華潤啤酒(控股)有限公司

China Resources Beer (Holdings) Company Limited

於香港註冊成立的有限公司 Incorporated in Hong Kong with limited liability

2022

環境、社會及管治報告

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

股份代號 Stock Code : 00291

關於本報告 ABOUT THIS REPORT	關於本報告	About this Report	2
前言 FOREWORD	前言	Foreword	4
	二零二二年可持續發展概覽	Overview of 2022 sustainable development	6
	ESG相關主要獎項及榮譽	Major ESG-related awards and honors	7
環境、社會及管治體系 ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM	ESG管理架構和董事會聲明	ESG management structure and the board statement	12
	目標制定和檢討機制	Targets setting and review mechanism	16
	利益相關方溝通	Communication with stakeholders	18
	重要議題識別	Identification of material issues	20
第一章 產品及營運慣例 CHAPTER 1: PRODUCTS AND OPERATING PRACTICES	（一）產品健康及食品安全	(I) Product health and food safety	23
	（二）產品與技術創新	(II) Product and technological innovation	28
	（三）倡導理性飲酒及責任營銷	(III) Advocating rational drinking and responsible marketing	31
	（四）客戶服務及隱私保護	(IV) Customer services and privacy protection	35
	（五）供應鏈責任管理和供應商管理	(V) Supply chain responsibility management and management of suppliers	38
	（六）反貪腐及倡廉善治	(VI) Anti-corruption and governance of integrity	43
第二章 關懷員工 CHAPTER 2: CARE FOR STAFF	（一）平等僱傭政策及員工薪酬福利	(I) Equal employment policy and staff remuneration and benefit	49
	（二）人才招聘及管理	(II) Talents recruitment and management	51
	（三）員工溝通與關懷	(III) Staff communication and care	56
	（四）員工發展及培訓	(IV) Staff development and training	59
	（五）職業健康與安全生產	(V) Occupational health and safety production	66
第三章 環境保護 CHAPTER 3: ENVIRONMENTAL PROTECTION	（一）環境管治監督體系	(I) Supervision system on environmental governance	72
	（二）「碳中和」目標及廢氣排放物管理	(II) "Carbon neutrality" target and flue gas emission management	76
	（三）氣候變化風險及機遇	(III) Risks and opportunities of climate change	85
	（四）水資源管理及污水處理	(IV) Water resources management and sewage treatment	87
	（五）包裝材料及廢棄物處理	(V) Packaging material and waste treatment	95
	（六）環保宣傳教育	(VI) Education of environmental protection	101
第四章 社會責任 CHAPTER 4: SOCIAL RESPONSIBILITY	（一）熱心公益，援助抗疫	(I) Dedication to social welfare and fighting the pandemic	102
	（二）扶持就業，振興鄉村	(II) Supporting employment and revitalizing rural areas	103
	（三）貢獻雪花力量，引領行業發展	(III) Contributed CRSB's power to lead industry development	104
	（四）健康、環保、文化推廣	(IV) Health, environmental protection and cultural promotion	106
核實聲明 VERIFICATION STATEMENT	核實聲明	Verification statement	109
附錄： APPENDIX:	香港交易所《環境、社會及管治報告指引》索引	Index of contents according to the ESG reporting guide of Hong Kong Stock Exchange	111

關於本報告

報告概覽

本報告為華潤啤酒(控股)有限公司(「本公司」、「華潤啤酒」，連同其附屬公司，統稱「本集團」所發佈的年度環境、社會及管治報告(「本報告」)，旨在就本集團由二零二二年一月一日至二零二二年十二月三十一日(「報告期間」、「二零二二年財政年度」、「二零二二年」)的相關信息披露。如欲查閱更多業務相關信息及有關本集團的企業管治常規，請參閱本集團的二零二二年年報。

編制依據

本報告按照了香港聯合交易所有限公司《主版上市公司規則》附錄二十七《環境、社會及管治報告指引》(「上市規則」)，並參考全球報告倡議組織(Global Reporting Initiative，GRI)《可持續發展報告指南》(「GRI準則2021」)進行編制。本報告符合上市規則的「重要性」、「量化」、「平衡」，以及「一致性」的匯報原則編制而成：

ABOUT THIS REPORT

OVERVIEW OF THE REPORT

This report is the annual environmental, social and governance 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 from 1 January 2022 to 31 December 2022 (the "reporting period", "FY2022", or "2022"). For more information relating to the Group's business and its corporate governance practices, please refer to the Group's 2022 Annual Report.

BASIS OF PREPARATION

The 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 with reference to the Sustainable Development Report Guide of Global Reporting Initiative (GRI) (the "GRI standards 2021"). The Report is prepared in accordance with the reporting principles of "materiality", "quantitative", "balance" and "consistency" of the Listing Rules:

重要性 Materiality	本集團在報告期間開展重要性評估，報告編制小組與關鍵利益相關方共同識別重要性議題，以確定本報告的披露內容及各議題的詳細內容。本集團繼續沿用二零二一年重要性議題列表，重要議題的識別過程及分析結果已分別呈列於「重要議題識別」及「重大性議題矩陣及列表」之章節中。 The Group has commenced materiality assessment during the reporting period, under which our report preparation team works with key stakeholders to identify material issues so as to confirm the disclosable information and details of each issue. The Group continues to use the list of material issues set in 2021. The identification process and analysis results have been presented in the sections headed "Identification of Material Issues" and "Materiality Matrix and Table", respectively.
量化 Quantitative	本集團各部門合作收集並記錄環境及社會關鍵績效數據，希望透過披露定量數據以展現本集團於環境及社會關鍵績效指標中的表現。部份同比變幅與所呈列的數字直接計算的結果未必相等，因所呈列數據經四捨五入，但百分比變幅是以原始數據做計算。在個別情況下，該等百分比變幅數字之總和未必為100%。相關資料範圍、計算標準及方式請參照相關章節。 Each department of the Group co-ordinates to collect and record the key performance data regarding the environment and the society in hope of presenting the Group's performance in the environmental and social key performance indicators ("KPIs") through quantified data. Part of the year-on-year changes may not be equal to the results of direct calculation of the figures presented, as the figures presented are rounded, but the percentage changes are calculated based on the raw data. In individual cases, the sum of these percentage changes may not be 100%. Please refer to the related sections for the relevant scope, measurement standards and methods.
平衡 Balance	本集團以準確、客觀及持平的態度描述每項議題，披露本集團在報告期間內的正面及負面信息，確保內容平衡和能夠讓讀者合理地評估本集團的整體績效。 The Group describes each issue in an accurate, objective and fair manner and discloses both positive and negative information of the Group during the reporting period to ensure balance of the content and help readers to reasonably assess the overall performance of the Group.
一致性 Consistency	除非另有說明，本報告中披露的數據均根據本集團所建立的統一信息收集流程和工作機制進行統計，因此相關的數據統計方式和編纂報告時所作的假設均保持一致，以確保數據可作逐年比較。 Unless stated otherwise, the data disclosed in the Report has been under statistical analysis based on the Group's standardized information collection process and working mechanism, thereby the relevant data statistical approach remains consistent with the assumptions made during preparation of the Report, to ensure year-to-year comparison of the data.

報告範圍

除非另有說明，本報告的政策、案例及數據所涉及的範圍主要涵蓋本集團總部和其下屬實際控制的控股公司及附屬公司。報告時間跨度為二零二二年一月一日至十二月三十一日。

報告目的

本報告為華潤啤酒(控股)有限公司正式發佈的第七份年度環境、社會及管治(「ESG」)報告。本報告旨在就本公司履行社會責任的承諾與利益相關方進行透徹溝通，並重點披露本集團於二零二二年在可持續發展環境、社會及管治(「ESG」)方面表現的相關內容，以回應利益相關方關注的重要議題。

編制流程

本報告參照上市規則訂立了一套系統性的報告流程，通過與主要利益相關方定期溝通，針對本集團的ESG議題共同進行識別及重要性評估，以確立本報告的報告範圍，並於各業務部門收集及檢視相關資料。所有信息均來自本公司的正式文件、統計報告、財務報告及共享中心，從而統計分析並編制本報告。

版本信息

本報告提供繁體中文、簡體中文及英文三個版本於本公司網址www.crbeer.com.hk供讀者參閱。各版本如有歧異，應以繁體中文版為準。

意見回饋

如對本報告及其內容有任何疑問或意見，歡迎通過以下聯繫方式與本集團聯繫。

聯繫方式

地址：香港灣仔港灣道26號華潤大廈23樓2301&2310室
電話：(852)2360 9722
傳真：(852)2874 0280
電郵：info@crb.cn
網址：www.crbeer.com.hk

投資者關係問詢

電郵：ir@crb.cn

SCOPE OF THE REPORT

Unless otherwise specified, the policies, cases and data of the Report mainly involve in the Group's headquarters as well as holding companies and subsidiaries ultimately controlled by its subordinates. The Report covers the period from 1 January to 31 December 2022.

PURPOSE OF THE REPORT

This is the seventh annual Environmental, Social and Governance ("ESG") report officially published by China Resources Beer (Holdings) Company Limited. The purpose of our Report is to communicate transparently with stakeholders about the Company's commitment to fulfill its social responsibilities, and focuses on disclosing the relevant content of the Group's performance on sustainable ESG development in 2022 in responses to material issues concerned by stakeholders.

PROCESS OF PREPARATION

The Report has established systematic reporting procedures with reference to the Listing Rules. We identify and assess the materiality of the ESG topics related to the Group through regular communication with our major stakeholders, on the basis of which the scope of the Report is defined. Relevant information is then collected and reviewed from various departments. All information comes from formal documents, statistical reports, financial reports and Shared Service Centers of the Company for statistical analysis and preparation of the Report.

VERSIONS OF THE REPORT

The 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 the Report and its contents, please feel free to contact us via the following.

CONTACT

Address: Room 2301 & 2310, 23/F, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong
Tel.: (852) 2360 9722
Fax: (852) 2874 0280
Email: info@crb.cn
Website: www.crbeer.com.hk

INVESTOR RELATIONS ENQUIRIES

Email: ir@crb.cn

前言

ESG管理方針及策略

本集團一直以「引領產業發展，釀造美好生活」為使命，致力於為消費者提供超越期望的產品與體驗，為員工打造事業家園，為合作夥伴提升價值，為股東創造長期回報，為環境和社會帶來綠色和諧發展，激發和滿足人們對美好生活的需求。未來，本公司發展將聚焦「產品高端化、品牌多元化和國際化」，努力打造成為消費者信賴、員工自豪、行業領先的國際化綠色釀酒企業。

本集團在「決戰高端、質量發展」戰略的引領下，積極完善「中國品牌+國際品牌」的豐富產品組合，提供高質量啤酒，倡導理性飲酒、綠色消費和健康生活。本集團也保持優於行業水平的品牌投入，構建各類啤酒消費場景，以富有創意的消費體驗，吸引更多年輕消費者群體，並提升高端啤酒的品牌形象。二零二二年，借助收購貴州金沙窖酒酒業有限公司55.19%的股權，本集團將整合已有的白酒業務資源，透過「啤白雙賦能」的商業模式，進一步加強本集團於中國白酒行業的競爭力及品牌影響力。本集團將通過頂層架構重塑、品牌建設、組織二次轉型、數位化行銷和白酒業務發展等舉措，打造成一家多元化的酒類企業，向「做啤酒新世界的領導者」、「做酒類新世界的探索者」的目標穩步邁進！

飲水思源，本集團深刻認識到本集團的每一次進步、每一點成績的取得，都與本集團對利益相關方的責任感息息相關，也逐步成為本集團業務健康發展的基石。因此，本集團高度重視並積極回應各利益相關方的意見，努力構建一個良性的商業生態系統。

* *僅供識別*

FOREWORD

ESG MANAGEMENT APPROACH AND STRATEGIES

The Group has always upheld the mission of "leading industrial development, brewing a better life" and committed to provide consumers with products and experiences which exceed expectation, to help build career and family for our employees, to empower our co-operative partners and to generate long-term returns to our shareholders. We target to bring green and harmonious development to the environment and the society, and to motivate and fulfill people's pursuit of better life. In the future, the Company will focus on "product premiumization, brand diversification and internationalization" and will strive to become an industrial-leading, international and green brewery enterprise which has earned consumers' trust and is the pride of our staff.

Guided by the strategy of "Quality Development for Success in Premiumization", the Group actively improves its diversified product portfolio of "domestic brands + international brands", offers high-quality beer, and advocates rational drinking, green consumption and healthy lifestyle. In addition, the Group maintains its investment in brand building that is above the industry level, constructs various beer consumption scenarios, attracts more young consumers by providing creative consumption experiences, to enhance premium beer brand image. In 2022, by acquiring a 55.19% equity interest in Guizhou Jinsha Jiaojiu Winery Industry Co., Ltd.*(貴州金沙窖酒酒業有限公司), the Group consolidated its existing baijiu business resources and further strengthened the Group's competitiveness and brand influence within the Chinese baijiu industry through its "dual empowerment model for beer and baiju businesses". The Group will carry out a myriad of initiatives in top and upper management restructuring, brand building, second-time organizational transformation, digital marketing, and baijiu business development to shape into a diversified alcoholic beverage enterprise, marching towards the Group's aspirations to become "the leader of the new world of the beer industry" and "an explorer of the new world of alcoholic beverages"!

As the saying goes, "never forget the source when you drink water", we are deeply aware that every progress and achievement of the Group is closely related to our sense of responsibility to our stakeholders, which has gradually become the cornerstone for the healthy development of our businesses. Therefore, we pay close attention to and actively respond to the expectations of all stakeholders and strive to build a healthy business ecosystem.

* *For identification purposes only*

員工是企業最寶貴的財富。本集團關愛員工的身心健康和職業發展，努力創造條件共建快樂、和諧、溫暖的事業家園。本集團重視安全生產，始終堅持「以人為本、安全發展」的職業健康與安全工作管理理念，以「零傷害、零事故」為方向落實管理細節。

Employees are the most valuable asset of an enterprise. The Group cares about the physical and mental health as well as career development of our employees, and strives to create conditions to build a happy, harmonious and warm working environment. The Group attaches great importance to safe production, always adheres to the occupational health and safety work management concept of "people-oriented, safe development", and pursues the direction of "zero injury, zero accident" to implement management details.

本集團致力推動中國啤酒產業鏈健康發展，積極為上游供應商和下游渠道夥伴賦能，通過建立星級供應商體系、振興國產大麥種植、創立高端大客戶平台等方式，帶領供應商和渠道夥伴共同成長，共拓啤酒新世界。

The Group is committed to promote the healthy development of China's beer industrial chain that we have been actively empowering upstream suppliers and downstream channel partners. Through strategic actions such as establishing star-rated supplier system, revitalizing domestic barley cultivation and building premium key customers platform, we lead suppliers and channel partners to grow together and build a new world of beer.

本集團時刻不忘環保責任，建立嚴格的環境管理體系，重視綠色生產和節能減排。二零二一年，本集團已正式將綠色低碳發展納入企業發展戰略，以積極回應國家碳達峰碳中和政策。

We always put environmental responsibility in mind and have established a strict environmental management system with a focus on green production, energy saving and emission reduction. In 2021, the Group formally incorporated green and low-carbon development into its corporate development strategy to actively respond to the state's carbon emission peak and carbon neutrality policy.

作為負責任的企業公民，本集團心繫社會，熱心公益事業。本集團組織開展形式多樣的志願者服務活動，積極參與抗擊疫情、扶貧攻堅、鄉村振興等，為社會的和諧發展助力，為社會福祉的改善添磚加瓦。

As a responsible corporate citizen, we care about the society and are enthusiastic about public welfare. The Group has organized various forms of volunteer service activities, and has actively participated in the fight against the epidemic, poverty alleviation, and rural revitalization, etc. The Group is committed to make our part of contribution to the harmonious development of society and the improvement of social well-being.

「釀造美好生活」的責任感和使命感已經融入到了本集團的企業文化之中，融入到工作的每一個細節當中。惟其如此，本集團才能順利地推進高端化戰略，讓本集團成長為世界一流的啤酒企業，成為廣受社會尊重的企業公民，實現可持續發展。

The sense of responsibility and mission of "Brewing a Better Life" has been integrated into our corporate culture and into every detail of our work. Only by doing so can we successfully advance our premiumization strategy, enable the Group to grow into a world-class beer enterprise, become a corporate citizen widely respected by society, and achieve sustainable development.

產品及營運慣例
PRODUCTS AND OPERATING PRACTICES

- 本集團憑藉具有華潤雪花特色的質量和食品安全管理體系(簡稱SnowMS·QFS)通過FSSC22000、ISO、HACCP等國際體系認證98項。

  The Group established a quality and food safety management system with characteristics of CRSB (short as SnowMS·QFS) passed a total of 98 international systems certifications such as FSSC22000, ISO, HACCP, etc.

- 受益於產品質量的持續提升，產品不良體驗投訴數量同比大幅減少20.7%；投訴處理客戶滿意度調查得分為87.0分。

  Benefiting from the continuous improvement of product quality, the number of complaints about defective products received by the Group in 2022 decreased significantly by 20.7% year-on-year; the customer satisfaction survey score has been improved to 87.0 points.

- 所有啤酒產品出廠質量達標，所有啤酒產品通過國家監督抽查，所有啤酒產品均符合《啤酒》行業國家標準。

  All beer products pass both ex-factory quality test and the spot tests under national supervision. All beer products were in compliance with the industrial and national standard of "Beer".

環境保護
Environmental Protection

- 單位綜合能耗密度為0.0195噸標準煤／千升產量(或158.4千瓦時／千升產量)，較去年降低5.7%。

  Consolidated energy consumption intensity per unit was 0.0195 tonnes of standard coal per kilolitre output (or 158.4 kWh per kilolitre output), decreased by 5.7% over last year.

- 溫室氣體排放密度(範圍1+2)為0.075噸二氧化碳當量／千升產量，較去年降低9.8%。

  Greenhouse gas emission intensity per unit (scope 1+2) was 0.075 tonnes of CO_2 equivalent/kilolitre output, decreased by 9.8% over last year.

- 總產量同比上升1.3%，但用新水量同比僅升0.3%，單位產品水耗同比下降1.0%。

  Total output increased by 1.3% year-on-year, but the amount of new water used only increased by 0.3% year-on-year, and the water consumption intensity per unit decreased by 1.0% year-on-year.

- 二氧化硫和氮氧化物排放量較去年分別減少30.1%和21.0%。

  Sulphur dioxide (SO_2) and nitrogen oxides (NO_x) emission decreased by 30.1% and 21.0% respectively over last year.

- 僅餘2家工廠的污水排入自然水體，佔污水排放總量的1.2%；9家工廠與城市污水處理廠合作實施「協商限值」排放。

  Only 2 plants left and only 1.2% of the total amount of sewage was discharged into natural waters; 9 plants had implemented "negotiated discharging limit" with municipal sewage treatment facilities.

- 無害廢棄物回收利用：乾酒糟和乾廢酵母回收率均為100%。

  Non-hazardous waste recycling: 100% recycling rate of dried distiller's grains and dried waste yeasts.

- 32家工廠配置沼氣鍋爐，轉化約130,048噸蒸汽作為工廠生產能源，節省外購蒸汽成本約人民幣3,496萬元。

  32 plants have equipped with biogas boilers, converting about 130,048 tonnes of steam for energy use in plants and saving about RMB 34.96 million in cost of purchasing external steam.

- 2家工廠實施光伏發電儲能項目，總裝機容量7兆瓦，年內已累計使用約732萬千瓦時。

  2 plants have set up photovoltaic power generation and energy storage projects which are of a total installed capacity of 7 megawatt and the Group has recorded usage of approximately 7.32 million kWh during the year.

- 武漢工廠榮獲國家級「綠色工廠」及國家級「水效領跑者」稱號，兩項均為國內製造業最高榮譽。

  Wuhan Plant was awarded with the title of national "Green Plant" and national "Water Efficiency Leading Enterprise", both are the two highest honors in domestic manufacturing sector.

關懷員工
Care for Staff

- 安全生產：連續三年因工亡故的人數為零，且千人傷害率少於千分之0.6。
  Safety production: Injury rate per thousand staff has been less than 0.06% with zero work-related fatalities for the three consecutive years.
- 員工培訓：全職員工人均培訓時長和培訓投入分別為31.7小時和人民幣655元。
  Staff training: Average training hours and cost of each full-time employee are 31.7 hours and RMB655, respectively.
- 提供安全教育培訓約64.2萬課時，覆蓋員工安全培訓55,304人次，供應商、分包商及承建商等相關方安全培訓24,975人次。
  Approximately 642 thousand hours of safety education and training were provided, covering 55,304 employees and 24,975 suppliers, subcontractors and contractors and other related parties.

社會責任
Social Responsibilities

- 全年員工參與志願活動逾1,880人次，參與志願活動的時間逾5,110小時。
  More than 1,880 employees participated and more than 5,110 hours were spent in voluntary activities during the year.

ESG相關主要獎項及榮譽 MAJOR ESG-RELATED AWARDS AND HONORS

獎項及認可 Award and Recognition	獲授機構 Awarded Organization	頒發機構 Issuing Authority	性質 Nature
「消費升級下的啤酒瓶設計與質量保障關鍵技術研究與應用」獲「中國酒業協會科學技術進步獎」二等獎 The "Research and Application of Key Technologies for Beer Bottle Design and Quality Assurance under Consumption Upgrade"won the second prize of the "China Alcoholic Drinks Association Science and Technology Progress Award"	華潤雪花啤酒(中國)有限公司 China Resources Snow Breweries (China) Co., Ltd.	中國酒業協會 China Alcoholic Drinks Association	技術創新 Technological innovation
「消費升級下的啤酒瓶設計與質量保障關鍵技術研究與應用」獲「現代工業企業管理創新成果」二等獎 The "Research and Application of Key Technologies for Beer Bottle Design and Quality Assurance under Consumption Upgrade"won the second prize of the "Management Innovation Achievements of Modern Industrial Enterprises"	華潤雪花啤酒(中國)有限公司 China Resources Snow Breweries (China) Co., Ltd.	中國工業報社、中國國際科技促進會創新工作委員會 China Industry News, Innovation Work Committee of China International Association for Promotion of Science and Technology	技術創新 Technological innovation
2022年黑龍江省數字化車間 2022 Digital Workshop in Heilongjiang Province	華潤雪花啤酒(黑龍江)有限公司 China Resources Snow Breweries (Heilongjiang) Co., Ltd.	黑龍江省工業和信息化廳 Department of Industry and Information Technology of Heilongjiang Province	技術創新 Technological innovation
2021河北省酒的製造業品牌影響力企業 2021 Brand Influential Enterprises of Alcohol Manufacturing in Hebei Province	華潤雪花啤酒(河北)有限公司 China Resources Snow Breweries (Hebei) Co., Ltd.	河北省輕工行業協會 Hebei Light Industry Association	安全生產 Safe production

獎項及認可 Award and Recognition	獲授機構 Awarded Organization	頒發機構 Issuing Authority	性質 Nature
「生產安全量化風險評估系統」獲得國家計算機軟件專利 The "Production Safety Quantitative Risk Assessment System" won the National Computer Software Patent	華潤雪花啤酒(中國)有限公司 China Resources Snow Breweries (China) Co., Ltd.	國家版權局 National Copyright Administration	安全生產 Safe production
2020-2021年度全國「安康杯」競賽活動「先進集體」榮譽 Honor of "Advanced Collective" in the 2020-2021 National Ankang Cup Competition	華潤雪花啤酒(商丘)有限公司 China Resources Snow Breweries (Shangqiu) Co., Ltd.	中華全國總工會、應急管理部、國家衛生健康委員會 All-China Federation of Trade Unions, Ministry of Emergency Management of the People's Republic of China, and National Health Commission of the People's Republic of China	安全生產 Safe production
2020-2021年度全國「安康杯」競賽(上海賽區)優勝單位 Winner of Shanghai Region in the 2020-2021 National Ankang Cup Competition	華潤雪花啤酒(中國)有限公司上海分公司 China Resources Snow Breweries (China) Co., Ltd. Shanghai Branch	上海市總工會、應急管理部、衛生健康委員會 Shanghai Federation of Trade Unions, Ministry of Emergency Management of the People's Republic of China, and National Health Commission of the People's Republic of China	安全生產 Safe production
「香港綠色企業大獎2022」 HONG KONG GREEN AWARDS 2022 超卓環保安全健康獎－銀獎 Environmental, Health and Safety Award (Large Corporation) – Silver	華潤雪花啤酒(浙江)有限公司 China Resources Snow Breweries (Zhejiang) Co., Ltd.	香港環保促進會 Hong Kong Green Council	綠色環保 Green and environmental protection
「香港綠色企業大獎2022」 HONG KONG GREEN AWARDS 2022 優越環保管理獎企業－銅獎 Green Management Award-Corporation (Large Corporation) – Bronze	華潤雪花啤酒(甘肅)有限公司 China Resources Snow Breweries (Gansu) Co., Ltd. 華潤雪花啤酒(遼寧)有限公司 China Resources Snow Breweries (Liaoning) Co., Ltd. 華潤雪花啤酒(六安)有限公司 China Resources Snow Breweries (Liuan) Co., Ltd.	香港環保促進會 Hong Kong Green Council	綠色環保 Green and environmental protection

獎項及認可 Award and Recognition	獲授機構 Awarded Organization	頒發機構 Issuing Authority	性質 Nature
省級「綠色工廠」 Provincial "Green Plant"	華潤雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd. 華潤雪花啤酒(黔南)有限公司 China Resources Snow Breweries (Qiannan) Co., Ltd. 華潤雪花啤酒(成都)有限公司 China Resources Snow Breweries (Chengdu) Co., Ltd.	省工業和信息化廳 Provincial Department of Industry and Information Technology	綠色環保 Green and environmental protection
國家級「綠色工廠」 National "Green Plant"	華潤雪花啤酒(武漢)有限公司 China Resources Snow Breweries (Wuhan) Co., Ltd.	中國工業和信息化部 Ministry of Industry and Information Technology of the People's Republic of China	綠色環保 Green and environmental protection
省級「節水標桿型企業」 Provincial "Water-saving Benchmarking Enterprise"	華潤雪花啤酒(黔東南)有限公司 China Resources Snow Breweries (Qiandongnan) Co., Ltd. 華潤雪花啤酒(黔南)有限公司 China Resources Snow Breweries (Qiannan) Co., Ltd.	省水利廳、省發改委、省交通運輸廳、省機關事務管理局等 Provincial Department of Water Resources, Provincial Development and Reform Commission, Provincial Department of Transportation, Provincial Government Offices Administration, etc.	綠色環保 Green and environmental protection
省級「節水型企業」 Provincial "Water-saving Enterprises"	華潤雪花啤酒(河北)有限公司 China Resources Snow Breweries (Hebei) Co., Ltd. 華潤雪花啤酒(中國)有限公司朝陽分公司 China Resources Snow Breweries (China) Co., Ltd. Chaoyang Branch 華潤雪花啤酒(河南)有限公司 China Resources Snow Breweries (Henan) Co., Ltd. 華潤雪花啤酒(常州)有限公司 China Resources Snow Breweries (Changzhou) Co., Ltd.	省水利廳、省發改委、省交通運輸廳、省機關事務管理局等 Provincial Department of Water Resources, Provincial Development and Reform Commission, Provincial Department of Transportation, Provincial Government Offices Administration, etc.	綠色環保 Green and environmental protection

獎項及認可 Award and Recognition	獲授機構 Awarded Organization	頒發機構 Issuing Authority	性質 Nature
國家級「水效領跑者」 National "Water Efficient Leading Enterprise"	華潤雪花啤酒(武漢)有限公司 China Resources Snow Breweries (Wuhan) Co., Ltd.	中國發改委、工信息部、水利部、市場監管總局 National Development and Reform Commission, Ministry of Industry and Information Technology of the People's Republic of China, Ministry of Water Resources of the People's Republic of China and State Administration of Market Regulation	綠色環保 Green and environmental protection
「湖南省生態環境教育基地」稱號 "Hunan Ecological Environment Education Base"	華潤雪花啤酒(中國)有限公司湘西分公司 China Resources Snow Breweries (China) Co., Ltd. Xiangxi Branch	湖南省生態環境廳 Ecology and Environment Department of Hunan	綠色環保 Green and environmental protection
「華潤雪花質量和食品安全管理體系」的項目管理經驗獲得2022年黑龍江省質量標桿 The project management experience in the "China Resources Snow Quality and Food Safety Management System" won the quality benchmark of Heilongjiang Province in 2022	華潤雪花啤酒(黑龍江)有限公司 China Resources Snow Breweries (Heilongjiang) Co., Ltd.	黑龍江省工業和信息化廳 Department of Industry and Information Technology of Heilongjiang Province	食品安全 Food safety
2021年度遼寧省落實食品生產主體責任「優秀企業」 "Excellent Enterprise" in Implementation of the Main Responsibility of Food Production awarded by Liaoning Province in 2021	華潤雪花啤酒(遼寧)有限公司 China Resources Snow Breweries (Liaoning) Co., Ltd.	遼寧省市場監督局 Liaoning Administration for Market Regulation	食品安全 Food safety
2022年(第八屆)中國顧客滿意度指數℠(C-CSI®)啤酒品類第一名 Ranked No.1 in the 2022 (Eighth) China Customer Satisfaction Index℠ (C-CSI®) in terms of beer category	華潤雪花啤酒品牌 The Brand of "Snow Beer"	品牌評級權威機構Chnbrand Brand rating authority Chnbrand	食品安全 Food safety
「旋風計劃」人才培養項目榮獲CSTD第七屆中國學習設計大賽金獎(第一名) The talent training program of "Cyclone Plan" won the gold medal (first place) in the 7th CSTD China Learning and Design Competition	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	中國領先的人才發展服務平台CSTD CSTD, China's leading talent development service platform	人才培養 Talent training
CSTD首屆人才發展燈塔獎「2022中國人才發展燈塔獎·典範企業」 CSTD First Talent Development Lighthouse Award "2022 China Talent Development Lighthouse Award · Model Enterprise"	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	中國領先的人才發展服務平台CSTD CSTD, China's leading talent development service platform	人才培養 Talent training

獎項及認可 Award and Recognition	獲授機構 Awarded Organization	頒發機構 Issuing Authority	性質 Nature
2022年第14屆CEFE博奧獎－數位化學習應用標桿企業 The 14th CEFE BOOAOO Award in 2022 – Benchmarking Enterprise of Digital Learning Application	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	線上教育信息網 Online-edu (an online education information network)	人才培養 Talent training
2022肯耐珂薩星躍獎人力資本管理實踐大賽－數智化人才發展優秀案例 2022 KNX X Awards Human Capital Management Practice Competition – Excellent Case of Digital Intelligence Talent Development	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	肯耐珂薩 KNX	人才培養 Talent training
全國和諧勞動關係創建示範企業 National Demonstration Enterprise in the Establishment of Harmonious Labor Relations	華潤雪花啤酒(西藏)有限公司 China Resources Snow Breweries (Tibet) Co., Ltd.	人力資源社會保障部、中華全國總工會、中國企業聯合會、中國企業家協會、中國全國工商業聯合會 Ministry of Human Resources and Social Security of the People's Republic of China, All-China Federation of Trade Unions, China Enterprise Confederation, China Enterprise Directors Association, and All-China Federation of Industry and Commerce	員工關係 Employee relations
中國企業公民論壇「年度優秀企業文化獎」 China Corporate Citizenship Forum "Excellent Corporate Culture Award of the Year"	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	21世紀財經 21st Century Finance	企業文化 Corporate culture
2022年金蜜蜂企業社會責任「影響力·引領型企業」 2022 GoldenBee Corporate Social Responsibility "Influential and Leading Enterprise"	華潤啤酒(控股)有限公司 China Resources Beer (Holdings) Company Limited	金蜜蜂智庫 GoldenBee Think Tank	企業文化 Corporate culture

環境、社會及管治體系

本集團深信可持續發展是企業成功的基石。因此，本集團在企業戰略、重大決策及日常運營中加入可持續發展理念，不斷提升自身管理水平，務求為客戶提供優質的產品，創造價值，推動企業的可持續發展。同時，本集團作為中國領先的啤酒企業之一，積極履行企業社會責任，貢獻社會經濟、社區及環境等多方面，推動社會以至國家的可持續發展。

ESG管理架構和董事會聲明

為達到利益相關方對企業ESG管理的期望，本集團持續完善ESG管理，加強董事會在ESG方面的領導角色和問責性。董事會對本集團的ESG策略及本報告的匯報結果承擔整體責任。董事會透過恒常每半年度與高級管理層的會議，或於有需要時舉行不定期會議，指導高級管理層以下事項：

- 董事會負責監督和批准本集團的可持續發展戰略，包括本集團制訂的EHS管理「十四五」規劃、「碳達峰行動方案」、水資源管理目標等，以確保本集團向著可持續發展的方向邁進。
- 董事會監督本集團每年評估潛在ESG議題對本集團的影響和相關風險。
- 董事會監督及審閱本集團與利益相關方溝通及ESG 重要議題識別與評估結果。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM

The Group believes that sustainable development is the cornerstone of business success. Therefore, the Group consolidates the concept of sustainable development into corporate strategy, major decisions and daily operations, continuously improve our own management standard, strive to provide high-quality products to and create value for customers, and promote the corporate sustainable development. Meanwhile, as one of the leading beer enterprises in China, the Group proactively fulfills its corporate social responsibility, makes contribution to various aspects such as social economy, community and environment, and promotes the sustainable development of the society and the state.

ESG MANAGEMENT STRUCTURE AND THE BOARD STATEMENT

To meet stakeholders' expectations regarding ESG, the Group continues to improve ESG management by strengthening board leadership and accountability on the ESG matters. The Board assumes overall responsibility for the Group's ESG strategy and the results presented in this report. The board of directors hold semi-annual meetings with the senior management regularly, or special meetings when necessary, to guide the senior management on the following matters:

- The Board is responsible for supervising and approving the sustainable development strategy of the Group, including the "14th Five-Year Plan" for EHS management, the "Carbon Peak Action Plan", water resource management objectives, etc., to ensure that the group is moving towards sustainable development.
- The Board supervises the Group's annual assessment of the impact of potential ESG issues on the Business and related risks.
- The Board oversees and reviews the Group's communication with stakeholders and the identification and assessment results of ESG material issues.

- 董事會監察及檢討本集團ESG目標達成進度，及環境方面的管理方針和策略。
- 董事會督導本集團各工作層級(決策層、監督層及執行層)按工作計劃落實各項行動。

此外，在委員會層面，審核委員會亦透過每半年度的會議，與高級管理層及內部審計職能審視與ESG相關的業務風險。審核委員會透過本集團「三道防線」的風險管治架構，監督業務的ESG風險管理及相關行動的實施情況，並適時提出指導建議。

董事會除了要求ESG報告需要符合監管機構新修訂條款外，還建議本集團需要合理地兼顧投資者對ESG報告的期望，考慮自願披露更多在社會責任和企業管治的工作內容，以及回應「碳中和」減排方面的管理目標，同時考慮加強ESG資料的內部審核、加強對原材料供應商在ESG方面的審核、加強本公司董事及高管ESG相關培訓和參與度等。報告團隊已聽取有關意見並將相關內容融入本報告中。

- The Board monitors and reviews the progress of the Group's ESG targets and environmental management policies and strategies.
- The Board supervises the Group and its various work levels (decision-making level, supervision level and execution level) to implement various actions according to the work plan.

In addition, at the committee level, the Audit Committee hold semi-annual meetings, in which ESG-related business risks would be reviewed with senior management and the internal audit function. Through the Group's "three lines of defense" risk management structure, the Audit Committee supervises the ESG risk management of the business as well as the implementation of related actions with timely guidance and suggestions provided.

Apart from requiring the ESG report shall be in compliance with the newly revised terms of the regulatory authorities, the Board also suggests the Group to reasonably take into account the expectations of investors towards the ESG report, by considering voluntarily disclosure on the content of the work in respect of social responsibilities and corporate governance as well as the management targets of emission reduction in response to "carbon neutrality", while at the same time strengthening the internal review of ESG information, the review of raw material suppliers in terms of ESG aspects, and the relevant ESG related trainings and participation of the directors and senior managements of the Company. The report team has listened to these relevant suggestions and incorporated the related contents into this Report.

本集團視環境、健康及安全(「EHS」)為業務的中心之一，本集團的EHS部門明確落實管理權責，專項方案強化管理成效，建立了完善EHS管理要素體系。本集團按客觀環境和自身情況制定一個全面的環境及社會風險識別、管控及處理機制，並以制度設置、日常監控、數據收集、信息披露等多項工作推動企業可持續發展，履行對各利益相關方的承諾。以下為本集團ESG管理的職能設置和具體職責：

The Group regards environment, health and safety ("EHS") as one of the cores of its business. The EHS Department of the Group clarifies management responsibilities, strengthen the management effectiveness on specific projects, as well as establishes comprehensive EHS management component system. The Group has 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, and promoted the corporate sustainable development through a number of activities such as system settings, daily monitoring, data collection and information disclosure to carried out its undertakings to various stakeholders. Set out below is the functional settings, specific duties and responsibilities of the Group's ESG management:

工作層級 Work level	職能設置 Functions	具體職責 Specific duties and responsibilities
最高責任層 **The highest accountable level**	董事會 The board	• 監督本公司就有關環境和社會影響的評估 To monitor the Company's assessment on the environmental and social impacts • 了解ESG事宜對本公司業務模式的潛在影響和相關風險 To understand the potential impacts and relevant risk of ESG issue on the Company's business model • 加強重要性評估和匯報過程，以確保政策已確切及持續地執行和實施 To strengthen materiality assessment and reporting process to ensure accurate and persistent execution and implementation of the policies • 根據與ESG相關的目標和指標來檢討進度 To review progress based on ESG-related targets and indicators • 檢討及監察環境方面的管理方針和策略 To review and monitor environmental management policies and strategies
決策層 **Decision-making level**	高級管理層 The senior management	• 討論ESG重大事務、制訂管理方針和未來發展 To discuss major ESG issues, formulate management approach and future development • 探討識別相關風險 To identify relevant risks • 確保內部監控系統有效運作 To ensure effective operation of internal control system • 制定策略和目標及其優次 To formulate and prioritise strategies and targets • 檢討工作效果 To review working results • 對整體工作機制效果進行評估 To assess effectiveness of overall working mechanism • 由上而下地推動有助促進企業的ESG整合，分配各職能部門、分公司相關職責 To facilitate top-down ESG integration and to assign relevant duties and responsibilities to various functional departments and branches

工作層級 Work level	職能設置 Functions	具體職責 Specific duties and responsibilities
監督層 Supervision level	各職能部門、分公司負責人 Responsible persons from various functional departments and branches	• 執行決議並向決策層匯報工作情況 To implement resolutions and report working situation to the decision-making level • 根據整體ESG策略和方向研究具體工作 To conduct researches on actual tasks according to the overall ESG strategy and direction • 指定相關工作小組執行工作 To assign relevant working groups to implement the tasks • 向決策層提出下一年相關工作的改善建議 To suggest work improvement for the coming year to the decision making level
執行層 Execution level	各部門及區域公司的工作小組 Working groups of various departments and regional companies	• 按監督層的方向，完成職能範圍內的相關工作 To complete assigned tasks within own functions in accordance with the direction set by the supervision level • 定期收集、整理和上報相關信息 To collect, organize and report relevant information on a regular basis • 及時反饋實際工作情況，對實際工作的開展進行建議 To make timely feedback of practical working situation and make recommendations on the implementation of tasks • 承擔內部信息傳播責任 To be responsible for dissemination of internal information

水資源管理

首席執行官(CEO)負責監督所有與水資源管理相關的總部部門，包括技術研究院、採購管理中心、營運中心、生產中心、EHS部門、風險管理及內控部門等。

經過組織架構的逐步調整，本集團水資源管理戰略與績效已明確由總部生產中心直接負責及統籌，並定期向首席執行官匯報成果。

WATER RESOURCES MANAGEMENT

The Chief Executive Officer (CEO) is responsible for supervising all departments in the headquarters related to water resources management, including Technology Research Institute, Procurement Management Center, Operation Center, Production Center, EHS Department, Risk Management and Internal Control Department, etc.

Upon the gradual adjustment of organizational structure, it is clarified that the Group's water resources management strategy and performance have been directly responsible and coordinated by the Production Center in Headquarters, and the results are regularly reported to the CEO.

目標制定和檢討機制

基於中國政府力爭達成「2030年碳達峰、2060年碳中和」的政策背景，以及在二零二一年七月香港聯合交易所有限公司《上市規則附錄二十七》最新修訂(「新修訂」)的生效，本集團已於二零二一年正式將綠色低碳發展納入企業發展戰略。本集團亦參考國際領先同業的慣例，結合本集團業務實際，制定本集團EHS管理「十四五」規劃。以二零二零年為基準年，為未來五年的ESG管理設定12項具體目標，並已呈報董事會審批通過。

本集團的EHS部門、人力資源部門、營運中心、生產中心等部門及中心負責於有關ESG目標的執行，定期召開總結會議，向首席執行官匯報進度。相關ESG工作的成果及重大ESG議題也定期向董事會匯報，以檢討目標及實現有效董事會監督。

根據《華潤集團EHS責任管理辦法》《華潤集團EHS年度考核與評價辦法》，本集團各級企業的主要負責人是EHS的第一責任人，對落實本企業的EHS主體責任全面負責。考核與評價範圍包括安全生產、環境保護、職業健康、碳排放管理、食品質量安全等方面。

本集團相關ESG績效已與管理團隊薪酬掛鉤，通過建立EHS考核獎懲機制，制定考核獎懲辦法，分解落實EHS指標目標，定期對業務單元EHS工作和目標任務完成情況等進行考核與評價，考核結果納入業績合同。本集團對在EHS方面取得卓越績效和為EHS管理水平提升做出重要貢獻的組織和個人進行表彰獎勵；出現EHS瀆職失職行為的，依據EHS考核標準和相關制度追究責任。

TARGETS SETTING AND REVIEW MECHANISM

Considering the policy background of the Chinese government striving to achieve "2030 Carbon Emission Peak, 2060 Carbon Neutrality" targets, and the effectiveness of the latest amendments to Appendix 27 of the Listing Rules of the Stock Exchange of Hong Kong Limited in July 2021, the Group had formally incorporated green and low-carbon development into its development strategies in 2021. By reference to the practices adopted by the international leading enterprises in the industry and its actual business conditions, the Group had formulated its EHS management "14th Five-Year" Plan. Taking 2020 as the base year, 12 specific targets for ESG management in the next five years has been formulated, which have been reviewed and approved by the Board.

Departments such as the EHS Department, the Human Resources Department, Operation Center, Production Center of the Group are responsible for the execution of the relevant ESG targets, convening of regular meetings and reporting of progress to the Chief Executive Officer. The relevant ESG results and material ESG issues have been reported regularly to the Board for target review and effective supervision of the Board.

According to the "CRH EHS Responsibility Management Measures" and "CRH EHS Annual Assessment and Evaluation Measures", the main person in charge of enterprises at all levels of the Group is the primarily responsible person for EHS issues and is fully responsible for the implementation of the company's EHS main responsibility. The scope of assessment and evaluation includes production safety, environmental protection, occupational health, carbon emission management, food quality and safety, etc.

The relevant ESG performance of the Group has been linked to the compensation of the management team. By establishing an EHS incentive mechanisms, formulating assessment methods with rewards and punishments specified, the Group is able to achieve and decompose EHS indicators for better implementation. The Group regularly assesses and evaluates the EHS work of business units as well as the completion of target tasks, the assessment results of which are included in the performance contract. The Group commends and rewards organizations and individuals that have achieved outstanding EHS performance or that have made important contributions to the improvement of EHS management standards. However, those who commit with dereliction of EHS duty shall be held accountable in accordance with EHS assessment standards and relevant systems.

本集團EHS管理「十四五」規劃目標和進展如下：

Targets set and progress in the Group's EHS management "14th Five-Year" Plan are as below:

	單位 Unit	二零二五年目標 2025 Targets	二零二二年進度 2022 Progress	二零二零年基準 2020 Baseline	二零二二年對比二零二零年變化 Changes in 2022 vs. 2020
環境(8項) **Environmental (8 items)**					
單位綜合能耗密度[1] Consolidated energy consumption intensity per unit[1]	噸標準煤／千升產量 Tonnes of standard coal/ kilolitre output	**0.019**	0.020	0.021	-8.6%
單位產品水耗 Water consumption intensity per unit	立方米／千升產量 Cubic metres/kilolitre output	**2.50**	2.72	2.69	+1.0%
溫室氣體排放總量[2] Total greenhouse gas emissions[2]	千噸二氧化碳當量 1,000 tonnes CO_2 equivalent	**825**	850	914	-6.9%
單位溫室氣體排放密度[2] Greenhouse gas emissions intensity per unit[2]	噸二氧化碳當量／千升產量 Tonnes of CO_2 equivalent/ kilolitre output	**0.075**	0.075	0.084	-10.7%
二氧化硫(SO_2) Sulphur dioxide (SO_2)	噸 Tonnes	**20**	9	23	-60.4%
氮氧化物(NO_x) Nitrogen oxides (NO_x)	噸 Tonnes	**100**	67	117	-43.0%
乾酒糟回收率 Recycling rate of dried distiller's grains	% 	**100%**	100%	100%	–
乾廢酵母回收率 Recycling rate of dried waste yeast	% 	**100%**	100%	100%	–
社會(4項) **Social (4 items)**					
全年全職員工人均培訓時長 Average training hours for each full-time employee in full year	小時 Hours	**36.1**	31.7	29.3	+8.2%
全職員工培訓總時長 Total training hours for full-time employee	千小時 Thousand hours	**866**	762	779	-2.2%
全職員工人均培訓投入 Average training cost for each full-time employee	人民幣元 RMB	**426**	655	341	+92.1%
因工亡故的人數 Number of work-related fatalities	人 People	**0**	0	0	–

1. 單位綜合能耗密度以噸標準煤／千升產量的單位表達，計算參照中華人民共和國國家標準《綜合能耗計算通則》。

2. 溫室氣體排放之計算按照華潤雪花啤酒內部的《碳排放核算方法》。為更精確地計算，該辦法已於二零二二年更新，並參照了中國生態環境部辦公廳發佈之《關於做好2023—2025年發電行業企業溫室氣體排放報告管理有關工作的通知》、《中國食品、煙草及酒、飲料和精製茶企業溫室氣體核算方法與報告指南（試行）》及香港聯合交易所有限公司發出之《環境關鍵績效指標匯報指引》。二零二一年的範圍一及範圍二數據已按照與二零二二年一致的計算方法重列。

   本集團自願主動披露更多碳排放相關資料，自二零二一年起將啤酒生產過程中外購二氧化碳作為原料在使用過程中的損耗產生的排放和啤酒廢水厭氧處理過程中產生的甲烷排放納入溫室氣體排放的統計範圍。

1. The consolidated energy consumption intensity per unit is presented with the unit of tonnes of standard coal/kilolitre output, which is calculated with reference to the "General principles for calculation of the comprehensive energy consumption" of National Standards of the People's Republic of China ("PRC").

2. The greenhouse gas ("GHG") emission was calculated according to the internal "Calculation Method of Carbon Emission" of CRSB. To enhance accuracy, the calculation method has been updated in 2022 with reference to the "Notice on the Management of Greenhouse Gas Emission Reporting of Enterprises in the Power Generation Industry from 2023 to 2025" issued by the General Office of the Ministry of Ecology and Environment of the People's Republic of China, the "Guidelines for Accounting and Reporting Greenhouse Gas Emissions from China Food, Tobacco, Alcohol, Beverages and Purified Tea Manufacturing Enterprises (Trial)", and the "Reporting Guidance on Environmental KPIs" issued by the Hong Kong Exchanges and Clearing Limited. Scope 1 and Scope 2 GHG data of 2021 have been restated in accordance with the calculation method consistent with 2022.

   From 2021 onwards, the Group voluntarily discloses more information in relation to carbon emission that the emissions from the loss of purchased carbon dioxide ("CO_2") as raw material during the beer production process as well as the methane emission generated during the anaerobic treatment process of brewery wastewater have been included into the original statistical scope of greenhouse gas emissions.

利益相關方溝通

本集團明白利益相關方對本集團的業務管理及發展極其重要，本集團定期與利益相關方溝通以了解他們對ESG相關議題的意見。結合自身行業背景及可持續發展影響範圍，本集團重點識別和遴選出核心利益相關方，包括政府及監管機構、股東、消費者、員工、供應商及合作夥伴、行業協會和社區，並透過以下的溝通方式了解他們對本集團可持續發展的期望與反饋，從而相應提升本集團的運營與實踐。

COMMUNICATION WITH STAKEHOLDERS

The Group understands the significant importance of stakeholders to the Group's business management and development. We have regular communication with stakeholders to understand their opinions on the related ESG issues. Based on our own industry background and the influence scope of the sustainable development, we selectively identified the following stakeholders: the government and regulatory authorities, shareholders, consumers, staff, suppliers and partners, industry associations and the community, and understand their expectations towards, and feedback on the Group's sustainable development through the following communication means so as to improve the Group's operation and practices correspondingly.

主要利益相關方 Major stakeholders	溝通方式 Means of communication
政府及監管機構 **Government and regulatory authorities**	定期交流 Regular exchange 閱讀政策文件 Study of policy documents 回應諮詢 Response to consultation processes
股東 **Shareholders**	定期發佈財務報告 Regular publication of financial reports 召開股東大會 Convening of general meetings 投資者關係溝通 Investor relations communication
消費者 **Consumers**	客戶服務熱線及線上智能客服系統 Customer service hotline and online smart customer service system 產品標籤 Product labels 郵件及社交媒體 Mail and social media
員工 **Employees**	員工信箱及意見調查 Employee mailbox and opinion survey 公司內聯網 Company intranet 員工活動 Staff activities
供應商及合作夥伴 **Suppliers and partners**	定期交流 Regular exchange 審核與評估 Examination and assessment 信息共享 Information sharing
行業協會 **Industry associations**	定期交流 Regular exchange 互相訪問 Reciprocal visits 積極參與協會事務 Active involvement in association affairs
社區 **The community**	社區文化建設 Building of community culture 幫扶弱勢群體 Aid for underprivileged groups 社區服務 Community services

重要議題識別

本集團遵循以上的方式與利益相關方持續溝通，了解及識別到各利益相關方群體所關注的ESG議題。按照上市規則的披露要求及以關鍵績效指標作為依據，結合自身戰略和經營重點，並參考行業最佳實踐及國內外社會責任標準，本集團從「對企業可持續發展的重要性」與「對利益相關方的重要性」兩個維度對所有ESG議題進行了分析與排序，識別了於重大性議題矩陣所顯示的重要性議題，並按其結果制定披露框架及報告內容。

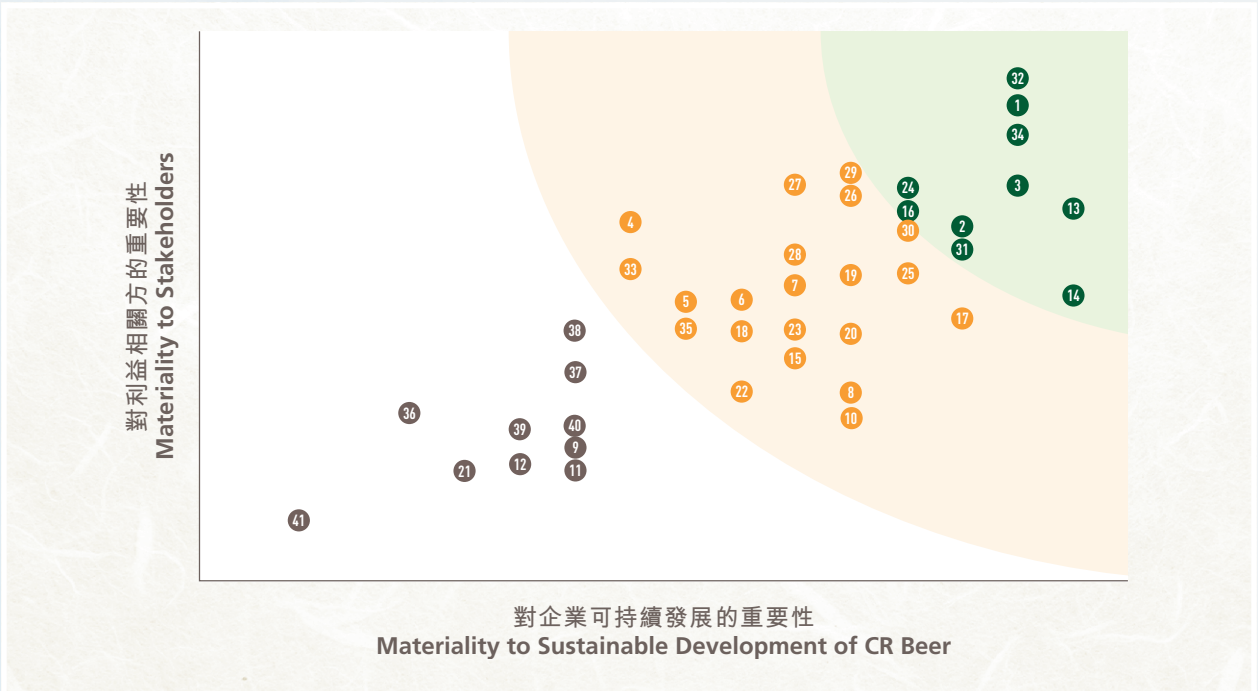
IDENTIFICATION OF MATERIAL ISSUES

With the continuous communication with stakeholders through the aforementioned means, the Group understands and identifies the ESG issues concerned by each stakeholder group. In compliance with the disclosure requirements of the Listing Rules and based on key performance indicators, taking into account its own strategy and operating focus, with reference to the best practices in the industry and domestic and international social responsibility standards, the Group analyzed and prioritized all ESG issues based on the two dimensions of "Materiality to the sustainable development of CR Beer" and "Materiality to stakeholders", and identified the material issues as shown in the matrix of material issues, with which the Group formulated the framework of disclosure and information to be disclosed.

本集團繼續沿用二零二一年重要性議題列表。本報告以下各章節將詳細說明有關各個重大性議題的政策、措施及績效，回應利益相關方對本集團的期望，並進一步調整未來的可持續發展策略、內部風險評估與監控。

The Group continues to use the list of material issues set in 2021 ESG Report. In the following chapters of the Report, we will elaborate on the policies, measures and performance in relation to each material issue in detail, in order to respond to the expectations of stakeholders towards us, and to further adjust future sustainable development strategies, internal risk assessment and monitoring.

所有利益相關者重大性議題矩陣及列表　Materiality Matrix and Table of All Stakeholders



● 高度重要性議題 High Materiality
● 中度重要性議題 Moderate Materiality
● 低度重要性議題 Low Materiality

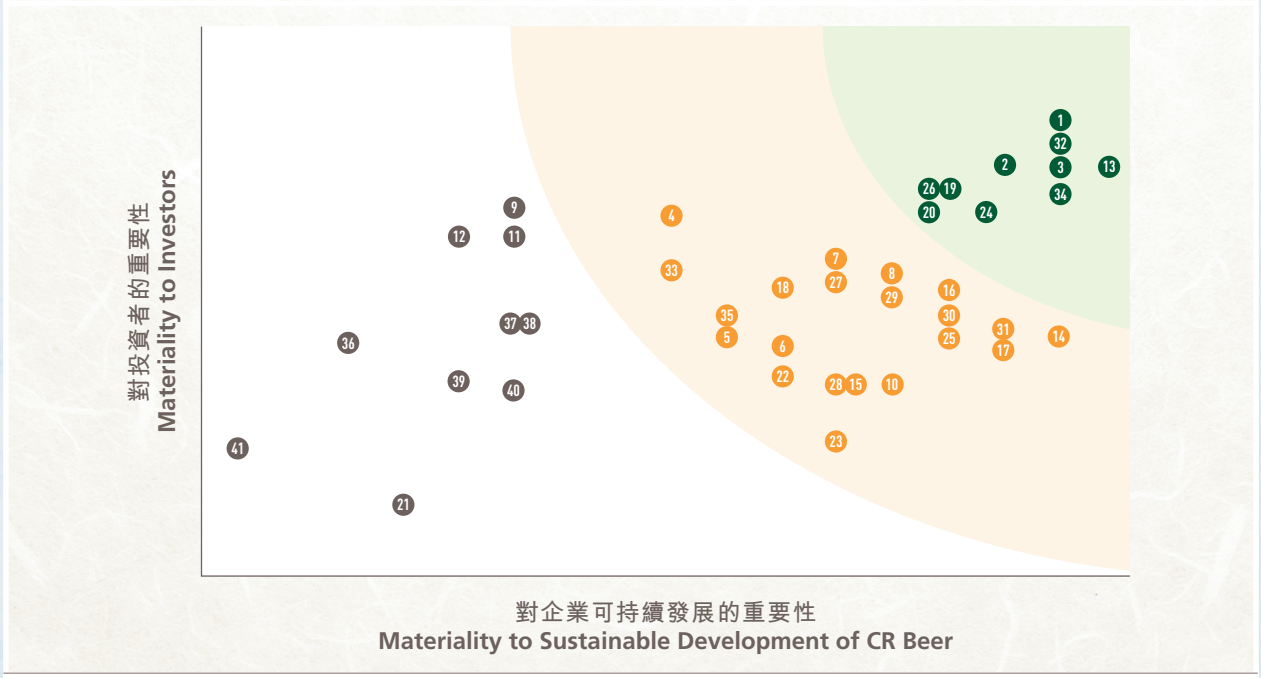
1 誠信合規經營 Integrity and compliance
2 公司治理風險管控 Control of corporate governance risk
3 反貪腐 Anti-corruptions
13 環境合規 Environmental compliance
14 低碳運營 Low-carbon operation
16 產生有害及無害廢棄物管理 Control of hazardous and non-hazardous waste generation
24 勞工標準及勞工關係 Labour standards and labour relations
31 產品與技術創新 Product and technological innovation
32 產品健康及食品安全 Product Health and Food safety
34 產品質量和安全管理 Product quality and safety management
4 供應商管理 Supply chain management
5 反壟斷與公平競爭 Anti-trust and fair competition
6 供應商多使用環保產品及服務 Use of more eco-friendly products and services by suppliers
7 供應鏈責任管理 Supply chain responsibility management
8 營銷收益 Marketing revenue
10 產品多元化 Product diversification
15 重大氣候變化對業務之影響 Impact of significant climate change to business
17 生產工藝效能提升 Efficiency enhancement for production processes
18 資源善用、回收再用 Proper use and recycling of resources
19 水資源使用 Use of water resources
20 包裝材料使用量及回收 Consumption and recycling of packaging materials
22 環境補償機制 Environment remediation mechanism
23 生態保護和生物多樣性保護 Protection of ecology and biodiversity
25 員工發展及培訓 Staff development and training
26 職業健康與安全 Occupational health and safety
27 員工薪酬和福利 Staff remunerations and benefits
28 員工溝通 Staff communications
29 客戶服務 Customer services
30 客戶隱私保護 Protection of customer privacy
33 原材料供應穩定性 Stability of raw materials supply
35 公司資產運營效率 Operational efficiency of corporate assets
9 產能優化 Capacity optimization
11 生產成本控制 Control of production costs
12 材料成本控制 Control of material costs
21 倡導本地生產及銷售 Advocating localized production and sales
36 理性飲酒倡導 Advocating rational drinking
37 責任消費 Responsible consumptions
38 社會公益 Social welfare
39 社區溝通與參與 Community communication and involvement
40 服務地方經濟 Serving local economies
41 鄉村振興 Rural revitalizations

投資者重大性議題矩陣及列表

為回應董事會建議本集團需要合理地兼顧投資者對ESG報告的期望，本集團特別識別並分析投資者群體對ESG議題的關注，重要議題識別如下：

Materiality Matrix and Table of Investors

In response to the Board's recommendation to the Group regarding reasonably taking the expectations of investors towards the ESG Report into account, the Group has specifically identified and analyzed the concerns on ESG issues of investors, under which the material issues are as follow:



● 高度重要性議題 High Materiality
● 中度重要性議題 Moderate Materiality
● 低度重要性議題 Low Materiality

1 誠信合規經營 Integrity and compliance
2 公司治理風險管控 Control of corporate governance risk
3 反貪腐 Anti-corruptions
13 環境合規 Environmental compliance
19 水資源使用 Use of water resources
20 包裝材料使用量及回收 Consumption and recycling of packaging materials
24 勞工標準及勞工關係 Labour standards and labour relations
26 職業健康與安全 Occupational health and safety
32 產品健康及食品安全 Product Health and Food safety
34 產品質量和安全管理 Product quality and safety management
4 供應商管理 Management of Suppliers
5 反壟斷與公平競爭 Anti-trust and fair competition
6 供應商多使用環保產品及服務 Use of more eco-friendly products and services by suppliers
7 供應鏈責任管理 Supply chain responsibility management
8 營銷收益 Marketing revenue
10 產品多元化 Product diversification
14 低碳運營 Low-carbon operation
15 重大氣候變化對業務之影響 Impact of significant climate change to business
16 產生有害及無害廢棄物管理 Control of hazardous and non-hazardous waste generation
17 生產工藝效能提升 Efficiency enhancement for production processes
18 資源善用、回收再用 Proper use and recycling of resources
22 環境補償機制 Environment remediation mechanism
23 生態保護和生物多樣性保護 Protection of ecology and biodiversity
25 員工發展及培訓 Staff development and training
27 員工薪酬和福利 Staff remunerations and benefits
28 員工溝通 Staff communications
29 客戶服務 Customer services
30 客戶隱私保護 Protection of customer privacy
31 產品與技術創新 Product and technological innovation
33 原材料供應穩定性 Stability of raw materials supply
35 公司資產運營效率 Operational efficiency of corporate assets
9 產能優化 Capacity optimization
11 生產成本控制 Control of production costs
12 材料成本控制 Control of material costs
21 倡導本地生產及銷售 Advocating localized production and sales
36 理性飲酒倡導 Advocating rational drinking
37 責任消費 Responsible consumptions
38 社會公益 Social welfare
39 社區溝通與參與 Community communication and involvement
40 服務地方經濟 Serving local economies
41 鄉村振興 Rural revitalizations

第一章　產品及營運慣例

本集團作為食品行業的一員，深明優質的產品和服務是企業成功的根本，嚴格控制食品安全與質量，為廣大市場客戶帶來最優質的啤酒產品。本集團積極創新，保護知識產權，領導行業滿足不斷變化的市場需求。本集團亦鼓勵消費者理性飲酒，與行業協會一同推廣健康文明的生活方式。

(一) 產品健康及食品安全

一直以來，食品安全和質量管理都是本集團的運營管理核心。本集團嚴格遵守中華人民共和國對產品質量、食品安全、食品標籤規範、消費者權益保護等方面的法律法規及監管要求，如《中華人民共和國產質量法》《中華人民共和國食品安全法》《中華人民共和國消費者權益保護法》《食品標識管理規定》《食品相關產品質量安全監督管理暫行辦法》《產品防偽監督管理辦法》《食品生產經營監督檢查管理辦法》《GB7718-2011預包裝食品標籤通則》等。

體系認證及標準建設

為實現一個工廠式管理，達到卓越製造，華潤雪花啤酒打造了具有雪花特色的質量和食品安全管理體系(簡稱：SnowMS·QFS體系)，並在SnowMS·QFS體系24要素的基礎上，結合雪花質量管理要求，建立統一的體系成熟度評價模型，通過內審、預審幫扶、監督認證審核等方式，夯實質量和食品安全管理體系。二零二二年憑藉該體系通過FSSC22000、ISO、HACCP等國際體系認證共98項。

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

As a member of the food industry, the Group deeply understands that quality products and services are fundamental to an enterprise's success. The Group strictly controls the safety and quality of food to provide beer products of the best quality in the market to customers. The Group makes innovation actively, protects intellectual property rights, and leads the industry to meet evolving market needs. The Group also encourages consumers to drink in a proper manner to promote a healthy and civilized lifestyle together with the industry associations.

(I) PRODUCT HEALTH AND FOOD SAFETY

Over a long time, food safety and quality management are at the core of our operation management. The Group observes strict compliance with the laws, regulations and regulatory requirements of the People's Republic of China on product quality, food safety, food labeling standards, consumer rights protection, etc., such as the "Product Quality Law of the People's Republic of China", the "Food Safety Law of the People's Republic of China", the "Consumer Protection Law of the People's Republic of China", the "Provisions on the Administration of Food Labeling", the "Interim Measures for the Supervision and Administration of Quality and Safety of Food-related Products", the "Measures for the Supervision and Administration of Product Anti-counterfeiting", the "Measures for the Administration of Supervision and Inspection of Food Production and Operation", the "General Principles for the Labeling of Prepackaged Food (GB7718-2011)", etc.

System Accreditation and Standard Setting

To realize one-stop management and achieve manufacturing excellence, China Resources Snow Breweries has created a CRSB featured quality and food safety management system (short as Snow MS·QFS System). On the basis of 24 elements of Snow MS·QFS System, the Group established a unified system maturity evaluation model that combined with the quality management requirements of CRSB, consolidating the quality and food safety management system through internal audit, pre-examination assistance, supervision and certification audit, etc. In 2022, Snow MS·QFS System has passed 98 international system certifications such as FSSC22000, ISO and HACCP.

本集團建立有完善的質量和食品安全法規庫，及時更新並定期解讀相關法規文件，與國家標準、行業標準廣泛對標。結合二次組織轉型業務要求，本集團不斷完善技術質量標準建設，從法規、技術、邏輯、時間四個維度進行標準複審。二零二二年共修訂68份標準，制定62份標準。為了讓員工能及時、快捷、方便的查詢最新有效標準，推動標準落地，本集團開發並上線了華潤雪花企業內容管理系統(ECM)，通過對標準使用權限設置，將最新有效標準快速、精準地推送至各崗位，並提供智能搜索、標籤搜索、智能收藏等多種快速查找方式，提升標準查詢效率，防止標準傳遞不及時、遺漏、版本錯誤等問題。

The Group has established a comprehensive database of quality and food safety regulations which is updated timely. Regular interpretation of relevant regulatory documents is also conducted to benchmark against national standards and industry standards intensively. The Group has been improving the construction of technical quality standards in combination with its business requirements of secondary organizational transformation, and reviewing the standards from the four dimensions of regulation, technology, logic and time. In total, there was 68 standards documents revised and 62 standards documents formulated in 2022. To promote the implementation of standards and to enable employees to query the latest effective standards in a timely, fast and convenient manner, the Group has developed and launched the CRSB Enterprise Content Management (ECM) System. The system can quickly and accurately push the latest effective standards to each position through setting the standard permissions. The system also provides multiple quick search methods such as intelligent search, tag search, intelligent collection, etc. preventing problems such as untimely delivery, omission and version error and improving the efficiency of standard query.

為確保各級管理人員及員工均對食品安全體系及標準有充分的認識，二零二二年，本集團組織各下屬單位共52位食品安全管理人員參加市場監督管理總局的食品安全專項培訓，並組織下屬單位各級管理人員參加《食品安全事故應急預案》《餐飲服務通用衛生規範》《食品生產經營監督檢查管理辦法》等法律法規培訓。

To ensure that managers and employees at all levels have a full understanding of food safety systems and standards, in 2022, the Group organized a total of 52 food safety managers from all its subordinate units to participate in the special food safety training sponsored by the State Administration for Market Regulation. The Group as well organized the management personnel at all levels from its subordinate units to participate in the trainings on laws and regulations such as the "Emergency Plan for Food Safety Accidents", the "General Hygienic Code for Catering Services", and the "Administrative Measures for Supervision and Inspection of Food Production and Operation".

生產物資質量管理

為貫徹實施《中華人民共和國食品安全法實施條例》，落實企業食品安全主體責任，華潤雪花啤酒每年聘請具有中國合格評定國家認可委員會(CNAS)等實驗室資質的第三方廠商專業機構，抽檢採購的啤酒生產用物料的食品安全指標。二零二二年，抽檢原輔料、食品添加劑、洗瓶劑和觸酒包裝材料供應商194家，抽檢樣品230份，檢測指標5,506項，檢驗結果均符合食品安全國家標準要求，有效地保障了華潤雪花啤酒使用生產物資的食品安全。

Quality Management of Incoming Raw Materials

In order to implement the Regulations on the Implementation of the Food Safety Law of the People's Republic of China and fulfill the main duties for food safety of enterprises, CRSB employs a professional organization of a third-party professional organization with laboratory qualifications such as the China National Accreditation Service for Conformity Assessment (CNAS) every year to spot check the procured materials for beer production according to the destinated food safety indexes. In 2022, 194 suppliers of raw and auxiliary materials, food additives, bottle washing agents and beer packaging materials were sampled, with 230 samples and 5,506 test indexes. The test results all met the requirements of national standards on food safety, effectively ensuring food safety of the production materials used by CRSB.

華潤雪花啤酒持續進行供應商質量審核，二零二二年完成供應商質量審核275次，發現問題1,710項並推動供應商進行了整改，保障食品安全衛生。

CRSB continued to conduct quality audits on its supplier that it completed 275 quality audits on supplier with found 1,710 problems found in 2022, and urged suppliers to carry out rectification to ensure food safety and hygiene.

此外，受國內外市場環境變化及全球新冠疫情反覆的持續影響，二零二二年大宗原料價格持續波動。為應對挑戰，本集團及時提出針對原料麥芽以及易拉罐、瓶蓋、玻璃瓶等包裝材料的保障生產安全採購預案，保證採購物資符合質量標準，進一步防範食品安全風險，並建立長期穩定可控的供應渠道。本集團與關鍵物資供應商達成戰略合作，二零二二年繼續執行國產酒花採購長期合作協定4份，進口酒花採購長期合作協定11份。

In addition, affected by the changes in the domestic and foreign market environments and the continued impact of the pandemic, the price of bulk raw materials continued to fluctuate in 2022. To meet the challenges, the Group timely put forward a production safety procurement plan for raw materials such as malt and packaging materials such as cans, caps and glass bottles, so as to ensure that purchased materials are in line with quality standards. Further prevention of food safety-related risks and a long-term stable and controllable supply channel is also ensured. Meanwhile, the Group has maintained the strategic cooperation with key raw material suppliers and continued to implement 4 long-term cooperation agreements on domestic hops procurement as well as 11 long-term cooperation agreements on imported hops procurement in 2022.

生產過程質量管理

華潤雪花啤酒制定「4ACCP」技術規範，統一質量和食品安全關鍵控制點的分析步驟和方法，對風險等級標準、危害性和可能性標準等進行了規範，並成立食品安全小組，依據技術規範進行危害分析。「4ACCP控制計劃」是針對質量和食品安全關鍵控制點而制定的控制計劃，從食品安全、食品欺詐、食品威脅以及質量風險四個方面進行分析，確定關鍵控點及關鍵限值，制定控制計劃，並定期監督控制計劃的執行情況，當前確定有66個質量和食品安全關鍵控制點。

Quality Management in the Production Process

CRSB has formulated the "4ACCP" technical specification, unified the analysis steps and methods of key control points in quality and food safety, standardized the steps and methodologies for the analysis of critical control points of quality and food safety, and regulated the standards of risk hierarchies, hazard exposure and possibilities. A special food safety team was formed to carry out hazard analysis based on the technical specification. The "4ACCP Control Plan" is a control plan developed for the key control points of quality and food safety, which analyzes from the four aspects, i.e. food safety, food fraud, food threat and quality risk, determines key control points and critical limits, develops a control plan, and regularly monitors the implementation of control plan, with 66 key control points in quality and food safety determined currently.

為了維持質量監控，本集團持續提升檢驗及檢測的能力。本集團持續開展「雪花之星」良好實驗室建設，覆蓋原料入廠、過程監控、成品檢驗等啤酒的生產全過程，並持續開展內外部檢驗對標，提升實驗室的管理水平。二零二二年，「雪花之星」的檢驗對標包括啤酒、麥芽、啤酒花，累計驗證了68家下屬實驗室和21家供應商的實驗室，提升檢驗及檢測的能力。

To maintain quality control, the Group has been persistently enhancing the accreditation and testing capabilities. The Group has continued to carry out the construction of a "Snow Star" Good Laboratory Practice covering the whole process of beer production such as raw material entry, process monitoring and finished product inspection, and continued to carry out internal and external verification and benchmarking to improve management level of the laboratory. During 2022, the verification and benchmark of "Snow Star" embraced beer, malt and hops, and a total of 68 subordinate laboratories and 21 supplier laboratories were verified to improve the inspection and testing capabilities.

此外，本集團在生產過程中均嚴格遵守本集團制定的《生產質量控制管理規定》，還採用自檢、互檢、下道工序對上道工序進行檢驗的三級檢驗制度。本集團通過實施建設雪花STTS追蹤系統(Snow track and trace system)，完成產品「一物雙碼」，即快速響應矩陣圖碼（QR碼）和矩陣二維碼（DM碼）的追溯管理系統；在生產線上實施啤酒瓶、紙箱、托盤的三碼關聯採集，促進啤酒產品數字化管理改善。從工廠到經銷商、終端的產品逐級交付簽收，達成產品在線追蹤溯源，增強食品追溯的便捷性。

In addition, the Group formulated and strictly followed the "Management Regulations on Control of Production Quality", while a three-tier inspection system comprising self-inspection, mutual inspection and inspection by comparing downstream processes against upstream processes had been adopted for the production process. By implementing and building of STTS (Snow track and trace system), the Group completed "one product two codes", Quick Response (QR) Code and Data Matrix (DM) Code, tracking management system, which allows better digital management of beer on the production line through collecting and connecting three codes on bottles, cartons, and trays respectively. Nevertheless, online product tracking had been adopted through stepwise delivery and signing for acceptance of end products from factory to distributors, thereby enhancing the level of convenience on food tracking.

截至二零二二年年末，本集團擁有一支共38名國家級評委的國內一流品酒師隊伍，其中包括4名終身榮譽評委。此外，本集團擁有總部、區域、工廠三級品酒師隊伍，並已實現對原輔料、半成品、成品全生產過程的感官質量控制。在二零二二年年「第四屆全國啤酒品酒職業技能競賽」中，本集團1名品酒師榮獲「全國技術能手」稱號，6名品酒師榮獲「全國輕工行業技術能手」稱號，38名品酒師榮獲「全國釀酒行業技術能手」稱號，充分展示華潤雪花啤酒領先行業的啤酒品評技能。

As of the end of 2022, the Group has a first-class team of beer tasters in China with a total of 38 national-level judges, 4 of which are lifetime honorary judges. In addition, the Group has established a three-tier team of beer tasters at headquarters, regional companies and plants respectively to achieve sensory quality control of the entire production process of raw and auxiliary materials, semi-finished products and finished products. In 2022 "the 4th National Beer Tasting Vocational Skills Competition", one beer taster of the Group was awarded the title of "National Technical Master", six beer tasters were awarded the title of "National Technical Master in the Light Industry", and 38 beer tasters were awarded the title of "National Technical Master in the Brewing Industry", demonstrating CRSB's leading beer tasting skills in the industry.

本集團已採用延伸質量管理，總部統一策劃、附近區域管理、信息匯總共享，以達致總部、區域、工廠三級有效合作。本集團將精益管理的理念、原則、做法、工具和技術融入到質量和食品安全管理的各項工作中，運用TPM、QC、SPC控制圖等精益工具，進行質量攻關，從原料入廠到成品出廠，對啤酒生產全過程的進行質量改善。二零二二年本集團組織開展微小改善和精益改善項目1,500餘項，解決市場投訴及衛生死角等痛點。

The Group has adopted an extended quality management approach to achieve centralized 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 co-operate efficiently.The Group integrated the concepts, principles, practices, tools and technologies of lean management into all aspects of quality and food safety management. It applied lean tools such as TPM(Total Productive Maintenance), QC (Quality Control) and SPC (Statistical Process Control) to tackle key quality problems, and improved quality in the whole process from the arrival of raw materials to the delivery of finished products. In 2022, the Group resolved quality problems with over 1,500 minor and lean improvement projects, tackling pain points such as market complaints and sanitary dead angle.

市場產品質量管理

為持續提升產質量及客戶滿意度，本集團持續推進「消滅雜質酒」項目，組織專業技術力量解碼編制了《降低產品不良體驗評估表》，並對落後工廠開展一對一專項指導幫扶和支持。同時，本集團組織推動洗瓶劑採購方式變革，開展回收瓶質量延伸檢查與幫扶，提升洗瓶質量，降低市場投訴。此外，本集團通過高端瓶型噴塗質量提升、易拉罐質量提升等提升產品市場終端形象。二零二二年，受益於產品質量提升，本集團收到產品不良體驗投訴數量同比大幅減少20.7%。

Quality Management of Products on the Market

With a view to continuously improving product quality and customer satisfaction, the Group continued to promote the project of "Eliminating Impure Beer". The Group organized professional and technical forces to decode and compile the "Evaluation Form for Reducing Defective Product Experience", with one-on-one assistance offered to those plants who lag behind. Meanwhile, the Group initiated the procurement reform of bottle washing agents, carried out extended inspection and assistance on the quality of recycled bottles, improved bottle washing quality and reduced market complaints. The Group also improved products' image in the end market by improving the quality of spraying on packages of high-end beer in glass bottles and cans. Benefiting from the continuous improvement of product quality, the number of complaints about defective products received by the Group in 2022 decreased significantly by 20.7% year-on-year.

為讓消費者看到、喝到一瓶好酒，本集團持續開展產品質量防護，不斷提升防護標準。二零二二年，本集團結合標準要求與生產實際，攝製《產品質量防護指南》視頻，讓質量防護參與者更好地理解及執行標準。同時組織專業團隊對旗下工廠、物流商、經銷商進行質量防護知識培訓檢查。

To ensure that every bottle of beer that consumers see and drink is of good quality, the Group has been continuously carrying out product quality protection and improving protection standards. In 2022, combining the standard requirements with the actual production, the Group produced a video themed "Guidelines for Product Quality Protection" to help quality protection participants to better understand and implement related standards. At the same time, the Group organized professional teams to train and inspect the quality protection knowledge of its plants, logistics providers and distributors.

本集團制訂《食品安全應急預案》《產品召回管理制度》《不合格管理辦法》等相關食品安全管理制度，對召回產品進行三級管理，對不同召回等級提出不同的召回要求。二零二二年，本集團積極響應市場監管總局辦公廳發佈的《關於加強食品生產安全風險排查防控工作的通知》要求，組織食品安全監管人員、專家和企業食品安全管理人員，在企業食品安全自查的基礎上開展基礎風險調查和動態風險排查。二零二二年，本集團所有啤酒產品出廠質量達標，所有啤酒產品通過國家監督抽查，所有產品均符合《啤酒》行業國家標準。產品總氧含量控制在十億分之四十(40ppb)以下，處於行業領先水平。二零二二年，本集團沒有發生重大食品安全事件，沒有發生食品召回及問題食品處理事件，保障消費者合法權益，守住食品安全事件零發生的底線。

The Group has formulated relevant food safety management regulations such as the "Contingency Plan on Food Safety", the "Management Regulations on Product Recall" and the "Management Regulations on Unqualified Products" to manage recalled products at three levels and put forward different recall requirements for different recall levels. In 2022, the Group actively responded to the requirements of the "Notice on Strengthening the Investigation and Prevention of Food Production Safety Risks" promulgated by the General Office of the State Administration for Market Regulation. The Group carried out basic and dynamic risk investigation based on preliminary food safety self-inspection, with food safety supervisors, experts and enterprise food safety management personnel from the Group participated in. All beer products of the Group have passed both ex-factory quality test and the spot tests under national supervision, and all products were in compliance with the industrial and national standard of "Beer". The total oxygen content of the product was controlled below 40 parts per billion (40ppb), achieving the leading level in the industry. The Group did not encounter any significant food safety incident in 2022, maintaining the bottom line of zero food safety incident and safeguarding the legitimate interests of consumers.

二零二二年，本集團各單位開展食品安全突發事故應急演練開展率100%。通過對演練中發現的不足，進一步完善應急預案，促進各部門協調配合能力和高效處置能力，提高各單位對食品安全事故的應急處置能力，防患於未然，築牢食品安全防線。

In 2022, all units of the Group carried out emergency drills for food safety emergencies, reaching a rate of 100%. Based on the deficiencies found in such drills, the Group further perfected the emergency plan, enhanced the coordination and efficient disposal ability of various departments, improved the emergency disposal ability of each unit to food safety incidents, prevented problems before they happened and consolidated a firm line of defense for food safety.

(二)產品與技術創新

為滿足消費者日新月異的需求，本集團一直積極創新，同時致力維護知識產權。本集團在中華人民共和國《商標法》《商標法實施條例》《專利法》《專利法實施細則》《著作權法》《著作權法實施條例》等法律法規的指引下開展知識產權申請、維護、維權工作。為了提高在啤酒行業的知識產權管理水平，本集團適時修訂了《知識產權管理制度》，並制定了《商標使用證據收集工作指引》《商標打假維權操作指引》《產品標識

(II) PRODUCT AND TECHNOLOGICAL INNOVATION

To satisfy the ever-changing needs of consumers, the Group has been actively innovating while striving to maintain intellectual property rights. Under the guidance of the laws and regulations of the PRC such as the "Trademark Law", the "Regulations for the Implementation of the Trademark Law", the "Patent Law", the "Regulation for the Implementation of the Patent Law", the "Copyright Law" and the "Regulations for the Implementation of the Copyright Law", the Group has carried out intellectual property application, maintenance and rights protection work. To improve the management of intellectual property in the beer industry, the Group has timely revised the "Regulations for the Administration of Intellectual Property Rights" and established the "Guidelines on Collection of Evidence for Use of Trademark", the "Guidelines on Anti-counterfeit and Rights Protection of

標註審核工作指引》《功能變數名稱通用網址和無線網址管理制度》《知識產權交易管理辦法(試行)》等規章制度，為本集團的知識產權維護、維權工作提供了制度保障。

Trademark", the "Guidelines on Examination of Product Labels and Remarks", the "Management System for Domain Name, Universal URL and Wireless URL", the "Management Measures on Trading of Intellectual Property Rights (Trial)" and other rules and systems, providing system guarantee for the Group's protection and maintenance of intellectual property.

為驅動持續創新和規範管理，二零二二年本集團制定《研發項目管理制度》《專家諮詢管理辦法》《創新成果獎勵辦法》《科技人才認定管理辦法(試行)》及《研發經費管理辦法》《科研檔案管理辦法》，區域公司制定《研發項目管理實施細則》，初步構建了橫向要素覆蓋、縱向管控到底的矩陣式創新制度體系，打造鼓勵創新的企業文化氛圍。

To drive continuous innovation and standardized management, in 2022, the Group formulated the "Management Systems for Research and Development Projects", the "Management Measures for Expert Consultation", the "Incentive Measures for Innovation Achievements", the "Management Measures for the Identification of Scientific and Technological Talents (Trial)", the "Management Measures for Research and Development Funds" and the "Management Measures for Scientific Research Archives". The regional companies formulated the "Regulations for the Implementation of Management of Research and Development Projects". The Group has initially established a matrix innovation system featuring full coverage of elements horizontally and top-down control vertically, creating an enterprise culture atmosphere encouraging innovation.

本集團技術研究院積極組織創新賦能培訓，二零二二年開展了知識產權、技術標準、啤酒歷史文化回眸及創新發展、成品啤酒質量及風味穩定性等10場共性知識培訓賦能工作，開展包括齊魯工業大學釀酒工程專家講座等7場專項賦能培訓。

The Technology Research Institute of the Group actively organized innovation and empowerment training. In 2022, it carried out a total of 10 common knowledge empowerment trainings covering topics such as intellectual property, technical standards, review of beer history and its innovative development, quality and flavor stability of finished beer products, etc., and conducted 7 specialized trainings including one brewing engineering expert talk conducted by the scholars from Qilu University of Technology.

華潤啤酒在產品研發創新的同時，亦謹守產品質量及食品安全的要求。新研發產品上市前進行酒體和包裝物的食品安全評估，評估內容包括原料合規性檢查、酒體微生物測試、口味測試、食品安全檢驗、包裝物的性能測試、食品安全驗證等，確保新開發產品質量及安全符合國家標準要求。新產品上市後，技術研發團隊會跟進產品上市情況，以及時獲得市場回饋信息。

While developing innovative products, China Resources Beer also adheres to the requirements for product quality and food safety. Before the newly developed products are put on the market, the Group shall carry out food safety assessment on beer body and packaging materials, including compliance check of raw materials, microbial test of beer body, taste test, food safety inspection, performance test of packaging materials, food safety verification, etc., so as to ensure that the quality and safety of newly developed products meet national standards. After the new products got listed on the market, the technical R&D team shall follow up the market status and get market feedback in time.

二零二二年，本集團積極推進新產品開發、可持續發展、智能工廠、關鍵風味物質研究、釀造技術升級、包裝多元化等自主研發項目，項目研發費用支出達人民幣13,467萬元，並已建設一支115人的科研工作隊伍。

In 2022, the Group actively promoted independent research and development projects such as new product development, sustainable development, smart factory project, research on key flavor substances, brewing technology upgrades, and packaging diversification. The Group's research and development investment on these projects has amounted to RMB 134.67 million with a scientific research team of 115 people.

本集團自二零二一年推出碳酸飲料「雪花小啤汽」，主打零酒精、零脂肪、零壓力的產品賣點，年輕新品更迎合現代年輕人聚會與追求健康的多重需求。本集團也將繼續計劃上市更多低酒精類產品及非酒精類產品，豐富產品集合，以滿足消費者日益健康的消費需求。

Since 2021, the Group has launched the carbonated beverage called "Snow Xiao Pi Qi", which focuses on the selling points of zero alcohol, zero fat and zero pressure that catered to the multiple needs of modern young people in gathering and healthy diet. The Group shall continue to launch more low-alcohol products and non-alcohol products, enriching the product portfolio and meeting with customers' increasing healthy consumption.

本集團持續推進多元化品牌組合建設，於二零二二年推出多個新產品，包括在「醴」的基礎上升級更高酒精度和原麥汁濃度的首款超高端烈性啤酒「醲醴」、高端產品「黑獅果啤」(#703櫻桃緋)和「雪花全麥純生」，及碳酸飲料「雪花小啤汽」蜜桃味和鳳梨百香果乳酸菌味的兩款新口味，進一步豐富本集團之產品組合及支持其高端化發展。

The Group continued to build and promote its diversified brand portfolio by launching several new products in 2022, including its first high-alcohol by volume ("ABV") super-premium product "Nong Li", an upgraded version of "Li" that features higher ABV and wort concentration, as well as premium products "Löwen Fruit Beer" (#703 Cherry) and "Snow Draft Pure Malt Beer", new peach flavor and pineapple passion fruit lactobacillus flavor of the carbonated beverage "Snow Xiao Pi Qi", which have further enriched the Group's product portfolio and supported its premiumization development.

二零二二年，本集團順利通過《企業知識產權管理規範》(中華人民共和國國家標準GB/T29490-2013)認證，標誌著集團在啤酒包裝設計、生產工藝研發、啤酒銷售等範圍全面符合知識產權管理的國家標準。二零二二年，本集團在中國境內提交商標註冊新申請五百餘件，包括「酌悅」、「joy brew」等品牌；新申請三件發明專利，申請並授權兩件實用新型專利；根據海外業務發展規劃，維護境外主要國家和地區商標六十餘件。截至二零二二年年末，集團已註冊境內商標總數達3,703件，已授權專利92件，已登記著作權76件。

In 2022, the Group has successfully passed the certification of the Management Code of Enterprise Intellectual Property (National Standard of PRC GB/T29490-2013), which marks that the Group has in fully compliance with the national standards for intellectual property management in terms of beer packaging design, research and development of production process, beer sales, etc. In 2022, the Group filed more than 500 applications of new trademark registration in China, including brands such as "Zhuoyue" and "Joy Brew". The Group also issued 3 applications for the Certificate of Invention Patents and two applications for the Certificate of Utility Model Patent that has been granted. The Group continued to renew and maintain over 60 trademarks in its major overseas countries and regions according to the overseas business plan. By the end of 2022, the Group had maintained 3,703 registered domestic trademarks, 92 authorized patents and 76 registered copyrights.

二零二二年，本集團嚴格遵守知識產權權領域法律法規，並無發現任何重大違規情況。

The Group strictly abides by laws and regulations on the field of intellectual property rights and has not been found any material violations in 2022.

(三)倡導理性飲酒及責任營銷

本集團作為肩負強烈社會責任感的啤酒生產企業，積極響應國家的理性飲酒倡議，推廣適度理性的飲酒行為和健康文明的生活方式，並確保推廣信息公正、可靠、負責。

本集團嚴格遵守《中華人民共和國廣告法》、《互聯網廣告管理暫行辦法》、《反不正當競爭法》、《消費者權益保護法》等國家廣告宣傳法規，對廣告宣傳及有獎銷售活動規則等內容實行嚴格審核制度，確保營銷內容的合法性和合規性，防範廣告及有獎銷售的法律風險，並避免侵犯他人權利。結合國內相關廣告違法案例及法律規定，本集團法律合規部發佈《廣告違法案例法律風險提示的通知》及合規自查清單參考範本，向業務部門提示廣告法律風險。

此外，本集團已建立從上至下的管理機制，對各區域的責任營銷行為進行監管。按照本集團管理機制，所有與產品營銷和推廣內容有關的投訴都須妥善記錄，以供內部審查之用，並按審查結果即時採取相應的糾正措施，將社會影響降至最低。同時，員工也承擔著責任營銷的監察職責，一旦發現不實廣告被轉發，及時舉報。本集團每年均定期審查所有產品營銷和推廣內容，以確保傳播內容合法合規，並且符合本集團的責任營銷推廣理念，從源頭杜絕虛假營銷。二零二二年，本集團沒有發生任何涉及廣告宣傳方面的重大違法犯罪情況。

(III) ADVOCATING RATIONAL DRINKING AND RESPONSIBLE MARKETING

As a beer manufacturer with a strong sense of social responsibility, the Group actively responds to the national advocation of rational drinking and promotes a healthy and edified lifestyle, ensuring fair, reliable and responsible marketing information.

The Group strictly abides by the "Advertising Law of the People's Republic of China", "Interim Measures for the Administration of Internet Advertising", "Anti-Unfair Competition Law", "Consumer Rights Protection Law" and other national advertising regulations. The Group implements a strict review system for content used in advertisement and the rules of prize-attached sales, to ensure the legality and compliance of marketing content and to prevent legal risks in advertising and prize-attached sales, while avoiding infringing on other people's rights. Combining with relevant domestic advertising illegal cases and legal regulations, the Legal Compliance Department of the Group issued the "Notice on Legal Risk Alerts with Cases of Violation of Advertising Law" and a template checklist of self-inspection on compliance as references to warn the business unit about advertising-related legal risks.

In addition, the Group has established a top-down management mechanism to supervise responsible marketing activities in all regions. According to the management mechanism of the Group, all complaints related to product marketing and promotion contents must be properly recorded for internal review, and corresponding corrective measures should be taken in real time according to the review results to minimize social impact. In the meantime, employees are also responsible for the supervision of responsible marketing that once any employee found false advertisement to be forwarded, he or she should report the false advertisement in time. The Group regularly reviews all product marketing and promotion contents on yearly basis to ensure that the contents disseminated are legal and compliant as well as conform to the Group's concept of responsible marketing and to eliminate false marketing from the source. In 2022, the Group did not commit any major offenses involving advertising and promotion

內部責任營銷規範

本集團強調宣傳理性飲酒內容的重要性，除著重合法合規外，內部積極建設有關負責任市場推廣銷售的管理制度。本集團結合業務實際，制定《廣告法律審核工作指引》《自媒體管理辦法》等，明確廣告審核的依據及要點、廣告發佈中可能存在的風險點及防範要求，規定酒類廣告中不能出現鼓勵或引導消費者過量或不負責任飲酒的類似內容，並在制度中明確規定了傳播內容及內容審核機制，要求各級人員需對即將發佈的企業廣告內容進行全面審查，從根源上對消費者進行正確的引導。

本集團對內宣貫並嚴格執行酒類廣告特殊禁止性規定，包括但不限制於：

- 不得誘導、慫恿飲酒或宣傳無節制飲酒；
- 不得出現飲酒的動作；
- 不得出現未成年人的形象；
- 不得表現駕駛車、船、飛機等危險活動，尤其是在酒精影響下；
- 不得出現諸如飲酒可以消除緊張和焦慮、增加體力等不科學的明示或暗示；
- 不得出現把個人、商業、社會、體育、性生活或其他方面的成功歸因於飲酒的明示或暗示。

除了在產品包裝上明確標示成分及酒精含量，本集團也在平面、電視、電影、數字廣告中及產品標籤中提示「過量飲酒、有害健康」等勸說性質的標識及字句，主動給予潛在風險提示。此外，華潤雪花啤酒官方網站亦設有年齡限制，禁止未成年人瀏覽。

Internal Standard of Responsible Marketing

The Group emphasizes the importance of promoting rational drinking by establishing an internal management system of responsible marketing to further ensure legal compliance. Taken practical business into consideration, the Group has formulated the "Guidelines for Advertising Legal Review Work" and the "Management Measures on We Media" to clarify the bases and key points of advertising review, possible risk in the release of new advertisement, and prevention requirements. It is stipulated that the encouraging or inductive contents such as unrestrained drinking or drinking excessively are prohibited in the advertisements of alcoholic products. The communication contents and content review mechanism are also clearly stipulated in the related guidelines, requiring personnel at all levels to conduct a comprehensive review of the enterprise advertising contents to be released soon, guiding consumers correctly from the root.

The Group publicizes internally the special prohibitions on alcohol advertising and strictly implements them, including but not limited to:

- No induction or encouragement on drinking or promotion of unrestrained drinking.
- No appearance of drinking actions.
- No appearance of minors and their image in the advertisement;
- No appearance of dangerous activities such as driving a car, boat or airplane, especially under the influence of alcohol.
- No unscientific expression or implication that drinking has the effect of eliminating tension and anxiety, increasing physical strength, and others;
- No expression or implication that drinking contributes to the success of personal, business, society, sport, sexual life and others.

Apart from clearly indicating ingredients and alcohol content on product packages, the Group also prompts persuasive signs and words such as "Excessive alcohol consumption is harmful to health" in print, television, film and digital advertisements as well as in product labels, taking the initiative to give potential risk warnings. In addition, there is an age limit set on the official website of China Resources Snow Breweries to prohibit minors from browsing.

責任營銷推廣培訓

為更好地對責任營銷方面進行管控，本集團的營銷中心、品牌管理部及法律合規部每年對所有員工進行責任營銷推廣培訓，培訓涵蓋以下內容：

Promotion and Training of Responsible Marketing

In order to better control responsible marketing, the Marketing Center, Brand Management Department and Legal Compliance Department of the Group actively promote annual training of responsible marketing to all employees with following contents:

責任營銷推廣培訓範圍 Training Scope of Responsible Marketing	培訓內容 Training Contents
基本責任營銷原則 Basic principles of responsible marketing	• 符合道德、合法、誠實和真實等原則 Being complied with the principles of morality, legality, honesty and truthfulness. • 充分考慮與產品相關的法規，如法定飲酒年齡 Taking full consideration to product-related laws and regulations, such as legal drinking age.
營銷推廣目標對象 Target group of responsible marketing	• 目標對象為已滿法定飲酒年齡人士 Targeting people who have reached the legal drinking age. • 營銷推廣手法應盡量避免吸引未滿法定飲酒年齡人士（如營銷活動及商業宣傳不使用對兒童或青少年具有吸引力的物體、形象、風格、符號、顏色、音樂和人物，包括卡通人物） The marketing and promotion should aim to steer clear of those who under the legal drinking age (for example, objects, images, styles, symbols, colors, music and characters including cartoon characters that appeal to children or adolescent should not be used in marketing campaigns and commercial publicity). • 引導零售商不向未成年人出售酒精飲料 Advising retailers to avoid selling alcoholic beverages to minors.
倡導理性飲酒 Advocate rational drinking	• 推廣適度理性的飲酒行為和健康文明的生活方式 Promoting moderate and rational drinking behavior as well as healthy and edified lifestyle. • 刊印勸說性質的標識及字句，主動提示飲酒的潛在風險 Printing persuasive signs and words that explicitly warn people of the hazards associated with drinking.
推廣信息公正 Publishment of fair information	• 透過公正、真實的信息推廣產品（如使用真實準確的陳述說明啤酒中含有的碳水化合物、卡路里或其他營養物質） Promoting products by providing fair and accurate information (e.g. using truthful and accurate statements about carbohydrates, calories and other nutrients in beer). • 不使用誤導信息推銷產品（如不暗示或宣稱啤酒具有治療或保健作用） Avoiding using false information (e.g., not implying or claiming that beer has therapeutic or health benefits).
法律合規 Legal compliance	• 針對新出台的酒類廣告行為規範，進行解讀培訓 Conducting training and interpretation of the newly issued codes of alcohol advertising. • 確保員工熟悉與負責任市場推廣銷售的法規 Ensuring that employees are knowledgeable about the rules pertaining to responsible marketing.

倡導理性飲酒

本集團已連續8年與中國酒業協會合作，以中國酒業協會酒與社會責任促進工作委員會(China SAO)成員的身份，每年定期籌辦「全國理性飲酒宣傳周」等活動，向全行業、全社會發出「關愛成長、非成勿飲」倡議，二零二二年具體活動包括：

- 發佈《2022中國預防未成年人飲酒綠皮書》，歷時5個多月全網線上調研，覆蓋中國31個省份及地區，定點調研9省市學生，共採集134,480份有效樣本。
- 舉辦「萬店承諾，不向未成年人售酒」主題活動，聯合全國各地的酒企、零售商、行业協會共同承諾不向未成年人售酒，促進行業可持續發展。
- 發佈首個酒類電商平台團體標準《酒類電子商務平台銷售及配送規範》，對電子商務平台、服務商、酒類零售商等利益相關方提出開展社會責任工作的指導意見，內容涵蓋酒類線上銷售與配送環節的合規性、未成年人保護、理性飲酒等方面，主動提升酒类行業在宣導社會責任方面的協作能力，強化行業自律能力。
- 舉辦「關愛成長、非成勿飲」宣傳周公益海報設計大賽和「美酒美圖TOP10」計劃攝影大賽，分別收集到1,088幅作品和4,226張作品投稿。
- 啟動「5X」計劃、「鳳鳴」計劃，推動全國5萬塊電子屏及10個一、二線城市核心商圈戶外LED屏滾動播放宣傳周主題海報等物料，影響超過3億人次。

Advocate Rational Drinking

The Group has collaborated with China Alcoholic Drinks Association for 8 consecutive years and has been a member of its Alcohol and Social Responsibility Promotion Committee. The Group regularly organizes events such as "National Rational Drinking Publicity Week" every year with the intention to introduce the initiative of "Care the Youth, No Underage Drinking" to the entire industry and society. In 2022, specific actions include:

- Released the "2022 China Green Paper on Prevention of Underage Drinking", the online survey of which has lasted for more than 5 months with a total of 134,480 valid samples collected, covering 31 provinces and regions in China and students from 9 designated provinces and cities.
- Hosted the theme event of "Ten Thousand Stores Together, Not Selling Beer to Minors" to encourage alcoholic enterprises, retailers, industry associations across the country to make a joint commitment of not selling beer to minors, which in return should promote industry's sustainable development.
- Established the very first group standard for alcohol e-commerce platform, "Sales and Distribution Specifications of Alcohol E-commerce Platform", which provides guiding opinions to stakeholders such as e-commerce platforms, service providers and alcohol retailers on taking their social responsibilities. The content covers the compliance of online sales and distribution of alcohol products, protection of minors, rational drinking, etc., which actively enhanced industry cooperation in advocating rational drinking and strengthen industry self-discipline.
- Held the designed contest of public welfare poster themed "Care the Youth, No Underage Drinking" and the photography contest themed "TOP10 Beautiful Wines and Pictures", collecting 1,088 works and 4,226 works for submission, respectively.
- Initiated the 5X Plan and the Tweeting Phoenix Plan, pushing the rolling display of themed public welfare posters and other content on 50,000 electronic screens across the country as well as the outdoor LED screens in core business districts of 10 first-tier and second-tier cities, affecting more than 300 million audiences.

- 推出關注青少年成長問題的公益主題微電影《哪吒鬧酒》，線上線下累計播放量約達8,000萬次。
- 首次發行理性飲酒公益主題NFT數位藏品，所得收益全部捐贈給中國青少年發展基金會，用於未成年人保護事業。
- 開設官方微信公眾號設立「關愛成長、非成勿飲」、「理性文明、拒絕酒駕」和「適量飲酒、快樂生活」三個專欄，定期發佈專題文章普及未成年人飲酒、酒駕預防和酒文化知識。

- Produced the micro-film "Nezha Conquers alcohol" with a public welfare theme focusing on the growth of teenagers. The cumulative online and offline broadcasts reached approximately 80 million times.
- Launched the NFT digital collection with a public welfare theme of rational drinking for the first time, and all the proceeds of which shall be donated to China Youth Development Foundation for the protection of minors.
- Operated the WeChat official accounts with three columns of "Care the Youth, No Underage Drinking", "Rational Citizen Says No to Drunk Driving" and "Moderate Drinking, Merry Life", on which featured articles are regularly published to popularize the knowledge about underage drinking prevention, drunk driving prevention and alcohol culture.

此外，本集團與戰略合作品牌「喜力®」啤酒共同宣導支持理性飲酒承諾，該品牌每年投入約10%的媒介費用用於理性飲酒和負責任飲酒的宣傳。

In addition, the Group and its strategic cooperation brand "Heineken®" beer jointly advocate and support the commitment to responsible drinking. The brand invests about 10% of its yearly media budget in promoting rational drinking and responsible drinking.

(四)客戶服務及隱私保護

客戶服務

「以客戶為先」乃本集團秉承的經營理念，為此本集團一直以來致力提升客戶滿意度，建立良好而長遠的客戶關係。於報告期內，本集團繼續完善客戶服務體系，不斷完善和優化客戶投訴快速反應機制。本集團秉承維護消費者合法利益，為本集團的業務保駕護航。具體措施包括：

(1) 快速反應：總部訂單與智能客服中心客服人員在收到客戶回饋信息後，30分鐘內在系統內派送工單，客服顧問接到工單後，須在30分鐘內聯繫消費者瞭解情況，爭取第一線為顧客解決問題避免投訴升級；針對產品不良體驗的投訴，需72小時內在客戶服務系統內進行首次信息回饋，維護處理進展、上傳實物酒照片等。

(IV) CUSTOMER SERVICES AND PRIVACY PROTECTION

Customers Services

Upholding the operating philosophy of "Prioritizing Customers", the Group has been striving to improve customer satisfaction and build good and long-term customer relationships. During the reporting period, the Group continued to improve its customer service system and optimized its rapid response system for client complaints. The Group undertakes to protect the legitimate interests of consumers and safeguard its business by adopting the following measures:

(1) Rapid response: The customer service staff from the Smart Customer Service Center of the headquarters shall send a work order through the system within 30 minutes after receiving feedback information from the customer. Upon receiving such work order, the customer service consultant must contact the consumer within 30 minutes to understand details and strive to resolve the issue right away to avoid worsening the problem. For complaints about defective product, it is necessary to reply to the customers in the customer service system within 72 hours, maintain the progress of processing, upload photos of physical alcohol drinks, etc.

(2) 系統升級：本集團通過升級系統，實現產品及服務投訴過程線上全留痕，讓客服中心能更有效地追蹤及定期匯總相關案件數據，督促相關業務部門改善。二零二二年末，本集團上線智能客服系統，採用機器人與人工坐席並行的服務方式，機器人可實現24小時不間斷服務，不斷提升客戶體驗。

(3) 督促整改：客服團隊會實時線上監控投訴進展，對內提供專業的業務指導，定期將投訴報告發送到各級管理層，督促投訴工廠整改。

(4) 樣品分析：針對產品不良體驗的投訴，客服團隊一直推動實物酒及時返廠，工廠需對收到的實物酒逐瓶逐罐分析並整改。截至二零二二年年末，本集團涉投訴實物酒返廠率已經達到了99%。

(5) 業務聯動：業務營運部門需了解客戶投訴問題，通過升級客服系統將服務類投訴設定成上級業務管理人員審核制，讓業務營運部門更清楚了解客戶投訴問題根源，真正打造客戶需求主導型啤酒企業。

二零二二年，本集團收到總體不良體驗投訴率為18.5宗／萬千升產量。其中，產品不良體驗投訴數量同比大幅減少20.7%，產品不良體驗投訴率由5.8宗／萬千升下降至4.4宗／萬千升產量（產品不良體驗投訴率＝產品不良體驗投訴數量÷總產量），投訴處理客戶滿意度調查得分繼續提升至87.0分，主要得益於產品質量的持續提升。

(2) System upgrade: through system upgrade, all product and service complaint process are recorded online, which enable customer service center to conduct effective tracking and regular reporting of consolidated case data, thereby supervising relevant department to improve. At the end of 2022, the Group launched a smart customer service system, which adopts a parallel service mode of robots and manual seats. Robots can provide 24-hour uninterrupted service and continuously improve customer experience.

(3) Rectification: the Group's customer service team conducts real-time and online monitoring of the progress of complaint handling, provides professional guidelines internally, submits complaint report to management of all levels and urges rectification of those plants involved in complaints.

(4) Sampling analysis: in respect of complaints about defective product, our customer service team facilitates timely return of the complained beer to the plant. The plant should analyze and rectify each bottle or can of beer. As of the end of 2022, the return-to-plant rate of complained beer reached 99%.

(5) Business linkage: the business operation departments need to acknowledge customer complaints. By upgrading the customer service system, the service complaints are set to be reviewed by the superior management personnel, so that the business operation departments could gain a better understanding the nature of customer complaints and rectify correspondingly, building a customer-oriented beer enterprise.

In 2022, the overall complaint rate of the Group was 18.5 cases/10,000 kilolitre output. Benefiting from the continuous improvement of product quality, the number of complaints about defective products received by the Group in 2022 decreased significantly by 20.7% year-on-year, and the complaint rate of defective products decreased from 5.8 cases/10,000 kilolitre output to 4.4 cases/10,000 kilolitre output (complaint rate of defective products = number of complaints about defective products ÷ total output). The survey score of customer satisfaction on complaints handling has been improved to 87.0 points.

下表為過去兩年本集團客戶服務指標統計：

The table below shows the customer service indicator for the past two years:

	單位 Unit	二零二二年 2022	二零二一年 2021
總體不良體驗投訴數量 Number of complaint received	宗 Cases	**20,600**	21,000
產品不良體驗投訴數量 Number of complaints about defective product	宗 Cases	**5,000**	6,500
服務不良體驗投訴數量 Number of complaints about poor service	宗 Cases	**15,600**	14,500
客戶投訴反饋處理解決率 Customer complaint settlement rate	%	**96.0%**	95.0%
客戶投訴回訪率 Re-visit rate of customer complaints	%	**90.0%**	90.0%
呼叫中心的接通率 Effective communication rate of call center	%	**99.6%**	99.5%
在15秒內接通電話比率 Proportion of phone calls answered within 15 seconds	%	**99.5%**	98.5%
接到投訴後的回覆時間 Responsive time after receiving complaint	分鐘 Minutes	**30分鐘以內 Within 30 minutes**	30分鐘以內 Within 30 minutes
投訴處理客戶滿意度調查得分 Survey score of customer satisfaction on complaints handling	分 Points	**87.0**	86.3

以上投訴數量經四捨五入。

The number of complaint presented above is rounded up.

個人信息保護

本集團非常重視消費者的個人信息保護工作，嚴格遵循《中華人民共和國個人信息保護法》，所有涉及到用戶隱私信息的供應商均按照公司法律合規部制度要求簽署信息保護相關合同條款，最大化保障消費者個人隱私及信息安全。

為規範本集團個人信息保護依法合規，防範違規處理個人信息的合規風險，二零二二年，本集團制定並下發《個人信息保護合規指引》《個人信息保護政策範本》及相關使用指引，開展個人信息保護相關法律培訓，落實個人信息保護責任和要求，推動隱私政策的簽署。在業務中，本集團嚴格按照法律法規和本集團制度的規定，開展消費者個人信息保護的合規評估及審核工作，並通過協議、授權等方式確保對個人信息處理的合規性。

Personal Information Protection

The Group attaches great importance to the protection of consumers' personal information in strictly compliance with the Personal Information Protection Law of the People's Republic of China. All suppliers involved in users' private information must sign relevant contract clauses on information protection in line with the system requirements of the Company's Legal and Compliance Department, so as to maximize the protection of consumers' personal privacy and information security.

To standardize the legal compliance of the Group's personal information protection and prevent the compliance risk in handling personal information in violation of regulations, during 2022, the Group developed and issued the "Compliance Guidelines for Personal Information Protection", the "Personal Information Protection Policy Regulation" and relevant application guidelines, as well as carried out legal training on personal information protection, implemented the responsibilities and requirements for personal information protection, and promoted the consent to privacy policies. In terms of its business, the Group conducts compliance assessment and audit of consumer personal information protection in strict accordance with laws and regulations and the provisions of the Group's system, ensuring the compliance of personal information processing through agreements and authorizations.

本集團嚴格遵循統分結合、使用權限分級管理的客戶信息保密原則，各層級只能在權限內查看投訴和消費者信息；投訴人電話號碼對業務人員隱藏，只能通過呼叫中心平台聯繫消費者；客服業務人員向業務部門提供投訴明細時，需要刪除消費者相關信息；通過設置防火牆、入侵檢測等技術加強本集團網絡防禦能力，確保涉密信息系統在本集團內網中安全運行。在營運過程中，本集團亦要求涉密人員嚴格遵守國家保密法律法規和本集團《保密工作管理制度》，客服業務人員上崗前簽署《保密承諾書》，落實保密責任制，履行保密義務，切實保障信息安全。

The Group is in strict compliance with the customer information confidentiality principle managed through combining uniform management and differential management and hierarchical management, and all levels can only view complaints and consumer information within their authority. Staff is forbidden to obtain contact numbers of consumers who initiated the complaint and can only contact consumers through call center platform. When customers file complaint details to the relevant department, our customer service officers must delete their relevant personal information. We strengthen the defense capability of the Group's network by establishing firewalls, intrusion detection and other technologies to ensure that the confidential related information system of the Group operates safely in the intranet. During the operation, we also require relevant staff to comply with national laws and regulations on confidentiality and the "Confidentiality Work Management System" of the Group, and customer service staff is requested to sign the "Confidentiality Undertaking" before work. Such accountability on confidentiality is implemented for the fulfillment of our confidentiality obligation and the safeguard of information security.

於報告期間，本集團並無發生經證實關於侵犯客戶私隱以及竊取、外洩和丟失客戶資料或重要信息的投訴。

During the reporting period, the Group did not receive any complaint involving attested invasion of customers' privacy and hacking, leakage or loss of customer information or important information.

(五)供應鏈責任管理和供應商管理

(V) SUPPLY CHAIN RESPONSIBILITY MANAGEMENT AND MANAGEMENT OF SUPPLIERS

供應商管理

本集團兼承誠信經營的理念，加強在採購管理、工作紀律、陽光承諾、招投標流程及規則等環節的管理，防範食品安全風險，保證採購物資符合質量標準，建立穩定的、可控的、安全的且支持本集團長期發展的供應渠道。此外，本集團細化檢查方案步驟，確保對採購質量風險的管控，推行質量優先、產業鏈延伸共創、與實力供應商達成戰略合作實現雙贏。

Management of Suppliers

Adhering to integrity operation, the Group strengthens management in procurement, work disciplines, sunshine undertaking, tendering and bidding process, etc. so as to prevent food safety risks and to ensure that materials purchased are in compliance with quality standards, establishing a stable, controllable, secure and supportive supply channel for the Group's long-term development. In addition, the Group advances the priority of quality through optimizing the inspection plan and procedure, which helps to achieve win-win situation with strong suppliers through agreement on strategic co-operation.

本集團積極回應國家政策，嚴格遵守招標投標法律法規，規範實施招標採購流程，積極回應國家優化營商環境的政策號召，防範以不合理條件限制或排斥供應商。本集團追求責任採購，制定並執行《華潤雪花採購管理制度》、《華潤雪花供應商管理辦法》等採購規章制度，執行供應商引進、招標、公開採購、詢價等採購流程，遵循「公平、公開和公正」三大原則，責任採購比率100%。本集團通過擬定供應商篩選標準、現場認證標準以及供應商簽署《供應商承諾》的方式，引導供應商對環境保護，減少能源耗用、資源充分循環利用，為社會綠色健康發展做出努力。

The Group actively responds to national policies, strictly abides by laws and regulations on bidding, standardizes the bidding and procurement processes, actively responds to the national policy call for optimizing the business environment, and prevents any restrictions or exclusion of suppliers on the basis of unreasonable conditions. The Group pursues responsible procurement, formulates and implements procurement rules and regulations such as "CRSB Procurement Management Systems" and "CRSB Administrative Measures on Suppliers", implements procurement processes such as supplier introduction, bidding, public procurement and price inquiry, and follows three key principles of "fairness, openness and impartiality", with a responsible procurement ratio of 100%. By formulating standards of supplier screening and on-site accreditation as well as urging suppliers to sign the "Supplier Commitment", the Group advocates for suppliers to devote to environmental protection, reduction of energy consumption, and full recycling of resources, so as to contribute to the green and healthy development of society.

為履行本集團在供應鏈管理方面應履行的社會責任承諾，加強對供應商在環境、社會及管治方面工作的考察及管理，自二零二零年起，本集團已在供應商入選及認證標準中明確了環境保護項目，其中包括：

- 排污許可證；
- 環境評價報告；
- 當季環境監測報告；
- 廢水／廢氣處理設施等。

此外，本集團要求所有供應商簽署的《供應商承諾書》覆蓋以下要求：

- 生產和供應鏈過程中，能有效利用現有資源並最小化對環境造成不良影響；
- 提倡承擔環境保護責任，發展和推動與環保相關的技術應用；
- 嚴格遵守所有適用的國家相關法律法規；
- 開展供應商應知應遵知識測試工作，強調其應遵循的廉潔自律等社會責任及義務。

In order to fulfil our social responsibility in respect of supply chain management and to strengthen the consideration and management in environmental, social and governance aspects of its suppliers, starting from 2020, we have emphasized environment protection in the suppliers' selection and certification criteria, including:

- Waste discharge permit;
- Environmental assessment report;
- Current quarterly environmental monitoring report;
- Waste water/waste gas treatment equipment, etc.

Besides, the Group requires all suppliers to sign the "Supplier Commitment" which covers the following requirements:

- Using effectively existing resources and minimizing negative effect on the environment in the process of production and supply chain;
- Advocating to shoulder environmental protection responsibility, developing and promoting environment-related technological application;
- Strictly complying with all applicable national laws and regulations;
- Carrying out knowledge and compliance test of suppliers and emphasizing on the social responsibility and obligations such as integrity and self-discipline they should perform.

下表概括了本集團過去兩年供應商管理信息：

The following table summarizes the information of suppliers of the Group for the past two years:

	單位 Unit	二零二二年 2022	二零二一年 2021
入選供應商總數目 Total selected suppliers	家 Suppliers	**4,300**	4,800
供應商循環動態管理 Circulation dynamics management of suppliers			
引進率 Introduction rate	%	**13.6%**	9.0%
淘汰率 Elimination rate	%	**9.2%**	11.0%
按地區劃分 Breakdown by geographical location			
中國內地 Mainland China	%	**99.7%**	99.7%
其他地區 Other regions	%	**0.3%**	0.3%
按供貨類別劃分 Breakdown by types of products supplied			
生產性物資供應商（含原輔料、包裝物、添加劑等） Suppliers of productive materials (including raw and auxiliary materials, packaging materials and additives, etc.)	家 Suppliers	**1,300**	1,100
非生產性物資供應商 Suppliers of non-productive materials	家 Suppliers	**3,000**	3,700

本集團實施供應商目錄循環動態管理，基於引進、篩選、認證、考核、評價、淘汰等核心環節，對供應商實現制度化、標準化、專業化管理。相關管理決策報告均按規定由供應商管理委員會及採購委員會審批。

The Group carries out circulation dynamics management of suppliers' list and implemented supplier management system featuring institutionalization, standardization and specialization, based on core areas covering introduction, screening, accreditation, assessment, evaluation and elimination, etc. The relevant management decision report shall be reviewed and approved by the supplier management committee and procurement committee in accordance with the relevant regulations.

(1) 潛在供應商篩選：通過區域上報、供應商自薦、總部發掘等方式篩選潛在供應商。二零二二年，因為社會責任不合規等原因未通過篩選的供應商有19家。

(1) Screening of potential suppliers: potential suppliers will undergo screening through regional reporting, self-recommendation, scout by headquarters, etc. In 2022, 19 suppliers failed in screening due to reasons such as non-compliance with social responsibilities.

(2) 現場考察認證：二零二二年，本集團組織進行11次大規模現場考察認證，涵蓋新供應商和合作供應商約280家，並提出建議改進項目。

(2) On-site inspection and accreditation: in 2022, the Group organized 11 large-scaled on-site inspections and accreditations covering approximately 280 new suppliers and co-operative suppliers with recommendations for improvements given.

(3) 供應商合作考核：每月對供應商合作過程的合格率、及時率、準確率、拒單率、退貨率、違規行為、質量缺陷的七項指標進行考核，確保供應商有效履約。

(3) Supplier co-operation assessment: the Group conducts monthly assessments on the co-operation with suppliers to ensure effective performance of the suppliers in terms of seven indicators: quality, timeliness, accuracy, declined orders, returned goods, violations and flawed products.

(4) 供應商綜合評價：每年對供應商進行綜合評價，建立有《供應商黑名單》，如供應商在採購招標、合作過程中發生嚴重違規違紀行為，將被取消合作資格並列入該目錄，五年內禁止合作。目前該目錄內共有38家供應商。

(4) Comprehensive evaluation of supplier: the Group conducts annual comprehensive evaluation of suppliers and has established a "Supplier Blacklist" that those suppliers who commit serious violations of regulations and disciplines during the process of procurement bidding and co-operation shall be disqualified and included into the catalog with 5 years of prohibition time. There are currently total 38 suppliers in the catalog.

(5) 供應商分級管理：本集團已於二零二一年制定了《華潤雪花生產物資星級供應商管理實施細則》，對供應商進行星級評定，共同設立戰略合作協議、共用試驗基地、共用數據庫、溝通交流平台、戰略夥伴關係等，構建與供應商合作的新模式。

(5) Hierarchical management of suppliers: in 2021, the Group formulated the "Implementation Details regarding CRSB Management on Star-rated Suppliers of Productive Materials" to carry out star rating of suppliers. By jointly entering into strategic co-operation agreement, we share test sites, database and communication platform with our strategic partners, which has been a new form of co-operation with suppliers.

(6) 動態管理供應商目錄：本集團依據供應商綜合評價和分級管理編制華潤雪花供應商目錄，並實施動態循環管理。二零二二年上線供應商協同管理系統，對於原目錄內未回應信息收集的供應商，進行淘汰不予導入供應商協同管理系統。

(6) Dynamic management of supplier list: CSBR supplier list is prepared according to the comprehensive assessment and hierarchical management of suppliers and the circulation dynamics management has been implemented. The supplier collaborative management system has been launched in 2022. Suppliers on list that do not provide to the required information will be eliminated and excluded from the supplier collaborative management system.

二零二二年，本集團採購管理中心審查的核心生產物資供應商有347家，118家獲得環境、職業安全相關的國際認證(如ISO)的供應商數量，342家獲得廣泛認可的產品安全性／質量標準的認證(例如HACCP，ISO 9001或同等標準)。

In 2022, there were 347 core suppliers of production materials reviewed by the Procurement Management Center of the Group. Of which, 118 suppliers have obtained international certification in environmental, occupational safety such as ISO, and 342 suppliers have obtained widely recognized certification in product safety or quality standard such as HACCP, ISO9001 or equivalent standards.

供應商責任管理

本集團持續推動《華潤雪花供應商應知應遵知識手冊》的宣貫，以督促本集團供應商在綠色生產、持續發展、社會責任等管控過程中應遵循的新規則、新要求，倡導供應商對環境保護，減少能源耗用、資源充分循環利用。

本集團持續開展供應商質量風險管控，二零二二年本集團對所有涉及到供貨質量存有問題的供應商發出郵件警示，包括約談58家供應商，並跟蹤及確認質量問題整改完成。

本集團對供應商進行現場認證時，會同時對供應商相關業務人員進行培訓以及應知應遵測試，並每三年對現有供應商統一展開應知應遵測試，強化對供應商的管治力度及透明度。本集團會將未達標或未回應的企業淘汰剔除出本集團供應商目錄，規定兩年內禁止任何合作。在二零二零年完成對現有供應商全面測試後，二零二二年本集團對新加入供應商進行了「應知應遵應識」測試，並在進行認證時累計培訓23場次，累計培訓新供應商超過230人次。

Suppliers' Responsibility Management

The Group continued to facilitate the promotion of the "Knowledge Manual for CRSB Suppliers on What Should Understand and Follow" and urged the suppliers of the Group to follow our new rules and requirements in terms of green production, sustainable development and social responsibility. We encouraged the suppliers to implement environmental protection, reduction of energy consumption and full utilization and recycling of resources.

The Group continued to carry out supplier quality risk control. In 2022, the Group issued an email warning to all suppliers with supply quality problems. We conducted an interview with 58 suppliers, and tracked and confirmed the completion of quality problem rectification.

When conducting on-site accreditation of suppliers, the Group also organized training and test regarding what should understand and follow for the relevant business personnel of the suppliers. A unified test regarding what should understand and follow for the existing suppliers will be carried out every three years to intensify the governance and transparency of the suppliers. Companies who fail to meet the standard or response will be eliminated from the list of supplies of the Group and the co-operation will be ceased for two years. Building on the comprehensive test for the existing suppliers in 2020, the Group conducted a test regarding what should understand and follow for newly-joint suppliers in 2022, and organized a total of 23 trainings for new suppliers joint within the year during verification, of which over 230 participants been trained.

	單位 Unit	**二零二二年 2022**	二零二一年 2021
參與應知應遵測試的供應商 Number of suppliers participated in the test regarding what should understand and follow*	家 Suppliers	**23**	26
測試達標的供應商 Number of suppliers passed the test	家 Suppliers	**23**	26
未達標或未回應的供應商 Number of suppliers failed the test or failed to response	家 Suppliers	**0**	0
達標率 Pass rate	%	**100%**	100%
淘汰率 Elimination rate	%	**0%**	0%

* 二零二二年，本集團於僅對新加入供應商進行「應知應遵應識」測試，以上數字並不包含過往已完成相關測試的供應商。

* In 2022, the Group conducted a test regarding what should understand and follow for newly-joint suppliers only, so the number presented above does not include suppliers who had previously completed relevant tests.

(六)反貪腐及倡廉善治

本集團嚴格遵循國家有關防止賄賂、勒索、欺詐及洗黑錢方面的法律法規，包括中華人民共和國《憲法》、《監察法》和《刑事訴訟法》，並深入貫徹落實《中華人民共和國反洗錢法》、《反不正當競爭法》中有關商業賄賂、勒索、欺詐、洗黑錢的有關規定。

作為華潤集團的下屬公司，本集團在生產經營中嚴格遵守和執行母公司的相關制度文件，切實執行《華潤集團商業行為守則》《華潤集團信訪辦理和執紀審查工作指引》《中國華潤有限公司「大監督」體系工作指引》《華潤十戒》等制度規定。同時根據市場和生產經營的實際情況，本集團制定及完善相應管理制度，並嚴格執行《華潤雪花啤酒紀檢(監察)機構信訪辦理和監督執紀工作實施細則》《信訪件和問題線索集中管理辦法》《員工違規違紀處理辦法》等相關制度流程。本集團積極回應國務院國資委發佈的《中央企業合規管理辦法》要求，嚴格落實合規管理相關規範，參與公司重大事項決策，嚴格落實國資委要求的合同、制度、重大經營決策法律審核100%，切實防控合規風險，把好合規防線。

(VI) ANTI-CORRUPTION AND GOVERNANCE OF INTEGRITY

The Group strictly obeys national laws and regulations pertaining to anti-bribery, extortion, fraud and money-laundering, including the "Constitution", the "Supervision Law" and the "Criminal Procedure Law" of the PRC and implements thoroughly and consistently the relevant 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".

As a subsidiary of CRH, the Group strictly complies with and executes relevant systems and documents of its parent company in its production and operation and earnestly carries out the system regulations such as the "CRH's Business Code of Practice", the "Guidance for the Handling of Complaint Letters and Visits and Discipline Execution and Examination of CRH", the "Guidance on 'Big Supervision' System Work of China Resources Company Limited", and the "Ten Directives of China Resources". Meanwhile, according to the market and production and operation conditions, the Group establishes and improves relevant management systems, and strictly implements relevant rules and procedures, including the "Implementation Rules of CRSB Disciplinary Inspection (Supervision) Agency Letters and Visits Handling and Disciplinary Work Supervision", the "Centralized Management Measures for Letters and Visits and Question Clues", and the "Employee Violation and Discipline Handling Measures". In active response to the requirements of the "Measures for Compliance Management of Central Enterprises" issued by the State-owned Assets Supervision and Administration Commission of the State Council, the Group strictly follows the relevant norms on compliance management, participates in the decision-making of major issues about the Company, strictly conducts 100% legal review of the contracts, systems and major business decisions required by the State-owned Assets Supervision and Administration Commission, so as to effectively prevent and control compliance-related risks, and keep a good line of defense against compliance.

內部反貪倡廉規範

本集團旗幟鮮明的打擊商業賄賂、行賄受賄、勒索、欺詐、洗黑錢等職務犯罪，預防和嚴懲各種腐敗。本集團組建專業嚴謹的法律、審計和紀檢監察隊伍，為各項業務實施、落地、推動提供支援，並充分發揮法律、審計、紀檢監察的支撐作用。本集團的審計隊伍每年進行對集團內部道德守則及標準的審核，以持續改進和完善制度。在紀律檢查監督方面，梳理招標採購、市場營銷、重大工程項目建設、中央八項規定精神等廉潔風險點作加以控制，確保本集團營運合法合規。本集團堅持有權必有責，有責必擔當，違紀必追究，失責必問責，紀檢部門嚴格依規、依紀和依法辦信辦案。

二零二二年本集團共開展10個審計項目，涵蓋反貪腐、公平競爭、利益衝突、內部交易等商業道德和廉潔相關內容，審計項目完成後並沒有發現本集團在上述議題中存有重大問題。於報告期間，本集團沒有發生任何涉及貪污、賄賂、勒索、欺詐及洗黑錢的訴訟案件，以及重大違法犯罪情況。

二零二二年，為了規範和防控廉潔風險，促進業務交易以誠信和廉潔的方式進行，本集團制定了《反貪污及反賄賂政策》和《舉報政策》兩項制度，進一步完善合規制度體系。《反貪污及反賄賂政策》明確了防止賄賂的禁止行為，並規範提供利益、款待及紀念品、慈善捐款及贊助等行為。《舉報政策》明確了可舉報的行為問題、對舉報人的保護、保密、舉報渠道、匿名舉報、調查、不實舉報等內容。

Internal Anti-corruption Norms

The Group clearly combats commercial bribery, offering or taking bribe, extortion, fraud, money-laundering and other office crimes, and prevents and severely punishes corruptions. In addition, the Group has organized built a professional and rigorous legal, auditing and discipline inspection team to provide support for the implementation, execution and promotion of various businesses, and give full play to the supporting role of the law, audit and discipline inspection. The Group's audit team conducts annual audits of its internal code of ethics and standards, so as to continuously improve and refine the involved systems. In respect of disciplinary inspection and monitoring, the Group has identified and controlled integrity risks in relation to bidding and procurement, marketing, construction of major projects and spirit of the "Eight Point Regulations" of the Central Government to ensure the legal compliance of its operation. The Group insists that power shall go with responsibility, responsibility must be taken, discipline must be pursued, and failure must be accountable; and the disciplinary inspection department of the Group resolutely punishes corruption without wavering, and handles letters and cases in strict accordance with rules, disciplines and laws.

In 2022, the Group carried out a total of 10 audit programs covering anti-corruption, fair competition, conflicts of interest, internal transactions and other business ethics and integrity related fields. No material problem concerning the above issues was identified by the Group based on the audit results. During the reporting period, the Group had no litigation relating to corruption, bribery, extortion, fraud and money-laundering, or any other material violations and crimes reported.

In 2022, for the sake of regulating and preventing corruption risks and promoting business transactions to be conducted in an honest and clean manner, the Group formulated two systems, namely, the "Anti-Corruption and Anti-Bribery Policy" and the "Whistleblowing Policy", aiming at further improving the compliance system. The Anti-Corruption and Anti-Bribery Policy clarifies the prohibited behaviors to prevent bribery, and regulates behaviors involving offering benefits, entertainment and souvenirs, charitable donations and sponsorships. The Whistleblowing Policy clarifies the following aspects in reporting: the suspected behaviors, the protection of whistleblower, confidentiality, reporting channels, anonymous report, investigation, false report and so on.

二零二二年，本集團法律合規部共開展專業培訓45場，普法教育48場，涉及資料合規、個人信息保護、反不正當競爭及反壟斷、廣告法、環境保護法及水污染防治法等領域；並組織法律條線人員參與國資委、集團組織開展的《法治講堂》、《中央企業合規管理辦法》等相關培訓會，學習和掌握合規管理的前沿政策動態，汲取優秀企業的合規管理經驗，提升專業技能。

In 2022, the Legal Compliance Department of the Group organized 45 professional trainings and 48 legal education sessions, covering such fields as data compliance, personal information protection, anti-unfair competition and anti-monopoly, advertising law, environmental protection law, water pollution prevention and control law. The Group also organized legal personnel to participate in relevant training sessions such as "Rule of Law Lecture" and "Compliance Management of State-owned Enterprise" issued by the SASAC and the Group to understand the cutting-edge policy trends in compliance management, so that they can learn such experience from excellent enterprises and enhance their professional skills.

二零二二年，為適應公司「二次組織轉型」，本集團審計部組織梳理業務審批流程，協助轉變為劃分營銷、營運、生產、採購、職能各系統條線管理模式，強調業務分工和專業支援，實現各系統從一線到總部的流程銜接和標準統一，進一步強化管控提升運行效率。

In 2022, with a view to adapting to the "second time organizational transformation", the audit department of the Group streamlined the approval procedures in operating to label each step by marketing, operation, production, procurement and function in the management system, which separated the business operating and professional support clearly, so as to achieve smooth connection and unified standards in each system from the front line to the headquarters, and thus to further strengthen the control and the operational efficiency.

本集團著重從源頭上控制貪污、賄賂等違法犯罪現象，正本清源，注重防微杜漸，加強對招標、採購、工程、營運、資金管理等重點領域、和關鍵崗位的預防控制，開展廉潔文化教育活動。本集團於回顧期內內召開2次全公司範圍的警示教育大會，覆蓋員工2.5萬餘人，持續築牢員工規矩意識。同時，各級紀委分層次、有針對開展專題教育，針對營運、銷售、採購等重點領域，召開24場專題教育，涉及關鍵崗位員工1,113人次。

The Group focuses on controlling corruption, bribery and other delinquencies from the source to radically reform and concentrate on nipping the bud, enhances precaution control of major areas such as bidding, procurement, construction, operation and capital management as well as key positions and arranges education activity relating to integrity culture. During the period under review, the Group held two company-wide warning education conferences, covering more than 25,000 employees, with an aim to continually build up employees' awareness of rules. Moreover, the discipline inspection commissions at all levels carried out thematic education in a hierarchical and targeted manner, with 24 thematic education sessions held for key areas such as operation, sales and procurement and covered 1,113 enrolments in key positions.

弘揚廉潔供應商採購文化

本集團遵循合規經營，向合作夥伴弘揚廉潔文化，營造廉潔工作氛圍，並向合作夥伴告知應知應遵的禁止條令、工作紀律、規章制度等，推進反腐倡廉向縱深開展。本集團明確禁止違規關聯交易、以權謀私、設租尋租、貪污受賄、特定關係人經商辦企業、收受禮品禮金等違規違紀違法行為。

Promoting Integrity Supplier Procurement Culture

The Group, following compliance operation, is committed to create an atmosphere of integrity work by promoting integrity culture to its partners, while informing its partners of the prohibitions, work disciplines, rules and regulations, etc. that should be known and observed, so as to promote anti-corruption and integrity to a deeper extent. The Group clearly prohibits violations of regulations, disciplines and laws, such as illegal connected transactions, taking benefits with power, rent setting and seeking, corruption and bribery, operating enterprises by specific associates through business, receipt of gifts.

本集團合規匹配各單位採購業務審批流程，精準劃分採購業務事項清單與主責許可權。按採購品類許可權、審批額度開展分級授權管理。二零二二年，公開採購率達到98%以上，上網採購率達到100%，集中採購率達到80%以上，電子招標率達到100%。

The Group allocates the procurement approval process to each unit, and accurately divides the list of procurement items and the main responsibility authority. It also carries out hierarchical license management in accordance with procurement category authority and approval limit. In 2022, the public procurement rate reached over 98%; the online procurement rate reached 100%; the centralized procurement rate reached over 80%; and the electronic bidding rate reached 100%.

此外，供應商需在投標文件和採購合同附件中簽署《陽光承諾》，由本集團法律合規部負責審查待簽署合同中是否包含《陽光承諾》，規範合規交易行為。本集團對供應商現場認證時，亦要求所有供應商簽訂《供應商承諾》和承諾不向本集團員工行賄，堅決拒絕及舉報本集團員工的索賄、受賄行為，以確保供應商及本集團的營商手法完全符合相關反腐敗法律規定和紀律要求。同時，本集團工作人員均須簽署《供應商現場認證廉潔守則》，向供應商明確提出需要遵守的與反貪腐、賄賂相關的法規條款，以簽約方式進行互相約束，弘揚廉潔正氣。二零二二年，本集團新認證供應商100%簽署《陽光承諾》和《供應商承諾》，供應商現場認證人員100%簽署《廉潔守則》。

Besides, suppliers are required to sign a "Sunshine Undertaking" in contract attachments when signing the procurement contract and submitting the tender documents, and the Legal Compliance Department of the Group is responsible for reviewing whether the "Sunshine Undertaking" is included in the contract to be signed, so as to standardize the compliance transaction behaviors. During the on-site certification of suppliers, the Group also requires all suppliers to sign the "Supplier Commitment" and promise not to bribe employees of the Group, and resolutely refuse and report the solicitation and acceptance of bribes by employees of the Group, so as to ensure that the business practices of the suppliers and the Group fully comply with relevant anti-corruption laws and regulations and disciplinary requirements. In the meantime, all the staffs of the Group must sign the "Integrity Code for On-site Certification of Suppliers", clearly put forward the laws and regulations related to anti-corruption and bribery to the suppliers, and restrain each other by signing contracts to carry forward honesty and integrity. In 2022, 100% of new certified suppliers of the Group signed the "Sunshine Undertaking" and the "Supplier Commitment", and 100% of the on-site certification personnel of the suppliers signed the "Code of Integrity".

本集團在對供應商現場認證首次會議的溝通中，着重向供應商弘揚廉政採購文化，營造廉潔工作氛圍，正向傳遞供應商應知應遵的禁止條令、工作紀律、規章制度等，推進反腐倡廉向縱深開展。二零二二年，本集團對集採物資及規模物資供應商的宣傳覆蓋達到100%。

During the first meeting about on-site certification of suppliers, the Group focused on promoting the culture of integrity procurement to its suppliers, creating a clean working atmosphere, and positively conveying the prohibitions, work disciplines, rules and regulations that such suppliers should follow, so as to promote anti-corruption and integrity to a deeper extent. In 2022, the publicity coverage of the Group towards centralized materials and suppliers of sizeable materials reached 100%.

二零二二年，本集團法律合規部結合公司業務實際，選擇了在合規風險較高的招標採購領域推廣實施合規管理體系，組織涉及招採業務領域的擬任合規官參加了合規訓練營，積極推進招採領域已完成認證的合規官履職上崗，推進合規管理體系的落地。同時，本集團完成合同管理系統全國推廣上線，實現了合同管理系統在華潤雪花啤酒總部及全國16個區域公司的全面覆蓋，管控華潤啤酒全部對外付款業務，有效管控法律及財務風險，提高審批效率。

In 2022, the Legal Compliance Department of the Group, taking into account the practical business, resolved to promote and implement compliance management system in the field of bidding and procurement coming with high compliance risks, organized the proposed compliance officers involved in the field of bidding and procurement to participate in the compliance training camp, actively promoted the certified compliance officers in the field to take up the post, and advanced the implement of compliance management system. Simultaneously, the Group completed the nationwide promotion and launch of the contract management system, achieved the comprehensive coverage of the contract management system in the headquarters of China Resources Snow Breweries and 16 regional branches across China, and controlled all external payments of China Resources Beer, so as to effectively control legal and financial risks and improved approval efficiency.

為徹底落實合規投訴舉報，進一步提高供應商、經銷商合法合規舉報意識，警示不實舉報，本集團法律合規部組織修訂了合同附件中的《陽光承諾》，明確了舉報受理事項的範疇，並對供應商及經銷商出現不實舉報行為需承擔的違約責任進行了明確約定，推進信訪舉報投訴良性運轉。

Aiming at thoroughly implementing compliance-related complaints and reports, further improving the legal and compliance whistleblowing awareness of suppliers and distributors, and warning false whistleblowing, the Legal Compliance Department of the Group organized the revision of the "Sunshine Undertaking" in the annex to the contract, clarified the scope of acceptance matters, and clearly agreed on the liability for breach of contract for suppliers and distributors to make false reports, so as to promote the sound operation of complaint reporting by letters and visits.

在營銷及雙反風險管理方面，二零二二年，本集團法律合規部完成梳理大客戶法律風險、價格管理法律風險、互聯網業務法律風險防範等課題。在合同審核及其他業務文件審核中，關注反不正當競爭、反壟斷、商業賄賂等問題，確保業務合規開展。制定營銷類合同示範、啤酒經銷合同示範，為業務合規開展保駕護航。完成制定《有獎銷售法律審核工作指引》、《廣告法律審核工作指引》，防範相關法律風險。

In terms of the risk management for marketing and anti-dumping and countervailing duty, the Legal Compliance Department of the Group completed sorting out prevention of legal risks of key accounts, legal risks of price management and legal risks of Internet business in 2022. During contract review and other business document review, the Group paid attention to anti-unfair competition, anti-monopoly, commercial bribery and other issues to ensure business compliance. The Group formulated model marketing contracts and model beer distribution contracts to escort business compliance. In addition, the Group formulated the "Guidelines for Legal Audit of Prize-giving Sales" and the "Guidelines for Legal Audit of Advertisement" to prevent relevant legal risks.

反壟斷與反不正當競爭

本集團全面落實反壟斷與反不正當競爭工作部署。二零二二年，本集團法律合規部即時跟進學習《反壟斷法》修訂，研討對公司業務可能產生的主要影響作出風險提示，並提出相應的管控建議。擬定並下發《反壟斷執法案例法律風險提示的通知》，就2022年市場監管總局第一起反壟斷處罰案例進行分析，為公司業務合規提供借鑒。本集團法律合規部組織《反壟斷法》法律修訂解讀培訓及《華潤集團反壟斷與反不正當競爭管理辦法》宣貫培訓會。就公司日常經營，對新上線信息化系統、包裝、產品手冊、促銷活動方案、渠道建設等可能涉及不正當競爭的環節進行審核並提出防範建議。本集團法律合規部組織開展品牌合規體系管理、品牌代言風險防範、經銷返利、市場行銷刑事紅線等專業培訓。二零二二年，本集團沒有發生因壟斷或不正當競爭被政府監管部門處罰事件。

Anti-monopoly and Anti-unfair Competition

The Group has fully implemented the arrangements of anti-monopoly and anti-unfair competition. In 2022, the Legal Compliance Department of the Group followed up the revision of the "Anti-Monopoly Law" in real time, discussed the possible major impacts on the Company's business, made risk warnings and gave corresponding control suggestions. The Group drafted and issued the "Notice on Legal Risk Alert in Anti-Monopoly Law Enforcement Cases", and analyzed the first anti-monopoly punishment case of the General Administration of Market Regulation in 2022, so as to provide a reference for the Company's business compliance. The Group's Legal Compliance Department organized the training on the interpretation of the revision of "Anti-Monopoly Law" and the training meeting on the publicity and implementation of the "Administrative Measures on Anti-Monopoly and Anti-Unfair Competition of China Resources Group". With regard to daily operations of the Company, the Group's Legal Compliance Department reviewed the newly launched information system, packaging, product manual, promotion plan, channel construction and other links that might involve unfair competition, and made preventive suggestions. In addition, it carried out professional training on themes such as brand compliance system management, brand endorsement risk prevention, distribution rebate and marketing criminal warning line. In 2022, the Group has never been punished by government regulatory authorities due to monopoly or unfair competition.

第二章　關懷員工

本集團多年來一直秉持著「以人為本」的管理及營運原則。本集團不僅視員工為業務發展的重要資產，更視他們為重要的服務群體，實踐企業願景。本集團不但保障員工各方面的權益，更努力為員工提供一個安全、健康、舒適的工作環境，了解及滿足他們在工作及生活上的各種需要。

(一)平等僱傭政策及員工薪酬福利

員工是本集團業務發展的重要關鍵，對本集團的產質量、食品安全及服務口碑有著重大影響。故此，本集團投放大量資源培育員工成才，並致力維護員工應有的待遇及法律保障。本集團嚴格遵守《中華人民共和國勞動法》《中華人民共和國勞動合同法》《中華人民共和國社會保險法》《工傷保險條例》《中華人民共和國婦女權益保障法》《中華人民共和國工會法》等法律法規，秉持平等的僱傭原則，不受人員的性別、年齡、國籍、民族、宗教信仰、膚色、語言、戶籍所在地等因素影響，建立一個公平、平等、競爭、擇優的招聘環境。本集團旗下的公司已制定相應的管理制度並持續優化，妥善及有效地管理所有僱傭事務。本集團繼續遵循其完善的內部制度及指引，包括《考勤休假管理制度》《員工福利管理制度》《經理人履職待遇和業務支出管理辦法》《員工薪酬管理制度》《經理人薪酬管理制度》《招聘管理制度》《員工職業發展管理辦法》等，為員工繳納社會保險及住房公積金，保障員工權益。

CHAPTER 2: CARE FOR STAFF

The Group has been adhering to the management and operation principle of "people-oriented" for many years. We regard the staff not only as important assets in the development of our business, but also the key service group to realize corporate vision. The Group not only safeguards the rights and interests of the staff in any aspects, but also endeavors to offer them a safe, healthy and comfortable working environment to understand and meet their various needs on work and life.

(I) EQUAL EMPLOYMENT POLICY AND STAFF REMUNERATION AND BENEFIT

The staff is critical to the development of the Group's business, and is of great significance to our product quality, food safety and service reputation. Therefore, the Group has considerable investments in cultivation of the staff and is dedicated to safeguarding the staff's appropriate treatment and law protection. The Group strictly complies with the employment laws and regulations, such as the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Social Insurance Law of the People's Republic of China", the "Regulations on Insurance for Work-related Injury", the "Law of the People's Republic of China on the Protection of Women's Rights and Interests" and the "Trade Union Law of the People's Republic of China" in order to safeguard the employment principle of equality. We treat our employees fairly and equitably – regardless of age, gender, nationalities, ethnicity, religious belief, skin color, language, and household registration location. We aim to build up a fair, equal, competitive and merit-based recruitment environment. The companies under the Group have set up and continuously improved relevant management regulations in order to manage all employment issues in a proper and effective way. The Group continued to follow its well-established internal systems and guidelines, including the "Attendance and Leave Management System", the "Staff Benefit Management System", the "Manager's Performance Entitlements and Business Expenses Management System", the "Staff Remuneration Management System", the "Manager's Remuneration Management System", the "Recruitment Management System" and the "Staff Career Development Management Regulations", and made contributions to the social insurance and housing provident fund for the staff, safeguarding the staff's rights and interests.

本集團堅守「勤奮、專業、成長」的員工價值理念，嚴格執行國家及地方與勞動用工和薪酬管理相關的法規政策，依法為員工足額繳納各項社會保險及住房公積金。同時，本集團不斷完善及提升員工職業發展通道，建立兼具內部公平性與市場競爭性的薪酬福利體系。按照本集團第二個三年戰略部署，本集團已完成全體員工的薪酬福利體系的改革，形成了以崗位價值為基準，與員工專業職級評價及年度績效等級相結合的中基層薪酬福利體系。二零二二年持續投入調薪資源，開展員工年度績效調薪，持續提升員工收入水平，提升市場競爭力。在工作時間及假期安排上，本集團除了嚴格遵守國家及地方的法律法規外，更按照本集團內部有關員工待遇及福利的政策，包括《考勤休假管理制度》《員工福利管理制度》《員工職業發展管理辦法》，以保障員工的權益。本集團旗下的各個業務單位均制定了假期管理規定，妥善管理員工的假期安排及申請流程，如法定假期、年度休假、產假、工傷假、婚假、喪假、病事假等。

The Group insists on passing the employee value concept of "diligence, professionalism and growth", and strictly implement the national and local regulations and policies on labour and remuneration management with various social insurances and housing provident funds paid in full for employees according to law. At the same time, the Group continuously improve and enhance the career development channels of employees, with a comprehensive remuneration and benefit system established that combines internal fairness and market competitiveness. In accordance with the second three-year strategic deployment of the Group, the Group has completed the reform of the remuneration and benefit system for all employees and formed the one designed for the middle and junior level employees which is based on value of work position and integrated with the evaluation of professional grading and annual performance ranking. In 2022, the Group has continued to invest in pay adjustment resources and carried out annual performance-based pay adjustment for employees to continuously improve employees' incomes and enhance its market competitiveness. In respect of the arrangement on staff working hours and holidays, in addition to strictly complying with the national and local laws and regulations, the Group also follow its internal policies on staff package and benefits, including the "Attendance and Leave Management System", the "Staff Benefit Management System" and the "Staff Career Development Management Regulations", to protect the rights and interests of employees. The Group's business units have established the management regulations on staff holidays, regulating the arrangement of various staff holidays and application process properly, such as statutory holidays, annual leave, maternity leave, work injury leave, marriage leave, funeral leave, sick leave and other leaves.

二零二二年，在疫情常態化管控期間，本集團制定《關於新冠疫情期間員工日常考勤管理的通知》《關於疫情防控新形勢下日常管理工作的通知》，保障因疫情影響員工合理的居家辦公、休假需求，並在長時間封控停產期間，最大程度地保障了員工收入不受影響。

In 2022, during the period of regular pandemic prevention and control, the Group formulated the "Notice on Daily Attendance Management during the COVID-19 Pandemic Period" and the "Notice on Daily Management under the New Normal of Pandemic Prevention and Control" to meet the reasonable working-from-home and vacation needs of employees affected by the pandemic, and to protect employees' income from being affected to the greatest extent during the period of prolonged lockdown and suspension of production.

此外，本集團按照國家及地方勞動法及本集團的內部政策進行工時管理，按照員工的崗位及實際工作時間支付相應的勞動報酬。本集團致力為員工提供全面的福利，於本年度繼續推進全國福利體系「三個統一」(福利項目、福利標準和支付方式統一)，統一管理全國員工的福利，提升了福利基礎保障水平及內部公平性。為了保障員工健康，本集團為員工提供多種計劃，包括基本醫療保險、全員的補充商業保險；並為所有員工安排年度健康體檢與特殊工種的職業健康定期體檢。二零二二年，本集團為建立和完善員工及家屬的福利保障體系，搭建了商業保險彈性福利自選平台，員工可按需自由選擇保險升級計劃及家屬保險計劃，並通過公司辦公自動化(OA)平台發佈公告、企業微信號進行宣傳，從多方向、多維度加強員工社福保障，滿足員工對薪酬福利的期望及滿意度。

Moreover, we followed the national and local labour laws as well as the internal policy of the Group to implement working hour management, and paid corresponding remuneration according to the staff's job position and actual working hours. The Group is committed to offering comprehensive benefit for the staff, promoting the national benefit system of "three unifications" (i.e. unifications of benefit items, benefit standard and payment approach), unifying the management of the national staff benefit, and improving basic safeguard level and internal fairness for benefits. To safeguard the health of the staff, the Group provides the staff with various plans, including basic medical insurance and complementary commercial insurance of all staff, and arrange annual health examination for all staff and regular professional health examination for special types of the staff. In 2022, the Group had set up a flexible commercial insurance benefit selection platform to build and improve the welfare and security system for employees and their families, which allows employees to freely choose insurance upgrade plans and family insurance plans according to their needs, we had published announcements on the office automation (OA) platform and posted articles through official WeChat account of the Company for promotion. We carry out the promotion of remuneration and benefit from multi-direction and multi-dimension, strengthening the staff's social and benefit security, and meet their expectations and satisfaction on remuneration and benefit.

在報告期內，本集團並未發現任何對其業務經營、業績、財政狀況及聲譽造成重大影響之與人權及勞工權利相關違法違規行為。

During the reporting period, the Group did not encounter any violation of laws and regulations in relation to human rights and labour rights, which will have significant impact to our business operation, results, financial status and reputation.

(二)人才招聘及管理

為確保招聘及績效評價的過程透明、公開、公平、公正，本集團已制定人力資源管理體系及管理制度，並持續進行改善與提升。本集團的員工聘用審批程序按照內部制定的《招聘管理制度》，全面覆蓋各個職位的招聘過程。本集團嚴格遵守《中華人民共和國勞動法》、《中華人民共和國勞動合同法》及《中華人民共和國就業促進法》的法規要求以及其他對本集團有重大影響的相關法律法規。除了嚴格遵從《中華人民共和國勞動法》、《禁止使用童工規定》及《未成年人保護法》的法規要求外，本集團亦制定有防止童工或強制勞動的政策，在招聘環節管理用工的合規性及質量，所採用的招聘信息化系統在招聘及錄用條件中設置有嚴禁招聘及僱用任何未滿18歲的人員，並在現場面試等環節確保員工在自願的基礎上參加工作或勞動。此外，本集團也為殘障人士、轉業軍人提供充分的就業機會。

(II) TALENTS RECRUITMENT AND MANAGEMENT

To assure the recruitment and performance evaluation process on a transparent, open, fair and justice basis, the Group has developed human resources management systems and management regulations as well as continued to improve and upgrade. The Group's staff recruitment, review and approval procedures are set according to the internal policy of Recruitment Administrative and fully cover the recruitment process of various positions. We strictly complies with the requirements of the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", the "Employment Promotion Law of the People's Republic of China" and other relevant laws and regulations which had a significant impact on the Group. The Group not only strictly complies with the requirement of "Labour Law of the People's Republic of China", "Prohibition on Child Labor" and "Law on the Protection of Minors", but also established policies on preventing child labour or forced labour and managed the compliance and quality of employment from the hiring stage. Hiring informatization system was adopted to restrict hiring any persons below 18 years old in the recruitment and employment condition and ensure the staff join the work or labour force on a voluntary basis during the site interview and other scenarios. Moreover, the Group also provides sufficient opportunities to the disabled and demobilized soldiers looking for jobs.

同時，本集團每年開展總部、區域及業務單位的三級用工檢查管理，持續提升改進，確保上述法規要求妥善執行。本集團安排分管勞動政策的經理人作為用工情況的協調人。員工在發現違規情況時，應第一時間通報協調人，並交由勞動政策員工實施核查及就著核查情況作出報告。協調人對情況進行分析研判，提出解決建議，匯報至人力資源部總監審批。處理完成後，協調人將確認處理結果。

In the meantime, the Group held annual employment inspections and management at the three levels comprising the headquarters, regional companies and business units, and continuously promoted the improvement to ensure the proper execution of the requirements of the aforementioned regulations. The Group has designated the manager in charge of labor policies to act as coordinator during employment. Whenever breaches are identified, coordinator shall be reported immediately and then asked the person responsible for labor policies to conduct investigation and report on the investigation. The coordinator shall report and make recommendation to the director of human resources department for approval after making analysis. After the above process, the coordinator will confirm the results.

於報告期間，本集團嚴格遵照相關法律法規及內部制度，並沒有發現違規聘用未成年及強制勞動的情況。

During the reporting period, the Group strictly complied with the relevant laws and regulations and internal policies, and was not aware of any illegal hiring of child or forced labour.

同時，本集團嚴格執行《用工爭議信息呈報管理制度》及《勞動用工規範化管理制度》，及時呈報勞動用工糾紛事件，密切跟進事件及實行改進措施，於《用工案例集》紀錄典型案例，並下發參考學習，提升人力資源管理人員對勞動用工糾紛事件的意識。二零二二年，本集團勞動合同簽訂率100%，社會保險覆蓋率100%。

Meanwhile, the Group strictly executed the "Management Regulations on Reporting of Employment Disputes" and the "Standardized Management System for Labour and Employment" to report promptly labour employment disputes and follow-up events closely and implement measures on improvement. Typical cases were recorded in the "Employment Case Archive" for reference and learning to raise HR personnel's awareness of the risk of labor employment disputes. In 2022, the labor contract signing rate of the Group was 100% and the social insurance coverage rate was 100%.

本集團通過使用不同系統及措施妥善管理員工，如招聘和考勤的信息，制定信息系統數據質量與系統應用評價指標，並進行季度檢查考核，確保相關統計數據的準確性與數據質量理想。本集團每月不定期對關鍵詞段信息進行檢查，定期組織相關培訓，確保系統運作正常及員工能妥善操作系統。本集團的業務遍佈中國各地，因此本集團採用本地化用工政策，並推出管培生、校招生制度，開展校企合作，帶動就業。二零二二年，本集團全職員工總人數約24,000人，員工平均年齡為36.9歲，平均司齡9.3年，本科率42.4%。

The Group properly managed the staff's information, such as recruitment and attendance, through various systems and measures, formulating information system data quality and system application appraisal indicators and conducting inspections and assessments quarterly to ensure the accuracy and quality of relevant statistics. At the same time, key data information was checked on an irregular basis each month by the Group and relevant regular training was organized to ensure the system operate normally and can be operated by the staff properly. As the Group's business presence is across the country, the Group adopted a localized employment policy and introduced management trainee and school enrollment system to promote school-enterprise cooperation and employment. In 2022, the Group had approximately 24,000 full-time staff, with an average age of 36.9 years old and the average length of service amounting to 9.3 years. Over 42.4% of the staff had obtained a bachelor's degree.

本集團的人力資源相關員工相關數據範圍主要涵蓋本集團總部和其下屬實際控制的控股公司及附屬公司。

The scope of the Group's human resources related data mainly involve in the Group's headquarters as well as holding companies and subsidiaries ultimately controlled by its subordinates.

	單位 Unit	二零二二年 2022	二零二一年 2021
員工總數(1) Total number of employees (1)	人 People	**24,000**	26,900
按性別劃分的全職員工總數 Total number of full-time employees by gender			
男性 Male	人 People	**17,500**	18,000
女性 Female	人 People	**6,500**	7,000
按年齡組別劃分的全職員工總數 Total number of full-time employees by age group			
29歲或以下員工 Employees with age 29 or below	人 People	**5,400**	5,200
30–39歲員工 Employees with age between 30 and 39	人 People	**10,500**	11,300
40–49歲員工 Employees with age between 40 and 49	人 People	**6,200**	6,500
50歲或以上員工 Employees with age 50 or above	人 People	**1,900**	2,000
按地區劃分的全職員工總數 Total number of full-time employees by region			
中國內地和香港 Mainland China and Hong Kong	人 People	**24,000**	25,000
本地化僱傭率(2) Local employment rate (2)	%	**100%**	95%

以上員工人數經四捨五入。

(1) 二零二二年員工總數包含兼職員工人數(今年為零);二零二一年員工總數包含全職員工約25,000人及兼職員工約1,900人。

(2) 本地化僱傭率為估算值,指在當地招聘後留在當地工作的僱員比例。

The number of employees presented above is rounded up.

(1) The total number of employees in 2022 include the number of part-time employees (which is zero in this year). The total number of employees in 2021 includes approximately 25,000 full-time employees and approximately 1,900 part-time employees.

(2) Local employment rate is an estimated figure which represents employees working locally upon employment.

	單位 Unit	二零二二年 2022	二零二一年 2021
按僱傭類別劃分的全職員工總數 **Total number of full-time employees by grade**			
高層員工 Senior management	人 People	**800**	900
男性 Male	人 People	**680**	785
女性 Female	人 People	**120**	115
中層員工 Middle-level employees	人 People	**2,400**	2,400
男性 Male	人 People	**1,970**	1,980
女性 Female	人 People	**430**	420
基層員工 Junior employees	人 People	**20,800**	21,700
男性 Male	人 People	**14,800**	15,300
女性 Female	人 People	**6,000**	6,400
管理層員工（中層+高層） Management employees (middle-level + senior-level)	人 People	**3,200**	3,300
男性 Male	人 People	**2,650**	2,800
女性 Female	人 People	**550**	500

以上員工人數經四捨五入。

The number of employees presented above is rounded up.

	單位 Unit	二零二二年 2022	二零二一年 2021
全職員工主動流失率[3] Voluntary turnover rate of full-time employees	%	**8.2%**	8.4%
按性別劃分的全職員工主動流失率[3] Voluntary turnover rate of full-time employees by gender [3]			
男性 Male	%	**9.3%**	11.6%
女性 Female	%	**5.3%**	6.8%
按年齡組別劃分的全職員工主動流失率[3] Voluntary turnover rate of full-time employees by age group [3]			
29歲或以下員工 Employees with age 29 or below	%	**26.4%**	23.8%
30–39歲員工 Employees with age between 30 and 39	%	**4.2%**	6.5%
40–49歲員工 Employees with age between 40 and 49	%	**1.3%**	1.9%
50歲或以上員工 Employees with age 50 or above	%	**0.5%**	0.4%
按地區劃分的全職員工主動流失率[3] Voluntary turnover rate of full-time employees by region [3]			
中國內地和香港 Mainland China and Hong Kong	%	**8.2%**	8.4%

[3] 主動流失率=該類別主動提出離職(辭職、合同到期等)人數÷該類別員工總人數。

[3] Voluntary turnover rate = the number of staff in this category who voluntarily propose to leave (resignation, contract expiration, etc.) ÷ the total number of employees in this category.

(三)員工溝通與關懷

透過與員工保持緊密並良好的交流溝通，本集團積極了解員工的需要和要求，維護他們的合法權益，以創造一個平等和諧的工作環境。本集團貫徹內部溝通制度，落實一線走訪活動、總經理接待、信箱等渠道，並進一步推動信息化溝通渠道與平台建設，加強信息媒介溝通管理，運用社交媒體、微信公眾號、移動辦公鼓勵全體員工參與到本集團的運營管理，提高員工共同參與企業管治的意願，並保障他們的知情權、參與權、表達權及監督權。就此，本集團定期召開職工代表大會，聆聽員工的要求，確立及推廣員工為「主人翁」的地位，鼓勵員工參與民主管理，以完全發揮職工代表大會及各部門的溝通協調作用。本集團尊重員工參加、組建或者不參加工會的權利，努力把工會建成合格、模範的職工之家。二零二二年，本集團完全遵循《中華人民共和國工會法》第十一條要求建立工會，員工參與率達100%。

為關懷及促進員工彼此間的溝通，本集團制訂了員工關愛工作指引，並以有效、順暢的內部溝通制度及全面落實本集團團隊建設指引制度等方式，全方位關懷員工的安全、情感和自我實現。本集團透過每年進行企業文化認同度調研，以及其他不同渠道，如企業負責人訪談日活動、員工滿意度調查、總經理信箱等方式，鼓勵員工表達意見和要求，從而了解員工對工作的滿意程度。本集團自二零一八年起，已連續五年每年開展企業文化認同度的員工調研。二零二二年有83.1%員工參與，結果顯示受訪員工對雪花啤酒整體文化認同率高達60.11%。二零二二年，本集團繼續開展「高層走一線」活動，管理層在活動中深入走訪基層一線員工，了解其需求及對公司期望，深化對員工關愛並強化團隊建設。

(III) STAFF COMMUNICATION AND CARE

The Group understands various needs and demands from staff proactively through maintaining close and good communications with them and safeguarding their legitimate rights and interests to create an equal and harmonious working environment. The Group keep a thorough internal communication system through various channels like the visits to frontline operation, communication with the general manager and mail box. We further promote the informatization of communication channel and setup of platform to strengthen the management on communication with informative media, and make use of social media, WeChat official accounts, mobile office platforms to encourage all staff's participation in the Group's operation management, increasing the staff's willingness to involve in the corporate governance and protect their rights to know, participate, express opinion and monitor. In this regard, the Group holds regular meetings with staff representatives to listen to their appeals, and establishes and promotes their sense of ownership and encourages them to participate in democratic management, giving full play to the communication and co-ordination of the union and various departments. The Group respects the right of the staff to participate, organize, or refuse to participate, the union is respected to enable the union to become a qualified and exemplary home of employees. In 2022, the Group had been in fully compliance with the requirements under Section 11 of the "Trade Union Law of the People's Republic of China" to establish union with 100% rate on staff participation in the union.

For staff caring and promoting communication with each other, the Group has set up work guidance about staff care and realizes 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 thorough implementation of the regulations on the guidance to build up teamwork and other methods. The Group encouraged the staff to express opinions and demands through annual research on corporate culture recognition and various channels, such as interview days with corporate leaders, survey of staff satisfaction, mailbox of general manager, etc., so as to understand the staff's satisfaction with their jobs. Since 2018, the Group have conducted employee surveys on corporate culture identity every year for five consecutive years. 83.1% of staff have participated in 2022 survey and the results of which showed that the overall culture recognition rate of CRSB was 60.11%. In 2022, the Group continued the activities that our senior management interacted with the frontline operational staff and conducted in-depth communication with them to find out their needs and expectations on the company, meanwhile, deepened staff care and strengthened team building.

本集團自二零一八年啟動華潤雪花企業文化重塑項目，通過重塑企業文化，提煉華潤雪花核心的文化基因，並最終實現文化推動戰略落地、文化引領企業發展、文化凝聚團隊力量。本集團制定發佈《雪花文化手冊》《華潤雪花啤酒文化管理制度》《華潤雪花啤酒企業文化視覺識別系統》，開展企業文化的規範化和標準化管理，構建華潤雪花啤酒企業文化體系。同時，本集團持續強化信息化溝通渠道與平台建設，打造全方位企業文化宣傳平台，通過內部刊物、多媒體、微信公眾號等線上線下內容渠道，使員工能更多了解本集團發展動態。

The Group has initiated CRSB's corporate culture restructuring project since 2018, with the aim of refining its core cultural values through corporate culture restructuring. This has led to the successful implementation of culture promotion strategy, culture driving corporate development, and culture gathering team strength. The Group developed the "CRSB Culture Manual", the "Culture Management System of CRSB" and the "Corporate Culture Visual Identity System of CRSB" to standardize and normalize the management of corporate culture and build a corporate culture system of CRSB. The Group also continuously strengthened the construction of informatization communication channel and platform and implemented comprehensive corporate culture promotion platform. The Group communicated with its staff through internal publications, multi-media and WeChat official accounts and other channels to enhance their understanding of the dynamic development of the Group.

本集團亦關注員工的身心健康及安全福祉，透過提供各種非金錢性報酬以鼓勵員工，致力促進員工工作與生活的平衡。當中包括提供育兒假、學習及培訓機會、職業生涯輔導、免費身體檢查及職業病防範檢查服務等，有助於員工的身心健康和職涯發展，確保各層級員工長期維持穩定績效。此外，本集團各單位定期組織舉辦各項的文化或體育活動，回顧期內開展活動列舉如下：

The Group is dedicated to promoting the work-life balance and ensuring the physical health, safety, and well-being of its staff by providing various non-monetary benefits to motivate and encourage them. These benefits include the provision of parental leave, learning and training opportunities, career counselling, free body examinations, occupational disease prevention examination services, etc., which contribute to the physical and mental health and career development of employees, and ensure the long-term stable performance of employees at all levels. In addition, the Group regularly organizes various cultural or sports activities, with the following activities undertaken during the period under review:

- 湘西工廠特邀請湘西州紅十字會專業培訓師赴湘西工廠為員工進行應急救護培訓，圍繞心肺復蘇、意外傷害應急處理理論及現場心肺復蘇及AED實操，21名員工獲得湘西州紅十字會頒發的救護員證。
- Xiangxi plant in Hunan Province specially invited professional trainers from Xiangxi Red Cross Society to conduct emergency care training for employees, with a focus on cardiopulmonary resuscitation, theory of accidental injury emergency treatment, on-site cardiopulmonary resuscitation and AED practice. Twenty-one employees obtained ambulance certificate issued by Xiangxi Red Cross Society.
- 天津區域公司開展中醫看診、眼科看診等員工義診活動4次，關愛員工身心健康。
- Tianjin Regional Company carried out 4 free consultation activities for employees such as traditional Chinese medicine consultation and ophthalmic consultation, and cared for the physical and mental health of employees.
- 山東區域公司「夏季送清涼活動」，採購助農產品向員工發放清涼解暑飲品，同時發放防暑降溫費。
- Shandong Regional Company carried out "Cooling Activities in Summer", procured agricultural products to distribute cooling drinks to employees, and at the same time distributed heat prevention and cooling fees.

- 宜昌工廠開展以「濃情端午，粽享歡樂」為主題的端午節活動。元宵節組織員工在員工之家開展猜燈謎、剪窗花活動。清明節以「緬懷先烈、明理崇德」為主題的開展祭掃活動，弘揚革命英雄精神。

- Yichang plant launched the Dragon Boat Festival activities under the theme of "Celebrating the Dragon Boat Festival and Experiencing the Joy with Zongzi" and organized employees to hold lantern riddles and window cutting events at their homes during the Lantern Festival. With the subject of Commemorate the Martyrs & Enlightening Virtue, it conducted a clean-up operation to preserve the spirit of revolutionary heroes in the Qingming Festival.

- 浙江行銷中心各分工會積極組織開展團建活動共約130多次，成立44個工會興趣小組，開展過70多次興趣小組活動，累計約800餘人參加。

- The branches of Trade Union of Zhejiang Marketing Center actively organized and carried out more than 130 team building activities, formed 44 trade union interest groups, and carried out more than 70 interest group activities, with a total of about 800 participants.

- 溫州工廠制訂全年文化活動計劃，組織開展春節送福、生日會、女神節活動、電子競技比賽、大合唱比賽等文化活動。

- Wenzhou plant formulated a year-round cultural activity plan, and organized cultural activities such as Spring Festival blessings, birthday parties, 3.8 activities, e-sports competitions, and choir competitions.

本集團致力改善工作環境，為員工締造一個舒適和愉快的工作場所。本集團的不同附屬公司按照其廠區的實際情況推行了多項優化項目，如建設集體員工宿舍和提升活動室安全設施、改造生產設備、綠化工作環境及提升就餐質量等，確保員工能夠在舒適、安全、健康的工作環境下工作。

The Group is devoted to improving working environment, to create a comfortable and pleasant working environment for its staff. To achieve this, the Group's various subsidiaries advocated various modification projects in each plant area based on its actual conditions, such as building of staff dormitories and upgrade of safety facilities in activity rooms, modification of production equipment, greening working environment and improvement of meal quality, ensuring that the staff can work in a comfortable, safe and healthy working environment.

企業文化建設
BUILDING CORPORATE CULTURE

二零二二年，華潤啤酒總部及各下屬單位同步舉辦第二屆「雪花日」活動，共慶雪花29歲生日。活動以「我們的隊伍向太陽」為主題，以「星辰大海」為基調，開展「你是哪一朵雪花」等一系列雪花特色活動，覆蓋全體員工，進一步提升員工的文化感知度和參與度，促進文化認同。

In 2022, China Resources Beer Headquarters and its subsidiaries simultaneously held the second "Snow Day" event to celebrate CRSB's 29th birthday. With the theme of "Our Team Growing towards the Sun", and the key note of "Sea of Stars", a series of special snow activities such as "Which snow are you" were carried out to involve all employees, further enhancing their cultural perception and participation, and fostering cultural identity.

(四)員工發展及培訓

本集團深明員工成長是業務發展的關鍵，故此本集團一直採納「人才強企」的發展戰略，致力為員工提供多元的培訓及發展機會，並以「全面覆蓋，重點突出」為人才培訓及發展原則，努力構建並不斷優化其培訓體系。為了激勵人才和確保本集團的穩定發展，本集團制定了全面及完善的人才梯隊建設計劃及針對各階層員工的管理和領導力發展培訓計劃，以增強員工在公司內部的向上流動性。本集團持續拓寬員工職業發展通道，使員工能與本集團攜手共進、共同成長。

基於「決戰高端，質量發展」的企業發展戰略和「人才發展，變革創新」的人力資源策略，本集團學習與創新中心以「戰略承接、梯隊培養、資源建設、平台建設、技術賦能」為五大定位，優化人才培養體系，豐富學習資源建設，推動數位化學習，夯實學習管理體系。本集團不但為所有員工提供培訓，更會按照其工作崗位及資歷提供具針對性的技能指導及培訓課程，提升他們的工作能力及表現，長遠支持本集團的戰略轉型和促進高質量的業務發展。

本集團擁有一支成熟的體系化的培訓師隊伍，專業的學習設計和培訓運營團隊，並創新提煉出有華潤啤酒特色、適配企業戰略的組織學習方法論和人才培養機制，如"訓戰結合五位一體"方法論、"1+1+1＞3業培聯動"機制等，打造出一批契合本集團戰略和業務發展的優秀人才培養項目。本集團相關自主探索的人才培養方法論獲國家版權局著作權登記，並在《培訓》雜誌、CSTD等中國知名企業培訓平台獲得人才培養最佳實踐獎項。

(IV) STAFF DEVELOPMENT AND TRAINING

To the best of the Group's knowledge, staff growth is the key to business development. In this regard, the Group have been adhering to the development strategy of "building a strong enterprise through talents" and are committed to offering diverse training and development opportunities to our staff. Furthermore, the Group adopted the principle of talents training and development of "full coverage and highlighted priorities" and strived to construct and continuously optimize our training systems. In order to motivate talents and ensure the stable development of the Group, the Group has formulated a comprehensive and well-developed talent team building plan and management and leadership development training programs for employees at all levels to enhance the upward mobility of employees within the Company. The Group continued to expand occupational development of the staff, enabling them to progress and grow with the Group.

Based on the enterprise development strategy of "Quality Development for Success in Premiumization" and the human resources strategy of "Talent Development for Transformation and Innovation", the Group's Learning and Innovation Center takes "strategy undertaking, leaders nurturing, resource building, platform establishment and technology empowerment" as its five major positionings to optimize the talent training system, enrich the construction of learning resources, promote digitalization learning, and consolidate the learning management system. The Group not only provided training to all employees, but also offered targeted skills guidance and training courses according to their job positions and qualifications to enhance their working ability and performance, so as to support the Group's strategic transformation and promote high-quality business development in the long run.

The Group has a mature and systematic team of trainers, professional learning design and training operation team, and innovatively refined the organizational learning methodology and talent training mechanism with the characteristics of CR Beer and adapted to the corporate strategy, such as the "five-in-one training and practice" methodology and the "1+1+1>3 coordination between business and training" mechanism, to create a number of outstanding talent training projects that are in line with the Group's strategy and business development. The Group's self-explored talent training methodology has been registered as a copyright by the National Copyright Administration, and has won series of Best Practice Award for Talent Training by "Training" magazine, CSTD and other well-known enterprise training platforms in China.

二零二二年，本集團規劃並實施線上／線下重點培訓項目如下：

In 2022, the Group planned and implemented the following online/offline training programmes:

強梯隊 Strengthening the talent team	
領軍人才100項目 **Leading Talent 100**	打造一支能打仗、打勝仗的高級指揮人才隊伍，導入具有中國深度、全球廣度的商科教育內容，建設一支面向未來的年輕化、專業化、市場化、國際化的領導人才梯隊。2022年覆蓋約270人次。 The Group has developed a team of senior command talents who can cope with challenges and help the Group to succeed introduced business education with in-depth Chinese and global educational content, and built a young, professional, market-oriented and international leadership talent pool oriented to the future. In 2022, about 270 person-times were covered.
銷售中層「旋風」計劃 **"Whirlwind Plan" talent training project catered to the middle-level sales**	統一銷售業務中層隊伍對於戰略的理解與認知，發掘標桿案例，提升銷售中層綜合能力。2022年完成全國銷售中層全覆蓋，產出超過1200份完整案例材料、70份優秀案例和23份全國示範性案例。 The Group has unified the understanding and cognition of strategy by the middle-level sales team, explored benchmark cases, and improved the comprehensive ability of the middle-level sales team. In 2022, a total of more than 1,200 complete case materials, 70 excellent cases and 23 national demonstration cases were produced.
人力資源業務合作夥伴(HRBP)「雨露」計劃 **Human Resources Business Partner (HRBP) "Rain Dew" program**	助推人力資源職能轉型升級、優化人力資源管理模式。2022年覆蓋約1,828人次，將HRBP學習路徑圖及匹配的課程資源的內容覆蓋至全國HRBP。 It promoted the transformation and upgrading of human resources functions and optimized human resource management models. In 2022, it involved about 1,828 person-times, covering the content of the HRBP learning path and matching its curriculum resources to HRBP nationwide.
生產績優中層項目 **High-performance middle-level project in the production system**	為滿足生產系統業務發展和智慧轉型的需求，切實提升生產系統績優中層管理能力，構建高質量的生產系統人才梯隊。2022年覆蓋約135人次。 It's aimed to meet the needs of production system business development and intelligent transformation, effectively improve the management ability of high-performance middle-level in the production system, and build a high-quality talent echelon for the production system. In 2022, about 135 person-times were covered.
營運中將班 **Middle-level management class in the operation system**	滿足營運系統戰略轉型和業務發展的需求，切實提升營運系統中層專業能力，構建高質量的營運系統人才梯隊。2022年覆蓋約435人次。 It's aimed to meet the needs of strategic transformation and business development of the operation system, effectively improve the professional capabilities of the middle-level of the operation system, and build a high-quality operation system talent echelon. In 2022, about 435 person-times were covered.
管培生培養項目和「未來之星」訓練營 **Management trainee training program and "Future Stars" training camp**	建立完善的後備管理人才梯隊，滿足公司業務發展對中層管理幹部的培養需要。2022年分別覆蓋161人次和223人次。 It's aimed to establish a perfect reserve management talent echelon to meet the training needs of the Company's business development for middle-level management. In 2022, 161 and 223 person-times were covered, respectively.

戰高端 Achieving success in premiumization	
戰略重點城市工作坊 **Strategic Key City Business Development Workshop**	結合「決戰高端、質量發展」戰略主題，為更好地助推業務落地，在戰略中心城市工作坊的基礎上，針對組織難題與個人難題繼續深化。2022年覆蓋約100人次。 Combined with the strategic theme of "Quality Development for Success in Premium Segment", in order to better promote the implementation of business, on the basis of the Strategic Key City Business Development Workshop, we continued to solve organizational and personal difficulties. In 2022, about 100 person-times were covered.
「火尖槍」大客戶賦能 **"Fire Pistol" for key customers empowerment**	為了賦能核心大客戶，搭建經銷商賦能體系和賦能平台，分享優秀經銷商生意模式，建立長效穩定的合作夥伴關係。2022年覆蓋約96人次。 It's aimed to empower core key customers, build a dealer empowerment system and empowerment platform, sharing excellent dealer business models, and establish long-term and stable partnerships. In 2022, about 96 person-times were covered.
「混天綾」渠道營銷賦能 **"Channel Magic Weapon" channel marketing empowerment**	培養一批「懂營銷、有策略、謀創新、求精益」的渠道營銷人才。2022年覆蓋約177人次。 It's aimed to cultivate a group of channel marketing talents who "understand marketing, have strategy, seek innovation, and pursue excellence". In 2022, about 177 person-times were covered.
「雪花大講堂」直播項目 **"Snow Lecture Hall" Live Broadcast**	將各業務單元一把手的實戰經驗轉化成組織的經驗與能力。2022年開展1期CEO講戰略組織文化大講堂直播和3期數字大講堂直播。 It's aimed to transform the practical experience of the leaders of each business unit into the experience and capabilities of the organization. In 2022, we carried out one live broadcast of CEO lecture hall of strategy and organizational culture and three live broadcast of digital lecture hall.

優管理 Optimizing the management	
學習制度體系建設 **Learning System Construction**	制定《培訓PBA管理機制》、《線上培訓運營實施框架指引》等制度並宣貫，專業、規範、高效地開展線上培訓運營，打造有雪花特色的社群運營機制。 It's aimed to formulate and publicize systems such as the Training PBA Management Mechanism and the Online Training Operation Implementation Framework Guidelines to carry out online training operations in a professional, standardized, and efficient manner, and create a community operation mechanism with Snow characteristics.
學習資源盤點 **Inventory of Learning Resources**	結合學習平台培訓管理功能，根據學習平台內訓師使用情況和線上／面授課程資源上傳狀況，二零二二年現有在冊內訓師959名，面授課、案例1,000門以上。 With the training management function of the learning platform, according to the usage of internal trainers on the learning platform and the upload status of online/face-to-face course resources, there were 959 registered internal trainers in 2022, with more than 1,000 face-to-face courses and cases.
「學習地圖構建師」賦能 **"Learning Map Builder" Empowerment**	建立內部學習地圖專家隊伍，共同完成華潤雪花啤酒全序列崗位學習地圖與課程體系構建，加速人才成長速度，縮短關鍵崗位成長週期。二零二二年覆蓋70人次。 It's aimed to establish an internal learning map expert team to jointly complete the construction of CRSB full-series position learning map and curriculum system, accelerate the growth rate of talents, and shorten the growth cycle of key positions. In 2022, 70 person-times were covered.

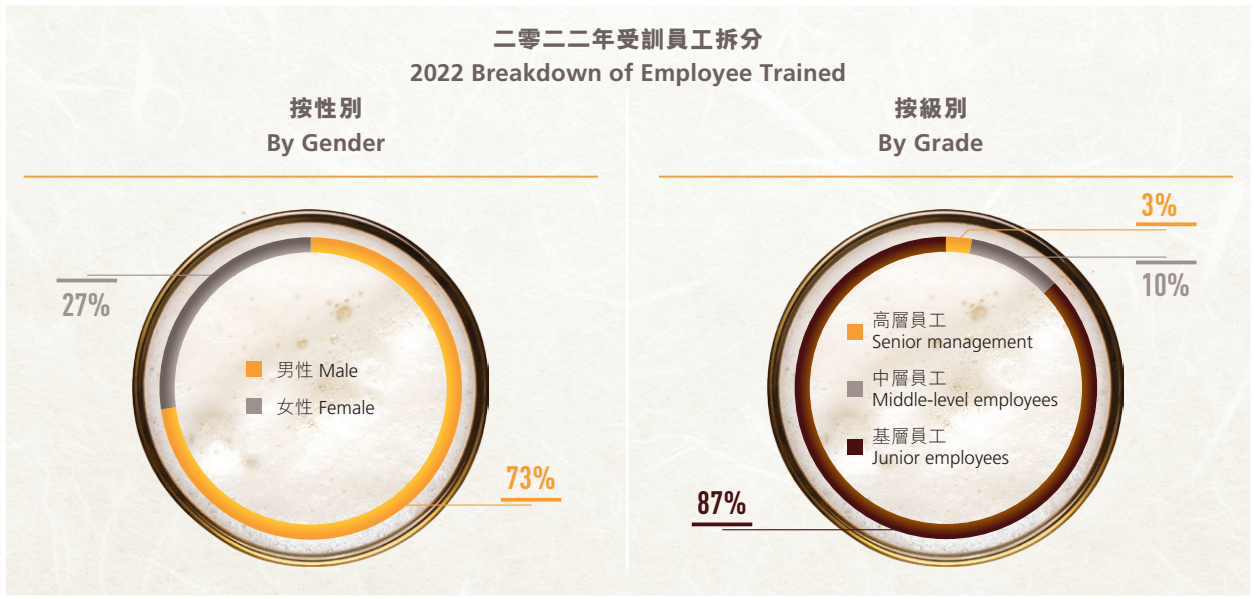
二零二二年，本集團共開展面授培訓項目334個，員工參與培訓項目平均滿意度4.85分。相關培訓數據包含線上及線下，其中線上培訓透過本集團自行開發的線上學習平台「華潤雪花學習與創新中心」進行。下表顯示過去兩年的員工培訓資料：

In 2022, the Group carried out a total of 334 face-to-face training programs with an average satisfaction score of 4.85 points for employees participating in training programs. Relevant training data contains online and offline training programs. The online training programs was carried out through the Group's self-developed online learning platform – "CR Snow Learning and Innovation Center". The following table shows the training data of employees for the past two years:

	單位 Unit	二零二二年 2022	二零二一年 2021
受訓全職員工總數 Total number of full-time employees trained	人 People	**24,000**	25,000
全職員工培訓覆蓋率 Training coverage rate of full-time employees	%	**100%**	100%
按性別劃分的培訓覆蓋率(1) Training coverage rate by gender(1)			
男性 Male	%	**100%**	100%
女性 Female	%	**100%**	100%
按級別劃分的培訓覆蓋率(1) Training coverage rate by grade(1)			
高層員工 Senior management	%	**100%**	100%
中層員工 Middle-level employees	%	**100%**	100%
基層員工 Junior employees	%	**100%**	100%

(1) 培訓覆蓋率=該類別受訓員工人數÷該類別員工人數

(1) Training coverage rate = Number of employees trained in the category ÷ Number of employees in the category



(2) 受訓員工拆分百分比=該類別受訓員工人數÷受訓員工總數

(2) Breakdown of employees trained = Number of employees trained in the category ÷ Total number of employees trained

	單位 Unit	二零二二年 2022	二零二一年 2021
培訓投入 Training cost			
員工培訓總投入 Total training cost of employees	人民幣元 RMB	**15,736,000**	9,065,000
員工人均培訓投入 Average training cost of each employee	人民幣元 RMB	**655**	352
培訓時數 Training hours			
員工培訓總時長 Total training hours of employees	小時 Hours	**761,500**	744,900
員工人均培訓時長 Average training hours of each employee	小時 Hours	**31.7**	29.8
員工人均培訓時長—按性別拆分 Average training hours by gender			
男性 Male	小時 Hours	**32.0**	29.9
女性 Female	小時 Hours	**30.7**	29.1
員工人均培訓時長—按級別拆分 Average training hours by grade			
高層員工 Senior management	小時 Hours	**28.4**	28.1
中層員工 Middle-level employees	小時 Hours	**30.2**	28.8
基層員工 Junior employees	小時 Hours	**32.0**	32.3

相關培訓中約65%為行業相關專業培訓，約10%為職業通用培訓，約5%為企業文化培訓，約20%為領導力文化培訓。

相關培訓中約90%與改善ESG管理水平相關。

Among the training, approximately 65% is for industry related professional training, approximately 10% is for occupational general training, approximately 5% is for corporate culture training, and approximately 20% is for leadership training.

Among the training, approximately 90% is related to ESG management improvement.

本集團持續優化人才晉升機制和階梯，完善績效考核體系以促進員工的事業發展。本集團按照員工的績效、專業知識、專業技能等多個不同範圍進行評價考核，提供員工足夠及平等的晉升機會，發展事業。二零二二年度，本集團完善經理人選拔委任及日常監督制度，提出了滿足未來組織需求並兼顧員工職業發展的人才規劃標準。此外，本集團審視人才標準匹配情況，使用多種測評工具開展人才測評，完善人才標準與評價體系。同時，本集團精簡管理序列層級，完善晉升路徑，確保公司整體人才結構與企業發展戰略相匹配，鼓勵員工專業縱深發展，提升專業能力。

The Group constantly optimizes the talent promotion system and ladder, and modifies the performance assessment system to promote the career development of the staff. The Group assesses the staff based on their performance, professional knowledge and skills, etc. to provide adequate and equal promotion opportunity to them for developing career. In 2022, the Group improved the system of selection, appointment and daily supervision of managers, and put forward talent planning standards that meet the needs of future organizations and take into account the career development of employees. In addition, the Group reviewed the matching of talent standards, used a variety of assessment tools to carry out talent assessment, and improved talent standards and evaluation systems. At the same time, the Group streamlined the management sequence level, improved the promotion path, ensured that the Company's overall talent structure matched the Company's development strategy and encouraged the in-depth professional development of employees, so as to enhance professional capabilities.

ESG高管及員工培訓
ESG EXECUTIVE AND STAFF TRAINING

二零二二年八月，本集團為所有參與ESG工作的部門，包括EHS部、技術研究院、人力資源部、生產中心採購部、風險管理部、營銷中心、審計部、行政管理部等，提供ESG專業培訓，更邀請外部專業機構進行培訓交流，讓一線員工了解香港上市公司需要履行的ESG合規披露工作要求、香港聯合交易所的ESG新修訂、資本市場關注重點、本集團現狀，以及國際同行最佳實踐等信息。

In August 2022, the Group provided ESG professional training to all departments involved in ESG management, including the EHS Department, Technology Research Institute, Human Resources Department, Production Center of Purchasing Department, Risk Management Department, Sales and Marketing Center, Audit Department and Administration Department, and invited external professional organizations to conduct training to enable frontline staff to understand the ESG compliance disclosure requirements for Hong Kong listed companies, the new amendments of the ESG regulations of the Stock Exchange of Hong Kong, capital market concerns, the Group's current status and international peer best practices and other information.

因應香港聯合交易所及資本市場對上市公司的ESG披露期望，本集團亦檢討了ESG報告合規披露情況，就供應鏈碳排放管理、啤酒製造行業的減碳路徑、氣候相關財務披露(TCFD)和人力資來源資料的披露等議題，探討提升本集團的ESG管理的可行方案。

In response to the ESG disclosure expectations from the Stock Exchange of Hong Kong and the capital markets to listed companies, the Group also reviewed its ESG compliance disclosure status, and explored feasible options to enhance the Group's ESG management on topics such as supply chain carbon emission management, carbon reduction pathways for the beer manufacturing industry, Task Force on Climate-Related Financial Disclosure (TCFD) and disclosure of human resources data.

本集團提供的培訓交流進一步加深了負責同事對於ESG工作的認知，使他們更全面掌握ESG工作的最新要求，以持續改善本集團的ESG表現，達至更有效實施ESG管理提升工作，爭取在國際具有影響力ESG評級機構獲得更具競爭力的評分及盡快達到國際一流啤酒企業的ESG評分水平。

The training provided by the Group further enhanced the knowledge of ESG work of the responsible colleagues and enabled them to comprehensively grasp the latest requirements of ESG work, so as to continuously improve the Group's ESG performance, to achieve more effective implementation of ESG management improvement work, to strive to obtain more competitive scores from international influential ESG rating agencies and to reach the ESG rating level of international top-tier beer enterprises as soon as possible.

本集團理解，向主要利益相關方傳達願景和長遠戰略部署是本集團達成可持續發展的主要推動力，故本集團在年內持續通過內網、官網、海報、會議、社交媒體和電郵等各種溝通渠道傳達ESG議題的方向、目標、願景和戰略部署，幫助利益相關方建立ESG使命感，確保所倡導的文化能鼓勵利益相關方配合本集團的ESG重要關注事項及關鍵問題。

The Group understands that communicating the vision and long-term strategic plans to key stakeholders is a key driver for the Group to achieve sustainable development. Therefore, the Group continued to communicate the direction, targets, vision and strategic plans of ESG issues through various communication channels such as the intranet, official website, posters, meetings, social media and emails during the year to help stakeholders build a sense of ESG mission and to ensure that the culture promoted by the Group encourages stakeholders to co-operate with the Group on important ESG concerns and key issues.

(五)職業健康與安全生產

本集團一直堅持「以人為本、安全發展」的工作管理理念，把保障員工健康和安全作為本集團安全管理的首要任務，追求「零傷害、零事故」。本集團嚴格執行國家有關安全生產、職業健康的法律和行政法規，遵守《中華人民共和國安全生產法》《中華人民共和國消防法》《中華人民共和國職業病防治法》等相關法律法規及行業安全標準規範，包括《生產經營單位安全培訓規定》《生產安全事故信息報告和處置辦法》等，緊守安全優先的管理理念。同時，本集團嚴格落實企業安全生產和職業健康主體責任，建立健全具有華潤集團特色、華潤雪花啤酒特點的安全生產和職業健康管理體系。

本集團已把職業健康和安全績效作為制定高管薪酬的其中一個考慮因素，以反映高管在提升本集團職業健康和安全表現的責任。通過責任體系、監督保障、教育培訓、風險管控等機制的建立和完善，保障政策落實，不斷提升企業的安全管理水平。

本集團關注職工職業健康管理，設置職業衛生管理機構，配置職業衛生管理人員，監測工作場所職業病危害因素，制定職業病防治計劃和實施方案，建立健全職業衛生管理制度、操作規程、檔案、評價及制度應急救援預案。

(V) OCCUPATIONAL HEALTH AND SAFETY PRODUCTION

The Group still adheres to work management philosophy of "people oriented and safety development", regards safeguarding staff health and safety as primary task for its safety management and pursues "zero injury and zero incident". The Group strictly implemented the national laws and regulations pertaining to production safety and occupational health, complied with relevant laws and regulation and safety standards and specifications of the industry such as the "Production Safety Law of the People's Republic of China", the "Fire Protection Law of the People's Republic of China" and the "Law of the People's Republic of China on Prevention and Control of Occupational Diseases", including the "Regulations on Safety Training of Production Operation Units" and the "Information Report and Treatment of Production Safety Incidents", and insisted on the safety-first management principle. At the same time, The Group strictly carried out main responsibility for corporate safety, production and occupational health, and established a sound safety, production and occupational health management system with CRH characteristics and CRSB's features.

The Group has included occupational health and safety performance as one of the considerations in the formulation of executive remuneration to reflect the responsibility of executives in enhancing the Group's occupational health and safety performance. Through the establishment and improvement of responsible system, oversight security, education training, risk control and other systems, we ensured the implementation of policies and enhanced continuously the corporate's safety management level.

The Group pays attention to the occupational health management of employees and improves management by setting up occupational health management institutions and allocate occupational health management personnel. The Group monitors occupational hazards in the workplace and formulate occupational disease prevention and control plans and implementation plans accordingly. The Group is establishing and improving the occupational health management system, operating procedures, files, evaluation and system emergency rescue plan.

安全生產是營運中重要的一環，以「零傷害、零事故」為管理方向，本集團已訂立零因工亡故的安全生產目標。二零二二年，本集團沒有發生造成員工死亡或重傷的生產安全事故事件，已連續三年守住安全生產底線。

Safety production is an important part of the operation. With "zero injury and zero incident" as its management direction, the Group has set a safety production target of zero work-related fatalities. In 2022, the Group had no production safety incident resulting in the death or serious injury of employees, holding the bottom line of safety production for three consecutive years.

	單位 Unit	二零二二年 2022	二零二一年 2021	二零二零年 2020
過去三年因工亡故統計 Statistics on work-related fatalities in past three years				
因工亡故的員工人數 Number of work-related fatalities	人 People	**0**	0	0
因工亡故的員工比率 Rate of work-related fatalities	%	**0%**	0%	0%

此外，本集團亦持續對輕傷及以下的傷害事件進行管控，訂立千人傷害率少於0.6%的「非零」目標。二零二二年，本集團記錄工傷員工12人，因工傷損失工作日數為436天，千人傷害率0.50%（千人傷害率=工傷員工人數÷公司員工總人數×1,000）。

In addition, the Group continued to control injuries of minor injuries and below with a "non-zero" control target of keeping the injury rate per thousand employees of less than 0.6%. In 2022, the Group recorded 12 employees with work-related injuries and the number of working days lost due to work-related injuries was 436 days. The injury rate per thousand employees was 0.50% (injury rate per thousand employees = No. of employees with work-related injuries ÷ No. of employees in the company × 1,000).

因工傷損失工作日數較二零二一年增加，主要因為年內發生一宗電器火災事故和一宗滑跌事故，導致兩名員工燒傷及一名員工骨折，需要較長時間康復所致。為嚴格管控高處作業及跌落防護風險，本集團後續開展「高處作業及跌落防護」專項管理，確定標準的管理流程及要求，並在集團內所有單位推廣落地執行。

The increase in the number of working days lost due to work-related injuries compared with 2021 was mainly due to the occurrence of an electrical appliance fire accident and a slip accident during the year, resulting in burns to two employees and fractures of one employee, which required a longer period of recovery. In order to strictly control the risk of working at height and fall, the Group subsequently carried out special management of "working at height and fall protection", determined the standard management process and requirements, and promoted the implementation of all units within the Group.

本集團致力改善職業健康及安全管理相關的管理體系，務求使本集團的安全管理水平符合國家認證標準並獲得國際認可。本集團通過外部認證的工廠數目統計如下：

The Group are committed to improve our management systems related to occupational health and safety management so that the Group's safety management standards meet national certification standards and are recognized internationally. The statistics of the number of plants of the Group that have passed external certification are as follows:

外部認證項目 External certifications		單位 Unit	二零二二年 2022
通過國家安全生產標準達標認證工作的工廠數目 **Number of plants that passed the assessment and review by the National Production Safety Standardization**		家 Plants	**59**
其中， Of which,	獲得「二級企業」認證的工廠數目 Number of plants that recognized as "the second-class enterprise"	家 Plants	**24**
	獲得「三級企業」認證工廠數目 Number of plants that recognized as "the third-class enterprise"	家 Plants	**35**
獲得ISO45001職業健康安全管理體系認證的工廠數目 **Number of plants that obtained ISO45001 occupational health and safety management system certification**		家 Plants	**16**

本集團堅持做好供應商及分包商的職安健監督管理工作，在實現公司業務系統化、規範化、專業化管理的同時，對EHS風險進行再辨識、再評估，採取有針對性的風險控制措施，加強相關方安全管理。嚴格把關准入和審查，按照「誰審查誰把關、誰批准誰負責」的原則，對供應商及分包商（承建商）職安健的資格預審、服務前準備、作業過程檢查監督、提供的產品、技術服務、表現評估、續用等進行全面監督管理。而本集團有關安全生產管理的要求，同樣適用於供應鏈，確保供應鏈中的工作人員在生產過程中受到健康與安全的保障。例如，本集團按照「四統一」原則對供應商進行管控，要求供應商遵守本集團安全守則，在重傷及以上人身傷害事故、火災事故、場內交通重傷及以上事故等控制指標上，向本集團報告事故信息。

The Group insisted on the supervision and management of the occupational safety and health of suppliers and subcontractors while realizing the systematic, standardized and professional management of the company's business. Through re-identifying and re-evaluating EHS risks, the Group takes targeted risk control measures to strengthen the safety management of related parties. The Group strictly controls the entry and review gates in accordance with the principle of "whoever reviews is the gatekeeper and whoever approves is responsible", and carries out comprehensive supervision and management of the occupational safety and health of suppliers and subcontractors (contractors) in terms of pre-qualification, pre-service preparation, inspection and supervision during operation, products, technical services, performance evaluation and renewal. The Group's requirements for safe production management are also applicable to the supply chain to ensure that workers in the supply chain are protected in terms of health and safety during the production process. For example, the Group controlled its suppliers in accordance with the "four unified" principle, requiring them to comply with the Group's safety guidelines and report to the Group according to the control indicators such as serious injuries and above, fire accidents and onsite traffic accidents with serious injuries and above.

為提高從業人員的安全意識，本集團積極開展預防工作及各項職業健康培訓。本集團亦以「預防為主，常備不懈」的應急管理原則，加強對應急預案的編制、評審、培訓、演練和應急救援隊伍的建設工作，落實預案責任和應急救援裝備、器材、物資，提高企業應急管理能力。本集團更會安排員工參與安全活動，持續開展全員參與的危險源、危害因素辨識和行為安全觀察活動，注重過程控制，規範從業人員安全行為，創新安全檢查方式，通過開展飛行檢查、回看視頻監控檢查等方式，排查和整改安全隱患，推動安全生產各項工作落實。

In order to raise safe awareness of our staff, the Group proactively carried out preventive work and vocational health training. The Group also adopts the emergency management principle of "preventive-oriented and constant preparedness" to strengthen the preparation, evaluation, training and drills of emergency plans and the construction of emergency rescue teams, to implement the responsibilities of the plans and emergency rescue equipment, devices and materials, and to improve the emergency management capability of the enterprise. The Group also arranged for staff to participate in safety activities, continuously carried out safety observation activities for hazard source and hazard factor identification and behaviour with full participation, focused on process control and regulated staff's safety behaviour as well as innovating safety inspection methods. The Group also identified and rectified potential dangers through flight inspection and review video monitoring to implement safe production.

二零二二年，本集團重新修訂《EHS法律法規與其它要求識別管理辦法》《EHS績效考核辦法》《安全檢查和事故隱患排查治理管理辦法》等39個安全管理制度，進一步構建完善安全生產管理體系。為了建立更完善的華潤雪花啤酒安全應急管理機制，本集團在報告期內亦重新修訂了《生產安全事故綜合應急預案》，提升突發安全事故應對處置能力，規範處置程序，有效預防、及時控制和消除事故所產生的影響、危害，最大限度地減少人員傷亡、企業財產損失。

In 2022, the Group revised 39 safety management systems, including the "Administrative Measures for the Identification of EHS Laws, Regulations and Other Requirements", the "Measures for EHS Performance Appraisal" and the "Administrative Measures for the Investigation and Management of Safety Inspection and Hidden Dangers of Accidents", to further build and improve the safety production management system. In order to establish a more complete safety emergency management mechanism for CRSB, the Group also revised the "Comprehensive Emergency Plan for Production Safety Accidents" during the reporting period to improve the ability to respond to and deal with sudden safety accidents, standardize disposal procedures, effectively prevent, timely control and eliminate the impact and harm caused by accidents, and minimize casualties and property losses of enterprises.

過去兩年本集團的安全培訓績效如下：

The Group's performance in safety training of the past two years:

	單位 Unit	二零二二年 2022	二零二一年 2021
安全檢查次數 Safety check-up times	次 Times	**1,053**	3,970
安全生產投入專項資金 Exclusive funds for safe production purposes	人民幣萬元 RMB0'000	**5,285**	6,895
安全教育培訓時長 Safety education and training hours	小時 Hours	**642,000**	550,000
員工安全培訓人次 Safety training times to employees	人次 Times	**55,304**	88,652
供應商、分包商及承建商等相關方安全培訓人次 Safety training times to suppliers, subcontractors and contractors and other related parties	人次 Times	**24,975**	48,627
組織安全應急演練 Safety and Emergency drills	次 Times	**600**	600
	參與人次 Participants	**11,800**	13,000
安全教育培訓覆蓋率 Safety education training rate	%	**100%**	100%
職業病防治體檢率 Occupational disease-related health check-up rate	%	**100%**	100%
工作場所職業危害告知和警示標識設置率 Coverage rate of occupational hazard notification and warning sign placement in workplace	%	**100%**	100%

本集團鼓勵員工考取相關的專業資格。二零二二年，本集團各級企業負責人、安全管理人員全部獲得安全管理資格證書，其中專職安全管理人員109人，並另有國家註冊安全工程師144人。另外，所有特種工作人員均持有相關有效資格證書。

The Group encouraged its staff to obtain relevant professional qualification. In 2022, all corporate officers and safety management personnel at all levels of the Group obtained safety management certificates, 109 of them are dedicated security management staff, and 144 of them are registered safety engineers. Besides, all specialties employees hold valid qualification certificates.

在職業病防治方面，本集團編制《職業危害與職業病防治管理規定》及《本集團職業健康檢查表》。本集團推動全員健康活動，宣導健康生活方式，開展員工健康教育，營造企業健康文化，協調好企業發展與員工健康。為員工營造良好的工作環境，大力推行5S現場管理，盡可能為員工創造舒適、愉快的工作環境。定期組織召開「茶話會」，關注員工的心理健康，摸清員工普遍存在的心理隱憂，有針對性開展心理輔導，減輕員工心理負擔。組織「雪花健步走」、羽毛球、籃球、乒乓球等活動，增強員工體質，促進員工健康活動。二零二二年，本集團組織職業衛生檢查325次，職業健康培訓參與14,230人次。

In terms of occupational disease prevention and control, the Group has compiled the "Administrative Regulations on the Prevention and Treatment of Occupational Hazards and Occupational Diseases" and the "Occupational Health Checklist of the Group". The Group promoted health activities for all employees, advocated a healthy lifestyle, carried out employee health education, created a corporate health culture, and coordinated corporate development with employee health; built a good working environment for employees, vigorously implemented 5S on-site management, and created a comfortable and pleasant working environment for employees as much as possible; regularly organized and held "tea parties" to pay attention to the mental health of employees, find out the common psychological worries of employees, and carry out targeted psychological counselling to reduce the psychological burden of employees; organized activities such as "Snow Walking", badminton, basketball and table tennis to enhance employees' physical fitness and promote employees' health activities. In 2022, the Group organized 325 occupational health inspections and had 14,230 person-times of occupational health trainings.

本集團落實《工作場所職業衛生管理規定》等標準，加強職業病防護設施管理，切實改善作業環境；尤其是要採取科學措施，加大對噪聲、粉塵等職業病危害因素的治理和控制。二零二二年，本集團開展噪聲治理項目，保障員工職業暴露的噪聲強度等效聲級保持在80dB(A)以下。本集團建立標準化的生產工廠雜訊治理與監測程式檔，根據生產現場噪聲風險等級首次繪製啤酒行業噪聲地圖，建立噪聲作業員工聽力損失預警檔案，輔助各單位提前預判接噪人員聽力損失情況，提前提醒員工加強日常個人聽力保護等，建立有效的聽力保護計劃。

The Group has implemented standards such as the "Regulations on the Administration of Occupational Health in the Workplace", strengthened the management of occupational disease prevention facilities, and effectively improved the working environment. In particular, scientific measures have been taken to strengthen the treatment and control of occupational disease hazards such as noise and dust. In 2022, the Group carried out noise control projects to ensure that the equivalent sound level of noise intensity exposed to employees at work remained below 80dB(A). The Group has established standardized production plant noise control and monitoring procedure documents, drawn a noise map of the beer industry for the first time according to the noise risk level of the production site, established an early warning file for hearing loss of workers exposed to noise, assisted all units to predict the hearing loss of those workers in advance, reminded employees in advance to strengthen daily personal hearing protection, and established an effective hearing protection plan.

本集團並無因任何上述職業健康與安全相關法律法規的重大違法違規而收到任何政府部門的投訴或通知。

The Group has not received any complaints or notifications from any government authorities for any material violations of occupational health and safety related laws and regulations as mentioned above.

第三章　環境保護

本集團以環境保護為己任，在管理及營運過程中堅持保護環境及確保資源的可持續發展。本集團嚴格遵守國家及地方相關環境保護法律法規，其中包括《環境保護法》《大氣污染防治法》《水污染防治法》《固體廢物污染環境防治法》《土壤污染防治法》等；同時嚴格遵守相關污染物排放標準，如《啤酒工業污染物排放標準》《鍋爐大氣污染物排放標準》《一般工業固體廢物貯存、處置場污染控制標準》。本集團致力建立健全環境管理體系及完善環境相關政策，實踐行之有效的環境營運及監督慣例，並執行嚴於國家或地方政府污染物排放標準的企業內控標準，達成最佳的環境績效。二零二二年內，本集團沒有發生任何重大環境污染事故。

(一)環境管治監督體系

本集團持續優化華潤雪花啤酒環保制度體系。二零二二年，本集團成立生態環境保護制度優化工作組，研討優化環保制度框架，梳理優化生態環境保護規章制度，完成制定《華潤雪花啤酒排污許可管理辦法》《華潤雪花生態環境監督管理辦法》《華潤雪花水污染防治管理辦法》《華潤雪花雜訊污染防治管理辦法》，完成修訂《華潤雪花固體廢物管理制度》，並已開展編制《華潤雪花大氣污染防治管理辦法》。二零二二年，本集團累計組織環保法律法規、典型案例的培訓共計13次。

CHAPTER 3: ENVIRONMENTAL PROTECTION

The Group takes environmental protection as its own responsibility, and adheres to protect environment and ensure the sustainability of resources during its management and operation process. The Group strictly follows the national and local laws and regulations on environmental protection, including the "Environmental Protection Law", the "Law on Prevention and Control of Atmospheric Pollution", the "Law on Prevention and Control of Water Pollution", the "Law on Prevention and Control of Environmental Pollution by Solid Wastes" and the "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", the "Emission Standard of Air Pollutants for Boilers" and the "Standard for Pollution Control on the Storage and Disposal Site for General Industrial Solid Wastes". The Group aims to develop a sound environmental management system and improve environment-related policies, adopts effective environmental operation and supervision rules, and implements internal control standards that are stricter than national or local government standards for pollutant emissions, with a view to achieving the best environmental performance. In 2022, the Group was not aware of any major incident relating to environmental protection.

(I) SUPERVISION SYSTEM ON ENVIRONMENTAL GOVERNANCE

The Group continues to optimize the environmental protection system of CRSB. In 2022, the Group established an ecological environmental protection system optimization working group to discuss the optimization of the environmental protection system framework. The Group sorted and optimized the rules and regulations for ecological environmental protection, including the formulation of the "CRSB Measures for the Management of Permitting of Pollutant Discharges", the "CRSB Measures for Supervision and Management of Ecological Environment", the "CRSB Measures for the Management of Water Pollution Prevention and Control" and the "CRSB Measures for the Management of Noise Pollution Prevention and Control", and the revision of the "CRSB Solid Waste Management System". The compilation of the "CRSB Measures for the Management of Air Pollution Prevention and Control" has been carried out. In 2022, the Group organized a total of 13 trainings on environmental protection laws and regulations and typical cases.

二零二二年，本集團按照總部統籌、區域負總責、工廠落實的工作機制，推進生態環境保護和節能減排工作扎實有效開展，並著重排污許可合規性、固體廢物全過程管理、加強環境保護監督檢查、加強污水源頭管控、噪音風險防控、產能優化工廠環保監管、"綠色工廠"建設、生產過程及供應鏈碳排放管理等十四個重點工作。

In 2022, the Group promoted ecological environment protection and energy conservation and emission reduction work in a solid and effective manner in accordance with the working mechanism of overall planning by the headquarters, overall responsibility by the region, and implementation by plants. The Group focused on 14 key tasks including the compliance of pollutant discharge permits, the whole process management of solid waste, strengthening environmental protection supervision and inspection, strengthening sewage source control, prevention and control of noises, environmental protection supervision of plants to be optimized, project of building "green plant", carbon emission management on production process and supply chain.

本集團定期組織召開EHS專題會議，總結EHS工作，部署EHS任務。2022年分別召開EHS委員會(擴大)會議、EHS工作研討會和2022年上半年EHS總結會議。本集團首席執行官及高管團隊、總部各職能部門／中心、各區域、各工廠負責人及EHS職能人員通過線下、線上的形式參加會議。本集團EHS部門每月撰寫《華潤雪花EHS管理月報》，傳達工作要求，反映業務動態、分享工作經驗，溝通上下資訊為主要內容。

The Group regularly organizes EHS meetings to summarize EHS work and deploy EHS tasks. In 2022, the Group has held the EHS Committee (Enlarged) meeting, the EHS work seminar and the EHS summary meeting in the first half of 2022. The Group's CEO and senior management team, the heads and EHS functional personnel from each functional department/center in the headquarters, from each region and each plant participated in the meetings through offline and online forms. The Group's EHS department prepares "CRSB EHS Management Monthly Report" every month to convey work requirements, reflect business trends, share work experience, and communicate information from top to bottom.

本集團繼續執行《華潤雪花啤酒崗位EHS責任制度》，組織各層級、各部門、全員簽訂EHS責任書，下達EHS指標、落實EHS責任到個人。二零二二年，本集團EHS責任書增設單位產品碳排放量(範圍一+範圍二)、使用清潔能源電量與總用電量之比兩項指標。二零二二年，本集團在崗員工EHS責任書簽署率達100%。

The Group continued to carry out "CRSB Regulation on EHS Responsibility of Position", organized all levels, departments, and all employees to sign the EHS Responsibility Statement, in which the EHS indicators were listed and responsibilities were allocated to each individual. In 2022, there were two indicators added to the EHS Responsibility Statement: carbon emissions (Scope 1 + Scope 2) per unit of output, and the ratio of clean energy to total electricity consumption. In 2022, the signing rate of EHS Responsibility Statement of the Group's employees is 100%.

二零二二年，本集團先後開展三次污染物排放合規性專項排查整治情況，並常態化開展生態環境保護問題排查治理，制定下發《轉發集團關於開展污染物排放合規性專項排查整治工作的通知》《關於開展水污染物達標排放專項檢查的通知》《關於開展環保水污染達標排放專項督查的通知》《關於工業固體廢物跨省轉移風險提示及開展合規性排查的通知》等排查工作要求，組建督查行動工作組，按照「總部統籌、區域／片區負總責、工廠落實」原則進行推進，深入排查環保風險和隱患。為推進污染物排放合規性專項工作落實落細，提升各級專業人員監督檢查的技能，總部組織開展檢查標準專題培訓，覆蓋約123人。以工廠自查、區域檢查、總部抽查、「回頭看」的方式全面推進各級單位開展生態環境保護督察，實現所有工廠全覆蓋。

In 2022, the Group carried out three special inspections and rectifications of pollutant discharge compliance, carried out the investigation and treatment of ecological and environmental protection problems on a regular basis. The Group issued investigation work requirements including "Forwarding Group's Notice on Carrying out Special Investigation and Rectification of Pollutant Discharge Compliance", "Notice on Carrying out Special Inspection of Water Pollutant Discharge Standards", "Notice on Carrying out Special Supervision and Inspection of Environmental Protection Water Pollution Standard Discharge", "Notice on Carrying out Compliance Checks of Inter-provincial Transfer of Industrial Solid Waste". The Group set up supervisory action working group to conduct in-depth investigations of environmental risks and hidden dangers, in accordance with the principle that "headquarters to do overall planning, regional companies to take the responsibility, and plants to make implementation". In order to promote the detailed implementation of the special work on pollutant discharge compliance and improve the supervision and inspection skills of professionals at all levels, the headquarters organized special training on inspection standards for approximately 123 people. The Group promoted the inspection of ecological and environmental protection at all levels of units by means of plant self-inspection, regional inspection, headquarters random inspection, and "look-back projects" to achieve full coverage of all plants.

二零二二年，本集團EHS部組織11場「雲課堂」EHS專業提升培訓，共計2,400人次參加。此外，本集團通過華潤集團官方自研線上辦公平台「潤工作」的EHS培訓系統，全年組織線上培訓323次，參與人次49,791人次。

In 2022, the EHS Department of the Group organized 11 EHS professional enhancement trainings through "Cloud Classroom" with a total of 2,400 participants. Through the EHS training system on Rwork, an online office platform developed by CRH, 323 online trainings were conducted by the Group with 49,791 participants within the year.

二零二二年，本集團總部環保專項費用投資近人民幣3,100萬元，環保／節能減排技術改造總投入費用達人民幣9,500萬元。

In 2022, the Group has invested nearly RMB31 million in environmental protection special projects at headquarters level, and the total investment in technological transformation for environmental protection/energy saving and emission reduction reached RMB95 million.

華潤啤酒環境數據三步管理流程
Three-step management procedures for environmental data of CR Beer

第一步：制定檢測標準及委託第三方廠商檢測
Step 1: Formulation of inspection standards and engagement of collaborating manufacturers for inspection

本集團制定並實施污染物排放檢驗檢測標準，各生產工廠均按照國家標準或企業標準配置在線監測系統，每日開展污染物自行監測，並與所在地方生態環境監管平台聯網分享數據。同時，本集團定期委託具有專業資質能力的第三方單位對各生產工廠開展檢測，檢測內容包括水體污染物、大氣污染物、噪音等測，並公開相關環境信息與重點監管工廠的環境績效。

The Group develops and implements inspection and testing standards for pollutant discharge. Each production plant establishes an online monitoring system according to the national standards or corporate standards, conducts self-monitoring on pollutants on a daily basis, and shares data with the local ecological environmental supervision platform. Meanwhile, the Group regularly entrusts third-party agencies with professional qualifications to carry out inspections on each production unit. The inspection scope covers water pollutant, air pollutant, noise, etc., and the relevant environmental information and the environmental performance of the plants subject to key supervision would be publically disclosed.

第二步：建立數據檢測及內部數據直報系統
Step 2: Establishment of system for data inspection and direct reporting of internal data

本集團各級單位均定期對各項環境數據進行監測，利用環境數據直報系統，由基層單位（工廠）直接填報數據，透過部門、工廠、區域公司、總部四級審核，並進行統計分析，確保數據準確性。

Units at all Levels of the Group inspect various environmental data regularly. By utilizing the environmental data reporting system, primary-level units (plants) report the data directly, which is subject to the review and statistical analysis by the departments, plants, regional companies and the headquarters to ensure its accuracy.

第三步：開展環境現場檢查
Step 3: On-site environmental checks

華潤雪花啤酒總部、區域公司、工廠三級單位定期開展環境現場檢查，對內部檢測數據、在線監測數據、委託檢測結果、政府報送環境數據等真實性、準確性、一致性進行檢查和審核。現場檢查實現所有工廠全覆蓋。

The headquarters, regional companies and plants of CRSB 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 have been conducted to all plants.

環境數據範圍：
The scope of environmental data:

除碳排放計算另有標註範圍外，本集團環境數據的統計範圍主要涵蓋所有華潤雪花啤酒旗下生產啤酒及其他飲料的工廠。由於本集團非生產部門（包括總部和區域公司、銷售中心、事業部等）的環境影響相對於集團的整體營運並不顯著，故不包含在統計範圍內。

Unless otherwise indicated in the calculation of carbon emission, the scope of the Group's environmental data mainly covers all the plants of CRSB that produce beer and other beverage. The environmental impacts of the non-production departments (including the headquarters and regional companies, sales centers, business departments, etc.) are not material to that of the overall operation of the Group, thus are excluded from the data scope.

(二)「碳中和」目標及廢氣排放物管理

低碳營運

自二零二一年起，本集團正式將綠色低碳發展納入本公司發展戰略，明確碳排放管理職能部門及職責，組織開展「碳達峰、碳中和」專項課題研究，對本集團歷史碳排放基礎資料進行收集、整理和分析，並結合本公司發展戰略，對標國際一流啤酒集團碳排放目標，初步制定「十四五」期間的降碳目標和相應的降碳技術方案。本集團將繼續根據「十四五」方案，以不同的方式實施節能減排，包括積極調整能源結構、優化生產工藝、增加清潔能源及可再生能源使用比例等。

本集團持續推進實施生產工廠產能優化，積極主動淘汰落後產能，優先淘汰污染大、能效低的工廠。根據公司產能優化規劃，二零二二年本集團繼續推動遼寧省兩家工廠全面停產。

本集團推進工藝升級，降低啤酒生產環節碳排放，包括：

- 加强啤酒新鮮度管控，降低殺菌PU值，降低殺菌環節的能源消耗；
- 優化玻璃瓶瓶源分級管控，減少洗瓶環節的能源消耗；
- 試行並推廣CIP冷清洗技術，降低清洗環節能源消耗；
- 試行並推廣無土膜過濾技術，減少礦物等不可再生資源消耗；
- 探索研究糖化加熱新設備新工藝，提升加熱效率。

(II) "CARBON NEUTRALITY" TARGET AND FLUE GAS EMISSION MANAGEMENT

Low Carbon Operation

Since 2021, the Group formally incorporated green and low-carbon development into the Company's development strategy, clarified its carbon emission management functions and responsibilities, organized a special study on "carbon emission peak and carbon neutrality", collected, organized and analyzed the Group's historical carbon emission base data, combined with the Company's development strategy, benchmarked the carbon emission targets of international top-tier beer groups, and initially formulated the carbon reduction targets and corresponding carbon reduction technology plans for the "14th Five-Year". The Group will continue to implement energy saving and emission reduction in various ways in accordance with the "14th Five-Year" Plan, including adjusting energy structure, optimizing production processes, increasing the proportion of clean energy and renewable energy use.

The Group continued to promote the optimization of production plant capacity, eliminated outdated production capacity, and gave priority to eliminating plants with high pollution and low energy efficiency. According to the Company's capacity optimization plan, the Group continued to promote the complete shutdown of two plants in Liaoning Province in 2022.

The Group promotes the technical reform of beer production to reduce carbon emissions in the production process:

- Strengthen beer freshness control, lower sterilization PU, and reduce energy consumption in the sterilization process;
- Optimize the grading control of glass bottle from the source and reduce the energy consumption in the bottle washing process;
- On a trial to promote CIP cold cleaning technology to reduce energy consumption in the cleaning process;
- On a trial to promote soil-free membrane filtration technology to reduce the consumption of non-renewable resources such as minerals;
- Explore and study new equipment and technology for saccharification heating to improve heating efficiency.

本集團推動設備降碳改造，穩步淘汰高排放設備。通過全面排查生產工廠在用設備能耗水平，本集團大力推進工廠高耗能鍋爐、電機、風機、變壓器汰換，嚴格執行新增重點用能設備能耗准入標準，以實現生產工廠裝備節能更新升級。

The Group promotes the transformation of equipment to reduce carbon emissions and steadily phased out high-emission equipment. By conducting throughout investigation on the energy consumption level of existing equipment in production plants, the Group vigorously promote the replacement of energy-intensive equipment such as boilers, motors, fans and transformers in plants. Besides, the Group implements strict access criteria on newly purchased equipment that is of high energy consumption to achieve upgrade.

此外，本集團正逐步邁向智能製造，加快推進啤酒生產工廠裝備更新、自動化升級、資料獲取與分析、集中監控系統建設等裝備智慧化升級，並計劃在二零二五年前完成生產工廠全面推廣MDCS應用生產數據採集系統，推動自動化、信息化融合，以整合現有資源，減少碳排放。

In addition, the Group is gradually moving towards intelligent manufacturing, accelerating the intelligent upgrading of equipment in plants such as equipment upgrading, automation upgrading, data collection and analysis, and centralized monitoring system. The Group plans to complete MDCS (Manufacturing Data Collection & Status Management) in all production plants by 2025 to promote automation and information integration, to integrate existing resources and to reduce carbon emissions.

二零二二年，本集團啟動「綠色工廠」建設，推動綠色低碳技術應用，助力企業綠色低碳轉型升級。本集團旗下武漢、鄭州、黔南、新都4家工廠於二零二二年獲得省級「綠色工廠」表彰，其中武漢工廠更榮獲國家級「綠色工廠」表彰。

In 2022, the Group started building "Green Plant" to promote the application of green and low-carbon technologies and facilitated company's green and low-carbon transformation and upgrading. The Group's four plants in Wuhan, Zhengzhou, Qiannan and Xindu won the provincial "Green Plant" title in 2022, among them, Wuhan Plant was awarded the national "Green Plant" title.

綠色低碳供應鏈

本集團鼓勵供應商綠色生產，優化能源結構。二零二二年，本集團成功推動啤酒花供應商升級燃煤鍋爐為燃氣鍋爐，減少其燃煤使用。

Green and Low-carbon Supply Chain

The Group encourages suppliers to produce in a green way and to optimize their energy structure. In 2022, the Group successfully promoted its hop suppliers to upgrade coal-fired boilers to gas-fired boilers, reducing their coal consumption.

本集團也鼓勵綠色物流，正在打造「雪花供應鏈數位化共用平台」，建立與第三方廠商結合的物流倉儲綜合管理模式，形成華潤啤酒供應鏈生態圈。本集團積極推廣長途貨運中應用鐵路、貨船等多式聯運，減少長途運輸使用貨車的比例。

The Group also encourages green logistics by establishing a "CRSB Supply Chain Digital Sharing Platform". The Group aims at forming an ecological circle of CRSB supply chain by building a comprehensive management model of logistics and warehousing with third-party manufacturers participated. Besides, the Group actively promotes the use of multimodal transport such as railways and cargo ships in long-distance freight transportation to reduce the proportion of trucks used in long-distance transportation.

此外，本集團正在推動將碳排放達標作為新供應商引入的加分項，逐步過渡至合格供應商入選標準項，優先選擇具有低碳環保優勢的供應商合作。本集團將繼續協助核心供應商建立碳排放統計核算機制，推動主要供應商編制ESG報告。

In addition, the Group is promoting carbon emission compliance as an extra-credit item for the introduction of new suppliers, which would gradually transition to a standard item, allowing the Group to give priority to work with suppliers of low-carbon and environmental-friendly advantages. The Group will continue to assist its core suppliers to establish a carbon emission accounting mechanism and to promote its major suppliers to prepare ESG reports.

優化能源結構

本集團自二零二一年起，本集團已經完全淘汰燃煤鍋爐的使用，全面實現燃煤零消耗。部分生產工廠配置外購蒸汽管線和天然氣鍋爐熱力雙供應系統，從用能穩定和成本控制出發靈活調整不同能源用量。在此基礎上，本集團致力降低汽油、柴油、天然氣等不可再生的天然資源的使用消耗，提升清潔能源、可再生能源使用比例。二零二二年，本集團成功實現：

Optimize Energy Structure

The Group has completely phased out the use of coal-fired boilers since 2021, fully achieving zero coal consumption. Some production plants are equipped with dual thermal supply systems with outsourced steam pipelines and natural gas boiler, which allows the plant flexibility in adjusting energy structure from the perspective of stable energy consumption and cost control. On this basis, the Group is committed to reducing the use of non-renewable natural resources such as gasoline, diesel and natural gas, and increasing the proportion of clean energy and renewable energy used. In 2022, the Group made successful achievements as below:

- 完成公務用車改革：減少公司公務車使用，汽油消耗量同比下降27.1%；
- The reform of company-owned vehicles has been completed. Gasoline consumption decreased by 27.1% year on year thanks to the reducing vehicles owned and used.

- 積極推廣使用電叉車替代柴油叉車，河南區域、甘青藏區域、蘇滬區域、安徽區域、晉陝區域等6個區域實現全面使用電叉車替換柴油叉車，工廠使用的柴油叉車量減少，柴油消耗量同比下降28.2%；
- The use of electric forklifts in place of diesel forklifts that 6 regions, including Henan, Gansu, Qinghai, Tibet, Jiangsu, Shanghai, Anhui, and Shanxi and Shanxi, has realized the full use of electric forklifts to replace diesel forklifts. Diesel consumption decreased by 28.2% year-on-year with the number of diesel forklifts used in plants decreased.

- 使用更多外購蒸汽，使用天然氣的工廠數量由去年同期的38家下降至29家，天然氣消耗量同比下降16.5%。
- The number of plants using natural gas decreased from 38 in the same period last year to 29. Natural gas consumption decreased by 16.5% year on year with more purchased steam used.

本集團在過去兩年的能源消耗如下：

Energy consumption of the Group in the past two years are set out as follows:

	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year Change
總能源消耗量 Total Energy Consumption	1,000千瓦時 1,000 kWh	**1,804,685**	1,886,663	-4.3%
直接能源消耗量-非可再生能源來源 Direct Energy Consumption – Non-renewable energy sources	1,000千瓦時 1,000 kWh	**410,293**	494,123	-17.0%
直接能源消耗量-可再生能源來源 Direct Energy Consumption – Renewable energy sources	1,000千瓦時 1,000 kWh	**7,318**	4,594	+59.3%
間接能源消耗量-外購電力 Indirect Energy Consumption – Electricity purchased	1,000千瓦時 1,000 kWh	**565,551**	563,794	+0.3%
間接能源消耗量-外購蒸汽能源 Indirect Energy Consumption – Imported steam	1,000千瓦時 1,000 kWh	**821,523**	824,152	-0.3%
單位綜合能耗密度* Consolidated energy consumption intensity per unit*	1,000千瓦時／千升產量 1,000 kWh/ kilolitre output	**0.1584**	0.1680	-5.7%

* 單位綜合能耗密度與第67頁為同一欄目，僅此處以1,000千瓦時的單位表達。

\# 以上部份同比變幅與所呈列的數字直接計算的結果未必相等，因所呈列數據經四捨五入，但百分比變幅是以原始數據做計算。

* Same item of consolidated energy consumption intensity per unit has been listed as on page 67 but presented in the unit of 1,000 kWh.

\# Some of the year-on-year changes may not be equal to the results of direct calculation of the figures presented above, as the figures presented are rounded, while the percentage changes are calculated based on the raw data.

可再生能源

本集團自二零一四年開始積極推動下屬工廠回收利用污水厭氧處理後產生的沼氣，通過沼氣鍋爐產生蒸汽供生產使用，減少對環境的污染和能源的消耗。本集團已成立「污水厭氧沼氣產蒸汽系統優化研究」項目組，進一步提升污水沼氣產率的最佳實施指南和標準，推廣良好實踐經驗和做法，提高各生產工廠沼氣產率，逐步提升本集團可再生能源使用比例。二零二二年，本集團下屬32家工廠配置沼氣鍋爐，轉化約130,048噸蒸汽作為工廠生產能源，節省外購蒸汽成本約人民幣3,496萬元。

本集團穩步推進光伏發電儲能項目，積極提升光伏發電量和使用電量。本集團自二零一九年起在浙江蕭山工廠開展第一個廠區光伏發電項目試點，二零二二年擴大至第二個廠區廣州工廠，兩家工廠總裝機容量7兆瓦，年內已累計使用約732萬千瓦時。本集團積極推進新建工廠或在生產工廠實施光伏發電項目，計劃二零二三年在蚌埠工廠和南京工廠新建光伏發電項目，另有5家生產工廠正在規劃中，希望於未來進一步提高可再生能源的使用比例。

此外，本集團繼續統籌推進綠電採購，因地制宜使用可再生能源。本集團正在有序推進風電、水電、太陽能發電、核電等綠電中長期戰略採購，依據各地上網電價變動情況及時調整採購比例。以已參與當地電力公司市場化交易的瀋陽工廠為例，該工廠所使用的風電電力佔其交易電量比為5%，即瀋陽工廠使用電量179萬千瓦時為可再生能源電量，約佔其啤酒生產總用電量的1.29%。

Renewable Energy

Since 2014, the Group has actively promoted its subsidiaries' plants to recover and utilize biogas generated from anaerobic digestion of sewage treatment, and then generated steam for production use from biogas boilers, which acts as a renewable energy source to reduce environmental pollution and energy consumption. The project team of "Research on the Optimization of Sewage Anaerobic Biogas Steam Production System" was established to further improve the best implementation guidelines and standards for sewage biogas yield, promote good practice experience and practices, improve the biogas yield of each production plant, and gradually increase the proportion of renewable energy used by the Group. In 2022, 32 plants of the Group were equipped with biogas boilers, converting approximately 130,048 tonnes of steam for energy use in plants and saving approximately RMB34.96 million in cost of purchasing external steam.

The Group steadily promotes photovoltaic power generation and energy storage projects, increasing the amount of photovoltaic power generation and electricity consumption actively. The Group has launched its first pilot photovoltaic power generation project in Xiaoshan Plant in Zhejiang since 2019, and has expanded to another plant, the Guangzhou Plant, in 2022. Together two plants are of a total installed capacity of 7 megawatt and the Group has recorded usage of approximately 7.32 million kWh during the year. The Group actively promotes the implementation of photovoltaic power generation projects in new plants to be built as well as plants in operation. Two photovoltaic power generation projects are expected to carry out in Bengbu Plant and Nanjing Plant in 2023 with 5 more plants under planning, in a hope to increase the proportion of renewable energy usage in the future.

In addition, the Group continues to coordinate the procurement of green electricity, making use of renewable energy according to local conditions. The Group is promoting medium-to-long-term strategic procurement of green power such as wind power, hydropower, solar power, and nuclear power in an orderly manner, with timely adjustment of the proportion of procurement according to changes in local on-grid electricity prices. Taking the Shenyang Plant as an example, which has participated in the market transactions with local electricity company, the wind power used by Shenyang Plant accounts for 5% of its electricity transaction. That is, Shenyang Plant used 1.79 million kWh of electricity from renewable energy, accounting for around 1.29% of its total electricity consumption for beer production.

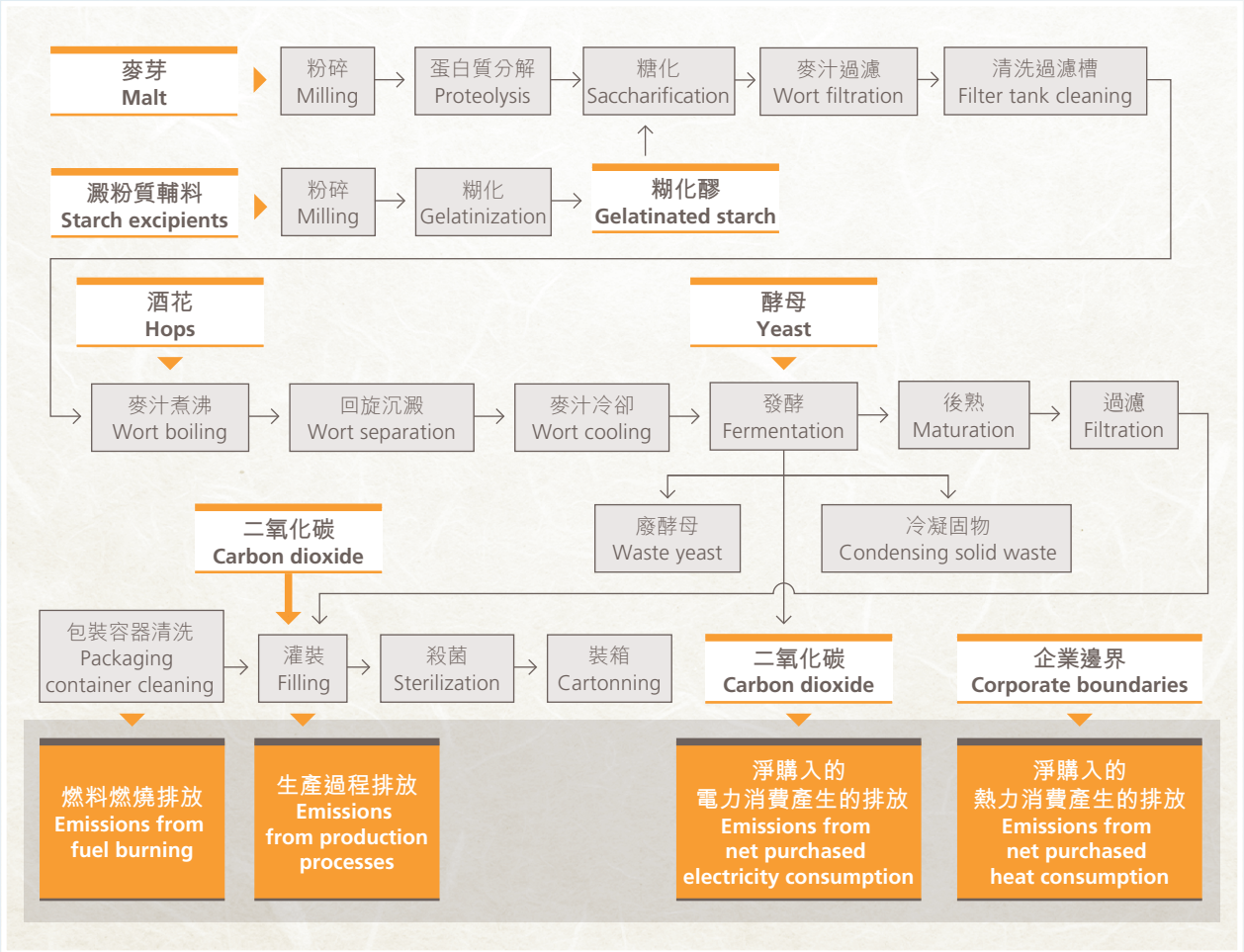
溫室氣體排放管理

本集團制定《碳排放核算方法》，完善碳排放核算的合規性，為實施《華潤啤酒碳達峰行動方案》及履行企業社會責任提供基礎支撐。該方法規定本集團的碳排放核算範圍是華潤雪花啤酒所屬各公司／分公司在生產過程中的二氧化碳及甲烷排放，詳見下圖：

GHG Emission Management

The Group formulated the "Carbon Emission Accounting Method" to improve the compliance of carbon emission accounting, providing fundamental support to the implementation of the "CRB Carbon Peak Action Plan" and fulfilling corporate social responsibilities. This method stipulates that the carbon emission calculation scope of the Group is the carbon dioxide and methane emission during the production process of each company/branch of China Resources Snow Beer, as shown in the picture below:

啤酒生產過程中的碳排放示意圖
The diagram of the carbon emissions during beer production process



本集團自願主動披露更多碳排放相關資料，自二零二一年起將啤酒生產過程中外購二氧化碳作為原料在使用過程中的損耗產生的排放和啤酒廢水厭氧處理過程中產生的甲烷排放納入溫室氣體排放的統計範圍。資料統計範圍的擴大反映了本集團對企業經營活動對氣候產生影響的重視，並採用審慎的態度衡量，積極採取措施，爭取可持續發展。

From 2021 onwards, the Group voluntarily discloses more information in relation to carbon emission that the emissions from the loss of purchased carbon dioxide ("CO_2") as raw material during the beer production process as well as the methane emission generated during the anaerobic treatment process of brewery wastewater have been included into the original statistical scope of greenhouse gas emissions. The expansion of data scope reflected that the Group has attached great importance to the climate impact of its business activities. With a prudent attitude in assessing the impact, the Group strives to achieve sustainable development by implementing appropriate measures.

本集團在過去兩年的溫室氣體總排放量及密度如下：

Total greenhouse gas emissions and density of the Group in the past two years are set out as follows:

項目 Subjects		單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year Change
溫室氣體排放總量* Total green-house gas emission*	（範圍1）(Scope 1)	千噸二氧化碳當量 1,000 tonnes CO_2 equivalent	**202**	228	-11.3%
	（範圍2）(Scope 2)		**648**	703	-7.9%
	（範圍1+2）(Scope 1+2)		**850**	932	-8.8%
單位溫室氣體排放密度 Greenhouse gas emissions intensity per unit	（範圍1）(Scope 1)	噸二氧化碳當量／千升產量 Tonnes of CO_2 equivalent/ kilolitre output	**0.018**	0.020	-12.4%
	（範圍2）(Scope 2)		**0.057**	0.063	-9.0%
	（範圍1+2）(Scope 1+2)		**0.075**	0.083	-9.8%

* 溫室氣體排放之計算按照華潤雪花啤酒內部的《碳排放核算方法》。為更精確地計算，該辦法已於二零二二年更新，並參照了中國生態環境部辦公廳發佈之《關於做好2023—2025年發電行業企業溫室氣體排放報告管理有關工作的通知》、《中國食品、煙草及酒、飲料和精製茶企業溫室氣體核算方法與報告指南(試行)》及香港聯合交易所有限公司發出之《環境關鍵績效指標匯報指引》。二零二一年的範圍一及範圍二數據已按照與二零二二年一致的計算方法重列。

* The greenhouse gas ("GHG") emission was calculated according to the internal "Carbon Emission Accounting Method" of CRSB. To enhance accuracy, the calculation method has been updated in 2022 with reference to the "Notice on the Management of Greenhouse Gas Emission Reporting of Enterprises in the Power Generation Industry from 2023 to 2025" issued by the General Office of the Ministry of Ecology and Environment of the People's Republic of China, the "Guidelines for Accounting and Reporting Greenhouse Gas Emissions from China Food, Tobacco, Alcohol, Beverages and Purified Tea Manufacturing Enterprises (Trial)", and the "Reporting Guidance on Environmental KPIs" issued by The Stock Exchange of Hong Kong Limited. Scope 1 and Scope 2 GHG data of 2021 have been restated in accordance with the calculation method consistent with 2022.

二零二二年，本集團溫室氣體排放總量(範圍1+2)較二零二一年同比減少約8.8%，主要因為本集團積極響應國家號召，大力推動價值鏈各環節的減排減碳措施。按單位產品溫室氣體總排放密度(範圍1+2)看，按年同比下降9.8%，主要得益於全面淘汰燃煤的基礎上，本集團加強可再生能源的使用。

Total GHG emissions (Scope 1+2) of the Group decreased by approximately 8.8% year-on-year in 2022 compared to 2021, primarily due to the Group's vigorous promotion for emission and carbon reduction initiatives in each link of the value chain in active response to the national call. Judging from total GHG emissions intensity per unit of product (Scope 1+2), we have achieved a 9.9% year-on-year decrease, thanks to the increasing use of renewable energy on the basis of the complete elimination of coal combustion.

二零二二年，本集團在四川區域試點，推動碳排放指標攻關。通過分析碳排放來源及碳足跡，採取多項有效措施，包括提升厭氧去除率、提高沼氣回收利用、降低外購蒸汽、柴油叉車改電叉車、提高二氧化碳回收率、開展熱能降耗精益項目等，取得良好成效如下：

In 2022, the Group carried out a pilot project in Sichuan and managed to reduce carbon emission by breaking down indicators. By analyzing the source of carbon emissions and carbon footprint, various effective measures have been taken, including increasing the anaerobic removal rate, increasing biogas recycling, reducing outsourced steam, replacing diesel-powered forklifts to electric-powered forklifts, increasing carbon dioxide recovery rate, and carrying out heat recycling lean projects, etc. Pilot project is of satisfactory results as follows:

- 單位碳排放量較2020年下降12%；
- 回收利用沼氣量累計超179萬立方米，較2020年提升65%，減少碳排放約37,518噸；
- 沼氣鍋爐產蒸汽量累計9,841噸，較2020年提升106%，減少碳排放約2,929噸。

- Carbon emissions per unit decreased by 12% compared to 2020;
- The amount of recycled biogas exceeded 1.79 million cubic meters, representing an increase of 65% over 2020, reducing carbon emissions by about 37,518 tonnes;
- The amount of steam generated from biogas boilers was 9,841 tonnes, representing an increase of 106% over 2020, reducing carbon emissions by about 2,929 tonnes.

廢氣排放物管理

大氣污染物排放方面，本集團所有工廠均已淘汰燃煤鍋爐，二零二二年煤炭量消耗量為零。此外，本集團通過提高沼氣回收利用效率，提高可再生能源的使用，減少化石能源如天然氣的消耗等。

Flue Gas Emission Management

In respect of atmospheric pollutant emissions, the Group has phased out coal-fired boilers in all plants, achieving zero coal consumption in 2022. In addition, the Group is improving the efficiency of biogas recovery and utilization, increasing the proportion of renewable energy used, and reducing the consumption of fossil energy such as natural gas.

二零二二年，本集團天然氣消耗量同比減少16.5%，部分工廠外購天然氣含硫量低，帶動二氧化硫排放量同比下降30.1%。

In 2022, the natural gas consumed by the Group decreased by 16.5% year-on-year, and the lower sulphur content of natural gas purchased by certain plants contributed to a decrease of 30.1% year-on-year in sulphur dioxide emissions.

此外，本集團於近年逐步推進燃氣鍋爐的低氮燃燒改造，河南、四川、湖南等多家工廠實施低氮燃燒改造，帶動氮氧化物(NO_x)的排放同比下降21.0%。

In addition, the Group has implemented low-nitrogen combustion conversion for gas-fired boilers in recent years. As low-nitrogen combustion conversion was carried out in several plants in Henan, Sichuan and Hunan, the nitrogen oxide (NO_x) emissions decreased by 21.0% year-on-year.

過去兩年廢氣排放物數據如下：

Flue gas emission data in past two years are set out as follows:

廢氣排放物種類 Type of air emissions	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year Change
二氧化硫(SO_2)* Sulphur dioxide (SO_2)*	噸 Tonnes	**9**	13	-30.1%
氮氧化物(NO_x)* Nitrogen oxides (NO_x)*	噸 Tonnes	**67**	84	-21.0%

* 主要是為啤酒生產過程中提供熱能時燃燒燃料所產生。

\# 以上部份同比變幅與所呈列的數字直接計算的結果未必相等，因所呈列數據經四捨五入，但百分比變幅是以原始數據做計算。

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

\# Some of the year-on-year changes may not be equal to the results of direct calculation of the figures presented above, as the figures presented are rounded, while the percentage changes are calculated based on the raw data.

展望未來，本集團將繼續推動能源結構優化，提升清潔能源使用比例，尤其是可再生能源的使用比例。本集團將繼續提升沼氣回收利用效率，在更多工廠實施光伏發電，並探索其他可再生能源的使用。根據本集團EHS管理「十四五」規劃目標，在低碳運營方面，本集團爭取二零二五年溫室氣體排放總量和排放密度較二零二零年分別下降9.7%和10.7%；在減少廢氣排放方面，本集團爭取二零二五年二氧化硫(SO_2)和氮氧化物(NO_x)較二零二零年分別下降13.0%和14.5%，目前進度理想。

Looking ahead, the Group will continue optimization of energy structure and increase the proportion of clean energy use, especially the use of renewable energy. The Group will continue to improve the efficiency of biogas recovery and utilization, implement photovoltaic power generation in more plants, and explore the use of other renewable energy sources. According to the targets set out in the "14th Five-Year Plan" for EHS management of the Group, in terms of low-carbon operation, the Group strives to achieve low-carbon operations by reducing the total amount of greenhouse gas emissions and emission intensity by 9.7% and 10.7% respectively compared with 2020 in 2025. In terms of reducing air emissions, the Group strives to lower down SO_2 and NO_x by 13.0% and 14.5% respectively compared with 2020 in 2025. Currently, the progress of achieving such targets is on schedule.

(三)氣候變化風險及機遇

本集團意識到氣候變化對企業帶來長期和重大的影響和風險，正著力制定策略對應，盡量避免對業務運營造成負面影響。

本集團在二零一六年至二零一七年開展啤酒全生命週期碳足跡研究及核查試點，並與國際同行足跡參考對比。參考研究及核查對比結果，本集團在產品結構、能源結構、原材料結構等方面實施降碳舉措。比如，本集團發現同容量的玻璃瓶產品碳足跡比易拉罐的碳足跡高80%，因而逐步調整產品結構，逐步提高易拉罐產品比重，降低玻璃瓶使用，加強包裝材料的回收利用等方式減少包裝材料的碳排放影響。當前，本集團所使用的包裝物資中，瓶蓋、易拉罐和紙箱等均為可回收物資，玻瓶為重複利用物資。二零二二年玻璃瓶使用量同比下降4.0%，鋁制易拉罐使用量同比上升40.8%。而玻璃瓶使用量中，約75%的酒瓶來自市場回收。

(III) RISKS AND OPPORTUNITIES OF CLIMATE CHANGE

The Group recognizes that climate change has long-term and material impacts and risks on an enterprise, so we commit to developing corresponding strategies in order to avoid negative impacts on the business operations.

The Group conducted researches for the life cycle of beer's carbon footprint and pilot verifications from 2016 to 2017, and also compared to those of international peers. By referring to the results of such researches, verifications and comparisons, we implemented carbon reduction measures in terms of product structure, energy structure, and raw material structure. For instance, we found out that the carbon footprint of glass bottle products of the same capacity was 80% higher than that of aluminium cans, so we gradually adjusted the product structure by gradually increasing the proportion of aluminium cans, and reducing the use of glass bottles, enhance the recycling of packaging materials to reduce the carbon impact of packaging materials. Currently, among the packaging materials used by the Group, bottle caps, cans and cartons are recyclable materials and glass bottles are reusable materials. In 2022, the use of glass bottles decreased by 4.0% year-on-year, while the use of aluminium cans increased by 40.8% year-on-year. Approximately 75% of the glass bottles used were recycled from the market.

二零二二年，本集團成立華潤啤酒碳達峰行動方案編制組，編制並發佈《華潤啤酒碳達峰行動方案》，明確各職能部門的降碳任務、量化指標和實施路徑，努力實現綠色轉型、高質量發展，改善方向包括：

- 持續檢討能源結構，加快不可再生資源替代，穩步提升可再生能源使用。
- 調整產能規模結構，加快產能規模化、集約化進程。
- 推進生產工藝升級，推動設備降碳改造，降低營運生產環節碳排放。
- 打造數智化生產工廠，全面推進智慧化製造。
- 構建綠色低碳供應鏈，推動產業低碳協同示範。
- 大力發展循環經濟，推動協同減污降碳。

重大氣候變化對業務之影響

氣候變化使極端天氣事件的出現次數更為頻繁，或導致農作物失收或干擾日常的國際船運班次，對原材料進口等上游供應鏈營運構成影響。有見及此，本集團的採購部門持續對極端天氣事件進行監察及風險評估。一旦發現原材料地區出現如乾旱、洪澇等極端天氣事件，部門將評估事件對當地各個農產品生產的影響，其中包括大麥和酒花，輔料及大米等原材料。這不但使本集團可以避免啤酒釀造原材料短缺的問題，更可有效應對價格及生產成本上漲等不穩定性因素。為保障將來運營及供應的穩定性，本集團確保有多個地方的原材料供應來源，避免過分依賴單一地域的供應商，進一步提高供應鏈應對氣候變化的韌性。

In 2022, the Group established the working group to issue the "CRB Carbon Peak Action Plan", clarifying the carbon reduction tasks, quantitative indicators and implementation approaches of each functional department. The Group strives to achieve green transformation and high-quality development by taking actions include:

- Reviewing the energy structure constantly, accelerating the replacement of non-renewable resources and steadily increasing the use of renewable energy.
- Adjusting the scale structure of production capacity and accelerating the process of scale-up and intensification of production capacity.
- Promoting the technology upgrade and low-carbon equipment to reduce carbon emissions in the operation and production process.
- Building digital plants and promoting smart manufacturing comprehensively.
- Constructing a green and low-carbon supply chain and promoting industrial low-carbon collaborative demonstration.
- Promoting circularity and coordinated reduction of pollution and carbon emission.

Impact of Significant Climate Change on Business

Climate change led to more frequent extreme weather occurrence, bad harvest of crops, the disturbance of regular international shipment services, and impacted the operations of upstream supply chain such as the import of raw materials. Given this situation, the Procurement Department of the Group continuously conducted monitoring and risk assessment on extreme weathers. Once extreme weathers such as drought and flood are found in raw material regions, the department will assess the impacts of the events on the production of each local agricultural product, including raw materials like barley, hops, auxiliary materials and rice, which enables us to not only avoid the brewing beer raw material shortage problem, but also effectively respond to uncertainties like rising of prices and production costs. To safeguard the stability of future operation and supply, the Group ensures supply sources of raw materials from various places, with a view to avoiding excessively depending on the suppliers in a single area and further improving the tenacity of supply chain for responding to climate change.

另一方面，全球水資源短缺的問題將因為日漸頻繁的旱澇災害惡化，對將來啤酒的生產運營構成影響。為了最大限度的保護水資源，本集團在各地工廠，尤其是位於水資源短缺地區的工廠，採取積極行動措施，如減少使用地下水及增加水的循環再用，優化升級改造啤酒釀造工藝，逐年降低生產水耗。展望未來，本集團將繼續在工廠選址過程及產能優化中重點考慮氣候變化議題，並把地方水資源短缺問題納入至其中的評估範圍。

On the other hand, the shortage problem of global water resources will have impacts on the production and operation of beer in the future due to the deterioration of gradually frequent drought and flood disasters. To protect water resources to a maximum extent, the Group took active actions in all plants, especially the plants located in water-scarce areas, such as reducing the usage of underground water and increasing the usage of recycled water, optimizing, upgrading and modifying beer brewing processes, for the purpose of reducing water consumption during production process year by year. Looking ahead, the Group will continue to consider climate change issues as its focus in site selection process for factory and optimization of its production efficiency and include local water shortage in its assessment.

本集團正積極考慮以科學方法全面分析氣候變化對行業及本集團自身未來發展將會產生的實體影響。此舉將有助加強本集團對氣候變化風險的管控，並制定長、中及短期的氣候變化應對策略。本集團同時積極響應國家的「十四五」規劃願景，結合香港聯合交易所與監管機構要求，進一步規劃減少生產過程中的碳排放及節約資源使用。本集團會繼續積極落實清潔能源項目，降低產品全生命週期碳足跡，為消費者提供優質低碳的產品和服務。

The Group is actively considering and comprehensively analyzing, in a scientific way, the actual impacts of climate change which will be caused on the industry and the Group's own future development. This action will help strengthen the management and control of the Group on climate change risks, and develop long-term, medium-term and short-term strategies to cope with climate change. At the same time, in line with China's "14th Five-Year" Plan vision, we will formulate our plan of further reducing carbon emissions and saving resources used in our production process, taking into account the requirements of the Stock Exchange of Hong Kong and the regulatory authorities. The Group will continue to actively implement the clean energy project, reduce the carbon footprint in whole life cycle of products, aiming at providing quality and low-carbon products and services to consumers.

(四)水資源管理及污水處理

水資源稀缺是本集團關注的重大環境議題之一。在全球水資源日漸匱乏的情況下，本集團致力保護珍貴的水資源。為了加強水資源管理，本集團根據國家標準制定了17項管理指標，當中包括反滲透廢水率、冷凝水回收率、循環利用率、重複利用率等，更有效地進行統一監管及統計。

(IV) WATER RESOURCES MANAGEMENT AND SEWAGE TREATMENT

Water shortage is one of the major environmental issues concerning the Group. Under the situation of gradual shortage of global water resources, the Group commits to protecting valuable water resources. To strengthen water resources management, the Group formulated 17 management indicators, including reverse osmosis sewage rate, condensate water recycling rate, water recycling rate and reuse rate according to national standards, and included them for unified supervision and calculation.

水資源管理

為減少新建工廠對周邊生態環境及水源造成影響，本集團制定了《生產工廠設計規範》，要求在旗下所有作業工廠周邊兩公里範圍內無污染性企業、土地無重金屬和放射性物質污染，並對附近水源的水質進行嚴格的監控，確保本集團的生產能達到「零污染、低能耗、清潔生產」。

本集團十分關注在水資源短缺地區營運過程中的水資源管理，避免過度提取當地水源。二零二二年，本集團參照中國國家水利部發佈的二零二一年水資源公告，國家統計局發佈的第七次人口普查統計資料，以及全球水資源論壇的界定，更精細地識別出中國有10個省、市、自治區面臨水資源短缺。按此口徑界定，本集團當前在水資源短缺地區的作業工廠數目為20家。

本集團近年逐步關閉在水資源短缺地區的作業工廠，並注重提升在該地區工廠的水耗效益。二零二二年，本集團關閉兩家位於水資源短缺地區的低效工廠（鐵嶺工廠和阜新工廠），本集團在水資源短缺地區的作業工廠的單位產品水耗為2.69立方米／每千升產量，較本集團整體平均水耗低，在啤酒行業中表現突出。

Water Resources Management

To reduce the impacts of newly-built plants on surrounding ecological environment and water sources, the Group formulated the "Production Plant Design Specifications", which required that there shall be no polluting operations and land pollution with heavy metal and radioactive substances in the area within 2 kilometers distance from all plants under the Group, with stringent monitoring on the water quality of surrounding sources, ensuring "zero pollution, low energy consumption and clean production" in the Group's production.

The Group paid great attention to water resources management during the process of operation in water-scarce areas to avoid excessive extraction of local water resources. In 2022, the Group has identified more precisely 10 provinces, cities and autonomous regions in the PRC that are experiencing water scarcity by making reference to the China Water Resources Bulletin 2021 published by Ministry of Water Resources of the People's Republic of China, the seventh National Population Census issued by National Bureau of Statistics, and the definitions of the World Water Forum. According to the new definition, the Group currently operates 20 plants in water-scarce areas.

In recent years, the Group has gradually closed its operating plants in water-scarce areas and improved the water consumption efficiency of operating plants in these areas. In 2022, the Group has shut down two inefficient plants located in water-scarce areas, namely Tieling Plant and Fuxin Plant. The water consumption intensity per unit of the Group's operating plants in water-scarce areas was 2.69 cubic metres per kilolitre output, which was lower than the Group's overall average water consumption intensity and was outstanding in the beer industry.

本集團亦不斷投入資源發展創新的節水科技，並將相關科技應用到所有的作業工廠，以減少耗水量並提高用水效率。本集團開展的項目包括：

- 精益生產，減少CIP清洗次數；
- 包裝主耗水設備(如洗瓶機、殺菌機)進行水平衡／熱平衡改造；
- 回收利用糖化二次蒸汽；
- 北方冬季製冷用風冷，降冷卻水耗；
- 利用冷凝水用於包裝主機熱交換等。

The Group also continuously invested resources to develop and innovate energy saving technology and applied relevant technology into all operating plants to reduce the water consumption and improve the utilization efficiency of water resources. Our launched projects include:

- Lean production to reduce the frequency of CIP cleaning;
- Transformation of Water/thermal balance for major water-consuming equipment used in the packaging process (i.e. bottle washing machine, sterilizer);
- Recycling steam in the saccharification process;
- Air cooling in winter in the north to reduce cooling water consumption;
- Utilizing condensed water for heat exchange of packaging machines, etc.

除此之外，本集團將污水處理後中水用於污泥壓濾機的沖洗水，去氧水製備濃水用於衛生用水，並對企業生產過程中的冷卻水、RO濃水、蒸汽冷凝水等循環、回收利用，減少水資源的浪費。

In addition, the Group uses reclaimed water after sewage treatment as the flushing water of the sludge filter press, uses concentrated water from deoxygenated water preparation as sanitary water, and recycle water in the production process of the enterprise such as the cooling water, RO concentrated water and steam condensed water to reduce the waste of water resources.

透過以上節水技術和工藝，本集團的總用水量由二零一六年的38,781千立方米減少至二零二二年的30,923千立方米；單位產品水耗由二零一六年的3.25立方米／每千升產量減少至二零二二年的2.72立方米／每千升產量，處於國內同行領先水平，並與國際同行比肩。二零二二年，本集團總產量同比上升1.3%，但用新水量同比僅升0.3%，單位產品水耗同比下降1.0%。

Through the aforesaid water saving technologies and processes, the total water consumption of the Group decreased from 38,781 thousand cubic metres in 2016 to 30,923 thousand cubic metres in 2022; the water consumption intensity per unit decreased from 3.25 cubic metres/kilolitre output in 2016 to 2.72 cubic metres/kilolitre output in 2022, which is leading among the domestic industry peers and comparable to the international peers. In 2022, the Group's total output increased by 1.3% year-on-year, but the amount of water consumption only increased by 0.3% year-on-year, and the water consumption intensity per unit decreased by 1.0% year-on-year.

本集團在二零二二年和二零二一年的用水量數據如下：

The water consumption data of the Group in 2022 and 2021 is set out as follows:

	單位 **Unit**	**二零二二年** **2022**	二零二一年 2021	同比變幅 Year-on-year Change
用新水量 **Water consumption**	千立方米 1,000 cubic metres	**30,923**	30,837	+0.3%
總產量 **(=啤酒產量+飲料產量)** **Total output** **(=beer output + beverage output)**	千升 Kilolitre	**11,385,064**	11,241,993	+1.3%
單位產品水耗 **Water consumption intensity per unit**	立方米／每千升產量 Cubic metres/kilolitre output	**2.72**	2.74	-1.0%

二零二二年，本集團推動工廠開展節水型工廠建設，鼓勵有條件的工廠樹立先進典型，提升工業用水效率。截至二零二二年底，本集團旗下河北、常州、朝陽、鄭州工廠4家工廠獲得省級「節水型企業」稱號，旗下黔南、黔東南工廠2家工廠獲得省級「節水型標桿企業」稱號。二零二三年三月，旗下武漢工廠獲授予國家級「水效領跑者」稱號，為中國最高等級的節水榮譽。

In 2022, the Group started the construction of water-saving plants, encouraging qualified plants to set up advanced models and improving the efficiency of industrial water use. By the end of 2022, 4 plants of the Group in Hebei, Changzhou, Chaoyang and Zhengzhou have won the title of provincial "water-saving enterprise", and 2 plants in Qiannan and Qiandongnan have won the title of provincial "water-saving benchmark enterprise". In March 2023, Wuhan Plant was awarded the title of "National Water Efficiency Leading Enterprise", the highest water-saving honour in China.

本集團的地下水使用量則由二零一六年的1,500餘萬立方米使用量(約佔總用水量的41%)減至二零二二年的3,973千立方米(約佔總用水量的12.8%),累計減少地下水使用量達5,780餘萬立方米。二零二二年,本集團地下水單位產品消耗為0.35立方米/每千升產量。

The underground water consumption of the Group decreased from over 15 million cubic metres in 2016 (representing approximately 41% of the total water consumption) to 3.973 million cubic metres in 2022 (representing approximately 12.8% of the total water consumption), with the cumulative reduction of underground water consumption of more than 57.8 million cubic metres. In 2022, the Group's underground water consumption intensity per unit was 0.35 cubic meters per kilolitre output.

	單位 Unit	二零二二年 2022	佔取水量比例 % of water withdrawal
取水量 Water withdrawal	千立方米 1,000 cubic metres	**30,923**	100%
取水量－地下水 Water withdrawal from underground water	千立方米 1,000 cubic metres	**3,973**	12.8%
取水量－市政水廠 Water withdrawal from municipal water plants	千立方米 1,000 cubic metres	**26,950**	87.2%

污水排放管理

在污水處理方面,本集團嚴格遵守國家或地方污水排放標準,所有工廠均配置有污水處理系統,並制定嚴於合規要求的內控指標,管控污水排放風險。所有工廠污水排放口均設置有化學需氧量(COD)、氨氮、總磷、總氮檢測設備,並與所在地生態環境保護監管部門聯網,實時傳送pH值和污水流量等指標數據,確保數據準確及有效監督。

Sewage Discharge Management

In respect to sewage treatment, the Group strictly complies with the national or local sewage discharge standards, with all plants equipped with sewage treatment systems. The Group also formulates the internal control index in compliance with regulations and requirements, effectively controlling sewage discharge risks. Devices for the inspection and testing of Chemical Oxygen Demand (COD), ammonia nitrogen, total phosphorus and total nitrogen have been installed at sewage outlets at all plants, which are connected to the local ecological and environmental protection supervision department for realtime data transfer of indicators such as pH value and discharging volume to ensure accurate data and effective supervision.

二零二二年,本集團組織開展水污染物達標排放專項檢查,各區域公司成立以區域EHS分管副總為負責人的專項檢查工作組,組織開展區域內專項檢查,總體排查問題703項。

In 2022, the Group organized and carried out special inspections on water pollutant discharge standards, and regional companies established a special inspection working group headed by the regional EHS vice president to organize and carry out special inspections in the region, with a total of 703 problems inspected.

本集團將生產工廠的環境績效表現作為是否實施產能優化的重要依據之一，逐步關停污水排入自然水體的工廠；或者在地方政府的大力支持下，持續投入資金改造工廠的污水外排管線，將污水排入市政污水集中處理設施，減少排放污水至自然水體。截至二零二二年末，華潤啤酒僅餘2家工廠的污水排入自然水體。於回顧期內，僅1.2%的污水經工廠初步處理達標後排放至自然水體，其餘98.8%的污水排放至市政管網等污水集中處理設施。

The Group regards the environmental performance of operating plants as one of the important criteria for capacity optimization consideration and shuts down plants that discharge sewage into natural waters step by step. Or, with strong support from the local government, the Group continuously invest in the pipeline transformation so that sewage could be discharged into the centralized treatment facilities for urban sewage treatment and less would be discharged into nature waters. As of the end of 2022, CR Beer had only 2 plants that discharged its sewage into natural waters. During the period under review, only 1.2% of the sewage was discharged to natural water after preliminary treatment by the plants, and the remaining 98.8% was discharged to municipal sewers such as municipal pipe networks.

	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year Change
污水排放總量 Total amount of sewage discharge	噸 Tonnes	**18,901,871**	19,149,308	-1.3%
污水排放量(排入市政管網) Amount of sewage discharged into municipal sewers	噸 Tonnes	**18,673,132**	18,658,818	+0.1%
污水排放量(排入自然水體) Amount of sewage discharged into natural waters	噸 Tonnes	**228,739**	490,490	-53.4%

二零二二年，本集團排入自然水體的污水排放量同比大幅下降53.4%。受益於此，本集團二零二二年排入自然水體的化學需氧量(COD)和氨氮分別同比下降79.0%和85.9%。

In 2022, the Group's sewage discharged into natural water dropped significantly by 53.4% year-on-year. Benefitted from this, the amount of Chemical Oxygen Demand (COD) and ammonia nitrogen emissions of the Group being discharged into natural waters recorded a year-on-year decrease of 79.0% and 85.9%, respectively.

排放物種類 Emission type	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year Change
化學需氧量(COD) Chemical Oxygen Demand (COD)	噸 Tonnes	**892**	879	1.5%
化學需氧量(排入市政管網) COD (discharged into municipal sewers)	噸 Tonnes	**886**	851	4.1%
化學需氧量(排入自然水體) COD (discharged into natural waters)	噸 Tonnes	**6**	28	-79.0%
氨氮排放總量 Total ammonia nitrogen emissions	噸 Tonnes	**90**	92	-2.5%
氨氮排放量(排入市政管網) Ammonia nitrogen emissions (discharged into municipal sewers)	噸 Tonnes	**89.9**	90.9	-1.0%
氨氮排放量(排入自然水體) Ammonia nitrogen emissions (discharged into natural waters)	噸 Tonnes	**0.2**	1.6	-85.9%

以上部份同比變幅與所呈列的數字直接計算的結果未必相等，因所呈列數據經四捨五入，但百分比變幅是以原始數據做計算。

Some of the year-on-year changes may not be equal to the results of direct calculation of the figures presented above, as the figures presented are rounded, while the percentage changes are calculated based on the raw data.

啤酒廢水資源化利用

二零二零年底，生態環境部與國家市場監督管理總局聯合發佈《啤酒工業污染物排放標準》(GB19821-2005)修改單，允許啤酒製造企業與下游污水處理廠通過簽訂具有法律效力的書面合同，共同約定水污染物排放濃度限值，不再受納管排污標準的限制，從而實現啤酒廢水直接資源化利用。雖然啤酒生產廢水中有機物濃度很高，但可生化性很好，且不含有毒有害物質，可以作為城市污水處理廠的「液體營養液」幫助其補充碳源，既降低了污水處理廠的成本，也為啤酒廠節省污水處理費用。

Resourceful Utilization of Beer Waste Water

At the end of 2020, the Ministry of Ecology and Environment and the State Administration for Market Regulation jointly issued the amendment to the "Pollutant Emission Standards for Beer Industry"(GB19821-2005), allowing beer manufacturers and downstream sewage treatment facilities to jointly agree on the concentration limit of water pollutant discharge by signing a legally valid written contract, and be no longer subject to the standard for wastewater discharge, so as to realize the direct resource utilization of beer wastewater. Although the concentration of organic matter in beer wastewater is very high, the beer wastewater is biochemically good and does not contain toxic and harmful substances. Therefore, the beer wastewater as a "liquid nutrient solution" can be added to urban sewage treatment facilities as extra carbon source, which not only reduces the cost of sewage treatment facilities, but also saves sewage treatment costs for breweries.

本集團積極推動啤酒廢水資源化利用，執行「協商限值」的新政策。截至二零二二年末已有蘇州、常州、濱州、綿陽、宜昌、秦皇島、聊城、新都、內江等9家工廠實施「協商限值」。

The Group actively promoted the resourceful utilization of beer waste water by applying "negotiated discharging limit". As of the end of 2022, 9 operating plants in Suzhou, Changzhou, Binzhou, Mianyang, Yichang, Qinhuangdao, Liaocheng, Xindu and Neijiang had implemented "negotiated discharging limit".

同時，為規範「協商限值」實施所帶來的風險，本集團制定《華潤雪花啤酒污水執行協商限值指引》，規範事前、事中、事後等執行協商限值過程中的操作要求和注意事項，特別是重點關注污水全指標評估、總量限值變更以及經濟效益評估等方面的要求。

At the same time, in order to regulate the risk brought by the implementation of "negotiated discharging limit", the Group had formulated the "CRSB Guidelines for the Implementation of Sewage Negotiated Discharging Limit", which standardizes the operation requirements and precautions in the execution process before, during, and after the implementation of "Negotiated Discharging Limit". In particular, it focuses on the requirements for the evaluation of all indicators of sewage, the change of the total amount limit, and the evaluation of economic benefits.

本集團一直積極提升啤酒廢水利用價值的公眾認知。二零二二年《中國環境》雜誌發表題為「啤酒廢水作為碳源直送污水處理廠—聊城經開區污水廠喝水了啤酒營養液」的報導，正面宣傳本集團旗下聊城工廠啤酒廢水「變廢為寶」資源化利用合作項目，實現了企業廢水資源化利用和碳減排的雙贏。

The Group has been promoting public awareness of the utilization value of beer wastewater. In 2022, the "China Environment" magazine published a report entitled the "Beer Wastewater Discharge to the Sewage Treatment Plant as a Carbon Source - Sewage Plant in Liaocheng Economic Development District Drinks Beer Nutrient Solution", which tells the story of the Group's Liaocheng Plant carried out a cooperation project of beer waste water utilization and "turned beer wastewater into treasure", achieving a win-win situation of enterprise wastewater resource utilization and carbon emission reduction.

展望未來，本集團將繼續重視水資源管理，對啤酒生產工藝步驟進行梳理，持續提升用水效能，加大用水循環，加強節水改造，爭取水耗表現達到行業領先水平。水污染長期治理方面，本集團已制定「污水治理三年攻堅行動計劃」，重點提升污水處理系統管理和污水線上監測能力，在設備設施配置、污水運行管控、操作人員技能及培訓、異常排放應對等方面加強工作。本集團也將繼續研究啤酒廢水綜合利用，變廢為寶，有效循環利用資源。此外，本集團在考慮搬遷、新建工廠時，除了考核水質指標是否達到工藝要求外，會更為注重工廠選址、建設對周邊生態環境造成的影響評估。

Looking ahead, the Group will continue to focus on water resources management. By sorting out the beer production process steps, improving water efficiency, increasing water recycling, strengthening water-saving renovations, the Group strives to achieve industry-leading in terms of water consumption performance. In terms of long-term treatment of water pollution, the Group has formulated a Three-year Action Plan for Sewage Treatment, with a focus on improving sewage treatment system management and sewage online monitoring capabilities. The Group shall strengthen work in various aspects such as equipment and facility configuration, sewage operation control, operators' skill and required training, and response to abnormal discharge. In addition, the Group will continue to study the comprehensive utilization of brewery wastewater, turning waste into treasure and recycling resources effectively. When considering relocation and building new plants, in addition to assessing whether the water quality indicators meet the production requirements, the Group shall pay more attention to the impact assessment of factory site selection, and the influence made by the construction to the surrounding ecological environment.

(五)包裝材料及廢棄物處理

本集團致力加強廢棄物及包裝材料的管理，從包裝設計、生產、物流和零售等範疇減少資源使用。本集團在運營過程中產生的主要廢棄物為酒糟、廢酵母，而包裝材料主要包括玻璃瓶、鋁制易拉罐、紙箱和塑膜。為妥善處理以上資源，本集團制定一系列的管理制度，如《華潤雪花啤酒固體廢物管理制度》《華潤雪花啤酒副產品及廢舊物資管理規定》等。

推動綠色包裝

在保持質量要求的前提下，本集團多年來一直努力透過產品包裝的設計及物料選用過程，達致包裝物料輕量化，實施源頭減廢，並取得以下成果：

(V) PACKAGING MATERIAL AND WASTE TREATMENT

The Group stays committed to enhancing the management of the waste and packaging material to reduce the resources used in areas such as packaging design, production, logistics and retailing. The waste generated during the Group's operation mainly includes distiller's grains and waste yeasts, while the packaging materials mainly include glass bottles, aluminum cans, cartons and plastic films. In order to properly dispose of the above resources, the Group have formulated a series of management regulations such as the "Solid Waste Management System of CRSB" and the "Regulations on the Management of By-products and Waste Materials of CRSB".

Promote Green Package

On the premise of maintaining quality requirements, the Group has been striving to achieve the lighter weight of packaging materials through product packaging design and material selection process over the years. By implementing the reduction of waste at source, achievements have been made as follows:

鋁制易拉罐 **Aluminum Cans**	鋁制易拉罐厚度由0.265毫米降低至0.260毫米。 The thickness of aluminum cans reduced from 0.265mm to 0.260mm.
紙箱 **Cartons**	採用低克重、高強度原紙； Use low-gram, high-strength base paper; 推動預印紙箱替代膠印紙箱，紙箱克重由215克降低到200克； Promote pre-printed cartons to replace offset cartons, decreasing the weight of carton from 215 grams to 200 grams; 使用預印紙箱量的比率從前期的37%提升至82%。 The proportion of the use of pre-printed cartons increases from 37% in the previous period to 82%.
托盤 **Pallets**	所有木製托盤、鐵製托盤已被塑膠托盤替代。 All wooden pallets and iron pallets have been replaced by plastic pallets.
玻璃瓶 **Glass Bottles**	建立玻璃瓶回收機制，並由以前散裝回收轉變為承包商回收，高效快捷。 Develop a glass recycling mechanism, and switch from separate recycling to recycling by contractors which is efficient and fast. 不斷研發輕量化玻璃瓶，減重減能耗減碳排放。 Research and development on light glass bottle to reduce weight, energy consumption and carbon emission.

二零二二年，本集團繼續踐行綠色發展理念，積極推進綠色高性能PET啤酒包裝、輕量化啤酒瓶開發研究、易拉罐戰略合作項目等工作。華潤集團標桿項目「綠色高性能PET啤酒包裝材料創新聯合體」也正式簽約掛牌，華潤雪花啤酒與華潤化學材料未來將緊密圍繞PET啤酒包裝材料的研發應用展開通力合作。此外，本集團聯合多家玻瓶供應商開展「喜力®」小口壓吹輕量啤酒瓶的研究與推廣應用，在保證質量性能的基礎上，實現不同瓶型料重降低0%至5%。

In 2022, the Group continued to combine the concept of green development into practice by pushing forwards multiple projects such as green high-performance PET beer packaging, research and development of lightweight beer bottles, and strategic cooperation for cans. CRH's benchmark "Innovation Consortium Project of Green High-performance PET Beer Packaging Material" has also officially signed and put into operation. CRSB and China Resources Chemical Innovative Materials Co., Ltd. closely cooperate with each other in R&D and application of PET beer packaging materials in the future. At the same time, the Group cooperated with a number of glass bottle suppliers to carry out the R&D and application of "Heineken®" lightweight beer bottles with the narrow neck press & blow technology, which shall reduce the weight of different bottle types by 0% to 5% when ensuring quality and performance.

本集團在過去兩年的產品包裝材料消耗量數據如下：

The data on the Group's consumption of product packaging materials in the past two years are set out as follows:

	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year change
玻璃瓶* Glass Bottle*	千噸 1,000 tonnes	**6,182**	6,436	-4.0%
鋁制易拉罐 Aluminum Can	千噸 1,000 tonnes	**160**	114	+40.8%
紙箱 Carton	千噸 1,000 tonnes	**342**	326	+4.9%
塑膜 Plastic Film	千噸 1,000 tonnes	**14**	12	+13.0%

* 由於採購全新玻璃瓶會對環境造成一定影響，所以本集團加大玻璃瓶回收力度，清潔消毒後重複使用。二零二二年，本集團使用的玻璃瓶數量中，約75%為回收再利用的舊瓶，約25%為新採購的新瓶。

\# 以上部份同比變幅與所呈列的數字直接計算的結果未必相等，因所呈列數據經四捨五入，但百分比變幅是以原始數據做計算。

* Since purchasing new glass bottles would make certain impact on the environment, the Group increases the recycling of glass bottles and reuse them after cleaning and disinfection. Approximately 75% of the glass bottles used by the Group in 2022 were recycled and approximately 25% were newly purchased.

\# Some of the year-on-year changes may not be equal to the results of direct calculation of the figures presented above, as the figures presented are rounded, while the percentage changes are calculated based on the raw data.

本集團目前所使用的包裝物資中，瓶蓋、易拉罐和紙箱等均為可回收物資，綠色包裝採購佔比為39%。玻璃瓶為可回收再用物資，本集團把回收得到的玻璃瓶進行清潔消毒後再度使用。

Currently, among the packaging materials used by the Group, bottle caps, cans and cartons are recyclable materials and green packaging procurement accounted for 39%. The glass bottles are reusable materials that the Group cleaned and sanitized the recycled glass bottles and reused them.

自《啤酒瓶》新國標二零二一年八月一日起正式實施，為響應國家節能減排號召及公司高質量發展戰略需求，本集團重點構建供應鏈回瓶商體系，提升玻瓶回收效能，提高玻瓶流轉價值，充分合規利用可回收啤酒瓶，減少流通過程中質量衰減，減少物料和能源浪費。

In response to the new national standard of "Beer Bottle" implemented officially on 1 August 2021, and the national call for energy saving and emission reduction and the Group's strategic promotion of high-quality product, the Group focuses on building a recycling glass bottle system along the supply chain making full use of recyclable beer bottles in compliance with regulations. By increasing the recycling efficiency and circulation value of glass bottles, reducing quality decay during circulation, the Group can reduce material and energy waste.

此外，本集團對所有入場包裝材料進行質量監控，針對未能通過內部質量監控的包裝材料作退回供應商或銷毀處理。工廠對生產過程中產生的廢棄易拉罐、玻璃渣及廢紙箱進行100%回收處理，並重新投入生產過程中，實現生產過程零浪費。

In addition, the Group conducts quality control on all incoming packaging materials and returns or destroys packaging materials that fail to pass internal quality control. All discarded cans, glass slags and waste cartons from the production process shall be 100% recycled and treated, which could be put back to use later, achieving zero waste in the production process.

本集團正積極調整產品包裝結構及產能結構，以降低碳排放量。本集團將逐步淘汰工藝落後、能耗較高的玻璃瓶生產線，新增工藝先進、能耗達到國際先進水平的易拉罐生產線，逐步提高易拉罐產品比重，降低碳足跡較高的玻璃瓶使用量。

The Group is actively adjusting the structure of product package and production capacity to lower its carbon emission. By phasing out production lines of beer in glass bottles with outdated technology and high energy consumption, while adding more production lines of beer in cans with advanced technology and energy consumption reaching the international advanced level, the Group shall gradually increase the proportion of product in cans and reduce the use of glass bottles which is of higher carbon footprint.

本集團已就包裝物料的綠色採購和回收再用確定以下目標：

The Group has set the following targets in terms of the green procurement and recycling of packaging materials:

本集團的目標 Objectives of the Group	二零二二年進度 Progress in 2022
在二零二五年或之前，瓶蓋和紙箱的綠色包裝採購率達到100%。 In or before 2025, the procurement rate of bottle caps and cartons for green packaging shall reach 100%.	瓶蓋和紙箱的綠色包裝採購率約39%。 The procurement rate of bottle caps and cartons for green packaging reached about 39%.
在二零二五年或之前，40%的產品將使用可再次重用的包裝。 In or before 2025, 40% of products shall use reusable packaging.	30%的產品使用可再次重用的包裝。 30% of products used reusable packaging.
在二零二五年或之前，所有瓶型料重降低5%。 In or before 2025, the weight of all bottles shall reduce by 5%.	不同瓶型料重降低0%至5%。 The weight of different bottles reduced by 0% to 5% respectively.

本集團亦積極推動供應商減少使用包裝物，如要求上游供應商在運輸麥芽的過程中減少使用獨立包裝，以減少本集團進口原材料時導致產生的包裝材料。二零二二年，本集團進口麥芽散裝運輸比率由二零二一年的約46%繼續減低至約40%，估算節約724萬隻包裝袋。

The Group also actively encourages suppliers to reduce the use of packaging materials. For example, the Group requires upstream suppliers to reduce the use of individual packaging during the transportation of malt, so as to reduce the packaging materials generated when the Group imports raw materials. In 2022, the bulk transportation ratio of the Group's imported malt using individual packaging continued to decrease from approximately 46% in 2021 to approximately 40%, saving a total of about 7.24 million packaging bags.

本集團也與上游物資供應商在包裝物方面加強環保合作。二零二二年，本集團成功推動標籤供應商開發可降解水晶標，更換環保型油墨，並採購使用油墨駐留型鍍鋁紙標籤。同時，本集團成功推動紙箱供應商研發無紡布提手，減少塑膠提手使用，推動半托紙箱開發和使用，降低原紙等物料消耗。

The Group also strengthen environmental protection cooperation with upstream material in terms of packaging. In 2022, the Group successfully suppliers to pushed label suppliers to develop biodegradable crystal labels, replace environmentally friendly inks, and purchase labels that use ink-resident aluminized paper. Meantime, the Group as well promoted carton suppliers to develop non-woven handles, reduce the use of plastic handles, develop semi-pallet cartons, and reduce the consumption of raw paper and other materials.

固廢危廢管理

本集團主要通過減少污泥等填埋量，增加固體廢物回收利用，目標在「十四五」期間工業固體廢物綜合利用率不低於98.0%。二零二二年，本集團一般固體廢物綜合利用率達99.6%，比去年同期略有提升。相關數據如下：

Solid Waste and Hazardous Waste Management

The Group aims to achieve a comprehensive utilization rate of industrial solid waste of not less than 98.0% during the "14th Five-Year Plan" period by reducing the amount of sludge and other landfills and increasing the recycling of solid waste. In 2022, the general solid waste integrated utilization rate of the Group was slightly increased to 99.6%. The relevant data is as follows:

	單位 Unit	二零二二年 2022	二零二一年 2021	同比變幅 Year-on-year change
一般固體廢物產生量 General solid waste production	千噸 1,000 tonnes	**1,525.2**	1,521.6	+0.2%
綜合利用固體廢物利用量 Integrated use of solid waste utilization	千噸 1,000 tonnes	**1,519.8**	1,513.0	+0.4%
一般固體廢物綜合利用率 General solid waste integrated utilization rate	%	**99.6%**	99.4%	+0.2 pct

本集團生產過程中並無顯著數量的危險廢棄物產生。二零二二年本集團危險廢物產生量約228.7噸（二零二一年：280.4噸），全部按國家相關要求委託給有資質的外部機構作無害化處理及處置。

There is no significant amount of hazardous waste generated during the Group's production process. The Group generated approximately 228.7 tonnes (2021: 280.4 tonnes) of hazardous waste in 2022, all of which were entrusted to external professional agencies for harmless treatment and disposal in accordance with relevant national requirements.

本集團持續推動環保回收工作，把啤酒生產過程中所產生的廢料循環再用。二零二二年，本集團乾酒糟和乾廢酵母的回收率穩定維持在100%。回收再利用不但能減少廢棄物的產生，更能為本集團創造了約人民幣4.4億元的經濟價值，其中，回收的酒糟及廢酵母各貢獻人民幣3.39億元及人民幣1.01億元收益。根據本集團EHS管理「十四五」規劃目標，本集團將繼續爭取100%回收乾酒糟和乾廢酵母。

The Group continues to promote environmental protection and recycling to reuse the waste generated in brewing process. In 2022, the recycle rate of dried distiller's grains and dried waste yeasts remained stable at 100%. Recycling not only reduces the generation of wastes but also creates an economic value of approximately RMB440 million for the Group, of which the recycled distiller's grains and waste yeast contribute revenue of RMB339million and RMB101 million respectively. According to the targets set out in the "14th Five-Year Plan" for EHS management of the Group, the Group strives to achieve 100% recycle rate of dried distiller's grain and dried waste yeast.

本集團過去兩年可回收廢棄物數據如下：

The data on the Group's recyclable waste in the past two years are as follows:

可回收廢棄物種類 Type of recyclable waste	單位 Unit	二零二二年 2022 產生量 Output	二零二二年 2022 回收率 Recycling rate	二零二一年 2021 產生量 Output	二零二一年 2021 回收率 Recycling rate
乾酒糟 Dried distiller's grains	千噸 1,000 tonnes	**191**	**100%**	185	100%
乾廢酵母 Dried waste yeasts	千噸 1,000 tonnes	**17**	**100%**	16	100%

妥善處置廢棄物

本集團減廢工作遵循減量化、資源化、無害化的原則，從採購到銷售，實施全流程的綠色運營模式，落實危廢廢物和固廢廢物全過程規範化管理。

二零二二年，本集團制定《危險廢物運輸政策》，修定《固體廢物管理制度》，規定一般工業固體廢物、危險廢物、生活垃圾、建築垃圾等固體廢物辨識、收集、貯存、利用、處置等方面管理要求。其中，要求各單位應當將危險廢物委託給有資質的單位處置，確保轉移危險廢物的過程符合國家標準要求，採取相關措施防止擴散、流失及洩漏，不得擅自傾倒、堆放、丟棄、遺撒危險廢物，以防止或者減少危險廢物對環境的污染。同時，本集團要求各單位亦對危險廢物受託方實際運輸、處理處置過程情況開展定期檢查。

Proper Disposal of Wastes

The Group implements whole process standardized management on hazardous waste and solid waste with a green operation model covering entire process from procurement to sale, following the principles of reduction, resourcefulness, and harmlessness.

In 2022, the Group formulated the "Hazardous Waste Transportation Policy" and revised the "Solid Waste Management System" to stipulates the management requirements for the identification, collection, storage, utilization, and disposal of solid waste such as general industrial solid waste, hazardous waste, domestic waste, and construction waste. The Group requires all units to entrust hazardous waste to qualified units for disposal, so as to ensure that the process of transferring hazardous waste meets the requirements of national standards. The Group also requires all units to take relevant measures to prevent proliferation, loss and leakage, and shall not allow to dump, pile, discard or scatter hazardous waste without authorization, so as to prevent or reduce the pollution of hazardous waste to the environment. What's more, the Group requires all units to also carry out regular inspections of the actual transportation, treatment, and disposal process of hazardous waste contractors.

另外，本集團執行《華潤雪花啤酒副產物及廢舊物資管理規定》，要求按類別貯存不同的固體廢棄物，通過對廢舊物資回收、分類、鑒定、貯存、保管、售賣和處理等全流程進行細化規定，達到防滲漏、防流失及防揚散的三防標準。本集團在回收酒糟時，要求酒糟承銷商的運輸車輛具備防止酒糟滴漏的防護措施；並鼓勵承銷商安裝烘乾設備，一旦未能實時處理，進行暫時烘乾，避免造成環境污染。

In addition, the Group implements the "Regulations on the Management of By-products and Waste Materials of CRSB" to require that different solid wastes should be stored by category. Through the detailed regulation for the whole process of recycling, classification, identification, storage, maintenance, sale, and treatment of waste materials, the Group can meet with the three prevention standards, that is, leakage prevention, loss prevention and scattering prevention. In terms of recycling distiller's grains, contract vendors are required to adopt protective measures for their trucks to prevent leakage or dripping. The Group also encourages the vendors to install drying equipment, so that distiller's grains that cannot be disposed of for the time being can be dried temporarily to prevent pollution of the environment.

(六)環保宣傳教育

本集團積極在各級公司組織開展系列活動，提高員工的環保意識。例如各工廠每年定期組織六五環境日、全國節能宣傳周和全國低碳日等環保宣傳教育活動。二零二二年，本集團還組織環保教育活動如「長江大保護」活動和「共建清潔、美麗世界」志願者活動。此外，本集團EHS部門不定期組織各工廠組織環保專項檢查培訓、環境監測管理辦法制度培訓、環境風險排查及填報培訓和環保檢查工作要點培訓等。

(VI) EDUCATION OF ENVIRONMENTAL PROTECTION

To improve the environmental awareness of staff, the Group actively carries out series of events at all levels within the Group. For example, all plant organize environmental protection publicity and education events such as 5th June Environmental Day, National Energy Saving Promotional Week and National Low-carbon Day on yearly basis. In 2022, the Group also organized environmental protection education activities such as the "Great Protection of the Yangtze River" themed event and the "Building a Clean and Beautiful World Together" volunteering project. Besides, all plant from time to time shall organize trainings in special environmental inspections, environmental monitoring management measures and systems, environmental risk identification and filling process, environmental inspection, etc.

第四章　社會責任

秉持「引領產業發展，釀造美好生活」的企業使命，本集團致力於在技術進步、產品質量、品牌塑造、管理創新等方面全方位成為行業模範，引領產業發展。總體而言，本集團希望為消費者提供超越期望的產品與體驗，為員工打造事業家園，為合作夥伴提升價值，為股東創造回報，為環境和社會帶來綠色和諧發展，激發和滿足人們對美好生活的需求。

(一)熱心公益，援助抗疫

本集團熱心公益事業，積極參與環境保護、賑災濟難、扶助貧困，促進教育、抗擊疫情、鄉村振興等工作，傳遞大愛，創造美好。本集團追蹤382項社會責任關鍵指標，其中針對社區關愛提出24項關鍵指標，鼓勵本集團各單位按照指標開展關愛社區行動。二零二二年，本集團鼓勵內部各單位開展形式多樣的慈善公益相關活動，旗下各區域公司全年員工參與志願活動逾1,880人次，員工參與志願活動的時間逾5,110小時。活動形式豐富多彩，包括「學雷鋒」、社區清掃、無償獻血、疫情維護、「夏日送清涼」、舊衣回收等等。

二零二二年，本集團除了在內部嚴格落實防疫要求外，亦鼓勵員工投身志願者活動，積極加入社區防疫工作。河北工廠在完成本廠駐廠員工核酸檢測之餘，志願承接周邊12家企業人員的核酸檢測任務，完成55輪次16,000餘人核酸檢測任務。廣東區域公司組建志願服務隊支援社區大型核酸檢測，累計協助完成核酸檢測的群眾達12,000餘人。西安工廠向當地社區、紅十字會、派出所捐贈抗疫物資價值6,900元。

CHAPTER 4: SOCIAL RESPONSIBILITY

The Group has always upheld the mission of "leading industrial development, brewing a better life". The Group is committed to becoming industry benchmark in every aspect, including technological progress, product quality, brand building, management innovation so to lead the industry development. Overall, the Group hopes to provide consumers with products and experiences which exceed expectation, to support our employees' career development, to empower our co-operative partners and to bring long term returns to our shareholders. The Group targets to bring green and harmonious development to the environment and the society, with a view to motivate and fulfill people's pursuit of better life.

(I) DEDICATION TO SOCIAL WELFARE AND FIGHTING THE PANDEMIC

The Group has been enthusiastic about public welfare and actively participated in environmental protection, disaster relief and poverty alleviation, education promotion, fight against the pandemic, rural revitalization, etc., to send a message of love and create a great good. The Group continued to follow up 382 key indicators on social responsibility, of which 24 key indicators were for community caring, and encouraged each unit of the Group to carry out community caring actions to improve performance measured by the indicators. In 2022, the Group encouraged units to participate various charity events, with a total of over 1,880 volunteer-times participated and 5,110 hours recorded for volunteer events. There are various forms of activities, including "Learning from Lei Feng", community cleaning, blood donation, epidemic prevention, "Sending coolness in summer", old clothes recycling, etc.

In 2022, in addition to the strict implementation of the internal pandemic prevention measurement, the Group also encouraged employees to participate in volunteer activities and actively participated in community pandemic prevention work. For example, after completing Covid-19 nucleic acid PCR test(the "PCR test") for its own staff, Hebei Plant volunteered to undertake the task of assisting 55 rounds of PCR test to 16,000 staff from 12 companies nearby. Guangdong Regional Company set up volunteer teams to support PCR test in the community to more than 12,000 people. Xi'an Plant donated anti-epidemic materials worth RMB6,900 to local communities, the Red Cross and police stations.

(二)扶持就業，振興鄉村

作為一家具有影響力的全國性啤酒企業，本集團透過不同方式努力推動當地經濟和改善本地居民的就業情況，達致社區共建。為響應國家政策的號召，本集團在疫情壓力下推出一系列就業計劃，助力緩解地方受疫情衝擊導致的就業問題，為經濟復甦提供動力。

本集團積極與當地院校合作，通過學業及就業支援、專業技能培訓等方式，提升本地居民的職業技能及就業機會。二零二二年，本集團與北京工商大學、江南大學簽訂技術開發或服務合同，產學研合作合同總額達人民幣30萬元。本集團通過開展校園招聘，招聘本地應屆大學生及本地人員，帶動大學生及當地就業的同時，為本集團業務發展儲蓄人才。

本集團通過產業幫扶、就業幫扶、政策幫扶、資金幫扶等措施，助力鄉村振興。昌都工廠自二零一七年起共派出4批8人次駐村隊員開展定點幫扶工作，累計投入幫扶資金人民幣44.12萬元。二零二二年，本集團透過華潤慈善基金會捐助人民幣20萬元予江西省廣昌縣驛前鎮姚西村「華潤希望鄉村」二期項目，協助其購置啤酒精釀設備打造「潤蓮食坊」，助力鄉村產業振興。

(II) SUPPORTING EMPLOYMENT AND REVITALIZING RURAL AREAS

As an influential national beer company, the Group strives to promote local economy and improve the employment of locals to achieve joint community construction. In response to the national policy, the Group launched a series of employment programs under the pressure of the pandemic to help alleviate the local employment problems caused by pandemic and provide impetus to the economic recovery.

The Group actively co-operated with local universities and colleges to improve local residents' skill set and increase their employment opportunities through academic and employment support, and professional skills training. In 2022, the Group signed technology development or service agreement with Beijing Technology and Business University and Jiangnan University, with a total amount of RMB300,000 investment in the industrial, academic and research co-operation. The Group has also carried out campus recruitment, recruiting local fresh graduates and local personnel, which not only promotes the employment of university students and locals, but also attracts talents for the Group's business development.

The Group contributes to rural revitalization through measures such as industrial support, employment support, policy support, and financial support. Since 2017, Changdu Plant has sent 4 batches teams (consisting of 8 team mates each) to rural villages to carry out designated assistance work and has been invested a total of RMB441,200 in assistance. In 2022, the Group donated RMB200,000 through the China Resources Charity Foundation to assist purchase of beer brewing equipment when building a "Runlian Restaurant", which helps building the second phase project of "China Resources Hope Village" in Yaoxi Village, Yiqian Town, Guangchang County, Jiangxi Province as effort in revitalizing rural industries.

（三）貢獻雪花力量，引領行業發展

在震盪調整和不確定性極高的市場中，本集團實現業績穩增長，展現了企業高質量發展的態勢。在第二個三年「決戰高端」的策略收官之際，本集團從內修己身穩定增長、到創新賦能產業，再到多措並舉綠色發展，為行業、社會更美好的未來持續貢獻「雪花力量」。

敢為人先，本集團率先發起對啤酒「新世界」的洞察與探討，並將自身在啤酒「新世界」的實踐經驗，回饋給中國消費「新世界」。作為大快消領域的領導者，本集團關心行業命運，為消費產業發展注入新的動能。

作為行業龍頭企業，本集團積極踐行企業使命和擔當，與中國酒業協會共同合作，組織產業鏈上下游企業、科研院校等共同研討，落地甘啤系列製麥特性試驗，發佈實施國產麥芽三級標準，踐行國產麥芽優質優價策略，推動解決進口麥芽「卡脖子」危機，振興國產啤酒大麥行業。

本集團具有行業領先的科研能力。繼華潤雪花技術研究院成立後，本集團正式啟動2022年創新工作坊，在「新世界」裡持續構建技術研發能力，支撐本集團業務發展，以真正成為中國快消品科研的龍頭，真正引領啤酒及其他酒類業務的技術發展。二零二二年，本集團積極參與國家標準《啤酒分析方法》（計劃號202111060-T-607）《啤酒原料質量要求第2部分：啤酒花製品》（計劃號20212036-T-607）的制修訂工作，參與國際標準《薄壁金屬容器－術語和分類－第2部分：通用罐》（ISO／AWI 24021-2）的制修訂工作，為行業標準化貢獻力量。

(III) CONTRIBUTED CRSB'S POWER TO LEAD INDUSTRY DEVELOPMENT

The Group demonstrated its high-quality development trend by achieving steady growth in its business performance against the high volatility and uncertainty in the market. As at the ending year of the second three-year period for strategy of "achieving success in premiumization", the Group achieved steady growth through internal improvement, empowered the industry by innovation and strived to green development with multi-measures, contributing to the industry and society with "CRSB Power" for a better future.

The Group pioneered in the exploration and discussion of the new world of beer industry, and shared its experience in exploring this field to the new world of consumption in China. As a leader in the fast-moving consumer goods (FMCG) sector, the Group cares about the fate of the industry and strives to inject new vitality into the development of the consumer industry.

As an industrial leader, the Group takes an active role in realizing its mission and commitment by cooperating with the China Alcoholic Drinks Association to initiate and organize the joint discussion among the upstream and downstream enterprises along the industrial chain and scientific research institutions, conduct sweet beer series malting characteristic test, publish and implement the three-level standard of domestic malt, and implement the strategy of high-quality and preferential price of domestic malt. By doing so, the Group shall be able to find the solution of the "bottleneck" crisis of imported malt and revitalize the domestic beer barley industry.

The Group has industry-leading scientific research capabilities. Following the establishment of CRSB Technology Research Institute, the Group officially launched the 2022 Innovation Workshop to further develop its technology research and development capabilities in the "new world" and support the Group's business development. The Group hopes to become the actual leader in the research field of FMCG sector in China and lead the technological development in fields of beer and other alcoholic beverages. In 2022, the Group contributed to industry standardization project by actively participating in the formulation and revision of the national standards "Beer Analysis Methods" (Plan No. 202111060-T-607) and "Quality Requirements for Beer Raw Materials - Part 2: Hop Products" (Plan No. 20212036-T-607), and the formulation and revision of the international standard of "Thin-walled Metal Containers – Terms and Classifications – Part 2: General Purpose Tanks" (ISO/AWI 24021-2).

本集團亦在在安全生產方面引領行業進步。本集團EHS部在《工業安全與環保》國家級期刊發表論文《構建一體化企業EHS管理體系對策措施研究》及《勞動密集型企業消防安全管理現狀及對策措施》。旗下黑吉區域公司《安全文化理念與實踐創新－淺議安全行為規範的本質風險量化評價》及安徽區域《著力班組建設，夯實基層管理—華潤雪花安徽區域構建「八位元一體」班組安全文化體系》分別在「第三屆企業安全文化優秀論文徵集活動」獲頒發二等獎。

The Group was also outstanding among industrial peers regarding safety production. The EHS Department of the Group published papers of "Research on Building an Integrated Enterprise EHS Management System" and the "Status Quo of Fire Safety Management in Labor-intensive Enterprises and Responses" on the national journal "Industrial Safety and Environmental Protection". The "Safety Culture Concept and Practice Innovation – About the Quantitative Evaluation on the Inherent Risk of Safety Behavior Norms" issued by Heilongjiang and Jilin Regional Company and the "Stressing Team Construction and Consolidating Front-line Management – Building an Eight-in-One Team Safety Culture System in Anhui branch of CRSB" issued by Anhui Regional Company were awarded the second prize in the "3rd Outstanding Articles on Enterprise Safety Culture Selection", respectively.

本集團緊跟《「十四五」數字經濟發展規劃》步伐，在財務共用領域開展多個數位化項目，包括智稅系統、關聯交易財務平台、財務關賬平台、資金認領平台等數位化平台搭建，智慧運營的創新應用，積極探索和部署數位化、智慧化的差旅報銷與結算方式，大力推廣OCR、RPA等先進技術工具，推動財務共用數位化目標穩步實現。另一方面，積極引進和培養數位化人才，財務數位人員佔比逐步提升，組建專業的數位化財務團隊，打造可持續的財務數位化能力。

Following the pace of the "14th Five-Year Plan"- the Development of the Digital Economy, the Group has carried out a number of digital projects in the field of financial data sharing, including the construction of digital platforms such as smart tax system, financial platform for connected transactions, financial closing platform, and fund claim platform, and innovative application of smart operation, active exploration and deployment of digital and intelligent travel reimbursement and settlement methods, vigorous promotion of advanced technology tools such as OCR and RPA to facilitate the steady realization of the digital goal of financial data sharing. On the other hand, it actively introduced and trained digital talents, gradually increased the proportion of financial digital personnel, and formed a professional digital financial team to create sustainable financial digital capabilities.

本集團深刻認識到，「新世界」實現共榮、共創、共用，依賴各方共同維護行業秩序，維護產業發展，致力於社會價值的實現。二零二二年第二屆可持續消費高峰論壇上，本集團聯合其他消費品企業聯合發佈可持續消費倡議，宣導消費品行業產品包裝減量化、提高包裝材料循環利用比例，推動全供應鏈「減碳行動」。此外，本集團持續輸出可持續發展實踐經驗，匯總案例《從包裝「減量化」到供應鏈「減碳」》《聚焦全生命週期降碳，繪就雪花「雙碳」行動範本》等，備受行業認可，為行業企業文化建設貢獻範本參考。

The Group is deeply aware that achieving common prosperity, co-creation and sharing in the "New World" relies on all parties to jointly maintain industry order, safeguard industrial development, and strive to realize social value. At the second Sustainable Consumption Summit Forum 2022, the Group and other consumer goods enterprises jointly launched a sustainable consumption initiative to advocate the reduction of product packaging and higher utilization of recycled packaging materials in the consumer goods industry, thereby promoting "Carbon Reduction Campaign" throughout the supply chain. In addition, the Group continued to share its practical experience in sustainable development, and compiled the cases "From 'Reduction' of Packaging to 'Carbon Reduction' of Supply Chain" and "Focusing on Carbon Reduction in the Whole Life Cycle, Building Snow's ' Double Carbon' Action Model", etc., which were well recognized by the industry and contributed model references to the construction of corporate culture in the industry.

（四）健康、環保、文化推廣

本集團透過一系列的責任營銷策略，肩負起消費者健康、綠色生活及國家文化推廣等使命。

(IV) HEALTH, ENVIRONMENTAL PROTECTION AND CULTURAL PROMOTION

Through a series of responsible marketing strategies, the Group undertakes the mission of consumer health, green living and national cultural promotion.

「黑獅白啤」發起「無痕露營」倡議
"LÖWEN WHITE BEER" LAUNCHED THE INITIATIVE OF "LEAVE NO TRACE CAMPING"

本集團旗下品牌「黑獅白啤」憑藉品牌自由不羈的個性，深度綁定「精緻露營，縱享野趣」的消費場景，成為露營必備啤酒品牌，樹立露營行銷的行業典範。

不僅如此，「黑獅白啤」主動承擔社會責任，積極發揮品牌影響力，向消費者倡議「無痕露營」，傳遞露營的環境保護理念，提倡露營文明行為，讓綠色出行成為常態。

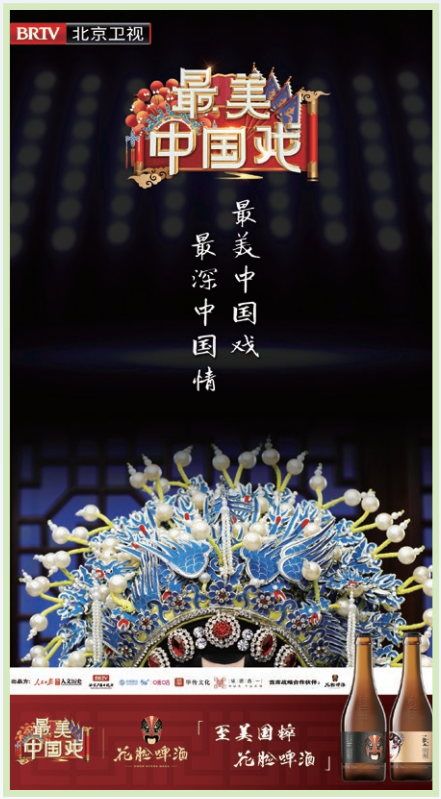
"Löwen White Beer", a brand under the Group, has emerged as an essential beer brand for camping and established an industry model for camping marketing by virtue of its free and unrestrained personality and deeply binding the consumption scenario of "exquisite camping and enjoying wild fun".

What's more, "Löwen White Beer" takes the social responsibility, actively exerts brand influence, advocates "Leave No Trace Camping" to consumers, in order to convey environmental protection concept of camping, advocate civilized camping and make green travel the norm.

賞至美國粹，品花臉啤酒
APPRECIATING THE NATIONAL ESSENCE OF THE BEAUTY AND TASTING OPERA MASK GENT

本集團旗下超高端產品臉譜系列，分為花臉和旦角兩種包裝，整體設計意在傳遞出傳統文化內涵，演繹中國元素，釋放中國美感，向中國及世界啤酒愛好者們介紹來自中國的「東方文化」啤酒品牌。

二零二二年，臉譜系列啤酒作為《最美中國戲2》首席戰略合作夥伴，與中國戲曲、中國藝術、中國元素、中國文化建立了連接，助力中國文化傳承，全面闡釋中國美學，釋放中國美感。



"Opera Mask" series, a super-premium product series of the Group, is consisted of two types of packaging, "Opera Mask Gent" and "Opera Mask Lady". The overall design is designed to convey the connotation of traditional culture, interpret Chinese elements, release Chinese beauty, and introduce the "oriental culture" beer brand from China to beer lovers across China and the world.

In 2022,"Opera Mask" series beer, as the chief strategic partner of "The Most Beautiful Chinese Opera II (《最美中國戲2》)", established a connection with Chinese opera, Chinese art, Chinese elements and Chinese culture, helping Chinese cultural inheritance, comprehensively interpreting Chinese aesthetics, and releasing Chinese beauty.

致敬中國千年釀酒文化
A TRIBUTE TO CHINA'S THOUSAND-YEAR-OLD BREWING CULTURE

二零二二年底，本集團在超高端產品「醴」的基礎上，升級推出更高酒精度和原麥汁濃度的首款超高端烈性啤酒「醲醴」。

原料採用與古法配方中高度脗合的有機黍米、有機薏米、有機粟米、蘭州百合，也有現代啤酒原料麥芽和啤酒花，採用獨特的釀造工藝釀製而成，原麥汁濃度達25°，酒精度達到了12°，酒體呈琥珀色，麥芽香堅果香橡木香層層綻放。

典雅端莊的仿古陶型瓶身設計，靈感源自被國家文物局認定的「國寶級文物」雙耳鯢魚紋彩陶瓶；象徵著赤子之心的赤色蠟封將中國千年釀酒文化、中國酒業精神封藏於一瓶之中。

赤子之心，醲醴重彩，以華夏先民信仰之色，致敬中國千年釀酒文化。「醲醴」是華潤雪花超高端烈性啤酒的開山之作，彰顯著中國酒業「濃墨重彩」的大國自信。

At the end of 2022, the Group upgraded and launched the first super-premium product "Nong Li" with high-alcohol by volume and wort concentration on the basis of the super-premium product "Li".

The raw materials are made of organic millet, organic barley, organic corn and Lanzhou lily, which are highly compatible with the ancient recipe, as well as modern beer raw materials malt and hops, brewed by a unique brewing process. The original wort concentration reaches 25°, while the alcohol content reaches 12°. The beer is amber, with aroma of malt, nuts, and oak blooming in layers.

The elegant and dignified antique pottery bottle design is inspired by the double-eared salamander pattern faience vase, a "national treasure-level cultural relic" recognized by the State Administration of Cultural Heritage. The red wax seal, which symbolizes a heart of gold, seals China's thousand-year-old brewing culture and the spirit of China's alcohol industry in the bottle.

With a heart of gold and bright color of "Nong Li", the color of the faith of the Chinese ancestors, it pays tribute to China's thousand-year-old brewing culture. "Nong Li" is the pioneering work in super-premium strong beer of CRSB, demonstrating the self-confidence of China's alcohol industry.

核實聲明

範圍及目的

香港品質保證局已對華潤啤酒(控股)有限公司(「華潤啤酒(控股)」)的2022年環境、社會及管治報告(「報告」)內容進行有限保證。報告覆蓋日期為2022年1月1日至2022年12月31日。

報告是根據香港聯合交易所有限公司的證券上市規例附錄二十七《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)中所列的要求和參考全球報告倡議組織(GRI)標準 2021(「GRI 標準2021」)使用所選取之GRI 準則的要求編制而成。

香港品質保證局的責任是對報告中所載述的數據和資料的完整性、準確性及可靠性提供核實結論，核實的目的是：

- 核實報告是否遵守《環境、社會及管治報告指引》載列的所有強制披露規定及「不遵守就解釋」條文；
- 檢閱報告是否參考GRI 標準2021 就所選取之GRI 準則的要求編制；
- 評定報告所選載的數據及陳述是否準確；和
- 檢討用以編制報告的數據及資料管理機制是否可靠。

保證程度和核實方法

此次驗證工作是根據國際審計與核證準則委員會發佈的《國際核證聘用準則3000》(修訂版)「歷史財務資料審計或審閱以外的核證聘用」執行。收集核實證據的幅度是參考國際準則所訂定進行有限保證的原則而制定以確保能擬定核實結論。此外，核實過程是按照《環境、社會及管治報告指引》及GRI 標準2021 就所選取之GRI 準則的要求而定。

VERIFICATION STATEMENT

SCOPE AND OBJECTIVE

Hong Kong Quality Assurance Agency ("HKQAA") performed a limited assurance engagement on the sustainability disclosures stated in the Environmental, Social and Governance Report 2022 ("The Report") of China Resources Beer (Holdings) Company Limited ("CRB") for the period from 1st January 2022 to 31st December 2022.

The Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide ("ESG Reporting Guide") set out in the Appendix 27 of the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (SEHK), and with reference to the Global Reporting Initiative ("GRI Standards 2021") Standards 2021 for the selected GRI Standards.

HKQAA's responsibility is to express an assurance conclusion on the completeness, accuracy and reliability of the sustainability data and information stated in the Report. The objectives are to:

- verify the fulfillment in addressing all mandatory disclosure requirements and "comply or explain" provisions outlined in the ESG Reporting Guide;
- review the referencing of the selected GRI Standards of the GRI Standards 2021;
- evaluate the accuracy of the selected data and information presented in the Report; and
- review the reliability of the data and information management mechanism for preparing the Report.

LEVEL OF ASSURANCE AND METHODOLOGY

The process applied in this verification was based on the International Standard on Assurance Engagements 3000 (Revised) – Assurance Engagements Other Than Audits or Reviews of Historical Financial Information issued by the International Auditing and Assurance Standards Board. Our evidence gathering process was designed to obtain a limited level of assurance for devising the verification conclusion. The extent of this verification process undertaken covered the criteria set in the ESG Reporting Guide and GRI Standards 2021 (Selected GRI Standards).

核實過程包括驗證了華潤啤酒(控股)的可持續發展表現數據收集、計算和滙報的系統和程序，檢閱有關文件資料，與負責編制報告內容的代表面談及選取具有代表性的數據和資料進行查核。

The verification process included verifying the systems and processes implemented for collecting, collating and reporting the sustainability performance data, reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the reporting contents and verifying selected representative sample of data and information.

獨立性

華潤啤酒(控股)負責收集和準備所有在報告內陳述的資料。香港品質保證局不涉及收集和計算此報告內的數據或參與編撰此報告。香港品質保證局的核實過程是獨立於華潤啤酒(控股)。就提供此核實服務而言，香港品質保證局與華潤啤酒(控股)之間並無任何會影響香港品質保證局獨立性的關係。

INDEPENDENCE

CRB is responsible for the collection and presentation of the information presented. HKQAA is not involved in the collection and calculation of data or the compilation of the reporting contents where HKQAA's verification activities were entirely independent from CRB. There was no relationship between HKQAA and CRB that would affect the independence of HKQAA for providing the verification service.

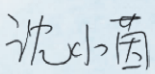
結論

根據核實的結果，我們並沒有發現到任何證據，使我們相信華潤啤酒(控股)報告的內容在所有重大範疇方面沒有按照《環境、社會及管治報告指引》和參考GRI 標準2021 而編制。總括而言，此報告的數據和資料可靠和準確。

CONCLUSION

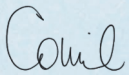
Based on the verification procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the information and data stated in the Report has not been prepared, in all material aspects, in accordance with the ESG Reporting Guide and with reference to the GRI Standards 2021. The data and information provided for verification is considered reliable and accurate.

香港品質保證局代表簽署



沈小茵
審核主管
2023 年3 月

Signed on behalf of Hong Kong Quality Assurance Agency



Connie Sham
Head of Audit
March 2023

附錄
香港交易所《環境、社會及管治報告指引》索引

APPENDIX
INDEX OF CONTENTS ACCORDING TO THE ESG REPORTING GUIDE OF HONG KONG STOCK EXCHANGE

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
A 環境 A Environmental			
A1 排放物 Emission			
一般披露 General Disclosure	有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例。 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.	GRI3-3：重大主題管理：披露項目3-3(c)（使用於GRI303：水與流放水、GRI305：排放及GRI306：廢棄物） GRI305：排放 GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure 3-3(c) (used together with GRI303: Water and Effluents, GRI305: Emissions, and GRI306: Waste) GRI305: Emissions GRI2-27: laws and regulations Compliance	122-151
A1.1	排放物種類及相關排放資料。 The types of emissions and respective emissions information.	GRI305：排放：披露項目305–1,305–2,305–3, 305-4, 305-5及305-7 GRI305: Emissions: Disclosures 305–1, 305–2, 305–3, 305–4, 305–5, 305–7	132-134, 142-143
A1.2	直接(範圍1)及能源間接(範圍2)排放溫室氣體排放量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Direct (Scope 1) and indirect (Scope 2) greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI305：排放：披露項目305–1,305–2,305–3及305–4 GRI305: Emissions: Disclosures 305–1, 305–2, 305–3, 305–4	132
A1.3	所產生有害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI306：廢棄物 GRI306: Waste	149
A1.4	所產生無害廢棄物總量(以噸計算)及(如適用)密度(如以每產量單位、每項設施計算)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI306：廢棄物 GRI306: Waste	149-150

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
A1.5	描述所訂立的排放量目標及為達到這些目標所採取的步驟。 Description of the emissions target(s) set and steps taken to achieve them.	GRI3-3：重大主題管理：披露項目3-3(c), 3-3(d)及3-3(e)(使用於GRI305：排放) GRI305：排放 GRI3-3: Management of material topics: Disclosure 3-3(c), 3-3(d) and 3-3(e) (used together with GRI 305:Emissions) GRI305: Emissions	67-68, 126-134, 138-144
A1.6	描述處理有害及無害廢棄物的方法，及描述所訂立的減廢目標及為達到這些目標所採取的步驟。 Description of how hazardous and non-hazardous wastes are handled, and description of reduction target(s) set and steps taken to achieve them.	GRI3-3：重大主題管理：披露項目3-3(c), 3-3(d)及3-3(e)(使用於GRI306：污水及廢棄物) GRI306：廢棄物 GRI3-3: Management of material topics: Disclosure 3-3(c), 3-3(d) and 3-3(e) (used together with GRI306: Effluents and Waste) GRI306: Waste	67-68, 145-151
A2 資源使用 Use of Resources			
一般披露 General Disclosure	有效使用資源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	GRI3-3：重大主題管理：披露項目3-3(c)(使用於GRI301：物料，GRI302：能源及GRI303：水與流放水) GRI3-3: Management of material topics: Disclosure 3-3(c) (used together with GRI301: Materials, GRI302: Energy, and GRI303: Water and Effluents)	126-151
A2.1	按類型劃分的直接及／或間接能源(如電、氣或油)總耗量(以千個千瓦時計算)及密度(如以每產量單位、每項設施計算)。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	GRI302：能源：披露項目302–1及302–3 GRI302: Energy: Disclosures 302-1 and 302-3	129
A2.2	總耗水量及密度(如以每產量單位、每項設施計算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	GRI303：水與流放水 GRI303: Water and Effluents	140
A2.3	描述所訂立的能源使用效益目標及為達到這些目標所採取的步驟。 Description of the energy use efficiency target(s) set, and steps taken to achieve them.	GRI3-3：重大主題管理(使用於GRI302：能源) GRI302：能源：披露項目302–4及302–5 GRI3-3: Management of material topics (used together with GRI 302: Energy) GRI302: Energy: Disclosures 302–4 and 302–5	67-68, 126-130
A2.4	描述求取適用水源上可有任何問題，以及所訂立的用水效益目標及為達到這些目標所採取的步驟。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	GRI3-3：重大主題管理(使用於GRI303：水與流放水) GRI303：水與流放水：披露項目303–3 GRI3-3: Management of material topics (used together with GRI303: Water and Effluents) GRI303: Water and Effluents: Disclosure 303–3	65, 137-144
A2.5	製成品所用包裝材料的總量(以噸計算)及(如適用)每生產單位佔量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	GRI301：物料：披露項目301–1 GRI301: Materials: Disclosure 301–1	146

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
A3 環境及天然資源 The Environment and Natural Resources			
一般披露 General Disclosure	減低發行人對環境及天然資源造成重大影響的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	GRI3-3：重大主題管理：披露項目3-3(c)(使用於GRI301：物料，GRI302：能源，GRI303：水與流放水，GRI304：生物多樣性，GRI305：排放及GRI306：廢棄物) GRI3-3: Management of material topics: Disclosure 3-3(c) (used together with GRI301: Materials, GRI302: Energy, GRI303: Water and Effluents, GRI304: Biodiversity, GRI305: Emissions, and GRI306: Waste)	122-151
A3.1	描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GRI3-3：重大主題管理(使用於GRI301：物料，GRI302：能源，GRI303：水與流放水，GRI304：生物多樣性，GRI305：排放及GRI306：廢棄物) GRI303：水與流放水：披露項目303–2 GRI304：生物多樣性：披露項目304–2 GRI306：廢棄物：披露項目306–3(c)及306–5 GRI3-3: Management of material topics (used together with GRI301: Materials, GRI302: Energy, GRI303: Water and Effluents, GRI304: Biodiversity, GRI305: Emissions, and GRI306: Waste) GRI303: Water and Effluents: Disclosure: 303–2 GRI304: Biodiversity: Disclosure 304–2 GRI306: Waste: Disclosure 306–3(c) and 306–5	122-151
A4 氣候變化 Climate Change			
一般披露 General Disclosure	識別及應對已經及可能會對發行人產生影響的重大氣候相關事宜的政策。 Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	GRI3-3：重大主題管理：披露項目3-3(c)(使用於GRI201：經濟績效) GRI2-12：在管理影響方面，最高管治機構的監督作用 GRI3-3: Management of material topics: Disclosure 3-3(c) (used together with GRI 201: Economic Performance) GRI2-12: Role of the highest governance body in overseeing the management of impacts	126-137
A4.1	描述已經及可能會對發行人產生影響的重大氣候相關事宜，及應對行動。 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	GRI201：經濟績效：披露項目201–2氣候變遷所產生的財務影響及其他風險與機會 GRI201: Economic Performance: Disclosure 201-2 Financial implications and other risks and opportunities due to climate change	126-137

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
B 社會 B Social			
B1 僱傭 Employment			
一般披露 General Disclosure	有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	GRI3-3：重大主題管理：披露項目3-3(c)(使用於GRI202：市場地位，GRI401：僱傭，GRI405：員工多元化與平等機會及GRI406：反歧視) GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure 3-3(c) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination) GRI2-27: Compliance with laws and regulations	99-108
B1.1	按性別、僱傭類型(如全職或兼職)、年齡組別及地區劃分的僱員總數。 Total workforce by gender, employment type (for example, full-time or part-time), age group and geographical region.	GRI2-7：員工 GRI405：員工多元化與平等機會：披露項目405–1(b-ii) GRI2-7:Employees GRI405:Diversity and Equal Opportunity: Disclosure 405–1(b-ii)	103-104
B1.2	按性別、年齡組別及地區劃分的僱員流失比率。 Employee turnover rate by gender, age group and geographical region.	GRI401：僱傭：披露項目401–1(b) GRI401: Employment: Disclosure 401–1(b)	105
B2 健康與安全 Health and Safety			
一般披露 General Disclosure	有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	GRI3-3：重大主題管理：披露項目3-3(c)(使用於GRI403：職業健康及安全) GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure3-3(c)(used together with GRI403: Occupational Health and Safety) GRI2-27: Compliance with laws and regulations	116-121
B2.1	過去三年(包括匯報年度)每年因工亡故的人數及比率。 Number and rate of work-related fatalities occurred in each of the past three years (including reporting years).	GRI403：職業健康及安全：披露項目403–2 GRI403:Occupational Health and Safety: Disclosure 403–2	117
B2.2	因工傷損失工作日數。 Lost days due to work injury.	GRI403：職業健康及安全：披露項目：403–2 GRI403: Occupational Health and Safety: Disclosure: 403–2	117
B2.3	描述所採納的職業健康與安全措施，以及相關執行及監察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	GRI3-3：重大主題管理(使用於GRI403：職業健康及安全) GRI3-3: Management of material topics (used together with GRI403: Occupational Health and Safety)	116-121

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
B3 發展培訓 Development and Training			
一般披露 General Disclosure	有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI404：培訓與教育) GRI404：培訓與教育：披露項目404–2(a) GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI404:Training and Education) GRI404:Training and Education: Disclosure 404–2(a)	109-115
B3.1	按性別及僱員類別(如高級管理層、中級管理層等)劃分的受訓僱員百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	GRI404：培訓與教育：披露項目404–1 GRI404:Training and Education: Disclosure 404–1	112
B3.2	按性別及僱員類別劃分，每名僱員完成受訓的平均時數。 The average training hours completed per employee by gender and employee category.	GRI404：培訓與教育：披露項目404–1 GRI404:Training and Education: Disclosure 404–1	113
B4 勞工準則 Labour Standards			
一般披露 General Disclosure	有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI408：童工及GRI409：強迫或強制勞動) GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure 3–3(c) (used together withGRI408: Child Labour and GRI409: Forced or Compulsory Labour) GRI2-27: Compliance with laws and regulations	101-102
B4.1	描述檢討招聘慣例的措施以避免童工及強制勞工。 Description of measures to review employment practices to avoid child and forced labour.	GRI3-3：重大主題管理(使用於GRI408：童工及GRI409：強迫或強制勞動) GRI408：童工：披露項目408–1(c) GRI409：強迫或強制勞動：披露項目409–1(b) GRI3-3: Management of material topics (used together with GRI408: Child Labour and GRI409: Forced or Compulsory Labour) GRI408: Child Labour: Disclosure 408–1(c) GRI409: Forced or Compulsory Labour: Disclosure 409–1(b)	101-102
B4.2	描述在發現違規情況時消除有關情況所採取的步驟。 Description of steps taken to eliminate such practices when discovered.	GRI3-3：重大主題管理(使用於GRI408：童工及GRI409：強迫或強制勞動) GRI408：童工：披露項目408–1(c) GRI409：強迫或強制勞動：披露項目409–1(b) GRI3-3: Management of material topics (used together with GRI408: Child Labour and GRI409: Forced or Compulsory Labour) GRI408: Child Labour: Disclosure 408–1(c) GRI409: Forced or Compulsory Labour: Disclosure 409–1(b)	101-102

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
B5 供應鏈管理 Supply Chain Management			
一般披露 General Disclosure	管理供應鏈的環境及社會風險政策。 Policies on managing environmental and social risks of the supply chain.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI308：供應商環境評估及GRI414：供應商社會評估) GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI308: Supplier Environmental Assessment and GRI414: Supplier Social Assessment)	88-92
B5.1	按地區劃分的供應商數目。 Number of suppliers by geographical region.	GRI2-6：活動、價值鏈和其他商業關係 GRI2-6: Activities, Value Chains and Other Business Relations	90
B5.2	描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目，以及相關執行及監察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	GRI3-3：重大主題管理(使用於GRI308：供應商環境評估及GRI414：供應商社會評估) GRI308：供應商環境評估：披露項目308–1及308–2 GRI414：供應商社會評估：披露項目414–1及414–2 GRI3-3: Management of material topics (used together with GRI308: Supplier Environmental Assessment and GRI414: Supplier Social Assessment) GRI308:Supplier Environmental Assessment: Disclosure 308–1 and 308–2 GRI414: Supplier Social Assessment: Disclosure 414–1 and 414–2	88-92
B6 產品責任 Product responsibility			
一般披露 General Disclosure	有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI416：顧客健康與安全，GRI417：行銷與標示及GRI418：客戶隱私) GRI416：顧客健康與安全：披露項目416–2 GRI417：行銷與標示：披露項目417–2及417–3 GRI418：客戶私隱：披露項目418–1 GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI416: Customer Health and Safety, GRI417: Marketing and Labelling and GRI418: Customer Privacy) GRI416:Customer Health and Safety: Disclosure 416–2 GRI417:Marketing and Labelling: Disclosure 417–2 and 417–3 GRI418:Customer Privacy: Disclosure 418–1 GRI2-27: Compliance with laws and regulations	73-78, 81-88
B6.1	已售或已運送產品總數中因安全與健康理由而須回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不適用 N/A	78

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
B6.2	接獲關於產品及服務的投訴數目以及應對方法。 Number of products and service-related complaints received and how they are dealt with.	GRI2-25：補救負面影響的程式 GRI2-29：利益相關方參與的方法 GRI418：客戶隱私：披露項目418–1 GRI2-25: Procedures to Redress for Negative Impacts GRI2-29: Approaches to Stakeholders Engagement GRI418:Customer Privacy: Disclosure 418–1	85-88
B6.3	描述與維護及保障知識產權有關的慣例。 Description of practices relating to observing and protecting intellectual property rights.	不適用 N/A	78-80
B6.4	描述質量檢定過程及產品回收程序。 Description of quality assurance process and recall procedures.	不適用 N/A	73-79, 85-88
B6.5	描述消費者資料保障及私隱政策，以及相關執行及監察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	GRI3-3：重大主題管理(使用於GRI418：客戶隱私) GRI3-3: Management of material topics (used together with GRI418: Customer Privacy)	85-88
B7 反貪污 Anti-corruption			
一般披露 General Disclosure	有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。 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.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI205：反貪腐) GRI205：反貪腐：披露項目205–3 GRI2-27：遵守法律法規 GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI205: Anti-corruption) GRI205: Anti-corruption: Disclosure 205–3 GRI2-27: Compliance with laws and regulations	93-98
B7.1	於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	GRI205：反貪腐：披露項目205–3 GRI205: Anti-corruption: Disclosure 205–3	94
B7.2	描述防範措施及舉報程序，以及相關執行及監察方法。 Description of preventive measures and whistleblowing procedures, how they are implemented and monitored.	GRI2：一般披露2021：披露項目2–26 GRI3-3：重大主題管理：披露項目3–3(使用於GRI205：反貪腐) GRI205：反貪腐 GRI2: General Disclosure 2021: Disclosure 2–26 GRI3-3: Management of material topics: Disclosure 3–3 (used together with GRI205: Anti-corruption) GRI205: Anti-corruption	93-98
B7.3	描述向董事及員工提供的反貪污培訓。 Description of anticorruption training provided to directors and staff.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI205：反貪腐) GRI205：反貪腐：披露項目205-2 GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI205: Anti-corruption) GRI205: Anti-corruption: Disclosure 205-2	95

環境、社會及管治指標索引 Index of ESG Indicators		GRI準則內容索引 Index of GRI Indicators	披露頁碼 Page number
B8 社區投資 Community investment			
一般披露 General Disclosure	有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。 Policies on community engagement to understand the needs of the communities where the operation is located and to ensure its activities take into consideration the communities' interests.	GRI3-3：重大主題管理：披露項目3–3(c)(使用於GRI413：當地社區) GRI3-3: Management of material topics: Disclosure 3–3(c) (used together with GRI413: Local Communities)	84-85, 152-158
B8.1	專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	GRI203：間接經濟影響：披露項目203–1(a) GRI203: Indirect Economic Impacts: Disclosure 203–1(a)	84-85, 152-158
B8.2	在專注範疇所動用資源(如金錢或時間)。 Resources contributed (e.g. money or time) to the focus area.	GRI201：經濟績效：披露項目201–1(a-ii) GRI201: Economic Performance: Disclosure 201–1(a-ii)	84-85, 152-158

地址：香港灣仔港灣道26號華潤大廈23樓2301&2310室
電話：852-2360-9722　傳真：852-2874-0280
網址：www.crbeer.com.hk　電郵：info@crb.cn

Address: Room 2301 & 2310, 23/F., China Resources Building, 26 Harbour Road, Wanchai, Hong Kong
Tel: 852-2360-9722　Fax: 852-2874-0280
Website: www.crbeer.com.hk　Email: info@crb.cn