劳动用工和薪酬管理的法规与政策，并持续推进、完善员工职业发展通道，促进员工专业能力的提升。鉴于组织再造后岗位设置及职责的变化情况，本集团开展了员工岗位价值评估，系统化客观评价各组织层级中岗位的相对价值。二零一九年年内，本集团启动了薪酬福利体系优化项目，将员工岗位价值和职级体系有机地结合起来，重新打造兼具内部公平性与市场竞争性的薪酬管理体系。该系统全面对标消费品行业薪酬水平，全面提升中基层员工薪酬竞争力，助力吸引与保留人才，并充分体现以岗定薪、突出能力多薪、鼓励绩效多薪的付薪原则，奖励并肯定员工在工作岗位上的付出。同时，本集团亦致力完善员工福利体系，统一本集团旗下各业务单位员工的福利科目，并明确员工法定福利不低于国家及地方政府法律法规要求的最低标准。

The Group's corporate vision is to become a trusted and beloved beer enterprise, so we have been adhering to the management and operation principle of "people-oriented" for many years. The Group regards the staff not only the valuable assets in the success of our business, but also the key service group on realization of our corporate vision. In order to achieve the goal, while we make every effort to manufacture the beer products that our customers like, we are also dedicated to offering our staff a safe, healthy and heart-warming working environment to safeguard their legitimate interests and fully understand and try our best to meet their various needs on work and life.

(I) EMPLOYMENT TREATMENT AND BENEFIT

We believe that staff is of great significance to product quality, food safety, service reputation and business development of the Group. So, the Group has made considerable investments in cultivation of high-quality staff and assured staff can obtain appropriate treatment and law protection. We strictly complied with the employment laws and regulations, such as the "Labour Law of the People's Republic of China", "Labour Contract Law of the People's Republic of China", "Social Insurance Law of the People's Republic of China", and "Regulations on Insurance for Work-related Injury", in order to safeguard the employment principle of equality. In addition, the companies under the Group have set up relevant management regulations in order to manage the employment issue in a more effective and systematic way. For example, CRSB has set up the "Provisions on Non-full Time Staff Management in CRSB Beijing Regional Company" and "Management Methods on Standard Labour Assignment in CRSB Beijing Regional Company", which clearly provide that the staff interests shall be upheld by assuring proper payment of social insurance for them, and restricting the working time of the labour assignment staff and non-full time workers.

The Group strictly implemented the national and local regulations and policies on labour and remuneration management, and continuously promoted and improved the occupational development path for staff to help build up their professional capability. Given the changes in post setting and duties after organizational restructuring, the Group conducted a valuation assessment on staff positions to evaluate the relative valuation of the posts at various levels in a systematic and objective manner. In 2019, the Group launched the remuneration and benefit system optimization project by an organic combination of valuation of the staff position and ranking system to develop a new remuneration management system with both internal fairness and market competitiveness. Such system comprehensively benchmarks the remuneration level in the industry and fully improves the remuneration competitiveness of the junior and middle-level staff to aid talent attraction and retention, and it also fully displays the principle of position-based, competence-based and performance-based remuneration in payment of remuneration to reward and recognize the staff's dedication to work. Meanwhile, the Group also strived to improve staff benefit system through adopting unified benefit items for staff at all business units of the Group and clarifying that the statutory benefit of the staff will not be lower than the minimum standard as required by the national and local laws and regulations.

本集团员工的工作时间和假期安排严格遵守国家和地方的法律法规，以确保我们的员工能得到良好的待遇。本集团旗下的各个业务单位均设立了假期管理规定，有效地管理员工的不同假期安排及申请流程，如法定假期、年度休假及产假、工伤假、婚假、丧假、病事假等。此外，我们遵循国家及地方劳动法实施工时管理，根据员工的岗位及实际工作时间支付相应的劳动报酬。

(二) 雇佣招聘及管理

本集团已订立并持续改善人力资源管理體系及管理制度，确保招聘及绩效评价过程透明、公开、公平、公正。我们具备系统化的员工聘用与审批制度，并应用于各种职位的招聘过程中，包括本集团的劳务派遣员工、非全日制员工等。本集团一贯采取有关防止童工或强制劳工的政策，并遵循对本公司有重大影响的相关法律及规例。在招聘过程中，本集团严格执行《中华人民共和国劳动法》《中华人民共和国劳动合同法》法规要求，明确禁止招聘雇用未满18岁人员。为了规范和完善用工制度体系，从招聘环节控制用工合规性及质量，本集团的招聘信息化系统已经上线，实现了从招聘、录用等流程管理中限制使用童工，确保避免使用童工的个案发生。为了确保执行上述法规要求，本集团每年开展总部、区域、业务单位三级用工检查管理，并组织推动改进。另外，本集团严格执行《用工争议信息呈报管理制度》，对出现的用工纠纷事件及时呈报，跟进改进措施，同时将典型案例收录用工案例集，并下发共享学习。

The Group strictly complied with the national and local laws and regulations in respect of the arrangement on staff working hours and holidays so as to ensure staff can obtain appropriate treatment. The Group's business units have established the management regulations on staff holidays, regulating effectively the arrangement of various staff holidays and application process, such as statutory holidays, annual leave, maternity leave, work injury leave, marriage leave, funeral leave, sick leave and other leave. Moreover, we followed the national and local labour laws to implement working hour management, and pay corresponding remuneration according to the staff's job position and actual working hours.

(II) STAFF RECRUITMENT AND MANAGEMENT

The Group has developed and continuously improved its human resources management systems and management regulations to assure the recruitment and performance evaluation process on a transparent, open, fair and justice basis. We had a systematic staff recruitment, review and approval regulations which applied for the recruitment process of all positions, including the Group's labour assignment staff, part-time staff and others. The Group consistently adopted the policies on prevention of child labour or forced labour and followed the relevant laws and regulations which have a significant impact on the Company. During the recruitment process, the Group strictly complied with the requirements of the "Labour Law of the People's Republic of China" and the "Labour Contract Law of the People's Republic of China", and explicitly prohibited the hiring of persons below 18 years old. To regulate and modify the employment system, we controlled the compliance and quality of employment from the hiring stage. In addition, the information system on recruitment of the Group was already online and hiring of minor workers was restricted in the recruitment, employment and other procedural management, thus ensuring no case of hiring of minor workers. To ensure the execution of the requirements of the aforementioned regulations, we held annual employment inspections and management at the three levels comprising the headquarters, regional companies and business units, and promoted the improvement. Aside from these, the Group also strictly executed the "Management Regulations on Reporting of Employment Disputes" to allow prompt reporting of employment disputes and follow-up measures on improvement. At the same time, typical cases were recorded in the employment case archive for sharing and learning.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

华润啤酒利用不同系统开展员工信息管理，包括招聘和考勤，并通过不同形式确保员工相关统计数据的准确性与数据质量，包括制定信息系统数据质量与系统应用评价指标，季度进行检查考核，同时，每月不定期对关键字段信息进行检查，并定期组织相关培训。二零一九年，员工总人数约为30,000人，全职员工约为28,400人，高管约3%，中层员工接近10%，余下为基层员工，平均年龄为37.4岁，大专及以上学历占比超过60%，员工离职率7%。

The Company conducted staff information management, including recruitment and attendance through various systems and ensured the accuracy and quality of relevant statistics on staff by means of formulating information system data quality and system application appraisal indicators for quarterly inspections and assessments. In the meantime, key data information was checked on an irregular basis each month and relevant regular training was organized. In 2019, we had a workforce of approximately 30,000 staff. Approximately 28,400 staff were full-time staff, with an average age of 37.4. Among them, about 3% were senior management, near 10% were middle-level staff, and the rest were junior staff. Over 60% of the staff had received college qualifications or above, while the turnover rate was 7%.

雇员人数 Number of employees	二零一九年年末 As at the end of 2019	二零一八年年末 As at the end of 2018
员工总人数 All employees	约30,000人 Approximately 30,000	约40,000人 Approximately 40,000
非全职员工 Part-time and other employees	约1,600人 Approximately 1,600	约1,800人 Approximately 1,800
全职员工 Full-time employees	约28,400人 Approximately 28,400	约38,200人 Approximately 38,200
男员工 Male employees	20,100人 20,100	26,300人 26,300
女员工 Female employees	8,300人 8,300	11,900人 11,900
29岁及以下员工 Employees with age 29 and below	5,500人 5,500	8,500人 8,500
30-39岁员工 Employees with age between 30 and 39	12,600人 12,600	15,200人 15,200
40-49岁员工 Employees with age between 40 and 49	7,900人 7,900	10,900人 10,900
50岁或以上员工 Employees with age 50 or above	2,400人 2,400	3,600人 3,600
管理者员工 Management staff	3,300人 3,300	4,100人 4,100
男性管理者员工 Male management staff	2,800人 2,800	3,400人 3,400
女性管理者员工 Female management staff	500人 500	700人 700

全职雇员主动离职率 Voluntary turnover rate of full-time employees	2019	2018
全职员工 Full-time employees	7%	12%
男员工 Male employees	8%	13%
女员工 Female employees	6%	10%
29岁及以下员工 Employees with age 29 and below	18%	28%
30-39岁员工 Employees with age between 30 and 39	7%	12%
40-49岁员工 Employees with age between 40 and 49	2%	2%
50岁或以上员工 Employees with age 50 or above	1%	1%
基层员工 Junior staff	8%	13%
中层员工 Middle-level staff	4%	5%
高层员工 Senior Management	1%	1%

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

作为业务遍布全国的生产型企业，本集团奉行本地化用工政策，带动当地经济增长，也同时关注当地居民的就业情况。我们一直以来都秉承本地化经营的理念，积极回应各运营点的当地政府政策。本集团旗下华润雪花啤酒通过与政府沟通，签署战略合作，建立和扩大工厂与基地，以吸纳本地员工以及外出务工人员回乡就业人员，并为其搭建职业培训平台，提供培训计划。二零一九年，本集团本地化雇佣率为95%以上。

本集团致力将创新概念融入人力资源管理，以不断提高本集团管理工作效率及效能。例如，本集团旗下的华润雪花啤酒已发布《华润雪花啤酒企业文化管理制度》《区域公司绩效考核指引》《华润雪花啤酒人力资源系统资料管理规范》及《华润雪花啤酒慈善公益活动实施细则》等政策，使人力资源管理更加规范化及数字化。

于报告期间，本集团严格遵照相关法律法规及内部制度，并没有发现违规聘用未成年及强制劳工的情况。

As a manufacturing enterprise with its business presence across the country, the Group pursued a localized employment policy to promote the local economy while showing our concerns about the employment situation of local citizens. We have been adhering to the concept of localized operation and responding rapidly to the local government policy of each business unit. The Group's subsidiary, CRSB, had communicated with local governments to sign strategic co-operation agreements on the establishment and expansion of plants and bases to attract local staff and migrant workers, and build an occupation and training platform as well as develop training programmes for them. In 2019, the local employment rate of the Group achieved above 95%.

The Group strived to incorporate innovative concepts into our human resources management, to continuously promote the working efficiency and effectiveness on management. For instance, the Group's subsidiary, CRSB, has issued the "Corporate Culture Management Regulations of CRSB", "Guidance on Performance Assessment of Regional Companies", "Regulations on Data Management of Human Resources System of CRSB" and "Practical Regulations on Social Charity Activities of CRSB" to allow the management on human resources in a more regulated and digital way.

During the Reporting Period, the Group strictly complied with the relevant laws and regulations and internal rules, and was not aware of any illegal hiring of minors or forced labour.

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Appendix II

(三) 员工关系与沟通

本集团致力为员工营造平等和谐的工作环境，透过定期与员工沟通交流，了解员工不同的需要，聆听他们的意见，坚决维护员工合法权益。为达致有效的民主管理及监督机制，强化内部沟通机制，我们持续贯彻内部沟通制度，落实一线走访活动、总经理接待、信箱等渠道，并进一步发展信息化沟通渠道与平台建设，加强信息媒介沟通管理，运用社交媒体、微信公众号、移动办公平台鼓励全体员工参与到本公司的运营管理，保障他们的知情权，参与权、表达权及监督权，提高员工共同参与企业管治的意愿。此外，本集团定期召开职工代表大会，倾听员工的诉求，推动员工的主人翁地位，调动员工参与民主管理的积极性。二零一九年度，本集团工会建会率达100%，员工参与率达90%。

为了鼓励员工之间的关怀和沟通，本集团已制定员工关爱工作指引，并透过构建有效及顺畅的内部沟通制度，落实公司团队建设指引制度等，实现对员工安全、情感、自我实现等全方位的关怀。我们透过打造多种员工内部沟通途径，如企业负责人访谈日活动、员工满意度调查、总经理信箱等多种不同渠道，了解员工诉求。于报告期内，本集团持续开展「高层走一线」活动，通过管理层深入走访基层一线员工，了解其需求，强化团队建设及深化员工关爱管理。

(III) STAFF RELATION AND COMMUNICATION

The Group is committed to creating an equal and harmonious working environment for its staff. By maintaining regular communication and exchange with staff, the Group understands various demands from staff, listens to their opinions and firmly safeguards their legally entitled interests. In order to achieve an effective democratic management and monitoring system as well as enhance internal communication mechanism, we keep a thorough internal communication system through various channels like the visits to frontline operation, communication with the general manager and mail box. The Group further developed the informatization of communication channel and setup of platform to strengthen the management on communication with informative media, and made use of social media, WeChat public accounts, mobile office platforms to encourage all staff's participation in the Company's operation management and protect their right to know, participate, express opinion and monitor, increasing the staff's willingness to involve in the corporate governance. In addition, the Group held regular meetings with staff representatives to listen to their appeals, improve their sense of ownership and encourage them to be active in involvement of democratic management. In 2019, the Group had 100% rate on summon of union meetings and 90% rate on staff participation in the union.

For the encouragement of staff care and communication, the Group has set up the work guidance about staff care, and also realized the all-round care to staff safety, emotion and self-realization through the construction of effective and smooth internal communication regulations, as well as the implementation of the regulations on the guidance to build up team work. We understood staff appeals through building various internal communication channels for them, such as interview days with corporate leaders, survey of staff satisfaction, mailbox of general manager, etc. During the Reporting Period, the Group continued the activities that its senior management interacted with the frontline operational staff and conducted in-depth communication with them to find out their needs, strengthen team building and deepen staff care management.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

我们除了关注员工的身体健康和安全之外，还致力于关怀员工的福祉，促进工作与生活的平衡。本集团定期举办和支持各类文化或体育活动，如运动会、兴趣班及联欢活动等，推广健康生活及工作与生活平衡，促进员工之间的交流，加强员工的团队精神。于夏日生产期间，开展「送清凉」活动，给一线员工送上冰饮防暑品，在节日假期慰问生产、销售一线员工，并走访慰问困难员工；为了关注员工身心健康及预防职业病，各区域公司持续开展员工体检、健康培训等；定期组织各类拓展活动和员工俱乐部活动，平衡员工的工作与生活。

In addition to the physical health and safety of staff, we are also committed to caring for their well-being to promote work-life balance. The Group regularly organized and supported various cultural or sport activities, like sport days, interest groups and party gatherings, to advocate a healthy life and work-life balance, promote the communication among staff, and strengthen their teamwork spirit. During the production period in summer, we carried out a "Cool Gift" campaign, where cold drinks and heat-stroke preventives were distributed to frontline workers, and during the festivals and holidays, we expressed appreciation for the frontline production and sales staff, and visited the staff in need; to care for physical and mental health of staff and prevent occupational disease, all regional companies provided ongoing health checkups, trainings, etc. for their staff; and regularly organized various outdoor physical activities and club events to help staff strike a balance between work and life.



● 山东区域举办员工篮球赛
Staff Basketball Match held in Shandong Region



● 贵州区域庆祝三八妇女节
Celebration of the Women's Day on 8 March in Guizhou Region



● 浙江区域举办朗诵比赛
Speech Contest held in Zhejiang Region



● 晋陕区域举办红歌赛
Red Songs Singing Contest held in Shanxi-Shaanxi Region



● 安庆工厂厂区内小公园 Small park in Anqing plant



本集团致力建立关爱的工作环境，自二零零六年起成立「雪花救助金」，通过内部捐赠的形式，持续协助在生活或健康方面遇到困难员工及其家庭。另外，我们已建立员工帮扶长效机制和管理制度，如《工会经费管理规定》及《华润集团老干部走访慰问及团拜工作指引》等，让员工感受到公司的关怀和温暖。我们还会每年定期走访，了解和尽心尽力解决员工在工作和生活上面遇到的问题，并慰问生病住院或遭遇直系亲属亡故的员工。于报告期内，本集团为超过20名员工提供了帮助，以解员工燃眉之急。全年救助有困难员工915人次，走访慰问有困难员工家庭328户，资助有困难员工子女助学122人次，救助患病员工375人次，累计金额超过人民币180万元。

除此之外，本集团致力为员工缔造一个舒适和愉快的工作环境。本集团的不同公司根据各厂区的实际情况推行多项优化项目，如为本集团员工宿舍及活动室升级安全设施、改造生产设备、绿化工作环境及提升就餐品质等，提升员工工作环境的舒适度及愉悦度。

With an aim to create a caring working environment, the Group has set up the "Snow Relieve Fund" since 2006 to provide, by way of internal donations, ongoing assistance to those staff and their families with difficulties in their livelihood or health. Besides, we have established long-term staff help and support system and management regulations, such as the "Management Regulations on Expenditure about Staff Union" and "Working Guidance on Visit and Care of the Veteran Cadres in CRH", to deliver the Company's care and warmth to the staff. We had regular visits every year to understand and devote to resolve staff problems on work and livelihood, and also took care of those staff who are in sick or stay in hospital, or have direct relatives passed away. During the Reporting Period, the Group helped over 20 staff for their immediate relief. We also helped 915 staff with difficulties, visited, with care, 328 households of staff with difficulties, aided 122 children of staff with difficulties in their schooling, and assisted 375 staff in sick, with an accumulative investment amount of over RMB1.80 million.

Other than that, the Group endeavoured to create a comfortable and pleasant working environment for its staff. To achieve this, the Group's various companies advocated various modification projects in each plant area based on its actual conditions, like upgrade of safety facilities in staff dormitories and activity rooms, modification of production equipment, greening working environment and improvement of meal quality.

案例： Case study:

华润雪花啤酒总部三八妇女节活动

Women's Day Activities on 8 March in CRSB headquarter

华润雪花啤酒工会积极聆听员工心声，动员女职工集思广益，以「既彰显女职工在社会、家庭、企业里承担不同角色，肩负不同责任，又抒发无论角色千般，精彩依然的赞美」为出发点。为提升女员工工作愉悦度，于二零一九年三月七日北京办公室举办花艺分享会，利用清新活泼的形式，让女职工亲手插制花艺，欢聚一堂，共用美好的午后时光。三月八日，又馈赠精心挑选的红玫瑰予每位女职工，以清晨的花香表达对各位女职工最由衷的节日祝福！

CRSB union actively listened to the voices of staff, mobilized female employees to brainstorm, taking "showing that female employees take different roles and shoulder different responsibilities in society, family and enterprises, and express praise of female employees regardless of their different roles" as a starting point. In order to enhance the work pleasure of female employees, a floral sharing meeting was held in the Beijing office on 7 March 2019. The fresh and lively form allowed female employees to plant flowers and gather together to share a beautiful afternoon time. On 8 March, the selected red roses were presented to each female employee, expressing the most sincere holiday blessings to the female employees with the floral fragrance of the morning!



(四) 促进员工发展

员工成长与我们业务发展息息相关，因此我们一直采纳「人才强企」的发展策略，积极为员工提供多元的培训及发展机会。我们以「全面覆盖、重点突出」的基本原则，一方面构建及改善培训体系，另一方面持续拓宽员工职业发展通道，让员工与本集团携手共进。

本集团以「从业务中来，到业务中去」为人才培养理念，不断增强员工业务与管理能力，助力本集团「决战高端、质量发展」。为了支持本集团的战略转型和有质量的业务发展，我们为所有员工提供培训，针对他们的工作岗位及资历提供相关技能指导及培训课程，以便他们提升工作能力及效绩。其中，本集团的「三级一把手」人才培养项目获得由中国人才发展社群主办的CSTD (Chinese Society for Talent Development)全国学习设计大赛金奖第一名，《雪花啤酒业务发展之道》系列微课获华润集团微课一等奖。同时，在4,000名内部讲师的基础上，本集团通过遴选组建了「蒲公英」内部培训师团队共106人，分布在各区域，覆盖生产、销售、职能三大类别的培训，以提升本集团培训的品质。

(IV) PROMOTION OF STAFF DEVELOPMENT

Staff growth is closely related to our business development. In this regard, we have been adhering to the development strategy of “building a strong enterprise through talents” and actively offering diverse training and development opportunities to our staff. We adopted the principle of “full coverage and highlighted priorities” to construct and optimize the training systems, as well as continuously expand the channels for the occupational development of the employees to enable them to progress with the Group.

The Group adheres to the talent development philosophy of “learning from and applying to the business practices”, and consistently improves the employees’ abilities on business practices and management, to better help to realize the Group’s strategy of “Quality Development for Success in High-end Segment”. To support the Group’s strategic transformation and quality business development, we provided all staff with relevant skill guidances and trainings on their job positions and qualifications so as to help improve their work ability and performance. In particular, the “Three Level Leaders” talent development project conducted by the Group won the First Place in Gold Award in the National Learning and Design Competition organized by the Chinese Society for Talent Development (CSTD), while the series of “CRSB Business Development Philosophy” micro-course won the first prize in the CRH Online Micro-Course Competition. Meanwhile, on the basis of the 4,000 internal lecturers, the Group selected 106 internal trainers to form the “Dandelion” team scattered through various regions to cover the categories of production, sales and functions, thereby improving the training quality of the Group.

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

培训绩效 Training performance	2019	2018
全年全职员工人均培训时长 Average training hours for each full-time employee in full year	18.7小时 18.7 hours	18.3小时 18.3 hours
全职员工培训覆盖率 Training coverage rate of full-time employees	100%	100%
全职员工培训总时长 Total training hours for full-time employees	555,000小时 (当中约70%为行业相关专业培训， 约25%为职业通用培训， 约3%为企业文化培训， 约2%为领导力培训) (当中约75%与改善环境、社会、 管治管理水平相关的) 555,000 hours (of which, approximately 70% was for industry related professional training, approximately 25% was for occupational general training, approximately 3% was for corporate culture training, and approximately 2% was for leadership training) (of which approximately 75% was related to ESG improvement)	699,060小时 699,060 hours

- 华润啤酒ESG工作高管培训
Training on ESG work for senior management of the Company



案例：
Case study:

环境、社会及管治高管培训
ESG-related Training for Senior Management

二零一九年五月二十七日，华润啤酒为所有ESG工作参与部门提供ESG专业培训，其中包括环境、健康及安全部、人力资源部、生产中心采购部、风险管理部、营销中心、行政管理部等多个部门。华润啤酒邀请外部专业机构对香港上市公司需要履行的ESG披露合规要求、资本市场关注重点、华润啤酒现状以及与国际同行最佳实践进行培训交流。

On 27 May 2019, the Company provided ESG professional training for all of the departments involved in ESG work, including the Environment, Health and Safety Department, Human Resources Department, Procurement Department under Production Center, Risk Management Department, Sales and Marketing Center, Administrative Management Department etc. An external professional institution was invited to offer training and exchange in respect of the compliance requirements on disclosure of ESG information by a listed company in Hong Kong, key focus in capital market, current situation of the Company and the best practices of international peers.

培训内容包括如下：

The training covers the following:

- 香港联交所审阅并指出报告常见问题，对上市公司ESG披露期望
- the frequently asked questions about the ESG report as pointed out by the Hong Kong Stock Exchange upon review, and its expectations on disclosure of ESG information by a listed company
- 检讨华润啤酒ESG报告合规披露现状及提升建议
- the review on current compliance disclosure of the ESG report of the Company and suggestions on improvement thereof
- 同行企业在ESG报告中的披露现况
- the current disclosure in ESG report by peers
- 华润啤酒近年ESG评级表现、案例分享以及提升评级水平的建议
- the Company's ESG performance assessment and cases sharing in recent years and suggestions on advancement thereof

本次培训交流加深了负责同事对于ESG工作的认知，掌握了最新ESG工作要求，开拓了国际同行ESG工作现状了解。

This training and exchange allowed the persons in charge of ESG work to gain a better understanding of ESG work, grasp the latest ESG work requirements, and broaden their horizons after learning the current status of ESG work performed by international peers.

二零二零年期间亦进行类似线上培训，确保有关人员了解市场环境、社会及管治方面的最新关注重点。

In 2020, a similar online training was offered, in order to allow the relevant staff to understand the latest focus of the market on ESG.

针对不同类型的员工，本集团亦实施一系列的培训措施：

A series of training measures to address to different types of employees:

新入职员工

Newly recruited staff

- 为增强基层岗位员工队伍培养，帮助新入职员工、新调岗员工及暂时不胜任岗位工作的员工尽快掌握工作所需知识和技能，华润啤酒开发了独特的一对一培训方式——「师带徒」，在员工入职或转岗后，针对员工实际需要为其选择师傅，匹配并签约成为一对师徒，通过师带徒培养，帮助员工尽快成长成为能独当一面的合格员工。此外，华润啤酒定期对师傅进行培训，并对「师带徒」效果进行定制化考核，帮助师傅及时跟进徒弟的成长进度，以便根据徒弟的实际情况做出针对性调整
- To enhance development of junior staff team, and help newly recruited staff, newly re-designated staff and the staff temporarily unfit for their job position rapidly grasp the necessary knowledge and skills, the Company has developed a unique one-on-one training method — apprenticeship. After induction or re-designation of a staff, a mentor will be selected for such staff according to his/her actual needs. Such two persons will be matched to contractually form an apprenticeship which will help the staff to quickly become a professional and qualified staff. Besides, the Company conducted regular trainings for the mentor with customized assessment on the results of the apprenticeship to allow the mentor's timely follow up on the progress of the staff and targeted adjustment based on his/her actual condition

高层管理人员

Senior management

- 面向区域总经理、营销中心总经理、销售大区总经理等110余人进行的「三级一把手」人才培养项目
- 面向销售管理、销财管理、营运管理中高层岗位150余人进行的「三个驱动轮」人才培养项目
- "Three Level Leaders" talent development project for over 110 general managers of regional companies, sales and marketing centers and sales regions, etc.
- "Three Drive Wheels" talent development project for over 150 middle and high-level sales management, sales and finance management as well as operational management personnel

关键岗位专业人员

Professional staff in key positions

- 开展区域及营销人员中高层培训、产品创新工作坊及品牌训练营等项目，以强化相关人员职业技能及业务能力
- Trainings, product innovation workshops and brand training camps for middle and high-level staff in sales and marketing personnel and regional companies to advance their business skills and capabilities

一线业务员工

Frontline operational staff

- 为一线业务员工和生产工厂班组长提供线上微课、线下专业技能培训，组织微课大赛，培养微课开发师，不断丰富员工学习资源与方式
- Providing online micro-courses and offline expertise trainings, organizing micro-course competitions and cultivating micro-course developers for frontline operational staff and team leaders in breweries to continuously enrich staff learning resources and methods

案例：
Case study:

案例：「三级一把手」人才培养项目
Case: "Three Level Leaders" Talent Development Project

「三三二二」人才队伍是决定华润啤酒业务发展的核心力量，而其中更为关键的则是「三级一把手」，即总部一把手，区域公司一把手，工厂一把手。华润啤酒推动了「三级一把手」开展，项目最终以案例教学研讨为载体，通过组织经验的萃取，输出营销发展新理念和《重点业务管理指引》。同时，再匹配华润集团的行动学习和复盘，切实促进业务的改善和学员行为的转变。

"Three Three Two Two" talent team is at the core of the business development of the Company, of which, the more important one is the "Three Level Leaders", namely leaders of the headquarters, leaders of regional companies and leaders of breweries. The Company promoted the "Three Level Leaders" project, which finally produced new sales and marketing and development concepts and the "Guidelines on Key Business Management" through extract of organizational experience with cases teaching and study as the carrier. Coupled with the action learning and review of CRH, this project earnestly promoted improvement of our business and change of leaders' behaviour.

项目成立联合业务中心与工作小组，开展最佳实践的挖掘与案例赋能，通过群策群力、团队学习与组织经验萃取来输出组织经验，安排每位学员参与行动实践，并且在下一期培训时进行复盘。在项目结尾，对于学员有两方面的考量与测评，一是基于能力素质模型之下的人才盘点与测评，二是基于业务管理指引的应用情况与绩效改善的测评。

In this project, a joint business center and work team was established to explore best practices and conduct cases empowering. Through teamwork, team learning and extract of organizational experience, new organizational experience was produced. We arranged each member to take part in the actions and practices with reviews in the next training programme. At the end of the project, each member received assessment from two aspects, namely talent stock take and assessment based on ability and quality, and assessment on application of business management guidelines and performance improvement.

项目结束后，输出成果包括：共创啤酒行业的营销发展新理念；构建营销和销售大区总能力素质模型及配套应用手册；围绕三个重大战略，分别输出重点业务操作指引。同时，输出16份最佳实践案例，61份复盘材料，85份行动计划，为今后开展人才培养项目提供大量知识储备。从个人行动计划上，营销总班正向目标达成率为90.5%，大区总班87.3%，有效助力本集团决战高端战略推进。

Upon completion of the project, the results achieved included: co-developing new sales and marketing and development concepts in the beer industry; constructing ability and quality model with supporting application manuals in marketing and regional sales; and producing operational guidelines on key business by focusing on the three major strategies. Meanwhile, we produced 16 cases of best practices, 61 review materials and 85 action plans, which provided a large amount of knowledge reserve for subsequent talent development projects. From individual action plans, the positive target completion rate was 90.5% and 87.3% for sales and marketing class and regional class, respectively, effectively aiding the Group's strategic advancement toward premium segment.

本集团积极促进员工的事业发展，通过持续优化人才晋升机制和阶梯，完善绩效考核体系。本集团根据员工的绩效、专业知识、专业技能等多个不同范围进行评价考核，确保员工有足够及平等的事业发展机会。二零一九年年内，本公司建设了25个序列的人才发展通道，并陆续开展了人才评定工作，有效激励了员工发展。针对一线基层岗位，我们设立了提升基层销售团队业务技能和销售业绩的人才评价与激励机制。本集团旗下区域公司亦制定了评定方案，华润雪花啤酒于二零一九年发布《员工职业发展体系框架方案》，全面搭建职业发展双通道。本集团除了规划一般员工的考核及晋升体系外，还建立了完善的高层人员管理体系，其中《经理人选拔任用制度》明确了经理人的选拔、任用、竞聘、绩效考核、培训培养等标准，同时确保经理人均等的发展机会。另外，我们还制定了《经理人任期及轮岗管理办法》及《老干部管理服务实施办法》，以维护高层管理人员的权责利益。

(五) 员工健康和安

本集团坚持「以人为本」的环境、健康、安全(EHS)价值观，把员工的健康和安全作为公司EHS管理工作的首要考虑，紧守安全优先之管理理念，严格执行国家有关安全生产和职业健康方面的法律和行政法规，如《中华人民共和国安全生产法》《中华人民共和国消防法》《中华人民共和国职业病防治法》等法律法规及行业安全标准规范，如《生产经营单位安全培训规定》《生产安全事故信息报告和处置办法》等。本集团的安管理工作表现杰出，其中河南省的两家工厂被河南省评为「安全生产风险隐患双重预防体系省级标杆企业」，陕西省的一家工厂被陕西省人民政府安委会评为「二零一九年陕西省第一批安全生产领域守信激励企业」。

The Group proactively advanced the career development of staff by constantly optimizing the talent promotion system and stages, and modifying the performance assessment system. The Group assessed the staff based on their performance, professional knowledge and skills, etc. to ensure adequate and equal opportunities for their career development. In 2019, the Company built a talent development path with 25 sequences and successively conducted talent assessment, effectively encouraging staff development. For those frontline junior staff, we have set up a talent assessment and incentive mechanism for junior sales teams to advance their business skills and sales performance. The Group's regional companies have also formulated assessment proposals. CRSB issued the "Framework Plan for Staff Occupational Development System" in 2019, which established a comprehensive dual path for occupational development. Other than normal system of staff assessment and promotion, the Group has also formulated a comprehensive management system for senior officers, of which the "Regulation for Selecting and Appointing Managers" clearly states the standards on the selection, appointment, competition, performance appraisal and training of managers to ensure equal opportunities for their development. Moreover, we have also formulated the "Administrative Measures on Tenure and Rotation of Managers" and the "Implementation Rules on Management and Services for Veteran Cadres" to protect the interests of senior management.

(V) STAFF HEALTH AND SAFETY

In firm adherence to "people-oriented" environment, health and safety (EHS) values, the Group regards staff health and safety as a priority concern for its EHS management in strict accordance with the safety-first management principle. We strictly complied with the national laws and regulations pertaining to production safety and occupational health, such as the "Production Safety Law of the People's Republic of China", "Fire Protection Law of the People's Republic of China" and "Law of the People's Republic of China on Prevention and Control of Occupational Diseases", as well as safety standards and specifications of the industry, such as the "Regulations on Safety Training of Production Operation Units" and "Information Report and Treatment of Production Safety Incidents". Our excellent performance in safety management is evidenced by the title of "Provincial Model Enterprise for Production Safety Risks and Hidden Dangers Dual Prevention System" awarded to our two plants in Henan Province and the title of "First Batch of Enterprise with Integrity in Production Safety Sector in Shaanxi Province for 2019" awarded to one of our plants in Shaanxi Province by the Safety Committee of Shaanxi Provincial People's Government.

为了保障员工健康和安全生产，达到安全生产目标，我们不断完善已有的环境、健康、安全管理体系，为整个生产过程制定安全守则。其中，华润雪花啤酒旗下部份工厂更获得ISO9001品质管制体系、ISO14001环境管理体系及ISO45001、OHSAS18001职业健康安全管理体系认证，安全管理水平符合并获得国际认可。本报告期间，华润啤酒属下工厂中通过了国家安全生产标准化二级企业和三级企业认证评审的工厂数目分别为33家(占比41.8%)和41家(占比51.9%)。以及，获得ISO14001认证和OHSAS18001认证的工厂数目分别是4家和7家。同时，我们于二零一四年已制定了《生产工厂设计规范》，用于规范华润啤酒的新建、改扩建工厂设计，保障所有在建项目符合安全建设的要求及具备足够的安全设施配置。二零一九年，我们深入开展《华润雪花啤酒岗位EHS责任制度》的落实工作，将安全责任覆盖全体岗位和员工、以及全部生产经营和管理过程，厘订各岗位的安全责任覆盖范围，并订立各职级的安全生产目标。各级EHS委员会定期召开会议，解决问题并安排部署工作。二零一九年，华润啤酒安排各个职级的员工签订EHS责任书，共签订了责任书超过26,000份，覆盖员工超过30,000人。

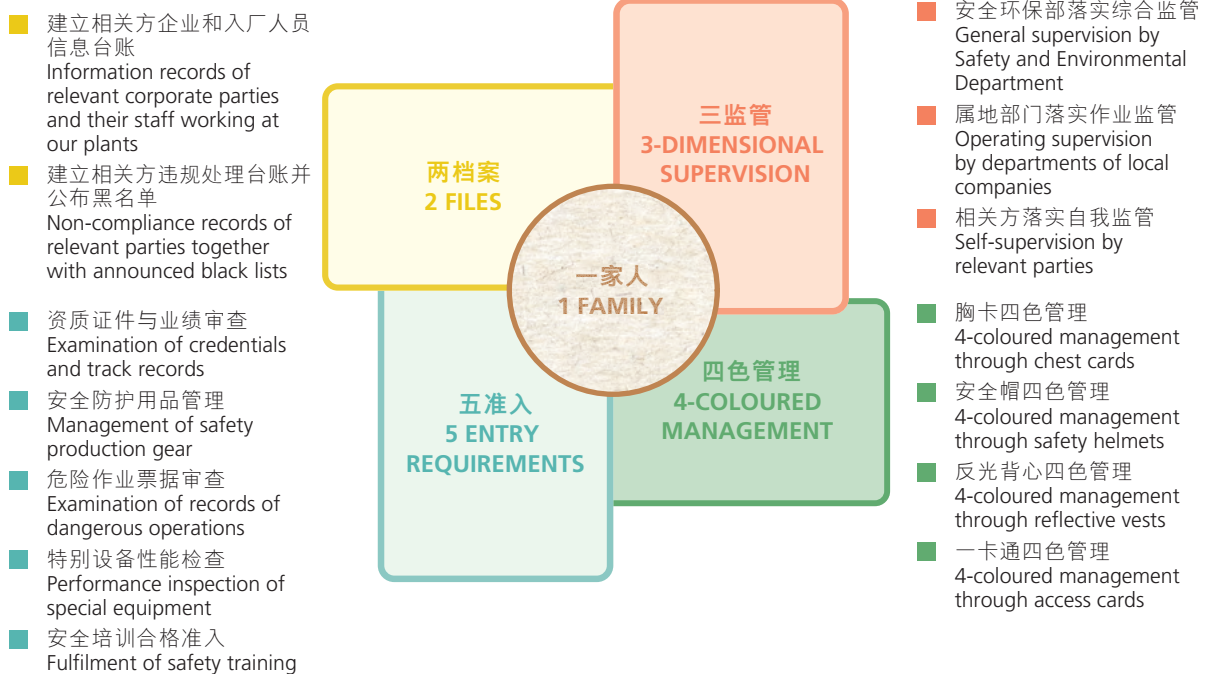
本集团旗下工厂秉持EHS「12345」相关方管理理念，推行「一家人、两档案、三监管、四色管理、五准入」的管理原则。「一家人」是指采用源头管控的管理思想，把本集团各工厂的EHS事务统一管理；「两档案」是透过建立相关方企业和入厂人员信息台账及相关方违规处理台账并公布黑名单，使EHS的管理信息更加透明；「三监管」则指以安全环保部作综合监管、以属地部门作业监管及以相关方落实自我监管的三维监管模式，彻查任何违规行为；「四色管理」则透过在胸卡、安全帽、反光背心以及一卡通以四种颜色分类，为不同职位的员工制定相关安全措施；「五准入」清晰界定评估安全工作的准则，包括资质证件与业绩审查、安全防护用品管理、危险作业票据审查、特种设备性能检查及安全培训合格准入。以上的EHS管理理

To guarantee staff health and production safety and achieve the goal of safe production, we have continuously refined the existing EHS management regime to provide for safety rules governing the entire production process. In particular, CRSB operates on internationally compliant safety standards. Certain factories under CRSB have obtained ISO9001 (quality management system), ISO14001 (environmental management system) and ISO45001, OHSAS18001 (occupational health and safety management system) accreditations which the safety management level met and was recognized by international standard. During the Reporting Period, the number of plants under CR Beer passed the assessment and review as the Second- and Third-Class Enterprise by the National Production Safety Standardization was 33 (accounting for 41.8%) and 41 (accounting for 51.9%), respectively. Also, the number of plants that have obtained ISO14001 accreditation and OHSAS18001 accreditation was 4 and 7 respectively. In the meantime, we formulated the "Production Plant Design Specifications" in 2014 to regulate designs for the new construction, conversion or expansion of the Company's plants and ensure compliance of all projects under construction with construction safety requirements and the availability of sufficient safety facilities. In 2019, we profoundly implemented the "CRSB Regulations on Job-specific EHS Responsibility" covering all positions and staff as well as the entire production, operation and management process, setting out the scope of safety responsibility for each job position and establishing the safe production goals for each grading. Meetings of the EHS committees at various levels are convened on a regular basis to solve issues and make relevant work plans. In 2019, the Company arranged the signing of over 26,000 EHS responsibility undertakings by staff at various grades, covering over 30,000 employees.

The factories under the Group upholds the EHS "12345" concept for the management of relevant parties, namely, the management principle of "1 family, 2 files, 3-dimensional supervision, 4-coloured management and 5 entry requirements". By "1 family", we mean the management concept of controlling at source, and managing EHS matters at all of the Group's plants in a centralized manner; "2 files" refers to the information records of relevant corporate parties and their staff working at our plants and the non-compliance records of relevant parties together with announced black lists which facilitate more transparent information on EHS management; "3-dimensional supervision" refers to general supervision by the Safety and Environmental Department, operating supervision by the departments of the local companies and self-supervision by the relevant parties to ensure thorough investigation of any non-compliant behaviour; "4-coloured management" refers to the use of four different colours for the chest card, safety helmet, reflective vest and access card to distinguish relevant safety measures for employees in different positions; "5 entry requirements" provides clearly defined criteria for the assessment of safety work, including the examination of credentials and track records, management of safety production gear, examination of records of dangerous operations, performance inspection of special equipment and the fulfilment of

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF



念有助建立一个持之以恒的环境、职业健康安全(EHS)管理系统,亦有助为员工提供健康和安全的工作场所。

我们对安全生产管理的要求延伸至供应链,以确保生产过程工作人员的健康与安全受到保障。例如,华润啤酒按照「四统一」原则对供应商进行管控,在重伤及以上人身伤害事故、火灾事故、场内交通重伤及以上事故等控制指标上,要求供应商遵守本公司相关的安全守则,向本公司报告事故信息。

本集团坚信预防工作对达到职业安全及安全生产至关重要,因此非常著重各项职业健康培训的开展。我们通过日常训练、培训、技术竞赛、经验交流、模拟实战演习等多种形式,为员工提供覆盖不同课题的安全管理课程,其中包括职业危害识别、评估和控制工作。此外,我们为员工组织安全活动,持续开展全员参与的危险源、危害因素辨识和行为安全观察活动等。同时,本集团建立「一人一档」的职业健康档案,以确保从业人员严格遵守安全生产程式,强化从业人员的安全意识。

safety training. Through the aforesaid EHS management concepts, the Group is assisted to establish a sustainable EHS management system and provide a healthy and safe workplace for staff.

We extend the requirement of safe production management on the part of supply chains to ensure protection for the health and safety of workers during the production process. For example, CR Beer exercises regulations over the suppliers in accordance with the principle of "four uniformities", requiring them to comply with the Company's pertinent safety codes and report information on any incidents in respect of control benchmarks such as serious personal body injury, fire accident and serious injury through on-site transport.

In line with its firm belief in preventive measures as an essential approach to occupational safety and production safety, the Group places a strong emphasis on various occupational health training. We provided staff with safety management courses covering a wide range of topics, such as the identification, assessment and control of occupational hazards, through a variety of activities such as daily coaching, training, skills contest, experience sharing and simulated drill. Moreover, we organized safety activities and ongoing programmes relating to the identification of danger sources and hazards as well as the observation of behavioral safety for all staff. Meanwhile, the Group has established an occupational health filing system, "one employee, one file", in a bid to ensure strict compliance with safe production procedures by operating staff and strengthen their safety awareness.

案例： Case study:

四川区域开展「创建健康企业、共筑健康中国」员工健康宣讲活动 “Developing a Healthy Enterprise and Co-building a Healthy China” Staff Health Promotional Activity held in Sichuan region

二零一九年四月二十八日至四月三十日，四川区域绵阳工厂、四川工厂开展了为期3天的「创建健康企业、共筑健康中国」专项宣传活动。在活动启动会上，疾控中心的专家向大家讲解了《职业病防治法》的主要内容，并着重讲解了职业病的预防知识。本次职业病防治宣传活动，营造了良好的职业健康工作氛围，让员工进一步了解了职业病防治法的意义，提升了对职业病的防范意识，为今后的职业健康管理工作的奠定了基础。

From 28 April to 30 April 2019, the “Developing a Healthy Enterprise and Co-building a Healthy China” special promotional activity, which lasted for three days, was held at Sichuan Mianyang plant and Sichuan plant. At the kick-off ceremony, experts from the Centers for Disease Control and Prevention gave a lecture on the major contents of the Law on Prevention and Control of Occupational Diseases, which emphasized the knowledge on prevention of occupational diseases. Through this activity, we created a sound atmosphere for occupational health work, and allowed our staff to further understand the Law on Prevention and Control of Occupational Diseases with improved awareness of prevention of occupational diseases, which laid a basis for our subsequent occupational health management.

案例： Case study:

海拉尔公司发挥科技优势，VR助力安全生产 VR technology-aided safe production of Hailaer Company

二零一九年六月十六日，华润雪花啤酒(海拉尔)有限公司(以下简称海拉尔公司)受邀参加了海拉尔区应急管理局组织的「防风险、除隐患、遏事故」第18个安全生产月现场咨询体验活动。当天，海拉尔公司在现场设立VR体验区，配置最新的VR体验系统。该系统由华润雪花啤酒黑吉区域公司领导开发，以啤酒工厂为背景，涉及火灾应急逃生演练、氨制冷系统知识、氨应急演练、高处作业、动火作业等类比体验的虚拟实境系统。海拉尔公司利用虚拟实境技术打造沉浸式安全培训模式，改变了传统安全教育模式，让从业人员直观体验到事故应急处置带来的实操体验，为企业在新形势下的安全发展走出了一条创新之路。

On 16 June 2019, China Resources Snow Breweries (Hailaer) Co., Ltd. (hereinafter Hailaer Company) was invited to participate in the 18th safe production month on-site consultancy and experience activity themed with “Risks Prevention, Hazards Elimination and Incidents Avoidance” as organized by the Emergency Management Department of Hailaer District. On that day, Hailaer Company set a VR experience zone at the site with its latest VR experience system. Such VR system is developed by China Resources Snow Breweries Heilongjiang-Jilin Regional Company as the leader and covers fire emergency drill, knowledge on ammonia cooling system, ammonia emergency drill, height operations, operating processes involving fire and other similar experiences which are set in the breweries. By use of VR technology, Hailaer Company created an immersed safety training model in replacement of the traditional safety education model, which allowed operational staff to experience the real operation of incident emergency plans, thereby turning a new page for its safe development in the new situation.

为增强员工对于安全管理的认识，我们积极鼓励员工考取相关的专业资格，以提高员工对安全管理的意识。二零一九年，本集团各级企业负责人、安全管理人员全部获得安全管理资格证书，并约有125人为国家注册安全工程师。另外，所有特种工作人员均持有相关有效资格证书。

To enhance staff knowledge of safety management, we actively encourage our staff to acquire relevant professional qualifications to increase their awareness in this regard. In 2019, the Group's corporate officers and safety management personnel at various levels had all obtained qualification certificates in safety management, while approximately 125 employees were PRC registered safety engineers, and all staff who engaged in special operations possessed valid qualification certificates.

于二零一九年财政年度，本集团之安全培训绩效如下：

- 投入安全生产专项资金超过人民币6,300万元；
- 开展员工安全教育培训共计超过38万课时，相关方安全教育培训12万课时；
- 组织应急演练超过540次，超过14,000人次参加；
- 安全教育培训覆盖率、职业病防治体检率、工作场所职业危害告知率和警示标识设置率均达到100%；
- 员工安全培训人次达致95,900次。

本集团于二零一九年在各个层级进行了共4,300余次安全检查，根据检查结果持续作出改进以不断提高安全管理成效。为了减低环境事故造成的风险，本集团旗下的华润雪花啤酒的EHS部门于二零一九年完善突发环境事件应急预案，并对相关责任部门员工进行应急预案培训。此外，本集团在过去一年合共投入超过人民币6,300万元安全专项费用，用以完善、改造、维护安全防护设备及设施，及评估、整改危险源及安全隐患，确保啤酒工厂的安全生产。

本集团视安全生产为营运中重要的一环，并将不发生重伤及死亡事故作为长期的安全管理目标，本集团对轻伤及以下的伤害事件亦进行管控，管控目标为千人伤害率少于千分之0.6。本报告期内，本集团员工因工受伤人数亦逐年减少，其中千人伤害率完成少于千分之0.6的控制目标，与二零一八年相比下降40%。同时，本报告期内因工伤损失工作日数同比下降约44%（二零一八年：225天）。本报告期内发生一件机械伤害事故，造成一名员工死亡。针对该事故，本集团组织了内部调查，对相关负责员工进行行政处分和经济处罚，并在全国工厂组织开展事故警示教育，组织开展各工厂作业风险再辨识工作，重新审视各工厂操作的潜在风险，同时，强化作业全过程安全管理，加强作业人员教育培训与技能考核，固化员工安全行为。

The Group's performance in safety training in FY2019 is set out as follows:

- Exclusive funds for safe production purposes over RMB63 million;
- Staff safety education and training for a total of over 380,000 training hours and safety education and training for relevant parties for 120,000 training hours;
- More than 540 emergency drills with over 14,000 enrollments;
- Safety education training rate, occupational disease-related health checkup rate, workplace occupational hazard notification rate and warning sign placement rate all reaching 100%;
- Staff safety training with up to 95,900 enrollments.

The Group conducted over 4,300 safety inspections at various levels in 2019 and made ongoing improvements based on the inspection results to continuously enhance the effectiveness of safety management. To reduce our environmental risks, the EHS Department of CRSB, the Group's subsidiary, improved emergency plans for unforeseen environmental incidents, while organizing emergency drills for staff of relevant responsible departments in 2019. Besides, the Group invested more than RMB63 million in dedicated safety expenses during the past year to improve, upgrade and maintain safety protection equipment and facilities, as well as to assess and rectify sources of danger and safety hazards, in order to ensure safe production at the brewing plants.

With production safety regarded as an important link in our operation, the Group takes no serious injury or death incident as a long-term safety management goal. The Group also manages and controls injury incidents with minor injuries and below, with a control target of injury rate less than 0.06% (out of one thousand persons). During the Reporting Period, the number of staff suffering work injuries had also been decreasing, among which the control target of injury rate of less than 0.06% (out of one thousand persons) was achieved, decreased by 40% as compared to that of 2018. During the Reporting Period, total day lost due to work injuries was declined by around 44% (2018: 225 days). Meanwhile, there was one employee died due to injury by machinery. In response to the accident, the Group organized an internal investigation, imposed administrative sanctions and economic penalties on the relevant responsible employees, and organized accident warning education in plants across the country, organized the re-identification work of operation risk in each plant, re-examined the potential risks of each plant operation, and at the same time, strengthened safety management of the whole process of the operation, reinforced the training and skill assessment of the operator, and solidified the employee's safety behavior.

案例：
Case study:

战「疫」复工路上的360度预防与宣传
All-round prevention and publicity in fight against COVID-19 and resumption of work

因应新型冠状病毒肺炎疫情，本集团成立疫情应急决策组织，从快从严部署各项防控工作要求，组织各单位建立健全明确职责、运转有效的领导指挥体系、预防控制体系和监督管理体系，认真履行防控疫情职责，确保全方位防控疫情工作。本集团定期召开工作调度会，协调相关疫情防控应急处置工作，督促各单位按相关要求落实工作。

In view of the coronavirus disease 2019 (COVID-19), the Group has set up an emergency response team that swiftly responded to the prevention and control of the virus. All units of the Group have clearly defined roles and responsibilities on prevention and control work, an effective leadership system, a prevention and control system as well as supervision and management system, in order to carry out its anti-pandemic duties and ensure the all-round preventive and control measures achieve the best results. The Group convenes regular work scheduling meetings to coordinate its emergency work on virus control and oversee the implementation work of all units on various measures under relevant requirements.

本集团在防控疫情不松懈情况下，逐步安排复工保稳定。在政府政策允许情况下，各区域公司组织工厂在保障员工安全健康的前提下，做好全方位疫情防控工作，有条不紊地复工，过程顺利，无异常情况出现。为保证市场不断货，本集团安排营销团队陆续复工，及时与终端维护客情。同时，华润雪花啤酒以《给雪花经销商合作伙伴的一封信》的形式，在提醒经销商提高自我防护意识、降低传染风险的同时，鼓励大家携手并肩、共克时艰。

Under strict implementation measures on prevention and control, the Group has arranged for the gradual resumption of work. Regional companies organized the factories to execute all-round anti-pandemic prevention and control measures, as well as arranged for the systematic resumption of work by following government policies and guaranteed the safety and health of staff. The work resumption progress was smooth with no abnormal cases. With a view to maintaining the steady supply of its products, the Group's marketing team has resumed work gradually and has reconnected with customers. Meanwhile, CRSB has reminded distributors in "A Letter to Distribution Partners from CRSB" to be extra vigilante in their personal protection against the virus and reduce risk of infection. Furthermore, it encourages distributors to work together to fight against the virus and overcome the crisis.

为严防疫情广泛传播，尽量减少员工接触疫情，本集团建立「外防输入内防扩散」的常态化疫情管理机制，各分区公司详细研究国家政策，结合地方政策和实际情况，实行弹性工作制，人员错峰上下班，涉及一般职务的则采取远端办公等灵活方式。为帮助员工安心复工，保障员工健康和生命安全，华润啤酒制作了「防新冠」系列微课、疫情防控指南及温馨提示，开展了线上疫情防控学习及线上答题等活动，做到360度全面防控宣传；科学建立疫情防疫用品清单，特别是口罩、消毒液等紧缺物资，发动全员、全网搜索，多渠道多方式开展采购，为复工人员提供必要的防护。同时，持续跟踪员工的健康情况和出行信息，彻底摸排疫区或途经疫区员工春节行程。此外，强化环境管理，安排专人每日进行杀菌消毒，确保办公区域、生产车间和公共区域环境干净整洁无污染。

In order to prevent the widespread of virus and minimize the exposure of its employees to the virus, the Group has set up the standardized virus control mechanism, aiming to prevent infection from external parties and avoid any internal spread. The regional companies of the Group have provided flexible working hours and alternating shifts, along with allowing those who work in routine operations to work in remote offices, depending on the requirements of national and local policies alongside actual circumstances. To enhance the security in the workplace for employees back at work, and strengthen their health and safety, CRSB has created a series of micro-lectures on "anti-coronavirus measures", guidelines for virus control, health tips, produced an online learning platform on virus control and an online question-and-answer system, for the delivery of comprehensive virus control messaging to all staff members. The Group has created a checklist of anti-pandemic materials, such as scarce materials including surgical masks and sterilizing liquid, while also mobilizing resources from all sides to search and purchase essential materials for protecting those back at work. Moreover, the Group conducted thorough inspections on employees' health and travel destinations, in order to look at the health condition of employees who came back from or went near quarantine zones after Chinese New Year. The Group arranged for staff to sanitize working areas every day, to ensure the workplace, production plants and the public areas were thoroughly cleaned and sanitized.

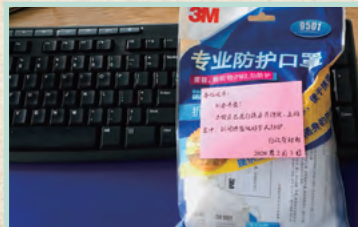
案例：
Case study:

战「疫」复工路上的360度预防与宣传(续)

All-round prevention and publicity in fight against COVID-19 and resumption of work (Continued)

在复工复产期间，华润雪花啤酒实施一系列的防控疫情措施：

A series of measures against COVID-19 adopted by CRSB during resumption of its work and production:



隨著返崗員工越來越多，確保員工生命安全和身體健康成為华润雪花啤酒當前的頭等大事。在防疫物資緊張的形勢下，本公司克服重重困難，為員工提前準備了口罩、消毒液等各類防護物資，每日進行及時的物資分發及補充供應。

As more staff are getting back to work, the top priority for CRSB is to ensure their life security and physical health. With anti-pandemic products in short supply, the Company overcame various difficulties to prepare in advance various anti-pandemic supplies, such as surgical masks and disinfectants, and made timely distribution thereof on a daily basis and timely supplements.

為提高員工的防疫意識，华润雪花啤酒進行了360度全面防控宣傳，設置專版專欄、廠區橫幅、食堂橫幅、LED等防疫宣傳，在各大工廠隨處可見。

To improve staff anti-pandemic awareness, CRSB made all-round publicity on anti-pandemic by setting up special columns and editions, placing banners in plant area and canteen, LED, etc., which can be seen everywhere in each plant.



案例：
Case study:

战「疫」复工路上的360度预防与宣传(续)
All-round prevention and publicity in fight against COVID-19 and
resumption of work (Continued)



对于厂区、办公区域、仓库、操作间、厕所等所有区域，华润雪花啤酒均安排专人进行严格的消毒和通风管理等防控。同时，对废弃口罩等医用物质也进行了分类处理，从而防止交叉感染。对于每日进出办公区人员，都会进行体温测量，并在员工区前台处配备了紫外线消毒仪，建立一人一档的「花名册」，时刻关注员工身体健康。

For plant area, office area, warehouse, operation room, washroom, etc., CRSB arranged designated personnel for strict disinfection, ventilation management and other prevention measures. Meanwhile, waste surgical masks and other medical supplies were classified before treatment to avoid cross infections. Body temperature checkup was conducted for each staff entering or exiting the office area daily, and the staff reception area was equipped with ultraviolet sterilizer. Also, a system of "one file per staff" was established to keep a close eye on the physical health of staff.



在员工食堂，定时消毒，就餐人员错峰吃饭，餐桌间隔1.5米，打饭间隔一米，各工厂也根据自身的实际条件，手工打造「格子间」「雪花牌」餐桌，最大限度的保障员工用餐安全。

For staff canteens, regular disinfections were conducted, and dining in non-peak hours was encouraged, with 1.5-metre distance between each two dining tables and 1-metre distance between each two persons while queuing up for meal. Various plants also made "cubicles" or "Snow Brand" dining tables by hand based on their own actual conditions to maximize dining safety of staff.





第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION



环境保护是企业必须肩负的责任，透过在管理及营运过程中坚持不懈的努力，保护环境及资源的可持续发展。为此，本集团致力建立健全本集团的环境管理体系及完善环境相关政策，并实践恒之有效的环境营运及监督惯例，达成最佳的环境绩效。

本集团严格遵守国家及地方相关环境保护法律法规，其中包括《大气污染防治法》《水污染防治法》《固体废物污染环境防治法》《土壤污染防治法》等；同时严格遵守相关污染物排放标准，如《啤酒工业污染物排放标准》《锅炉大气污染物排放标准》《一般工业固体废物贮存、处置场污染控制标准》。二零一九年年内，本集团没有发生任何重大环境污染事故。

(一) 环境管治监督体系

为了提升在环境保护方面的管治水平，本集团建立能源节约与生态环境保护管理组织。组织由总部、区域公司和地区工厂三个层级的专职环境管理人员组成，一共设置89名专职环境管理人员。为了更有效的应对各类潜在环境事故，本集团制定应急机制，并发布《华润雪花啤酒突发环境事件综合应急预案》《环境事件管理规定》等管理文件。按照文件中的管理守则，各生产工厂分别制定突发环境事件应急预案及现场处置方案，配备必要的突发应急物资，并定期开展应急演练，确保应急工作可以有序进行。

Environmental protection responsibility is a must to an enterprise, which shall ensure the sustainability of the environment and resources through committed efforts during its management and operation process. In this connection, the Group aimed to develop a sound environmental management system and improve environment-related policies, and adopted long-effective environmental operation and supervision rules, with a view to achieving the best environmental performance.

The Group strictly followed the national and local laws and regulations on environmental protection, including the “Law on Prevention and Control of Atmospheric Pollution”, “Law on Prevention and Control of Water Pollution”, “Law on Prevention and Control of Environmental Pollution by Solid Wastes” and “Law on Prevention and Control of Soil Pollution”, as well as the relevant pollutant discharge standards, such as the “Pollutant Discharge Standard for Beer Industry”, “Emission Standard of Air Pollutants for Boilers” and “Standard for Pollution Control on the Storage and Disposal Site for General Industrial Solid Wastes”. In 2019, the Group was not aware of any major incident relating to environmental protection.

(II) SUPERVISION SYSTEM ON ENVIRONMENTAL GOVERNANCE

To advance our environmental governance, the Group has set up an organization governing energy saving and ecological environmental protection. This organization comprises 89 designated environmental management personnel from the headquarters, regional companies and regional plants of the Company. For more effective coping with various potential environmental incidents, the Group has formulated an emergency mechanism and issued the “Comprehensive Emergency Proposal for Unexpected Environmental Incidents of CRSB”, “Management Regulation on Environmental Incidents” and other management documents. Under the management principles as set out in the said documents, each production plant has developed its respective emergency proposal and on-site handling plan for unexpected environmental incidents, with necessary emergency supplies equipped, and conducted regular emergency drills to ensure ordered emergency work.

本集团设立系统化的环境管治及监督体系，制定了《环境保护评估标准》，并设置近1,400项环境保护评估指标。为了更加全面的以科学的方式监督各个方面的环境绩效，我们设有一套完善的线上数据汇报及监察机制，使各单位人员可以实时报告及检阅数据状况及其合规表现。为进一步核查数据的准确度，我们每年通过各种形式开展环境保护系统评估及检查。在二零一九年，本集团共对14个区域公司、20家生产工厂进行了环境保护评估检查工作。

The Group has put a systematic environmental governance and monitoring system in place and developed the "Environmental Protection Assessment Standards" with nearly 1,400 assessment indicators for environmental protection. For monitoring of various environmental performance in a more comprehensive and scientific manner, we have set up a sound online data reporting and monitoring mechanism to allow staff of each unit to report the real-time data and review its status and compliance performance. To further increase the data accuracy, we conducted environmental protection system assessments and inspections in various forms each year. In 2019, the Group assessed and inspected the environmental protection work performed by 14 regional companies and 20 production plants.

华润啤酒环境数据三步管理流程 Three-step management procedures for environmental data of CR Beer	
第一步：制定检测标准及委托第三方检测 Step 1: Formulation of inspection standards and engagement of third party for inspection 华润啤酒制定并实施污染物排放检验检测标准，各生产工厂均按照国家标准或公司标准配置在线监测系统，每日开展污染物自行监测，并与所在地生态环境监管平台联网分享数据。同时，华润啤酒定期为各生产工厂委托具有专业资质能力的第三方单位开展检测，其中包括水体污染物、大气污染物、噪音等进行委托检测，并公开相关环境信息与重点监管工厂的环境绩效。 CR Beer developed and implemented inspection and testing standards for pollutant discharge. Each production plant established an online monitoring system according to the national standards or company standards, for self-monitoring on pollutants on a daily basis, and shared data with the local ecological environmental supervision platform. Meanwhile, CR Beer regularly engaged qualified third party entity for each production plant to inspect water pollutant, atmospheric pollutant, noise, etc., and make public the relevant environmental information and the environmental performance of the plants subject to key supervision.	关于本报告 About this Report 前言 Foreword 关于我们 About Us 环境、社会及管治体系 Environmental, Social and Governance System 产品及营运惯例 Chapter 1: Products and Operating Practices 关怀员工 Chapter 2: Care for Staff 环境保护 Chapter 3: Environmental Protection 社会责任 Chapter 4: Social Responsibility 附录一 Appendix I 附录二 Appendix II
第二步：建立数据检测及内部数据直报系统 Step 2: Establishment of system for data inspection and direct reporting of internal data 华润啤酒各级单位均定期对各项环境数据进行监测，利用环境相关信息数据直报系统，由基层单位(工厂)直接填报数据，透过部门、工厂、区域公司、总部四级审核，并进行统计分析，确保数据准确性。 Various-level units of CR Beer inspected regularly various environmental data. By use of the system for direct reporting of environment-related information data, primary-level units (plants) directly reported the data, which will be subject to the review and statistical analysis by the departments, plants, regional companies and the headquarters to ensure its accuracy.	
第三步：开展环境现场检查 Step 3: On-site environmental checks 华润啤酒总部、区域公司、工厂三级单位定期开展环境现场检查，对内部检测数据、在线监测数据、委托检测结果、政府报送环境数据等真实性、准确性、一致性进行检查和审核。现场检查实现所有工厂全覆盖。 The headquarters, regional companies and plants of CR Beer conducted regular on-site environmental checks to check and review the truthfulness, accuracy and consistency of internal inspected data, online monitored data, results of entrusted inspection, and environmental data reported to the government. On-site checks realized the whole coverage of all plants.	

(二) 能源使用及温室气体排放管理

本集团致力保护环境，努力提升能源使用及温室气体排放的管理水平。我们为能源使用和温室气体排放订立管理规范，执行严于国家及地方政府标准的企业内控标准，同时建立环境保护和节能减排责任体系，希望通过全面执行管理规范减少能源消耗，达成减排目标。

于二零一二年，我们通过与国际优秀同行企业对标，订立了EHS管理战略目标。其中，明确提出将我们的啤酒单位生产综合能耗在二零二零年降至每千升700兆焦耳。二零一九年，我们的单位产品综合能耗为每千升713兆焦耳，同比二零一八年下降约11%。

能源使用管理

本集团致力透过优化产能与能源消费结构，达到更好的能源使用效益。本集团在二零一九年淘汰7家「低产能、高能耗」工厂。同时，华润啤酒将清洁能源使用作为绿色工厂选址的优先考虑条件之一，要求选址必须配备外购蒸汽或天然气配套能力，大幅提升清洁能源的使用比例。二零一九年年底，本集团近99%的工厂使用外购蒸汽或天然气作为生产用能。另外，工厂在制作麦芽汁及其糖化的工序中采用了动态低气压煮沸技术，并回收热能用作麦芽汁预热和锅炉水补水预热，从根源著手减少对热能的浪费，降低了蒸汽供热的需求。

(II) ENERGY CONSUMPTION AND GHG EMISSION MANAGEMENT

The Group devotes itself to environmental protection and boosting of energy consumption and GHG emission management level. We stipulated management regulations on energy consumption and GHG emission, and implemented corporate internal control standards which are stricter than the national and local standards. Meanwhile, we established an environmental protection and energy saving and emission reduction responsibility regime, with a hope to achieve the goal of emission reduction through comprehensive implementation of the said management regulations for reduction in energy consumption.

In 2012, we benchmarked the standards of outstanding international peers and formulated our strategic EHS management objectives, including the specific target of reducing the consolidated energy consumption per unit of our beer production to 700 MJ/kl in 2020. In 2019, the consolidated energy consumption per unit was 713 MJ/kl, representing a year-on-year decrease of approximately 11% compared to 2018.

ENERGY CONSUMPTION MANAGEMENT

The Group strives to optimize the production capacity and energy consumption mix for an improved energy utilization efficiency. In 2019, the Group ceased 7 breweries with low production capacity and high energy consumption. Meanwhile, CR Beer prioritized the use of clean energy in the site selection for green plants which shall be ready to use externally sourced steam or natural gas, to significantly increase the proportion of clean energy consumption. By the end of 2019, almost 99% of the plants of the Group used externally sourced steam or natural gas as energy for production purpose. Furthermore, in order to reduce excessive heat consumption at source, the breweries adopted the dynamic low-pressure boiling technology in the making of brewing wort and the saccharification process, and also utilized recycled heat for the preheating of wort and boiler refill, thereby reducing steam requirement in heat supply.

案例： Case study:

浙江工厂善用光伏发电，提升可再生的能源使用占比 Good use of PV power generation at Zhejiang Plant to improve the proportion of renewable energy consumption



为进一步加强与推动可再生能源的使用，二零一九年年内，我们在华润雪花啤酒浙江工厂，使用分布式光伏能源作为生产用能。此项目透过在现有生产厂房的顶层加建光伏电路板，为啤酒的生产过程提供可再生能源电力。项目自二零一九年九月投用后，于九月至十二月共累计发电70.65万千瓦时，其光伏发电比例占工厂总电力使用量的9.8%。未来，本集团将进一步积极考虑加大可再生能源的投入与使用。

To further strengthen and facilitate the consumption of renewable energy, we utilized distributed PV energy for production purpose at CRSB Zhejiang Plant in 2019. In this project, PV circuit board was added to the top of the existing plant to provide electricity for beer production as generated by renewable energy. Upon commencement of operation in September 2019, this project generated a total of 706,500 kWh of electricity through PV energy from September to December, representing 9.8% of the total electricity utilized by the plant. In the future, the Group will further proactively consider to expand the investment in and use of renewable energy.

与此同时，本集团在营运过程中推行精益化管理，提升能源使用的效率。我们全面推行「削峰填谷、均衡用能」的营运理念，通过分析各工序的能耗特性，采取均衡用能措施。在用电高峰期，我们将相对减少进行用电负荷较高的工序，并把相关工序调配至非高峰期间执行，减少在非高峰期间的能源浪费。

本集团亦制定了节能守则，如透过开关灯指引避免过度或长期照明、以开关窗标准规范空调使用等，减少不必要的能源消耗。本集团亦逐步安装节能灯具，建立「一灯一控」的模式，监察在各项生产工序中的能源消耗情况。

In the meantime, the Group promotes lean management during its operation process to advance its energy utilization efficiency. We have implemented the principle of “balanced energy consumption with peak cuts” in all aspects of our operations, and adopted measures for balanced energy consumption through analysis of the energy consumption characteristics of each process. In addition, the processes with higher power loading are rescheduled from peak consumption periods to non-peak periods, so as to reduce energy wastage during non-peak periods.

Moreover, the Group has also formulated the energy conservation codes, setting out rules such as the guideline for light switches (on/off) to avoid excessive lighting for long hours and the regulation of air-conditioning based on the standards for opening/closing windows, with the aim of reducing unnecessary energy consumption. Also, the Group has been installing power-saving lightings to introduce the “one light, one control” model for the monitoring of energy consumption throughout the production process.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

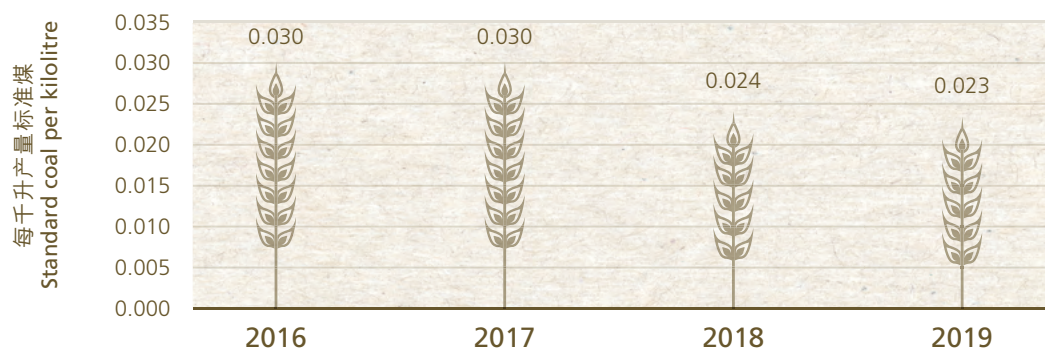
二零一九年，本集团的能源使用种类及消耗如下：

Energy consumption types and data of the Group in 2019 are set out as follows:

能源使用	单位				二零一九年 同比变幅 2019 Year-on-year change
Energy consumption	Unit	2019	2018	2017	
单位综合能耗密度 Consolidated energy consumption per unit	每千升产量标准煤 Standard coal per kilolitre	0.023	0.024	0.03	-4%
煤炭 Coal	万吨标准煤 10,000 tons of standard coal	0.7	2.6	7.3	-73%
耗电量 Electricity	千万千瓦时 10,000,000 kilowatt hours	59.6	59.7	64.0	-
太阳能 Solar energy	千万千瓦时 10,000,000 kilowatt hours	0.07	不适用 N/A	不适用 N/A	不适用 N/A
天然气 Natural gas	千万标准立方米 10,000,000 standard cubic metres	7.5	7.9	8.2	-5%
汽油 Gasoline	千吨 1,000 tons	0.6	0.8	1.2	-25%
柴油 Diesel	千吨 1,000 tons	3.1	3.1	3.3	-2%
热力消耗 Heat consumption	十亿千焦耳 1,000,000,000 KJ	2,854.2	2,765.0	2,747.8	+3%

二零一六至二零一九年的单位综合能耗密度

Consolidated energy consumption per unit for 2016–2019



废气排放物管理

针对本集团运营过程中的三个主要废气排放来源，锅炉烟气、污水处理臭气、工艺废气，我们规范自身运营管理以减低空气污染物排放等问题。我们针对工厂会定期对各项污染物排放及污染防治设备设施运行过程指标进行检测监控，设置环境风险预警值，有效管控处理过程及排放风险。研判国家环境政策、行业政策及其他企业环境事故案例，及时发布内部预警信息。同时，本集团严格推行废气管理，并于大部份工厂聘请第三方机构进行检测，严格控制气体污染物的达标排放。

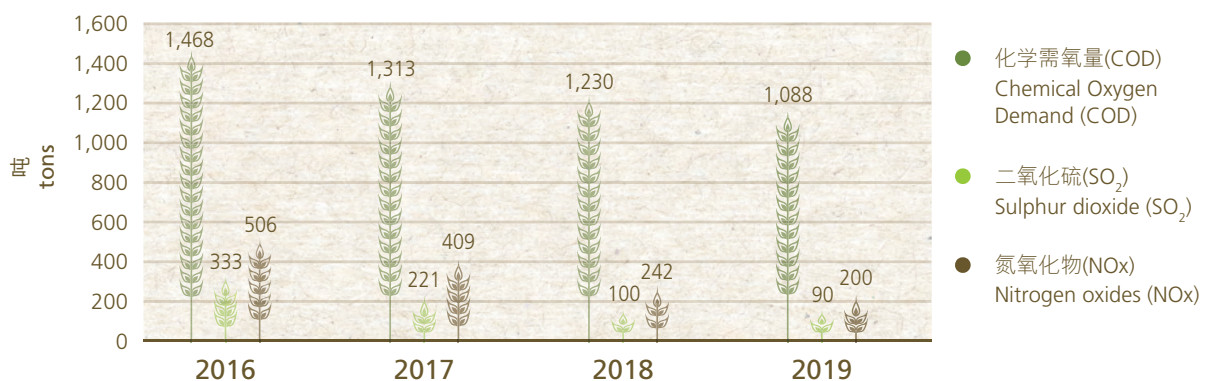
我们亦努力开展燃气锅炉低氮燃烧改造工程。截止二零一九年年底，华润啤酒共有7家下属工厂已完成或正实施相关工程，占燃气锅炉使用工厂数量的16%，有助于整体燃气锅炉氮氧化物排放浓度下降至每立方米30毫克。透过以上措施，华润啤酒达成良好成果。我们进一步使用更清洁的能源替代煤炭燃料，二零一九年，煤炭消耗量比二零一八年大幅下降73%，有效的降低了因使用煤炭而产生的大气污染物。

FLUE GAS EMISSION MANAGEMENT

The Group mainly emits three types of flue gases during its operation, including boiler flue, odor from sewage treatment and process flue gas. In this connection, we regulate our operation management to alleviate the emission of atmospheric pollutants. We conduct regular inspection and monitoring on the discharge of various pollutants and the operating indicators for pollution prevention and control facilities at the plants, and also set alert value on environmental risk to effectively manage the risks relating to pollutant discharge and treatment process. Also, we analyze national environmental policies, industry policies and other enterprises' environmental incident cases and release internal pre-warning information in a timely manner. Meanwhile, the Group exercises stringent flue gas management. Third-party agencies have been engaged to conduct inspection and testing at the majority of plants, while stringent control is exercised to ensure compliance in the emission of gas pollutants.

We endeavour to carry out the project of low-nitrogen combustions conversion for gas-fired boilers. As of the end of 2019, seven of our plants have completed or are in the process of such project, representing 16% of the total number of gas-fired boilers, which gave rise to a decrease in overall NOx emission concentration of gas-fired boilers to below 30mg/m³. Through these measures, we have achieved good results. We also further used more environmentally-friendly energy in replacement of coal. In 2019, coal consumption recorded a significant year-on-year decrease by 73% compared to that in 2018, which effectively cut atmospheric pollutants from burning of coal.

二零一六至二零一九年的排放物
Emissions for 2016–2019



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零一九年，本集团的排放物种类及相关排放数据如下：

Emission types and relevant emission data of the Group in 2019 are set out as follows:

排放物种类	单位				二零一九年 同比变幅 2019 Year-on-year change
Emission type	Unit	2019	2018	2017	
化学需氧量(COD) Chemical Oxygen Demand (COD)	吨 tons	1,088	1,230	1,313	-12%
其中： 化学需氧量(排入自然水体) Including: COD (discharged into natural water bodies)	吨 tons	88	236	292	-63%
氨氮排放总量 Total ammonia nitrogen emission	吨 tons	99	不适用 N/A	不适用 N/A	不适用 N/A
其中： 氨氮排放量(排入自然水体) Including: Ammonia nitrogen emission (discharged into natural water bodies)	吨 tons	11	不适用 N/A	不适用 N/A	不适用 N/A
二氧化硫(SO ₂)* Sulphur dioxide (SO ₂)*	吨 tons	90	100	221	-10%
氮氧化物(NO _x)* Nitrogen oxides (NO _x)*	吨 tons	200	242	409	-17%

* 主要是为啤酒生产过程中提供热能时燃烧燃料所产生

* Mainly generated from burning of fuels for heat energy required in the beer production process

温室气体排放管理

本集团高度重视产品碳足迹管理，我们监测生产运营中的能耗和减排数据，以计算不同生产工序占整个产品生产周期的碳足迹，从而更有效的落实相应的减排项目。本集团温室气体排放主要来自于使用电力和热力产生的间接能源排放，以及使用煤炭、汽油、柴油、天然气而产生的直接排放。

GHG EMISSION MANAGEMENT

In line with its strong emphasis on carbon footprint management in relation to its products, the Group monitors data relating to energy consumption and emission reduction in its production operations to work out the carbon footprint of various production processes as a percentage of that of the entire product life cycle, thereby implementing corresponding emission reduction projects in a more effective way. The Group's GHG emission is primarily generated from indirect energy emission from power and heat consumption, as well as direct emission generated from coal, gasoline, diesel and natural gas.

于二零一九年，本集团整体的总排放密度，排放密度(范围1)及排放密度(范围2)均有不同程度下降。超过9成工厂的总排放密度同比下跌，其中30家工厂下跌10%或以上。2家工厂的总排放密度上升10%以上，其中1家工厂于二零一九年年内关闭，而另外1家工厂于二零一九年年内进行转换，从外购蒸汽转换成使用天然气锅炉自产蒸汽，导致排放量短期有所上升。

除日常经营中在能源节约与生态环境保护的投入外，华润啤酒每年均设立环境保护专项资金用于环境保护技术提升与改进。二零一九年，我们的环保专项资金已立项或实施环境保护和节能减排项目共计31项，立项投资金额约人民币2,900万元。该专项资金全部用于环境保护技术与改进工程。相关工程有助工厂进一步改善硬件设备配置，减低温室气体排放。例如，本集团持续第4年推动「煤改气」规划工作。截止二零一九年年底，华润啤酒仅剩余1家使用燃煤锅炉的工厂。

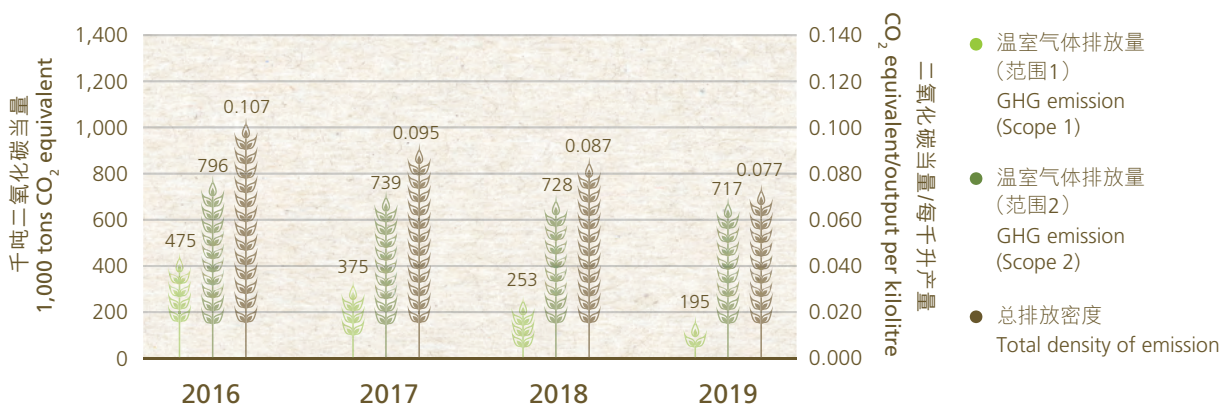
本集团要求工厂把生产过程所产生的二氧化碳进行最大程度的回收，经过净化干燥等工序处理后再次利用。

In 2019, all the Group's total density of emission, density of emission (Scope 1) and density of emission (Scope 2) have declined to varying degrees. More than 90% of the plants has decreased year-on-year on the total density of emission, of which 30 plants declined by 10% or more. The total density of emission of the two plants increased by more than 10%, one of which was closed in 2019, and another one was converted in 2019, from the externally sourced steam to the use of steam self-produced by natural gas boilers, resulting in the increase of emissions in the short term.

In addition to the investments in energy saving and ecological environmental protection during its daily operations, CRB also establishes an annual designated fund for environmental protection to improve and upgrade environmental protection technologies. In 2019, our designated environmental protection fund has been approved or utilized for a total of 31 environmental protection and energy saving and emission reduction projects, with an investment amount of approximately RMB29 million. Such fund has been fully utilized for environmental protection technology and renovation projects. Through these projects, the plants are allowed to further improve their hardware equipment and reduce GHG emission. For example, the Group has promoted the "coal-to-gas conversion" planning work for the fourth consecutive year. As of the end of 2019, CRB had only one plant stilling using coal-fired boiler.

The Group requires its plants to recycle, to the largest extent, CO₂ from the production process for reuse after purification and drying.

二零一六至二零一九年的温室气体排放
GHG emissions for 2016–2019



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零一九年，本集团的温室气体总排放量及密度如下：

Total GHG emissions and density of the Group in 2019 are set out as follows:

温室气体总量	单位				二零一九年 同比变幅 2019 Year-on-year change
Total GHG	Unit	2019	2018	2017	
总排放量 Total emissions	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	912	981	1,114	-7%
范围1 Scope 1	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	195	253	375	-24%
范围2 Scope 2	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	717	728	739	-2%
总排放密度 Total density of emission	每千升产量二氧化碳当量 CO ₂ equivalent/output per kilolitre	0.077	0.087	0.095	-11%
排放密度(范围1) Density of emission (Scope 1)	每千升产量二氧化碳当量 CO ₂ equivalent/output per kilolitre	0.016	0.023	0.032	-30%
排放密度(范围2) Density of emission (Scope 2)	每千升产量二氧化碳当量 CO ₂ equivalent/output per kilolitre	0.061	0.065	0.063	-6%

气候变化影响

气候变化对全球企业可持续发展带来持续的影响及风险，正为企业运营带来各式各样的挑战，是企业须着力解决的议题。

全球气候变暖将影响农作物的收成，导致出现啤酒酿造原材料价格上涨及供应短缺等问题，其中包括大麦和酒花，辅料及大米等原材料。这对啤酒生产商未来的供应链及啤酒生产管理构成了一定的风险。为了减少对单一原材料由于受气候、地域因素而带来的影响，本集团正积极拓展不同地方的原材料供应来源，以保障将来运营及供应的稳定性。

IMPACT OF CLIMATE CHANGE

Climate change has brought continuous impacts and risks to the sustainable development of global enterprises, bringing numerous challenges to the operation of enterprises, which is an issue that enterprises must spare no efforts to tackle.

Global warming will affect the harvest of crops, leading to problems such as soaring prices and supply shortages of raw materials for beer brewing, including barley, hops, auxiliary materials and rice. This poses a certain risk to the future supply chain and beer production management of beer suppliers. For the sake of reducing the impact of a single raw material from climate and geographical factors, the Group is actively expanding the supply of raw materials from different places to ensure the stability of future operations and supply.

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除此之外，全球气候变化将加剧冰川融化速度，减少影响淡水的储存量。同时，气候变化将改变降雨模式，使许多地区或会出现降雨减少、地下水干涸等情况，旱涝灾害的频率与强度将会日益增强。气候变化带来的环境影响，进一步危害了水资源稀缺地区的供水稳定性，并为啤酒将来的生产运营构成影响。

有见及此，本集团正积极为了最大限度的保护水资源而在各地工厂采取积极行动措施，如减少使用地下水及增加水的循环再用，优化升级改造啤酒酿造工艺，逐年降低生产水耗。另外，本集团于二零一九年淘汰了一些位于水资源稀缺地区的生产工厂，同时，更严格管控这些生产地区的水资源利用，达至较其他一般生产地区更佳的用水效率。

另一方面，我们正积极考虑透过科学化的方法论，全面分析气候变化对企业未来发展将会产生的影响，深入了解气候变化对行业带来的实体影响。我们相信此举有助加强我们对气候变化风险的管控，并制定长、中及短期的气候变化应对策略。

同时，我们将配合国家的「十四五」规划愿景，结合香港联交所与监管机构要求，制定华润啤酒自身的规划，为进一步减少生产过程中的碳排放，节约资源使用，优化在水资源稀缺地区的用水管理，应对气候变化工作上的目标、管理方针及策略。我们积极落实，推广应用低碳技术，落实相关的减排及气候变化适应措施。展望未来，本集团将更努力向低碳经济转型，以应对全球气候变暖、干旱和洪涝等极端天气，以及在水资源稀缺地区运营为啤酒产业链带来的潜在风险与政府要求日渐严格的能源使用及低碳经济政策。

In addition, global climate change will increase the rate of glacier melt and reduce freshwater storage. At the same time, climate change will alter rainfall patterns so that many areas may experience reduced rainfall, drying up of groundwater, and gradually increased the frequency and intensity of droughts and floods. The environmental impact of the climate change further jeopardizes the stability of water supplies in water stress regions, thus affecting the production and operation of breweries in the future.

In view of the above, to actively facilitate maximum protection of water resources, the Group has adopted proactive measures at plants in various locations, such as the reduction on use of underground water and increase in application of recycled water, as well as the optimization and upgrade of brewing technologies to reduce water consumption by our production operations on an annual basis. In addition, the Group eliminated some of its production plants located in water stress regions in 2019, and tightened control over the use of water resources in these production areas to achieve better water efficiency than that in other general production areas.

On the other hand, we are actively considering the conduct of a comprehensive analysis of the impact of climate change on the future development of the enterprise through the adoption of scientific methodologies to gain an in-depth understanding of the actual impact of climate change on the industry. We believe this will strengthen our control over risks associated with climate change and make strategies to address climate change for the short, medium and long term.

At the same time, in line with China's Fourteenth Five-Year Plan vision, we will formulate our own plan, taking into account the requirements of the Hong Kong Stock Exchange and the regulatory authorities, to further reduce carbon emissions from production, conserve resources use, optimize water management in water stress regions and address objectives, management policies and strategies over climate change. We are actively implementing and promoting the application of low-carbon technologies and implementing relevant measures to reduce emissions together with adapt to climate change. Looking ahead, the Group will make greater efforts to transition to a low-carbon economy in response to global warming, extreme weather conditions such as droughts and floods, as well as the potential risks to the beer chain posed by operating in water stress regions and the increasingly stringent requirements on energy use and low-carbon economy policies among governments.

(三) 水资源管理及污水处理

全球的水资源日渐匮乏，为了保护珍贵的水资源，我们根据国家标准与公司标准，制定反渗透废水率、冷凝水回收率、沼气使用量等17项水资源管理指标，并纳入能源消耗统计进行统一管理，以加强水资源管理，提升用水效率。

按照中国国家水利部发布的二零一八年水资源公告，国家统计局发布的第六次人口普查统计资料，中国11个省、市、自治区¹被界定为水资源较为稀缺的地区。水资源稀缺是本集团关注的重大环境议题之一。于二零一九年，本集团在这些地区淘汰3家产能效益相对落后工厂，水资源消耗年减少超过10万吨。此外，本集团通过加强这些地区的能源使用管理，提升水资源使用效率，在产量上升时，平均水耗为每千升产量2.66立方米，较二零一八年可比工厂整体水耗轻微下降0.2%，低于本集团整体的每千升产量2.71立方米。此外，可比工厂排入自然水体的整体化学需氧量同比下降87%，反映本集团在水资源较为稀缺地区的水资源管理达到一定成效。

本集团通过技术改进和设备改造，开展包装洗瓶机节水改造，包装杀菌机热平衡改造，全厂蒸汽冷凝水回收及综合利用等措施，来提高水资源使用效率。本集团积极推行各项循环用水的措施，减少营运过程中的耗水量，所采取的措施主要包括：

- 自产蒸汽冷凝水循环利用；
- 灌酒机真空泵冷却循环水；
- 糖化麦汁冷却热水回收利用；
- 就地离线化学清洗(CIP)水回收利用；

¹ 北京大学国家发展研究院关于《中国水资源的若干问题》的报告

(III) WATER RESOURCES MANAGEMENT AND SEWAGE TREATMENT

As global water resources are increasingly dwindling, to protect precious water resources, we formulated 17 water resources management indicators such as reverse osmosis sewage rate, condensate water recycling rate and biogas utilisation rate according to national standards and corporate standards, and included them in energy consumption statistics for unification management to strengthen the management of water resources and make the utilisation of water resources more efficient.

According to the 2018 Water Resources Announcement issued by the Ministry of Water Resources of the PRC and the sixth census statistics released by the National Bureau of Statistics, 11 provinces, cities and autonomous region¹ in China are defined as regions with more stress on water resources. Water stress is one of the major environmental issues of concern to the Group. In 2019, the Group eliminated three production plants with relatively low efficiency in these regions, reducing annual water consumption by more than 100,000 tons. In addition, the Group has strengthened energy use management in these regions to improve the efficiency of water resources use. While production in these regions increased, the average water consumption was 2.66 cubic metre per kilolitre output, and a year-on-year total water consumption of comparable plants decreased slightly by 0.2% as compared with that of 2018, which was lower than the Group's overall 2.71 cubic metre per kilolitre output. In addition, the total COD (discharged into natural water bodies) of comparable plants decreased by 87% year-on-year, reflecting that the Group's water resources management in the regions with more stress on water resources has achieved certain results.

Leveraging technical improvement and equipment transformation, the Group adopted measures such as water-saving transformation of packaging bottle washer, heat balance transformation of packaging sterilisation machine, steam condensate water recycling and comprehensive utilisation of the whole plant, etc. to enhance the efficiency of water resource use. The Group actively implements various measures for water recycling to reduce water consumption during operation. The measures adopted mainly include:

- Recycling of self-produced steam condensate;
- Cooling recycled water from filling machine vacuum pump;
- Recycling of saccharified wort cooling hot water;
- Recycling of water from CIP;

¹ Report of the National School of Development at Peking University on "Several issues of water resources in China"

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- 反渗透浓水回收利用；
- 串联水重复使用等。

透过投入以上高效生产用水工艺流程，我们尽最大努力将珍贵的水资源进行回收及循环利用。本集团的总用水量由二零一六年的38,781千立方米减少至二零一九年的31,992千立方米；每千升产量总用水量由二零一六年的3.25立方米减少至二零一九年的2.71立方米。华润啤酒的地下水使用量则由二零一六年的1,500余万立方米使用量(约占总用水量的41%)减至二零一九年的530余万立方米(约占总用水量的17%)，累计减少地下水使用量达1,000万立方米。

二零一九年，本集团的用水量数据如下：

- Recycling of reverse osmosis concentrated water;
- Reuse of serial water, etc.

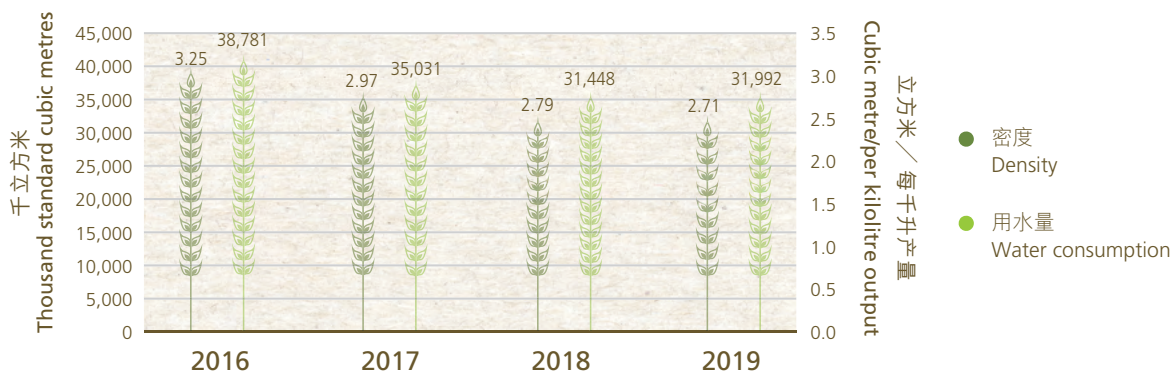
By investing in the above processes of efficient use on production water, we do our best to recycle precious water resources. The total water consumption of the Group decreased from 38,781 thousand standard cubic metres in 2016 to 31,992 thousand standard cubic metres in 2019; the total water density per kilolitre of production decreased from 3.25 cubic metres in 2016 to 2.71 cubic metres in 2019. The underground water consumption of CR Beer decreased from over 15 million cubic metres in 2016 (representing 41% of total water consumption) to over 5.3 million cubic metres in 2019 (representing 17% of total water consumption), with the cumulative reduction of underground water consumption of 10 million cubic metres.

In 2019, water consumption data of the Group are set out as follows:

	单位				2019年 同比变幅 2019 Year-on-year change
	Unit		2019	2018	2017
用水量 Water consumption	千立方米 1,000 standard cubic metres		31,992	31,448	35,031
密度 Density	立方米／千升产量 Cubic metre/per kilolitre output		2.71	2.79	2.97
					+2%
					-3%

二零一六至二零一九年的用水量和密度

Water consumption and density for 2016-2019



另外，我们严格执行与监控污水处理工作，确保污水达标排放，避免污染其他自然资源。二零一九年，本集团污水产生量达2,008万吨。我们对污水处理源头设有严格规范，于厂区采取「清污分流、雨污分流」等措施，并于污水排放口安装有COD、氨氮、总磷、总氮检测设备，与相关政府部门共同监察排污工作。本集团二零一九年化学需氧量（排入自然水体）同比下降超过63%，氨氮排放量（自然水体）同比下降超过50%。本报告期内，本集团把下属5家工厂的污水处理方式，由排入自然水体改为排入城镇污水处理集中处理设施，以减少对自然水体污染。本报告期内，我们已有6家工厂立项新增污水排放总磷总氮在线检测系统，投资金额人民币237万元，项目实施后，可以实现工厂对污水总磷总氮排放情况的实时监控。

为了更好的评估工厂选址对周边生态环境及水源造成的影响，本集团制定并发布《生产工厂设计规范》，强调以「零污染、低能耗、清洁生产」为工厂选址的原则，要求工厂周边两公里范围内无污染性企业、土地无重金属和放射性物质污染，并对水源水质进行严格的指标控制。

In addition, we strictly implemented and monitored sewage treatment to ensure sewage discharge in compliance and avoid pollution of other natural resources. In 2019, the amount of sewage generated by the Group reached 20.08 million tons. We exercise stringent control over sources in relation to sewage treatment with the implementation of the “separation of clean water, rain water and sewage”. Devices for the inspection and testing of COD, ammonia nitrogen, total phosphorus and total nitrogen have been installed at sewage outlets and monitored with relevant government authorities. In 2019, the Group’s COD (discharged into natural water bodies) decreased by more than 63% on a year-on-year basis, while ammonia nitrogen emissions (natural water bodies) decreased by more than 50% on a year-on-year basis. During the Reporting Period, the Group altered the sewage treatment methods of its five subsidiaries from discharging into natural water bodies to the centralized treatment facilities for urban sewage treatment, to reduce pollution to natural water bodies. During the Reporting Period, 6 plants commenced projects to build new online systems for the inspection and testing of total phosphorus and total nitrogen in sewage discharge with an aggregate investment of RMB2.37 million. Upon implementation of the project, the plants can conduct real-time monitoring on the discharge of total phosphorus and total nitrogen in sewage.

In order to better assess the impact of the site selection on the surrounding ecological environment and water sources, the Group has formulated and published the “Production Plant Design Specifications”, emphasizing “zero pollution, low energy consumption and clean production” as the principle for site selection. Pollutant-discharging operations and potential land pollution with heavy metal and radioactive substances in the area within a 2-km distance from the plant are prohibited, while stringent benchmark control on the water quality at source is exercised.

(四) 废弃物及包装材料处理

本集团严格执行废弃物及包装品处理的相关要求。我们在运营过程中生产的废弃物主要包括酒糟及废酵母，包装材料主要包括啤酒灌装与包装过程中使用到的瓶子、易拉罐、纸箱和塑膜等。为了减少物料使用及妥善处理固体废弃物，本集团制定不同的管理制度，致力加强废弃物及包装品处理等相关举措，减少废弃物所带来的环境污染问题。

本集团修订了《华润雪花啤酒副产物及废旧物资管理规定》，严格地规定不同固体废弃物须按类别分别存放，并达到防渗漏、防流失及防扬散等三防标准。除此之外，华润雪花啤酒成立废旧物资招标工作小组、评标委员会、采购委员会，确定其归属管理部门，明确管理职责，在符合国家环保治理要求下有效进行安全处理。为保证生产和消费废旧物资妥善处理，降低对环境的负面影响，华润雪花啤酒通过对废旧物资回收、分类、鉴定、存储、保管、售卖、处理等全流程进行细化规定，细化具体流程和关键环节，把握监控要点以及审批权限等，并在每月对固废物的处置过程进行跟踪验证，确保相关方的处置合规。

同时，本集团更积极推动回收工作，透过在啤酒生产过程把回收物料加以循环利用，达至源头减废的效果。我们明确要求对废铝、玻璃渣、废纸箱等不同废弃物进行回收循环再利用工作。同时，本集团生产过程中并无显著的有害废弃物产生。

(IV) WASTE AND PACKAGING MATERIAL TREATMENT

The Group strictly implemented the relevant requirements for the treatment of waste and packaging materials. The wastes we generated during the operation mainly include distiller's grains and waste yeast, and the packaging materials mainly include bottles, cans, cartons and plastic films used in beer filling and packaging. In order to reduce the use of materials and properly dispose of solid waste, the Group has formulated different management systems, and is committed to strengthening related measures such as waste and packaging material treatment to minimise environmental pollution problems caused by wastes.

The Group revised the "Regulations on the Management of By-products and Waste Materials of China Resources Snow Breweries" to strictly stipulate that different solid wastes shall be stored separately by category, thus meeting the three-prevention standards, that is, leakage prevention, loss prevention and scattering prevention. In addition, CRSB established a waste material bidding working group, bidding evaluation committee, and procurement committee to determine its corresponding departments' management responsibilities, clarify the duties of management and effectively conduct safe treatment in compliance with national environmental governance requirements. In order to ensure the proper disposal of waste materials during the production and consumption, and reduce the negative impact on the environment, CRSB has detailed regulations on the whole process of recycling, classification, identification, storage, reserve, sale and treatment of waste materials, refining the specific processes and key areas, grasping the monitoring points and approval authority, tracking and verifying the solid waste disposal process on a monthly basis to ensure that the disposal of relevant parties is in compliance.

At the same time, the Group is more active in promoting recycling to achieve the effects of reducing waste at sources through reuse of the recycled materials in brewing process. We clearly require to recycle different wastes such as waste aluminum, glass slag, and waste carton for reuse purpose. There was no significant hazardous waste generated in the production process of the Group.

二零一九年，本集团的废弃物产生数据及回收循环再利用比率如下：

In 2019, the waste generation data and recycling ratio of the Group are as follows:

	单位 Unit	2019			2018		
		产生量	回收量	回收率	产生量	回收量	回收率
		Output	Recycled amount	Recycling rate	Output	Recycled amount	Recycling rate
干酒糟 Dried distiller's grains	千吨 1,000 tons	195	195	100%	181	181	100%
干废酵母 Dried waste yeasts	千吨 1,000 tons	17	17	100%	17	17	100%

与此同时，本集团积极采用铝罐包装材料，每年以20%以上的速度增长来替代部分玻璃瓶。除最高档次的啤酒产品外，约80%玻璃瓶为可回收再用的。二零一九年期间使用的玻璃瓶，超过一半为回收再用，回收再用瓶占整体使用玻璃瓶的比例亦上升了8个点。

Meanwhile, the Group has actively used packaging materials like aluminum can, with a growing rate of more than 20% each year to replace part of glass bottles. Except for the highest-end products, around 80% of our glass bottles can be recycled. More than half of the glass bottles used in 2019 were recycled, and the proportion of recycled bottles in the overall use of glass bottles has also increased by 8 points.

在包装制造过程中，由于个别包装成品未能通过内部品质监控，工厂对其废弃铝罐、玻璃渣及废纸箱进行了100%回收处理，循环投入至生产过程中。同时，我们亦对其他废纸箱及纸板进行回收，作为加工原纸的原材料。

For the reason that individual packaging products failed to pass internal quality control in the packaging production process, the plant carried out 100% recycling treatment of its waste aluminum cans, glass slags and waste cartons, and recycled them into the production process. At the same time, we also recycled other waste cartons and cardboards as raw materials for processing base paper.

为减少包装物料对环境产生的影响，在满足质量要求的前提下，尽量采用低克重，高强度原纸及推动预印纸箱替代胶印纸箱。近年，我们持续把易拉罐等包装材料进行轻量化提升，其中铝材厚度由0.275毫米降低至0.265毫米；罐盖直径缩减约6.3毫米。

In order to reduce the impact of packaging materials on the environment, we used low-gram, high-strength base paper and promoted pre-printed cartons to replace offset cartons as much as we could, on the condition to satisfy the quality requirement. In recent years, we have continued to minimise the weight of packaging materials such as cans, of which the thickness of aluminum has been reduced from 0.275mm to 0.265mm, and the diameter of the can lid has been reduced by approximately 6.3mm.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零一九年，本集团的产品包装物料消耗量数据如下：

In 2019, consumption data about product packaging material of the Group are set out as follows:

	单位				二零一九年 同比变幅 2019 Year-on-year change
	Unit	2019	2018	2017	
瓶子 Bottle	千吨 1,000 tons	1,476	1,484	1,161	-1%
易拉罐 Can	千吨 1,000 tons	96	71	52	34%
纸箱 Carton	千吨 1,000 tons	315	288	287	9%
塑膜 Plastic film	千吨 1,000 tons	14	12	11	15%

通过废弃物的综合回收再利用，本集团务求在减废的过程中亦节省企业成本。二零一九年，本集团通过废弃物的综合再利用，创造了约人民币3.86亿元的经济价值，其中酒糟回收的经济价值达约人民币2.37亿元，酵母回收的经济价值达约人民币0.62亿元。

Through the comprehensive recycling and reuse of wastes, the Group is striving to save corporate costs in the process of waste reduction. In 2019, the Group generated an economic value of approximately RMB386 million through the comprehensive recycling of wastes, of which the economic value of recycled distiller's grains amounted to approximately RMB237 million and that of recycled yeasts amounted to approximately RMB62 million.

(五) 环保宣传教育及环保成果

(V) PROMOTION OF ENVIRONMENTAL EDUCATION AND ENVIRONMENTAL ACHIEVEMENT

一直以来，本集团积极践行绿色、健康、安全发展理念，高标准高要求的开展资源节约和生态环境保护、员工健康管理、安全生产工作。为了实践以上理念，本集团在各级公司为员工开展全国性环保宣传教育及培训活动，其中包括：

The Group has been consistently engaged in active implementation of the development principles of eco-friendliness, health and safety, embarking on initiatives in resource conservation, ecological protection, staff health management and safe production with high standards and exacting requirements. In order to practice the above principles, the Group carried out national environmental protection publicity and education as well as training activities for staff at all levels of companies, including:

- 二零一九年一月，组织本公司领导和行政管理人员接受国家生态环境部总工程师杨朝飞教授讲授《国家环境保护政策和法律法规解读》。
- 二零一九年六月，组织各区域公司、工厂开展能源节约与生态环境保护指标填报系统培训。
- 二零一九年六月，本集团组织开展环境日、全国节能宣传周和全国低碳日等多个主题宣传教育活动，并在深圳、河南等多家工厂举办工厂开放日活动，提升员工对环境保护的意识。
- In January 2019, we organized our leaders and administrative staff of the Company to participate in a lecture given by Professor Yang Zhaoifei, Chief Engineer of the Ministry of Ecology and Environment on "Interpretation of National Environmental Protection Policies, Laws and Regulations".
- In June 2019, we organized the regional companies and plants to carry out the training on the reporting system relating to the indicators of energy saving and ecological environment protection.
- In June 2019, the Group organized various theme publicity and education activities such as Environment Day, National Energy Conservation Publicity Week and National Low-Carbon Day, and held plant open days in various plants, such as Shenzhen and Henan, to enhance employees' awareness over environmental protection.

案例： Case study:

安徽安庆工厂的环保意识宣贯

Promotion and awareness over environmental protection in Anqing Plant, Anhui

安徽安庆工厂制定专门的环保知识培训宣传材料，利用厂区宣传栏、食堂视频、微信扫码等方式积极宣传，提升全员环保意识。同时，工厂也通过现场培训及专项培训，形成了独特而高效的环保培训体系。

The Anqing plant in Anhui formulated the special training and publicity materials in respect of environmental protection knowledge, and actively promoted the environmental protection awareness of all employees leveraging the publicity column in the plant areas, canteen videos, and WeChat scan codes. At the same time, the plant formed a unique and efficient environmental protection training system through on-site and specialized training.

- 1) 现场培训：每月开展操作岗位与环保相关内容进行培训，就环保相关最新法律法规进行宣讲交流，并就生产过程中发现的环保相关问题进行深入讨论，寻求应对与解决方案；
- 1) On-site training: we carry out monthly training on operation positions and environmental protection, publicize and discuss the latest laws and regulations related to environmental protection, and conduct in-depth discussions on environmental protection related problems found in the production process, seeking solutions therefor;
- 2) 专项培训：每月开展两次，参加人员为生产运行部门班组长以上人员，岗位主要操作人员。在这个环节，工厂对员工规范岗位安全作业标准，通过问答的方式提升员工环保管理意识。
- 2) Specialized training: we carry it out twice a month, where the participants are the team leaders or above of the Production and Operation Department, and the chief operators. In this regards, the plants regulate the job safety standards for employees, and raise employees' awareness over environmental management through Q&A.

普及环保法律法规知识
Popularizing knowledge of laws and regulations related to environmental protection

普及工厂设备设施运行现状及相关要求
Popularizing the operation status and relevant requirements of the equipment and facilities

专项培训
Specialized training

案例： Case study:

天津滨海工厂 — 举办多项环保培训活动

Binhai Plant in Tianjin — Various training activities related to environmental protection were held

二零一九年，滨海工厂开展了特殊的环保意识宣贯活动。工厂邀请员工家属进入工厂，参观车间及劳动防护设施，并对安全制度、企业安全理念进行宣贯。滨海工厂也成功开展了与各方汇报环保工作的活动，包括参加天津港保税园区的环境日主题活动，接待天津市发改委领导一行40多人检查指导污水处理，接待天津市中学生参观学习绿色工厂建设等。

In 2019, the Binhai plant launched a special publicity activity related to environmental protection awareness. We invited the family members of employees to the plant, visiting the workshop and labour protection facilities, and popularising the safety system and corporate safety concept. Binhai Plant also successfully carried out activities to report environmental protection work with all parties, including the participation in the Thematic Environmental Day of Tianjin Port Bonded Park, with more than 40 leaders from Tianjin Development and Reform Commission inspecting and directing the treatment of sewage, and receiving students from Tianjin secondary school students to visit and study green plant construction, etc.



● 滨海工厂员工废弃物分类培训
Employees of Binhai Plant attended the training about waste classification

本集团多间下属工厂取得环境保护方面的荣誉，成效备受公众及各界的肯定。二零一九年，本集团多间下属工厂取得环境保护方面的荣誉，其中包括：

Many of the subordinate plants of the Group have obtained honours in terms of environmental protection, and their effectiveness has been highly recognized by the public and all walks of life. In 2019, several subsidiaries of the Group obtained honours in terms of environmental protection, including:

获得奖项 Award received	二零一九年旗下获奖公司 Subsidiaries with awards in 2019	二零一八年旗下获奖公司 Subsidiaries with awards in 2018	变动 Changes
优越环保管理奖 Green Management Award			
金奖 Gold	华润雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd.	—	+1
铜奖 Bronze	华润雪花啤酒(黔南)有限公司 China Resources Snow Breweries (Qiannan) Co., Ltd.	华润雪花啤酒(四川)有限公司 China Resources Snow Breweries (Sichuan) Co., Ltd. 华润雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd.	-1
优异奖 Merit	华润雪花啤酒(辽宁)有限公司 China Resources Snow Breweries (Liaoning) Co., Ltd.	华润雪花啤酒(深圳)有限公司 China Resources Snow Breweries (Shenzhen) Co., Ltd. 华润雪花啤酒(杭州)有限公司 China Resources Snow Breweries (Hangzhou) Co., Ltd. 华润雪花啤酒(西安)有限公司 China Resources Snow Breweries (Xi'an) Co., Ltd.	-2
超卓环保安全健康奖 Environmental, Health and Safety Award			
金奖 Gold	华润雪花啤酒(烟台)有限公司 China Resources Snow Breweries (Yantai) Co., Ltd. 华润雪花啤酒(武汉)有限公司 China Resources Snow Breweries (Wuhan) Co., Ltd.	—	+2
铜奖 Bronze	华润雪花啤酒(兴安)有限公司 China Resources Snow Breweries (Xing'an) Co., Ltd.	华润雪花啤酒(哈尔滨)有限公司 China Resources Snow Breweries (Harbin) Co., Ltd.	-
二零一九年国内环境保护奖项 2019 Domestic Environmental Protection Award			
节水型企业 Water-saving enterprises	湖北省： Hubei Province: • 武汉工厂 • Wuhan Plant 安徽省： Anhui Province: • 阜阳工厂 • Fuyang Plant • 淮北工厂 • Huaibei Plant • 安庆工厂 • Anqing Plant	由经信厅、水利厅授予 Awarded by the Ministry of Economics and Information Technology, and Water Supplies Bureau	
企业环境信誉评价良好企业 Enterprises with good corporate environmental reputation	安徽省： Anhui Province: • 六安工厂 • Lu'an Plant	由生态环境厅授予 Awarded by the Ecological Environment Department	

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

本集团深明饮水思源的重要，致力在企业营运所在地积极回馈社会，支持广大社群以及不同利益相关方的发展。二零一九年，本集团首次发布社会责任管理制度，明确将股东、社会、环境、员工、公众、消费者、合作伙伴作为核心利益相关方。为了服务各个利益相关方以及广大社群，我们开展了各个扶贫项目及社区活动，并提供本地就业及培训机会，展示出当仁不让的决心。同时，我们鼓励消费者与员工共同参与社会事务，以加强与当地政府和居民的沟通交流及连结。

二零一九年，本集团通过在各地开展公益活动，全年累计对外捐赠约人民币130万元(不含疫情捐助、员工个人捐助、党委捐助和工会捐助)。面对突如其来的新型冠状病毒，我们更心系社会，不但承担关注员工健康及评估疫情风险的企业责任，更全力投入各项人力物力用于抗疫活动，帮助医护人员更加安全地救治病患，与当地社区一同共度时艰。于二零二零年二月一日，本集团向湖北省武汉市捐赠人民币1,500万元，用于采购口罩、消毒液、护目镜、呼吸机等疫情应急物资；华润啤酒亦向生产工厂所在地政府和卫生防疫单位终端捐赠消毒剂、口罩、一次性手套、食品等物资，金额超过人民币一百万元。

(一) 参与公益事务

本集团一直致力推动关爱社会慈善公益事务，在赈灾扶贫、促进教育及保护环境等领域积极关注社区发展。二零一九年，本集团在内部慈善公益活动实施细则的基础上，着力推进预算管理、项目过程管理和评估，鼓励内部各单位开展形式多样的项目。

这些项目包括：

- 贵州省龙里县和黔东南州实施定点扶贫项目；
- 贵州凯里市下司镇花桥村定点扶贫项目；

The Group fully understands the importance of that we should always ponder in gratitude the factors which have contributed to our success, and is committed to actively giving back to the community where the Company operates and supporting the development of the communities and various stakeholders. In 2019, the Group released its social responsibility management system for the first time, which clearly defines that shareholders, society, environment, employees, the public, consumers and partners are regarded as its core stakeholders. In order to serve various stakeholders and the communities, we have carried out various poverty alleviation projects and community activities, and provided local employment and training opportunities, demonstrating our determination to shoulder responsibilities. At the same time, we encourage consumers and employees to participate in social affairs together to strengthen the communication and connection with local governments and residents.

In 2019, the Group conducted charitable activities in various places, with an accumulative donation of approximately RMB1.3 million (excluding pandemic donation, employees' personal donation, Party Committee donation and union donation) throughout the year. Faced with the unexpected COVID-19, we are more concerned about our society, not only undertaking corporate responsibilities to concern the health of employees and assess the risk of pandemic outbreaks, but also devoting all our manpower and material resources to anti-pandemic activities to help medical staff treat patients more safely, and sailing through such a difficult time with the local community. On 1 February 2020, the Group donated RMB15 million to Wuhan, Hubei Province, for the purchase of emergency materials such as masks, disinfectants, goggles, ventilators, etc. CR Beer also donated materials such as disinfectants, masks, disposable gloves, food, etc. to the end users of the governments as well as health and pandemic prevention units where our plant is located, with an amount of over RMB1 million.

(I) ENGAGEMENT IN PUBLIC WELFARE AFFAIRS

The Group has been committed to promoting social charity affairs, and has actively paid attention to the community development in several fields including disaster relief and poverty alleviation, education promotion and environmental protection. In 2019, on the basis of the implementation rules of internal charity and public welfare activities, the Group focused on promoting budget management, project process management and evaluation, and encouraged various internal units to carry out various types of projects.

Such projects include:

- Implementation of targeted poverty alleviation projects in Longli County and Southeast Guizhou;
- Targeted poverty alleviation project in Huaqiao Village, Xiasi Town, Kaili City, Guizhou;

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- 安徽省望江县雷池乡三合村、岳西县前镇天台村定点扶贫项目；
- Targeted poverty alleviation projects in Sanhe Village, Leichi Township, Wangjiang County, Anhui Province, and Tiantai Village, Qianzhen Town, Yuxi County;
- 湖北省排市镇洛元村定点扶贫项目；
- Targeted poverty alleviation project in Luoyuan Village, Paishi Town, Hubei Province;
- 西藏自治区马里镇搬迁集中安置点定点扶贫项目；
- Targeted poverty alleviation project of the centralised relocation site in Mali Town, Tibet Autonomous Region;
- 山东省烟台房家村定点捐赠；
- Targeted donation in Fangjiatuan Village, Yantai, Shandong Province;
- 甘青藏区域向海原华润希望小镇捐赠公共设施；
- Communal facilities donated to CR Haiyuan Hope Town from Gansu-Qinghai-Tibet region;
- 海原华润希望小镇童梦广场援建项目；
- Assistance construction project of Tongmeng Square in China Resources Hope Town in Haiyuan;
- 安徽省淮北工厂协助临涣镇贫困人口中行动不便的长者及残疾人士采购救助物品等；
- Procurement of aid supplies for elders and the disabled from poverty-stricken households in Linhuan Town with the help of Anhui Huaibei Plant;
- 浙江区域公司萧山工厂持续开展对浙江萧山区、新街镇实施的五年期定向资助或救助款等。
- Xiaoshan Plant of the Company in Zhejiang region continuing to carry out five-year plan to provide targeted subsidies or relief funds for Xiaoshan District and Xinjie Town in Zhejiang Province.

案例： Case study:

广东区域公司开展「携手共圆中国梦 阳光助残雪花行」活动 Guangdong regional company carried out the activity of "Realising the Chinese Dream with Joint Efforts, Helping the Disabled with Shining Snow"



- 广东区域公司走进特殊教育学校为小朋友送祝福
Guangdong regional company sent blessings to children in a special education school

On the morning of 16 May 2019, volunteers from Xingdong community, Guangdong regional company and Shenzhen Plant formed a team to bring children consolation and love, over 30 of whom walked into a special education school in Baoan District, sending gifts to children in the school such as milk, books and toys and delightfully interacting with them. We offered our holiday greetings and blessings as well as love, warmth and hope.

在第29个法定「全国助残日」来临之际，华润雪花啤酒广东区域公司及深圳工厂联合兴东社区开展「携手共圆中国梦，阳光助残雪花行」为主题的「全国助残日」活动。

On the occasion of the 29th statutory "National Day for Helping the Disabled", Guangdong regional company of CRSB, Shenzhen Plant and Xingdong community jointly launched the activity of "National Day for Helping the Disabled" with the theme of "Realising the Chinese Dream with Joint Efforts, Helping the Disabled with Shining Snow".

二零一九年五月十六日上午，兴东社区、广东区域公司及深圳工厂志愿者组成雪花爱心慰问队，一行三十余人走进宝安区特殊教育学校，为特殊学校的孩子们送去了牛奶、图书及玩具等爱心礼物，并与孩子进行了温情互动，献上了节日的关怀和祝福，以及满满的爱心、温暖、关怀和希望。

(二) 创建共赢社区

除了用心经营啤酒业务，本集团积极倾听当地政府和居民的诉求，通过环境改善、学业及就业支援等方式努力推动当地经济和社区共建。本集团始终秉承本地化经营的理念，关注本地居民的就业情况。我们积极响应政府政策，与当地院校合作，通过各类教育和专业技能培训提升本地居民的职业技能，为本地居民提供良好的就业机会。

(II) CREATE A WIN-WIN COMMUNITY

In addition to operating the beer business with no efforts spared, the Group actively listens to the demands of the local government and residents, and strives to promote the local economy and community building through environmental improvement, academic and employment support. The Group always adheres to the concept of localised operation and pays attention to the employment condition of local residents. We actively respond to government policies and co-operate with local colleges and universities to enhance the professional skills of local residents through various types of trainings on education and professional skills to provide good employment opportunities for local residents.

案例： Case study:

街道卫生环境综合整治志愿服务活动 Voluntary Service Activities for Comprehensive Improvement of the Sanitation and Environment of Street



本集团黑龙江区域哈尔滨工厂积极履行社会责任，在「五一」劳动节、「五四」青年节来临之际，结合「创建文明城市」要求，组织员工开展以「劳动创造美、青春环保行、汗水润热土、共建文明城」为主题的尚志市街道卫生环境综合整治志愿服务活动。

The Harbin Plant of the Group in Heilongjiang-Jilin region actively fulfilled its social responsibilities. On the occasion of the Labour Day and the Youth Day, in conjunction with the requirements of "creating a civilised city", it organized employees to carry out voluntary service activities for the comprehensive improvement of the sanitation and environment of the Shangzhi street with the theme of "working hard to create beauty, protecting environment with youth, to build a civilised city with committed efforts".

案例： Case study:

促进本地就业发展 Promoting the development of local employment

二零一九年二月二十一日，贵州区域遵义工厂参加了由该市的总工会、人力资源和社会保障局在老城纪念广场举行的「服务困难职工•助力脱贫攻坚」就业现场招聘会，为助力城镇困难职工解困脱困，打赢脱贫攻坚战。

On 21 February 2019, the Zunyi Plant in Guizhou region participated in the on-site recruitment of "Serving Workers in Difficulties, Helping to Get Rid of Poverty" held by the city's Federation of Trade Unions, Human Resources and Social Security Bureau in the Old City Memorial Plaza, to help the local employees in difficulties out of poverty and win the battle against poverty.

与此同时，华润啤酒长期以来积极与政府沟通合作，签署战略合作建立、扩大工厂和基地，以吸纳本地员工以及外出务工人员回乡就业人员。二零一九年六月一日，安徽区域公司正式成立蚌埠工厂搬迁项目，计划投资人民币16亿元并建成年产80万千升现代化啤酒厂，预计将给当地经济和就业带来较大贡献。

Meanwhile, CR Beer has been actively communicating and co-operating with the government for a long time, and has signed a strategic co-operation to establish and expand plants and bases to attract local employees and migrant workers to return to work. On 1 June 2019, Anhui regional company officially set up the relocation project for Bengbu Plant, which plans to invest RMB1.6 billion and build a modern brewery with an annual output of 800,000 kilolitres, and it is expected to make greater contributions to the local economy and employment.

案例：
Case study:

学业支援及职业培训计划

Academic Support and Vocational Training Programme

二零一九年，华润啤酒主动融入脱贫攻坚大局，各公司积极开展对口帮扶，以资金、项目、技术、人才精准对接帮扶地区发展需求，如黑吉区域公司捐资人民币60,000余元共资助12名困难大学生，让贫困家庭的应届大学生不因学费而辍学、弃学，辽宁区域公司帮助解决三头村基础设施落后、农民行路难、求学难、就医难、吃水难、居住难等问题。

In 2019, CR Beer proactively joined the battle against poverty, and its companies actively carried out corresponding assistance to accurately meet regional development needs with funds, projects, technologies and talents. For example, the Heilongjiang-Jilin regional company donated more than RMB60,000 to 12 undergraduates in need, so that current undergraduates from poor families will not drop out of school or give up school due to tuition fees, and Liaoning regional company helped to solve the problems in outdated infrastructure in Santou Village, as well as in traffic, schooling, medical care, water supply, housing, etc.

华润啤酒主动搭建职业培训平台，为本地员工提供培训计划，提升他们的技能及能力。二零一九年十二月七日，昌都市人力资源和社会保障局为甘青藏区域公司昌都工厂奖励提供就业创业补贴资金，资金总额达人民币52,142.86元。华润啤酒将资金用于本地员工技能培训及转岗安置安排，保障当地居民稳定就业工作。

CR Beer took the initiative to build a vocational training platform to provide local employees with training programmes to enhance their skills and abilities. On 7 December 2019, Changdu Human Resources and Social Security Bureau provided employment and entrepreneurship subsidy funds for Changdu Plant, the Gansu-Qinghai-Tibet regional company, with a total amount of RMB52,142.86. CR Beer used the funds in skills training and placement arrangements for local employees to ensure a stable employment for local residents.



- 甘青藏区域公司昌都工厂获得就业创业补贴资金
Changdu Plant, the Gansu-Qinghai-Tibet regional company, received employment and entrepreneurship subsidy funds

(三) 同心抗击疫情

因应2019冠状病毒病疫情，本集团成立疫情应急决策小组，严格并迅速地部署各项防控工作。我们组织各单位建立健全了职责明确、运转有效的领导指挥、预防控制和监督管理体系，认真履行防控疫情职责，确保全方位防控疫情工作。本集团定期召开工作会议，跟进疫情最新发展及协调相关处置工作，并督促各单位的防疫工作落实情况。

为严防疫情广泛传播，尽量减少员工接触疫情，本集团建立「外防输入内防扩散」的常态化疫情管理机制。机制详细参考了国家最新政策公布，结合地方政策和实际情况，实行弹性工作制，其中涉及一般职务的员工采取远程办公，以免人群于通勤及办公空间内聚集，减低疫情散播的风险。

为了进一步支援企业内部的防疫行动，本集团更建立疫情防疫用品清单，发动全员从多个渠道采购口罩、消毒液等医疗物资，为复工人员提供必要的防护。同时，我们持续跟进员工的健康情况和出行信息，禁止春节后从疫区或途经疫区的员工返回工作场所。此外，我们加强办公区域、生产工地和公共区域的卫生管理情况，安排专人每日进行杀菌消毒，确保环境干净整洁。

(III) TOGETHER WE FIGHT AGAINST THE CORONAVIRUS OUTBREAK

In view of the COVID-19, the Group has set up an emergency response team that strictly and swiftly deployed the prevention and control of it. All our units have clearly defined roles and responsibilities on prevention and control work, an effective leadership, a prevention and control system as well as supervision and management system, in order to carry out its anti-pandemic duties and ensure the all-round preventive and control measures in place. The Group convenes regular work scheduling meetings to follow up on the latest development of the pandemic and coordinate related disposal work, and oversee the implementation of all units on the pandemic prevention.

In order to strictly prevent the spread of the pandemic and minimise employees' contact with it, the Group has established a normalized pandemic management mechanism to prevent infection from external parties and avoid any internal spread. The mechanism has detailed reference to the latest national policy announcements, in combination with local policies and actual conditions to implement the flexible working system, in which employees with general duties are required to telecommute, so as to avoid the crowd gathering in the commuting and office space and reduce the risk of spreading the pandemic.

To further support the internal pandemic prevention activities, the Group has also established a list of supplies for pandemic prevention and mobilised all staff to procure masks, disinfectants and other medical supplies from multiple channels to provide necessary protection for the workers returning to work. At the same time, we continue to follow up the health status and travel information of employees, and workers from the pandemic areas or passing through them after the Spring Festival shall be prohibited from returning to the workplace. In addition, we strengthen the health management of public areas, sanitary sites and public areas, and arrange for specially-assigned personnel to carry out sanitary disinfection every day to ensure a clean and tidy environment.

案例：
Case study:

华润啤酒的抗疫慈善公益捐赠
Anti-pandemic charity donation of CR Beer

华润啤酒一直致力担当国企责任，承担并实践企业的社会责任。在2019新冠病毒病突发事件发生后，华润啤酒驻鄂机构持续了解武汉一线疫情状况，著力推动捐款并积极与各方沟通，贡献自己的力量援助受疫情所影响的社区居民。

CR Beer has been committed to shouldering the responsibility of state-owned enterprises, assuming and fulfilling corporate social responsibility. Upon the outbreak of COVID-19, CR Beer's organisation in Hubei continued to keep abreast of the pandemic in Wuhan, actively promoted donations and communicated with all parties, and contributed its own efforts to assist the community residents affected by the COVID-19.

华润啤酒各区域公司、工厂、营销中心共33家单位一同参与了本次的应援捐赠行动。除了捐出人民币1,500万元善款之外，我们共捐赠口罩61,700片、手套11,750片、消毒液6,000千克、女士用品5,000件、帐篷51个、以及矿泉水和方便面等紧急应援物资，为一线疫区解决燃眉之急。

A total of 33 regional companies, plants, and marketing centres of CR Beer participated in this donation during the pandemic. In addition to donating RMB15 million, we donated a total of 61,700 masks, 11,750 gloves, 6,000 kg of disinfectants, 5,000 supplies for women, 51 tents, and emergency supplies such as mineral water and instant noodles, to solve the urgent needs in pandemic areas.



● 安徽区域公司蚌埠工厂抗疫慈善公益捐赠
Bengbu Plant, the Anhui regional company, conducted a charitable donation for anti-pandemic

随后本集团在疫情防控不松懈的情况下，逐步安排陆续复工，过程并未出现异常情况。为帮助员工安心复工及保障他们的安全与健康，华润啤酒制作了「防新冠」系列微课、疫情防控指南及温馨提示，开展了在线疫情防控学习及在线答题等活动，做到360度全面防控宣传。

Subsequently, under strict implementation measures on prevention and control, the Group has arranged for the gradual resumption of work, and there were no abnormal cases in the process. In order to help employees resume work and ensure their safety and health, CR Beer has produced a series of "Anti-COVID-19" online micro-courses, guides on pandemic prevention and control as well as warm reminders, and carried out activities such as online teaching related to pandemic prevention and control and online quizzes, so as to achieve an all-round publicity of the prevention and control.

除了考虑政府政策及做好全方位疫情防控工作，我们更以保持啤酒及时、稳定的供应和确保啤酒运送过程不会造成疫情的社区感染为主要目标。为此，华润啤酒在疫情期间特别推出「无接触配送」服务。在配送过程中，配送人员均会全天候佩戴口罩及每天进行三次体温测试，并确保在每单配送前都经过酒精消毒，为消费者及社区的安全保驾护航。



In addition to considering government policies and ensuring the all-round prevention and control of the pandemic, we also aim to maintain the timely and stable supply of beer and ensure that the beer delivery process does not cause any problem of community infection in the pandemic. To this end, during the pandemic, CR Beer rolled out a "contactless delivery" service. During the delivery process, the delivery staff will wear masks and conduct body temperature tests three times a day to ensure that they are disinfected with alcohol before each order is delivered, to protect the safety of consumers and the community.

- 华润雪花啤酒推出无接触配送
CRSB rolled out the contactless delivery service

同时，华润雪花啤酒以《给雪花经销商合作伙伴的一封信》的形式，在提醒经销商提高自我防护意识、降低传染风险的同时，鼓励大家携手并肩、共克时艰。

Meanwhile, CRSB has reminded distributors in "A Letter to Distribution Partners from CRSB" to be extra vigilant in their personal protection against the virus and reduce risk of infection. Furthermore, it encourages distributors to work together to fight against the virus and overcome the crisis.

「华润雪花啤酒始终是值得信赖的商业伙伴。我们的经营理念主张「客户为先」，营销发展新理念中更旗帜鲜明地提出「做大做强经销商」。在每一次市场遇到困难时，我们都与经销商肩并肩，共克时艰，做经销商朋友的坚强后盾：二零零三年的SARS疫情、二零零八年的汶川地震、二零一三年的雅安芦山地震、二零一七年的九寨沟地震、二零一九年的宜宾地震等，不断谱写著华润雪花啤酒与经销商携手并进的美好篇章……我们坚信，疫情一定会很快过去，美好的二零二零年还在等待我们去创造！希望经销商朋友和我们一起：坚定信心，紧盯年度目标不放松，迎难而上，探索创新强高端，多措并举抓增长，胜利一定属于我们！」

"CRSB has always been a trustworthy business partner, with the operating philosophy of "customer priority", and we even more explicitly put forward the idea of "to be a bigger and stronger distribution partner" in marketing and development new concept. Every time we encountered difficulties in the market, we stood shoulder to shoulder with distribution partners and overcame all obstacles we confronted to give strong support to our distribution partners: the SARS epidemic in 2003, the Wenchuan earthquake in 2008, the Ya'an Lushan earthquake in 2013, the Jiuzhaigou earthquake in 2017, the Yibin earthquake in 2019, and so on, in which CRSB and distribution partners made joint efforts to get over, constantly writing a fabulous chapter about such great achievements. We believe that the epidemic will pass soon, and the wonderful 2020 is still waiting for us to build! We hope that our distribution partners will join us in maintaining our confidence, keeping an eye on the annual goals, tackling difficulties we are facing, exploring new strengths and high-end, taking more measures on spurring growth, so that the victory must belong to us!"

——《给雪花经销商合作伙伴的一封信》

— "A Letter to Distribution Partners from CRSB"

附录一：环境相关关键绩效指标

APPENDIX I: KEY PERFORMANCE INDICATORS ABOUT ENVIRONMENT

环境关键绩效指标 Environmental KPIs	单位 Unit	2019	2018	2017	2016
A1.1 排放物种类及相关排放数据 A1.1 Types of emissions and respective emissions data					
化学需氧量(COD) Chemical Oxygen Demand (COD)	吨 tons	1,088	1,230	1,313	1,468
其中： 化学需氧量(排入自然水体) Including: COD (discharged into natural water bodies)	吨 tons	88	236	292	440
氨氮排放总量 Total ammonia nitrogen emissions	吨 tons	99	不适用 N/A	不适用 N/A	不适用 N/A
其中： 氨氮排放量(排入自然水体) Including: Ammonia nitrogen emissions (discharged into natural water bodies)	吨 tons	11	不适用 N/A	不适用 N/A	不适用 N/A
二氧化硫(SO ₂)* Sulphur dioxide (SO ₂)*	吨 tons	90	100	221	333
氮氧化物(NO _x)* Nitrogen oxides (NO _x)*	吨 tons	200	242	409	506
* 主要是为啤酒生产过程中提供热能时燃烧燃料所产生 * Mainly generated from heat energy required in the beer production process					
A1.2 温室气体总排放量¹ A1.2 GHG emissions in total¹					
温室气体排放总量 Total GHG emissions	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	912	981	1,114	1,271
温室气体排放量(范围1) GHG emission (Scope 1)	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	195	253	375	475
温室气体排放量(范围2) GHG emission (Scope 2)	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	717	728	739	796
A1.4 所产生无害废弃物总量 A1.4 Total non-hazardous waste produced					
干酒糟 Dried distiller's grain	千吨 1,000 tons	195	181	188	184
干废酵母 Dried waste yeast	千吨 1,000 tons	17	17	17	18
瓶子 Bottle	千吨 1,000 tons	1,476	1,484	1,161	1,088
易拉罐 Can	千吨 1,000 tons	96	71	52	57
纸箱 Carton	千吨 1,000 tons	315	288	287	266
塑膜 Plastic film	千吨 1,000 tons	14	12	11	11

附录一：环境相关关键绩效指标

APPENDIX I: KEY PERFORMANCE INDICATORS ABOUT ENVIRONMENT

环境关键绩效指标 Environmental KPIs	单位 Unit	2019	2018	2017	2016
A2.1 按类型划分的直接及／或间接能源总耗量					
A2.1 Direct and/or indirect energy consumption by type in total					
单位综合能耗 ² Consolidated energy consumption per unit ²	每千升产量标准煤 Standard coal per kilolitre	0.023	0.024	0.03	0.03
煤炭 Coal	万吨标准煤 10,000 tons of standard coal	0.7	2.6	7.3	11.5
天然气 Natural gas	千万标准立方米 10,000,000 standard cubic metres	7.5	7.9	8.2	7.8
太阳能 Solar energy	千万千瓦时 10,000,000 kilowatt hours	0.07	不适用 N/A	不适用 N/A	不适用 N/A
汽油 Gasoline	千吨 1,000 tons	0.6	0.8	1.2	1.4
柴油 Diesel	千吨 1,000 tons	3.1	3.1	3.3	3.8
外购电力总量 Total amount of externally sourced electricity	千万千瓦时 10,000,000 kilowatt hours	59.6	59.7	64.0	66.3
外购热力总量 Total amount of externally sourced heat	十亿千焦耳 1,000,000,000KJ	2,854.2	2,765.0	2,748.8	3,092.0
A2.2 总耗水量及密度					
A2.2 Water consumption in total and intensity					
耗水量 Water consumption	千立方米 1,000 standard cubic metres	31,992	31,448	35,031	38,781
总耗水量密度 Density of total water consumption	立方米／每千升产量 Cubic metre/per kilolitre	2.71	2.79	2.97	3.25

¹ 碳排放之计算参照中国国家发展和改革委员会出版之《2012区域电网基准线排放因子》《中国食品、烟草及酒、饮料和精制茶企业温室气体核算方法与报告指南(试行)》及香港交易所发出之《环境关键绩效指标汇报指引》。范围一温室气体的计算范围包括煤炭、汽油、柴油及天然气耗用量。范围二温室气体的计算范围包括外购电力及外购热力消耗量。

¹ The above carbon emission was calculated with reference to the “2012 Baseline Emission Factors for Regional Power Grids” and the “Guidelines for Accounting and Reporting Greenhouse Gas Emissions from China Food, Tobacco, Alcohol, Beverages and Purified Tea Manufacturing Enterprises (Trial)” published by the National Development and Reform Commission of the PRC, and the “Reporting Guidance on Environmental KPIs” published by Hong Kong Stock Exchange. The calculation of scope 1 includes coal, gasoline, diesel and natural gas consumption. The calculation of scope 2 includes externally sourced electricity and heat consumption.

² 单位综合能耗以每千升产量标准煤的单位表达，计算参照中国国家标准《综合能耗计算通则》。

² The consolidated energy consumption per unit is presented with the unit standard coal per kilolitre, which is calculated with reference to the “General principles for calculation of the comprehensive energy consumption” of National Standards of PRC.

附录二：《环境、社会及管治报告指引》内容索引

APPENDIX II: INDEX OF CONTENTS ACCORDING TO THE ESG REPORTING GUIDE

环境、社会及管治指针索引 Index of ESG Indicators		GRI准则内容索引 Index of GRI Indicators		披露页码 Page number
环境 Environmental				
A1 : 排放物 A1: Emission	一般披露 General Disclosure	有关废气及温室气体排放、向水及土地的 排污、有害及无害废弃物的产生等的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律 及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 305：排放及GRI 306：污水及废弃物) GRI 305：排放：管理方针披露指引 GRI 307：有关环境保护的法规遵守：披露项目307-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 305: Emissions: Management approach disclosures guidance GRI 307: Environmental Compliance: Disclosure 307-1	52-67
	A1.1	排放物种类及相关排放数据。 The types of emissions and respective emissions data.	GRI 305：排放：披露项目305-1, 305-2, 305-3, 305-6及305-7 GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7	57-58, 77
	A1.2	温室气体总排放量(以吨计算)及(如适用)密 度(如以每产量单位、每项设施计算)。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 305：排放：披露项目305-1, 305-2, 305-3及 305-4 GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-4	58-60, 77
	A1.3	所产生有害废弃物总量(以吨计算)及(如适 用)密度(如以每产量单位、每项设施计算) Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306：污水及废弃物：披露项目306-2 (a) GRI 306: Effluents and Waste: Disclosure 306-2 (a)	65-67
	A1.4	所产生无害废弃物总量(以吨计算)及(如适 用)密度(如以每产量单位、每项设施计算) Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306：污水及废弃物：披露项目306-2 (b) GRI 306: Effluents and Waste: Disclosure 306-2 (b)	65-67, 77
	A1.5	描述减低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 305： 排放) GRI 305：排放：汇报要求1.2及披露项目305-5 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 305: Emissions) GRI 305: Emissions: Clause 1.2 and Disclosure 305-5	52-67
	A1.6	描述处理有害及无害废弃物的方法、减低 产生量的措施及所得成果。 Description of how hazardous and non- hazardous wastes are handled, reduction initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 306： 污水及废弃物) GRI 306：污水及废弃物：披露项目306-2及306-4 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Effluents and Waste) GRI 306: Effluents and Waste: Disclosures 306-2 and 306-4	65-67

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环境 Environmental				
A2：资源使用 A2: Use of Resources	一般披露 General Disclosure	有效使用资源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 301：物料，GRI 302：能源及GRI 303：水) GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water)	52-67
	A2.1	按类型划分的直接及／或间接能源(如电、气或油)总耗量(以千个千瓦时计算)及密度(如以每产量单位、每项设施计算)。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	GRI 302：能源：披露项目302-1及302-3 GRI 302: Energy: Disclosures 302-1 and 302-3	56, 78
	A2.2	总耗水量及密度(如以每产量单位、每项设施计算) Water consumption in total and intensity (e.g. per unit of production volume, per facility).	不适用 N/A	63, 78
	A2.3	描述能源使用效益计划及所得成果。 Description of energy use efficiency initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 302：能源) GRI 302：能源：披露项目302-4及302-5 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 302: Energy) GRI 302: Energy: Disclosures 302-4 and 302-5	54-56
	A2.4	描述求取适用水源上可有任何问题，以及提升用水效益计划及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 303：水) GRI 303：水：披露项目303-3 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water) GRI 303: Water: Disclosure 303-3	62-64
	A2.5	制成品所用包装材料的总量(以吨计算)及(如适用)每生产单位占量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	GRI 301：物料：披露项目301-1 GRI 301: Materials: Disclosure 301-1	67, 77
A3：环境及天然资源 A3: The Environment and Natural Resources	一般披露 General Disclosure	减低发行人对环境及天然资源造成重大影响的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 301：物料，GRI 302：能源，GRI 303：水，GRI 304：生物多样性，GRI 305：排放及GRI 306：污水及废弃物) GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste).	60-62, 67-69
	A3.1	描述业务活动对环境及天然资源的重大影响及已采取管理有关影响的行动。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GRI 103：管理方针：披露项目103-1及103-2 (使用于GRI 301：物料，GRI 302：能源，GRI 303：水，GRI 304：生物多样性，GRI 305：排放及GRI 306：污水及废弃物) GRI 303：水：披露项目303-2 GRI 304：生物多样性：披露项目304-2 GRI 306：污水及废弃物：披露项目306-3 (c)及306-5 GRI 103: Management Approach: Disclosures 103-1 and 103-2 (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 303: Water: Disclosure 303-2 GRI 304: Biodiversity: Disclosure 304-2 GRI 306: Effluents and Waste: Disclosures 306-3 (c) and 306-5	60-62, 67-69

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社会 Social				
B1： 雇佣 B1: Employment	一般披露 General Disclosure	有关薪酬及解雇、招聘及晋升、工作时数、假期、平等机会、多元化、反歧视以及其他待遇及福利的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 202：市场地位，GRI 401：雇佣，GRI 405：员工多元化与平等机会及GRI 406：反歧视) GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination) GRI 419: Socioeconomic Compliance: Disclosure 419-1	31-35
	B1.1	按性别、雇佣类型、年龄组别及地区划分的雇员总数。 Total workforce by gender, employment type, age group and geographical region.	GRI 102：一般披露：披露项目102-8 (a), 102-8 (b)及102-8 (c) GRI 405：员工多元化与平等机会：披露项目405-1 (b-ii) GRI 102: General Disclosures: Disclosures 102-8 (a), 102-8 (b), and 102-8 (c) GRI 405: Diversity and Equal Opportunity: Disclosure 405-1 (b-ii)	33
	B1.2	按性别、年龄组别及地区划分的雇员流失比率。 Employee turnover rate by gender, age group and geographical region.	GRI 401：雇佣：披露项目401-1 (b) GRI 401: Employment: Disclosure 401-1 (b)	34
B2： 健康与安全 B2: Health and Safety	一般披露 General Disclosure	有关提供安全工作环境及保障员工避免职业性危害的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 403：职业健康及安全) GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 403: Occupational Health and Safety) GRI 419: Socioeconomic Compliance: Disclosure 419-1	44-51
	B2.1	因工作关系而死亡的人数及比率。 Number and rate of work-related fatalities.	GRI 403：职业健康及安全：披露项目 403-2 GRI 403: Occupational Health and Safety: Disclosure 403-2	48
	B2.2	因工伤损失工作日数。 Lost days due to work injury.	GRI 403：职业健康及安全：披露项目：403-2 GRI 403: Occupational Health and Safety: Disclosure 403-2	48
	B2.3	描述所采纳的职业健康与安全措施，以及相关执行及监察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2及103-3 (a-i) (使用于GRI 403：职业健康及安全) GRI 103: Management Approach: Disclosure 103-2 and 103-3 (a-i) (used together with GRI 403: Occupational Health and Safety)	44-51

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社会 Social				
B3： 发展及培训 B3: Development and Training	一般披露 General Disclosure	有关提升员工履行工作职责的知识及技能的政策。描述培训活动。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 404：训练与教育) GRI 404：训练与教育：披露项目404-2 (a) GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 404: Training and Education) GRI 404: Training and Education: Disclosure 404-2 (a)	39-44
	B3.1	按性别及雇员类别(如高级管理层、中级管理层等)划分的受训雇员百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	GRI 404：训练与教育：披露项目404-1 GRI 404: Training and Education: Disclosure 404-1	40
	B3.2	按性别及雇员类别划分，每名雇员完成受训的平均时数。 The average training hours completed per employee by gender and employee category.	GRI 404：训练与教育：披露项目404-1 GRI 404: Training and Education: Disclosure 404-1	40 计划在未来披露按性别及雇员类别划分每名雇员完成受训的平均时数。 Future disclosure of average training hours by gender and employee category is under planning
B4： 劳工准则 B4: Labour Standards	一般披露 General Disclosure	有关防止童工或强制劳工的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 408：童工及GRI 409：强迫或强制劳动) GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 419: Socioeconomic Compliance: Disclosure 419-1	31-32
	B4.1	描述检讨招聘惯例的措施以避免童工及强制劳工。 Description of measures to review employment practices to avoid child and forced labour.	GRI 103：管理方针：披露项目103-2(使用于GRI 408：童工及GRI 409：强迫或强制劳动) GRI 408：童工：披露项目408-1(c) GRI 409：强迫或强制劳动：披露项目409-1(b) GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	31-32
	B4.2	描述在发现违规情况时消除有关情况所采取的步骤。 Description of steps taken to eliminate such practices when discovered.	GRI 103：管理方针：披露项目103-2(使用于GRI 408：童工及GRI 409：强迫或强制劳动) GRI 408：童工：披露项目408-1(c) GRI 409：强迫或强制劳动：披露项目409-1(b) GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	31-32

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社会 Social				
B5： 供应链管理 B5: Supply Chain Management	一般披露 General Disclosure	管理供应链的环境及社会风险政策。 Policies on managing environmental and social risks of the supply chain.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 308：供应商环境评估及GRI 414：供应商社会评估) GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment)	27-29
	B5.1	按地区划分的供应商数目。 Number of suppliers by geographical region.	GRI 102：一般披露：披露项目102-9 GRI 102: General Disclosures: Disclosure 102-9	27-29
	B5.2	描述有关聘用供应商的惯例，向其执行有关惯例的供应商数目、以及有关惯例的执行及监察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2 (使用于GRI 308：供应商环境评估及GRI 414：供应商社会评估) GRI 308：供应商环境评估：披露项目308-1及308-2 GRI 414：供应商社会评估：披露项目414-1及414-2 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 308: Supplier Environmental Assessment: Disclosures 308-1 and 308-2 GRI 414: Supplier Social Assessment: Disclosures 414-1 and 414-2	27-29
B6： 产品责任 B6: Product Responsibility	一般披露 General Disclosure	有关所提供产品和服务的健康与安全、广告、标签及私隐事宜以及补救方法的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 416：顾客健康与安全，GRI 417：行销与标示及GRI 418：客户私隐) GRI 416：顾客健康与安全：披露项目416-2 GRI 417：行销与标示：披露项目417-2及417-3 GRI 418：客户私隐：披露项目418-1 GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 416: Customer Health and Safety, GRI 417: Marketing and Labelling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labelling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	19-26
	B6.1	已售或已运送产品总数中因安全与健康理由而须回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不适用 N/A	21
	B6.2	接获关于产品及服务的投诉数目以及应对方法。 Number of products and service-related complaints received and how they are dealt with.	GRI 102：一般披露：披露项目102-43及102-44 GRI 103：管理方针：披露项目103-2 (c-vi) GRI 418：客户私隐：披露项目418-1 GRI 102: General Disclosures: Disclosures 102-43 and 102-44 GRI 103: Management Approach: Disclosure 103-2 (c-vi) GRI 418: Customer Privacy: Disclosure 418-1	25-26
	B6.3	描述与维护及保障知识产权有关的惯例。 Description of practices relating to observing and protecting intellectual property rights.	不适用 N/A	22-23
	B6.4	描述质量检定过程及产品回收程序。 Description of quality assurance process and recall procedures.	不适用 N/A	19-21
	B6.5	描述消费者数据保障及私隐政策，以及相关执行及监察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2及103-3 (a-i) (使用于GRI 418：客户私隐) GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 418: Customer Privacy)	25-26

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社会 Social				
B7： 反贪污 B7: Anti-corruption	一般披露 General Disclosure	有关防止贿赂、勒索、欺诈及洗黑钱的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 205：反贪污) GRI 205：反贪污：披露项目205-3 GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 205: Anti-corruption) GRI 205 Anti-corruption: Disclosure 205-3 GRI 419: Socioeconomic Compliance: Disclosure 419-1	29-30
	B7.1	于汇报期内对发行人或其雇员提出并已审结的贪污诉讼案件的数目及诉讼结果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	GRI 205：反贪污：披露项目205-3 GRI 205: Anti-corruption: Disclosure 205-3	29-30
	B7.2	描述防范措施及举报程序，以及相关执行及监察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	GRI 102：一般披露：披露项目102-17 GRI 103：管理方针：披露项目103-2及103-3 (a-i) (使用于GRI 205：反贪污) GRI 205：反贪污：汇报要求1.2 GRI 102: General Disclosures: Disclosure 102-17 GRI 103: Management Approach: Disclosures 103-2 and 103-3 (a-i) (used together with GRI 205: Anti-corruption); GRI 205: Anti-corruption: Clause 1.2	29-30
B8： 社区投资 B8: Community Investment	一般披露 General Disclosure	有关以社区参与来了解营运所在社区需要和确保其业务活动会考虑社区利益的政策。 Policies on community engagement to understand the needs of the communities where the operation is located and to ensure its activities take into consideration the communities' interests.	GRI 103：管理方针：披露项目103-2 (c-i) (使用于GRI 413：本地社区) GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 413: Local Communities)	70-76
	B8.1	注贡献范畴(如教育、环境事宜、劳工需求、健康、文化、体育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	GRI 203：间接经济影响：披露项目203-1(a) GRI 203: Indirect Economic Impacts: Disclosure 203-1(a)	70-76
	B8.2	在专注范畴所动用资源(如金钱或时间)。 Resources contributed (e.g. money or time) to the focus area.	GRI 201：经济表现：披露项目201-1(a-ii) GRI 201: Economic Performance: Disclosure 201-1(a-ii)	70-76



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