



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

2020

环境、社会及 管治报告

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT





目录 CONTENTS

关于本报告 About this report	关于本报告	About this Report	2
前言 Foreword	前言	Foreword	4
关于我们 About Us	公司概况及业务介绍	Overview and business of the Company	8
	生产基地分布	Geographical distribution of production bases	9
	相关主要奖项及荣誉	Relevant major awards and accolades	10
环境、社会及管治体系 Environmental, Social and Governance System	环境、社会及管治架构	Environmental, social and governance structure	14
	利益相关方沟通	Communication with stakeholders	15
	重要议题识别	Identification of material issues	17
第一章 产品及营运惯例 Chapter 1: Products and Operating Practices	(一) 食品安全及质量管理	(I) Food safety and quality management	19
	(二) 产品创新及知识产权	(II) Product innovation and intellectual property rights	23
	(三) 理性饮酒及负责任营销推广	(III) Rational drinking and accountable marketing	25
	(四) 客户满意度及信息保护	(IV) Customer satisfaction and information protection	26
	(五) 供应链管理	(V) Supply chain management	28
	(六) 倡廉善治	(VI) Governance of integrity	30
第二章 关怀员工 Chapter 2: Care for Staff	(一) 雇佣政策及员工福利	(I) Employment policy and staff benefit	33
	(二) 人才招聘及管理	(II) Talents recruitment and management	35
	(三) 员工沟通与关怀	(III) Staff communication and care	38
	(四) 人才培养及发展	(IV) Talents training and development	42
	(五) 员工健康与安全	(V) Staff health and safety	47
第三章 环境保护 Chapter 3: Environmental Protection	(一) 碳环境管治监督体系	(I) Supervision system on carbon and environmental governance	53
	(二) 「碳中和」目标及废气排放物管理	(II) "Carbon neutrality" target and flue gas emission management	55
	(三) 气候变化风险及机遇	(III) Risks and opportunities of climate change	62
	(四) 水资源管理及污水处理	(IV) Water resources management and sewage treatment	64
	(五) 废弃物及包装材料处理	(V) Waste and packaging material treatment	68
	(六) 环保宣传教育及业界环保参与	(VI) Promotion of environmental education and participation in environmental protection in the industry	71
第四章 社会责任 Chapter 4: Social Responsibility	(一) 参与公益事务	(I) Engagement in public welfare affairs	74
	(二) 支援社区建设	(II) Supporting community construction	78
	(三) 抗疫防控工作	(III) Prevention and control of COVID-19	79
附件一 Appendix I	指标索引	Indicator index	81
附录二 Appendix II	《环境、社会及管治报告指引》内容索引	Index of contents according to the ESG Reporting Guide	83

关于本报告 ABOUT THIS REPORT

报告概览

本报告为华润啤酒(控股)有限公司(「本公司」、「华润啤酒」, 连同其附属公司, 统称「本集团」)所发布的年度环境、社会及管治报告(「本报告」), 旨在就本集团由二零二零年一月一日至二零二零年十二月三十一日(「报告期间」、「二零二零年财政年度」、「二零二零年」)于环境及社会方面的相关信息披露。如欲查阅更多业务相关信息及有关本集团的企业管治常规, 请参阅本集团二零二零年年报。

编制依据

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

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

报告范围

除非另有说明, 本报告的政策、案例及数据所涉及的范围主要涵盖本集团总部和其下属实际控制的控股公司及附属公司。报告时间跨度为二零二零年一月一日至十二月三十一日。

报告目的

本报告为华润啤酒(控股)有限公司正式发布的第五份年度环境、社会及管治报告。本报告旨在就本公司履行社会责任的承诺与利益相关方进行透彻沟通, 并重点披露本集团于二零二零年在可持续发展环境、社会及管治方面表现的相关内容, 以回应利益相关方关注的重要议题。

OVERVIEW OF THE REPORT

This report is the annual environmental, social and governance ("ESG") report (the "Report") published by China Resources Beer (Holdings) Company Limited (the "Company" or "CR Beer", and together with its subsidiaries, the "Group") for the disclosure of relevant information of the Group in respect of the environmental, and social aspects from 1 January 2020 to 31 December 2020 (the "Reporting Period", "FY2020", or "2020"). For more information relating to the Group's business and its corporate governance practices, please refer to the Group's 2020 Annual Report.

BASIS OF PREPARATION

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

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

SCOPE OF THE REPORT

Unless otherwise specified, the policies, cases and data of the Report mainly involve in the Group's headquarters as well as holding companies and subsidiaries ultimately controlled by its subordinates. The Report covers the period from 1 January to 31 December 2020.

PURPOSE OF THE REPORT

This is the fifth ESG report officially published by China Resources Beer (Holdings) Company Limited. The purpose of our Report is to communicate transparently with stakeholders about the Company's commitment to fulfill its social responsibilities, and focus on disclosing the relevant content of the Group's performance on sustainable ESG development in 2020 in response to material issues concerned by stakeholders.

关于本报告 ABOUT THIS REPORT

编制流程

本报告参照上市规则订立了一套系统性的报告流程，通过与主要利益相关方定期沟通，针对本集团的环境、社会及管治议题共同进行识别及重要性评估，以确立本报告的报告范围，并于各业务部门收集及检视相关资料。所有信息均来自本公司的正式文件、统计报告与财务报告中，从而统计分析并编制本报告。

版本信息

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

意见回馈

如对本报告及其内容有任何疑问或意见，欢迎通过以下联系方式与我们联系。

联系方式

地址：香港湾仔港湾道二十六号华润大厦三十九楼
电话：(852) 2829 9889
传真：(852) 2596 7610
电邮：ir@cre.com.hk
网址：www.crbeer.com.hk

PROCESS OF PREPARATION

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

VERSIONS OF THE REPORT

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

FEEDBACK

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

CONTACT

Address: 39th Floor, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong
Tel.: (852) 2829 9889
Fax: (852) 2596 7610
Email: ir@cre.com.hk
Website: www.crbeer.com.hk

前言 FOREWORD

倡导可持续发展理念

本集团在二零一九年奠定「决战高端、质量发展」新管理战略，并于本年度明确「积聚动能，乘势向上」的发展要求。本年度，本集团发布「五点一线」的方法论，内容涵盖高端销售人才队伍、品牌组合、客户、制高点及渠道销售，成为本集团指导决战高端的方法论。我们第二年度持续落实「新目标、新机遇、新理念、新举措」的企业战略，为大众带来可持续发展。透过提升营运及产品质量，我们致力达致可持续发展，成为大众信赖的品牌和啤酒行业知名领导者。

本集团明白绿色价值的重要，致力于关爱社区、保护环境、节能减排、人力资源、提升产品及服务质素和供应链管理等不同方面，推动可持续发展。在环境方面，为配合国家在二零六零年实现「碳中和」的目标，本集团透过订立完善的管理制度和政策、设立目标、采用创新技术，减低本集团的温室气体排放量。在社会方面，本集团贯彻「酿造美好生活」的理念及回馈社会，积极推动各种关爱社区的项目。我们响应社区号召，在赈灾扶贫、教育、社区发展中作出贡献。在企业管治方面，本集团亦坚守「以人为本」的管理及营运原则，确保员工权益、职业安全及健康得到保障。另外，本集团注重各方持份者的意见，定期展开沟通，以识别对业务有重大影响的议题，订立可持续发展的经营策略。

ADVOCATING THE CONCEPT OF SUSTAINABLE DEVELOPMENT

With the establishment of the new management strategy of "Quality Development for Success in Premium Segment" in 2019, the Group has defined the development requirements of "Reserving Momentum and Riding on the Trend" during the year. This year, the Group launched the "Five-point-one-line" methodology, which covered competent sales teams specified for premium segment, brand portfolio, customers, leading edge for its business and sales channels, and has become a powerful weapon for the Group to guide the implementation of premiumization strategy. We have continuously implemented the corporate strategy of "new idea and initiatives for new targets and opportunities" for the second year, bringing sustainable development for the public. Through enhancement of operations and product quality, we strive to achieve sustainable development and become a trusted brand and a reputable leader in the beer industry.

The Group understands the significance of green value and is committed to advancing sustainable development in various aspects such as community care, environmental protection, energy conservation and emission reduction, human resources, improvement of product and service quality as well as supply chain management. In terms of environment, to co-operate with the national goal to achieve "carbon neutrality" by 2060, the Group reduced its GHG emissions through formulation of sophisticated management system and policies, setting goals and adoption of innovative technologies. In terms of society, the Group carried out the concept of "Brewing a Better Life" and gave back to the society, proactively promoting various community-caring projects. We responded to the call of community, making contributions to disaster relief and poverty alleviation, education and community development. In terms of corporate governance, the Group also adhered to the "people-oriented" management and operation principle so as to safeguard staff interests as well as occupational safety and health. In addition, the Group valued the opinions of various stakeholders and carried out regular communication, to identify issues which have a material impact on our business and formulate sustainable operational strategies.

前言
FOREWORD

酿造创新高质量的啤酒

随著中国经济社会步入高质量发展，市场对高质量产品的需求增加，其中高端啤酒市场亦逐渐成为新趋势。有见及此，本集团坚持产品创新以丰富其产品组合。在二零一九年，我们推出的「雪花马尔斯绿啤酒」和「黑狮白啤」两款高端新产品；在二零二零年，本集团亦推出高端新品「喜力®星银™」啤酒及「拉维邦黑啤」。随著产品的高端化发展，我们希望提升啤酒品牌形象，满足消费者对美好生活的追求。

除了坚持产品创新，本集团深信严谨的产品质量控制及营运惯例至关重要。我们贯彻始终，实施供应商质量延伸管理、生产质量评估、消费者质量测评，以及外部管理体系认证，以确保产品质量达高质、优级水平。在管理供应链方面，从招标采购、产品销售、工程项目，以至资金管理，本集团全面落实廉洁和反腐的原则。本集团亦肩负社会责任，透过规管和审核宣传内容，向消费者及公众推广传播理性饮酒行为的信息。

本集团努力追求创新及高质量产品发展，成果获得各界的肯定。其中，本集团新推出的高端产品「拉维邦黑啤」广受好评，荣获多个国内及国际奖项，包括二零二零年世界啤酒大奖赛深色拉格风格中国最佳奖、中国精酿啤酒大奖赛拉格及混合啤酒经典组银奖、中国国际啤酒挑战赛三星天禄奖(金奖)、亚洲啤酒锦标赛国际拉格组金奖；包装设计荣获二零二零年度德国汉诺威iF设计奖、德国红点奖、美国MUSE(缪斯)设计奖银奖、中国包装之星优秀奖、世界啤酒大奖赛酒瓶设计铜奖、台湾金点设计奖。以上奖项展示了本集团及旗下附属公司实践社会责任方面的高效管理、创新与前瞻的品牌价值。

BREWING BEER WITH INNOVATION AND HIGH QUALITY

With the high-quality development of China's economy and society and the increase in the market demand for high-quality product, premium beer market also became a new trend gradually. To this end, the Group adheres to product innovation to enrich its product portfolio. In 2019, we launched two new premium products, namely "SNOW MARRSGREEN BEER" and "Löwen White Beer"; in 2020, the Group further launched new premium products, namely "Heineken® Silver" beer and "Lavibond Dark Beer". With the premiumization development of our products, we wish to improve our beer brand image to satisfy the pursuits of consumers for a better life.

In addition to adherence to product innovation, the Group is convinced that stringent quality control on product and operating practices are vital. Thoroughly, we implemented extended supplier quality management, production quality assessment, consumer quality assessment and external management system certification to ensure that the high and excellent level of products' quality. In terms of supply chain management, the Group has comprehensively implemented the principle of integrity and anti-corruption on bidding and procurement, product sales, engineering projects, and capital management. Shouldering the social responsibility, the Group published the information promoting rational drinking behaviors to consumers and the public through regulation and review of promotion contents.

The Group devoted its effort to pursue the development of product with innovation and high quality, with achievements recognized by all walks of life. Among them, the Group's new premium product "Lavibond Dark Beer" enjoyed a wide compliment and won a number of domestic and international awards including the Best Dark Lager in China of World Beer Awards in 2020, Classic Lager & Hybrid Beer — Silver of China Craft Beer Award, Three-Star Tian Lu Award (Gold) of China International Beer Challenge, International Lager — Gold of Asia Beer Championship; the package design won Hannover iF Design Award in Germany, Reddot Award in Germany, Silver of MUSE Design Awards in the U.S., China Star of Package — Prominent, Bottle Design — Bronze of World Beer Awards, Golden Pin Design Award in Taiwan in 2020. The above awards reflect the effective management, innovative and forward-looking brand value in practicing social responsibility of the Group and its subsidiaries.

前言 FOREWORD

履行企业社会责任

为实现美好共融的社会，本集团透过结合业务优势及庞大的业务网络，在关爱社区、保护环境、节能减排、人力资源、提升产品及服务质素和供应链管理等方面确立战略方针，积极以行动兑现企业社会责任。为展现本集团对可持续发展的承诺，我们自愿在本报告内披露气候变化的影响，生产综合能耗和职业安全健康目标等资讯。

回顾整个年度，本集团不遗余力节约能源，致力响应国家在二零六零年实现「碳中和」的目标，成功在营运过程中淘汰燃煤等能源使用模式。「十三五」期间，我们的单位产品综合能耗成功降低超过每千升500百万焦耳，降幅超过45%，超额完成先前订下的环境目标。迎来「十四五」的开始，本集团参考国际同行业先进企业的最佳惯例，制定「十四五」新的目标任务和战略举措，并初步设定华润雪花啤酒有限公司（「华润雪花啤酒」）中期环保能源目标方针，披露碳排放量、水污染物排放量、单位产品综合能耗及工业固体废物综合利用率等目标。为进一步推动绿色企业营运，本集团提高沼气锅炉配置标准，著手钻研提升沼气利用效率和蒸汽产率，增强可再生能源的使用比例。

本集团一直致力关心社会，以身体力行的方式参与慈善公益事务。二零二零年，本集团订立多于380项社会责任关键指标，而当中超过20项均针对社区关爱，显示出我们对关爱社区的积极热诚。本集团亦积极响应抗击疫情，于年内共捐赠人民币1,500万元以采购疫情应急物资，以及向各地卫生防疫部门捐赠价值约人民币100万元的地方防疫物资和生活保障物资。

FULFILLING CORPORATE SOCIAL RESPONSIBILITY

In order to realize a beautiful and integrated society, the Group has defined strategic approaches in various aspects such as community care, environmental protection, energy conservation and emission reduction, human resources, improvement of product and service quality as well as supply chain management through the combination of its business strengths and extensive business network, proactively answering to corporate social responsibility with practices. To perform the Group's commitments to sustainable development, we voluntarily disclose information such as the impact of climate change, consolidated energy consumption of production, target of occupational safety and health in the Report.

During the year under review, the Group spared no efforts in energy conservation, strived to respond to the national goal to achieve "carbon neutrality" by 2060, and succeeded in eliminating coal-fired energy consumption model during operation. Our consolidated energy consumption per unit product was reduced by more than 500 megajoules per kilolitre in the period of "Thirteenth Five-Year" Plan, representing a decline of more than 45%, excessively achieving the environmental target set before. At the commencement of the "Fourteenth Five-Year" Plan, with reference to the best practices of the leading international enterprises in the same industry, the Group has developed new targets, tasks and strategic initiatives, and China Resources Snow Breweries Limited's ("CRSB") "Fourteenth Five-Year" Plan eco-friendly energy target indicators were initially formed, including the disclosure of the targets of carbon emission, discharge of water pollutants, consolidated energy consumption per unit product and comprehensive utilization rate of industrial solid waste in the interim period. In order to further implement green corporate operation, the Group improved the configuration standards of biogas boilers, commenced the research on improving biogas utilization efficiency and steam production rate, to increase the proportion of renewable energy use.

The Group has been committed to community care, engaging in charity affairs in practices. In 2020, the Group has set up more than 380 key indicators on social responsibility, 20 of which are related to community care, indicating we are active and enthusiastic about community care. The Group also proactively responded to fight against the pandemic and donated a total of RMB15 million for the procurement of emergency materials for the pandemic. And the Group donated local pandemic prevention materials and daily support materials amounting to approximately RMB1 million to various local sanitation and pandemic prevention departments.

前言 FOREWORD

在二零二零年，本集团旗下各单位履行社会责任并积极推动绿色发展，取得杰出成就。上述的成果印证我们不遗余力制定和严格执行可持续发展相关的政策，贯彻践行企业社会责任的承诺。本集团会继续秉持工匠精神，引领行业提升质量水平，酿造高质量的啤酒。

创建理想绿色蓝图

秉持可持续发展理念，本集团持续履行企业责任，坚守可持续发展的核心价值。本集团将建立高效的管理咨询化平台，完善环境、社会和管治之责任制度。作为国内啤酒企业的领先者，本集团亦运用行之有效的沟通渠道，与持份者进行沟通及率领全球行业齐心协力，捉紧可持续发展机遇，建造绿色未来。

During 2020, each unit of the Group has fulfilled its social responsibility and has proactively promoted green development, achieving great achievements. The above results proved our every endeavor to formulate and strictly comply with policies in relation to sustainable development, thoroughly perform commitment to corporate social responsibility. The Group will continue to uphold craftsmanship so as to drive the industry to improve quality level and brew high-quality beer.

PAINT AN IDEAL GREEN BLUEPRINT

Upholding the idea of sustainable development, the Group continues to fulfill its corporate responsibility, and adhere to the core value of sustainable development. The Group will establish an efficient management and consultation platform and optimize the environmental, social and governance responsibility system. As a leading domestic beer enterprise, the Group will also apply effective communication channels to communicate with stakeholders, and lead all walks of life in the world to seize the opportunity of sustainable development and create a green future together.



关于我们 ABOUT US

公司概况

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

业务介绍

本集团自一九九三年开始在中国发展啤酒业务,以质量为基础追求精致创新的匠心酿造。二零二零年,本集团在中国营运70家啤酒厂房,啤酒年产能达18.7百万千升,全年啤酒销量达到11.1百万千升。

二零二零年年初,新型冠状病毒疫情在中国爆发,各地政府实施封锁部分城市政策及多项紧急防控措施,以减少疫情传播的风险,导致疫情期间啤酒市场不可避免地受到极大的冲击。然而,本集团在业务上灵活变通,采取远程办公保障员工的健康,并在得到各地政府的批准后及确保员工安全的情况下才安排复工复产,减低传播风险。

本集团逆境求变,在疫情爆发后开展了不同销售计划,包括组织决战高端大会战、大力帮扶渠道、渠道营销建设等举措,在逆境下仍努力提升本集团的市场竞争地位,力争上流。同时,本集团继续丰富产品组合,于二零二零年推出高端产品「喜力®星银™」啤酒,配合二零一九年推出的「雪花马尔绿啤酒」和「黑狮白啤」两款高端新产品,进一步推动高端化发展,提升啤酒品牌形象。

本集团二零二零年营业额达人民币314.48亿元,较二零一九年减少5.2%。而本集团二零二零年的本公司股东应占综合溢利及未计利息及税项前盈利,较二零一九年分别上升59.6%及42.3%至人民币20.94亿元及人民币30.79亿元。作为华润集团的一份子,我们矢志与消费者、股东、员工和商业伙伴一起引领商业进步,共创美好生活,成为大众信赖和喜爱的啤酒企业。

OVERVIEW OF THE COMPANY

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

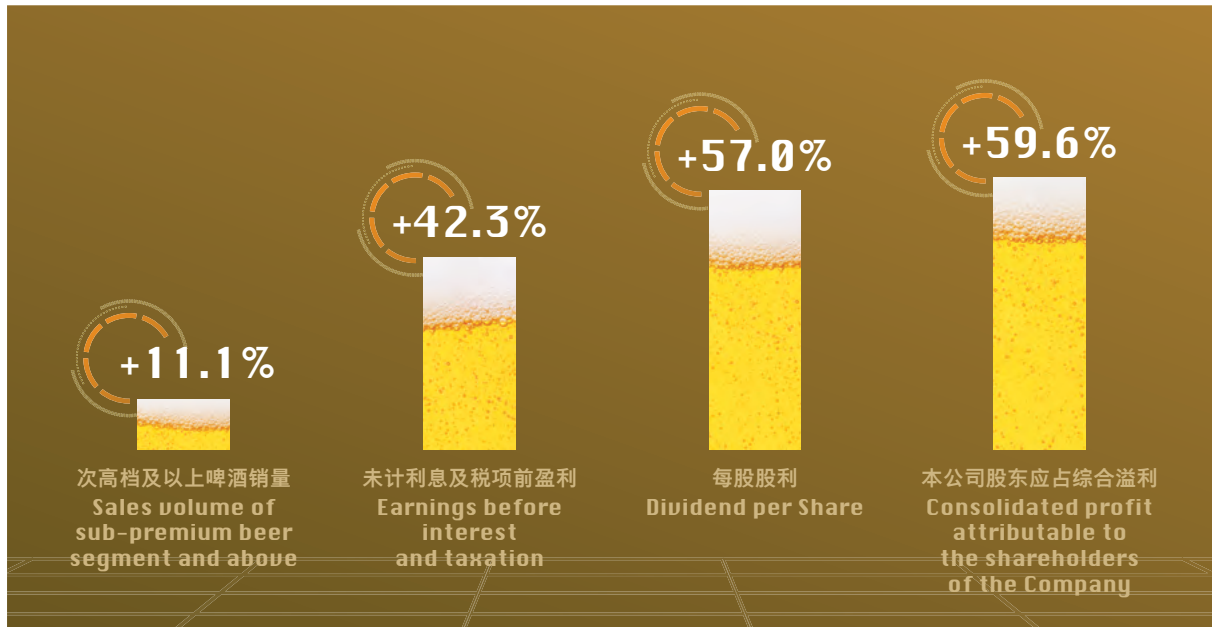
BUSINESS OF THE COMPANY

The Group has been in the beer business in China since 1993, pursuing fine and innovative craft brew with quality as its foundation. In 2020, the Group operated 70 breweries in China with an annual beer production capacity of 18.7 million kilolitres and a total annual sales volume of 11.1 million kilolitres.

At the beginning of 2020, with the outbreak of the coronavirus disease (COVID-19) in China, policy for some of cities and various prevention and control measures to reduce the risk of spread of the pandemic, resulting in an inevitable significant impact on beer market during the pandemic. However, the Group adopted flexible operation and remote office to safeguard staff's health. The Group resumed its work and production upon the approval from local governments and having staff's safety ensured to reduce the risk of spread of the pandemic.

The Group carried out evolution in an adverse situation, where we have launched a number of sales programs such as organizing strategic initiatives to gain market share in the premium segment, actively supporting channels, developing sales and marketing channels. All in all, these measures promoted the Group's competitiveness in an adverse market and equipped the Group with an upward momentum. Meanwhile, the Group continued to enrich its product portfolio, launched a premium product "Heineken® Silver" beer in 2020 which further promoted the premium development and improved our beer brand image together with two new premium products launched in 2019, namely "SNOW MARRSGREEN BEER" and "Löwen White Beer".

In 2020, the Group recorded turnover of RMB31,448 million, representing a 5.2% decrease as compared to that of 2019. However, the consolidated profit attributable to the Company's shareholders and earnings before interest and taxation of the Group in 2020 increased by 59.6% and 42.3% to RMB2,094 million and RMB3,079 million, respectively, as compared to that of 2019. As a member of CRH, we are dedicated to leading the business progress and building a better life together with our consumers, shareholders, staff and business partners, and making the Group a trusted and beloved beer enterprise.

关于我们
ABOUT US

生产基地分布

截至二零二零年十二月三十一日，华润啤酒营运啤酒厂房数目为70家，啤酒厂房分布区域如下表：

GEOGRAPHICAL DISTRIBUTION OF PRODUCTION BASES

As at 31 December 2020, CR Beer had 70 breweries in operation, the geographic distribution of which is indicated in the following table:

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

* 不包括年内停止营运和管理层决定关闭的啤酒厂

* Excluding those breweries ceased operation during the year and determined by management to be closed

关于我们 ABOUT US

相关主要奖项及荣誉

RELEVANT MAJOR AWARDS AND ACCOLADES

奖项 Award	获奖单位／项目 Awarded entity/project
环保、健康及安全管理类 For environmental, health and safety management	
香港环保促进会主办「香港绿色企业大奖2020」 “Hong Kong Green Awards 2020” organized by Hong Kong Green Council <ul style="list-style-type: none"> 超卓环保安全健康奖－企业(大型企业)金奖 Environmental, Health and Safety Award – Enterprise (Large Enterprise) Gold 	华润雪花啤酒(六安)有限公司 China Resources Snow Breweries (Lu'an) Co., Ltd.
香港环保促进会主办「香港绿色企业大奖2020」 “Hong Kong Green Awards 2020” organized by Hong Kong Green Council <ul style="list-style-type: none"> 优越环保管理奖－企业(大型企业)银奖 Green Management Award – Enterprise (Large Enterprise) Silver 	华润雪花啤酒(内江)有限公司 China Resources Snow Breweries (Neijiang) Co., Ltd. 华润雪花啤酒(佛山)有限公司 China Resources Snow Breweries (Foshan) Co., Ltd.
产品质量类 For product quality	
中国酒业协会「科学技术奖」 “Science and Technology Award” in China Alcoholic Drinks Association	「高速啤酒听装线高效运行保障体系研究与应用」项目 The project of “Research and Application of Protection System for Efficient Operation Technology for High-speed Packaging Line of Canned Beer”
中国质量协会「2020年中国质量技术与创新成果发表赛」专业级成果(质量创新奖) Professional Achievement (Quality Innovation Award) in the “China Quality Technology and Innovation 2020” by China Association for Quality	「啤酒活性干酵母的研究与应用」项目 The project of “Research and Application on Active Dry Yeast for Beer”
社会责任类 For social responsibility	
2020年《21世纪经济报道》中国企业公民评选年度优秀企业文化奖 “2020 Excellent Corporate Culture” by 21st Century Business Herald	华润雪花啤酒 CRSB



- 安徽六安工厂获得了香港环保促进会主办的香港绿色企业大奖之超卓环保安全健康奖－企业(大型企业)金奖。
Lu'an plant in Anhui won Environmental, Health and Safety Award – Enterprise (Large Enterprise) Gold of Hong Kong Green Awards organized by Hong Kong Green Council.

关于我们
ABOUT US

奖项 Award	获奖单位 / 项目 Awarded entity/project
市场营销类 For marketing	
《亚洲周刊》杂志全球华商1,000排行榜最大食品及饮料企业大奖 The Largest Food and Beverage Company Award of Global Chinese Business 1,000 Ranking by Yazhou Zhoukan	华润啤酒 CR Beer
清华大学经济管理学院中国企业研究中心、每日经济新闻 Tsinghua SEM China Business Research Center, National Business Daily <ul style="list-style-type: none"> 2020上市公司品牌价值榜总榜TOP100 Top 100 among Chinese Listed Companies By Brand Value 2020 2020中国酒业上市公司品牌价值榜TOP30第四位、啤酒行业第一位 Ranked 4th among 2020 Brand Value of China Listed Liquor Companies Top 30 and ranked 1st in the beer industry 	华润啤酒 CR Beer
《福布斯》杂志全球2,000强企业名列第1,954位 Ranked 1,954th among Global 2000 by Forbes magazine	华润啤酒 CR Beer
《财富中国》杂志中国500强企业名列第295位 Ranked 295th among Fortune China 500 by Fortune China magazine	华润啤酒 CR Beer
新浪财经金麒麟港股价值风云榜最具领导力企业家 Entrepreneur with the best leadership among Golden Qilin Hong Kong Stocks Value List by Sina Finance	华润啤酒 CR Beer
香港投资者关系协会第六届香港投资者关系大奖 HKIRA 6th Investor Relations Awards by Hong Kong Investor Relations Association <ul style="list-style-type: none"> 最佳投资者关系公司 – 大型股 Best IR Company – Large Cap 最佳投资者会议 – 大型股 Best Investor Meeting – Large Cap 最佳年报 – 大型股 Best Annual Report – Large Cap 最佳环境、社会及管治(环境) – 大型股 Best ESG (E) – Large Cap 最佳投资者关系专员 – 大型股 Best IRO – Large Cap 	华润啤酒 CR Beer

关于我们 ABOUT US

奖项 Award	获奖单位 / 项目 Awarded entity/project
IR Magazine 奖项 – 2020 年大中华地区最佳投资者关系大奖：消费品 Best in sector: Consumer staples of IR Magazine Awards – Greater China 2020	华润啤酒 CR Beer
《经济一周》杂志 2020 年度香港杰出企业巡礼 Hong Kong Outstanding Enterprises Parade 2020 by Economic Digest magazine <ul style="list-style-type: none"> 香港杰出上市企业 Hong Kong Outstanding Enterprise Award 非凡企业大奖 Excellence Award 	华润啤酒 CR Beer
am730 及亚洲公关杰出上市公司大奖 2020 – 杰出上市公司大奖 (主板 – 大市值) Listed Company Excellence Awards (Main Board – Large Market Capitalization) of Listed Company Excellence Awards 2020 by am730 and PR Asia	华润啤酒 CR Beer
证券日报金骏马奖 – 最具工匠精神上市公司 Listed company with the best craftsmanship spirit of Golden Horse Awards by Securities Daily	华润啤酒 CR Beer
《机构投资者》杂志 2020 年度亚洲区公司管理团队调查 2020 All-Asia Executive Team survey by Institutional Investor magazine <ul style="list-style-type: none"> 最受尊崇企业 (必需消费品行业) Most Honored Company (Consumer staples sector) 最佳首席执行官 (必需消费品行业第一名) Best CEO (first place in Consumer staples sector) 最佳首席财务官 (必需消费品行业第二名) Best CFO (second place in Consumer staples sector) 最佳投资者关系人员 (必需消费品行业第二名) Best Investor Relations Professional (second place in Consumer staples sector) 最佳投资者关系团队 (必需消费品行业第一名) Best Investor Relations Team (first place in Consumer staples sector) 最佳环境、社会及管治 (必需消费品行业第二名) Best ESG (second place in Consumer staples sector) 最佳投资者关系工作 (必需消费品行业第三名) Best Investor Relations Program (third place in Consumer staples sector) 	华润啤酒 CR Beer
《亚洲企业管治》杂志 2020 年度亚洲卓越表现表扬大奖 Asian Excellence Recognition Awards 2020 by Corporate Governance Asia magazine <ul style="list-style-type: none"> 最佳投资者关系企业 Best Investor Relations Company 亚洲最佳首席执行官 (投资者关系) Asia's Best CEO (Investor Relations) 亚洲最佳首席财务官 (投资者关系) Asia's Best CFO (Investor Relations) 最佳投资者关系人员 Best Investor Relations Professional 	华润啤酒 CR Beer

关于我们
ABOUT US

奖项 Award	获奖单位 / 项目 Awarded entity/project
《亚洲企业管治》杂志2019年度亚洲环境、社会及管治大奖 Asian ESG Awards 2019 by Corporate Governance Asia magazine <ul style="list-style-type: none"> 亚洲企业管治典范 Asia's Icon on Corporate Governance 环境、社会及管治具影响力企业 ESG Influencer 亚洲企业董事表扬大奖 Asian Corporate Director Recognition Awards 	华润啤酒 CR Beer
肯耐珂萨®颁发2020星跃奖(X Awards) 2020 X Awards issued by KNX <ul style="list-style-type: none"> 「企业文化最佳实践」 "Best Practices in Corporate Culture" 「人才管理最佳实践奖」 "Best Practices in Talent Management" 	华润雪花啤酒 CRSB
「2020 BrandZ™最具价值中国品牌百强」位列榜单第73名 Ranked 73th among "2020 BrandZ™ Top 100 Most Valuable Chinese Brands"	华润雪花啤酒 CRSB
「2020博鳌全球饮品高峰论坛」年度消费者青睐品牌 Annual consumer's favorable brand in "Boao Global Summit for Beverage 2020"	华润雪花啤酒 CRSB
世界品牌实验室 World Brand Laboratory <ul style="list-style-type: none"> 《中国500最具价值品牌》总榜单位列第28名，品牌价值超过人民币1,700亿元 Ranked 28th among the China's 500 Most Valuable Brands with brand value over RMB170 billion 「中国品牌年度大奖啤酒 NO. 1」 "Chinese Brand Annual Award – NO. 1 in Beer Industry" 「中国啤酒十大影响力品牌」 "Top 10 Most Influential Chinese Beer Brands" 「2020 年品牌营销大奖」 "Brand Marketing Award 2020" 	华润雪花啤酒 CRSB
其他 Other	
新华报业传媒集团《培训》杂志「中国人才发展菁英奖」 "China Talent Development Awards" by Training Magazine of Xinhua Newspaper Media Group	华润雪花啤酒 CRSB
2020年华润集团六星级标杆单位 CRH Six-star Benchmark Unit 2020	华润雪花啤酒(黔南)有限公司 China Resources Snow Breweries (Qiannan) Co., Ltd.

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

本集团深信可持续发展是企业成功的基石。因此，我们在企业战略、重大决策及日常运营中加入可持续发展理念，不断提升自身管理水平，务求为客户提供优质的产品，创造价值，推动企业的可持续发展。同时，本集团作为中国领先的啤酒企业之一，我们积极履行企业社会责任，贡献社会经济、社区及环境等多方面，推动社会以至国家的可持续发展。

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

环境、社会及管治架构

本集团视环境、健康及安全(EHS)为业务的中心之一，通过设立完善的组织架构不断提高环境、社会和企业管治水平。本集团的EHS部门明确落实管理权责，专项方案强化管理成效，又建立了完善EHS管理要素体系，分三个层级并择定试点基层企业启动EHS管理信息全面建设项目，妥善管理相关的制度及政策，强化EHS的管理能力。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE STRUCTURE

The Group regards environment, health and safety ("EHS") as one of the cores of its business. The Group continuously improves the standard of environmental, social and corporate governance by establishing a sound organization structure. The Group's EHS Department clearly defines management rights and responsibilities, strengthens management effectiveness through special projects. In addition, a sound EHS management element system has been established. A comprehensive construction project on EHS management information has been initiated through dividing into three levels and selecting pilot primary-level enterprises, to duly manage relevant systems and policies, as well as to enhance EHS management ability.

本集团按客观环境和自身情况制定一个全面的环境及社会风险识别、管控及处理机制，并以制度设置、日常监控、数据收集、信息披露等多项工作推动企业可持续发展，履行对各利益相关方的承诺。

The Group has also established an all-round mechanism on identification of environmental and social risk, management and control and response based on the objective environment and our own situation, and promoted the corporate sustainable development and carried out its undertakings to various stakeholders through multiple tasks such as regulation setting, routine monitoring, data collection and information disclosure.

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

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

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

为应付气候变化议题，我们计划在未来两年内进一步明确董事对本公司内部与气候相关议题的监督，提升本集团的气候变化风险管理。

To address climate change, we plan to further clarify the directors' oversight of climate-related issues within the Company in the next two years to enhance the Group's climate change risk management.

利益相关方沟通

本集团明白利益相关方对本集团的业务管理及发展极其重要，我们定期与利益相关方沟通以了解他们对环境、社会及管治相关议题的意见。结合自身行业背景及可持续发展影响范围，我们重点识别和遴选出核心利益相关方，包括政府及监管机构、股东、消费者、员工、供应商及合作伙伴、行业协会和社区，并透过以下的沟通方式了解他们对本集团可持续发展的期望与反馈，从而相应提升本集团的运营与实践。

COMMUNICATION WITH STAKEHOLDERS

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



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

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

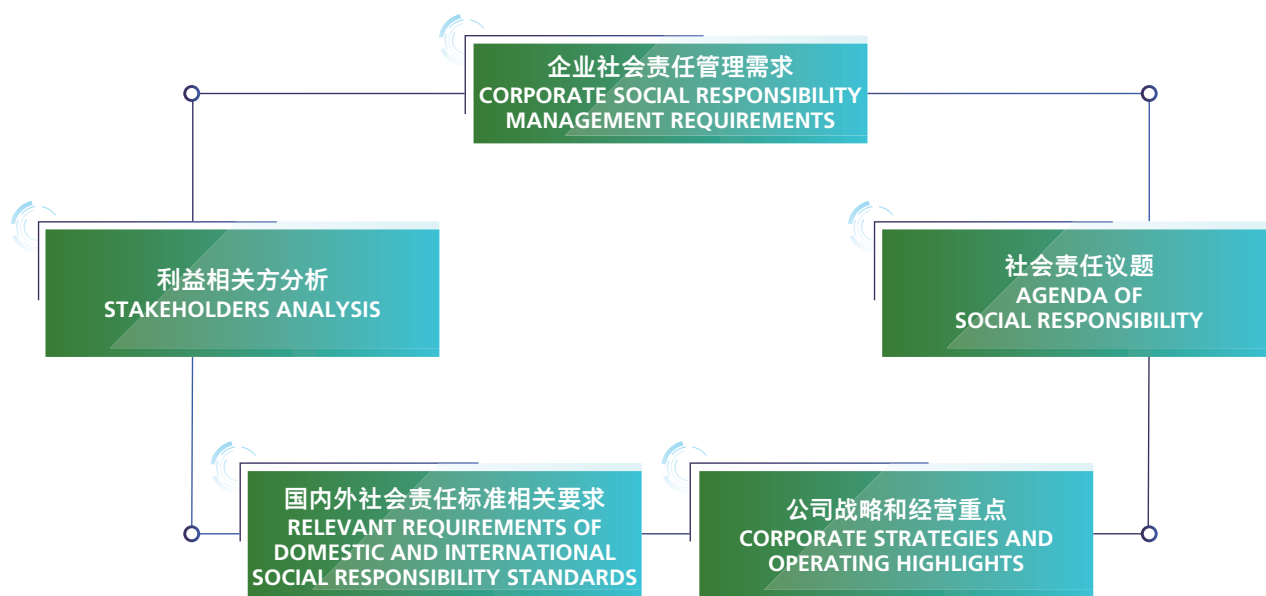
环境、社会及管治体系 ENVIRONMENTAL, SOCIAL AND GOVERNANCE SYSTEM

重要议题识别

本集团遵循以上的方式与利益相关方持续沟通，了解及识别到各利益相关方群体所关注的环境、社会及管治议题。按照《环境、社会及管治报告指引》的披露要求及以关键绩效指标作为依据，结合自身战略和经营重点，并参考行业最佳实践及国内外社会责任标准，本集团从「对企业可持续发展的重要性」与「对利益相关方的重要性」两个维度对所有环境、社会及管治议题进行了分析与排序，识别了于下一页的重要性议题，并按重要性议题制定披露框架及报告内容。

IDENTIFICATION OF MATERIAL ISSUES

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



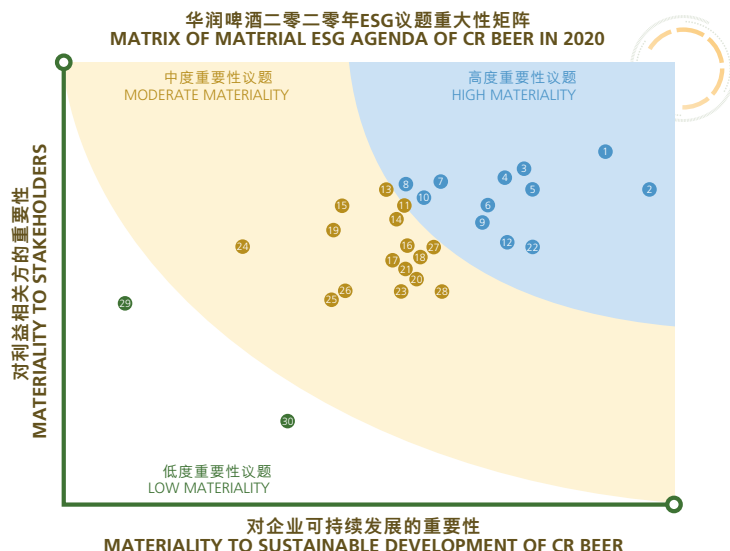
通过内部审查及考虑到自身业务类型及运营地点的稳定性，二零二零年的重要性议题列表、排序及矩阵与在二零一九年的利益相关方沟通与调研的基础维持不变，以下列出了利益相关方的不同关注点。本报告以下各章节将详细说明有关各个重大性议题的政策、措施及绩效，回应利益相关方对我们的期望，并进一步调整未来的可持续发展策略、内部风险评估与监控。

After internal review and consideration of the stability of its own business and operating location, the list, ranking and matrix of material issues in 2020 remain unchanged basically on the basis of stakeholder communication and research in 2019, pursuant to which the following concerns of stakeholders are listed. In the following chapters of the Report, we will elaborate on the policies, measures and performance in relation to each material issue in detail, in order to respond to the expectations of stakeholders on us, and to further adjust future sustainable development strategies, internal risk assessment and monitoring.

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

重大性议题矩阵及列表

Materiality matrix and table



- 1 环境合规
Environmental compliance
- 2 低碳运营
Low-carbon operation
- 3 食品安全
Food safety
- 4 劳工标准及劳工关系
Labour standards and labour relations
- 5 产品质量管理
Product quality management
- 6 员工发展及培训
Staff development and training
- 7 职业健康安全
Occupational health and safety
- 8 商业合规
Commercial compliance
- 9 产品与技术创新
Product and technological innovation
- 10 员工福利
Staff benefits
- 12 生产工艺效能提升
Efficiency enhancement for production processes

- 22 水资源使用
Use of water resources
- 11 反贪污
Anti-corruption
- 13 供应链管理
Supply chain management
- 14 公司资产的运营效率
Operational efficiency of corporate assets
- 15 客户服务
Customer services
- 16 产能优化及产能使用率
Capacity optimization and utilization
- 17 客户信息隐私保护
Protection of customer data privacy
- 18 社会公益
Social welfare
- 19 营销收益
Marketing revenue
- 20 产品多元化
Product diversification

- 21 材料供应的稳定性
Stability of materials supply
- 23 善用资源
Proper use of resources
- 24 服务地方经济
Serving local economies
- 25 社区沟通与参与
Community communication and involvement
- 26 生产过程的控制
Control of production processes
- 27 包装材料的成本控制
Cost control of packaging materials
- 28 包装材料回收
Recycling of packaging materials
- 29 推动公众理性饮酒
Promoting rational drinking among the public
- 30 倡导本地生产及销售
Advocating localized production and sales

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

华润啤酒作为食品行业的一员，深明优质的产品和服务是企业成功的根本。我们严格控制食品安全与质量，绝不容忍任何安全风险和质量问题，以作为控制产品安全及风险的基础，为广大市场客户带来最优质的啤酒产品。我们积极创新，保护知识产权，领导行业满足不断变化的市场需求。我们鼓励消费者理性饮酒，与行业协会一同推广健康文明的生活方式。我们持续改善供应链管理，利用全面及稳健的管理机制，严格把控上游供应商和下游废弃物处理商，降低我们产品的碳足迹，为消费者带来最佳的产品和服务，从而提高消费者对我们的满意度。

(一) 食品安全及质量管理

一直以来，食品安全和质量管理都是我们的运营管理核心。本集团严格遵守中华人民共和国食品安全和质量相关法律法规，如《中华人民共和国食品安全法》及其相关条例、《中华人民共和国产品质量法》《中华人民共和国标准化法》《食品安全国家标准食品生产通用卫生规范(GB14881)》《生活饮用水卫生标准(GB5749)》《食品安全国家标准食品添加剂使用标准(GB2760)》《消毒产品生产企业卫生许可规定》《啤酒(GB/T4927)》等。

本集团以「做世界一流啤酒企业，做世界最好的啤酒」为质量目标，秉持「质量第一，消费者至上，勇于创新，追求卓越，践行社会责任」为质量方针，致力于提供高质量产品。为促进本集团与国际接轨，本集团与第三方专业机构合作，在华润雪花啤酒总部及试点工厂构建特色的质量和食品安全管理体系(SnowMS·QFS)，该体系遵循华润集团EHS管理要素，融合了多个国际体系和本集团管理经验。

As a member of the food industry, CR Beer deeply understands that quality products and services are fundamental to an enterprise's success. We strictly control the safety and quality of food, with zero tolerance of any safety risks and quality issues as the basics for control over product safety and risks, so as to provide beer products of the best quality to customers in the market. We make innovation actively, protect intellectual property rights, and lead the industry to meet evolving market needs. We encourage consumers to drink in a proper manner to promote a healthy and civilized lifestyle together with the industry associations. We continue to improve the supply chain management, exercise stringent control over upstream suppliers and downstream waste treatment service providers by utilizing comprehensive and robust management mechanism, and reduce the carbon footprint of our products to bring the best products and services to consumers and thereby improving consumer satisfaction.

(I) FOOD SAFETY AND QUALITY MANAGEMENT

Over a long time, food safety and quality management are at the core of our operation management. The Group observes strict compliance with the relevant laws and regulations of the People's Republic of China ("PRC") on food safety and quality, including, among others, the "Food Safety Law of the PRC" and its relevant regulations, the "Product Quality Law of the PRC", the "Standardization Law of the PRC", the "General Hygiene Regulations for Food Production of the National Food Safety Standard (GB14881)", the "Sanitary Standards for Drinking Water (GB5749)", the "Standards for the Use of Food Additives of the National Food Safety Standard (GB2760)", the "Regulations for the Application for Sanitary Work Permit by Manufacturers of Disinfection Products", and the "Beer (GB/T4927)".

The Group upholds the quality goal of "be an outstanding enterprise to brew the best beer in the world", and maintains the quality philosophy of "quality first, consumers as first priority, be innovative and excellent together with fulfilment of social responsibilities", striving to offer quality products. To propel the connection between the Group and the globe, the Group co-operates with third-party professional institutions to establish featured quality and food safety management system (SnowMS·QFS) at the headquarters and pilot factories of CRSB. This system abides by the management elements of CRH's EHS and integrates various international systems and the Group's management experience.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

二零二零年，本集团持续组织下属公司开展外部管理体系认证工作，华润雪花啤酒总部与试点工厂（萧山工厂、余杭工厂和郑州工厂）整体通过了质量管理体系（ISO9001）认证「母子证书」。截止目前，本集团及下属工厂累计通过国际ISO体系、食品安全管理体系（FSSC22000）、危害分析和关键控制点（HACCP）等国际体系认证54项，从而增强在整个价值链不同环节的高水平质量管控。此外，本集团在生产过程中制定了《生产质量控制管理规定》，还采用自检、互检、下道工序对上道工序进行检验的三级检验制度。根据本集团的《食品安全应急预案》和《产品召回管理制度》等相关食品安全管理制度，本集团对召回产品进行三级管理，对不同召回等级提出不同的召回要求，确保为消费者提供安全、可靠、高质量的啤酒。

本集团已采用延伸质量管理，总部统一策划、附近区域管理、信息汇总共享，以致总部、区域、工厂三级有效合作。我们继续利用内部「技术标准优化项目组」进行技术标准优化工作，并对内控质量标准系统进行排查，与国家标准、行业及市场相关产品的标准广泛对标，进一步确保产品质量。二零二零年，本集团持续开展合规性评价工作，全面识别与解读食品安全法律法规，深入排查食品安全及质量合规性，健全完善管理制度和标准，年内共制修订标准145份，以保障产品质量和满足顾客要求。

In 2020, the Group continuously organized its subsidiaries to conduct the accreditation work of external management systems. The headquarters of CRSB and pilot factories (Xiaoshan Factory, Yuhang Factory and Zhengzhou Factory) generally passed the accreditation of quality management system (ISO9001) with "Parent-subsidiary Certificate". So far, the Group and its subordinate factories have passed 54 international system certifications, including the International ISO System, food safety management system (FSSC22000) and hazard analysis and critical control points (HACCP), thereby enhancing high-level quality control at different links throughout the value chain. In addition, the Group has formulated the "Management Regulations on Control of Production Quality", while a three-tier inspection system comprising self-inspection, mutual inspection and inspection by comparing downstream processes against upstream processes has been adopted for the production process. According to the Group's pertinent food safety management regulations such as the "Contingency Plan on Food Safety" and "Management Regulations on Product Recall", the Group has conducted three-tier management of the recalled products and put forward different recall requirements for different recall levels to ensure safe, reliable and high-quality beer offered.

The Group has adopted an extended quality management approach to achieve centralized planning at the headquarters, management by regional companies nearby and shared use of consolidated information, such that the three levels of headquarters, regional companies and breweries can co-operate efficiently. With the "project team of technical standard optimization", we continue to carry out technical standard optimization and thorough inspection of the internal control quality standard system through extensive comparisons with national standards as well as industry and market standards for relevant products, with a view to further assuring its product quality. In 2020, the Group continued to conduct review on compliance, identified and analyzed comprehensively on laws and regulations about food safety, deeply inspected food safety and quality compliance and established sound management systems and standards with 145 revised standards in total during the year, to ensure product quality and meet customers' needs.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

本集团持续建立开展供应商质量延伸管理、工序质量评估、消费者质量评价、质量体系审核等全供应链监督体系。二零二零年，本集团修订5项监督管理制度及标准，并组织落实监督体系要求，采用总部抽查与区域自查的方式对相关标准在工厂的执行情况进行检查，累计检查83厂次，检查项目25,000余项，国家法律法规执行率100%。此外，本集团运用精益管理工具解决质量痛点，同时通过工序质量评估、精细化酿造项目、质量隐患排查等专题提升本集团产品质量，二零二零年，共开展微小改善和精益改善项目1,000余项。

新冠疫情期间，本集团积极贯彻国家关于做好应对新冠疫情工作重要指示批示精神，在工厂、仓库、办公区域等采取更加严格的卫生健康标准，提升安全生产防控措施，出厂质量合格率、国家监督抽查合格率均达到100%，所有产品百分百符合《啤酒》国家标准。

为提高全员质量意识、提升质量水平和创新能力，本集团于二零二零年开展微信公众号分享、视频培训、现场活动等多种形式宣传培训，认真学习和贯彻习近平总书记关于推动高质量发展的重要论述，宣贯国家及华润集团的质量要求，共开展约200场次的宣传培训活动。

于报告期间，本集团所有啤酒产品均无召回已售或已运送产品的情况，已遵守所有关于提供产品和服务的健康与安全、广告、以及标签和私隐事宜等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，有效质量投诉处理率也达到100%。

The Group continued to establish and carry out extended supplier quality management, work process quality assessment, consumer quality assessment, quality system review and other full supply chain supervision systems. In 2020, the Group revised 5 supervision management systems and standards as well as implemented the requirements of supervision system to conduct random inspections and self-inspections on the implementation of the relevant standards in factories within the headquarters and areas, respectively, with total 83 factories inspected, over 25,000 items inspected and achieved 100% execution of national laws and regulations. Furthermore, the Group resolved quality problems by using refined management methods while improving its product quality through work process quality assessment, refined brewing projects, potential quality issue inspections and other projects with over 1,000 minor and refined improvements conducted in 2020.

During the pandemic outbreak, the Group actively implemented the spirit of the national major instructions on responding to the pandemic, and adopted stricter sanitation standards in factories, warehouses, offices and other areas and enhanced safety production prevention and control measures, achieving 100% pass rate in both ex-factory quality test and the spot tests under national supervision. All products were 100% in compliance with the national standard of "Beer".

To enhance the quality awareness of all employees and improve quality level and innovation capability, the Group conducted various propaganda trainings in 2020, such as WeChat official public accounts sharing, video trainings and on-site events, to diligently learn and implement the important dissertation regarding promotion of high-quality development by General Secretary Xi Jinping and to publicize and implement quality requirements of the state and CRH with around 200 propaganda training events conducted.

During the Reporting Period, all sold or delivered beer products of the Group have not suffered from recall, and we have complied with all relevant laws and regulations, with no major violations on aspects including health and safety of products and services, advertising, labeling and privacy matters as well as privacy issues. Also, the effective handling rate of products relating to quality issue achieved 100%.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

案例： Case study:

新冠疫情风险应对

Response to Risks Arising from Pandemic Outbreak

为贯彻落实国务院对进口冷链食品预防性全面消毒工作要求，有效防范新冠肺炎疫情通过进口冷链食品输入风险，二零二零年本集团制订了详细的防疫方案，对通过冷链进口的颗粒酒花和酶制剂进行全面消毒，实现全流程闭环管控可追溯。

To consistently implement the requirements of preventive and comprehensive disinfection work on imported cold chain food issued by the State Council and effectively prevent the input risks of the pandemic through imported cold chain food, the Group established detailed pandemic prevention plan in 2020 to fully disinfect particles hop and zymin imported via cold chain and to achieve full-process, closed-loop and traceable control.



案例： Case study:

国家啤酒评委培养

Cultivation of National Beer Judge

为严格把控产品质量，提高产品体验，本集团致力于培养优秀的品评人员。二零二零年中国酒业协会啤酒分会在泸州举办「二零二零届国家级啤酒评酒委员」考评选拔活动，本集团共有36名品酒师考取了二零二零届国家评委(俗称「国嘴」)，行业占比34.3%，处于行业领先水平。

To strictly control product quality and improve product experience, the Group was committed to cultivating excellent evaluation personnel. In 2020, the Beer Branch of China Alcoholic Drinks Association held the "2020 National Beer Tasting Committee" selection event in Luzhou, and 36 beer tasters in total of the Group obtained the title of 2020 National Beer Judge (commonly known as "National Taster"), representing 34.3% in the industry and maintaining the leading position in the industry.



第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

(二) 产品创新及知识产权

为满足消费者日新月异的需求，本集团一直积极创新，同时致力维护知识产权。为保障和维护知识产权，本集团在中华人民共和国《商标法》《商标法实施条例》《专利法》《专利法实施细则》《著作权法》《著作权法实施条例》等法律法规的指引下开展知识产权申请、维护、维权工作。为了提高在啤酒行业的知识产权管理水平，本集团适时修订了《知识产权管理制度》，并制定了《商标使用证据收集工作指引》《商标打假维权操作指引》《知识产权交易管理办法(试行)》等规章制度，为本集团的知识产权维护、维权工作提供了制度保障。

本集团秉承著「决战高端、质量发展」的战略，继二零一九年推出「雪花马尔斯绿啤酒」及「黑狮白啤」等高端新产品后，于二零二零年初推出「拉维邦黑啤」高端新品，引领黑啤品类新风尚。产品一经推出，就广受消费者好评，并获得不同国际奖项。另外，本集团在二零二零年还完成了「花脸啤酒」、「匠心营造」、「雪花马尔斯绿啤酒」、「勇闯天涯superX」、「黑狮白啤」、「拉维邦黑啤」、「老雪」等重点产品的周边衍生品的创新与开发，尤其是品牌专属个性化酒杯、杯垫、开瓶器等侍酒品的设计和开发，广受业内外好评。

(II) PRODUCT INNOVATION AND INTELLECTUAL PROPERTY RIGHTS

To satisfy the ever-changing needs of consumers, the Group has been actively innovating while striving to maintain intellectual property rights. To safeguard and maintain intellectual property rights, the Group has conducted application, maintenance and protection of intellectual property rights under the guidance of the laws and regulations of the PRC, such as the "Trademark Law", the "Regulations for the Implementation of the Trademark Law", the "Patent Law", the "Regulation for the Implementation of the Patent Law", the "Copyright Law" and the "Regulations for the Implementation of the Copyright Law". To improve the management standard of intellectual property rights in the beer industry, the Group has timely revised the "Regulations for the Administration of Intellectual Property Rights" and established the "Guidelines on Collection of Evidence for Use of Trademark", the "Guidelines on Anti-counterfeit and Rights Protection of Trademark", the "Management Measures on Trading of Intellectual Property Rights (Trial)" and other rules and systems, providing system guarantee for the Group's protection and maintenance of intellectual property rights.

Upholding the strategies of "Quality Development for Success in Premium Segment", the Group launched premium new product "Lavibond Dark Beer" in early 2020 followed "SNOW MARRSGREEN BEER" and "Löwen White Beer" launched in 2019, leading new trend of dark beer. The new product received recognition by consumers and has won various international awards. In addition, the Group has innovated and developed peripheral derivatives of key products such as "Opera Mask Beer", "Craftsmanship", "SNOW MARRSGREEN BEER", "Brave the World superX", "Löwen White Beer", "Lavibond Dark Beer" and "Lao Xue". In particular, the design and development of brand-specific personalized beer glasses, coasters, bottle openers, and other beer serving products have widely received praise in the industry and out of the industry.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES



二零二零年，本集团在境外申请包含「马尔绿」、「黑狮」、「拉维邦」和「匠心营造」等新品牌的商标共计400余件，涉及美国、欧盟、韩国、日本和澳大利亚等30余个世界主要国家和地区，为本集团产品出口海外进行知识产权布局。根据产品业务需求以及维护商标注册之目的，二零二零年共计提交境内商标申请1,000余件。目前，本集团共有各项有效境内专利69件，著作权登记50件，为本集团业务开展提供了知识产权保护。

In 2020, the Group applied for a total of over 400 trademarks under "MARRSGREEN", "Löwen", "Lavibond", "Craftsmanship" and other new brands overseas, involving over 30 main countries and regions including but not limited to the U.S., European Union, Korea, Japan and Australia, which set out an intellectual property right layout for the Group to export its products. According to the business needs of products and the purposes of maintaining trademark registration, domestic trademark applications of over 1,000 were submitted during 2020. Currently, the Group possesses 69 effective domestic patents of various types and 50 copyright registrations in total, providing intellectual property rights protection for the Group's business operations.

本集团严格遵守上述对本集团具有重大影响的法律及法规，于二零二零年报告期间，并无任何重大违规情况发生。

The Group was in strict compliance with the aforesaid laws and regulations that had a material impact on the Group, and no material breach was reported during the Reporting Period in 2020.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

(三) 理性饮酒及负责任营销推广

本集团作为有巨大社会责任感的啤酒生产企业，极力响应国家对理性饮酒观念的提倡，推广适度理性的饮酒行为和健康文明的生活方式，并确保推广信息公正、可靠、负责任。我们已连续6年与中国酒业协会合作，以酒与社会责任促进联盟会员的身份呼吁更多人高度重视理性饮酒行为。二零二零年，本集团资助中国酒业协会在全国9个城市开展了以「适量饮酒、快乐生活」为主题的全国理性饮酒宣传周活动、拍摄主题微电影《味道》、发布2020《中国适量饮酒快乐生活蓝皮书》、徵集「美酒美图」、开展「适量饮酒、快乐生活」方言表达大赛等，以多种形式向消费者传递「适量饮酒、快乐生活」的理念，引起了社会广泛关注，为宣传理性饮酒行为做出了应有的贡献。



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

(III) RATIONAL DRINKING AND ACCOUNTABLE MARKETING

As a brewing enterprise with a strong sense of social responsibility, the Group highly responded to the advocacy of moderate and rational drinking behavior with a healthy and edified lifestyle and strived to provide fair, reliable and responsible promotional information. We have co-operated with China Alcoholic Drinks Association for 6 years in a row and appealed to more people to attach importance to rational drinking behavior as a member of China SAO. In 2020, the Group organized a campaign of nationwide responsible drinking promotion week with a theme of "Proper Drinking and Happy Life" in 9 cities across the country and shot a micro-movie with the theme of "Taste" in co-operation with China Alcoholic Drinks Association, released the "2020 Blue Paper of China on Proper Drinking and Happy Life", collected "Fine Wine and Gorgeous Picture", and conducted dialect expression competition on "Proper Drinking and Happy Life", which delivered the philosophy of "Proper Drinking and Happy Life" to consumers in various forms and aroused widespread concern in the society and helped to promote responsible drinking behavior.



The Group also strictly regulates advertising to ensure the truthfulness and compliance of the contents of its advertisements. In strict accordance with the "Advertising Law of the PRC", the Sales and Marketing Center of CRSB at headquarters has actively established responsible internal system for relevant marketing and sales and formulated "We Media Management Measures" under which encouraging or inductive drinking contents or unrestrained drinking are prohibited in the advertisements of alcoholic products. The regulation also clearly stipulates the content of dissemination and review mechanism, requiring personnel at all levels to conduct a comprehensive review of the upcoming corporate advertising content, and guide consumers correctly from the roots. In order to better control the responsible marketing, the Brand Management Department of Sales and Marketing Center and the Legal Department also conduct interpretation trainings for regional companies on a regular basis to emphasize the importance of promoting rational drinking content including:

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

- 不得诱导、怂恿饮酒或宣传无节制饮酒；
- 不得出现饮酒的动作；
- 不得出现未成年人的形象；
- 不得表现驾驶车、船、飞机等具有潜在危险活动；
- 不得出现诸如饮酒可以消除紧张和焦虑、增加体力等不科学的明示或暗示；
- 不得出现把个人、商业、社会、体育、性生活或其他方面的成功归因于饮酒的明示或暗示。
- No induction or encouragement on drinking or promotion of uncontrolled drinking;
- No appearance of drinking behaviors;
- No appearance of minors images;
- No potentially dangerous activities such as driving a car, boat or airplane;
- No unscientific expression or implication that drinking has the effect of eliminating tension and anxiety, increasing physical strength, and others;
- No expression or implication that drinking contributes to the success of personal, business, society, sport, sexual life and others.

此外，本集团已建立从上至下的管理机制，对各区域的责任营销行为进行监管。同时，员工也承担著责任营销的监察职责，一旦发现转发不实广告，将及时举报妥善处理，将社会影响降至最低，并开展调查追责，从源头杜绝虚假营销。

In addition, the Group has established a top-down management mechanism for monitoring responsible marketing activities in various regions. In the meantime, employees are responsible for the monitoring of responsible marketing. Once the false advertisements are found forwarded, they will be reported and properly handled in a timely manner to minimize social impact, and investigation and accountability will be conducted to eliminate false marketing from the source.

(四) 客户满意度及信息保护

「以客户为先」乃本集团秉承的经营理念，为此我们一直以来致力提升客户满意度，建立良好而长远的客户关系。二零二零年，我们持续完善客户服务体系，优化市场投诉快速反应机制，客服人员接到客户投诉，即时将投诉信息以电话及短信的形式发送给客服顾问，客服顾问须在半小时内联系客户，约定面谈时间、地点，积极协调处理解决。

(IV) CUSTOMER SATISFACTION AND INFORMATION PROTECTION

Upholding the operating philosophy of "Prioritizing Customers", the Group has been striving to improve customer satisfaction and build good and long-term customer relationships. In 2020, we continued to optimize our customer service system and improved our rapid response system for market complaints. Once receiving a customer complaint, the customer service staff will immediately send the complaint information to the customer service consultant by a phone call and SMS and the customer service consultant shall contact the customer within 30 minutes to agree on the meeting time and location of the interview to actively co-ordinate handling and resolving of the complaint.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

华润雪花啤酒产品及服务投诉数量：低于36,000宗

Number of CRSB products and service complaints: below 36,000 cases

华润雪花啤酒客户投诉反馈处理解决率：100%

CRSB customer complaint settlement rate: 100%

华润雪花啤酒客户投诉回访率：72.1%

Re-visit rate of CRSB customer complaints: 72.1%

华润雪花啤酒呼叫中心的接通率：96.8%

Effective communication rate of CRSB's call center: 96.8%

华润雪花啤酒在15秒内接通电话比率：91.9%

Proportion of phone calls answered within 15 seconds by CRSB: 91.9%

华润雪花啤酒接收到投诉于30分钟内与客户联系

Contact customer within 30 minutes when a complaint is received by CRSB

华润雪花啤酒客服中心积极透过电话回访，测量客户的满意度，并定期汇总回访数据，督促业务及产品的质素改善。在二零二零年，我们的客户满意度调查达86.2分，表现良好。

The CRSB's call center has been actively monitoring our customer satisfaction through returning calls to customers. The call center regularly aggregates all satisfaction ratings so as to improve the quality of our business and product. In 2020, we have received a good performance rating of 86.2 scores in the customer satisfaction survey.

此外，我们了解现时客户十分重视个人信息的保护。因此，我们严格遵循统分结合、使用权限分级管理的客户信息保密原则，并通过设置防火墙、入侵检测等技术加强本集团网络防御能力，确保涉密信息系统在本集团内网中安全运行。在营运过程中，我们亦要求涉密人员严格遵守国家保密法律法规和本集团《保密工作管理制度》，签署《保密承诺书》，落实保密责任制，履行保密义务，切实保障信息安全。

In addition, we understand that customers nowadays attach high importance to the protection of their personal information. Therefore, we are in strict compliance with the customer information confidentiality principle managed through combining uniform management and differential management and hierarchical management, and strengthen the defense capability of the Group's network by establishing firewalls, intrusion detection and other technologies to ensure that the confidential-related information system of the Group operates safely in the intranet. During the operation, we also require relevant staff to comply with national laws and regulations on confidentiality and the "Confidentiality Work Management System" of the Group, as well as to sign the "Confidentiality Undertaking". The accountability on confidentiality is implemented for the fulfillment of our confidentiality obligation and the safeguard of information security.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

(五) 供应链管理

本集团持续提升供应链管理与服务水平，防范食品安全风险，保证采购物资符合质量标准，建立稳定的、可控的、安全的且支持我们长期发展的供应渠道，推行质量优先、产业链延伸共创，与实力星级供应商达成战略合作实现双赢。

本集团生产物资供应链管理遵循《华润雪花生产物资采购招标管理规定》和《华润雪花生产物资供应商管理办法》等制度规定执行。在考察及认证新供应商期间，本集团要求供应商签署《供应商承诺》，承诺书涵盖本集团对供应商在廉洁自律、反贪腐、环境保护、社会责任方面的具体要求。同时，为保障供应双方合规守廉，除了在供应商现场认证过程中及采购合同中必须签署「阳光承诺」等商业道德准则，参加考察认证人员亦必须签署「廉洁守则」。如供应商在合作过程中发生严重违规违纪行为，本集团将会把该公司列入不合作供应商，五年内禁止合作。

二零二零年，我们完善了《华润雪花供应商应知应遵知识手册》的修订工作，强化本集团供应链应履行的社会责任承诺，使其知悉本集团对供应商在绿色生产、持续发展、社会责任等管控过程中应遵循的新规则、新要求。为进一步增强供应商自我约束、廉洁从业、违规风险等意识，正向传递供应商应知应遵的廉洁自律、反贪腐、禁止条令、工作纪律、环保责任、社会义务等，本集团组织开展了主要生产物资供应商的应知应遵知识测试工作，参与应知应遵测试的供应商共计818家，732家达标，达标率达89.5%；并把其余86家未达标或未回应企业剔除出本集团供应商目录，规定两年内禁止任何合作，淘汰率达10.5%。透过上述测试，本集团强化了对供应商的管治力度及透明度。

(V) SUPPLY CHAIN MANAGEMENT

The Group continuously improves supply chain management and service level, prevents food safety risks, ensures that materials purchased are in compliance with quality standards, establishes stable, controllable, secure and supportive supply channels for our long-term development, and advances the priority of quality and joint innovation of the extended industry chain to achieve win-win situation with capable star-level suppliers through agreement on strategic co-operation.

The Group's administration on supply chain of productive materials complies with the regulations of "CRSB Administrative Regulations on Procurement Tenders of Productive Materials" and "CRSB Administrative Measures on Suppliers of Productive Materials" and other systems. During inspecting and validating new suppliers, the Group required them to sign "Suppliers Undertaking", which covers the specific requirements of the Group on suppliers in terms of integrity and self-discipline, anti-corruption, environmental protection and social responsibility. Meanwhile, in order to safeguard the compliance and integrity of both parties, suppliers are required to sign a "Sunshine Undertaking" and other codes of business ethics during the on-site validation of suppliers and under the procurement contract, our staff in charge of inspection and validation must sign a "Code of Integrity". If a supplier commits serious breach of regulations during the course of co-operation, the Group will add it to the list of non-compliant suppliers and cease the co-operation for five years.

In 2020, we optimized the revision to the "Knowledge Manual for CRSB Suppliers on What Should Understand and Follow" and enhanced social responsibility commitment supposed to be followed by the Group's suppliers to inform them of the Group's new rules and requirements, which shall be abided by during management and control process such as green production, sustainable development and social responsibility. In order to enhance suppliers' awareness of self-restraint, clean practice and risk of non-compliance, and to positively convey to suppliers what they should understand and follow in respects of integrity and self-discipline, anti-corruption, prohibition of regulation, working discipline, environmental responsibilities, social obligations and others, the Group organized a test regarding what should understand and follow for major productive material suppliers of 818 in total, among which 732 suppliers achieved the standards, representing an achievement rate of 89.5%. The remaining 86 companies that failed to meet the standards or did not respond to the test were excluded from the Group's suppliers' list and terminated all their co-operation with us within two years, representing an elimination rate of 10.5%. Through the above test, the Group has strengthened its governance and transparency on suppliers.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

通过执行全程监督和全过程考核，本集团有效地防范食品安全风险。每月对供应商开展合作过程考核，对供应商的合格率、及时率、准确率、拒单率、退货率、违规行为和质量缺陷等七项指标实施评估。

本集团生产中心采购部对供应商目录实行引进、筛选、认证、评价、淘汰循环动态管理。在二零二零年，我们在目录中新引进供应商共有866家，引进率达18%，并淘汰未合乎标准的供应商共747家，淘汰率达15.5%。年内，本集团的供应商99.73%为中国本地公司，其中41类生产性物资供应商数目超过1,100家；26类非生产性物资供应商数目接近3,700家，共计超过4,800家。

二零二零年，本集团同时加强了对供应商在环境、社会及管治方面工作的考虑及管理，我们在供应商入选及认证标准中明确了环境保护项目，其中包括：

- 排污许可证；
- 当季环境监测报告；
- 废水／废气处理设施等。

另外，我们要求所有供应商签署承诺：

- 生产和供应链过程中，能有效利用现有资源并最小化对环境造成不良影响；
- 提倡承担环境保护责任，发展和推动与环保相关的技术应用；
- 严格遵守所有适用的国家相关法律法规；
- 开展供应商应知应遵知识测试工作，强调其应遵循的廉洁自律等社会责任及义务。

Through conducting full-process supervision and review, the Group has effectively prevented food safety risks. The Group conducts co-operation process appraisals on suppliers in every month and assesses suppliers in terms of seven benchmarks: quality, timeliness, accuracy, declined orders rate, returned goods, violation behaviors and flawed products.

The Procurement Department under Production Center of the Group carries out circulation dynamic management of introduction, selection, accreditation, appraisal and elimination for suppliers' list. In 2020, we included 866 new suppliers in total to the list, representing an introduction rate of 18%, and eliminated 747 suppliers in total for not achieving the standards, representing an elimination rate of 15.5%. During the year, 99.73% of the Group's suppliers were local companies in the PRC, in particular, the number of productive material suppliers of 41 types amounted to over 1,100; the number of non-productive material suppliers of 26 types amounted to almost 3,700, amounting to over 4,800 in aggregate.

In 2020, the Group strengthened the consideration and management in environment, society and governance of its suppliers. We emphasized environment protection in the suppliers' selection and certification criteria, including:

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

Besides, we required all suppliers to sign the commitment:

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

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

华润啤酒供应商 CR Beer Suppliers	二零二零年 2020	二零一九年 2019	二零一八年 2018
生产性物资供应商(含原辅料、包装物、添加剂等) Suppliers of productive materials (including raw and auxiliary materials, packaging materials and additives, etc.)	超过1,100家 over 1,100	超过1,300家 over 1,300	超过1,100家 over 1,100
非生产性物资供应商 Suppliers of non-productive materials	接近3,700家* close to 3,700*	超过7,600家 over 7,600	接近7,500家 close to 7,500
总入选供应商 Total selected suppliers	超过4,800家* over 4,800*	超过8,900家 over 8,900	接近8,600家 close to 8,600

* 年内，我们对总入选供应商名单进行了整理，剔除历年未有合作及未合标准的供应商，因此非生产性物资供应商数目大幅下降。

* During the year, we sorted out the total selected suppliers and eliminated the suppliers with no co-operation with us for several years and not meeting the standards, so the number of non-productive material suppliers decreased significantly.

(六) 倡廉善治

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

作为华润集团的下属公司，本集团在生产经营中严格遵守和执行母公司的相关制度文件，切实执行《中国华润有限公司信访件和问题线索集中管理办法(试行)》《华润集团信访处理和执纪审查工作指引》《集团新任职经理人廉政谈话制度》《华润集团职工违纪违规处理暂行规定》《中国华润有限公司「大监督」体系工作指引》《华润十诫》等制度规定。同时根据市场和生产经营的实际情况，本集团制定及完善相应管理制度，并严格执行《华润雪花啤酒纪检(监察)机构信访办理和监督执纪工作实施细则》《信访件和问题线索集中管理办法(试行)》《员工违规违纪处理办法》

(VI) GOVERNANCE OF INTEGRITY

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

As a subsidiary of CRH, the Group strictly complies with and performs relevant systems and documents of its parent company in its production and operation, including the "Centralized Management Measures for Letters and Visits and Question Clues of China Resources Company Limited (Trial)", the "Guidance for the Handling of Complaint Letters and Visits and Discipline Execution and Examination of CRH", the "Integrity Talk System for CRH's New Managers", the "China Resources Group Provisional Regulations for Staff Violation of Disciplines and Regulations", the "Guidance on 'Big Supervision' System Work of China Resources Company Limited" and the "Ten Directives of China Resources", etc. Meanwhile, according to the market and production and operation conditions, the Group establishes and improves relevant management systems, and strictly implements relevant rules

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

《华润雪花啤酒关于对管理人员进行谈话和函询的实施细则》等相关制度流程。本集团旗帜鲜明的打击商业贿赂、行贿受贿、勒索、欺诈、洗黑钱等职务犯罪，预防和严惩各种腐败。本集团组建了专业严谨的法律、审计和纪检监察队伍，为各项业务实施、落地、推动提供支援，并充分发挥法律、审计、纪检监察的支撑作用，确保本集团营运合法合规。

本集团注重从源头上控制贪污、贿赂等违法犯罪现象，正本清源，注重防微杜渐，加强对招标、采购、工程、营运、资金管理等重点领域、和关键岗位的预防控制，开展廉洁文化教育活动，开展「一岗双责」廉洁警示教育，开展了55场专题警示教育，共有3,000余人次接受了廉政培训教育，覆盖中高层人员及工程项目、采购、财务、销售等关键员工岗位。二零二零年，本公司的执行董事及本集团员工均接受了反贪污相关的培训，整体员工相关培训的总时数超过16,000小时。

本集团明确禁止违规关联交易、以权谋私、设租寻租、贪污受贿、特定关系人经商办企业、收受礼品礼金等违规违纪违法行为。二零二零年度，华润雪花啤酒生产中心采购部总部集中采购招标23次，涉及投标供应商182家，签订合同或协议共141份，在投标文件和采购合同的文件中均签署「阳光承诺书」，向供应商明确提出需要遵守的与反贪腐、贿赂相关的法规条款，达到了供应商100%全覆盖。

and procedures, including the "Implementation Rules of CRSB Disciplinary Inspection (Supervision) Agency Letters and Visits Handling and Disciplinary Work Supervision", the "Employee Violation and Discipline Handling Measures (Trial)" and the "CRSB's Implementation Rules on Interviews and Inquiries with the Management" etc. The Group clearly combats commercial bribery, offering or taking bribe, extortion, fraud, money-laundering and other office crimes, and prevents and severely punishes corruptions. In addition, the Group has built a professional and rigorous legal, auditing and discipline inspection team to provide support for the implementation, execution and promotion of various businesses, and give full play to the supporting role of the law, audit and discipline inspection to ensure the legal compliance of its operations.

The Group focuses on controlling corruption, bribery and other delinquencies from the source to radically reform and concentrate on nipping the bud, enhances precaution control of major areas such as bidding, procurement, engineering, operation and capital management as well as key positions. The Group has conducted integrity culture education events, carried out integrity alarming education of "Dual Duties in One Position" and held 55 special alarming education programs, in which over 3,000 participants have accepted integrity training education, covering medium and senior management personnel and key staff positions of engineering projects, procurement, finance, sales, etc. In 2020, the Executive Directors of the Company and the staff of the Group have received the trainings about anti-corruption. Over 16,000 training hours were recorded for the relevant trainings to all staff.

The Group clearly prohibits violations of regulations, disciplines and laws, such as illegal related transactions, taking benefits with power, rent setting and searching, corruption and bribery, operating enterprises by specific associates through business, receipt of gifts. In 2020, the Procurement Department under Production Center of CRSB at headquarter organized 23 centralized procurement tenders, involving 182 suppliers which submitted tenders and with 141 contracts or agreements in total being entered into, under which each party has signed a "Sunshine Undertaking", to provide suppliers with regulations and terms needed to be observed in relation to anti-corruption and bribery, achieving 100% coverage among suppliers.

第一章 产品及营运惯例

CHAPTER 1: PRODUCTS AND OPERATING PRACTICES

本集团要求所有员工严守商业道德和商业秘密，保护本集团信息安全，并必须定期参与有关道德守则的培训，增强自我约束和廉洁从业的意识。本集团全范围广泛开展「联润我心」主题教育活动，下属公司各级单位组织员工前往当地廉洁文化教育基地参观学习。通过集体廉洁谈话、介绍反腐倡廉情况、警示教育活动、签订《廉洁承诺》、制作微视频、摄影作品和廉洁文化宣传栏等宣传教育活动，进一步加强了廉政教育。微视频《违规吃喝玩，你摊上事了》在「润心学苑」发布，摄影作品被收录华润创业有限公司纪委的宣传画册，很好地展示了本集团员工的风采。

除此之外，在元旦、春节、五一、端午、中秋、国庆等重大节假日前，我们开展了中央「八项规定」精神的学习教育，发通知、推送微信公众动漫图片、QQ群等渠道发送反腐倡廉警示教育，提醒和教育广大员工反贪倡廉意识，营造风清气正的廉洁文化氛围。二零二零年，本集团共组织员工参加各种类型的商业道德和廉洁相关培训超过36,000小时，提高员工的商业道德意识及对相关法律法规的认知。

二零二零年，本集团共开展了11个商业道德和廉洁相关的审计项目，包括10个区域公司总经理的离任经济责任审计和一个采购专项审计项目。在审计过程中，我们关注反贪腐、公平竞争、利益冲突、内部交易等商业道德和廉洁相关内容，并没有发现本集团在上述议题中存有重大问题。于报告期间，本集团没有发生任何涉及贪污、贿赂、勒索、欺诈及洗黑钱的诉讼案件，以及重大违法犯罪情况。

The Group requires all staff to abide by business ethics and business secrets, keep safety of the Group's information, and participate in regular training on code of ethics to enhance awareness of self-restraint and integrity work. The Group extensively conducted educational events with a theme of "Integrity Nurturing My Heart". Each unit of various levels in our subsidiaries organized the staff to visit and study in the local educational base of integrity culture. Through propaganda education events such as, among others, integrity group talk, introducing anti-corruption and integrity-promotion, alarming education events, execution of "Integrity Undertaking", producing micro videos, photography works, propaganda column for integrity culture, which further enhanced integrity education. Through "Screw up when Breach of Laws while Entertaining", a micro video issued by "Run Xin Xue Yuan" and recorded in the propaganda painting album of Inspection Commission of China Resources Enterprise, Limited, which have well displayed the spirit and posture of being staff of the Group.

In addition, prior to significant holidays such as the New Year, Chinese New Year, May Day, Dragon Boat Festival, Mid-Autumn Festival, National Day, we conducted education of learning the spirit of the "Eight Requirements" of the central government, and gave out anti-corruption and integrity-promotion alarming education through channels, such as notification issuance, promoting anime pictures in WeChat official account and QQ group chat to educate and remind all staff of anti-corruption and integrity-promotion awareness and to create ambiance of transparent integrity culture. In 2020, the Group organized staff to participate in trainings of various types in relation to business ethics and integrity for over 36,000 hours, to improve their awareness of business ethics and recognition of relevant laws and regulation.

In 2020, the Group conducted a total of 11 audit programs in relation with business ethics and integrity, including auditing post-employment financial responsibility of 10 general managers of regional companies and one special project about procurement. In the course of the audit, we focused on anti-corruption, fair competition, conflict of interest, internal transaction, etc., and did not find that the Group had any material problem in these issues. During the Reporting Period, the Group was not subject to any litigation involving corruption, bribery, extortion, fraud and money-laundering, nor were any cases of material violation and crime reported.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

本集团的企业愿景是成为一家受大众喜爱和信赖的啤酒企业，故此多年来一直秉持著「以人为本」的管理及营运原则。我们不仅视员工为业务发展的重要资产，更视他们为重要的服务群体，实践企业愿景。我们不但保障员工各方面的权益，更努力为员工提供一个安全、健康、舒适的工作环境，了解及满足他们在工作及生活上的各种需要。

(一) 雇佣政策及员工福利

员工是本集团业务发展的重要关键，对我们的产品质量、食品安全及服务口碑有著重大影响。故此，本集团投放大量资源培育员工成才，并致力维护员工应有的待遇及法律保障。我们严格遵守《中华人民共和国劳动法》《中华人民共和国合同法》《中华人民共和国社会保险法》《工伤保险条例》等法律法规，秉持平等的雇佣原则。本集团旗下的公司已制定相应的管理制度，妥善及有效地管理所有雇佣事务。例如，本集团制定了《华润雪花啤酒北京区域公司非全日制用工管理规定》《华润雪花啤酒北京区域公司标准劳务派遣管理办法》，为员工缴纳社会保险，同时限制劳务派遣员工、非全日制用工的工作时间，确保员工的权益受到保障。

本集团严格执行国家及地方与劳动用工和薪酬管理相关的法规政策，不断完善及提升员工职业发展通道，改善员工的专业技能。二零二零年，本集团全面稳妥地落实全体员工的薪酬福利体系套改，对标快速消费品行业市场平均薪酬水平，建立了兼具内部公平性与市场竞争性的薪酬管理体系，统一全国的薪酬科目与薪酬结构。本集团又在本年度建立了基于岗位价值、专业职级评价、年度绩效等级的中基层薪酬套改定薪规则，使中基层员工的薪酬水平在疫情期间亦能逆势增长，协助员工渡过逆境。

The Group's corporate vision is to become a beloved and trusted beer enterprise, therefore, we have been adhering to the management and operation principle of "people-oriented" for many years. We regard the staff not only the important assets in the development of our business, but also the key service group to realize corporate vision. We not only safeguard the rights and interests of the staff in any aspects, but also endeavor to offer them a safe, healthy and comfortable working environment to understand and meet their various needs on work and life.

(I) EMPLOYMENT POLICY AND STAFF BENEFIT

The staff is critical to the development of the Group's business, and is of great significance to our product quality, food safety and service reputation. Therefore, the Group has considerable investments in cultivation of the staff and is dedicated to safeguarding the staff's appropriate treatment and law protection. We strictly complied with the employment laws and regulations, such as the "Labour Law of the People's Republic of China", the "Labour Contract Law of the People's Republic of China", "Social Insurance Law of the People's Republic of China", and the "Regulations on Insurance for Work-related Injury", in order to safeguard the employment principle of equality. The companies under the Group have set up relevant management regulations in order to manage all employment issues in a proper and effective way. For example, the Group has set up the "Provisions on Non-full Time Staff Management in CRSB Beijing Regional Company" and "Management Methods on Standard Labour Assignment in CRSB Beijing Regional Company" to pay social insurance for them, in the meantime, to restrict working time of labour assignment staff and non-full-time workers, thereby safeguarding the staff's rights and interests.

The Group strictly implemented the national and local regulations and policies on labour and remuneration management, and continuously promoted and improved the occupational development path for staff to promote their professional capability. In 2020, the Group comprehensively and reliably implemented the reform of the remuneration and benefit system for all staff to benchmark the average remuneration level in the fast-moving consumer goods industry, setting up a remuneration management system that combines internal fairness and market competitiveness and unifying the national remuneration subjects and remuneration structure. The Group establishes the reform and remuneration rules for the middle and junior level based on value of work position, evaluation of professional grading and annual performance ranking during the year, making the remuneration of the staff of middle and junior level grow against trend in the pandemic period, to help them live through adversity.

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

在工作时间及假期安排上，本集团严格遵守国家及地方的法律法规，保障员工的基本权益。本集团旗下的各个业务单位均制定了假期管理规定，妥善管理员工的假期安排及申请流程，如法定假期、年度休假、产假、工伤假、婚假、丧假、病事假等。此外，我们按照国家及地方劳动法进行工时管理，按照员工的岗位及实际工作时间支付相应的劳动报酬。

本集团致力为员工提供全面的福利，于本年度首次推进全国福利体系「三个统一」（福利项目、福利标准和支付方式统一），统一管理全国员工的福利，提升了福利基础保障水平及内部公平性。为了保障员工健康，我们为员提供多种计划，包括基本医疗保险、全员的补充商业保险；并为所有员工安排年度健康体检与特殊工种的职业健康年度体检。另外，我们统一了住房公积金缴存比例，为共计超过16,000人提高了本集团的缴存比例，从多方向、多维度地开展薪酬福利推广，加强员工社福保障，并满足员工对薪酬福利的期望及满意度。

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

The Group is committed to offering comprehensive benefit for the staff, promoting the national benefit system of "three unifications" (i.e. unifications of benefit project, benefit standard and payment approach) for the first time, unifying the management of the national staff benefit, and improving basic safeguard level and internal fairness for benefits. To safeguard the health of the staff, we provide the staff with various plans, including basic healthcare insurance and complementary commercial insurance of all staff, and arrange annual health examination for all staff and annual professional health examination for special types of the staff. Furthermore, we unify the housing provident fund payment and deposit ratio, increasing the Group's payment and deposit ratio for a total of more than 16,000 staff. We carry out the promotion of remuneration and benefit from multi-direction and multi-dimension, strengthening the staff's social and benefit security, and meet their expectations and satisfaction on remuneration and benefit.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

(二) 人才招聘及管理

为确保招聘及绩效评价的过程透明、公开、公平、公正，本集团已制定人力资源管理体系及管理制度，并持续进行改善与提升。本集团的员工聘用审批制度全面覆盖各个职位的招聘过程，包括劳务派遣员工和非全日制员工。我们严格遵守《中华人民共和国劳动法》和《中华人民共和国劳动合同法》的法规要求及其他对本集团有重大影响的相关法律法规，严禁招聘及雇用任何未满18岁的人员。我们制定防止童工或强制劳工的政策，在招聘环节管理用工的合规性及质量，所采用的招聘信息化系统在招聘及录用条件中限制使用童工行为，确保避免使用童工的个案发生。若发现有任何童工及强迫劳动的情况发生，本集团将马上作出跟进行动，杜绝任何违规行为。同时，本集团每年开展总部、区域及业务单位的三级用工检查管理，持续提升改进，确保上述法规要求妥善执行。于报告期间，本集团严格遵照相关法律法规及内部制度，并没有发现违规聘用未成年及强制劳工的情况。

本集团严格执行《用工争议信息呈报管理制度》，及时呈报劳动用工纠纷事件，密切跟进事件及实行改进措施，于用工业案例集，纪录典型案例，并下发参考学习，提升员工对劳动用工纠纷事件的意识。

(II) TALENTS RECRUITMENT AND MANAGEMENT

To assure the recruitment and performance evaluation process on a transparent, open, fair and justice basis, the Group has developed human resources management systems and management regulations as well as continued to improve and upgrade. The Group's staff recruitment, review and approval regulations fully cover the recruitment process of various positions, including contractors and part-time staff. We strictly complied with the requirements of the "Labour Law of the People's Republic of China" and the "Labour Contract Law of the People's Republic of China" and other relevant laws and regulations which had a significant impact on the Group, and prohibited the hiring of any persons below 18 years old. We established a policy on preventing child labour or forced labour and managed the compliance and quality of employment from the hiring stage. Hiring informatization system was adopted to restrict hiring child labour in the recruitment and employment condition in order to ensure no case of hiring child labour. If any child labour and forced labour are found, the Group will take immediately follow-up action to block any irregularities. In the meantime, the Group held annual employment inspections and management at the three levels comprising the headquarters, regional companies and business units, and continuously promoted the improvement to ensure the proper execution of the requirements of the aforementioned regulations. During the Reporting Period, the Company strictly complied with the relevant laws and regulations and internal policies, and was not aware of any illegal hiring of child or forced labour.

The Group strictly executed the "Management Regulations on Reporting of Employment Disputes" to report promptly labour employment disputes and follow-up events closely and implement measures on improvement. Typical cases were recorded in the employment case archive for reference and learning to raise the awareness of staff on labour employment disputes.

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

本集团通过使用不同系统及措施妥善管理员工如招聘和考勤的信息，制定信息系统数据质量与系统应用评价指标及进行季度检查考核，确保相关统计数据的准确性与数据质量理想。同时，本集团每月不定期对关键词段信息进行检查，定期组织相关培训，确保系统运作正常及员工能妥善操作系统。二零二零年，本集团员工总人数约为28,900人，全职员工约为26,600人，高管约3%，中层员工接近9%，余下为基层员工，平均年龄为37.4岁，大专及以上学历占比超过67%，员工离职率6%。

The Group properly managed the staff's information, such as recruitment and attendance, through various systems and measures, formulating information system data quality and system application appraisal indicators and conducting inspections and assessments quarterly to ensure the accuracy and quality of relevant statistics. At the same time, key data information was checked on an irregular basis each month by the Group and relevant regular training was organized to ensure the system operate normally and can be operated by the staff properly. In 2020, we had a workforce of approximately 28,900 staff. Approximately 26,600 staff were full-time staff, with an average age of 37.4. Among them, about 3% were senior management, nearly 9% were middle-level staff, and the rest were junior staff. Over 67% of the staff had received college qualifications or above, while the turnover rate was 6%.

二零二零年雇员数据 Staff figures in 2020			
员工总人数 Total number of staff		约28,900人 Approximately 28,900	
按雇佣类型划分的员工总数 Total number of staff by type			
全职员工 Full-time staff	约26,600人 Approximately 26,600	兼职员工 Part-time staff	约2,300人 Approximately 2,300
按性别划分的全职员工总数 Total number of full-time staff by gender			
男员工 Male staff	约19,000人 Approximately 19,000	女员工 Female staff	约7,600人 Approximately 7,600
按年龄组别划分的全职员工总数 Total number of full-time staff by age group			
29岁或以下员工 Staff with age 29 or below	约4,800人 Approximately 4,800	30-39岁员工 Staff with age between 30 and 39	约12,400人 Approximately 12,400
40-49岁员工 Staff with age between 40 and 49	约7,100人 Approximately 7,100	50岁或以上员工 Staff with age 50 or above	约2,300人 Approximately 2,300
按地区划分的全职员工总数 Total number of full-time staff by region		中国内地和香港 Mainland China and Hong Kong	约26,600人 Approximately 26,600
按雇佣类别划分的全职员工总数 Total number of full-time staff by grade			
高层员工 Senior management	约900人 Approximately 900	中层员工 Middle-level staff	约2,400人 Approximately 2,400
		基层员工 Junior staff	约23,300人 Approximately 23,300
管理层员工总人数 Total number of management staff		约3,300人 Approximately 3,300	
按性别划分的管理层员工总数 Total number of management staff by gender			
男性管理层员工 Male management staff	约2,800人 Approximately 2,800	女性管理层员工 Female management staff	约500人 Approximately 500

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF

二零二零年员工主动流失率数据 Volunteer turnover rate of staff in 2020			
全职员工 Full-time staff		6%	
按性别划分的全职员工流失率 Turnover rate of full-time staff by gender			
男员工 Male staff	7%	女员工 Female staff	5%
按年龄组别划分的全职员工流失率 Turnover rate of full-time staff by age group			
29岁或以下员工 Staff with age 29 or below	16%	30-39岁员工 Staff with age between 30 and 39	6%
40-49岁员工 Staff with age between 40 and 49	2%	50岁或以上员工 Staff with age 50 or above	75%
按地区划分的全职员工流失率 Turnover rate of full-time staff by region		中国内地及香港 Mainland China and Hong Kong	
按雇佣类别划分的全职员工流失率 Turnover rate of full-time staff by grade			
高层员工 Senior management	1%	中层员工 Middle-level staff	3%
		基层员工 Junior staff	7%

由于本集团的业务遍布中国各地，故此，本集团采用本地化用工政策，关注当地居民的就业情况，为社区提供就业机会，以推动当地经济增长。秉承本地化经营理念，我们主动响应各运营所在地的政府政策。本集团通过与政府沟通，签署战略合作，年内新建蚌埠年产能100万千升项目、兰州、运城、哈尔滨啤酒厂投入高速听装线项目，扩大生产基地，以吸纳本地员工以及外出务工人员回乡就业员工，并为其搭建职业培训平台，提供培训计划。二零二零年，本集团当地语系化雇佣率为95%以上。

Due to the Group's business presence across the country, the Group adopted a localized employment policy and paid attention to the employment situation of local citizens to offer job opportunity for the community to promote local economy. Adhering to the concept of localization operation, we responded actively to the local government policy of each business unit. The Group signed the strategic co-operation with the government. We newly built project in Bengbu with 1 million kilolitres production capacity during the year and invested high-speed can production line project of brewery plants in Lanzhou, Yuncheng and Harbin, respectively, and expanded production base to accommodate local employees and migrant workers back to their hometown for employment. Also, we set up vocational training platform for them and provide training plans. In 2020, the local employment rate of the Group has achieved over 95%.

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

此外，本集团致力推动人力资源的创新管理模式，持续提升人事管理工作的效率。本集团已发布《华润雪花啤酒企业文化管理制度》《区域公司绩效考核指引》《华润雪花啤酒人力资源系统数据管理规范》《华润雪花啤酒慈善公益活动实施细则》等政策，数码化地管理和规范人力资源。

(三) 员工沟通与关怀

透过与员工保持紧密并良好的交流沟通，本集团积极了解员工的需要和要求，维护他们的合法权益，以创造一个平等和谐的工作环境。我们贯彻内部沟通制度，落实一线走访活动、总经理接待、信箱等渠道，并进一步推动信息化沟通渠道与平台建设，加强信息媒介沟通管理，运用社交媒体、微信公众号、移动办公鼓励全体员工参与到本集团的运营管理，提高员工共同参与企业管治的意愿，并保障他们的知情权、参与权、表达权及监督权。就此，本集团定期召开职工代表大会，聆听员工的要求，确立及推广员工为主人翁的地位，鼓励员工参与民主管理，以完全发挥工会及各部门的沟通协调作用。二零二零年度，本集团工会建会率达100%，员工参与率达95%。

In addition, the Group is committed to promoting innovative management pattern of human resources to continuously improve the efficiency of personnel management. The Group has issued the policies, such as the "Corporate Culture Management Regulations of CRSB", the "Guidance on Performance Assessment of Regional Companies", the "Regulations on Data Management of Human Resources System of CRSB" and the "Practical Regulations on Social Charity Activities of CRSB" to allow the management on human resources in a digital and regulated way.

(III) STAFF COMMUNICATION AND CARE

The Group understands actively various needs and demands from staff through maintaining close and good communications with them and safeguards their legitimate rights and interests to create an equal and harmonious working environment. We keep a thorough internal communication system through various channels like the visits to frontline operation, communication with the general manager and mail box. We further promote the informatization of communication channel and setup of platform to strengthen the management on communication with informative media, and make use of social media, WeChat official accounts, mobile office platforms to encourage all staff's participation in the Group's operation management, increasing the staff's willingness to involve in the corporate governance and protect their rights to know, participate, express opinion and monitor. In this regard, the Group holds regular meetings with staff representatives to listen to their appeals, and establishes and promotes their sense of ownership and encourages them to participate in democratic management, giving full play to the communication and coordination of the union and various departments. In 2020, the Group had 100% rate on summon of union meetings and 95% rate on staff participation in the union.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

为关怀员工及促进彼此间的沟通，本集团制订了员工关爱工作指引，并以有效、顺畅的内部沟通制度及全面落实本集团团队建设指引制度等方式，全方位关怀员工的安全、情感和自我实现。本集团透过不同渠道，如企业负责人访谈日活动、员工满意度调查、总经理信箱等方式，鼓励员工表达意见和要求。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。二零二零年，我们继续开展「高层走一线」活动，管理层在活动中深入走访基层一线员工，了解其需求及对本集团的期望，深化员工关爱管理并强化团队建设。我们又持续强化信息化沟通渠道与平台建设，落实全面企业文化传播平台，以内部刊物、多媒体、微信公众号等信息化宣传平台与员工沟通，并提供员工展示才能的机会，使员工能清楚了解企业动态发展，促进沟通互动。

本集团关注员工的身心健康及安全福祉，致力促进员工工作与生活的平衡。我们定期组织举办各项的文化或体育活动，如运动会、兴趣班及联欢活动等，向员工推广健康生活及促进员工之间的交流，加强员工的团队精神。我们又为员工提供健康检查，不定时举办健康培训及相关活动，如在夏日开展「送清凉」活动，为一线生产员工送上防暑品；在节庆时慰问生产、销售一线员工，又会走访慰问困难员工，提醒员工慎防职业病，并定期开展各项拓展及员工俱乐部活动，平衡员工的工作与生活，促进员工身心健康。二零二零年，我们开展了全体员工的文化大家谈，累计举办了1,784场次，通过大家谈，共完成改进计划超过3,000份，促进了员工之间的沟通，有助建立更好的团队和个人发展。

For staff care and promoting communication with each other, the Group has set up work guidance about staff care and realizes the all-round care to staff safety, emotion and self-realization through the construction of effective and smooth internal communication regulations, as well as the thorough implementation of the regulations on the guidance to build up team work and other methods. The Group encouraged the staff to express opinions and demands through various channels, such as interview days with corporate leaders, survey of staff satisfaction, mailbox of general manager, etc. The Group continued the activities that its senior management interacted with the frontline operational staff and conducted in-depth communication with them to find out their needs, and meanwhile strengthened team building and deepened staff care management. In 2020, we continued the activities that our senior management interacted with the frontline operational staff and conducted in-depth communication with them to find out their needs and expectations on the Group, meanwhile, deepened staff care management and strengthened team building. We also continuously strengthened the construction of informatization communication channel and platform and implemented comprehensive corporate culture promotion platform, as well as communicated with the staff through internal publications, multi-media and WeChat official accounts and other informatization promotion platforms and provided the opportunity of showing talents for the staff to enable the staff to clearly understand the dynamic development of the enterprise, promoting communication and interaction.

The Group cares for the physical health and safety and well-being of the staff, and is committed to promoting their work-life balance. We regularly organized and held various cultural or sports activities, like sport days, interest groups and party gatherings, to advocate a healthy life, promote the communication among staff, and strengthen their teamwork spirit. We also provided health examinations for the staff and held health training and relevant activities on an irregular basis, such as carrying out a "Cool Gift" campaign in summer to distribute heat-stroke preventives to frontline workers, and during the festivals and holidays, we expressed appreciation for the frontline production and sales staff and visited the staff in need, reminding the staff to prevent occupational disease, as well as conducted regularly various expansion and staff club activities, striking a balance between work and life and promoting the physical and psychological health of the staff. In 2020, we have held cultural talk for all staff with a total of 1,784. Through the talk, we finished over 3,000 improved plans and promoted the communication among the staff, which was good for building a better team and promoting personal development.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF



● 佛山工厂「趣味运动会」
“Fun Games” of Foshan plant



● 新都工厂团建活动
Team building activity of Xindu plant



● 遂宁分公司团建活动
Team building activity of Suining Company



● 陕西工厂间操大赛
Gymnastics competition of Shaanxi plant



● 萧山工厂「在雪花，多美好」员工活动
“Beautiful Lives in Snow” staff activity of Xiaoshan plant



● 德阳公司「健步冬日走·健康你我」徒步寻宝赛
“Hiking in Winter for Healthy Lives We Share” hiking adventure
activity of Deyang Company

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF

本集团于二零零六年成立「雪花救助金」，透过内部捐赠的形式为生活或健康方面遇到困难的员工及家庭提供紧急支持，以解员工的燃眉之急，致力建立一个充满关爱的工作环境。同时，我们已建立员工帮扶长效机制和管理制度，如《工会经费管理规定》及《华润集团老干部走访慰问及团拜工作指引》等，密切关爱及慰问员工，使他们能感受到本集团的关怀和温暖。我们每年定期走访，了解员工所需并尽力解决员工在工作和生活上的疑难，又会慰问生病住院或遇上直系亲属亡故的员工。二零二零年，本集团为超过19名员工提供了援助，金额超过人民币14万元，以解员工燃眉之急。另外，本集团全年救助困难员工283人次、走访慰问困难员工家庭580户、资助困难员工子女助学19人次、救助患病员工137人次，累计金额超过人民币80万元。

本集团致力改善工作环境，为员工缔造一个舒适和愉快的工作场所。本集团的不同附属公司按照其厂区的实际情况推行了多项优化项目，如建设集体员工宿舍和提升活动室安全设施、改造生产设备、绿化工作环境及提升就餐质量等，确保员工能够在舒适、安全、健康的工作环境下工作。

With an aim to create a caring working environment, the Group has set up the "Snow Relieve Fund" since 2006 to provide, by way of internal donations, emergency support to those staff and their families with difficulties in their livelihood or health for their immediate relief. Meanwhile, we have established long-term staff help and support system and management regulations, such as the "Management Regulations on Expenditure about Staff Union" and the "Working Guidance on Visit and Care of the Veteran Cadres in CRH", to closely care for and condole with the staff and deliver the Group's care and warmth to them. We had regular visits every year to understand the staff's needs and devote to resolve the problem of the staff on work and livelihood, and took care of those staff who are in sick or stay in hospital, or have direct relatives passed away. In 2020, the Group helped over 19 staff with an amount of over RMB140,000 to ease pressing need. In addition, the Group also helped 283 staff with difficulties, visited, with care, 580 households of staff with difficulties, aided 19 children of staff with difficulties in their schooling, and assisted 137 staff in sick, with an accumulative investment amount of over RMB800,000.

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

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

(四) 人才培养及发展

本集团深明员工成长是业务发展的关键，故此我们一直采纳「人才强企」的发展战略，致力为员工提供多元的培训及发展机会，并以「全面覆盖，重点突出」为人才培养及发展原则，努力构建并不断优化其培训体系，持续拓宽员工职业发展通道，使员工能与本集团携手共进、共同成长。

本集团秉持「学习推动成长、反思促进发展」、「从业务中来、到业务中去」的人才培养理念，持续提升员工的业务与管理能力，以配合本集团的「决战高端、质量发展」方针，助力本集团战略推行与发展。我们不但为所有员工提供培训，更会按照其工作岗位及资历提供具针对性的技能指导及培训课程，提升他们的工作能力及表现，长远支持本集团的战略转型和促进高质量的业务发展。受疫情影响，本集团积极使用网络学习平台开展线上学习，新增防止新冠病毒、组织能力建设等12个系列等数百个新课程，又新增销售业务序列学习地图与课程资源，让员工在疫情期间也能获取知识及提升技能。

(IV) TALENTS TRAINING AND DEVELOPMENT

To the best of the Group's knowledge, staff growth is the key to business development. In this regard, we have been adhering to the development strategy of "building a strong enterprise through talents" and are committed to offering diverse training and development opportunities to our staff. Furthermore, we adopted the principle of talents training and development of "full coverage and highlighted priorities" and strived to construct and continuously optimize our training systems, as well as continuously expanded the channels for the occupational development of the staff, enabling them to progress and grow with the Group.

The Group adheres to the talent development philosophy of "learning promotes growth, and reflection promotes development" and "learning from and applying to the business practices" and continuously improves the business and management abilities of the staff, to co-operate with the Group's policy of "Quality Development for Success in Premium Segment", to better help the Group's strategic promotion and development. We not only provide all staff with trainings, but also offer tailored skill guidances and training programs in accordance with their job positions and qualifications to improve their working ability and performance, supporting the Group's long-term strategic transformation and quality business development. Affected by the pandemic, the Group actively used the online learning platform to carry out online learning. It added hundreds of new courses for 12 series of COVID-19 prevention and organizational capacity building. It also added sales business sequence learning maps and course resources to help staff acquire knowledge and improve their skills even during the pandemic.

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF案例：
Case study:

环境、社会及管治高管培训

Executive training on environmental, social and governance

二零二零年五月二十七日，本集团为所有环境、社会及管治(ESG)工作参与部门提供ESG专业培训，其中包括环境、健康及安全部、人力资源部、生产中心采购部、风险管理部、营销中心、行政管理部等多个部门。本集团邀请外部专业机构进行交流，让管理层了解香港上市公司需要履行的ESG合规披露工作要求、香港联合交易所的ESG新规、资本市场关注重点、本集团现状以及国际同行最佳实践等资讯。

On 27 May 2020, the Group provided environmental, social and governance ("ESG") professional training to all departments involved in ESG, including the Environment, Health and Safety Department, Human Resources Department, Production Center of Purchasing Department, Risk Management Department, Sales and Marketing Center and Administration Department. The Group invited external professional organizations to conduct training and exchanges to enable management to understand the ESG compliance disclosure requirements for Hong Kong listed companies, the new ESG regulations of the Hong Kong Stock Exchange, capital market concerns, the Group's current status and international peer best practices and other information.

通过本次ESG高管培训，本集团能检讨ESG报告合规披露情况，针对现时表现进行改善提升，同时，本集团亦能了解到香港联合交易所及资本市场对上市公司的ESG披露期望，以及同行企业在ESG报告中的披露现况，从而提升本集团的ESG管理。本次培训交流进一步加深了负责同事对于ESG工作的认知，使他们更好地掌握到ESG工作的最新要求，以持续改善本集团的ESG表现，及更好地落实ESG管理提升工作。

Through this ESG executive training, the Group was able to review its ESG compliance disclosure status and improve according to its current performance. At the same time, the Group was able to understand the ESG disclosure expectations of listed companies from the Hong Kong Stock Exchange and capital market, as well as the current status of ESG disclosure by peer companies, so as to improve its ESG management. This training further enhanced the knowledge of ESG work of the responsible colleagues and enabled them to better grasp the latest requirements of ESG work, so as to continuously improve the Group's ESG performance and better improve ESG management.

此外，本集团于二零二零年十一月向全体人力资源系统开展社会责任培训，线上线下累计超过500人参加，增加员工对社会责任的认知。二零二零年，本集团的雪花啤酒学院获得新华报业传媒集团旗下《培训》杂志颁发的「中国人才发展菁英奖」、华润大学颁发优秀专业学院及优秀学习项目、优秀课程及优秀讲师等荣誉，在人力资源培训上的卓越成就备受肯定。

Furthermore, the Group launched social responsibility training for all human resources systems in November 2020, with over 500 online and offline participants, to increase employees' awareness of social responsibility. In 2020, the Group's Snow Brewery Academy (雪花啤酒学院) won the "China Talent Development Award" issued by Xinhua Newspaper Media Group's "Training Magazine", China Resources University's outstanding professional colleges and outstanding learning projects, outstanding courses and outstanding lectures, etc., well recognizing the Group's outstanding achievements in human resources training.

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

针对不同类型的员工，本集团亦实施一系列的培训措施：

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

新入职员工

Newly recruited staff

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

中层管理人员

Middle-level management

- 针对所有中层管理人员举办培训及个人发展计划(IDP)。
- 针对高端餐饮和高端夜场中层经理岗位120余人的「两个风火轮」人才培养项目，增强本集团的高端组织能力。
- Trainings and Individual Development Program (IDP) are organized for all middle-level management personnel.
- "Two Drive Wheels" talent development project for over 120 middle-level manager positions of high-end catering and high-end night-life point-of-sales to enhance the high-end organizing ability of the Group.

高层管理人员

Senior management

- 区域总经理、营销中心总经理、销售大区总经理等220余人的「三级一把手」人才培养项目，推动战略落地与执行。
- 开展「TOP财务总监班」等培训班等，推动本集团人力资源和财务转型。
- "Three Level Leaders" talent development project for over 220 general managers of regional companies, Sales and Marketing Centers and sales regions, etc. to promote the implementation and execution of the strategies.
- Carrying out "TOP Financial Director Training" and other training classes, to promote the transformation of human resources and finance of the Group.

关键岗位专业人员

Professional staff in key positions

- 针对渠道营销骨干岗位的「混天绫」人才培养项目，确实执行和落实本集团的高端战略。
- 开展人力资源业务伙伴培养、TOP财务总监班等培训班，强化人力资源以促进财务转型。
- "Channel Magic Weapon" talent development project for backbone position of channel marketing to effectively execute and implement the premiumization strategies of the Group.
- Human resources business partner cultivation, TOP Financial Director Training and other training classes are carried out to strengthen human resources so as to promote financial transformation.

一线业务员工

Frontline operational staff

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

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF

二零二零年培训数据 Training figures in 2020					
全职员工培训覆盖率 Training coverage rate of full-time employees				100% 100%	
按性别划分的受训全职员工比率 Training coverage rate of full-time employees by gender					
男员工 Male staff		100% 100%	女员工 Female staff		100% 100%
按雇佣类别划分的受训全职员工百分比 Training coverage rate of full-time employees by employment category					
高层员工 Senior management		100% 100%	中层员工 Middle-level staff		100% 100%
			基层员工 Junior staff		100% 100%
培训时长 Training hours					
全年全职员工人均培训时长： Average training hours for each full-time staff in full year				29.3小时 29.3 hours	
全职员工培训总时长 Total training hours for full-time staff				779,100小时 779,100 hours (当中约65%为行业相关专业培训，约10%为职业通用培训，约5%为企业文化培训，约20%为领导力文化培训) (当中约90%与改善环境、社会、管治管理水平相关的) (of which, approximately 65% is for industry related professional training, approximately 10% is for occupational general training, approximately 5% is for corporate culture training, and approximately 20% is for leadership training) (of which approximately 90% is related to ESG management improvement)	
按性别划分每名全职员工完成受训的平均时数 Average number of training hours completed per full-time staff by gender					
男员工 Male staff		28.2小时 28.2 hours	女员工 Female staff		30.5小时 30.5 hours
按雇佣类别划分每名全职员工完成受训的平均时数 Average number of training hours completed per full-time staff by employment category					
高层员工 Senior management		25.4小时 25.4 hours	中层员工 Middle-level staff		29.6小时 29.6 hours
			基层员工 Junior staff		32.4小时 32.4 hours
培训投入 Training investment					
全职员工人均培训投入 Average training investment for each full-time staff		人民币341元 RMB341	全职员工培训投入总额 Total amount of training investment for full-time staff		约人民币9,069,000元 Approximately RMB9,069,000

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

本集团持续优化人才晋升机制和阶梯，完善绩效考核体系以促进员工的事业发展。本集团按照员工的绩效、专业知识、专业技能等多个不同范围进行评价考核，提供员工足够及平等的晋升机会，发展事业。二零二零年度，本集团建设了25个序列的人才发展通道，继续开展了人才评定工作，鼓励员工的事业发展。我们又设立了针对一线基层岗位的人才评价与激励机制，提升基层销售团队业务技能和销售业绩，而本集团旗下区域公司也落实了评定方案，如《员工职业发展体系框架方案》，为员工构建职业发展双通道，鼓励员工发展事业。同时，我们建设了完善的高层人员管理体系，当中的《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、培训培养等标准，确保经理人平等的发展机会，而《经理人任期及轮岗管理办法》及《老干部管理服务实施办法》则维护了高层管理人员的权责利益。通过建立了以上的制度及有效的员工表彰机制，并于各单位开展优秀员工评选活动上，我们肯定员工付出，嘉许表现优秀的员工及表扬其贡献，部分员工更获得上级单位表彰。

The Group constantly optimizes the talent promotion system and ladder, and modifies the performance assessment system to promote the development of the staff. The Group assesses the staff based on their performance, professional knowledge and skills, etc. to provide adequate and equal promotion opportunity to them for developing career. In 2020, the Group built a talent development path with 25 sequences and successively conducted talent assessments, encouraging staff's career development. For those frontline junior staff, we have set up a talent assessment and incentive mechanism for junior sales teams to advance their business skills and sales performance. The Group's regional companies have also formulated assessment proposals, such as the "Framework Plan for Staff Occupational Development System", which established a comprehensive dual path for occupational development of the staff, encouraging them to develop their career. Meanwhile, we have also formulated a comprehensive management system for senior officers, of which the "Regulation for Selecting and Appointing Managers" clearly states the standards on the selection, appointment, competition, performance appraisal and training of managers to ensure equal opportunities for their development. The "Administrative Measures on Tenure and Rotation of Managers" and the "Implementation Rules on Management and Services for Veteran Cadres" protect the rights, duties and interests of senior management. Through the establishment of the above systems and effective staff recognition mechanisms, and the excellent employee selection activities carried out in various units, we affirm the contributions of the staff, praise outstanding staff and commend their contributions, and some staff have been commended by superior units.

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF

(五) 员工健康与安全

本集团一直坚持以人为本、安全发展的工作管理理念，把保障员工健康和安全作为本集团安全管理的首要任务，追求「零伤害、零事故」。我们严格执行国家有关安全生产、职业健康的法律和行政法规，遵守《中华人民共和国安全生产法》《中华人民共和国消防法》《中华人民共和国职业病防治法》等相关法律法规及行业安全标准规范，包括《生产经营单位安全培训规定》《生产安全事故信息报告和处置办法》等，紧守安全优先的管理理念。同时，我们严格落实企业安全生产和职业健康主体责任，建立健全具有华润集团特色、本集团特点的安全生产和职业健康管理体系，并持续完善和推进。通过责任体系、监督保障、教育培训、风险管控等机制的建立和完善，保障政策落实，不断提升企业的安全管理水平。二零二零年，本集团在健康与安全管理上的工作表现理想，没有发生造成员工和供应商及分包商（承建商）死亡的生产安全事故事件，工作成果备受业界肯定。

(V) STAFF HEALTH AND SAFETY

The Group still adheres to work management philosophy of people oriented and safety development, regards safeguarding staff health and safety as primary task for its safety management and pursues "zero injury and zero incident". We strictly implemented the national laws and regulations pertaining to production safety and occupational health, complied with relevant laws and regulation and safety standards and specifications of the industry such as the "Production Safety Law of the People's Republic of China", "Fire Protection Law of the People's Republic of China" and "Law of the People's Republic of China on Prevention and Control of Occupational Diseases", including "Regulations on Safety Training of Production Operation Units" and "Information Report and Treatment of Production Safety Incidents", and insisted on the safety-first management principle. At the same time, we strictly carried out main responsibility for corporate safety, production and occupational health, established a sound safety, production and occupational health management system with CRH characteristics and the Group's features, and continued to improve and promote. Through the establishment and improvement of responsible system, oversight security, education training, risk control and other systems, we ensured the implementation of policies and enhanced continuously the corporate's safety management level. In 2020, the Group made a good performance in health and safety management with no production safety incidents resulting in the death of employees, suppliers and subcontractors (contractors), and its work achievements were recognized among the industry.

过去三年每年因工亡故的人数及比率 Number and rate of work-related fatalities in each of the past three years			
	二零二零年 2020	二零一九年 2019	二零一八年 2018
因工亡故的人数 Number of work-related fatalities	0	1	0
因工亡故的比率 Rate of work-related fatalities	0%	0.003%	0%

第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

我们致力改善职业健康及安全管理相关的管理体系，务求使我们的安全管理水平符合国家认证标准并获得国际认可。其中，本集团旗下部份工厂获得ISO9001质量管理体系、ISO14001环境管理体系及ISO45001、OHSAS18001职业健康安全管理体系认证。截止二零二零年底，本集团属下已通过了国家安全生产标准化二级企业和三级企业认证评审的工厂数目分别共有31家(占比43.7%)和40家(占比56.3%)。此外，本集团已获得的ISO45001和OHSAS18001认证工厂数目分别共有8家和1家。

我们的健康与安全生产工作一直遵循以提高本质安全生产水平为目的，规范安全状况、人的安全行为、环境的安全条件，并不断完善的原则，组织开展安全生产工作。另外，我们早于二零一四年制定了《生产工厂设计规范》，规范本集团的新建、改扩建工厂设计，确保所有在建项目专案符合安全建设的要求，以及具备足够的安全设施配置。我们持续做好安全生产管理制度体系的完善、优化和改进工作，开展职业危害识别、评估和控制工作，不断完善职业危害防护设施，持续改善作业场所的环境。

我们继续开展《华润雪花啤酒岗位EHS责任制度》的工作，组织签订各层级安全生产责任书，并制定各职级的安全生产目标，将安全生产目标指标、责任落实到每个岗位、每个员工，实现安全责任全覆盖，厘订各岗位的安全责任覆盖范围，以覆盖全体岗位和员工、全部生产经营和管理过程，并制定各职级的安全生产目标。各级EHS委员会定期召开会议，安排部署工作并处理EHS疑难。在二零二零年，本集团安排各个职级的员工签订EHS责任书，共签订了责任书超过20,400份，实现在岗员工覆盖率100%。

We are committed to improving management system related to occupational health and safety management, to make our safety management in line with the national certification standard and internationally recognized. In particular, certain factories under the Group have obtained ISO9001 (quality management system), ISO14001 (environmental management system) and ISO45001, OHSAS18001 (occupational health and safety management system) accreditations. By the end of 2020, the number of plants under the Group which have passed the assessment and review as the Second-Class and Third-Class Enterprise by the National Production Safety Standardization was 31 (accounting for 43.7%) and 40 (accounting for 56.3%), respectively. Also, the number of plants under the Group that have obtained ISO45001 accreditation and OHSAS18001 accreditation was 8 and 1, respectively.

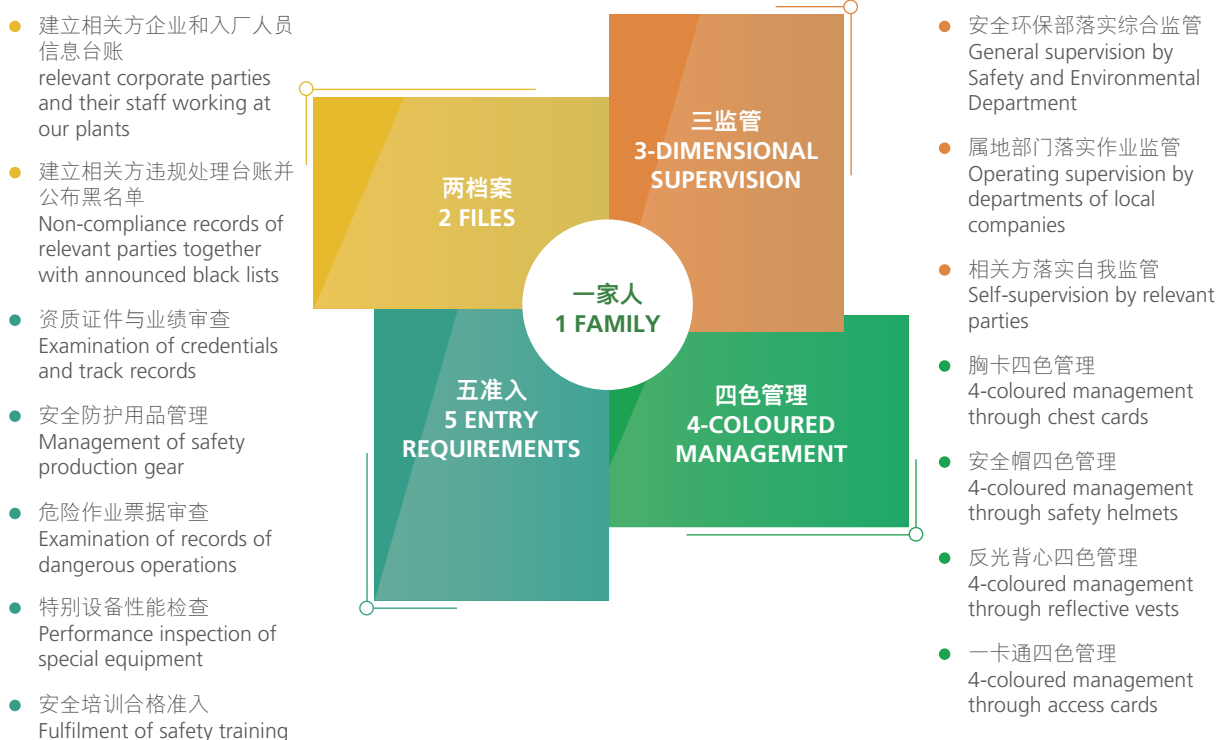
Our health and safe production always followed the purpose of improving inherently safe production, regulated safety situation, people safety behaviors, environmental safety conditions, and continuously improved principles as well as carrying out safe production. In addition, we have formulated "Production Plant Design Specifications" in 2014 to regulate the design of new and expanded plants of the Group, ensuring that all projects under construction meet the requirements for safe construction and have adequate safety facilities. We continued to improve, optimize and enhance our safety and production management system, identified, evaluated and controlled occupational hazards, continuously improved occupational hazard protection facilities and refined the environment of our workplaces.

We continued to carry out "CRSB EHS Responsibility System for Posts", organized to sign the safety and production responsibility letter at each level, and set the safety and production goals for each rank to implement the safety and production goal indicators and responsibilities to each post and each employee, realized the full coverage of safety responsibilities to determine the safety responsibility coverage of each work position to cover all work positions and employees, all production operation and management processes, and set the safety production target for each rank. EHS committees at all levels hold regular meetings to deploy work and handle EHS problems. In 2020, the Group arranged employees of all ranks to sign EHS responsibility letters, and a total of more than 20,400 letters were signed, achieving a 100% coverage rate for employees on duty.

第二章 关怀员工
CHAPTER 2: CARE FOR STAFF

本集团推行EHS「12345」相关方管理理念，以「一家人、两档案、三监管、四色管理、五准入」为管理原则。「一家人」是指采用源头管控的管理思想，统一管理本集团各工厂的EHS事务；「两档案」是通过建立相关方企业和入厂人员信息台账及相关方违规处理台账并公布黑名单，使EHS管理信息更具透明度；「三监管」则指以安全环保部作综合监管、以属地部门作业监管，及以相关方落实自我监管的三维监管模式，彻查任何违规行为；「四色管理」则是通过在胸卡、安全帽、反光背心以及一卡通上以四种颜色进行分类，为不同职位的员工制定相应的安全措施；「五准入」清楚厘订评估安全工作的准则，包括资质证件与业绩审查、安全防护用品管理、危险作业票据审查、特种设备性能检查及安全培训合格准入。此EHS管理理念有助本集团的EHS管理系统有效运作，为员工提供一个健康、安全及可靠的工作环境。

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



第二章 关怀员工

CHAPTER 2: CARE FOR STAFF

本集团坚持做好供应商及分包商的职安健监督管理工作，严格把关准入和审查，按照「谁审查谁把关、谁批准谁负责」的原则，对供应商及分包商(承建商)职安健的资格预审、服务前准备、作业过程检查监督、提供的产品、技术服务、表现评估、续用等进行全面监督管理。而本集团有关安全生产管理的要求，同样适用于供应链，确保供应链中的工作人员在生产过程中受到健康与安全的保障。例如，本集团按照「四统一」原则对供应商进行管控，要求供应商遵守本集团安全守则，在重伤及以上人身伤害事故、火灾事故、场内交通重伤及以上事故等控制指标上，向本集团报告事故信息。

为提高从业人员的安全意识，本集团积极开展预防工作及各项职业健康培训。我们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，注重过程控制，规范从业人员安全行为，创新安全检查方式，通过开展飞行检查、回看视频监控检查等方式，排查和整改安全隐患，推动安全生产各项工作落实。另外，本集团组织安全生产教育培训，以日常训练、培训、经验交流、模拟实战等多种形式举办安全管理课程，使员工们建立安全知识技能及应急处置实战能力。在二零二零年，本集团充分利用线上会议系统，组织开展EHS专业能力提升培训，对各单位累计3,350人次进行专项培训及安全管理课程，内容包含危化品安全管理、有限空间安全、行为安全观察、班组安全建设、LOTO理论和实践、本质安全实践等，使员工们建立安全知识技能及应急处置实战能力，强化从业人员的安全意识。

本集团鼓励员工考取相关的专业资格。在二零二零年，本集团各级企业负责人、安全管理人员全部获得安全管理资格证书，并约有138人为国家注册安全工程师。另外，所有特种工作人员均持有相关有效资格证书。

The Group insisted on the supervision and management of the occupational safety and health of suppliers and subcontractors, strictly controlled the entry and review gates, in accordance with the principle of "whoever reviews is the gatekeeper and whoever approves is responsible", and carried out comprehensive supervision and management of the occupational safety and health of suppliers and subcontractors (contractors) in terms of pre-qualification, pre-service preparation, inspection and supervision during operation, products, technical services, performance evaluation and renewal. The Group's requirements for safe production management are also applicable to the supply chain to ensure that workers in the supply chain are protected in terms of health and safety during the production process. For example, the Group controlled its suppliers in accordance with the "four unified" principle, requiring them to comply with the Group's safety guidelines and report to the Group according to the control indicators such as serious injuries and above, fire accidents and onsite traffic accidents with serious injuries and above.

In order to raise safe awareness of our employee, the Group actively carried out preventive work and vocational health training. We arranged for staff to participate in safety activities, continuously carried out safety observation activities for hazard source and hazard factor identification and behavior with full participation, focused on process control and regulated staff's safety behaviors as well as innovating safety inspection methods. We also identified and rectified potential dangers through flight inspection and review video monitoring to implement safe production. In addition, the Group organized education training about safety production and held safety management course in various forms of daily practice, training, experience exchange and simulated battle, so as to equip staff with safety knowledge and the capability to deal with emergency. In 2020, the Group made good use of online meeting system to carry out EHS professional capacity enhancement training, and conducted special training and safety management courses for a total of 3,350 people from all units, covering topics such as hazardous chemical safety management, limited space safety, behavioral safety observation, team safety construction, LOTO theory and practice, and intrinsic safety practice, etc. to enable employees to build up their safety knowledge and skills and emergency handling capabilities, and to strengthen the safety awareness of employees.

The Group encouraged its staff to obtain relevant professional qualification. In 2020, all corporate officers and safety management personnel at all levels of the Group obtained safety management certificates, and about 138 of them are registered safety engineers. Besides, all specialties employees hold valid qualification certificates.



第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

于二零二零年财政年度，本集团之安全培训绩效如下：

- 投入安全生产专项资金约人民币7,846.8万元
- 开展员工安全教育培训共86,774人次参与
- 开展员工安全教育培训共计39万课时
- 开展供应商及分包商(承建商)安全教育培训14万课时
- 组织应急演练超过610次，超过13,500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%

二零二零年，本集团在各个层级进行了共3,890余次安全检查，按照检查结果持续改进，不断提升安全管理成效。为减低环境事故风险，本集团旗下华润雪花啤酒的EHS部门于二零二零年实施氨制冷系统、消防系统、监控视频系统安全升级改造项目，全年投入资金人民币2,300余万元，以提升安全管理和确保啤酒工厂安全生产。我们通过建立「一人一档」的职业健康档案，确保从业人员在安全生产程序的合规情况。

The Group's performance in safety training in FY2020 is set out as follows:

- Exclusive funds for safe production purposes over RMB78,468,000
- Staff safety education and training for a total of 86,774 enrollments
- Staff safety education and training for a total of over 390,000 training hours
- Staff safety education and training for subcontractors (contractors) of 140,000 training hours
- More than 610 emergency drills with over 13,500 enrollments
- Safety education training rate, occupational disease-related health checkup rate, workplace occupational hazard notification rate and warning sign placement rate all reaching 100%

The Group conducted over 3,890 safety inspections at various levels in 2020 and made ongoing improvements based on the inspection results to continuously enhance the effectiveness of safety management. To reduce our environmental risks, the EHS Department of CRSB under the Group in 2020 upgraded and renovated ammonia refrigeration system, firefighting system and video monitoring system for the sake of safety, with investment amount of over RMB23 million to improve safety management, in order to ensure safe production at the brewing plants. We ensured the compliance of safety production process of the staff by establishing "One person, one file" occupational health file.

第二章 关怀员工 CHAPTER 2: CARE FOR STAFF

安全生产是营运中重要的一环，因此，本集团制定了环境、健康及安全(EHS)的「十四五」战略规划目标，以不发生一般及以上等级的生产安全事故为目标，即不发生造成员工和第三方重伤、死亡的生产安全事故，并密切地对轻伤及以下的伤害事件亦进行管控。报告期内，本集团员工因工受伤人数亦逐年减少，其中千人伤害率达成少于千分之0.6(一万入中有6人)的控制目标，与二零一九年相若。同时，本报告期内因工伤损失工作日数65天，同比下降超过50%，反映本集团的安全管理水平正逐年提升。

Safety production is an important part in our operation. Therefore, the Group formulated "Fourteenth Five-Year" Plan strategic planning goals for EHS, which takes no incurrence on normal and above safety accident as target, that is no incurrence on safety accidents causing staff and the third party serious injuries and fatalities, and closely controls minor injuries and below accident. During the Reporting Period, the number of staff of the Group suffering work injuries had also been decreasing year-by-year, of which the control target of injury rate of less than 0.06% (6 persons out of ten thousand persons) was achieved, similar to that of 2019. During the Reporting Period, total day lost due to work injuries was 65 days, declined by more than 50%, demonstrating that the Group's safety management is improving year-by-year.



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

本集团以环境保护为己任，在管理及营运过程中坚持保护环境及确保资源的可持续发展。我们严格遵守国家及地方相关环境保护法律法规，其中包括《大气污染防治法》《水污染防治法》《固体废物污染环境防治法》《土壤污染防治法》等；同时严格遵守相关污染物排放标准，如《啤酒工业污染物排放标准》《锅炉大气污染物排放标准》《一般工业固体废物贮存、处置场污染控制标准》。我们致力建立健全环境管理体系及完善环境相关政策，并实践行之有效的环境营运及监督惯例，达成最佳的环境绩效。二零二零年内，本集团没有发生任何重大环境污染事故。

(一) 碳环境管治监督体系

本集团于二零二零年继续完善环境保护制度标准体系，制订或修订《华润雪花EHS绩效考核管理办法》《全面做好生态环境保护工作方案》《环境监测管理办法》，指导和规范工厂水、大气、噪音等环境自行监测要求，另有《华润雪花啤酒固体废物管理制度》规范固体废物管理。

本集团召开二零二零年环保工作会，华润雪花啤酒副总经理、总部EHS部、总部生产中心工程部相关人员、各区域公司和生产工厂的主管副总及EHS相关人员共计401人参加会议。该会议开展生态环境保护专项检查培训，并就二零二零年环保工作安排进行部署。二零二零年七月，本集团召开EHS工作半年总结会，对EHS工作开展再警示、再审视、再部署、再提升、再思考。

The Group takes environmental protection as its own responsibility, and adheres to protect environment and ensure the sustainability of resources during its management and operation process. We strictly followed the national and local laws and regulations on environmental protection, including the "Law on Prevention and Control of Atmospheric Pollution", the "Law on Prevention and Control of Water Pollution", the "Law on Prevention and Control of Environmental Pollution by Solid Wastes" and the "Law on Prevention and Control of Soil Pollution", as well as the relevant pollutant discharge standards, such as the "Pollutant Discharge Standard for Beer Industry", the "Emission Standard of Air Pollutants for Boilers" and the "Standard for Pollution Control on the Storage and Disposal Site for General Industrial Solid Wastes". We aim to develop a sound environmental management system and improve environment-related policies, and adopted long-effective environmental operation and supervision rules, with a view to achieving the best environmental performance. In 2020, the Group was not aware of any major incident relating to environmental protection.

(I) SUPERVISION SYSTEM ON CARBON AND ENVIRONMENTAL GOVERNANCE

The Group continued to improve system on environmental protection regulations and standards in 2020, formulated or revised the "Management Measures on EHS Performance Assessment of CRSB", the "Work Plan on Comprehensively Improving Ecological Environmental Protection", and the "Management Measures on Environmental Monitoring" for the purpose of guiding and standardizing environmental self-monitoring requirements including wastewater in plants, air and noise, as well as the "Management Regulation on Solid Wastes of CRSB" for standardizing solid waste management.

An environmental protection meeting was held by the Group in 2020, the attendees of which totaled 401, including deputy general manager of CRSB, and related personnel from the EHS Department at the headquarter and the Engineering Department under the Production Center at the headquarter, all regional companies, deputy directors of production plants and EHS-related staff. At the meeting, the training about the inspection of ecological environmental protection was conducted and a deployment was carried out in terms of environmental protection work arrangement in 2020. In July 2020, conclusion meeting of EHS work in the first half was held by the Group, with a view to re-warning, reviewing, re-deploying, re-improving and rethinking for the conduct of EHS works.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

针对生态环境保护专项，除了上述的培训外，我们也积极组织开展生态环境保护示范检查。二零二零年十月九日至十一日，我们委托中国环境科学研究院的专家对本集团沈阳工厂开展生态环境保护示范检查。本次示范检查以环保督察方式和标准为主要内容依托，对本集团沈阳工厂生态环境保护管理工作开展和现场管控情况进行检查评审。

另外，本集团也非常重视工厂在环保及节能的工作表现，在日常污染物排放报表的基础上，根据目前监管要求，二零二零年，本集团抽调50名专业人员，组成13个检查小组对所辖14个综合型区域公司的25家生产工厂开展了环境保护和能源节约交叉检查。本次检查共计发现问题653项，整改完成581项。「十三五」期间，本集团各生产工厂用于设置能源节约与生态环境保护设施设备、污染物处理和处置等费用累计达到人民币5.46亿元。

华润雪花啤酒总部参考二零一九年针对节能减排监管方面的主要风险分析，结合政府监管主要方向，确定二零二零年环保专项费用规划，规划实施专项费用共计人民币3,500万元。二零二零年实施项目超过24项，投资费用人民币4,500万元，主要用于污水处理系统升级改造、燃气锅炉低氮燃烧、污水臭气收集及处理、污染物排放在线监测更新升级。

In respect of special ecological environmental protections, we also actively carried out model checking of protecting ecological environment other than the abovementioned training. On 9 to 11 October 2020, we engaged specialists from the Chinese Research Academy of Environmental Sciences to conduct model checking of ecological environment for Shenyang Plant of the Group. Relying on the main content of environmental supervision and standards, this model checking was conducted to check and assess the management of ecological environmental protection and onsite management and control of the Shenyang Plant of the Group.

In addition, the Group also attached great importance to the work performance in environmental protection and energy saving. On the basis of the regular statement about pollutant emission, the Group designated 50 professional personnel in 2020 as required by the current regulatory requirements to form 13 inspection groups to cross-check the environmental protection and energy saving by 25 production plants in 14 comprehensive regional companies, during which 653 issues were found and 581 rectifications were completed in total. During the period of the "Thirteenth Five-Year" Plan, all production plants of the Group incurred expenses amounting to RMB546 million in aggregate about installation of equipment and facilities for energy saving and ecological environmental protection and disposal and treatment of pollutants.

The headquarter of CRSB determined the planning for 2020 environmental protection special funds by reference to the principal risks of energy saving and emission reduction supervision in 2019 combined with the major regulatory directions of the government, and planned to implement specialized funds of RMB35 million in total. In 2020, over 24 projects were implemented and the investment costs reached RMB45 million, which were mainly used for the upgrade and renovation of sewage treatment system, low-nitrogen combustion for gas-fired boilers, collection and treatment of sewage and odor, renewal and upgrade of online monitoring for pollutant emissions.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

华润啤酒环境数据三步管理流程：

Three-step management procedures for environmental data of CR Beer:

第一步：制定检测标准及委托第三方检测

Step 1: Formulation of inspection standards and engagement of third party for inspection

本集团制定并实施污染物排放检验检测标准，各生产工厂均按照国家标准或企业标准配置在线监测系统，每日开展污染物自行监测，并与所在地生态环境监管平台联网分享数据。同时，本集团定期为各生产工厂委托具有专业资质能力的第三方单位开展检测，其中包括水体污染物、大气污染物、噪音等进行委托检测，并公开相关环境信息与重点监管工厂的环境绩效。

The Group developed and implemented inspection and testing standards for pollutant discharge. Each production plant established an online monitoring system according to the national standards or corporate standards, for self-monitoring on pollutants on a daily basis, and shared data with the local ecological environmental supervision platform. Meanwhile, the Group regularly engage qualified third party entity for each production plant to inspect water pollutant, air pollutant, noise, etc., and publicly disclose the relevant environmental information and the environmental performance of the plants subject to key supervision.

第二步：建立数据检测及内部数据直报系统

Step 2: Establishment of system for data inspection and direct reporting of internal data

本集团各级单位均定期对各项环境数据进行监测，利用环境相关信息数据直报系统，由基层单位(工厂)直接填报数据，透过部门、工厂、区域公司、总部四级审核，并进行统计分析，确保数据准确性。

Various-level units of the Group inspects regularly various environmental data. By utilizing the system for direct reporting of environment-related information data, primary-level units (plants) directly reported the data, which subject to the review and statistical analysis by the departments, plants, regional companies and the headquarters to ensure its accuracy.

第三步：开展环境现场检查

Step 3: On-site environmental checks

华润雪花啤酒总部、区域公司、工厂三级单位定期开展环境现场检查，对内部检测数据、在线监测数据、委托检测结果、政府报送环境数据等真实性、准确性、一致性进行检查和审核。现场检查实现所有工厂全覆盖。

The headquarters, regional companies and plants of CRSB conducted regular on-site environmental checks to check and review the truthfulness, accuracy and consistency of internal inspected data, online monitored data, results of entrusted inspection, and environmental data reported to the government. On-site checks realized the full coverage of all plants.

(二)「碳中和」目标及废气排放物管理

持续推进产能优化，控制碳排放

本集团将工厂环境表现和绩效作为重要依据，制定节能减排，致力响应国家在二零六零年达至「碳中和」的目标。在「十三五」期间，本集团以不同的方式实施节能减排，包括积极调整能源结构、优化生产工艺、全面淘汰燃煤锅炉、增加洁净能源及可再生能源使用比例等。

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

PROMOTE OPTIMIZATION OF PRODUCTION CAPACITY AND CONTROL CARBON EMISSIONS CONTINUOUSLY

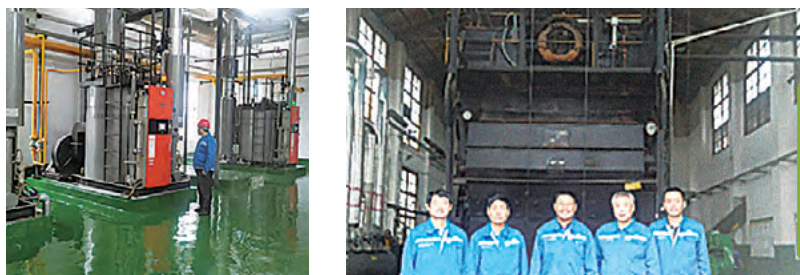
The Group will regard the environmental performance and results of plant as vital basis, formulate requirements of energy saving and emission reduction, and commit to responding to realizing the target of "carbon neutrality" by the state in 2060. During the period of the "Thirteenth Five-Year" Plan, the Group implemented various initiatives in response to the requirements of energy saving and emission reduction, including actively adjusting energy structure, optimizing manufacturing processes, comprehensively phasing out coal-fired boilers, increasing the utilization proportion of clean energy and renewable energy.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

我们持续推动产能优化，优先淘汰、关停效能低、水和大气等污染物排放偏高、碳排放强度偏高、周边居民和环境敏感的工厂。这不但提升本集团的生产成本效益，更达致控制碳排放。「十三五」期间，我们透过淘汰30家工厂，把产能优化规模提升至450万千升，占总产能的22%。其中，已关闭的工厂中共有24家工厂使用燃煤锅炉，共计淘汰燃煤锅炉58台，累计减少能源消耗总量约9万吨标准煤。在「十三五」期间，本集团五年共累计能源节约总量达20.83万吨标准煤，不但为本集团创造价值人民币2.47亿元，更协助减少共12.4万吨的碳排放、二氧化硫排放量比「十二五」期间下降85.3%。

We continuously promote the optimization of production capacity and prioritize to phase out and close down the plants with low energy efficiency, high pollutant emissions including water, air and high carbon emission density, and sensitivity to nearby residents and environment. These measures not only increase the Group's efficiency of production costs, but also reach the target of controlling carbon emissions. During the "Thirteenth Five-Year" Plan, we improved the scale on optimization of production capacity to 4.5 million kilolitre through phasing out 30 plants, representing 22% of the total production capacity, among which, 24 closed-down plants used coal-fired boilers, 58 coal-fired boilers were phased out in total, and total energy consumption was reduced by approximately 90,000 tons of standard coal. During the period of the "Thirteenth Five-Year" Plan, total amount of cumulative energy saving of the Group in 5 years reached 208,300 tons of standard coal, which helped create values of RMB247 million for the Group, and assisted in reducing carbon emissions of 124,000 tons, representing a decrease of 85.3% in carbon emissions and sulphur dioxide (SO₂) emissions as compared to those in the period of "Twelfth Five-Year" Plan.



本集团最后一家煤改气工厂——湖南工厂淘汰燃煤后崭新的燃气锅炉房。
The new gas boiler installed after elimination of the coal-fired boiler in Hunan factory,
the last coal-to-gas plant of the Group.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

截至二零二零年，本集团完成燃煤锅炉淘汰计划，在所有生产工厂的营运中改用外购蒸汽或天然气，全面实现燃煤零消耗。在过去五年期间，煤改气专项累计投资金额达人民币约1.3亿元，共淘汰燃煤锅炉105台，淘汰燃煤锅炉能力达1,336蒸吨。随著燃煤锅炉淘汰快速大力推进，我们的煤炭使用量逐年大幅度下降，由二零一五年的236,490吨标准煤下降至二零二零年的2,045吨，下降幅度达99%。本集团同时致力提升清洁能源比例，通过过去的煤改气专项，我们成功提升天然气等清洁能源使用比例，由二零一五年的13%提升至二零二零年的34%。

本集团亦积极从改良生产工艺方面著手，透过优化生产设备及生产过程管理达成节能减排。例如，我们推动外购蒸汽、工厂冷凝水综合回收利用及热能梯度利用等项目。另外，我们更实施公车改革，以电能叉式起重车取代燃油引擎起重车，有效减少汽油消耗量及降低了二氧化碳排放量。

在可再生能源的使用上，本集团自二零一四年开始积极推动下属工厂实施沼气回收利用项目，以减少温室气体排放。二零二零年，我们的32家工厂已累计配置共43台沼气锅炉，其锅炉配置能力44.5蒸吨。年内，我们共回收约8,258,040立方米的沼气，并转化为89,054.1吨蒸汽量作为工厂生产能源。

自二零一九年起，本集团在浙江工厂开展第一个厂区屋顶光伏发电项目试点。该个项目建设面积达6.09万平方米，额定发电量6兆瓦。二零二零年，我们进一步提升该个工厂光伏发电总电量至超过502万千瓦时，并由工厂利用其446万千瓦时的光伏发电电量，占工厂总用电量的16.48%，平均每年可减少3,100吨二氧化碳当量的碳排放。目前，我们已规划在新建蚌埠工厂实施屋顶光伏项目，希望于未来进一步提高可再生能源的使用比例。

As of 2020, the Group completed the phase-out plan of coal-fired boilers, switched to the use of the externally sourced steam or natural gas in all production plants, and comprehensively realized the target of zero coal-fired consumption. During the past five-year period, the cumulative investment amount of coal-to-gas conversion project reached approximately RMB130 million, phasing out 105 coal-fired boilers in aggregate with a capacity of 1,336 tons of steam. With the rapid and vigorous promotion of phasing out coal-fire boilers, our coal usage sharply decreased year-by-year from 236,490 tons of standard coal in 2015 to 2,045 tons of standard coal in 2020, representing a decrease of 99%. Meanwhile, the Group commits to improving the proportion of clean energy. Through the past coal-to-gas conversion project, we successfully improved the usage proportion of clean energy such as natural gas from 13% in 2015 to 34% in 2020.

The Group also actively improved the production processes and reached the target of energy saving and emission reduction through optimizing the manufacturing equipment and production process management. For instance, we promoted the projects of the use of externally sourced steam, comprehensive recycling and usage of plant condensate water, thermal gradient and others. In addition, we also implemented reform of vehicles, replaced cranes driven by fuel oil engine with electric fork cranes, and effectively reduced the gas consumption and carbon dioxide (CO₂) emissions.

For the usage of renewable resources, the Group has promoted its subsidiaries' plants to implement methane recycling and usage project since 2014 so as to reduce greenhouse gas emissions. In 2020, 32 of our plants have cumulatively in place 43 methane boilers in total, whose allocation capacity was 44.5 tons of steam. During the year, we recycled methane of approximately 8,258,040 cubic metres in aggregate, and transformed 89,054.1 tons of steam into production energy for plants.

Since 2019, the Group has launched its first pilot photovoltaic power generation project on rooftop in Zhejiang Plant, whose construction area reached 60,900 square metres and rated power generation volume amounted to 6 megawatts. In 2020, we further improved the total photovoltaic power generation volume in that plant to over 5.02 million kilowatt hours, and 4.46 million kilowatt hours of photovoltaic power generation volume were used by the plant, representing 16.48% of total electricity consumption of the plant, which could reduce 3,100 tons CO₂ equivalent (tCO₂e) of carbon emissions per year on average. Currently, we are planning to carry out rooftop photovoltaic project in the newly-built Bengbu Plant, hoping to further improve the usage proportion of renewable resources in the future.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

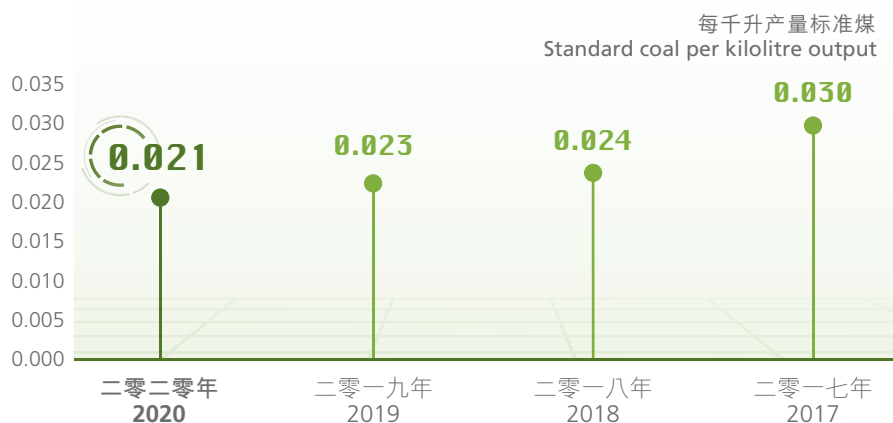
二零二零年，本集团的能源使用种类及消耗如下：

Energy consumption types and data of the Group in 2020 are set out as follows:

能源使用 Energy consumption	单位 Unit	二零二零年 2020	二零一九年 2019	二零一八年 2018	二零二零年 同比变幅 Year-on-year Change in 2020
煤炭 Coal	万吨标准煤 10,000 tons of standard coal	0.2	0.7	2.6	-71%
用电量(外购电力) Electricity consumption (electricity purchased)	千万千瓦时 10,000,000 kilowatt hours	54.1	59.6	59.7	-9%
用电量(太阳能发电) Electricity consumption (electricity generated by solar power)	千万千瓦时 10,000,000 kilowatt hours	0.45	0.07	不适用 N/A	+531%
天然气 Natural gas	千万标准立方米 10,000,000 standard cubic metres	6.1	7.5	7.9	-19%
汽油 Gasoline	千吨 1,000 tons	0.4	0.6	0.8	-42%
柴油 Diesel	千吨 1,000 tons	2.2	3.1	3.1	-27%
热力消耗 Heat consumption	十亿千焦耳 1,000,000,000 KJ	2,514.9	2,854.2	2,765.0	-12%
单位综合能耗密度 Consolidated energy consumption density per unit	每千升产量标准煤 Standard coal per kilolitre output	0.021	0.023	0.024	-9%

二零一七年至二零二零年的单位综合能耗密度

Consolidated energy consumption density per unit from 2017 to 2020



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

温室气体排放管理

二零二零年，本集团的温室气体总排放量及密度如下：

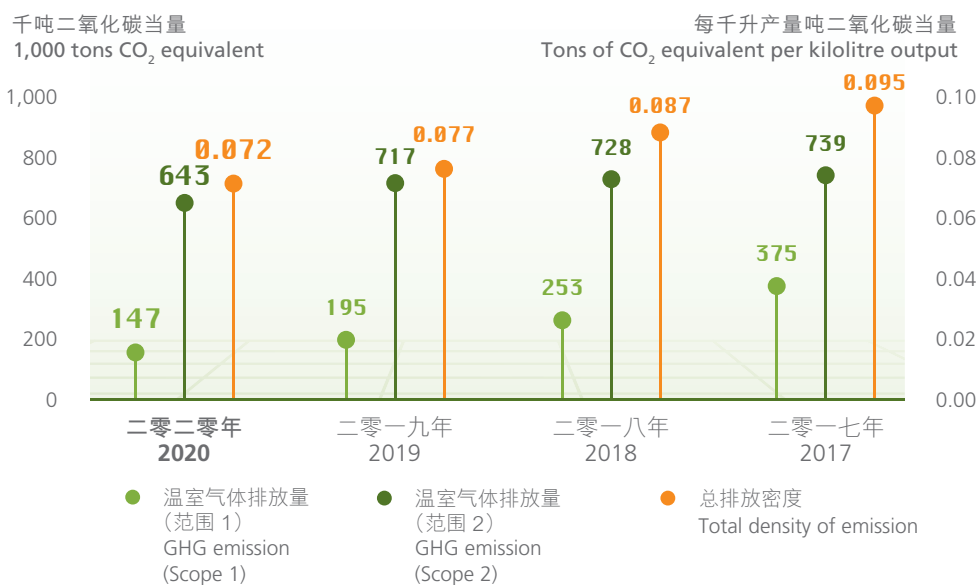
GHG EMISSION MANAGEMENT

Total greenhouse gas emissions and density of the Group in 2020 are set out as follows:

温室气体总量 Total greenhouse gas emissions	单位 Unit	二零二零年 2020	二零一九年 2019	二零一八年 2018	二零二零年 同比变幅 Year-on-year Change in 2020
范围1 Scope 1	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	147	195	253	-25%
范围2 Scope 2	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	643	717	728	-10%
总排放量 Total emissions	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	790	912	981	-13%
排放密度(范围1) Density of emission (scope 1)	每千升产量吨二氧化碳当量 Tons of CO ₂ equivalent per kilolitre output	0.013	0.017	0.022	-19%
排放密度(范围2) Density of emission (scope 2)	每千升产量吨二氧化碳当量 Tons of CO ₂ equivalent per kilolitre output	0.059	0.061	0.065	-3%
总排放密度 Total density of emission	每千升产量吨二氧化碳当量 Tons of CO ₂ equivalent per kilolitre output	0.072	0.077	0.087	-6%

二零一七年至二零二零年的温室气体排放

Greenhouse gas emissions from 2017 to 2020



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零二零年，二氧化碳排放量同比降低13%，单位产品二氧化碳排放量同比下降6%，实现碳排放总量和碳排放强度的双下降。

展望未来，本集团将继续推动产能优化、提升可再生能源、清洁能源占比。配合国家政策，本集团积极争取中期（4至5年）碳排放量和单位综合能耗保持下降趋势。同时，本集团积极争取中期（4至5年）提升沼气回收利用效率，按照「系统普适、科学严谨」的原则，找到提升沼气回收利用效率的最佳实践，提升沼气锅炉配置和可再生能源使用比例。

废气排放物管理

于二零一八年至二零二零年间，本集团在实施燃煤锅炉淘汰的基础上，推进京津冀及周边、汾渭平原、川渝等重点地区的生产工厂实施燃气锅炉低氮燃烧改造，进一步降低氮氧化物排放。

截至二零二零年，本集团累计实施或正在实施的低氮燃烧改造项目13家，累计投资达人民币1,107.486万元。项目实施后，工厂燃气锅炉氮氧化物排放浓度均可以满足《锅炉大气污染物排放标准》中特别排放限值或所在地方大气污染物排放标准要求。氮氧化物及二氧化硫排放量分别同比下降41%及75%。

In 2020, carbon dioxide emissions decreased by 13% on a year-on-year basis, and carbon dioxide emissions per unit product decreased by 6% on a year-on-year basis, reaching dual decreases in total carbon emissions and carbon emission density.

Looking ahead, the Group will continue to promote production optimization and improve the proportion of the renewable energy and clean energy. To align with national policies, the Group actively strives to maintain a downward trend of carbon emission and consolidated energy consumption per unit in the interim period (4 to 5 years). Simultaneously, the Group proactively makes efforts to improve the efficacy of methane recycle in the interim period (4 to 5 years). Following the principle of “systematic and universal, scientific and rigorous”, we will find the best method to improve the efficacy of methane recycle through increasing the proportion of methane boiler configuration and the use of renewable energy.

FLUE GAS EMISSION MANAGEMENT

From 2018 to 2020, the Group had promoted key areas including Beijing-Tianjin-Hebei region and its peripheral areas, Fenhe-Weihe Plain and Sichuan-Chongqing region to implement low-nitrogen combustion conversion for gas-fired boilers so as to further decrease nitrogen oxides (NO_x) emissions on the basis of the implementation of phasing out coal-fired boilers.

As of 2020, the Group has implemented or is implementing 13 projects of low-nitrogen combustion conversion for gas-fired boilers with cumulative investment of RMB11,074,860. Upon the implementation of the projects, concentration of NO_x emission from gas-fired boilers in plants also can meet special emission limit or local air pollutant emission standards in the requirements of “Emission Standard of Air Pollutants for Boilers”. NO_x and SO₂ emissions decreased by 41% and 75% on a year-on-year basis, respectively.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零二零年，本集团的排放物种类及相关排放数据如下：

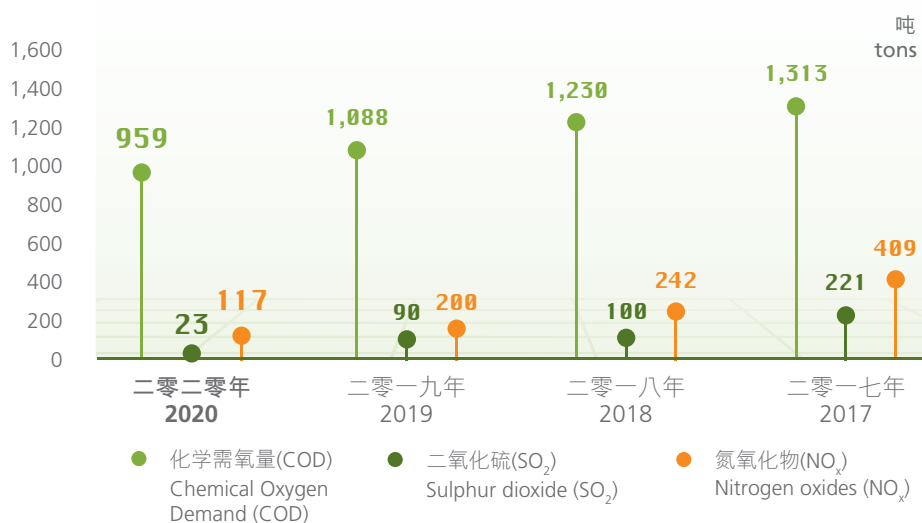
Emission types and relevant emission data of the Group in 2020 are set out as follows:

排放物种类 Emission type	单位 Unit	二零二零年 2020	二零一九年 2019	二零一八年 2018	二零二零年 同比变幅 Year-on-year Change in 2020
化学需氧量(COD) Chemical Oxygen Demand (COD)	吨 Tons	959	1,088	1,230	-12%
化学需氧量(排入自然水体) COD (discharged into natural water bodies)	吨 Tons	49	88	236	-45%
氨氮排放总量 Total ammonia nitrogen emissions	吨 Tons	94	99	不适用 N/A	-6%
氨氮排放量(排入自然水体) Ammonia nitrogen emissions (discharged into natural water bodies)	吨 Tons	2	11	不适用 N/A	-80%
二氧化硫(SO ₂)* Sulphur dioxide (SO ₂)*	吨 Tons	23	90	100	-75%
氮氧化物(NO _x)* Nitrogen oxides (NO _x)*	吨 Tons	117	200	242	-41%

* 主要是为啤酒生产过程中提供热能时燃烧燃料所产生

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

二零一七年至二零二零年的排放物
Emissions from 2017 to 2020



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

臭气治理及噪音防治

除了一般废气及二氧化碳减排，本集团一直关注生产工厂营运其他可能对周边环境及居民造成的影响，如臭气治理及噪音防治等环境问题。在工厂臭气治理方面，我们通过增建臭气收集及设施，协助处理糖化煮沸异味污水，改善工厂及周边范围的空气质量。针对噪音防治，工厂实施了一系列举措，包括增设声屏障、隔声吸声设施，改善作业流程，增加管理等，降低工厂噪音对周边环境敏感点（如居民区、学校）的影响。在「十三五」期间，本集团共计31项实施臭气治理和噪音防治项目，投资金额共达人民币3,600万元。

ODOR TREATMENT AND NOISE PREVENTION

Except for general flue gas and carbon dioxide emission reduction, the Group has always focused on other operations in production plants which might have an impact on surrounding environments and residents, including the environmental problems such as odor treatment and noise prevention. In terms of odor treatment in plants, we assisted in disposing of saccharified and boiled odor sewage through additionally building odor collection and measuring equipment to improve the air quality within the scope of plants and nearby areas. For noise prevention, the plants implemented a series of measures, including setting up sound barriers, soundproof and sound absorbing facilities, improving operation process and reinforcement on management, for the purpose of reducing the impacts of plants' noise on surrounding environment spots (such as residential areas, schools). During the period of the "Thirteenth Five-Year" Plan, the Group carried out a total of 31 projects for odor treatment and noise prevention, the investment amount of which reached RMB36 million in aggregate.

(三) 气候变化风险及机遇

本集团意识到气候变化对企业带来长期和重大的影响和风险，正着力制定策略对应，尽量避免对业务运营造成负面影响。

(III) RISKS AND OPPORTUNITIES OF CLIMATE CHANGE

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

本集团在二零一六年至二零一七年开展啤酒全生命周期碳足迹研究及核查试点，并与国际同行足迹参考对比。参考研究及核查对比结果，我们在产品结构、能源结构、原材料结构等方面实施降碳举措。比如，我们发现同容量的玻璃瓶产品碳足迹比铝罐的碳足迹高80%，因而逐步调整产品结构，逐步提高铝罐产品比重，降低玻璃瓶产品产量减少其碳排放，本集团正以每年17%的增长速度以铝罐包装取代玻璃瓶。另外，我们发现能源结构占比中，燃煤、外购蒸汽的碳足迹远高于天然气等清洁能源，因此实行产能及能源结构优化项目。

The Group conducted researches for whole life cycle of beer's carbon footprint and pilot verifications from 2016 to 2017, and also compared to those of international peers. By referring to the results of such researches, verifications and comparisons, we implemented carbon reduction measures in terms of product structure, energy structure, and raw material structure. For instance, we found out that the carbon footprint of glass bottle products of the same capacity was 80% higher than that of aluminum cans, so we gradually adjusted the product structure by gradually increasing the proportion of aluminum cans, and reducing the production of glass bottle products and thereby reducing our carbon emissions. The Group is replacing glass bottles with aluminum cans at an annual growth rate of 17%. Besides, we also found that in the proportion of energy structure, the carbon footprints of fire coal and the externally sourced steam were higher than that of clean energy such as natural gas, hence we carried out the project of energy capacity and energy structure optimization.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

气候变化使极端天气事件的出现次数更为频繁，或导致农作物失收或干扰日常的国际航运班次，对原材料进口等上游供应链营运构成影响。有见及此，本集团的采购部门持续对极端天气事件进行监察及风险评估。一旦发现原材料地区出现如干旱、洪涝等极端天气事件，部门将评估事件对当地各个农产品生产的影响，其中包括大麦和酒花，辅料及大米等原材料。这不但使我们可以避免啤酒酿造原材料短缺的问题，更可有效应对价格及生产成本上涨等不稳定性因素。为保障将来运营及供应的稳定性，本集团确保有多个地方的原材料供应来源，避免过分依赖单一地域的供应商，进一步提高供应链应对气候变化的韧性。

另一方面，全球水资源短缺的问题将因为日渐频繁的旱涝灾害恶化，对将来啤酒的生产运营构成影响。为了最大限度的保护水资源，本集团在各地工厂，尤其是位于水资源短缺地区的工厂，采取积极行动措施，如减少使用地下水及增加水的循环再用，优化升级改造啤酒酿造工艺，逐年降低生产水耗。展望未来，本集团将在新工厂选址过程考虑气候变化议题，并把地方水资源短缺问题纳入至其中的评估范围。

本集团正积极考虑以科学方法全面分析气候变化对行业及我们自身未来发展将会产生的实体影响。此举将有助加强本集团对气候变化风险的管控，并制定长、中及短期的气候变化应对策略。本集团同时积极响应国家的「十四五」规划愿景，结合香港联合交易所有限公司与监管机构要求，进一步规划减少生产过程中的碳排放及节约资源使用。本集团会继续积极落实清洁能源项目，降低产品全生命周期碳足迹，为消费者提供优质低碳的产品和服务。

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

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

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

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

(四) 水资源管理及污水处理

水资源稀缺是本集团关注的重大环境问题之一。在全球水资源日渐匮乏的情况下，本集团致力保护珍贵的水资源。为了加强水资源管理，我们根据国家标准制定了17项管理指标，其中包括反渗透废水率、冷凝水回收率、沼气使用量等，更有效地进行统一监管及统计。

水资源管理

按照中国国家水利部发布的二零一八年水资源公告，国家统计局发布的第六次人口普查统计资料，中国11个省、市、自治区被界定为水资源较为稀缺的地区。面对国内水资源短缺的问题，我们关注在水资源稀缺地区营运过程中的水资源管理，避免过度提取当地水源。为此，我们逐渐关闭水资源稀缺地区的作业工厂，数量由二零一五年的44家下降至二零二零年的29家，按年减少水资源消耗二百多万立方米。另外，本集团通过加强水资源管理，提升水资源利用效率。水资源稀缺地区的平均水耗为每千升2.69立方米，与本集团整体平均水耗相若。各个水资源稀缺地区中，山西省的平均水耗处于偏高水平，本集团于二零二零年当地进行产能优化，其中一家啤酒厂年底前已不再营运，该措施对未来提升当地用水效益会有所帮助。此外，「十三五」期间，可比工厂排入自然水体的整体化学需氧量和氨氮排放量分别同比下降96%和92%，展示了我们在水资源较为稀缺地区的水资源管理承诺。

(IV) WATER RESOURCES MANAGEMENT AND SEWAGE TREATMENT

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

WATER RESOURCES MANAGEMENT

According to the 2018 Water Resources Announcement issued by the Ministry of Water Resources of the PRC and the sixth census statistics released by the National Bureau of Statistics, 11 provinces, municipalities and autonomous regions in China are defined as regions with deficiency in water resources. Faced with the issue of domestic water shortage, we paid attention to water resources management during the process of operation in water-deficient areas to avoid excessive extraction of local water resources. In this connection, we gradually closed down operating plants in water-deficient areas, the number of which decreased from 44 in 2015 to 29 in 2020, while the annual reduction of water consumption reached more than 2 million cubic metres. Furthermore, the Group has strengthened water resources management in these regions to improve the utilization efficiency of water resources. The averaged water resumption of water-deficient areas was 2.69 cubic metre per kiloliter, similar to the Group's overall averaged water consumption. Among water-deficient areas, the averaged water consumption in Shanxi Province was on the high side. Therefore, the Group optimized local production in 2020 and one of the breweries in there was no longer in operation by the end of the year, which will help to improve local water efficiency in the future. In addition, the overall COD and ammonia nitrogen emissions discharged into natural water of comparable plants decreased by 96% and 92% in the period of "Thirteenth Five-Year" Plan, respectively, reflecting our promises regarding water resources management in water-deficient areas.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

本集团不断投入资源发展创新的节水科技，以减少耗水量并提高用水效率，我们开展的项目包括：

- 包装洗瓶机节水改造；
- 包装杀菌机热平衡改造；
- 全厂蒸汽冷凝水回收综合利用等。

除此之外，我们同时推行各种循环用水的措施，例如：

- 自产蒸汽冷凝水循环利用；
- 灌酒机真空泵冷却循环水；
- 糖化麦汁冷却热水回收利用；
- 就地离线化学清洗(CIP)水回收利用；
- 反渗透浓水回收利用；
- 串联水重复使用等。

透过以上节水技术和工艺，本集团的总用水量由二零一六年的38,781千立方米减少至二零二零年的29,330千立方米；每千升产量总用水密度由二零一六年的3.25立方米减少至二零二零年的2.69立方米，处于国内同行领先水平，并与国际同行比肩。本集团的地下水使用量则由二零一六年的1,500余万立方米使用量(约占总用水量的41%)减至二零二零年的360余万立方米(约占总用水量的12%)，累计减少地下水使用量达1,140余万立方米。

The Group continuously invested resources to develop and innovate energy saving technology to reduce the water consumption and improve the utilization efficiency of water resources. Our launched projects include:

- Water-saving transformation of packaging bottle washer;
- Heat balance transformation of packaging sterilization machine;
- Steam condensate water recycling and comprehensive utilization of the whole plant, etc.

Besides, we also launched various measures for water recycling, such as:

- Recycling of self-produced steam condensate water;
- Cooling recycled water from filling machine vacuum pump;
- Recycling of saccharified wort cooling hot water;
- Recycling of water from Clean in Place (CIP);
- Recycling of reverse osmosis concentrated water;
- Reuse of serial water, etc.

Through the aforesaid water saving technologies and processes, the total water consumption of the Group decreased from 38,781 thousand cubic metres in 2016 to 29,330 thousand cubic metres in 2020; the total water density per kilolitre output decreased from 3.25 cubic metres in 2016 to 2.69 cubic metres in 2020, which is leading among the domestic industry peers and comparable to the international peers. The underground water consumption of the Group decreased from over 15 million cubic metres in 2016 (representing approximately 41% of the total water consumption) to over 3.6 million cubic metres in 2020 (representing approximately 12% of the total water consumption), with the cumulative reduction of underground water consumption of more than 11.40 million cubic metres.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

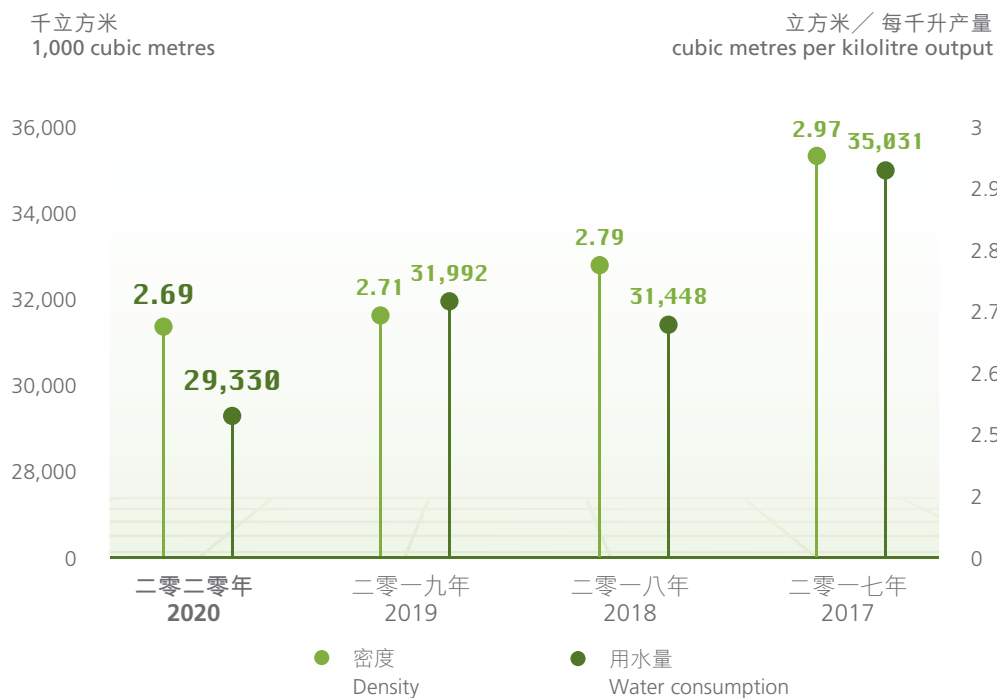
二零二零年，本集团的用水量数据如下：

In 2020, water consumption data of the Group is set out as follows:

	单位 Unit	二零二零年 2020	二零一九年 2019	二零一八年 2018	二零二零年 同比变幅 Year-on-year Change in 2020
用水量 Water consumption	千立方米 1,000 cubic metres	29,330	31,992	31,448	-8%
密度 Density	立方米／每千升产量 Cubic metres per kilolitre output	2.69	2.71	2.79	-1%

二零一七年至二零二零年的用水量和密度

Water consumption and density from 2017 to 2020



第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

污水排放管理

在污水处理方面，本集团严格遵守国家或地方污水排放标准，并制定严于合规要求的内控指标，管控污水排放风险。二零二零年，本集团污水产生量达1,773万吨。为避免污水流入自然水体，我们于厂区采取「清污分流、雨污分流」等措施，并于污水排放口安装有化学需氧量(COD)、氨氮、总磷、总氮检测设备，与相关政府部门进行实时监控。本集团未来在搬迁、新建工厂时，更为注重工厂选址、建设对周边生态环境造成的影响评估，加强内部能效管理，持续提升用水效能。同时，本集团将工厂环境表现和能源绩效作为产能优化的重要依据，优先关停污水通过厂内污水处理系统处理后达标排放至自然水体的工厂。再者，本集团持续投入资金改造污水排入市政污水集中处理的设施。本集团积极争取中期(4至5年)化学需氧量(排入自然水体)保持下降趋势。

在地方政府的大力支持下，我们不断改造外排管线，将污水排入市政污水集中处理设施。二零二零年，本集团污水排入自然水体的工厂数量已下降至5家，化学需氧量(排入自然水体)同比下降超过45%，氨氮排放量(排入自然水体)同比下降接近80%。

为减少新建工厂对周边生态环境及水源造成影响，本集团制定了《生产工厂设计规范》，要求在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，并对附近水源的水质进行严格的监控，确保我们的生产能达到「零污染、低能耗、清洁生产」。

SEWAGE DISCHARGE MANAGEMENT

In respect to sewage treatment, the Group strictly complied with the national or local sewage discharge standards, formulated the internal control index in compliance with regulations and requirements, managed and controlled sewage discharge risks. In 2020, the amount of sewage generated by the Group reached 17.73 million tons. To avoid sewage discharged into nature water bodies, we took various measures such as the "separation of clean water and sewage, separation of rain water and sewage" in plants. Devices for the inspection and testing of Chemical Oxygen Demand (COD), ammonia nitrogen, total phosphorus and total nitrogen have been installed at sewage outlets and monitored with relevant government authorities in real time. When relocates and builds new factory in the future, the Group will pay more attention to select the factory site and assess construction's impact on surrounding environment, strengthen internal energy efficacy management and improve efficiency of water consumption. Meanwhile, the Group will consider the performance of factory environment and energy performance as an important reference to optimize production capacity, and will prioritize to shut down the factory that discharges its sewage into natural water bodies after treating by the sewage treatment system in the factory. Moreover, the Group continues to invest in the renovation of facilities for the discharge of sewage to the centralized municipal sewage treatment. The Group actively strives to maintain a downward trend of COD (discharged into nature water bodies) in the interim period (4 to 5 years).

With strongly support of the local government, we continuously transformed outside pipelines so that the sewage could be discharged into the centralized treatment facilities for urban sewage treatment. In 2020, the number of the Group's plants whose sewage was discharged into natural water bodies decreased to 5. COD (discharged into natural water bodies) decreased by over 45% on a year-on-year basis. Ammonia nitrogen emissions (discharged into natural water bodies) decreased by around 80% on a year-on-year basis.

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

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

(五) 废弃物及包装材料处理

减低废弃物及包装材料生产量

本集团致力加强废弃物及包装材料的管理以减少资源使用。我们在运营过程中产生的主要废弃物为酒糟、废酵母，而包装材料主要包括瓶子、易拉罐、纸箱和塑膜。为妥善处理以上资源，我们制定了一系列的管理制度。

本集团透过一系统的方式实施源头减废，减少在包装物料上的资源使用。在保持质量要求的前提下，我们多年来一直努力透过产品包装的设计及物料选用过程，达致包装物料轻量化，并取得以下成果：

- | | |
|----|--|
| 铝罐 | • 铝材物料厚度由0.265毫米降低至0.260毫米。 |
| 纸箱 | <ul style="list-style-type: none"> • 采用低克重，高强度原纸； • 推动预印纸箱替代胶印纸箱，使每一纸箱降低15克重量； • 使用预印纸箱量的比率从前期37%提升至二零二零年占比80%。 |
| 托盘 | • 所有木制托盘、铁制托盘已被塑料托盘替代。 |

除了在产品设计的层面减少碳排放，我们关注原材料进口时的包装材料生产量，亦要求供应商在运输麦芽的过程中减少使用独立包装。年内，我们在上游价值链中把麦芽散装运输的比率减低至49%，节约共800万个包装袋。

(V) WASTE AND PACKAGING MATERIAL TREATMENT

REDUCE THE OUTPUT OF THE WASTE AND PACKAGING MATERIAL

The Group stays committed to enhancing the management of the waste and packaging material to reduce the use of resources. The wastes generated during our operation mainly include distiller's grains and waste yeasts, while the packaging materials mainly include bottles, cans, cartons and plastic films. In order to properly dispose of the above resources, we have formulated a series of management regulations.

The Group reduced wastes at source through systematic measures to decrease the use of resources on packaging materials. On the premise of maintaining quality requirements, we have been labouring to achieve the lighter weight of packaging materials through product packaging design and material selection process over the years, and have made achievements as follows:

- | | |
|---------------|--|
| Aluminum cans | • The thickness of aluminum material reduced from 0.265mm to 0.260mm. |
| Cartons | <ul style="list-style-type: none"> • Use low-gram, high-strength base paper; • Promote pre-printed cartons to replace offset cartons, decreasing 15 grams for each carton; • The proportion of the use of pre-printed cartons increases from 37% in the previous period to 80% in 2020. |
| Pallets | • All wooden pallets and iron pallets have been replaced by plastic pallets. |

Except reducing carbon emission on product design, we concern about the output of packaging materials when imported raw materials, and require suppliers to reduce the use of independent packages during the transportation of the malt. During the year, we decreased the rate of bulk transportation of malt in upstream chain to 49%, saving a total of 8 million packaging bags.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零二零年，本集团的产品包装物料消耗量数据如下：

In 2020, consumption data about product packaging material of the Group are set out as follows:

	单位	二零二零年	二零一九年	二零一八年	二零二零年 同比变幅 Year-on-year change in 2020
	Unit	2020	2019	2018	
瓶子 Bottle	千吨 1,000 tons	1,250	1,476	1,484	-15%
易拉罐 Can	千吨 1,000 tons	100	96	71	4%
纸箱 Carton	千吨 1,000 tons	300	315	288	-5%
塑膜 Plastic film	千吨 1,000 tons	12	14	12	-14%

我们持续推动环保回收工作，把啤酒生产过程中所产生的物料循环再用。于二零二零年，干酒糟和干废酵母的回收率维持在100%。另外，我们继续对废铝、玻璃渣、废纸箱等进行回收。我们会把回收得到的玻璃瓶进行清洁消毒，并再度使用，在二零二零年期间使用的玻璃瓶，约80%为可回收再用，占比持续上升。这些举措不但能减少废弃物的产生，更能为本集团创造了约人民币3.4亿元的经济价值，其中回收的酒糟及废酵母各占人民币2.1亿元及人民币0.5亿元。通过加强酒糟、废酵母的回收管控，根据地方特点要求，适当配置烘干设备装置，我们积极争取(4至5年)中期干酒糟和干废酵母回收率维持100%。

针对未能通过内部品质监控的包装，工厂对其废弃铝罐、玻璃渣及废纸箱进行了100%回收处理，并重新投入生产过程中，达致生产过程零浪费。

We continue to promote environmental protection and recycling to reuse the materials generated in brewing process. In 2020, the recycle rate of dried distiller's grains and dried waste yeasts remained 100%. Besides, we keep recycling various wastes such as waste aluminum cans, glass slags, and waste cartons. The recycled glass bottles are cleaned and disinfected, then reused. Around 80% of glass bottles used in 2020 can be recycled and reused and the proportion has been increasing. Such measures not only reduce the generation of wastes but also create an economic value of approximately RMB340 million for the Group, of which the recycled distiller's grains and waste yeast represent RMB210 million and RMB50 million respectively. Through strengthening the control of recycling distiller's grain and waste yeast, we equipped appropriate drying device in accordance with local's specific requirements, and strived to remain 100% recycle rate of dried distiller's grain and dried waste yeast in the interim period (4 to 5 years).

For the packaging that fails to pass the internal quality control, the plant recycles 100% of the discarded aluminum cans, glass slags and waste cartons, and puts them back into the production process to achieve zero waste in the production process.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

二零二零年，本集团的废弃物产生数据及回收循环再利用比率如下：

In 2020, the waste generation data and recycling ratio of the Group are as follows:

	单位 Unit	二零二零年			二零一九年			二零一八年		
		2020			2019			2018		
		产生量	回收量	回收率	产生量	回收量	回收率	产生量	回收量	回收率
		Output	Recycled amount	Recycling rate	Output	Recycled amount	Recycling rate	Output	Recycled amount	Recycling rate
干酒糟 Dried distiller's grains	千吨 1,000 tons	169	169	100%	195	195	100%	181	181	100%
干废酵母 Dried waste yeasts	千吨 1,000 tons	16	16	100%	17	17	100%	17	17	100%

妥善处置废弃物

于二零二零年，本集团依照新修定的《中华人民共和国固体废物污染环境防治法》制定了《华润雪花啤酒固体废物管理制度》，更有效地管理我们的固体废物。我们的减废工作主要遵循减量化、资源化、无害化的原则，从采购到销售，实施全流程的绿色运营模式。本集团生产过程中并无显著的有害废弃物产生。

另外，我们继续执行《华润雪花啤酒副产物及废旧物资管理规定》，要求按类别储存不同的固体废弃物，通过对废旧物资回收、分类、鉴定、存储、保管、售卖和处理等全流程进行细化规定，达到防渗漏、防流失及防扬散的三防标准。在售卖废旧物资中，考虑在处理过程中对环境的影响及要求，要求酒糟承销商运输车辆具备防止酒糟滴漏的防护措施；鼓励承销商安装烘干设备，一旦未能实时处理，进行暂时烘干，避免造成环境污染，优先考虑具备烘干设备的承销商。

PROPERLY DISPOSE OF WASTES

In 2020, the Group formulated the "Solid Waste Management System of CRSB" in accordance with the newly amended "Law of the PRC on the Prevention and Control of Environment Pollution Caused by Solid Wastes" to manage our solid wastes more effectively. Our waste reduction efforts mainly follow the principles of reduction, resourcefulness and harmlessness. We have implemented green operation model covering entire process from procurement to sale. There is no significant hazardous waste generated during the Group's production process.

In addition, we continue to implement the "Regulations on the Management of By-products and Waste Materials of CRSB" to require that different solid wastes shall be stored by category. Through the detailed regulation for the whole process of recycling, classification, identification, storage, maintenance, sale, and treatment of waste materials, we meet the three prevention standards, that is, leakage prevention, loss prevention and scattering prevention. In connection with the sale of waste and obsolete materials, the Group also considers the impact on the environment during the process of handling and relevant requirements, as we require contract vendors of distiller's grains to adopt protective measures for their trucks to prevent leakage or dripping. We also encourage the vendors to install drying equipment, so that distiller's grains that cannot be disposed of for the time being can be dried to prevent pollution of the environment. Vendors with drying equipment are considered for appointment ahead of others.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

为了确保废物合规处置，我们亦会在每月对固废物的处置过程进行跟踪验证，致力于做到废旧物资回收有管理、有监督的闭环监控管理。

In order to ensure that disposal is compliant with pertinent regulations, we also check and verify the process of solid waste disposal on a monthly basis, and are committed to achieving managed and supervised closed-loop control and management of waste and obsolete material recycling.

(六) 环保宣传教育及业界环保参与

(VI) PROMOTION OF ENVIRONMENTAL EDUCATION AND PARTICIPATION IN ENVIRONMENTAL PROTECTION IN THE INDUSTRY

本集团积极在各级公司开展环保宣传教育及培训活动，以提高员工的环保意识。二零二零年，我们举办了一系列线上培训，例如：

In order to improve the environmental awareness of staff, the Group carried out environmental protection publicity and education as well as training activities for staff at all levels within the companies. In 2020, we held a series of online training programs, such as:

- 邀请中国环境科学研究院的专家为各区域公司、生产工厂环保管理专业人员进行在线答疑；
- Invited experts from the Chinese Research Academy of Environmental Sciences to conduct online Q&A sessions for environmental management professionals from regional companies and production plants;
- 组织线上环保专项检查培训、环境监测管理办法制度培训、环境风险排查及填报培训和环保检查工作要点培训等。
- Organized training on online special environmental inspections, training on environmental monitoring management measures and systems, training on environmental risk identification and filling and training on major points about environmental inspection etc.



为提高员工环保意识和培训垃圾分类观念，本集团湖南工厂EHS部组织开展以「垃圾分类、变废为宝」为主题的宣传活动，在学习宣传后现场参与员工将记录垃圾名称的卡片进行垃圾分类投放，加深理解。
In order to improve staff's environmental awareness and form the concept of garbage sorting, EHS Department of Hunan factory of the Group organized a publicity activity with "sorting the garbage, turning waste into treasure" as the theme. Participating staff sorted cards with the name of garbage and placed the card in the right location when they finished the study, so as to reinforce their understanding.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

针对气候变化等不同环保议题，我们组织了不同主题的环保宣传活动，营造节能低碳的浓厚氛围。年内举行与环保相关的主题活动包括：

In response to various environmental issues such as climate change, we organized environmental protection publicity activities with different themes to create a strong atmosphere of energy saving and low carbon. Thematic activities related to environmental protection held in the year included:

- 「美丽中国，我是行动者」环境日主题活动；
- 「绿水青山，节能增效」节能宣传周主题活动；
- 「绿色低碳，全面小康」低碳日主题活动等。
- The Environment Day publicity activity with the theme of "Beautiful China, I am an actor";
- The Energy Conservation Week activity with the theme of "Lucid water and lush mountains, energy saving and efficiency enhancement";
- The Low Carbon Day activity with the theme of "Green and low carbon, comprehensive well-off".



本集团河南工厂不断美化生产环境，提高厂区绿化面积，并在办公室、会议室增加绿植，美化办公环境，提升员工工作舒适度，并于二零二零年全国节能宣传周和全国低碳日期间种植银杏树50余株，以实际行动践行绿色环保生活。
Henan factory of the Group continues to beautify production environment and increase green areas, as well as adding plants in offices and meeting rooms to embellish the office environment and enhance the comfort for the staff. During the National Energy Conservation Week and National Low-Carbon Day in 2020, we planted more than 50 Ginkgo trees, practicing green life with practical actions.

第三章 环境保护

CHAPTER 3: ENVIRONMENTAL PROTECTION

通过各项环保举措，本集团的环保表现获得公众及各界的认可。二零二零年，我们多间下属公司在环保方面取得骄人的成绩，其中包括：

Through various environmental initiatives, the Group's environmental performance has been recognized by the public and all walks of life. In 2020, our subsidiaries made incredible achievements in environmental protection, including:

二零二零年国内环境保护奖项 2020 Domestic Environmental Protection Award		
奖项名称 Name of award	获奖单位 Awarded entity	颁发机构 Awarding body
第十届中国公益节 - 2020年度责任品牌奖及2020企业社会责任行业典范奖 The 10th China Charity Festival - 2020 Annual Responsible Brand Award and 2020 Corporate Social Responsibility Industry Model Award	华润雪花啤酒 CRSB	众多媒体联合举办 Jointly held by multiple media
超卓环保安全健康奖(大型企业)金奖 Environmental, Health and Safety Award (Large Enterprise) Gold	华润雪花啤酒(六安)有限公司 China Resources Snow Breweries (Lu'an) Co., Ltd.	香港环保促进会主办「香港绿色企业大奖2020」 "Hong Kong Green Awards 2020" organized by Hong Kong Green Council
优越环保管理奖 - 企业(大型企业)银奖 Green Management Award - Enterprise (Large Enterprise) Silver	华润雪花啤酒(四川)有限责任公司内江分公司 China Resources Snow Breweries (Sichuan) Co., Ltd. Neijiang Branch 雪花啤酒(佛山)有限公司 Snow Breweries (Foshan) Co., Ltd.	
绿色工厂 Green Plant	华润雪花啤酒(上海)有限公司 China Resources Snow Breweries (Shanghai) Co., Ltd.	上海市发改委和经信委 Development and Reform Commission and Economic and Information Commission in Shanghai
2020年重点用水企业水效领跑者 2020 Leading Water Efficient Enterprise	华润雪花啤酒(上海)有限公司 China Resources Snow Breweries (Shanghai) Co., Ltd.	发改委、工信部、水利部和市场监管总局 Development and Reform Commission, Ministry of Industry and Information Technology, Ministry of Water Resources and General Administration of Market Regulation
广东省节水型企业 Guangdong Province Water-saving Enterprise	雪花啤酒(东莞)有限公司 Snow Breweries (Dongguan) Co., Ltd.	广东省水利厅 Water Supplies Bureau of Guangdong Province
节水型企业 Water-saving Enterprises	华润雪花啤酒(广东)有限公司 China Resources Snow Breweries (Guangdong) Co., Ltd.	广东省住建厅和发改委 Department of Housing and Construction and Development and Reform Commission of Guangdong 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	安徽省水利厅和经信厅 Water Supplies Bureau and Economic and Information Department of Anhui Province
	华润雪花啤酒(浙江)有限公司 China Resources Snow Breweries (Zhejiang) Co., Ltd. 华润雪花啤酒(温州)有限公司 China Resources Snow Breweries (Wenzhou) Co., Ltd.	浙江省经信厅 Economic and Information Department of Zhejiang Province

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

长期以来，本集团深明饮水思源的重要，一直致力于推动社区关爱慈善公益事务，支持赈灾济难、扶助贫困，促进教育、保护环境等方面来关注社区。二零二零年，本集团秉持「酿造美好生活」的核心理念，在原有慈善公益活动实施细则和社会责任管理制度基础上，为消费者提供超越期望的产品与体验，也让员工参与关爱社区活动，在持份者提升价值的同时，也为环境和社会带来绿色和谐发展。本年度，本集团提出382项社会责任关键指标，其中针对社区关爱提出24项关键指标，并鼓励本集团各单位按照指标，积极开展关爱社区行动。

二零二零年，本集团全年开展慈善公益相关活动，以抗击新冠疫情为核心，现金投入约人民币1,560万元，其中人民币1,500万元向武汉市和武汉市东西湖区定向捐赠，用以采购口罩、消毒液、护目镜、呼吸机等医疗物资，帮助医护人员更加安全地救治病患。另外，本集团各下属单位向陕西、湖北、黑龙江、吉林、内蒙古、安徽等各地卫生防疫部门捐赠价值人民币百万元的防疫物资和生活保障物资。我们心系社会，关注员工健康的同时，更投入各项人力及资源于慈善抗疫活动，与社区一同共度时艰。

(一) 参与公益事务

本集团在赈灾扶贫、促进教育及保护环境方面，一直推动关爱社会慈善公益事务，积极关注社区发展。于二零二零年，本集团着力推进预算管理、项目过程管理和评估，鼓励内部各单位开展形式多样的项目。

For a long time, the Group fully realizes the importance of that we always ponder in gratitude the factors which have contributed to our success. We have been committed to promoting community caring charity affairs, and have paid attention to the community development in several fields including disaster relief and poverty alleviation, education promotion and environmental protection. In 2020, upholding the responsible concept of "Brewing a Better Life", the Group not only provided consumers with products and experiences that exceeded their expectations on the basis of existing implementation rules for charitable activities and social responsibility management system, but also encouraged employees to engage in community caring activities, bringing green and harmonious development to the environment and society while enhancing stakeholders' value. This year, the Group proposed 382 key indicators for social responsibility, of which 24 key indicators were for community caring, and encouraged each unit of the Group to actively carry out community caring actions in accordance with the guidelines.

In 2020, the Group carried out relevant charitable activities with fighting against COVID-19 pandemic as the core, and invested a cash of approximately RMB15.6 million, including a targeted donation of RMB15 million to Wuhan City and East-west Lake District in Wuhan for the purchase of medical materials such as masks, disinfectants, goggles, ventilators, etc. to help medical workers treat patients in a more safely manner. In addition, the subsidiaries of the Group donated pandemic prevention materials and life support materials that worth millions of yuan to health prevention departments in Shaanxi, Hubei, Heilongjiang, Jilin, Inner Mongolia, Anhui and other places. We not only were concerned about our society and paid attention to employees' health, but also devoted all our manpower and resources to charitable anti-pandemic activities and sailed through such a difficult time with the local community.

(I) ENGAGEMENT IN PUBLIC WELFARE AFFAIRS

In disaster relief and poverty alleviation, education promotion and environmental protection, the Group has been promoting social charity affairs and has actively paid attention to the community development. In 2020, the Group focused on promoting budget management, project process management and evaluation, and encouraged each internal unit to carry out various types of projects.

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

这些项目包括：

- 贵州省龙里县和黔东南州实施定点扶贫项目；
- 贵州凯里市下司镇花桥村定点扶贫项目；
- 安徽省望江县雷池乡三合村、岳西县前镇天台村定点扶贫项目；
- 湖北省排市镇洛元村定点扶贫项目；
- 西藏自治区马里镇搬迁集中安置点定点扶贫项目；
- 山东省烟台房家疃村定点捐赠；
- 甘青藏区域向海原华润希望小镇捐赠公共设施；
- 海原华润希望小镇童梦广场援建项目；
- 安徽省淮北工厂协助临涣镇贫困人口中行动不便的长者及残疾人士采购救助物品等；
- 浙江区域公司萧山工厂持续开展对浙江萧山区、新街镇实施的五年期定向资助或救助款等。

本集团积极推动爱心捐赠及志愿工作，协助社区有需要的人。我们了解不同年龄阶段、不同地区以及季节都会影响受助人士的需要，向他们捐赠所需物资。另外，我们的志愿团队更深入社区，透过亲身参与志愿工作支援当地贫困人士，希望为他们送上温暖和祝福。

Such projects include:

- Implementation of targeted poverty alleviation projects in Longli County and Qiandongnan Prefecture, Guizhou Province;
- Targeted poverty alleviation project at Huaqiao Village, Xiasi Town, Kaili City, Guizhou Province;
- Targeted poverty alleviation projects at Sanhe Village, Leichi Township, Wangjiang County and Tiantai Village, Qianzhen Town, Yuexi County, Anhui Province;
- Targeted poverty alleviation project at Luoyuan Village, Paishi Town, Hubei Province;
- Targeted poverty alleviation project at the centralized relocation site in Mali Town, Tibet Autonomous Region;
- Targeted donation to Fangjiatuan Village, Yantai, Shandong Province;
- Donation of Public facilities to Haiyuan China Resources Hope Town from Gansu-Qinghai-Tibet region;
- Assistance in construction project of Tongmeng Square in Haiyuan China Resources Hope Town;
- Procurement of aid supplies for the elderly and the disabled from poverty-stricken households in Linhuan Town with the help of Anhui Huaibei Plant;
- Xiaoshan Plant of Zhejiang regional company continuing to carry out five-year plan to provide targeted subsidies or relief funds for Xiaoshan District and Xinjie Town in Zhejiang Province.

The Group actively promotes charitable donations and voluntary work to help the needy in the community. We realize that different age groups, regions and seasons affect the needs of the recipients. Therefore, in addition to donating the necessary materials to them, our volunteer team went deeper into the community to support the needy by participating volunteer work, hoping to send warmth and blessings to them.

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

案例： Case study:

六安工厂在寒冷冬日向15名贫困学生赠送日常生活物品及文具，包括暖衣、背包以及课外读物。

Lu'an plant donated daily necessities and stationeries such as warm clothes, school bags and extracurricular books to 15 poor students in winter.



案例： Case study:

本集团黑龙江营销中心义工前往达志市一曼小学，开展爱心捐赠助学活动。

Volunteers from the Group's Heilongjiang Sales and Marketing Center went to Yiman Primary School in Dazhi City to carry out donation activities to help students.



第四章 社会责任 CHAPTER 4: SOCIAL RESPONSIBILITY

案例： Case study:

黔南公司「关爱老人，我们在行动」

Qiannan Company carried out "care for the elderly, we are in action" activity

二零二零年十一月十五日，阳光明媚，本集团黔南公司乘著晴好的天气，到龙里县谷脚镇观音山敬老院开展「关爱老人，我们在行动」志愿服务活动。

On 15 November 2020, a sunny day, Qiannan Company of the Group carried out a voluntary service activity of "care for the elderly, we are in action" at Guanyinshan Elderly Home in Gujiao town, Longli county.

志愿者亲手将糕点、水果、日用品等送到老人手里，并与老人们交流谈心，详细了解他们在生活上的困难和需求。志愿者们还带去了包饺子的食材，亲手为老人们包一顿饺子，之后还为老人们集体庆祝了生日，活动现场充满了欢声笑语，这些细小的举动不仅给老人们送上物质上的慰问，还为他们带来心灵上的慰藉，使他们感受到温暖。

Volunteers sent pastries, fruits, daily necessities and other items to seniors by themselves and chatted with them to realize their daily difficulties and needs. Our volunteers also brought the ingredients to make dumplings for the elderly. In addition, they celebrated birthdays for the elderly together and the event was full of laughter. These dedicate actions brought not only material comfort to the elderly but spiritual comfort, which made them feel warm.



案例： Case study:

西昌分公司组织员工无偿献血

Xichang Branch organized employees to donate blood

在二零二零年六月十四日第17个世界献血者日之际，本集团西昌分公司组织生产系统、销售系统两支队伍员工共计40余人，配合凉山州卫生医疗系统开展了「献血，让世界更健康」为主题的活动。

On 14 June 2020, the 17th World Blood Donation Day, Xichang Branch of the Group organized a total of 40 employees from manufacturing sector and sale sector to carry out the activity marked the theme of "blood donation makes the world healthier", collaborating with Liangshan Prefecture Health Care system.

本次活动分两组进行，无偿献血者现场献血；街头义务宣传者，给群众讲解无偿献血的意义、好处等，并发放无偿献血的相关宣传手册。

The event was divided into two groups: voluntary blood donors donated blood on site; volunteer street promoters explained the meaning and benefit of blood donation to the public and distributed relevant blood donation brochures.



第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

(二) 支援社区建设

除了经营啤酒业务，本集团始终秉承本地化经营的理念，透过不同方式努力推动当地经济和改善本地居民的就业情况，达致社区共建。

为响应国家政策的号召，本集团在疫情减退后推出一系列就业计划，加速恢复国内经济，缓解地方受疫情冲击导致的就业问题。我们的天津分公司积极响应政府「稳岗扩就业」政策，向天津市南开区商务局及人力资源和社会保障局提供45个职位；另外，本集团常州工厂于二零二零年度第二季度累计招聘170人，致力为本地居民提供良好的就业机会。除此之外，我们的山西营销中心联合华润万象城餐饮商户，共同举办「星耀万象·万象大吉」夜经济广场市集，促进消费，推动地方就业市场发展，让城市更具烟火气息。

另外，我们积极与当地院校合作，通过学业及就业支援、专业技能培训等方式，提升本地居民的职业技能及就业机会。二零二零年，本集团持续搭建校企平台，在华侨大学生物工程学院老师的带领下，让一众师生来到泉州工厂进行校外实习交流，培育当地人才。

(II) SUPPORTING COMMUNITY CONSTRUCTION

In addition to operating beer business, the Group still upholds the concept of localized operation and strives to promote local economy and improve the employment of local residents to achieve joint community construction.

In response to the national policy, the Group launched a series of employment programs when the pandemic subsided, to accelerate domestic economic recovery and solved local employment problems caused by pandemic. Our Tianjin branch actively responded to the government's policy of "stabilizing and expanding employment" by providing 45 work positions to the Tianjin Nankai District Bureau of Commerce and the Bureau of Human Resources and Social Security; in addition, our Changzhou factory recruited 170 people in the second quarter in 2020, striving to provide good employment opportunities for local residents. Furthermore, our Shanxi Sales and Marketing Center, in collaboration with the China Resources Mixc caterers, organized the "Starlight Mixc — Mixc Grand Lucky" night economy square bazaar to promote consumption and the development of the local job market, making the city more vibrant.

Besides, we actively co-operated with local universities and colleges to improve local residents' vocational skills and increase their employment opportunities through academic and employment support, and professional skills training. In 2020, the Group continued to set up the school-enterprise platform under the leadership of teachers from the Biological Engineering College at Huaqiao University, invited the teachers and students to the Quanzhou factory for off-campus internships and exchanges to nurture local talent.

案例： Case study:

遂宁分公司积极参与乡村振兴工作

Suining Branch actively participated in rural revitalization

为贯彻落实遂宁市经开区振兴工作方案，华润雪花啤酒(四川)有限责任公司遂宁分公司开展系列帮扶慰问活动。

In order to implement the work plan to revitalize Suining Economic Development Zone, Suining Branch of China Resources Snow Breweries (Sichuan) Co., Ltd. carried out a series of assistance and comfort activities.

二零二零年十二月十六日，本集团组织部分员工前往位于西宁乡的斑竹园村，该村虽已脱贫摘帽，但仍有重点扶贫任务的非贫困村，现有五保户16户，贫困户28户，遂宁分公司根据前期调研情况，精心策划、积极有效行动，开展交流座谈会、探讨村企共建、乡村振兴、增加收入的新路子；随后开展以购促扶活动，员工自发购买困难户土鸡蛋、红薯等土特产，帮助解决困难群众农产品滞销问题；活动开展前员工自愿捐款，用于慰问五保户，改善他们的生活条件。

On 16 December 2020, the Group organized some staff to visit Banzhuyuan village in Xining Township. Although the village has shaken off poverty, it was still a non-poverty village with key poverty alleviation task, with 16 five-guarantee households and 28 poor households. According to the previous research result, Suining Branch carefully planned and took an active and effective actions to carry out exchanges and seminars to discuss new methods to build village with enterprises, revitalize rural villages and increase income. We subsequently held an activity to help villagers by purchasing their products. Staff volunteered to buy local produce such as eggs and sweet potatoes from households with difficulties to solve the problem of slow-moving agricultural products. Before the activity, employees volunteered to raise money to comfort five-guarantee households and improve their life.

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

(三) 疫情防控工作

因应新型冠状病毒肺炎疫情，本集团第一时间发布疫情预警信息，启动应急响应，积极组织有效应对。本集团成立的疫情决策小组，继续保持严格的监管工作，明确各单位各部门的职责和措施，确保有效的领导指挥，完善预防控制和监督管理体系，继续认真履行各项防控疫情的职责，确保全面落实防控疫情工作。本集团不但定期召开工作会议，还跟进疫情最新发展、分析形势，协调督促各单位部门遵守落实防疫工作情况。

在疫情得到显著改善的情况下，本集团仍遵守严谨的监管，建立「外防输入内防扩散」的常态管理机制，以防疫情输入及在社区爆发。我们根据国家最新政策公布条款定立机制细节，结合地方政策的实际情况，本集团组织返岗复工人员健康管理，常态化疫情防控措施，切实推进本集团各单位顺利复工复产，减低传播风险。同时，本集团仍然实施弹性工作制，避免员工于通勤及办公空间群聚，并允许个别员工因应疫情关系采取远程办公，尽量防止外来输入的疫情。我们持续跟进关心员工的健康情况和出行信息，特别为长假后有从疫区或途经疫区的员工，采取隔离和检疫措施。

本集团视持续支持各部门的防疫措施为必要的工作，并定期采购防疫的医疗物资，确认防疫用品清单，为员工提供口罩、消毒液等必要的防疫用品，确保员工有足够安全的防护。本集团重视各个办公区域、生产工地和公共区域的卫生管理，每日安排专人进行杀菌消毒，确保员工有一个整洁的工作环境。同时，本集团亦通过线上线下结合的方式，向员工宣传防疫知识，传播防护技能，提升员工自我保护意识。

(III) PREVENTION AND CONTROL OF COVID-19

In view of the COVID-19, the Group released early warning information of the pandemic, initiated emergency response and actively organized effective response. The pandemic decision-making team set up by the Group continues to maintain strict supervision, clarifies all units and departments responsibility and measures to ensure an effective leadership, and improves the prevention and control system as well as supervision and management system, continuing to strictly and seriously carry out its anti-pandemic duties and ensuring the implementation of all-round anti-pandemic prevention and control work. The Group not only convenes regular work meetings, but also follows up on the latest development of the pandemic, analyzes the situation, coordinates and oversees the implementation of the pandemic prevention work by all units and departments.

Amid the significant control of the pandemic, the Group still adheres to strict supervision and has established a normalized pandemic management mechanism of "preventing imported cases and internal spreading", in order to prevent imported infection and outbreak in communities. We formulated a detailed mechanism in accordance with the latest national policy announcements. In combination with local policies and actual conditions, the Group conducts health management for staff returning to work and implements normalized pandemic prevention and control measures, effectively promoting smooth resumption of work and production in all units of the Group and reducing the risk of spreading. Meanwhile, the Group still implements a flexible working system to avoid the staff gathering in the commuting and office space, and allows certain employees working in remote offices due to the pandemic, preventing imported cases and reducing the risk as much as possible. We continue to follow up the health status and travel information of employees, especially workers from or passing through the pandemic-stricken areas after a long holiday by taking quarantine measures.

The Group deems pandemic prevention support measures as a necessary work for each department and regularly procures anti-pandemic medical supplies. Also, we confirm the list of supplies for pandemic prevention to provide employees with necessary masks and disinfectants, ensuring a sufficient and safe protection for employees. The Group strengthens the sanitation management of various office areas, manufacturing sites and public areas, and arranges for specially-assigned personnel to carry out sterilisation and disinfection every day to ensure a clean and tidy working environment for staff. At the same time, the Group publicizes pandemic prevention knowledge, teaches protective skills, and improves employees' awareness of self-protection through the combination of online and offline methods.

第四章 社会责任

CHAPTER 4: SOCIAL RESPONSIBILITY

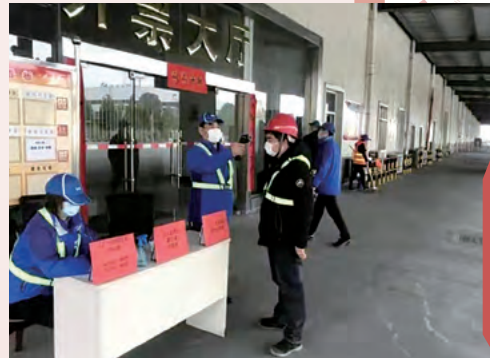
案例： Case study:

复工复产，雪花打样

Resumption of work and production, Snow as an example

疫情期间，作为本集团基地工厂的武汉工厂，全力配合政府做好疫情防控，严格按华润集团、本集团、华润雪花啤酒总部及区域公司要求做好复工前后的疫情防控工作，做到「思想重视、行动统一、关注细节、分工落实」，确保无疫情发生，无安全事故，以最好状态迎接全面复工复产，为行业其他企业打造复工样板。

During the COVID-19 pandemic, Wuhan factory, as a base factory of the Group, fully co-operated with the government to prevent and control the pandemic and strictly complied with the requirements of CRH, the Group, headquarter and regional companies of CRSB for prevention and control of the pandemic before the resumption of work and production. Wuhan factory were required to "take serious in mind, act in unity, concern about details and implement through division work", so as to ensure no outbreak and no safety accident. By doing so, we can resume the work and production in the best condition and provide a model for other enterprises in the industry.



- 疫情期间，本集团员工进行全面消毒工作。
The Group's staff were conducting comprehensive disinfection tasks during the pandemic.

附件一：指标索引

APPENDIX I: INDICATOR INDEX

环境关键绩效指标 Environmental KPIs	单位 Unit	2020	2019	2018	2017	2016
A1.1 排放物种类及相关排放数据 A1.1 Types of emissions and respective emissions data						
化学需氧量(COD) Chemical Oxygen Demand (COD)	吨 Tons	959	1,088	1,230	1,313	1,468
其中： 化学需氧量(排入自然水体) Including: COD (discharged into natural water bodies)	吨 Tons	49	88	236	292	440
氨氮排放总量 Total ammonia nitrogen emissions	吨 Tons	94	99	不适用 N/A	不适用 N/A	不适用 N/A
其中： 氨氮排放量(排入自然水体) Including: Ammonia nitrogen emissions (discharged into natural water bodies)	吨 Tons	2	11	不适用 N/A	不适用 N/A	不适用 N/A
二氧化硫(SO ₂)* Sulphur dioxide (SO ₂)*	吨 Tons	23	90	100	221	333
氮氧化物(NO _x)* Nitrogen oxides (NO _x)*	吨 Tons	117	200	242	409	506
* 主要是为啤酒生产过程中提供热能时燃烧燃料所产生 * Mainly generated from heat energy required in the beer production process						
A1.2 温室气体总排放量¹ A1.2 GHG emissions in total¹						
温室气体排放总量 Total GHG emissions	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	790	912	981	1,114	1,271
温室气体排放量(范围1) GHG emission (Scope 1)	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	147	195	253	375	475
温室气体排放量(范围2) GHG emission (Scope 2)	千吨二氧化碳当量 1,000 tons CO ₂ equivalent	643	717	728	739	796
A1.4 所产生无害废弃物总量 A1.4 Total non-hazardous waste produced						
干酒糟 Dried distiller's grain	千吨 1,000 tons	169	195	181	188	184
干废酵母 Dried waste yeast	千吨 1,000 tons	16	17	17	17	18
瓶子 Bottle	千吨 1,000 tons	1,250	1,476	1,484	1,161	1,088
易拉罐 Can	千吨 1,000 tons	100	96	71	52	57
纸箱 Carton	千吨 1,000 tons	300	315	288	287	266
塑膜 Plastic film	千吨 1,000 tons	12	14	12	11	11

附件一：指标索引

APPENDIX I: INDICATOR INDEX

环境关键绩效指标 Environmental KPIs	单位 Unit	2020	2019	2018	2017	2016
A2.1 按类型划分的直接及／或间接能源总耗量						
A2.1 Direct and/or indirect energy consumption by type in total						
单位综合能耗密度 ² Consolidated energy consumption density per unit ²	每千升产量标准煤 Standard coal per kilolitre	0.021	0.023	0.024	0.03	0.03
煤炭 Coal	万吨标准煤 10,000 tons of standard coal	0.2	0.7	2.6	7.3	11.5
天然气 Natural gas	千万标准立方米 10,000,000 standard cubic metres	6.1	7.5	7.9	8.2	7.8
用电量(太阳能发电) Electricity consumption (electricity generated by solar power)	千万千瓦时 10,000,000 kilowatt hours	0.45	0.07	不适用 N/A	不适用 N/A	不适用 N/A
汽油 Gasoline	千吨 1,000 tons	0.4	0.6	0.8	1.2	1.4
柴油 Diesel	千吨 1,000 tons	2.2	3.1	3.1	3.3	3.8
用电量(外购电力) Electricity consumption (electricity purchased)	千万千瓦时 10,000,000 kilowatt hours	54.1	59.6	59.7	64.0	66.3
外购热力总量 Total amount of externally sourced heat	十亿千焦耳 1,000,000,000KJ	2,514.9	2,854.2	2,765.0	2,748.8	3,092.0
A2.2 总耗水量及密度						
A2.2 Water consumption in total and intensity						
耗水量 Water consumption	千立方米 1,000 standard cubic metres	29,330	31,992	31,448	35,031	38,781
总耗水量密度 Density of total water consumption	立方米／每千升产量 Cubic metre/per kilolitre	2.69	2.71	2.79	2.97	3.25

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

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

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

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



附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators			GRI准则内容索引 Index of GRI Indicators	披露页码 Page number
环境 Environmental				
A1： 排放物 A1: Emission	一般披露 General Disclosure	有关废气及温室气体排放、向水及土地的排污、有害及无害废弃物的产生等的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	GRI 103：管理方针：披露项目103-2(c-i) (使用于GRI 305：排放及GRI 306：污水及废弃物) GRI 305：排放：管理方针披露指引 GRI 307：有关环境保护的法规遵守：披露项目307-1 GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 305: Emissions: Management approach disclosures guidance GRI 307: Environmental Compliance: Disclosure 307-1	53-71
	A1.1	排放物种类及相关排放数据。 The types of emissions and respective emissions data.	GRI 305：排放：披露项目305-1, 305-2, 305-3, 305-6及305-7 GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-6, and 305-7	60-62, 81
	A1.2	温室气体总排放量(以吨计算)及(如适用)密度(如以每产量单位、每项设施计算)。 Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 305：排放：披露项目305-1, 305-2, 305-3及305-4 GRI 305: Emissions: Disclosures 305-1, 305-2, 305-3, 305-4	59-60, 81
	A1.3	所产生有害废弃物总量(以吨计算)及(如适用)密度(如以每产量单位、每项设施计算)。 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306：污水及废弃物：披露项目306-2(a) GRI 306: Effluents and Waste: Disclosure 306-2(a)	67-71
	A1.4	所产生无害废弃物总量(以吨计算)及(如适用)密度(如以每产量单位、每项设施计算)。 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	GRI 306：污水及废弃物：披露项目306-2(b) GRI 306: Effluents and Waste: Disclosure 306-2(b)	67-71, 81
	A1.5	描述减低排放量的措施及所得成果。 Description of measures to mitigate emissions and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 305：排放) GRI 305：排放：汇报要求1.2及披露项目305-5 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 305: Emissions) GRI 305: Emissions: Clause 1.2 and Disclosure 305-5	53-71
	A1.6	描述处理有害及无害废弃物的方法、减低产生量的措施及所得成果。 Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于GRI 306：污水及废弃物) GRI 306：污水及废弃物：披露项目306-2及306-4 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 306: Effluents and Waste) GRI 306: Effluents and Waste: Disclosures 306-2 and 306-4	67-71

附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators			GRI 准则内容索引 Index of GRI Indicators	披露页码 Page number
环境 Environmental				
A2：资源使用 A2: Use of Resources	一般披露 General Disclosure	有效使用资源(包括能源、水及其他原材料)的政策。 Policies on the efficient use of resources, including energy, water and other raw materials.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 301：物料，GRI 302：能源及GRI 303：水) GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 301: Materials, GRI 302: Energy, and GRI 303: Water)	53-71
	A2.1	按类型划分的直接及／或间接能源(如电、气或油)总耗量(以千个千瓦时计算)及密度(如以每产量单位、每项设施计算)。 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	GRI 302：能源：披露项目302-1及302-3 GRI 302: Energy: Disclosures 302-1 and 302-3	58, 82
	A2.2	总耗水量及密度(如以每产量单位、每项设施计算)。 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	不适用 N/A	66, 82
	A2.3	描述能源使用效益计划及所得成果。 Description of energy use efficiency initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于 GRI 302：能源) GRI 302：能源：披露项目302-4及302-5 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 302: Energy) GRI 302: Energy: Disclosures 302-4 and 302-5	55-58
	A2.4	描述求取适用水源上可有任何问题，以及提升用水效益计划及所得成果。 Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	GRI 103：管理方针：披露项目103-2 (使用于 GRI 303：水) GRI 303：水：披露项目303-3 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 303: Water) GRI 303: Water: Disclosure 303-3	64-67
	A2.5	制成品所用包装材料的总量(以吨计算)及(如适用)每生产单位占量。 Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	GRI 301：物料：披露项目301-1 GRI 301: Materials: Disclosure 301-1	68-71
A3：环境及天然资源 A3: The Environment and Natural Resources	一般披露 General Disclosure	减低发行人对环境及天然资源造成重大影响的政策。 Policies on minimising the issuer's significant impact on the environment and natural resources.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 301：物料，GRI 302：能源，GRI 303：水，GRI 304：生物多样性，GRI 305：排放及GRI 306：污水及废弃物) GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste).	60-64, 71-73
	A3.1	描述业务活动对环境及天然资源的重大影响及已采取管理有关影响的行动。 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	GRI 103：管理方针：披露项目103-1及103-2 (使用于 GRI 301：物料，GRI 302：能源，GRI 303：水，GRI 304：生物多样性，GRI 305：排放及GRI 306：污水及废弃物) GRI 303：水：披露项目303-2 GRI 304：生物多样性：披露项目304-2 GRI 306：污水及废弃物：披露项目306-3(c)及306-5 GRI 103: Management Approach: Disclosures 103-1 and 103-2 (used together with GRI 301: Materials, GRI 302: Energy, GRI 303: Water, GRI 304: Biodiversity, GRI 305: Emissions, and GRI 306: Effluents and Waste) GRI 303: Water: Disclosure 303-2 GRI 304: Biodiversity: Disclosure 304-2 GRI 306: Effluents and Waste: Disclosures 306-3(c) and 306-5	60-64, 71-73



附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators		GRI准则内容索引 Index of GRI Indicators		披露页码 Page number
社会 Social				
B1： 雇佣 B1: Employment	一般披露 General Disclosure	有关薪酬及解雇、招聘及晋升、工作时数、假期、平等机会、多元化、反歧视以及其他待遇及福利的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	GRI 103：管理方针：披露项目103-2(c-i)（使用于GRI 202：市场地位，GRI 401：雇佣，GRI 405：员工多元化与平等机会及GRI 406：反歧视） GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2 (c-i) (used together with GRI 202: Market Presence, GRI 401: Employment, GRI 405: Diversity and Equal Opportunity, GRI 406: Non-discrimination) GRI 419: Socioeconomic Compliance: Disclosure 419-1	33-38
	B1.1	按性别、雇佣类型、年龄组别及地区划分的雇员总数。 Total workforce by gender, employment type, age group and geographical region.	GRI 102：一般披露：披露项目102-8(a), 102-8(b)及102-8(c) GRI 405：员工多元化与平等机会：披露项目405-1(b-ii) GRI 102: General Disclosures: Disclosures 102-8(a), 102-8(b), and 102-8(c) GRI 405: Diversity and Equal Opportunity: Disclosure 405-1(b-ii)	36
	B1.2	按性别、年龄组别及地区划分的雇员流失比率。 Employee turnover rate by gender, age group and geographical region.	GRI 401：雇佣：披露项目401-1(b) GRI 401: Employment: Disclosure 401-1(b)	37
B2： 健康与安全 B2: Health and Safety	一般披露 General Disclosure	有关提供安全工作环境及保障员工避免职业性危害的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	GRI 103：管理方针：披露项目103-2(c-i)（使用于GRI 403：职业健康及安全） GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 403: Occupational Health and Safety) GRI 419: Socioeconomic Compliance: Disclosure 419-1	47-52
	B2.1	因工作关系而死亡的人数及比率。 Number and rate of work-related fatalities.	GRI 403：职业健康及安全：披露项目403-2 GRI 403: Occupational Health and Safety: Disclosure 403-2	47
	B2.2	因工伤损失工作日数。 Lost days due to work injury.	GRI 403：职业健康及安全：披露项目：403-2 GRI 403: Occupational Health and Safety: Disclosure 403-2	52
	B2.3	描述所采纳的职业健康与安全措施，以及相关执行及监察方法。 Description of occupational health and safety measures adopted, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2及103-3(a-i)（使用于GRI 403：职业健康及安全） GRI 103: Management Approach: Disclosure 103-2 and 103-3(a-i) (used together with GRI 403: Occupational Health and Safety)	47-52

附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators			GRI 准则内容索引 Index of GRI Indicators	披露页码 Page number
社会 Social				
B3： 发展及培训 B3: Development and Training	一般披露 General Disclosure	有关提升员工履行工作职责的知识及技能的政策。描述培训活动。 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 404：训练与教育) GRI 404：训练与教育：披露项目404-2(a) GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 404: Training and Education) GRI 404: Training and Education: Disclosure 404-2(a)	42-46
	B3.1	按性别及雇员类别(如高级管理层、中级管理层等)划分的受训雇员百分比。 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	GRI 404：训练与教育：披露项目404-1 GRI 404: Training and Education: Disclosure 404-1	45
	B3.2	按性别及雇员类别划分，每名雇员完成受训的平均时数。 The average training hours completed per employee by gender and employee category.	GRI 404：训练与教育：披露项目404-1 GRI 404: Training and Education: Disclosure 404-1	45
B4： 劳工准则 B4: Labour Standards	一般披露 General Disclosure	有关防止童工或强制劳工的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 408：童工及 GRI 409：强迫或强制劳动) GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 419: Socioeconomic Compliance: Disclosure 419-1	35
	B4.1	描述检讨招聘惯例的措施以避免童工及强制劳工。 Description of measures to review employment practices to avoid child and forced labour.	GRI 103：管理方针：披露项目103-2(使用于 GRI 408：童工及 GRI 409：强迫或强制劳动) GRI 408：童工：披露项目408-1(c) GRI 409：强迫或强制劳动：披露项目409-1(b) GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	35
	B4.2	描述在发现违规情况时消除有关情况所采取的步骤。 Description of steps taken to eliminate such practices when discovered.	GRI 103：管理方针：披露项目103-2(使用于 GRI 408：童工及 GRI 409：强迫或强制劳动) GRI 408：童工：披露项目408-1(c) GRI 409：强迫或强制劳动：披露项目409-1(b) GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 408: Child Labour and GRI 409: Forced or Compulsory Labour) GRI 408: Child Labour: Disclosure 408-1(c) GRI 409: Forced or Compulsory Labour: Disclosure 409-1(b)	35



附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators			GRI 准则内容索引 Index of GRI Indicators	披露页码 Page number
社会 Social				
B5： 供应链管理 B5: Supply Chain Management	一般披露 General Disclosure	管理供应链的环境及社会风险政策。 Policies on managing environmental and social risks of the supply chain.	GRI 103：管理方针：披露项目103-2(c-i) (使用于GRI 308：供应商环境评估及GRI 414：供应商社会评估) GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment)	28-30
	B5.1	按地区划分的供应商数目。 Number of suppliers by geographical region.	GRI 102：一般披露：披露项目102-9 GRI 102: General Disclosures: Disclosure 102-9	28-30
	B5.2	描述有关聘用供应商的惯例，向其执行有关惯例的供应商数目、以及有关惯例的执行及监察方法。 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2 (使用于GRI 308：供应商环境评估及GRI 414：供应商社会评估) GRI 308：供应商环境评估：披露项目308-1及308-2 GRI 414：供应商社会评估：披露项目414-1及414-2 GRI 103: Management Approach: Disclosure 103-2 (used together with GRI 308: Supplier Environmental Assessment and GRI 414: Supplier Social Assessment) GRI 308: Supplier Environmental Assessment: Disclosures 308-1 and 308-2 GRI 414: Supplier Social Assessment: Disclosures 414-1 and 414-2	28-30
B6： 产品责任 B6: Product Responsibility	一般披露 General Disclosure	有关所提供产品和服务的健康与安全、广告、标签及隐私事宜以及补救方法的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	GRI 103：管理方针：披露项目103-2(c-i) (使用于GRI 416：顾客健康与安全，GRI 417：行销与标示及GRI 418：客户隐私) GRI 416：顾客健康与安全：披露项目416-2 GRI 417：行销与标示：披露项目417-2及417-3 GRI 418：客户隐私：披露项目418-1 GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 416: Customer Health and Safety, GRI 417: Marketing and Labelling, and GRI 418: Customer Privacy) GRI 416: Customer Health and Safety: Disclosure 416-2 GRI 417: Marketing and Labelling: Disclosures 417-2 and 417-3 GRI 418: Customer Privacy: Disclosure 418-1 GRI 419: Socioeconomic Compliance: Disclosure 419-1	19-27
	B6.1	已售或已运送产品总数中因安全与健康理由而须回收的百分比。 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	不适用 N/A	21
	B6.2	接获关于产品及服务的投诉数目以及应对方法。 Number of products and service-related complaints received and how they are dealt with.	GRI 102：一般披露：披露项目102-43及102-44 GRI 103：管理方针：披露项目103-2(c-vi) GRI 418：客户隐私：披露项目418-1 GRI 102: General Disclosures: Disclosures 102-43 and 102-44 GRI 103: Management Approach: Disclosure 103-2(c-vi) GRI 418: Customer Privacy: Disclosure 418-1	26-27
	B6.3	描述与维护及保障知识产权有关的惯例。 Description of practices relating to observing and protecting intellectual property rights.	不适用 N/A	23-24
	B6.4	描述质量检定过程及产品回收程序。 Description of quality assurance process and recall procedures.	不适用 N/A	19-21
	B6.5	描述消费者数据保障及隐私政策，以及相关执行及监察方法。 Description of consumer data protection and privacy policies, how they are implemented and monitored.	GRI 103：管理方针：披露项目103-2及103-3(a-i) (使用于GRI 418：客户隐私) GRI 103: Management Approach: Disclosures 103-2 and 103-3(a-i) (used together with GRI 418: Customer Privacy)	26-27

附录二：《环境、社会及管治报告指引》内容索引

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

环境、社会及管治指标索引 Index of ESG Indicators			GRI 准则内容索引 Index of GRI Indicators	披露页码 Page number
社会 Social				
B7： 反贪污 B7: Anti-corruption	一般披露 General Disclosure	有关防止贿赂、勒索、欺诈及洗黑钱的： (a) 政策；及 (b) 遵守对发行人有重大影响的相关法律及规例的资料。 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 205：反贪污) GRI 205：反贪污：披露项目205-3 GRI 419：遵守社会及经济领域的法规：披露项目419-1 GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 205: Anti-corruption) GRI 205 Anti-corruption: Disclosure 205-3 GRI 419: Socioeconomic Compliance: Disclosure 419-1	30-32
	B7.1	于汇报期内对发行人或其雇员提出并已审结的贪污诉讼案件的数目及诉讼结果。 Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	GRI 205：反贪污：披露项目205-3 GRI 205: Anti-corruption: Disclosure 205-3	32
	B7.2	描述防范措施及举报程序，以及相关执行及监察方法。 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	GRI 102：一般披露：披露项目102-17 GRI 103：管理方针：披露项目103-2及103-3(a-i) (使用于 GRI 205：反贪污) GRI 205：反贪污：汇报要求1.2 GRI 102: General Disclosures: Disclosure 102-17 GRI 103: Management Approach: Disclosures 103-2 and 103-3(a-i) (used together with GRI 205: Anti-corruption) GRI 205: Anti-corruption: Clause 1.2	30-32
B8： 社区投资 B8: Community Investment	一般披露 General Disclosure	有关以社区参与来了解营运所在社区需要和确保其业务活动会考虑社区利益的政策。 Policies on community engagement to understand the needs of the communities where the operation is located and to ensure its activities take into consideration the communities' interests.	GRI 103：管理方针：披露项目103-2(c-i) (使用于 GRI 413：本地社区) GRI 103: Management Approach: Disclosure 103-2(c-i) (used together with GRI 413: Local Communities)	74-80
	B8.1	专注贡献范畴(如教育、环境事宜、劳工需求、健康、文化、体育)。 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	GRI 203：间接经济影响：披露项目203-1(a) GRI 203: Indirect Economic Impacts: Disclosure 203-1(a)	74-80
	B8.2	在专注范畴所动用资源(如金钱或时间)。 Resources contributed (e.g. money or time) to the focus area.	GRI 201：经济表现：披露项目201-1(a-ii) GRI 201: Economic Performance: Disclosure 201-1(a-ii)	74-80



地址：香港灣仔港灣道26号华润大厦39楼
电话：852-2827-1028 传真：852-2598-8453
网址：www.crbeer.com.hk 电邮：info@cre.com.hk

Address: 39/F, China Resources Building, 26 Harbour Road, Wanchai, Hong Kong
Tel: 852-2827-1028 Fax: 852-2598-8453
Website: www.crbeer.com.hk Email: info@cre.com.hk

