



华润啤酒(控股)有限公司

China Resources Beer (Holdings) Company Limited

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

环境、社会及 管治报告 2017

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT



润物耕心
Enriching Lives
Nurturing Dreams



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关于本报告

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报告概览

本报告为华润啤酒（控股）有限公司（「本公司」、「华润啤酒」，连同其附属公司，统称「本集团」）所发行的环境、社会及管治报告（「本报告」），披露本集团由二零一七年一月一日至二零一七年十二月三十一日（「报告期间」、「二零一七年财政年度」、「二零一七年」）于环境及社会方面的相关资讯。如欲查阅更多业务相关资讯及有关集团的企业管治常规，请参阅本集团二零一七年报。

编制依据

本报告根据香港联合交易所有限公司《主板上市规则》附录二十七《环境、社会及管治报告指引》进行编制。本集团已参照该《环境、社会及管治报告指引》订立一套系统性的报告流程，透过与各主要利益相关方的定期沟通，对本集团相关的环境、社会及管治议题进行识别及重要性评估，从而决定本报告的报告范围，并于各业务部门收集相关资料，进行检视分析并编制本报告。

报告范围

除非另有说明，本报告内容涵盖本集团总部和其下属实际控制的控股公司及附属公司。

版本资讯

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

意见回馈

如对本报告及其内容有任何疑问或意见，欢迎通过以下方式与我们联系：

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OVERVIEW OF THE REPORT

This is the 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"), which discloses the relevant information of the Group in respect of the environment, society and other aspects from 1 January 2017 to 31 December 2017 (the "Reporting Period", "FY 2017," or "2017"). For more business-related information and related corporate governance practices, please refer to the Group's 2017 Annual Report.

BASIS OF PREPARATION

This Report is prepared with reference to the "Environmental, Social and Governance Reporting Guide" under Appendix 27 to the Main Board Listing Rules of The Stock Exchange of Hong Kong Limited. The Group has established a set of systematic reporting procedures with reference to the "Environmental, Social and Governance Reporting Guide", which includes identifying and assessing the materiality of the environmental, social and governance topics related to the Group through regular communication with its stakeholders, so as to define the scope of this Report, and collect relevant information from various departments for review and analysis, and prepare this Report accordingly.

SCOPE OF THE REPORT

Unless otherwise specified, the scope of the contents herein includes the Group's headquarter as well as the holding companies and subsidiaries under its effective control.

VERSIONS OF THE REPORT

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

FEEDBACK

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

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主席寄语 MESSAGE FROM THE CHAIRMAN



秉承高质量发展，构建和谐美丽社会。

**Adhering to high-quality development,
building a harmonious and beautiful
society.**

陈朗 CHEN LANG
主席 Chairman

践行企业责任 把握发展机遇

二零一七年，是本集团撰写环境、社会及管治报告的第二年，亦是我们全资拥有啤酒业务的第一个完整财政年度。回望二零一七年，我们将「有质量增长、转型升级、创新发展」视作三大重点管理主题，坚持以「组织再造、品牌重塑、产能优化、精益销售、渠道改造、营运变革」等为核心的一系列战略措施，秉承推动社会责任及革新企业文化为使命的价值观，持续实践绿色人文精神，可持续发展的经营理念。本年度的报告围绕「秉承高质量发展」及「构建和谐美丽社会」两大工作思路制定了管理方针，积极针对产品业务、员工发展、绿色环保等多个方面识别本集团于环境、社会与管治上的风险与机遇，并将之转换为社会责任及可持续发展成果，为成为大众信赖和喜爱的知名企业而努力。

FULFILLING CORPORATE RESPONSIBILITY AND SEIZING DEVELOPMENT OPPORTUNITY

2017 was the second year for the Group to compile the environmental, social and governance report. It was also the first full financial year that we wholly owned the beer business. Looking back to 2017, we focused on three main management themes – “quality growth, transformation and upgrade, innovative development”. We have continued a series of core strategic measures covering “organizational restructuring, brand repositioning, capacity optimization, lean sales, channel renovation, operational reform”, etc., adhered to the values of promoting social responsibility and reshaping corporate culture and continued to practice the management concept of green humanistic spirit and sustainable development. In this year's Report, we formulated management principles by focusing on the two major guiding principles of “adhering to high-quality development” and “building a harmonious and beautiful society”. We also proactively identified the environmental, social and governance risks and opportunities for the Group in aspects of products and business, staff development as well as environmental protection, and dealt with them in a way that contributes to the fulfilment of social responsibility and progress in sustainable development. The Group has been keeping up its work to build itself into a trusted and beloved well-known enterprise.

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主席寄语
MESSAGE FROM THE
CHAIRMAN

关于我们
ABOUT US

环境、社会及管治架构
ENVIRONMENTAL, SOCIAL
AND GOVERNANCE
STRUCTURE

产品与业务
PRODUCTS AND BUSINESS

员工关爱
CARE FOR STAFF

环境保护
ENVIRONMENTAL
PROTECTION

社会责任
SOCIAL RESPONSIBILITY

保持高质量发展势头 聚焦社会变革

中国经济社会发展现已取得历史性成就。为配合中国经济从高速增长阶段转向高质量发展的变革阶段，我们适时转变企业的发展模式与动力，聚焦消费者对美好生活的需求，提升并探索未来的可持续发展空间。我们落实产品高端化策略，在维持现有产品的高标准质量的同时，始终坚持技术创新改革。其中，我们于二零一七年获得了由中国酒业协会颁发的科学进步奖，以表彰本集团于啤酒灌装技术研究方面的重要突破。

除内部质量控制之外，我们坚信优质的产品质量与原材料的质量控制息息相关。本集团近年积极研究全质量链的延伸管理体系，从原材料的源头至加工和运输等全生命周期环节，我们均坚持不懈地落实高水平的质量控制。该管理模式已于啤酒花的采购上获得初步成效，未来我们将考虑拓展至其他原材料采购管理方面的可能性。

构建和谐美丽社会 关怀人文需求

构建和谐美丽社会是国家富强、民族振兴、人民幸福的重要保证。本集团以此作为主要工作思路之一，以关怀社会人文及环境需求为主要工作任务，内部更有独立的环境、健康及安全部门，制订了全面的战略内容，力求做到多策并举。

MAINTAINING MOMENTUM ON HIGH-QUALITY DEVELOPMENT AND FOCUSING ON SOCIAL REFORM

China has made historic achievements in economic and social development. Catering to the transition of China's economy from a high-speed growth stage to a high-quality development stage, we timely changed our development model and momentum by shifting our focus to consumers' need for a better life, enhancing and exploring new room for sustainable development in the future. We also implemented premiumization strategy, and kept on driving technological innovation and reform while maintaining the high-standard quality of existing products. In 2017, we were awarded Scientific and Technological Progress Award by the China Alcoholic Drinks Association in recognition of the Group's significant breakthroughs made in the research of beer filling technology.

Apart from internal quality control, we firmly believe that product quality is closely related to the quality control of raw materials. In recent years, the Group has been actively studying extended management system for the whole quality chain, and has consistently implemented high level quality control in the whole life cycle from the source of raw materials to processing and transportation. This management model has produced preliminary positive results in the purchase of hops. Going forward, we will consider the possibility of applying such model to the procurement management of other raw materials.

BUILDING A HARMONIOUS AND BEAUTIFUL SOCIETY AND CARING FOR HUMANITY NEEDS

Building a harmonious and beautiful society is an important guarantee for a strong and prosperous country, national rejuvenation and people's happiness. The Group embraces this vision as one of the Group's main working focuses and takes the caring for social, humanity and environmental needs as the Group's major task. The Group has therefore set up an internal independent environment, health and safety department, formulated comprehensive strategies, and strived to make multiple measures implemented simultaneously.

短期环境需求方面，我们于二零一六年提前完成于二零一五年开展以淘汰小型燃煤锅炉为主的三年计划项目，降低排放物效果显著。考虑该项目对环境保护的贡献和带来的效益，本集团进一步积极淘汰燃煤锅炉。截至二零一七年年底，本集团相关项目的总投资超过人民币1.3亿元，淘汰了30多家生产工厂中超过80台燃煤锅炉，预计在二零一八年或之后再有更多燃煤锅炉将会被淘汰，转用天然气或其他能源。除气体排放外，本集团亦十分关注生产过程中所产生的污水对环境造成的影响。除持续监测污水的化学需氧量外，本集团将会积极研究在线监测污水中氮和磷含量的可行性。中长期环境需求方面，除持续整合及关闭低效产能的啤酒厂房外，本集团亦会积极探讨未来使用其他清洁能源或可再生能源的可能性，以进一步提升能源使用效益。

立足当下 着眼未来

展望未来，我们将按既定的目标和核心价值观，坚定不移地推动社会责任的发展与进步。我们将持续推动雪花救助金、高层走一线、工厂公众开放日等活动，多方面完善我们对环境、健康、安全的责任体系，搭建高效的管理资讯化平台、构建有序的责任制度。

作为中国啤酒行业的领先者，本集团将全力以赴，创造一个新的时代，引领行业在各方面不断进步，坚定地迈向全球行业前列水平。

主席
陈朗

For serving short term environmental needs, we completed the three-year planned project ahead of schedule in 2016 of phasing out small coal-burning boilers that was commenced in 2015, which has achieved remarkable results in reducing emissions. Given the contribution to environmental protection and the benefit brought by the project, the Group further proactively phased out coal-burning boilers. By the end of 2017, the Group invested a total of over RMB130 million to the relevant projects, and phased out more than 80 coal-burning boilers in over 30 breweries. It is expected that more coal-burning boilers will be phased out in 2018 or later and natural gas or other energy will be used. Apart from gas emission, the Group has been focusing on the impact of sewage discharged from the production process on the environment. While continuously monitoring the chemical oxygen demand (COD) in sewage, the Group will actively study the feasibility of online monitoring of nitrogen and phosphorus content in sewage. For medium and long term environmental needs, apart from continuously consolidating and closing down inefficient breweries, the Group will also actively explore the possibility of using other clean energy and renewable energy in the future, in order to further raise energy efficiency.

FOCUSING ON THE PRESENT AND HAVING THE FUTURE IN MIND

Looking into the future, we will unswervingly promote the development and progress of social responsibility in accordance with the established goals and core corporate values. We will continue to support and promote Snow Relief Fund, Interaction of Senior Management with Frontline Staff, Open Days of Breweries and other activities, improve the environmental, health and safety responsibility system in an all-round way, establish an efficient management information platform and construct a well-structured responsibility system.

As a leader in China's beer industry, the Group will make every effort to open up a new era, lead the industry to make continuous progress on all fronts and is determined to grow into a forerunner in the global industry.

Chairman
Chen Lang

关于我们 ABOUT US

华润啤酒（控股）有限公司（香港联合交易所有限公司股份代号：00291）为华润（集团）有限公司（「华润集团」）属下之上市公司，专营生产、销售及分销啤酒产品。

本公司于二零一五年成功进行业务重组，转型成为专注发展啤酒业务的企业，公司名称亦由「华润创业有限公司」更改为「华润啤酒（控股）有限公司」。二零一六年十月，本公司完成收购华润雪花啤酒有限公司（「华润雪花啤酒」）49%股权，华润雪花啤酒成为本公司的全资附属公司。

业务介绍

本集团自一九九四年开始在中国发展啤酒业务，旗下啤酒的总销量自二零零六年起连续多年位居中国市场第一。旗舰品牌「雪花 Snow」为全球销量最高的啤酒品牌。

本集团以质量为基础推动品牌重塑，追求精致创新的匠心酿造，品味珍稀传承发展。同时，「雪花 Snow」啤酒将啤酒文化重新定义，品味经典、创新潮流、守匠出新、酿道致远，推出全新产品以迎合年青消费者需求。二零一八年三月份，为配合年青消费群的个性，推出形象和包装全新的新勇闯天涯产品。

二零一七年，本集团啤酒年产能22百万千升，总销量达到11.8百万千升，总销量连续十二年领先国内其他啤酒品牌。而二零一七年营业额更达人民币29,732百万元，升幅显著。作为华润集团的一份子，我们矢志与消费者、股东、员工和商业伙伴一起引领商业进步，共创美好生活，成为大众信赖和喜爱的啤酒企业。



China Resources Beer (Holdings) Company Limited (stock code under The Stock Exchange of Hong Kong Limited: 00291) is a listed subsidiary of China Resources (Holdings) Company Limited ("CRH"), which focuses on the manufacturing, sales and distribution of beer products.

In 2015, the Company successfully completed its business restructuring and transformed itself into a beer-focused enterprise, and was renamed from "China Resources Enterprise, Limited" to "China Resources Beer (Holdings) Company Limited". In October 2016, the Company completed the acquisition of 49% stake of China Resources Snow Breweries Limited ("CRSB"), which therefore became a wholly-owned subsidiary of the Company.

BUSINESS INTRODUCTION

The Group has been in the beer business in China since 1994 with its total sales volume of beer ranking number one in the China market since 2006. The flagship brand "雪花 Snow" is the largest beer brand by volume worldwide.

The Group promotes brand re-positioning on the basis of its quality, pursues innovative beer-making techniques which the Company uses to ensure customers enjoy its products' unique flavours and heritage. Meanwhile, "雪花 Snow" strives to redefine beer culture in China for future sustainable development, the Group seeks to keep on its classic flavours and sense of craftsmanship, while setting trends through innovation. The Group has also introduced new products to cater to the needs of young consumers. A new product, new Brave the World, was launched in March 2018 with new image and new package to match with the personality of young consumers.

In 2017, the Group has recorded an annual beer production capacity of 22 million kiloliters and a total sales volume of 11.8 million kiloliters, outperforming the rest of the domestic beer brands for the 12th consecutive year. In the same year, its turnover reached RMB29,732 million, showing a significant increase. As a member of CRH, we are dedicated to leading our business progress and building a better life together with our consumers, shareholders, staff and business partners, and make the Group a trusted and beloved beer enterprise.



生产基地分布

GEOGRAPHICAL DISTRIBUTION OF PRODUCTION BASES

二零一七年十二月三十一日营运啤酒厂房总数¹ : 91 Total number of breweries in operation¹ as at 31 December 2017: 91

省份 / 直辖市 Province/Municipality	啤酒厂房数目 Number of breweries	省份 / 直辖市 Province / Municipality	啤酒厂房数目 Number of breweries
上海 Shanghai	1	河南 Henan	3
内蒙古 Inner Mongolia	4	福建 Fujian	1
北京 Beijing	1	西藏 Tibet	1
吉林 Jilin	3	贵州 Guizhou	4
四川 Sichuan	12	辽宁 Liaoning	12
天津 Tianjin	2	陕西 Shaanxi	1
安徽 Anhui	8	黑龙江 Heilongjiang	4
山东 Shandong	3	宁夏 Ningxia	1
山西 Shanxi	2	甘肃 Gansu	1
广东 Guangdong	5	湖北 Hubei	7
广西 Guangxi	1	浙江 Zhejiang	6
江苏 Jiangsu	5	湖南 Hunan	1
河北 Hebei	2		

¹ 厂房总数是基于二零一七年十二月三十一日仍在营运中的厂房，并不包括停止营运和管理层决定关闭的啤酒厂。

¹ The figure refers to the number of breweries still in operation on 31 December 2017, excluded those breweries ceased operation and determined by management to be closed.

相关奖项及获取荣誉节录

RELEVANT AWARDS AND RECOGNITION

产品 / 分公司 Product/Branch	颁发机构 Awarding organisation	奖项名称 Name of award	所得奖项 Honor
「雪花 Snow」品牌 “雪花 Snow” Brand	品牌评级机构 Chnbrand Brand rating agency Chnbrand	2017年中国品牌力指数(C-BPI®) 2017 China Brand Power Index (C-BPI®)	连续第四年位居 「啤酒品牌排行榜第一名」 Ranked number one on the “Beer Brand List” for the fourth consecutive years
		2017年中国顾客满意度指数(C-CSI®) 2017 China Consumer Satisfaction Index (C-CSI®)	连续第三年荣获啤酒行业第一名 Named the top beer brand for the third consecutive year
	品牌实验室 The World Brand Laboratory	2017年中国500最具价值品牌 China's 500 Most Valued Brands Top 2017	名列第28位 Ranked 28th
	中国广告协会 China Advertising Association	2017中国广告长城奖广告主奖 2017 China Advertising Great-wall Awards	年度品牌塑造案例 The Best Branding Case Study of the Year
华润啤酒(控股) 有限公司 China Resources Beer (Holdings) Company Limited	镜报 The Mirror	第六届杰出企业社会责任奖 The 6th Outstanding Corporate Social Responsibility Award	杰出企业社会责任奖 Outstanding Corporate Social Responsibility Award
	香港投资者关系协会 Hong Kong Investor Relations Association	第三届香港投资者关系大奖 HKIRA 3rd Investor Relations Awards	最佳投资者关系公司 – 中型股 Best IR Company – Mid Cap
			最佳投资者关系推介材料 – 中型股 Best IR Presentation Collaterals – Mid Cap
	乐施会 Oxfam	乐施扶贫企业伙伴计划2016-2017 Corporate Donor Programme 2016-2017	乐施扶贫企业伙伴奖 Oxfam Corporate Donor Award

关于我们 ABOUT US

产品 / 分公司 Product/Branch	颁发机构 Awarding organisation	奖项名称 Name of award	所得奖项 Honor
华润雪花啤酒（河南）有限公司 China Resources Snow Breweries (Henan) Co., Ltd.	香港环保促进会 Hong Kong Green Council	香港绿色企业大奖 Hong Kong Green Awards	优越环保管理奖（大型企业） — 优异奖 Green Management Award (Large Corporation) – Corporate – Merit
华润雪花啤酒（四川）有限责任公司 China Resources Snow Breweries (Sichuan) Co., Ltd.			
华润雪花啤酒（烟台）有限公司 China Resources Snow Breweries (Yantai) Co., Ltd.	山东省住房和城乡建设厅、 山东省发展和改革委员会、 山东省经济和信息化委员会 Shandong Provincial Office of Housing and Urban-Rural Development, Shandong Development and Reform Commission, and Shandong Economic and Information Technology Commission	山东省节水型企业 Water-Saving Enterprise in Shandong Province	
华润雪花啤酒（六安）有限公司 China Resources Snow Breweries (Lu'an) Co., Ltd.	安徽省环保厅 Environmental Protection Department of Anhui Province	安徽省节水型企业 Water-Saving Enterprise in Anhui Province	
华润雪花啤酒（安徽）有限公司蚌埠分公司 China Resources Snow Breweries (Anhui) Co., Ltd. Bengbu Branch	安徽省环保厅 Environmental Protection Department of Anhui Province	二零一六年度环保诚信企业 2016 Annual Environmental Creditable Enterprise	
华润雪花啤酒（滁州）有限公司 China Resources Snow Breweries (Chuzhou) Co., Ltd.			
啤酒灌装质量定阀 取样技术的研究及配套 平台系统开发 Research on Precise Quality Control Technology in Constant Valves Sampling for Beer Bottling and the development of supporting platform system	中国酒业协会 China Alcoholic Drinks Association	科学技术进步奖 Scientific and Technological Progress Award	二等奖 Second Prize

有关其他奖项及详情，请参阅本公司的网站或年报。

For other awards and details, please refer to our website or Annual Report.



环境、社会及管治架构

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

本集团深信，可持续发展是企业成功的基石。作为中国领先的啤酒企业，我们坚持与国家和社会共同发展，高度重视企业社会责任，并将相关因素的管理全面融入企业战略、重大决策及日常运营。在做好产品的同时，亦不遗余力地为社会经济、社区及环境作出多方面的贡献，矢志成为大众信赖和喜爱的啤酒企业，为创造美好未来而努力。

本集团对环境、健康及安全（「EHS」）方面的管控十分重视，专门设立环境、健康及安全部门。该部门于二零一七年发布了多项的相关内部制度，进一步完善组织架构和明确管理权责。本集团亦开展资讯化平台建设项目，长远实现在线即时监测监控重点风险、关键环节流程控制和重大事项应急辅助决策。

环境、社会及管治机制

针对客观环境和自身情况，本集团制定了全面的环境及社会风险识别、管控及处理机制。通过制度设置、日常监控、数据收集、信息披露等多个环节，支持我们的可持续发展并促进我们履行对各利益相关方的责任。

The Group believes that sustainable development is the cornerstone of a company's success. As a leading Chinese beer enterprise, we insist on making progress on development together with our country and our society, and place great emphasis on corporate social responsibility which is fully integrated into our corporate strategies, major decisions and daily business operations. While delivering quality products, we spare no effort in making contribution in various aspects to the economy of the society, the community and the environment. We are committed to becoming a trusted and beloved beer enterprise, and are endeavoring to create a better future.

Placing great emphasis on the management and control of its environment, health and safety ("EHS"), the Group has set up an environmental, health and safety department for this purpose. The department had rolled out a number of relevant internal systems in 2017 to further improve its organizational structure and to clarify management authorities and responsibilities. The Group also commenced a project to establish an information-based platform to conduct online, real-time monitoring and control of key risks, key process controls and emergency-aid decisions for major events in the long run.

ENVIRONMENTAL, SOCIAL AND GOVERNANCE MECHANISM

In view of objective environment and our own circumstances, the Group has set up an all-round mechanism on environmental and social risk identification, management and control as well as process. Through system set up, daily monitoring, data collection and information disclosure and other measures, the Group strives to facilitate our sustainable development and the fulfilment of our responsibilities to the stakeholders.

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CARE FOR STAFF

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ENVIRONMENTAL
PROTECTION

社会责任
SOCIAL RESPONSIBILITY

环境、社会及管治架构

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

工作层级 Work level	职能设置 Functions	具体职责 Duties and responsibilities
决策层 Decision-making level	高级管理层 The senior management	<ul style="list-style-type: none"> 讨论环境、社会及管治重大事务和未来发展 To discuss major issues and future development of environment, society and governance
		<ul style="list-style-type: none"> 识别相关风险 To identify relevant risks
		<ul style="list-style-type: none"> 制定策略及目标 To formulate strategies and objectives
		<ul style="list-style-type: none"> 检讨工作效果 To review working results
		<ul style="list-style-type: none"> 对整体工作机制效果进行评估 To assess effectiveness of overall working mechanism
		<ul style="list-style-type: none"> 分配各职能部门、分公司相关职责 To assign relevant duties and responsibilities to various functional departments and branches
监督层 Supervision level	各职能部门、分公司负责人 The responsible persons from various functional departments and branches	<ul style="list-style-type: none"> 执行决议并向决策层汇报工作情况 To implement resolutions and report working situation to the decision-making level
		<ul style="list-style-type: none"> 根据整体环境、社会及管治策略和方向研究具体工作 To conduct researches on actual tasks as according to the overall strategy and direction on environment, society and governance
		<ul style="list-style-type: none"> 指定相关工作小组执行工作 To assign relevant working groups to implement the tasks
		<ul style="list-style-type: none"> 向决策层提出下一年相关工作的改善建议 To suggest work improvement for the coming year to the decision-making level
执行层 Execution level	各部门及地方公司的工作小组 The working groups of various departments and local companies	<ul style="list-style-type: none"> 按监督层的方向，完成职能范围内的相关工作 To complete assigned tasks within own functions in accordance with the direction set by the supervision level
		<ul style="list-style-type: none"> 定期收集、整理、上报相关信息 To collect, organize and report relevant information on a regular basis
		<ul style="list-style-type: none"> 及时反馈实际工作情况，对实际工作的开展进行建议 To make timely feedback of practical working situation and make recommendations on the tasks implementation
		<ul style="list-style-type: none"> 承担内部信息传播责任 To be responsible for dissemination of internal information

利益相关方沟通

本集团了解与利益相关方定期沟通的重要性，并透过下列渠道定期获取各方对本集团环境、社会及管治，以及业务管理及发展之意见。

COMMUNICATION WITH STAKEHOLDERS

The Group understands the importance of regular communication with stakeholders and regularly obtains their opinions on the Group's environmental, social and governance issues, and on business management and development through the following channels.

主要利益相关方 Major stakeholders	沟通方式 Communication method
政府及监管机构 Government and regulatory authorities	• 定期交流 Regular communication
	• 阅读政策文件 Reviewing policy documents
	• 回应咨询 Response to consultations
股东 Shareholders	• 定期发布财务报告 Release of financial reports on a regular basis
	• 召开股东大会 Convening general shareholders meetings
	• 投资者关系沟通 Investor relations communication
消费者 Consumers	• 客户服务热线 Customer service hotlines
	• 商品标签 Product labels
	• 邮件及社交媒体 Communication via mails or social media
员工 Employees	• 员工信箱及意见调查 Employee mailbox and opinion survey
	• 公司内部网络 Corporate intranet
	• 员工活动 Employee activities
供应商及合作伙伴 Suppliers and partners	• 定期交流 Regular communication
	• 审核与评估 Audit and evaluation
	• 信息共享 Information sharing
行业协会 Industry associations	• 定期交流 Regular communication
	• 互相访问 Reciprocal visits
	• 积极参与协会事务 Active participation in the associations' affairs
社区 Community	• 社区文化建设 Building community culture
	• 帮扶弱势群体 Offering help to vulnerable groups
	• 社区服务 Community services

环境、社会及管治架构 ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

重要议题识别

本集团根据上述与利益相关方之持续沟通，了解到各方关注之环境、社会及管治议题，并根据该等议题对本集团之相关性及影响性进行评估，识别出下列重要议题，从而订立相关之披露框架及内容，以回应利益相关方的期望及协助管理层持续监控相关之风险、内部控制与绩效。

IDENTIFICATION OF MATERIAL ISSUES

Based on the aforementioned ongoing communication with stakeholders, the Group understands the environmental, social and governance issues which each party pays attention to and performs assessment on the issue based on their relevance and impact on the Group in order to identify the following material issues and thereby concluding related disclosure frameworks and content, in an effort to respond to stakeholders' expectations and assist management personnel in monitoring related risks, internal controls and performance continuously.



利益相关方感言:

「从事中国快消品股票研究十多年，我看到华润啤酒管理层一直为股东创造价值——无论是对消费者、股东及其他利益相关方，均从长远利益作考虑而制定营运方针及作出决定，达致多赢的局面。公司重视与各利益相关方及社会各界沟通，并有完善的管治体系。」

大和资本市场消费股分析员 陈颖钊

Comments of stakeholders:

“After more than ten years of research on Chinese FMCG stocks, I have seen that the management of CR Beer has been creating value for shareholders – it has been formulating business strategies and making decisions based on long-term interests, whether for consumers, shareholders, or other stakeholders, in order to achieve a win-win situation. The Company attaches great importance to communication with various stakeholders and all sectors of the community and has put in place a sound system of governance.”

Anson Chan, consumer stock analyst of Daiwa Capital Markets

环境、社会及管治架构 ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

范畴 Category	重要议题 Material issues
产品与业务 Products and business	<ul style="list-style-type: none"> 食品安全及质量 Food safety and quality
	<ul style="list-style-type: none"> 产品创新及知识产权 Product innovation and intellectual property
	<ul style="list-style-type: none"> 理性饮酒 Responsible drinking
	<ul style="list-style-type: none"> 客户满意度及信息保护 Customer satisfaction and information protection
	<ul style="list-style-type: none"> 供应链管理 Supply chain management
	<ul style="list-style-type: none"> 倡廉善治 Governance of integrity
员工关爱 Care for staff	<ul style="list-style-type: none"> 雇佣政策，薪酬福利，人才招聘及管理，员工沟通及工作环境，守法合规 Employment policy, compensation and benefits, talent recruitment and management, staff communication and working environment, compliance
	<ul style="list-style-type: none"> 员工培训及发展 Staff training and development
	<ul style="list-style-type: none"> 健康与安全 Health and safety
环境保护 Environmental protection	<ul style="list-style-type: none"> 节能减排 Energy conservation and emissions reduction
	<ul style="list-style-type: none"> 用水、污水和水源管理 Management of water use, sewage and water source
	<ul style="list-style-type: none"> 废弃物及包装品处理措施 Waste and packaging material treatment
	<ul style="list-style-type: none"> 其他环境影响 Other environmental impact
	<ul style="list-style-type: none"> 环保推广 Promotion of environmental protection
社会责任 Social responsibility	<ul style="list-style-type: none"> 公益活动 Social welfare activities
	<ul style="list-style-type: none"> 社区共建 Community building

报告编制

就以上重要环境、社会及管治议题，本集团根据《环境、社会及管治报告指引》之披露要求及关键绩效指标，于下列各章节展示并阐述了相关之政策、措施及绩效。

REPORT PREPARATION

In light of above material environmental, social and governance issues, the Group has disclosed and elaborated the relevant policies, measures and performance in the following sections in accordance with the disclosure requirements and Key Performance Indicators ("KPIs") of the "Environmental, Social and Governance Reporting Guide".

产品与业务

PRODUCTS AND BUSINESS

食品安全及质量

本集团以「酿造世界最好的啤酒」为目标，秉承「不断满足消费者需求，不断创造价值，回报社会、股东和员工」的理念，制定「质量第一，消费者至上，勇于创新，追求卓越，践行社会责任」的产品质量方针。

本集团坚信质量的保障来自于严苛的标准及质量管控。我们根据内部既定方针，不断完善质量标准和食品安全体系，持续对全产业链质量管理进行研究及建设，确保产品质量安全达到中华人民共和国国家标准《GB4927》啤酒优级品的要求。我们在行业率先开展全质量链的延伸管理体系研究工作，并在啤酒花的管理上取得初步成效，从原材料的源头、加工、运输和酿造应用等全生命周期环节，均坚持不懈地落实高水平的质量控制，未来我们将考虑拓展至其他原材料采购管理方面的可能性。

我们于生产过程实施关键控制点管理，并设置实时监控，透过对供应商生产链中所涉及的技术质量控制点，以及对工厂的质量回馈及提升管理，致力从源头保障产品质量，消除质量安全隐患，并为本集团产品于质量稳定性、受控性及可追溯性方面提供保障，确保产品符合食品安全水平。

FOOD SAFETY AND QUALITY

Aiming at the target of “brewing the best beer in the world”, the Group has formulated its policy on product quality that emphasizes “quality first, consumers as top priority, be innovative and excellent and fulfillment of social responsibilities”, which adhered to the philosophy of “satisfying consumers’ demand and creating value continuously for society, the shareholders and employees”.

The Group believes that quality assurance comes from stringent standards and quality control. Following its established internal policies, the Group has been enhancing its quality standard system and food safety system, conducting research and construction on quality management for the whole industry chain in order to ensure the quality and safety of its products to meet the National Standard of the People’s Republic of China GB4927’s requirement for premium beer products. We pioneer the industry in the research on the extension management system of the whole quality chain, and have achieved initial positive results in the management of hops. We commit ourselves to high standards of quality control throughout the entire life cycle from procurement, processing to transportation and brewing of such raw materials. We will consider the possibility of applying such standards to the procurement management of other raw materials in the future.

We have managed the key control points during the production process and set up real-time monitoring. Through the technical quality control points involved in the supplier’s production chain, as well as the quality feedback to factories and management improvement, we strive to assure the quality of our products right from the source and eliminate quality and safety hazards in order to provide guarantees for the stability, control and traceability of the Group’s products and ensure that the products meet food safety standards.



从以下数据可反映本集团优秀之产品质量管理水平：

The following information reflects the Group has done an excellent job in product quality management:



本集团的质量管理体系主要由以下要素构成：

The Group's quality management system mainly consists of the following:



质量管理标准

本集团根据最新国家法律法规修订了《微生物标准手册》、《啤酒外包装技术文字使用指引》、《食品添加剂—乳酸标准》、《啤酒花标准》、《啤酒皇冠瓶盖》、《马尔斯绿纯生啤酒产品标准》等多份关于原辅料、包装物及产品质量标准，为消费者提供安全、放心、美观、口味多元化的产品。此外，本集团总部专责部门对部分工厂进行食品安全检查，重点关注工厂不合格产品管理、退货管理、客户投诉管理等情况。

QUALITY MANAGEMENT STANDARDS

The Group has revised a number of standards concerning raw and auxiliary materials, packaging materials and product quality including "The Standards for Microorganism", "The Guidelines for Using Technical Words in Beer Packaging", "The Standards for the Food Additive – Lactate", "The Standards for Hops", "Crown Caps of Beer Bottles" and "The Product Standards for Mars Green Draft Beer" so as to provide consumers with products that are safe, secure, aesthetic, and a variety of tastes. In addition, the designated department of the Group's headquarter carried out food safety inspections over certain breweries with a focus on the management of disqualified products, returned products, customer complaints, etc.

产品与业务 PRODUCTS AND BUSINESS

为了从源头上完善原材料质量安全管理保障体系，本集团还修订了《啤酒用糖浆质量延伸管理细则》、《国产啤酒花种植、加工过程质量控制点标准》、《啤酒花质量延伸管理细则》等质量延伸管理要求，保障产品原材料的安全及质素。在控制新产品及新材料的开发应用的议题上，本集团更修订了《新产品酒体研发管理规定》、《啤酒用材料性能评价及应用管理规定》、《采购物资入厂质量检验控制管理制度》等管理要求及检验制度，确保产品质量安全，使产品更为可靠，以匠心精神营造世界一流啤酒。

To improve the management and guarantee system for raw material quality and safety from the source, the Group also revised other extended quality management requirements such as “The Extended Quality Management Rules for Beer Syrup”, “The Standards for Quality Control Points on Planting and Processing Processes of Domestic Hops”, and “The Extended Quality Management Rules for Hops”, to protect the safety and quality of raw materials. As for controlling the development and application of new products and new materials, the Group further imposed a series of management requirements and inspection system like “The Regulations for the Management of the Research and Development of the Wine Body of New Product”, the “Provisions on the Proper Evaluation and Application of Beer Materials”, and “the Management System for the Quality Inspection and Control of Purchased Materials”, to ensure product quality and safety, and to manufacture products that are more reliable, and in the end create a world-class beer with craftsmanship.

质量评估及管理措施

为消除产品质量隐患，本集团亦开展食品安全风险评估，杜绝食品安全风险，本集团于报告期间内采取以下措施：

QUALITY ASSESSMENT AND MANAGEMENT MEASURES

To eliminate risks affecting product quality, the Group has also conducted food safety risk assessments to avoid relevant risks. During the Reporting Period, the Group has introduced the following measures:

全面食品质量管理措施及成果 All-round food quality management measures and results achieved	
1.	<p>利用光电感应技术结合酒瓶位移跟踪技术，开发了自动定阀取样平台系统，使啤酒灌装质量的定阀精准监测与控制，为稳定和提升产品质量提供了坚实保障。同时，完成了自行研发的「啤酒灌装质量定阀取样技术的研究及配套平台系统开发」项目，并成功申请专利，持续提升产质量。</p> <p>An automatic valve sampling platform system was developed by using photoelectric sensing technology combined with beer bottle motion tracking technology to accurately monitor and control the quality of beer bottling, to provide a solid guarantee for stabilizing and improving product quality. At the same time, the Group completed its own “research on the Precise Quality Control Technology in Constant Valves Sampling for Beer Bottling and the development of supporting platform system”, which has successfully qualified for patents to continuously improve products quality.</p>
2.	<p>通过在不同情况下对啤酒罐中双酚类物质迁移量进行检测，确保罐内涂层中双酚类物质迁移量符合且远低于现行《GB 9685-2016食品安全国家标准—食品接触材料及制品用添加剂使用标准》中指标限量要求。</p> <p>By detecting the migration of bisphenols in beer cans under different conditions, it is ensured that the migration of bisphenols in the can coatings is complied with and far below the limit set out in the current “National GB 9685-2016 Standards for Food Safety – Standard for Additives Used in Food Contact Materials and Products”.</p>

全面食品质量管理措施及成果 All-round food quality management measures and results achieved	
3.	<p>通过回瓶方式的改革及瓶源管理的优化，从源头上减少产生杂质酒的隐患。同时，制定生产链关键控制点，强化生产过程管控，将杂质酒投诉率列入质量考核，杜绝生产环节中杂质酒的产生。于二零一八年继续开展「杜绝包装线倒瓶」项目，降低生产过程漏气风险，继续提升客户满意度。</p> <p>Through fine-tuning the method for bottle recycling and optimizing bottle source management, the potential hazards of producing contaminated beer are reduced from the source. Meanwhile, the Group had designated key control points for the production chain, and strengthened control of the production process and categorized the complaints rate of contaminated beer into the quality assessment to prevent the production of contaminated beer in the production process. In 2018, the Group will continue to carry out the “No Inverted Bottles in Packaging Lines” scheme to minimize the risk of gas leakage during the production process, further enhancing customer satisfaction.</p>
4.	<p>开发和应用「啤酒二氧化碳高效、优质回收与利用技术的研究及工程示范」项目，不仅降低能耗，对于提高二氧化碳回收的收得率和减少二氧化碳排放方面作了示范作用，带动了行业进步，具有较大的环境效益和社会效益，并于二零一七年上半年荣获中国酒业协会科学技术进步奖一等奖。</p> <p>The development and application of the project on “research on the Efficient, High Quality Recycling and Utilization of Carbon Dioxide in Beers Manufacturing and its demonstration” not only reduces energy consumption, but also plays an exemplary role in increasing the recovery rate of carbon dioxide and reducing carbon dioxide emissions, and contributes to advancement in the industry. Due to its great environmental and social benefits, it was awarded Scientific and Technological Progress Award (First Prize) by China Alcoholic Drinks Association in the first half of 2017.</p>
5.	<p>致力于研制开发多样化、特色产品，二零一七年财政年度，推出了「未来由你定义」概念系列，含「花脸」、「花旦」、「纯生」、「勇闯天涯」4款新产品，产品酒体及形象升级，丰富了客户体验。另有「雪花爱尔啤酒」，于二零一七年上半年荣获中国酒业协会「青酌奖」酒类新品TOP10（啤酒类）称号。</p> <p>The Group has committed to the research and development of diversified and specialty products. In FY2017, the Group launched its new product line, a concept series themed “You Define Your Future” including 4 new products of “Male Opera Mask”, “Female Opera Mask”, “Draft Beer” and “Brave the World”, to upgrade the body and the image of various products and enrich customers’ experience. Moreover, “Snow Ale Beer” was selected as one of the Top 10 New Wine Products (Beer Category) and was granted the “Qingzhuo Award” by the China Alcoholic Drinks Association in the first half of 2017.</p>



产品与业务 PRODUCTS AND BUSINESS

本集团将会继续提高产品质量标准，严格把控食品及包装安全，不断创新技术工艺，研发新产品，为消费者创造更多价值。于报告期间，本集团共修订18项技术质量标准，累计建立超过100项。

本集团于报告期间内并无召回已售产品或已运送产品的需要，亦已遵守有关所提供产品和服务的健康与安全、广告、标签及隐私事宜以及补救方法方面对本集团具有重大影响的相关法律及规例，并无发现任何重大违规情况。

资格认证

本集团持续执行管理体系认证工作，确保系统化和标准化管理，部分啤酒厂取得的国际认可包括质量管理体系(ISO 9001)、环境管理认证(ISO 14000)、食品安全管理体系(ISO 22000)及HACCP危害分析及关键控制点管理程序等对产品质量进行严格控制。

此外，本集团亦重视员工在产品质量管控，包括品评啤酒上的专业技能提升。于二零一七年中国酒业协会举办的第三届全国啤酒品酒职业技能竞赛中，本集团员工表现出类拔萃。前10名的品酒师中，本集团员工占6位；前50名的品酒师中，接近一半为本集团员工。



The Group will continue to place higher standards on product quality, and strictly control the safety of food and packaging, and continue to be innovative in craft and technologies and to develop new products in order to create more value for consumers. During the Reporting Period, 18 technical quality standards were revised and more than 100 new standards were established as accumulated by the Group.

During the Reporting Period, the Group did not need to recall products sold or delivered. It also complied with the relevant laws and regulations that have a significant impact on the Group in terms of health and safety, advertising, labeling, privacy issues and remedial methods related to the products and services it provided. Also, the Group did not find any major violations against these laws and regulations.

CERTIFICATIONS

The Group strives to make further progress in the management system certification to ensure systematic and standardized management. Specifically, some breweries have obtained international approvals including the quality control system (ISO 9001), environmental management certification (ISO 14000), food safety management system (ISO 22000) and Hazard Analysis and Critical Control Point (HACCP) management procedures to strictly control the quality of their products.

On top of that, the Group also attaches great importance to the upgrading professional skills of its staff in quality control, including skills on the appreciation of beer. In the Third National Professional Skill Competition for Beer Appreciation organized by China Alcoholic Drinks Association in 2017, staff from the Group delivered outstanding results. Among the top ten sommeliers, staff from the Group accounted for 6 of them; of the top 50, nearly half were our staff.

获奖员工感言

Words from award-winning employees

「终身啤酒国嘴」王江群：

“Lifetime national taster of beer” Wang Jiangqun

「公司以匠心品鉴啤酒，明察秋毫，指导酿造精雕细琢。以匠心酿造啤酒，追求卓越，成就雪花非凡质量。」

“By focusing on details of the brewing process, the Company has strove to make excellent beer with its craftsmanship. Craftsmanship leads to excellence, excellence leads to exceptional high quality of Snow beer.”

我们的员工亦于二零一五年中国酒业协会每5年举办一次的国家级啤酒评酒委员（啤酒国嘴）考试选拔中表现优异，20名员工获选为国家级啤酒评酒委员，其中7名员工连任2届或以上，当中员工王江群和顾丽红更连任3届或以上，获得终身荣誉评委（终身啤酒国嘴），员工的质量管理技能得到外部高度认可。



The staff of the Group also performed well in the selection of the national beer sommeliers (national taster of beer) examinations in 2015 which is held every 5 years by the China Alcoholic Drinks Association. 20 employees were selected as national beer sommeliers. Among them, 7 employees have been re-elected for 2 or more consecutive terms. Wang Jiangqun and Gu Lihong, which were members of our staff, were even re-elected for 3 or more consecutive terms, and were honored as life-long honorable judges (lifetime national taster of beer). It shows that our employees' quality management skills were highly recognized by the external parties.

获奖员工感言

Words from award-winning employees

「终身啤酒国嘴」顾丽红：

“Lifetime national taster of beer” Gu Lihong

「公司匠心酿造，品尝把关，持续改善，以最负责任的方式提供消费者最喜爱的啤酒。」

“With craftsmanship in mind, the Company has continuously improved the taste of its beer, offering consumers the most favourite beer in the most responsible way.”

产品创新及知识产权

本集团亦落实产品高端化策略，在维持现有产品的高标准质量同时，不断研发技术创新改革；针对不同市场、不同层次消费者需求，按照「研制一代、开发一代、储备一代、应用一代」的原则进行新产品研制开发；以培育和提升企业自主知识产权技术改造为出发点，解决制约行业发展的瓶颈技术难题，为行业的技术进步作出贡献。二零一七年，本集团推出了「未来由你定义」概念系列，含「花脸」、「花旦」、「纯生」、「勇闯天涯」4款新产品，产品酒体及形象升级，丰富了客户体验。

PRODUCT INNOVATION AND INTELLECTUAL PROPERTY

The Group also implemented premiumization strategy by continuing to promote technological innovation reforms while maintaining high standards for existing products. Meanwhile, the Group has researched and developed new products to meet customers' demands in various markets and at various levels in accordance with the principle of “research for a generation, development for a generation, reserve for a generation and apply for a generation”. The Group has also begun to cultivate and promote the technological advancement with independent intellectual property rights, in order to resolve the bottleneck technical problems that hindered the development of the industry, so as to contribute to the technical progress of the industry. In 2017, the Group launched a concept series themed “You Define Your Future” including 4 new products of “Male Opera Mask”, “Female Opera Mask”, “Draft Beer” and “Brave the World”, in an effort to upgrade the wine body and the image of various products and enrich the customer experience.



为保障和维护知识产权，本集团严格遵守中华人民共和国的知识产权法律法规，包括但不限于《著作权法》、《著作权法实施条例》、《商标法》、《商标法实施条例》、《专利法》、《专利法实施细则》及相关司法解释。同时，本集团亦严格遵守中华人民共和国已加入的有关版权的国际公约。而为了能有效执行国家法律法规，本集团制定了《知识产权管理制度》、《规避侵犯他人知识产权风险管理规定》、《产品维权工作管理办法》、《产品标识标注审核工作指引》等。

于报告期间，本集团已遵守有关保障和维护知识产权方面对本集团具有重大影响的相关法律及法规，并无发现任何重大违规情况。

理性饮酒

本集团除了在源头上做到理性生产，亦希望保证消费者作为供应链终端使用者能够拥有理智的消费观念及饮用习惯，以达到作为负责任生产及销售商的责任。本集团并会严格依照国家相关法律规定，在产品包装上明确标示成份及酒精含量外，更于我们的销售及市场推广策略上善意提醒及忠告消费者理性饮酒的重要性。本集团旗下华润雪花啤酒网站 www.snowbeer.com.cn 首页亦设有年龄限制，禁止未成年人士浏览，明确提示未满18岁的消费者请勿饮酒。

For the purpose of protecting and safeguarding intellectual property, the Group strictly complied with the laws and regulations on intellectual property of the People's Republic of China, including but not limited to the "Copyright Law", the "Implementing Regulations on Copyright Law", the "Trademark Law", the "Implementing Regulations on the Trademark Law", the "Patent Law", the "Implementing Regulations on Patent Law" and their relevant judicial interpretations. Moreover, the Group has strictly followed the international copyright conventions entered into by the People's Republic of China. In order to effectively put into practice national laws and regulations, the Group has formulated the "Intellectual Property Management System", "Provisions on Avoiding Infringement on Intellectual Property Rights of Third Party", "Management Measures for the Work of Safeguarding Product Copyright", "Guideline on Review of Product Trademarks and Labels and others".

During the Reporting Period, the Group has observed relevant laws and regulations that have a significant impact on the Group in terms of protecting and safeguarding intellectual property rights. Also, it did not find any major violations against these laws and regulations.

RESPONSIBLE DRINKING

Apart from planning production in a sensible way, the Group also hopes that the consumers, as the end-users on the supply chain, can have rational consumption attitudes and drinking habits in order to achieve its responsibility as a responsible manufacturer and seller. The Group, in strict accordance with relevant national laws and regulations, clearly labels the ingredients and alcohol content on product packaging, and in the sales and marketing promotion materials of our Company reminds and advises consumers of the importance of drinking in a sensible way. The front page of our CRSB website www.snowbeer.com.cn has clearly warned consumers under the age of 18 not to drink, with age limit that prohibits minors from browsing.

客户满意度及信息保护

为提供完善售后服务及客户服务体系，从而不断提升客户满意度及维持良好客户关系，本集团为消费者组建客户服务中心，统一管理产品投诉信息系统，对投诉作出快速反应；而全国统一的专门客户服务热线以及顾客投诉机制，除及时为客户提供专业咨询及服务外，更为消费者提供全面的售后服务，以提升顾客满意度。整个系统会定期进行综合分析及改进，完善工厂生产资讯管理，不断提升产品和服务素质，使消费者享受到高品质服务。

本集团辖下客户服务中心所有产品及服务的投诉均由专人接听及处理，并即时传递到对应区域人员。按制度规定，区域处理人员需于三十分钟内与投诉人（包括消费者、终端店及经销商）联系，预约时间现场受理。而处理人员亦须于三个工作日内向客户服务中心汇报投诉基本情况及处理结果以作妥善记录，从而提升服务素质。

此外，客户服务中心还会进行有效的信息监控与数据统计，为管理层分析决策提供可参考依据，从多方面检讨生产、销售及服务能力表现，使消费者获得更满意及安全的消费体验。

本集团亦相信保护消费者私隐资讯是管理客户关系及服务过程的重要因素。于二零一七年财政年度，本集团继续优化客户关系管理体系，修订及补充相关制度和流程。通过资讯加密、权限设置，在不同区域、部门、管理层级实行资讯隔离，以避免泄露或遗失消费者资讯。本集团亦会要求相关工作人员遵守国家保密法律法规和《保密工作管理制度》并签署《保密承诺书》，履行保密义务，保障资讯安全。

CUSTOMER SATISFACTION AND INFORMATION PROTECTION

In order to provide a comprehensive after-sales service and customer service regime, to further improve customer satisfaction and maintain good customer relations, the Group has established a customer service center to centralize its management on information system for product complaints, and respond quickly to such complaints; besides, the national specified customer service hotline and customer complaint mechanism can provide customers with not only professional consultation and services in a timely manner, but also comprehensive after-sales services to enhance customer satisfaction. Comprehensive analysis and improvements will be periodically conducted on the entire system to improve the management of factory production information, thus continuously improving the quality of products and services, which will in turn enable consumers to enjoy high-quality services.

Designated staff in the customer service center of the Group is responsible for receiving all complaints of products and services, which will be immediately delivered to the responsible staff in related regions. According to the regulations, the responsible staff in the regions must contact the complainants (including customers, point-of-sales and distributors) within 30 minutes and make appointments to handle complaints on spot. The responsible staff must report to the customer service center within three working days about the complaint and its results for proper recordkeeping, so as to improve service quality.

Moreover, the customer service center would carry out effective information monitoring and data analysis, which serve as reference to the management for decision-making and for comprehensive reviews of production, sales, and service performance in different perspectives, so that consumers can enjoy a more satisfying and safer consumer experience.

The Group also believes that protection of consumer privacy forms a vital part of the customer relationship management and service process. In FY2017, the Group continued to optimize its customer relationship management system, and revise and supplement with relevant policies and procedures. Through information encryption and permission settings, and by implementing information isolation strategy in different regions and departments and at different management levels, we strive to prevent leakage or loss of consumer information. Relevant staffs are required to comply with China's confidentiality legislation and the "Policy Governing Confidentiality", and to sign "Letters of Undertaking on Confidentiality" to fulfill their duties on confidentiality and to ensure information security.

产品与业务 PRODUCTS AND BUSINESS

于报告期间内，本集团已遵守所有与消费者信息保护相关的法规，并无发现任何重大违规情况。

供应链管理

本集团建立以《采购管理制度》及《供应商管理规定》为基础的内部采购及供应商管理规章制度，以外审、内审、自评等多种检查方式，完善采购内控管理体系。通过以点带面的示范作用，规范采购行为，预防和规避管控风险。

为确保供应商服务水平，本集团编制各项采购内容的供应商目录，如《战略供应商目录》、《关系供应商目录》、《关联供应商目录》、《不合作供应商目录》、《不诚信供应商目录》等，重点考察供应商素质情况、历史业绩和履行合同情况。

为了让供应商进一步认知本集团对供应商管理的相关要求、对其遵纪守法和商业道德操守高度准则的要求，根据《供应商管理规定》：

- 本集团通过两年一次「应知应遵」测试、每年进行的现场考察和年度综合考核等全方位、多层次方式，持续优化供应商淘汰机制；
- 因未能达到评核要求的，需按规定于二至五年内禁止合作，并根据考核结果更新供应商目录；及
- 本集团建立原材料、辅料、包装物等主要采购物资的潜在供应商入选标准、现场考察认证标准、合作过程考核标准、年度综合评价标准等，规范整体采购过程。

During the Reporting Period, the Group has complied with the laws and regulations related to the protection of consumer information and did not find any major violations against them.

SUPPLY CHAIN MANAGEMENT

The Group has established an internal procurement and supplier management rules and regulations mechanism based on the “Procurement Management Policy” and on the “Suppliers Management Regulations”. It also put in place various inspection methods such as external audit, internal audit, and self-evaluation to improve internal control management system of procurement. Through the demonstration effect of “point-to-an-area”, the Group has regulated the conducts of procurement to prevent management and control risks.

In order to ensure the service standards of the suppliers, the Group has established suppliers directories for different procurement items to inspect the quality, previous results and fulfilment of contractual obligations of various suppliers, such as “Directory for Strategic Suppliers”, “Directory for Related Suppliers”, “Directory for Associated Suppliers”, “Directory for Non-cooperative Suppliers” and “Directory for Dishonest Suppliers”.

To enable the suppliers to further understand the relevant requirements of the Group on supplier management and high-level requirements of the law compliance and business ethics, based on “Suppliers Management Regulations”, the Group has:

- carried out a range of all-round, multi-level means including ‘knowledge and compliance’ test held every two years, on-site inspection and annual comprehensive assessment held every year to optimize the phase-out mechanism for suppliers;
- Suppliers who do not meet relevant standards in the assessments will be prohibited from co-operation with the Group for 2 to 5 years, while the latter will renew the supplier list based on the results of the assessments; and
- The Group has regulated the overall procurement process by different measures including setting up the criteria of potential suppliers, the standard for verification of on-site inspection, the standard for co-operation appraisal and annual overall assessment for suppliers of the major materials to be purchased such as raw materials, auxiliary materials and packaging materials.

于报告期间内，被淘汰的主要供应商总共接近350家，占整体主要供应商超过25%，新引进的主要供应商超过150家，引进率超过10%。

除对供应商目录进行更新外，本集团的供应链管理亦设有严格的内部指引，每月对供应商进行合作过程考核，针对合格率、及时率、准确率、拒单率、退货率、违规行为、品质缺陷等七项指标。

本集团亦开展供应商于环保、安全、社会责任等方面认证，严格要求供应商按照政府环境保护规定，受管制的企业必须取得排污许可证，并按照相关规定或当地环保污染物排放标准规定排放污染物。

During the Reporting Period, around 350 major suppliers in total were phased out, accounting for more than 25% of the total major suppliers, and more than 150 major suppliers were newly introduced with the introduction rate exceeding 10%.

In addition to updating the supplier list, stringent internal guidelines were established for supply chain management of the Group. The co-operation process with suppliers is assessed monthly based on seven indicators: pass rate, timeliness, accuracy, declined orders, returned goods, violation behaviour and flawed products.

The Group has carried out certifications for suppliers in different aspects such as environmental protection, safety and social responsibility. The Group has strictly required its suppliers to comply with the government regulations regarding environmental protection. Enterprises under special regulation must obtain required pollutant discharge permit, discharge pollutants according to the relevant regulations or local pollutant discharge standards.



三个主要全国性供应商对「应知应遵」相关活动的一些话语：

一位主要供应易拉罐的全国性供应商

「公司的『应知应遵』培训及测试活动，对双方共同和谐发展有很大帮助。通过这个活动，我们更明确、更清晰了解公司对廉洁自律方面的具体要求，同时，也让我们更熟悉公司对于供应商管理的制度及相关流程程序，使得双方的合作过程更加快速和顺利...」

一位主要供应麦芽的全国性供应商

「通过公司的『应知应遵』活动，使我们看到公司在与客户合作中信守诚信的原则...」

一位主要供应麦芽的全国性供应商

「作为啤酒行业的龙头，公司起到模范作用，整个啤酒市场的风气一定会越来越好...」

Words from three major national suppliers on 'knowledge and compliance test' related activities:

A national major cans supplier

"The 'knowledge and compliance' testing and training activities of the Company will greatly help the mutual development. Through the activities, we have more clear understanding of the Company's specific requirements for integrity and self-discipline. At the same time, we also become more familiar with the Company's policies and related process for supplier management, making the process of co-operation between the two parties faster and smoother..."

A national major malt supplier

"The 'knowledge and compliance test' activities showed us the Company's commitment to integrity in its co-operation with customers..."

A national major malt supplier

"As a leading player in the beer industry, the Company has played an exemplary role in guiding the ethos of the whole beer market to become better and better..."

产品与业务 PRODUCTS AND BUSINESS

二零一七年，本集团纳入可供选择的供应商数目约为7,900家，当中超过98%为中国本地供应商。

倡廉善治

除了实行相关法律法规，以及产品质量内部管理系统外，本集团严格执行国家的防贪污法律、法规，并落实《反不正当竞争法》中关于商业贿赂、勒索、欺诈有关规定，以及《中华人民共和国反洗钱法》关于洗黑钱的有关规定。

在日常营运中，本集团严格执行华润集团制度流程，如《华润（集团）有限公司职工违纪违规处理暂行规定》、《华润经理人十诫》及华润雪花啤酒《员工违规违纪处理办法（试行）》等。于《华润经理人守则》中，本集团不断强化经理人明纪守纪意识，加大从源头上预防和治理腐败的力度，着力把反腐倡廉工作提升到一个新水平。

本集团采购人员需签署《阳光宣言》，采购招标人员需签署《廉洁从业准则》，将采购团队打造为深度专业化、纪律化的队伍，禁止谋取私利，收受贵重礼物，回扣等。采购人员亦有责任维护本集团资产与名誉，严守本集团商业秘密及商业道德，保护本集团信息安全，维护消费者、经销商、供应商等合作伙伴的权益。另外，投标人和合同履约方亦要签署「阳光承诺」，增强各方自我约束和廉洁从业的意识。

于报告期间，本集团已遵守有关防止贿赂、勒索、欺诈及洗黑钱方面对本集团具有重大影响的相关法律及法规，并无发现任何重大违规情况。

In 2017, the number of suppliers included in the Group's list was approximately 7,900, of which over 98% were local suppliers in China.

GOVERNANCE OF INTEGRITY

In addition to the laws and regulations governing relevant industries and its internal management system for product quality, the Group also strictly implements anti-corruption laws and regulations promulgated by the country, the provisions on commercial bribery, extortion and fraud in the "Anti-Unfair Competition Law", and relevant provisions on money laundering in the "Anti-money Laundering Law of the People's Republic of China".

In daily operations, the Group strictly implements the CRH's institutional processes, such as "The Interim Provisions on Handling Violations against Regulations of Employees of China Resources (Holdings) Company Limited", "The Ten Commandments for CRH's Managers" and "Measures for Handling Violations against Regulations of Employees (Trial)" of CRSB. In the "Code for CRH's Managers", the Group further strengthens the awareness of the managers to observe laws and regulations, so as to step up its efforts to prevent and control corruption at the source, and strive to take anti-corruption work to a new stage.

The Group's procurement staffs need to sign "Declaration on Transparency" and the procurement staffs responsible for tender need to sign "Professional Code on Probity", which prohibit them from seeking for personal interests, receiving valuable gifts and rebates, in order to establish the highly professional and disciplined procurement team. Procurement staff also have the responsibility to safeguard the assets and reputation of the Group, strictly keep the Group's business secrets and maintain a commitment to business ethics, protect the Group's information security, and safeguard the rights and interests of consumers, distributors, suppliers and other partners. In addition, bidders and contracting parties must also sign the "Sunshine Promise" to increase the awareness of self-discipline and integrity among all parties.

During the Reporting Period, the Group has complied with the relevant laws and regulations on the prevention of bribery, extortion, fraud and money laundering that had a significant impact on the Group, and no major violation was discovered.

员工关爱 CARE FOR STAFF

雇佣政策

人才是企业发展的第一动力，亦是业务成功发展的核心。本集团相信高素质专业人员能保证公司的产品品质、食品安全及服务口碑，推动企业持续发展。因此，本集团非常着重人才培养，并确保员工得到应有的待遇及法律保障。

薪酬福利

本集团积极招揽及挽留杰出人才，同时亦致力完善的薪酬福利管理制度及岗位价值评估体系，配合员工发展培训，建立按岗位、能力和业绩综合为一体的薪酬系统。同时，通过集合业务单位经营业绩、员工素质、绩效结果等关键因素，再结合市场薪酬调研资料，制定出合理的薪酬机制。本集团亦致力完善福利管理体系，从法定福利、经营保障类、风险保障类和工作生活类福利、非物质报酬等建立严谨、匹配的福利体系。

此外，在员工假期、工作时数、工时制定等安排上，本集团严格遵守国家和地方的法律法规。各业务单位均制定了员工假期管理规定，对员工法定假期、年休假、产假、工伤假、婚假、丧假、病事假等明确了假期时间及流程，同时按照国家及地方劳动法规定，根据员工岗位，实施不同的工时管理，支付相应工作时间的劳动报酬。以上政策确保员工努力工作之余，亦享受到应得的假期及权益，使员工身心保持健康愉悦。

人才招聘及管理

本集团设有完善的人力资源管理体系，并不断加以改良相关政策，以确保招聘与配置管理的公开、公平及公正。本集团亦十分重视员工绩效管理及培训管理工作，因此制订了全员绩效管理制度，确保流程公开、过程公平、结果公正。

EMPLOYMENT POLICY

Talent is the first driver of the corporation's growth and the cornerstone of the business's success. The Group believes that high quality professionals provide guarantee of the quality of the company's products, food safety and reputation on services, promoting the sustainable development of the company. Therefore, the Group has attached great importance to talent training, and ensured that employees receive due treatment and legal protection.

COMPENSATION AND BENEFITS

While actively recruiting and retaining outstanding talents, the Group has committed to improving the system for managing compensation and benefits and the job evaluation system so as to assist employee development and training. The Group has also established a system of determining the compensation based on the employee's position, ability and job performance. In addition, a reasonable compensation mechanism is formulated with reference to key factors such as the operating results, staff quality and performance results of the operating units, coupled with market salary survey and data. The Group is also committed to improving the benefit management system by building a rigorous and consistent benefit system covering the statutory benefit, business security, risk protection, work-life well-being and non-material compensation.

Moreover, the Group strictly complies with national and local laws and regulations in the arrangements of employee vacation, working hours and working-hour schedules. All operating units have formulated rules on the management of employees' leave, defining the duration and process of employees' statutory holidays, annual leave, maternity leave, work-related injury leave, marriage leave, funeral leave, sick leave and other leaves. Working-hour management and corresponding remuneration are in line with the national and local labor laws and based on the employee's position. The above policies ensure that employees enjoy their deserved holidays and benefits for the sake of their physical and mental health and pleasant working life.

TALENT RECRUITMENT AND MANAGEMENT

The Group has a sound human resources management system and has continuously improved its policies to ensure openness, equality and fairness in talent recruitment and management. The Group also pays heed to the management of employee performance and training. Therefore, a performance management system covering all staff is established to ensure the openness, equality and fairness of the management process and its results.

二零一七年年末雇员人数

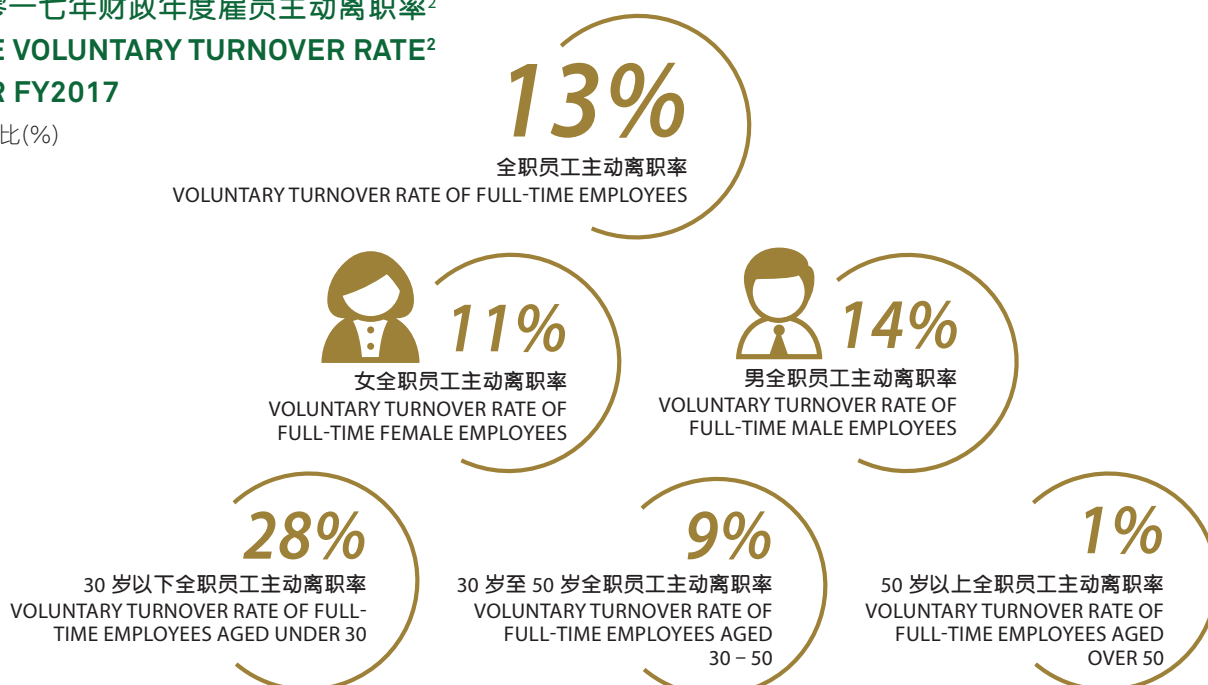
THE NUMBER OF EMPLOYEES AT THE END OF 2017



二零一七年财政年度雇员主动离职率²

THE VOLUNTARY TURNOVER RATE² FOR FY2017

百分比(%)



[#] 超过99%在中国内地聘用

Over 99% employed in Chinese Mainland

² 主动离职率：累计主动提出离职员工人数／全职员工12个月平均人数

Voluntary turnover rate: The cumulative number of employees who volunteer to leave/the 12-month average number of full-time employees

除一般员工人力资源政策外，本集团亦建立完善的高层人员管理体系，其中《经理人选拔任用制度》明确经理人的选拔、任用、竞聘、绩效考核、培训培养等已制定相应的标准，确保经理人均等的发展机会。同时，本集团亦建立了《经理人任期及轮岗管理办法》及《老干部管理服务实施办法》，以保障高层管理人员的权责利益。

招聘录用制度中，本集团明确遵守国家法规及加入内部反歧视及有关防止童工或强制劳工的规定，例如《禁止使用童工规定》及《未成年人保护法》等。我们具备完善员工聘用审批制度，在招聘过程中要求应聘人员提供有效身份证件用于核对个人资料，并提报审批，以防止招录、使用未成年人及强制劳工情况发生。

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

员工沟通及工作环境

本集团制订了员工关爱工作指引，建立了内部沟通制度，搭建顺畅的沟通机制，通过企业负责人访谈日活动、员工满意度调查、总经理信箱等多方式，以实现员工安全、情感、尊重、自我实现的全方位的关怀。为了跟员工更有效地沟通，本集团开发了完善的企业文化宣传平台，透过设立内部刊物、公众号等宣传平台，为员工建立了多条渠道展示才华、了解企业动态。本集团同时关注员工工作环境的舒适度及愉悦度，从改善工厂作业环境、引进先进设备到厂区绿化、企业宣传栏、员工活动室等改善员工实际工作环境。

In addition to the human resources policies for general employees, the Group has formulated a comprehensive system for managing senior officers, of which the “Policy for Selecting and Appointing Managers” clearly states that the selection, appointment, competition, performance appraisal and training of managers follow certain established standards to ensure equal opportunities for the development of managers. Moreover, the Group has formed the “Administrative Rules on Tenure and Rotation of Managers” and the “Implementation Rules on Management and Services for Veteran Cadres” to protect the interests of senior management.

The Group's recruitment policy is in line with national regulations and adopted rules against discrimination as well as child or forced labour such as the “Prohibition of Child Labour” and the “Minors Protection Law”. Our comprehensive recruitment and approval system requires candidates to provide valid identification documents to check their personal data and submit for approval, so as to prevent recruitment or use of minors and forced workers.

During the Reporting Period, the Group has strictly complied with the relevant laws, regulations and internal rules to prohibit the employment of minors and forced workers, and no violation thereof is found.

STAFF COMMUNICATION AND WORKING ENVIRONMENT

The Group has formulated working guidelines on care for staff, established an internal communication system and a smooth communication mechanism. Through interview day of enterprise leaders, employee satisfaction survey, general manager mailbox and many other ways, the Group aims to give all-round care to staff in respect of safety, feelings, respect and self-achievement. To facilitate more effective communication with staff, the Group developed a sound corporate culture publicity platform including internal publications and official social media accounts, which provided various channels for employees to display their talents and have an understanding of the latest situation of the Group. The Group is also concerned about the comfort and enjoyment brought by the working environment, and the Group has endeavored to enhance the working environment of staff in breweries, introduce advanced equipment, plant greening, corporate publicity column and staff activity rooms, etc.

员工关爱 CARE FOR STAFF

本集团还建立了以人为本、积极有效的员工表彰活动，各业务单位依托工会组织，成立了困难员工就职基金，以实现互帮互助的企业团队氛围。除此之外，考虑员工的身心健康，本集团定期举办运动会、兴趣班及联欢活动等，提供工作之外的生活平衡，亦为员工提供健康检查，令员工身心取得健康发展。

除了在工作环境上满足员工所需，建立包容及相互关爱的工作环境，本集团的「雪花救助基金」亦对在生活或健康方面遇到困难的员工及家庭伸出援手。该基金于二零零六年六月一日成立，希望员工在遇上困难时能透过内部捐赠的形式获得紧急支持。于二零一七年财政年度，该基金为约30名员工提供了援助，以解员工燃眉之急；累计已支出人民币300余万元用于救助超过400名于生活、健康面临困难或处境窘迫的中基层员工。

此外，本集团持续开展「高层走一线」活动，透过管理层深入走访基层一线员工，了解其需要，同时强化团队建设及深化员工关爱管理；于夏日旺季生产期间，本集团亦开展「送清凉」活动，为一线生产员工送上防暑品；而本集团推广的「健康走」活动，则有助平衡员工的工作与生活，促进员工身心健康。

守法合规

本集团一直严格遵守国家及地方有关雇佣之法律法规和地方政策，如《中华人民共和国劳动法》、《中华人民共和国劳动合同法》、社会保险法、工资支付暂行规定等，从员工角度出发，建立并完善招聘录用、考勤休假、离职退出等劳动用工管理制度，通过定期开展管理审计工作，推动相关制度的有效执行，有效保障本集团与员工的合法权益。

The Group also carried out people-oriented, active and effective staff commendation activities. Depending on the trade union organizations, each business unit has set up an employment fund for those employees in difficulty, so as to realize the atmosphere of mutual help and assistance. In addition, mindful of the holistic health and wellness of our staff, the Group organizes various regular leisure activities including sports days, interest groups and party gatherings to help employees achieve a balance between work and life. We also provide health checks for our employees in order to promote their physical and mental health.

Apart from fulfilling the needs of staff in working environment and creating an inclusive and caring working environment, the Group's "Snow Relief Fund" also provides financial support to staff and their families who have difficulties with their livelihood or health. The Fund was established on June 1, 2006. The setup of the Fund aims to provide emergency support for those staff in need by way of internal donations. In FY 2017, the Fund provided aids to about 30 staff and incurred more than RMB3 million for living support, health difficulties or distress situation of over 400 basic and middle staffs.

In addition, the Group's senior management continued their interaction with frontline staff and conducted in-depth communications with them to find out about their needs, strengthen team building and deepen the management of staff care. In addition, the Group carried out a "Cool Gift" campaign during the peak production period in the summer, where heat stroke prevention products were distributed to frontline production workers. Meanwhile, the "Running Health" campaign helped promote a work-life balance to improve the physical and mental health of all staff.

COMPLIANCE

The Group has complied with national and local laws and regulations as well as local policies related to employment, such as "Labor Law of the PRC", "Labor Contract Law of the PRC", Social Insurance Law, and Provisional Regulations on Payment of Wages and Salaries, etc. From the perspective of employees, the Group established and improved the labour and employment management system in respect of recruitment and employment, attendance and leaves, resignation and dismissal, carried out management audit on a regular basis and promoted the effective implementation of relevant policies, thus safeguarding the legitimate rights and interests of the Group and its staff in an effective way.

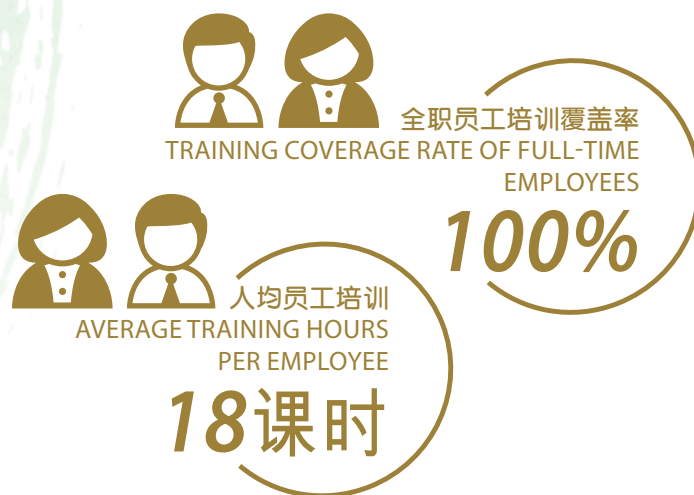
于报告期间，本集团并无发现与招聘及晋升、工作时数、假期、平等机会、多元化、反歧视、及其他与雇佣方面有关之任何重大违规事项。

员工培训及发展

员工的成长是推动业务发展的基石，我们坚持「人才强企」战略，不断优化完善培训体系，针对性地为员工提供所需技能及能力提升指导，同时不断拓宽员工职业发展通道，让员工与本集团携手共进。

本集团致力促进员工培训及发展，构建完善的培训体系，以全面覆盖，重点突出为原则，透过举办多元化的培训活动，不断优化培训制度和课程设计，力求涵盖多个层面，增加培训投入，提升本集团的精英人才数目。

二零一七年，本集团的培训实现了以下绩效：



于报告期间内，本集团共开设接近20个培训项目提供近200个特色培训课程，以加强管理层及员工的现代管理意识和专业水平。此外，本集团建立了专业讲师团队，目前共有内部培训讲师超过3,000人，外部讲师超过40人，分布在各区域，覆盖生产，销售，智能三大类别的培训。

During the Reporting Period, the Group did not find any significant violations in respect of recruitment and promotion, working hours, holidays, equal opportunities, diversity, anti-discrimination and other aspects related to employment.

STAFF TRAINING AND DEVELOPMENT

The growth of employees is the cornerstone to propel business development. We adhered to the strategy of “building a strong enterprise through talents”, kept optimizing and improving training systems and provided staff with targeted guidance on necessary skills and ability improvement. Meanwhile, we constantly expanded channels for the occupational development of staff to enable them to progress with the Group.

The Group is committed to promoting staff training and development and constructing a comprehensive training system. In the principle of full coverage and highlighting priorities and by organizing a wide range of staff training activities as well as continuously optimizing training systems and course design, the Group strives to cover various aspects and increase training investment as well as the number of the Group's elite talents.

In 2017, the training of the Group achieved the following results:

During the Reporting Period, the Group opened a total of approximately 20 training projects with about 200 featured training courses provided to enhance the modern management awareness and professional level of the management and staff. In addition, the Group established a professional lecturer team comprising more than 3,000 internal training lecturers and over 40 external lecturers spreading in different regions to provide training covering topics in the three categories of production, sales and intelligence.

员工关爱 CARE FOR STAFF

本集团亦针对不同类型的员工，实施一系列的培训措施：

The Group also implemented a series of training measures for different kinds of staff:

<p>新入职的应届毕业生 Newly recruited graduates</p>	<p>为协助迅速适应工作生活，本集团持续举办「未来之星」新员工训练营。The Group continued to organize the “Rising Stars” training program for newly recruited graduates to help them quickly adapt to the working life.</p>
<p>基层员工 Junior staff</p>	<p>为提升工作技能，本集团举办了渠道、经销及销售管理体系(CDDS)、「师带徒」等培训项目。To enhance the work skills of junior staff, various training programs were organized, including the management system on Channel, Distribution, Dealers and Sellers (CDDS), and apprenticeship schemes.</p>
<p>关键岗位的专业人员 Professional staff in key positions</p>	<p>本集团举办一系列中层培训项目，强化他们的职业和专业技能及业务支持的能力。为支持战略转型，本集团举办以销售财务等职能为主线的培训项目。The Group organized a series of training programs for the middle management to strengthen their specialization, professional skills and business support capabilities. In addition, training programs focusing on sales, finance and other functions were organized in support of the Group's strategic transformation.</p>

而为提升培训效率及范围，本集团除持续优化在线学习系统i-Learning在线平台外，于报告期间内更推出线上培训管理系统及移动学习系统，覆盖全体业务员工。

To increase the efficiency and scope of training, an online training management system and a mobile learning system were introduced and available to all operational staff during the Reporting Period, in addition to the continuous optimization of “i-Learning”, an online learning system.



健康与安全

本集团一向致力提供理想的工作环境及保障员工的职业安全，遵守国家相关安全生产法律法规，行业安全标准规范，例如《生产经营单位安全培训规定》、《生产安全事故资讯报告和处置办法》等。根据不同工种的特点，本集团亦已建立和制定安全生产管理体系及内部职业健康安全制度和指引。

HEALTH AND SAFETY

The Group has always been committed to providing an ideal working environment to employees and protecting their occupational safety. The Group has observed relevant national laws and regulations regarding production safety and industrial safety standards and specification, such as “Provisions on Safety Training for Production and Operation Entities” and “Measures for the Reporting and Handling of Production Safety Accidents”. The Group has established and formulated the production safety management system and internal occupational health and safety systems and guidelines based on the characteristics of different work natures.

安全生产

本集团着重安全生产，紧守安全优先之管理理念。因此，本集团建立「环境、职业健康安全(EHS)管理体系」，于二零一七年财政年度安排各层级签订EHS责任书，将安全生产目标指标、责任落实到各岗位及员工，增加安全责任覆盖范围。于二零一七年财政年度，本集团已开展各层级安全检查6,000余次，合共投入安全专项费用人民币3,700余万元，用于完善、改造、维护安全防护设备及设施，以及评估、整改危险源及安全隐患者，确保安全生产。

为有效落实安全管理制度，本集团已编制及修订安全生产管理制度标准，部分属下啤酒厂成功取得职业健康安全管理体系认证(OHSAS 18001)。通过在无预先通知的情况下突击检查、回看视频监控检查、组织内部互相检查等方式，本集团落实各项安全生产工作，预先排除及改善安全隐患者，亦致力开发创新的安全检查办法。

于报告期间，总部EHS部门于部分啤酒厂进行液氨、叉车、危险化学品、交通物流及建设项目等安全管理调研及检查，以提升啤酒厂相关管理水平。

于报告期间，本集团亦并未发生造成员工重伤及死亡的生产安全事故，且会继续严格实行安全生产责任制度，进一步提升整体安全生产管理和技术装备水平，改善工作环境。

PRODUCTION SAFETY

The Group stresses production safety and sticks to the management concept on safety first. Therefore, the Group has established the “Environmental, Occupational Health and Safety (EHS) Management System”, and staff at different levels were required to sign a letter of accountability on EHS in FY2017, which required all positions and employees to meet the target indicators of production safety and perform the safety responsibility, with an effort to increase the coverage of safety responsibility. In FY2017, the Group conducted over 6,000 safety checks at all levels, invested over RMB37 million as safety production project expenses to improve, transform and maintain safety equipment and facilities, assessed and rectified the sources of danger and hidden safety hazards, thus ensuring the production safety.

In order to effectively implement the safety management system, the Group has established and amended the standards of Production Safety Management System and certain breweries of the Group have successfully obtained the Certificate of Occupation Health Safety Management System (OHSAS 18001). We have also ensured the implementation of all production safety measurements, eliminated and improved the safety hazards beforehand by various methods such as surprise inspections, review of video surveillance recordings, and internal cross inspection between departments. Besides that, we are committed to developing more innovative safety inspection measures.

During the Reporting Period, the EHS department of the Group's headquarter conducted investigations and inspections for safety management of liquid ammonia, forklift, hazardous chemical substances, transportation logistics, construction projects, etc., to improve the corresponding management standards in the breweries.

During the Reporting Period, the Group has found no major production accidents that caused any fatalities, and the Group will continue to strictly implement the safety production responsibility system to further enhance the overall management, technical standards and hardware for safety production, and hence to improve the working environment.

员工关爱 CARE FOR STAFF

职业健康

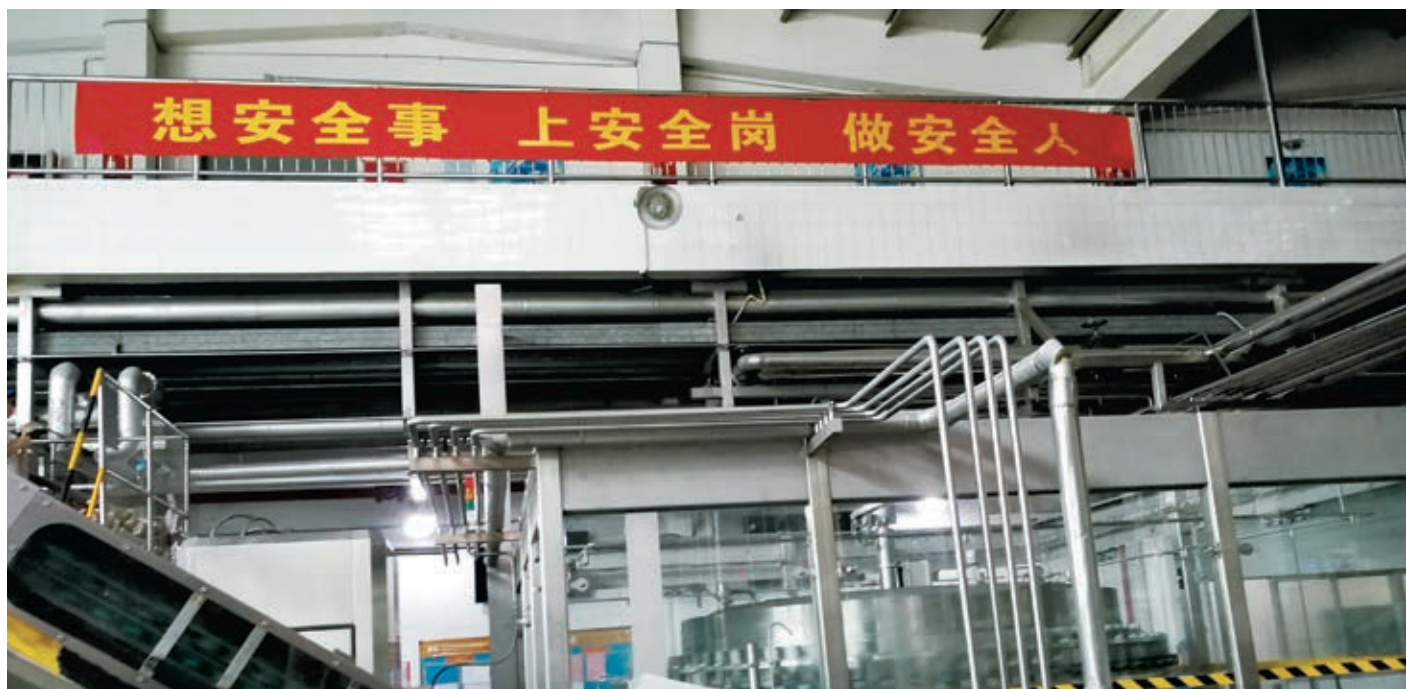
在职业健康工作方面，本集团致力保护员工健康，落实用人单位责任，完善职业危害监测与预防控制体系。本集团申报和定期监测工作环境中的噪音、粉尘等因素外，亦采取各种技术措施为员工创造健康的工作环境。此外，本集团广泛开展职业健康宣传教育，旨在增强员工的法律意识和社会责任感，提高自我保护意识。本集团与员工签订劳动合同时，积极履行职业病危害告知义务，依法为员工购买工伤保险，并对从事接触职业病危害工作的员工，于在职前、在职期间和离职时分别进行职业健康检查。

于报告期内，本集团已遵守了有关提供安全工作环境及保障雇员避免职业性危害方面对本集团具有重大影响的相关法律及法规，并未发现任何重大违规情况。

OCCUPATIONAL HEALTH

Regarding occupational health, the Group is dedicated to protecting the health of its staff, implemented an accountability system for human resources units and improved the system for the monitoring, prevention and control of occupational hazards. The Group reported and regularly monitored dangerous hazards such as noise and dust in the working environment. Various technical initiatives were taken to create a healthy workplace for staff. Moreover, a wide range of publicity and education programs on occupational health were launched, aimed at enhancing staff's legal awareness and social responsibility as well as raising their consciousness of self-protection. When new staff signed a labour contract, the Group fulfilled all of its duties by informing them of the potential hazards of occupational diseases and buying work-related injury insurance for them in accordance with the law. For those staff engaged in operations that could cause occupational diseases, occupational health examinations were conducted before, during and after their employment.

During the Reporting Period, the Group conformed to the relevant laws and regulations that had a significant impact to the Group relating to provision of a safe working environment and protection of employees from occupational hazards, and no major violations was found.



安全教育

预防是职业安全的不二法门，因此本集团非常着重各项安全教育工作，课程覆盖不同课题如职业危害识别、评估和控制工作，通过日常训练、培训、技术竞赛、经验交流、模拟实战演习等多种形式，提高员工救助能力。本集团亦安排员工参与安全活动，持续开展全员参与的危险源、危害因素辨识和行为安全观察活动等。同时，本集团注重过程控制，规范从业人员安全的行为，并建立「一人一档」的职业健康档案，强化从业人员的安全意识。

于二零一七年财政年度，本集团之安全培训绩效如下：

- 开展员工安全教育培训超过5,200次，超过170,000人次参加。
- 员工安全合共51万课时，相关方安全教育培训13万课时。
- 组织应急演练超过550次，超过17,000人次参加。
- 安全教育培训覆盖率、职业病防治体检率、工作场所职业危害告知率和警示标识设置率均达到100%。

此外，本集团各级企业负责人、安全管理人员全部取得安全管理资格证书，二零一七年财政年度，约130人考取国家注册安全工程师，所有特种工作人员均持有相关有效资格证书。

SAFETY EDUCATION

Prevention is the only way to occupational safety, and therefore the Group is serious about safety education. Courses provided cover topics including identification, assessment and control of occupational hazards. The Group enhanced its rescue capability through daily exercises, trainings, technical competitions, experience exchanges and emergency drills with simulated accident scenes. The Group also organized safety activities allowing employees to participate, such as identification of danger sources and hazardous factors and observation activities of safety behavior for all staff. Meanwhile, the Group emphasized the process control, regulated the safety practice of employees, provided occupational health record filing where "individual file is maintained for each employee", and intensified safety awareness of employees.

For the financial year of 2017, safety training of the Group had the following results:

- More than 5,200 training sessions were organized on safety education, attracting more than 170,000 attendees.
- Staff received 510,000 training hours on safety, and 130,000 training hours for related parties are recorded.
- More than 550 emergency drills with over 17,000 participants were conducted.
- 100% coverage was attained regarding safety education, health examinations for the prevention and treatment of occupational diseases, notifications of occupational hazards in the workplace and warning signs have been set up covering all required areas of the workplace.

Moreover, business executives and safety management staff at different levels of the Group have all obtained qualification certificates in safety management. For the financial year of 2017, approximately 130 staff were certified as PRC registered safety engineers, and all staff who engaged in special operations possessed valid qualification certificates.

环境保护

ENVIRONMENTAL PROTECTION



在专注于产品质量、人才及业务发展的同时，本集团亦明白到各营运活动对周边环境产生的影响。因此，本集团一向致力环保，并持续执行严于国家或地方政府污染物排放标准的内控指标。

本集团已于总部、区域公司和地区工厂建立健全的三级环境管理组织和责任体系，每年由总部将节能减排目标下发及分配至区域、工厂，以至车间工段，并签订EHS责任书及落实环保管理责任。而每年总部均会对下属工厂开展现场评估检查，针对不符合事项要求工厂制定整改计划，并由总部跟进整改计划完成情况。

于报告期间内，本集团已遵守了有关废气及温室气体排放、向水及土地的排污、有害及无害废弃物的产生等方面的相关法例及法规，并无发现任何重大违规情况。

本集团对各环境范畴之管治及绩效将详述于下列章节。

节能减排

本集团一直致力于减少营运对环境所产生的影响，实践环境管理及资源节约的政策，并已制定严于国家标准的节能减排内部管理指标，优化节能减排技术。

While focusing on product quality, talents and business development, the Group has also realized the impact of its operation activities on the surrounding environment. Therefore, the Group is committed to protecting the environment and continuously applying internal control indicators that are stricter than the national or local government pollution emission standards.

The Group has improved the three-level environmental management organizations and responsibility system comprising of the headquarter, regional companies and local breweries. The headquarter assigns the annual target of energy saving and emissions reduction to regional companies, local breweries and even workshop sections and requires them to sign a letter of accountability on EHS to implement the environmental protection management responsibility. Every year, the headquarter conducts on-site assessment and inspection on the subordinate factories, formulates rectification plans for the factories that do not meet the requirements, and follows up the fulfillment of the plan.

During the Reporting Period, the Group conformed to the relevant laws and regulations relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste, and other relevant aspects, and had discovered no major violations.

The Group's governance and performance in various environmental aspects are detailed in the following sections.

ENERGY CONSERVATION AND EMISSIONS REDUCTION

The Group always adheres to reducing the impact of its business operation on the environment. It has implemented the policies of environmental management and resources savings, formulated internal management indicators on energy conservation and emissions reduction which are stricter than the national standards, and optimized the relevant technology.

本集团严格遵守国家或地方政府污染物排放的标准，如《啤酒工业污染物排放标准》、《锅炉大气污染物排放标准》、《大气污染防治法》、《一般工业固体废物贮存、处置场污染控制标准》等，并订下比政府标准更严格的内部要求，以稳定达标排放。本集团亦主动削减污染物的排放量，淘汰高污染和高耗能设备设施，调整能源结构，以及提高清洁能源使用比例。

本集团亦按照国家节能减排计划，《节约能源法》、《清洁生产标准》、《啤酒单位产品能源消耗限额》等，设立公司内部《节能减排管理制度》、《能源消耗统计标准》、《能源计量器具配备和管理标准》，通过不断完善能源管理制度，持续推进节能项目改造和新技术的应用。



华润啤酒环保管理责任

- 持续完善组织架构，建立标准化的环境管理体系
- 优化环保管理制度，促进节能减排管理规范化和制度化
- 加强环境和能源使用指标监控，完善环保统计监测机制
- 开展环保、能源管理系统性评估和持续改进，提升节能减排管理绩效
- 强化环保全过程管控，实现清洁生产

本集团于二零一七年财政年度之重要环保投入：

投入210项环境保护和节能减排项目，积极推广应用节能减排新技术、新工艺、新产品，其中包括持续淘汰燃煤锅炉等高污染和高耗能设备设施，投资金额接近人民币9,000万元，当中煤改气项目约人民币1,500万元；污水除臭专案约人民币600万元；噪音防治项目约人民币200万元。

The Group has strictly adhered to the national or local standards on pollutant emission, such as "Emission Standard of Air Pollutants for Beer Industry", "Emission Standard of Air Pollutants for Coal-burning, Oil-burning and Gas-fired Boilers", "Atmospheric Pollution Prevention and Control Law" and "Standard for Pollution Control on the Storage and Disposal Site for General Industrial Solid Waste", adopted much stricter internal standards to stabilize the emissions following the standards. The Group also actively reduces pollutant emissions, eliminates the use of heavily polluting and energy intensive equipment, adjusts energy structure and increases the proportion of clean energy.

The Group has conformed to the national energy conservation and emissions reduction schemes, including "Energy Conservation Law", "Standard for Cleaner Production", and "Norm of Energy Consumption Per Unit Product of Beer", and formulated internal policies including "Management System of Energy Conservation and Emission Reduction", "Statistical Standard of Energy Consumption", and "Equipping and Management Standard of Energy Measurement Instruments". By continuous improvement on energy management system, the Group constantly supports the roll out of projects about re-modeling and application of new technologies on energy conservation.

Environmental Protection Management Responsibility of CR Beer

- Continuously optimize organizational structure and establish a standardised documental management system for environmental protection
- Improve management regulations on environmental protection, and keep on promoting standardization and systematization of the management on energy conservation and emissions reduction
- Strengthen the supervision on environmental and energy consumption indicators, and modify the monitoring system of statistics on environmental protection
- Carry out systematic assessment and constant improvement of environmental protection and energy conservation to continuously promote the corresponding management performance
- Reinforce the management and control over the whole process of environmental protection, and achieve clean production

The Group's significant investment on environmental protection for the financial year of 2017 was as follows:

The Group carried out 210 environmental protection, energy conservation and emissions reduction projects, actively promoted the application of new technology, new techniques and new products on energy conservation and emissions reduction, including continuously phasing out coal-burning boilers and other heavily polluting and high-energy-consuming equipment and facilities, and invested approximately RMB90 million, of which, approximately RMB15 million was for coal-to-gas conversion, approximately RMB6 million for sewage deodorization and approximately RMB2 million for noise control.

环境保护 ENVIRONMENTAL PROTECTION

本集团自二零一五年起规划实施部分生产工厂燃煤锅炉脱硫除尘及煤改气专项项目，截至二零一七年，相关专项已累计投入超过人民币1.3亿元，并淘汰30多家生产工厂中超过80台燃煤锅炉。二零一七年实施淘汰燃煤锅炉25台，共计338蒸吨，使用外购蒸汽和天然气的工厂占比提升至85%。该项目效果明显，煤炭消费量比二零一六年下降约37%，二氧化硫排放量下降约34%，氮氧化物排放量比二零一六年下降约19%。考虑该项目对环境保护的贡献和带来的效益，本集团计划进一步加强实施部分生产工厂锅炉煤改气，本集团初步规划5家以上工厂正使用的燃煤锅炉将会在二零一八年或之后被淘汰。

Since 2015, the Group has implemented the transformation plan for the usage of burning natural gas instead of coal in certain breweries as well as desulfurization and dust removal projects. As of 2017, a total of over RMB130 million has been invested to the relevant projects, and more than 80 coal-burning boilers in over 30 breweries were phased out. In 2017, 25 coal-burning boilers were eliminated, totaling 338 tons of steam, and the proportion of breweries using steam or nature gas from external purchase increased to 85%. The project turned out to be very effective as the coal consumption decreased by approximately 37%, and the sulfur dioxide and the nitrogen oxide emissions reduced by approximately 34% and 19%, respectively as compared to that in 2016. Given the contribution to environmental protection and the benefit brought by the project, the Group plans to further strengthen the implementation of replacing coal with natural gas for boilers in certain breweries. It's the preliminary plan of the Group to eliminate the coal-burning boilers currently in use at more than 5 breweries in 2018 or after.



节约能源方面，为减少耗用率，本集团积极鼓励下属工厂利用太阳能技术，从而有效控制外购电量。另外，本集团亦于二零一七年推进公务用车改革，减少车辆配置，并加强办公车辆使用监管，使汽油使用量同比下降约14%。本集团亦发出指示，严格控制使用空调、照明等耗能设施，降低办公能源消耗。

For energy conservation, in order to reduce consumption, the Group actively encouraged its subordinate factories to use solar energy technology to effectively control electricity from external purchase. In addition, the Group also promoted reform on the use of vehicles for business purpose, reduced number of vehicles, and strengthened supervision over the use of vehicles in 2017, which decreased the gasoline consumption by approximately 14%. The Group also issued instructions to strictly control the use of air conditioners, lighting system and other energy-consuming facilities to reduce office energy consumption.

而为了加强环境和能源的消费目标、指标监控，制定突发环境事件应急预案，完善环保统计、监测、预警体系，本集团制定《华润雪花岗位EHS责任制度》和《华润雪花EHS事故事件责任追究管理办法》，落实全员环境保护和节能减排责任，严格事故事件责任追究管理。

To reinforce the monitoring of environmental and energy consumption targets and indicators, formulate environmental incident emergency plans and improve environmental statistics, monitoring and alert system, the Group formulated "EHS Responsibility System of CRSB Positions" (《华润雪花岗位EHS责任制度》) and "Administrative Measures for Attribution of Liability for CRSB EHS Incidents" (《华润雪花EHS事故事件责任追究管理办法》), to ensure all staff fulfill their responsibilities of protecting environment and saving energy, and have strict management of accident accountability.

二零一七年排放物种类及相关排放数据³如下： Types of emissions and related emission data³ in 2017 were as follows:

	2017	2016	同比变幅 Year-on-year change
化学需氧量(COD) (吨) Chemical oxygen demand (COD) (Ton)	1,313	1,468	-11%
二氧化硫(SO ₂) (吨) Sulfur dioxide (SO ₂) (Ton)	221	333	-34%
氮氧化物(NO _x) (吨) Nitrogen oxide (NO _x) (Ton)	409	506	-19%

二零一七年温室气体总排放量⁴及密度如下： Total greenhouse gas emissions⁴ and density in 2017 were as follows:

	总量 (千吨二氧化碳当量) Total ('000 tons CO ₂ equivalent)			密度 (每千升产量) Density (Output per kiloliter)		
	2017	2016	同比变幅 Year-on- year change	2017	2016	同比变幅 Year-on- year change
范围一 Scope 1	375	475	-21%	0.032	0.040	-20%
范围二 Scope 2	739	796	-7%	0.063	0.067	-6%
总排放 Total emissions	1,114	1,271	-12%	0.095	0.107	-11%

³ 排放数据包括于二零一七年财政年度中有进行生产活动之啤酒厂房，包括二零一七年十二月三十一日仍在营运当中的厂房，及年内有生产量但二零一七年十二月三十一日已停产的厂房之相关排放。

⁴ 温室气体总排放量包括于二零一七年财政年度中有进行生产活动之啤酒厂房，包括二零一七年十二月三十一日仍在营运当中的厂房及年内有生产量但二零一七年十二月三十一日已停产的厂房之相关排放。碳排放之计算参照中国国家发展和改革委员会出版之《2016区域电网基准排放因子》、《中国食品、烟草及酒、饮料和精制茶企业温室气体核算方法与报告指南（征求意见稿）》及香港交易所发出之《环境关键绩效指标汇报指引》。范围一的计算范围包括煤炭、汽油、柴油及天然气耗用量。范围二的计算范围包括热力及电力消耗量。

³ Emission data includes the relevant emissions by beer plants that conducted production activities in the financial year of 2017, including those that were still in operation as at 31 December 2017 and those that recorded output during the year but have ceased production as at 31 December 2017.

⁴ Total greenhouse gas emissions include the relevant emissions by beer plants that conducted production activities in the financial year of 2017, including those that were still in operation as at 31 December 2017 and those that recorded output during the year but have ceased production as at 31 December 2017. The above carbon emission was calculated with reference to the "2016 Baseline Emission Factors for Regional Power Grids" and the "Greenhouse Gas Calculation Methods and Reporting Guidelines for China's Food, Tobacco and Alcohol, Beverage and Refined Tea Enterprises (Draft for Comment)" published by the National Development and Reform Commission of the PRC, and the "Reporting Guidance on Environmental KPIs" published by Hong Kong Stock Exchange. The calculation of scope 1 includes coal, gasoline, diesel oil and natural gas consumption. The calculation of scope 2 includes heat and electricity consumption.

环境保护 ENVIRONMENTAL PROTECTION

二零一七年能源使用种类及耗量⁵如下：

Types and consumption of energy⁵ in 2017 were as follows:

	2017	2016	同比变幅 Year-on-year change
煤炭 (万吨标准煤) Coal (10,000 tons of standard coal)	7.3	11.5	-37%
电力 (千万千瓦时) Electricity (10,000,000 Kilowatt hours)	64.0	66.3	-3%
天然气 (千万标准立方米) Natural gas (10,000,000 standard cubic meters)	8.2	7.8	+5%
汽油 (千吨) Gasoline (1,000 tons)	1.2	1.4	-14%
柴油 (千吨) Diesel oil (1,000 tons)	3.3	3.8	-13%
热力消耗 (十亿千焦) Heat consumption (1,000,000,000 KJ)	2,747.8	3,092.0	-11%
单位综合能耗 (每千升产量标准煤) Comprehensive energy consumption per unit (Standard coal per kiloliter)	0.03	0.03	-

⁵ 能耗数据包括于二零一七年财政年度中有进行生产活动之啤酒厂房，包括二零一七年十二月三十一日仍在营运当中的厂房及年内有生产量但二零一七年十二月三十一日已停产的厂房之相关能耗。

⁵ Energy consumption data includes the relevant consumption by beer plants that conducted production activities in the financial year of 2017, including those that were still in operation as at 31 December 2017 and those that recorded output during the year but have ceased production as at 31 December 2017.

通过有效实施节能减排管理，二零一七年的排放物、温室气体及能源总耗量大部分都有显著下降。而为了进一步提升中长期能源效益，本集团持续整合及关闭低效产能的设施及啤酒厂房，亦会积极探讨使用其他清洁能源或可再生能源的可能性。

By carrying out efficient energy conservation and emission reduction management, the majority of the emissions, greenhouse gas and total energy consumption in 2017 dropped significantly. Moreover, in order to raise the energy efficiency in medium to long term, the Group continuously consolidated and shut down facilities and beer plants with low efficiency. The Group will also actively explore the possibility of using other clean energy and renewable energy.



用水、污水和水源管理

本集团注重工厂用水及用热平衡的核算和管理，秉承源头削减、过程控制、深度处理、梯级利用的节水理念，通过工厂用水系统重新梳理及各项技术改造，完善车间内外部水质品质分级利用，减少损耗及浪费。二零一七年度，单位耗水量下降约9%。

污水处理方面，本集团一直关注污水排放对环境造成的影响，包括监测污水中的化学需氧量(COD)，二零一七年同比下降约11%，未来将会积极研究在线监测污水中氮和磷含量的可行性。此外，本集团也推广回收利用污水处理中所产生的沼气，降低了啤酒厂蒸汽消耗，同时亦有效降低了甲烷等温室气体排放，减少对环境造成的影响。截至二零一七年，本集团已有18家工厂（二零一六年：16家）配置了沼气锅炉，有效地回收及利用沼气。

MANAGEMENT OF WATER USE, SEWAGE AND WATER SOURCE

The Group pays attention to the computation and management of balanced water and heat usage in the plants and upholds the commitment in the concept of reducing water usage at source, process control, in-depth treatment and cascade water use method. By reorganizing the water use system and various technological upgrading in breweries, the Group has reduced water use within and outside workshops according to the water quality, thus cutting down depletion and wastage. In 2017, per unit water consumption decreased by approximately 9%.

For sewage treatment, the Group has been focusing on the impact of sewage discharge on the environment, including monitoring of chemical oxygen demand (COD), which recorded a year-on-year decrease of approximately 11% in 2017. In future, the Group will actively study the feasibility of online monitoring of nitrogen and phosphorus content in sewage. In addition, the Group also actively promotes the recycling of biogas generated from sewage treatment, which decreased steam consumption in breweries as well as emissions of methane and other greenhouse gases, thus reducing the impact on the environment. As of 2017, the Group has 18 breweries (2016: 16 breweries) equipped with biogas boilers for the effective recycling of biogas generated from sewage treatment.

环境保护 ENVIRONMENTAL PROTECTION

二零一七年用水量数据⁶如下：

Water consumption data⁶ in 2017 was as follows:

	2017	2016	同比变幅 Year-on-year change
用水量 (立方千米)	35,031	38,781	-10%
Water consumption (cubic kilometers)			
密度 (立方米/ 每千升产量)	2.97	3.25	-9%
Density (cubic meter/per kiloliter output)			

⁶ 用水量包括于二零一七年财政年度中有进行生产活动之啤酒厂房，包括二零一七年十二月三十一日仍在营运中的厂房及年内有生产量但二零一七年十二月三十一日已停产的厂房之相关用水。

⁶ Water consumption includes the relevant water use by beer plants that conducted production activities in the financial year of 2017, including those that were still in operation as at 31 December 2017 and those that recorded output during the year but have ceased production as at 31 December 2017.

水源管理方面，本集团注重降低工厂选址和建设对周边生态环境造成的影响，将水源品质作为新建工厂选址的重要评价指标，排除水质指标不能达到要求的选址。本集团制定并发布《生产工厂设计规范》，以「零污染、低能耗、清洁生产」为设计原则，要求工厂周边两公里范围内无污染性企业、土地无重金属和放射性物质污染，并对水源水质进行严格的指标控制。

For the management of water source, the Group focuses on minimizing the impacts of site selection and construction of our breweries on surrounding areas. Water quality of the source is an important assessment indicator for site selection of new breweries and we exclude the potential site where the water quality of that area fails to meet our technical requirements. The Group has formulated and issued the “Standards for Design of a Production Plant”, with “no pollution, low energy consumption and clean production” as the principle of design, pursuant to which there shall be no polluting enterprises within 2 kilometers radius from the plant and no heavy metal and radioactive pollutant shall be discharged onto the land. Moreover, we implement strict control on indicators over water quality of the source.

此外，本集团运营期间定期对水源及生产用水的水质指标进行监测。若取样水质的物理及化学指标不合格，本集团会通过多级水质处理系统：一般包括砂滤、多介质过滤器、离子交换、反渗透等处理，作生产使用。若取样水质中有关影响食品安全的指标不合格，本集团一概不再使用，并更换水源或停止工厂运作。

In addition, the Group conducts regular monitoring over water quality indicators for water source and water used in production throughout the operations. If the quality of water sample fails to meet the physical and chemical specifications, the water will be treated under multi-phase water treatment system: normally covers sand filtration, multi-media filter, ion exchange and reverse osmosis etc., and can be used for production after the treatment. If the quality of water sample fails to meet the criteria regarding food safety, that particular water source will no longer be used, and water source will be changed or the relevant breweries will suspend the production.

废弃物及包装品处理

本集团生产啤酒过程中所产生之主要废弃物为酒糟与废酵母，而两者均会妥善回收后经第三方作后期加工处理，再用于饲料加工，养殖，生物制药等，回收利用率均达到100%。

报告期内，本集团于生产过程中所产生的其他无害废弃物不会于本报告列示，但本集团一直积极推行减少对环境及工厂周遭造成影响的废弃物处理方法：其他无害废物主要会交由第三方处理，例如将废标纸会被回收再用造纸；煤渣粉及煤灰会被制成建材；污泥会被堆肥等多种处理途径；而废弃硅藻土会被填埋及用作建筑材料等。



案例：深圳工厂蒸汽热能综合利用项目

由于啤酒生产过程中糖化生产的部分热能未有回收及综合利用，因此雪花啤酒（深圳）有限公司投资人民币120万元，于深圳工厂引入新技术，透过增加一套板换和热能回收水泵，于糖化煮沸时启动二次蒸汽热能回收系统，使低温热水与热能水换热，变成高温热水；以及于糖化设备清洗增加板换装置。

此项目主要成效：

1. 提高蒸汽冷凝水热能回收率40%，一次蒸汽冷凝水热能回收率提高接近40%；
2. 消除糖化煮沸二次蒸汽部分直接排放，并充分回收二次蒸汽冷凝水热能，二次蒸汽总热能回收率提高至95%；及
3. 糖化集中生产多出的热水供包装使用，实现热水热能综合利用。

此外，本项目亦带来多方面可观经济及社会效益：以及减少天然气消耗，减少二氧化碳和氮氧化物排放，有利于节能减排。

WASTE AND PACKAGING MATERIAL TREATMENT

The main waste generated from the process of beer production were distiller's grains and waste yeast, both of which will be used for feed processing, breeding, biopharmaceutical, etc., after being properly recycled and processed by third parties, with a recycling rate of 100%.

During the Reporting Period, other non-hazardous waste produced in the Group's production process were not included in this Report; however, the Group has been actively promoting a waste treatment method that will reduce the impact on the environment and the surroundings of breweries. Other non-hazardous waste is mainly disposed by third parties. For instance, waste label paper is recycled for paper-making; coal cinder powder and ash are made into building materials; sludge can be composted and disposed in other methods; the waste diatomaceous soil is buried and used as building materials.

Case: Steam and thermal energy comprehensive utilization project in Shenzhen Plant

As some of the heat energy produced by saccharification in beer production has not been recycled and comprehensively used, Snow Breweries (Shenzhen) Co., Ltd. (雪花啤酒（深圳）有限公司) invested RMB1.2 million to introduce new technology into Shenzhen Plant. By adding a set of water pump for plate replacement and heat recovery, the secondary steam heat recovery system is started at the time of saccharification boiling, so that the low-temperature hot water and the thermal water can achieve heat transfer and change into high-temperature hot water. At the same time, the plate replacement device was increased in saccharification equipment cleaning.

Main effects of the project were as follows:

1. Increase the thermal recovery rate of steam condensate by 40%, and that of primary steam condensate by nearly 40%;
2. Eliminate the direct discharge of secondary steam from saccharification boiling and fully recover the heat energy of secondary steam condensate, and increase the total heat recovery rate of secondary steam to 95%; and
3. Excess hot water from saccharification concentrated production is used for packaging to realize comprehensive utilization of hot water and heat energy.

In addition, the project also brought in considerable economic and social benefits, reduced natural gas consumption as well as the emissions of carbon dioxide and nitrogen oxide and was conducive to energy saving and emissions reduction.

环境保护 ENVIRONMENTAL PROTECTION

而二零一七年产生的废弃物⁷数据及回收量如下：

The waste data and recycled amount⁷ generated in 2017 were as follows:

	产生量 Output	回收量 Recycled amount	回收率 Recycling rate
酒糟 (千吨) Distiller's grains (1,000 tons)	768	768	100.0%
废酵母 (千吨) Waste yeast (1,000 tons)	675	675	100.0%

⁷ 废弃物包括于二零一七年财政年度中有进行生产活动之啤酒厂房，包括二零一七年十二月三十一日仍在营运中的厂房及年内有生产量但二零一七年十二月三十一日已停产的厂房之相关废弃物。本集团生产过程中并无显著的有害废弃物产生。

⁷ Waste includes the relevant waste produced by beer plants that conducted production activities in the financial year of 2017, including those that were still in operation as at 31 December 2017 and those that recorded output but have ceased production as at 31 December 2017. There was no significant hazardous waste generated in the production process of the Group.

此外，办公室主要废弃物为纸张，为减少排放和倡导无纸化办公，本集团除了推广办公纸张回收二次利用外，更建立了办公自动化系统，令各层级各类报告、文件等全部采用电子签批。

Moreover, as the main waste of the office is paper, in order to reduce emissions and promote paperless office, in addition to promoting office paper recycling for secondary use, the Group also established the office automation system, which enables electronic endorsement of various reports, documents, etc. at all levels.

除生产过程中的废弃物外，啤酒容器及其他包装物料均有可能对环境造成影响。故此，我们积极研究使用更多可回收及容易分解物料的可行性，从而为供应链终端的消费及饮用者减少产生废弃物。二零一七年，本集团遵循源头减废，选用较薄的易拉罐铝材，令平均重量减轻，舒缓环境压力。

In addition to the waste produced in the production process, beer containers and other packaging materials may have an impact on the environment. Therefore, we have been actively studying the feasibility of using more recyclable and easily decomposed materials to reduce waste produced by end-users and consumers in the supply chain. In 2017, by following the principle of reducing waste from the source, the Group used thinner aluminum cans to reduce average weight and relieve environmental pressure.

二零一七年产品包装物料消耗量数据如下：

The data of product packaging material consumption in 2017 were as follows:

	2017	2016	同比变幅 Year-on-year change
瓶子 (千吨) Bottle (1,000 tons)	1,161	1,088	+7%
易拉罐 (千吨) Can (1,000 tons)	52	57	-9%
纸箱 (千吨) Carton (1,000 tons)	287	266	+8%
塑膜 (千吨) Plastic film (1,000 tons)	11	11	+2%

我们将更积极宣传物料回收及再利用，使被直接弃置的物料数量减少。

其他环境影响

本集团明白辖下啤酒厂营运所产生的噪音可能对周边环境及居民亦会造成影响，我们因此实施噪音防治措施改造，通过增设声屏障、隔声吸声设施、改善作业流程、增加管理等多项举措，降低工厂厂界噪音对周边环境敏感点（如居民区、学校等）的影响。

二零一七年本集团投资人民币180万元用于噪音防治，选用符合国家噪音和振动标准的各类设备产量，各啤酒厂亦定期开展厂界噪音自行监测，有效管控厂界噪音排放。

本集团办公室内亦已配置绿色植物，净化空气，改善办公环境，利于员工身体健康。

环保推广

本集团深信，环保推广工作是环境保护的另一重要议题。于本报告期间内，本集团举办「工厂公众开放日活动」，分别邀请四川省西昌学院和山东省聊城大学的师生参观华润雪花啤酒当地生产基地，让他们了解本集团的啤酒生产、污水处理等流程。

此外，本集团每年亦开展「世界环境日」、「全国节能宣传周」和「全国低碳日」等多个主题宣传教育活动，从内部提高全员节能减排和环境保护意识。报告期内，本集团及下属各级单位开展环境保护和节能减排培训，累计参加超过2,800人次，提高了各级人员环保法律意识和操作技能。

二零一七年十一月，华润雪花啤酒（河南）有限公司及华润雪花啤酒（四川）有限责任公司分别首次荣获香港环保促进会颁发「香港绿色企业大奖－优越环保管理奖（大型企业）－企业－优秀奖」，积极肯定了本集团在贯彻执行环保政策方面的努力。

We will be more active in promoting materials recycling and reuse, so as to reduce the number of materials that are directly disposed of.

OTHER ENVIRONMENTAL IMPACT

The Group understands that noise produced from the operation of its subordinate breweries may have an impact on the surrounding environment and residents. Therefore, we implemented noise control measures, through measures of installing sound barriers, sound insulation and absorption facilities, improving working process and enhancing management, we reduced the impact of factory area noise on the surrounding environment sensitive sites (such as residential areas, schools).

In 2017, the Group invested RMB1.8 million for noise prevention and control, applied equipment in accordance with the national noise and vibration standards for production, and regularly carried out factory area noise monitoring in breweries to effectively control noise produced.

The Group's office was furnished with green plants to purify the air, improve the office environment which is conducive to the health of staff.

PROMOTION OF ENVIRONMENTAL PROTECTION

The Group believes that promotion is another important topic of environmental protection. During the Reporting Period, the Group organized the "Open Days of Breweries", inviting teachers and students from Xichang University in Sichuan Province and Liaocheng University in Shandong Province to visit CRSB's local production factories, so they could learn more about the Group's procedures for beer production and waste water treatment.

In addition, the Group also conducts a number of nationwide environmental protection campaigns every year, such as "World Environment Day", "National Energy Conservation Week" and "National Low-Carbon Day", to raise the awareness of energy conservation and environmental protection among its staff. During the Reporting Period, the Group and its subordinates carried out training on environmental protection, energy conservation and emissions reduction, attracting a total of more than 2,800 attendees, which enhanced the legal awareness of environmental protection and operational skills of its staff at all levels.

In November 2017, China Resources Snow Breweries (Henan) Co., Ltd. and China Resources Snow Breweries (Sichuan) Co., Ltd. were awarded the "Hong Kong Green Awards – Green Management Award (Large Corporation) – Corporate – Merit" for the first time by the Hong Kong Green Council in positive recognition of the Group's efforts in implementing environmental protection policy.

社会责任 SOCIAL RESPONSIBILITY

本集团回馈社区不遗余力，积极参与社区服务及公益事务，鼓励消费者、员工及供应商一起关怀有需要社群，投入社区活动，携手共建关爱包容的社会。本集团继续结合业务优势及庞大的业务网络，一如以往举办多个大型项目，涵盖多个领域，协助满足社区所需。

公益活动

本集团在自身业务发展的同时，希望携手公众回馈社会，与社会和谐并进。我们积极投身公益捐赠，深度整合公益资源与企业自身优势，鼓励员工开展志愿者活动，搭建战略化公益平台，通过完善公益捐赠制度，成立公益基金会引导企业公益投入有效开展。

此外，我们还面向公众举办各类公益活动，让公众在享受丰富的文化体验生活的同时，与我们一同为建设和谐社会贡献力量：

- 二零一七年四月，为加深本集团的员工对香港树林的认知和了解其生态价值，本集团众员工于嘉道理农场暨植物园参与植树活动，在山坡上栽种树苗。透过植树活动，提高员工的环保意识，以实现携手推动自然保育的抱负。

The Group, with its untiring efforts in contributing to the society, actively participates in community services and social welfare activities, encourages consumers, employees and suppliers to work together to care for the people in need and get all parties involved to build a caring and inclusive society. With its business strength and extensive business network, the Group has organized several large-scale charity activities covering different aspects to meet the needs of the community just as in the previous years.

SOCIAL WELFARE ACTIVITIES

While developing its own business, the Group is also committed to social welfare activities so as to contribute to the society and move forward together with the society. We are actively devoted to public welfare activities and charity donations, substantially integrate welfare resources with our corporate strengths, encourage employees to carry out volunteer activities, build strategic public welfare platforms and effectively guide enterprises to get involved in public welfare activities by perfecting public welfare and charity donation system and establishing a public welfare foundation.

In addition, we also organized a variety of activities for public welfare, so that the public can enjoy rich cultural recreational life and join hands with us to build a harmonious society.

- In order to enhance the knowledge of the Group's staff about reforestation and its ecological value, the Group participated in a tree planting activity at Kadoorie Farm and Botanic Garden in Hong Kong in April 2017. Tree seedlings were planted on hillside and by doing so the staff raised awareness of environmental protection and realized the ambition of nature conservation.



- 二零一七年六月，本集团荣获香港慈善团体乐施会颁发「乐施扶贫企业伙伴奖」，以表扬本公司作为乐施会的企业伙伴，在协助贫穷人士自力更生方面所作出的不懈努力。
- 二零一七年七月二十九日，云南区域公司与玉溪市文化广播电视局，玉溪市红塔区人民政府共同联合主办「雪花啤酒狂欢节—打造聂耳音乐之都」大型文艺演出，邀请玉溪市市民参与，通过创意市集、游戏体验、啤酒节等多个环节，形成了嘉年华般年轻人大型聚会，同时也展现了玉溪本土特色文化。云南区域公司在狂欢节中向玉溪市峨山县小街小学捐赠图书500套，在帮助学校发展的同时也用实际行动带动玉溪市市民共同践行公益。
- 二零一七年八月二十六日，由中国田径协会，黑龙江省体育局，哈尔滨市人民政府共同主办二零一七年哈尔滨国际马拉松成功举办，本集团作为唯一指定啤酒品牌合作方，与国内外数万参赛选手同襄盛举，同赏松花江畔美景。雪花啤酒为哈尔滨国际马拉松设立服务台与补给点，及雪花啦啦队为参赛者加油助威，让勇闯精神与数万名跑者一路相随。
- In June 2017, the Company was granted the “Oxfam Corporate Donor Award” by Oxfam, a Hong Kong charity organization. The Group was recognized for its work as a corporate donor of Oxfam in helping impoverished people become self-reliant.
- On 29 July 2017, Yunnan regional company, Yuxi Cultural Bureau of Radio and Television and Yuxi Hongta District People's Government jointly organized the large-scale artistic performance of “CRSB Carnival-Build Nie Er Music Capital” and invited the citizens of Yuxi to participate. Through creative market, game experience, beer festival and other activities, a carnival-like large gathering for young people showing the unique local culture of Yuxi City was made. During the carnival, Yunnan regional company donated 500 sets of books to Xiaojie Primary School in Eshan County, Yuxi City, which not only helped the development of the school, but also served as a practical means to fulfill the Group's public welfare vision.
- On 26 August 2017, the 2017 Harbin International Marathon jointly sponsored by Chinese Athletic Association, Sports Bureau of Heilongjiang Province and Harbin Municipal People's Government was held successfully. As the sole designated beer brand partner, the Group joined with tens of thousands of domestic and foreign competitors in the grand event to enjoy the beautiful scenery along the Songhua River. CRSB set up service desks and supply points for Harbin International Marathon, as well as cheerleading teams to cheer for competitors, motivating tens of thousands of runners with the spirit of courage.



社会责任 SOCIAL RESPONSIBILITY

- 二零一七年十一月，本集团约80位同事及其亲属于香港将军澳海滨长廊参与慈善步行，以实际行动支持患有先天性心脏病的儿童及其家庭，同创美好社会，并以身体力行的方式，建立以运动为基础的健康生活习惯。

- In November 2017, around 80 staff of the Group and their relatives participated in a charity walk at Tseung Kwan O Waterfront Promenade in Hong Kong for children with congenital heart disease. The charity walk encouraged children and their families to build a better and a more inclusive society together. The event also helped to promote a healthy lifestyle alongside exercise for the Group's staff and the participants.

社区共建

我们深知业务发展离不开各利益相关方的支持与帮助，本集团与政府、高校及科研院所，及其他伙伴深度合作交流，使我们与各利益相关方之间形成长期有效的资源互补，携手共赢，为未来发展保驾护航。

COMMUNITY BUILDING

We deeply acknowledge that no business development without the support and help of all the stakeholders, therefore, the Group has in-depth co-operation and communication with the government, universities, research institutes and other partners to form a long term effective resource complementation between us and all stakeholders, go hand in hand for mutual benefits and provide for future development.



案例：四川区域乐山工厂支持酿酒专业学生赴厂区实习

四川区域乐山工厂多年来作为「211工程」的贵州大学实习基地，大力支持未来行业优质人才的培养。二零一七年乐山工厂共接收酿酒专业学生40余人到工厂进行为期半个月的啤酒生产流程中各项工艺，清酒指标，总氧，生产效率等指标的学习实践。学生们通过到生产工厂学习，实践课堂上学习的理论知识，不仅提升了他们的实操经验和社会阅历，也让他们深入了解啤酒行业的发展，为成为未来啤酒行业的骨干力量铺平道路。

Case: Leshan Plant in Sichuan supported brewing students to practice in the plant area

As the practice base of Guizhou University under the "211 Project", Leshan Plant in Sichuan has vigorously supported the cultivation of future high-quality talents in the industry for many years. In 2017, Leshan Plant received more than 40 brewing students to have a half-month practice on various techniques, index of clean beer, total oxygen, production efficiency and other indicators throughout the beer production process in the plant. Through their study in the production plant and by applying the theoretical knowledge they have learnt in class into practice, their practical and social experience have been enhanced. They have also gained in-depth understanding of the development of the beer industry, thus paving a way for becoming the backbone of the beer industry in the future.



案例：武汉工厂为湖北轻工职业技术学院学生提供实习机会

二零一七年二月至十一月，湖北轻工职业技术学院38名学生赴武汉工厂实习。学生们深入学习酿造和包装的各类工艺，同时也对啤酒产业的安全知识和本集团企业文化进行了深入了解。当地公司大力支持学生在实习期间各项需求，委派人力资源部专人对学生进行工作指导，生活，学习，后勤等各方面的管理，还为实习生安排住宿，提供就餐福利，并提供实习补贴。当地公司在学生实习结束后对学生们的实习表现进行了评定，为10名优秀实习生颁发了证书和奖品。

Case: Wuhan Plant provided internship opportunity for students of Hubei Light Industry Technology Institute

From February to November 2017, 38 students from Hubei Light Industry Technology Institute practiced at the Wuhan Plant for internship. The students went through intensive learning of various brewing and packaging technologies, and had an in-depth understanding of the safety knowledge of the beer industry and the corporate culture of the Group. The local company vigorously supported the various needs of students during their internship, by appointing specially-assigned person of the human resources department to provide students with work guidance and management on their life, learning, logistics and other aspects. The local company has also arranged accommodation for the interns, and provided them with meals and internship subsidy. After the internship, the local company assessed their performance and awarded certificates and prizes to 10 outstanding interns.





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