



**ZHENGYE**  
INTERNATIONAL

# 正業國際控股有限公司

ZHENGYE INTERNATIONAL HOLDINGS COMPANY LIMITED

Incorporated in Bermuda with limited liability

於百慕達註冊成立的有限公司

Stock Code 股份代號：3363.HK

[www.zhengye-cn.com](http://www.zhengye-cn.com)

Environmental, Social  
and Governance Report

**2021** 環境、社會  
及管治報告



# VISION 願景

Strive to become

China's leading environmentally  
friendly paper packaging enterprise

致力成為

中國領先環保  
紙類包裝企業



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## About this Report

This Environmental, Social and Governance Report (the "Report") discloses the initiatives, plans and performance on environmental, social and governance ("ESG") of Zhengye International Holdings Company Limited (the "Company" or "Zhengye International", together with its subsidiaries, the "Group") in a transparent and open manner, and demonstrates its commitment to sustainable development to increase confidence in and understanding of the Group among its stakeholders.

The Group offers integrated packaging solutions to notable domestic and foreign manufacturers, including those of home appliances, fast-moving consumer goods, electronic products, by providing mainly supporting paper packaging products and comprehensive customer services such as designing, printing, and logistics. In addition, the Group has extended its operation to the back-end of the industrial chain, utilizing recycled waste paper as raw materials to produce corrugated paper, craft paper, and other paper items for used as materials for the Group's paper packaging products and products for external sales.

The Group is committed to be one of the global leading eco-friendly packaging enterprises, and accordingly maintains sustainable development as its ESG management approach as it strives to manage ESG matters effectively and responsibly. The Group believes that this is the key to the Group's continued success in the future and considers it to be a core part of the Group's business strategy.

## ESG Governance Structure

ESG development is part of the Group's responsibilities, and efforts are made to integrate ESG factors in the Group's decision-making process. In order to realise this vision, the Group has established an ESG management system, comprising the board of directors (the "Board") and designated personnel in charged of ESG-related work (the "Designated Personnel").

The Board has full responsibility for the Group's ESG strategy, reporting, supervision and management of ESG-related matters, and formulation of the Group's ESG general strategic direction. The Board also verifies and approves the Group's ESG-related targets, priorities, governance and policies, and ensures the effectiveness of ESG risk management and internal controls. The Board is assisted by Designated Personnel in conducting regular discussions and reviews of the Group's ESG-related matters, including but not limited to risks and opportunities, performance and targets.

## 關於本報告

此《環境、社會及管治報告》(「本報告」)以透明、公開的方式披露正業國際控股有限公司(「本公司」或「正業國際」, 連同其附屬公司統稱「本集團」)在環境、社會及管治(「環境、社會及管治」)上的倡議、計劃和績效, 並展示其在可持續發展方面的承諾, 以增加持份者對本集團的信心和了解。

本集團主要為國內外知名家電、快消品、電子產品等製造商提供配套的紙製包裝產品, 並同時提供包括設計、印刷、物流等客戶服務在內的全面服務, 為客戶提供一體化的包裝解決方案。以及, 為提升本集團紙製包裝產品的競爭力, 本集團還向後端產業鏈延伸, 利用回收廢紙為原料生產瓦楞芯紙、牛卡紙, 作為本集團紙製包裝產品使用物料和對外銷售產品。

本集團致力成為全球領先的環保包裝生態企業之一, 故秉承以可持續發展為環境、社會及管治的管理方針, 致力於有效及負責任地處理環境、社會及管治事務。本集團深信這是讓本集團在未來繼續取得成功的關鍵, 並已將其作為本集團商業戰略的核心部分。

## 環境、社會及管治的管治架構

本集團環境、社會及管治發展為其職責的一部分, 並致力於將環境、社會及管治考慮因素納入決策過程。為實現這一理念, 本集團設有環境、社會及管治的管理體系, 該管理體系由董事會(「董事會」)及負責環境、社會及管治工作的相關人員(「指定人員」)兩個部分組成。

董事會全面負責本集團的環境、社會及管治的策略、匯報、監督及管理環境、社會及管治相關的事宜, 以及制定本集團環境、社會及管治戰略上的大方向。董事會亦會查核及批准本集團的環境、社會及管治相關的目標、優次事項、管治方法及政策。同時, 董事會確保環境、社會及管治上的風險管理和內部監控系統的有效性。董事會在負責環境、社會及管治工作的指定人員協助下, 定期討論和審查本集團在環境、社會及管治相關事宜, 包括但不限於風險及機遇、表現及目標。

The Designated Personnel consists of key staff across different departments of the Group. The Designated Personnel is responsible for collection and analysis of the Group's ESG-related information and data; supervision and evaluation of the Group's ESG performance; ensuring the Group's compliance with relevant laws and regulations; prioritising ESG issues; and preparation of the Report. The Designated Personnel regularly discusses and reviews the Group's ESG-related matters, including but not limited to the Group's ESG risks; effectiveness of the ESG internal controls mechanism; the Group's ESG performance in the aspects of environment, health and safety, labour standards and product responsibility; and the Group's sustainable development strategy and targets. The Designated Personnel reports to the Board and assist the Board in performing its supervision duties.

### Reporting Period

Unless otherwise specified, this Report covers the ESG performance, challenges and initiatives of Zhengye International from 1 January 2021 to 31 December 2021 ("2021" or the "Reporting Period"). The Group publishes ESG reports annually which is available to the public, and continuously improves transparency and accountability in information disclosure.

### Reporting Scope

The Group determines the reporting scope based on the principle of materiality and taking into account the relative importance and impact on sustainable development of entities on the Group's business and operations. The reporting scope covers all operational sites of Zhengye International, including Zhongshan Yong Fa Paper Industry Company Limited ("Zhongshan Yong Fa"), Zhongshan Rengo Hung Hing Paper Manufacturing Company Limited ("Zhongshan Rengo Hung Hing"), Yudu County Zhengyi Paper Products and Paper Industry Company Limited ("Zhengyi"), Zheng Ye Packaging (Zhongshan) Company Limited ("Zheng Ye Packaging (Zhongshan)"), Zhuhai Zheng Ye Packing Company Limited, Wuhan Zheng Ye Alliance Packaging Company Limited and all transportation companies. The above operation subsidiaries together represent the Group's entire revenue. Unless otherwise specified, the Group obtains ESG key performance indicators ("KPIs") through its operation controls mechanism.

指定人員由本集團不同部門的核心成員組成。指定人員負責收集及分析本集團在環境、社會及管治方面的相關資料及數據；監測和評估本集團於環境、社會及管治方面的表現；確保本集團遵守相關法律法規；制定環境、社會及管治的優次事項；以及編製本報告。指定人員會定期討論及審視環境、社會及管治相關事宜，包括但不限於本集團的環境、社會及管治風險；環境、社會及管治內部控制機制的有效性；本集團在環境、社會及管治範疇內環境、健康與安全、勞工標準、產品責任等不同方面的表現；以及本集團在可持續發展方面的策略和目標。指定人員亦會向董事會彙報，協助董事會履行其監督職責。

### 報告期間

除另有說明者外，本報告涵蓋正業國際於二零二一年一月一日至二零二一年十二月三十一日（「二零二一年」或「報告期」）在環境、社會及管治方面的績效、挑戰及措施。本集團每年定期發佈《環境、社會及管治報告》，以供各界隨時查閱，並持續提升信息披露的透明度和責任。

### 報告範圍

報告範圍是本集團根據重要性原則，考慮實體對本集團的業務及營運的相應重要性以及可持續發展影響而釐定。本報告的報告範圍涵蓋了正業國際所有的營運地點，其中包括中山永發紙業有限公司（「中山永發」）、中山聯合鴻興造紙有限公司（「中山聯合鴻興」）、于都縣正億紙品紙業有限公司、正業包裝(中山)有限公司、珠海正業包裝有限公司、武漢正業聯合包裝有限公司及所有運輸公司。以上營運附屬公司共佔本集團全部收入。除了特別列明以外，本集團通過營運控制機制取得環境、社會及管治關鍵績效指標（「關鍵績效指標」）。

## Reporting Framework

The Report is prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Reporting Guide”) set out in Appendix 27 of the Rules Governing the Listing of Securities on the Main Board of The Stock Exchange of Hong Kong Limited (the “Stock Exchange”). The Report presents a concise summary of Zhengye International’s ESG performance. Information contained in the Report is derived from the Group’s official documents and statistics, as well as consolidation of monitoring, management and operational information provided by subsidiaries based on the Group’s relevant system. A complete index is available in the last section of the Report for quick reference. The Report is prepared in both Chinese and English and has been published on the Group’s website [www.zhengye-cn.com](http://www.zhengye-cn.com). In case of any inconsistency between the Chinese and English versions, the Chinese version shall prevail.

For the Group’s corporate governance structure and other relevant information, please refer to the Corporate Governance Report in the Annual Report 2021.

During the Reporting Period, the Group confirmed that it has established appropriate and effective management policies and monitoring systems for ESG matters and confirmed that its disclosures fulfil the requirements of the ESG Reporting Guide.

The contents of the Report follow the reporting principles of the ESG Reporting Guide.

**Materiality:** The Group has identified material issues through performing a materiality assessment during the Reporting Period. The Report is prepared with a focus on the issues which have been recognised as material. The materiality of the issues have been reviewed and confirmed by the Board and the Designated Personnel. For details, please refer to the section headed “Materiality Assessment.”

**Quantitative:** The Report has been prepared in accordance with the ESG Reporting Guide and disclosure of KPIs has been made in a quantitative manner. Standards, methodologies, assumptions and/or sources for references and conversion factors used in calculation of KPIs are specified as appropriate.

**Consistency:** Unless otherwise specified, the methodology adopted in the preparation of the Report is consistent with the previous year to allow for comparison. Where changes were made to the scope of disclosure and method of calculation which may affect comparison with previous reports, the Group will provide an explanation on the corresponding data.

## 報告框架

本報告是依照香港聯合交易所有限公司(「聯交所」)主板證券上市規則附錄27所載的《環境、社會及管治報告指引》(「環境、社會及管治報告指引」)而編製。本報告以精簡的形式概述正業國際的環境、社會及管治表現。本報告中的資料來自本集團的官方文件和統計數據，以及根據本集團相關制度由旗下公司提供的監測、管理和營運資料整合匯總。報告的最後一章有完整的內容索引，以便讀者快速查詢。本報告以中、英文兩種文字編製，亦已上載至本集團網站[www.zhengye-cn.com](http://www.zhengye-cn.com)。如中、英文兩個版本有任何抵觸或不相符之處，應以中文版本為準。

有關本集團企業管治架構及其他相關資料，請參閱二零二一年報的《企業管治報告》。

於報告期內，本集團確認已就環境、社會及管治事宜設立合適及有效的管理政策及監控系統，並確認所披露內容符合環境、社會及管治報告指引的要求。

本報告內容遵循環境、社會及管治報告指引的報告原則。

**重要性：**本集團已於報告期內通過重要性評估識別重大議題，並將已確認的重大議題作為環境、社會及管治報告的編製重點。議題的重要性已由董事會及指定人員審閱及確認。有關進一步詳情，請參閱「重要範疇評估」一節。

**量化：**本報告乃根據環境、社會及管治報告指引編製，並以量化方式披露關鍵績效指標。有關用於關鍵績效指標的標準、方法、假設及／或計算參考以及關鍵轉換因素來源的資料，均有適當地列明。

**一致性：**除非另有說明，本環境、社會及管治報告的編製方法與上年度一致，以便進行比較。如披露範圍及計算方法有任何變化，並可能影響與過往報告的比較，本集團將對相應的數據進行解釋。

## FEEDBACK

### 意見反饋

Your valuable comments on our performance and reporting format are essential for the Group’s continuous progress. You are welcome to e-mail any question or suggestion on the Report to [info@zhengye-cn.com](mailto:info@zhengye-cn.com) to help the Group continuously improve our ESG practices.

本集團的持續進步有賴閣下對其表現及匯報方法發表寶貴意見。如閣下對報告有任何疑問或建議，歡迎將意見經電郵發送至 [info@zhengye-cn.com](mailto:info@zhengye-cn.com)，令本集團得以不斷改善環境、社會及管治工作。

## Board Statement

Dear Shareholders,

On behalf of the Board, I hereby present the Report for the year ended 31 December 2021. The Report demonstrates the Group's growing commitment towards improving the Group's sustainable development performance in aspects such as corporate governance, community involvement, customer satisfaction and caring for employees, as we strive to become a leading environmentally friendly paper packaging enterprise in China.

ESG development is part of the Group's responsibilities, and efforts are made to integrate ESG issues in the Group's decision-making process. Accordingly, the Group has formulated a five-year plan setting out its approach and targets up to the year ended 31 December 2026 ("2026"). By setting ESG-related targets, the Group can enhance environmental awareness among its employees and continue to improve its ESG performance.

The Group believes that a strong and powerful governance structure is essential for the successful integration and effective management of the sustainable development of Zhengye International. The Board has ultimate responsibility for the Group's ESG issues and reviews its ESG strategy, approach and policies. To better manage ESG-related issues, the Designated Personnel assists the Board in performing its supervision duties. Information on the Group's ESG governance structure are set out in the section headed "ESG Governance Structure" in the Report.

Looking ahead, the Group will continue to devote efforts to deepen internal and external ESG integration and implement sustainable management, so as to forge ahead together.

Finally, I would like to take this opportunity to express my utmost gratitude to the Board, the management and employees of the Group for their hard work and contribution in the past year. Further, I wish to sincerely thank the Group's customers, suppliers, business partners and shareholders for their continued support and trust. I believe that everyone at the Group will make their best efforts to drive business growth and bring greater returns for shareholders.

**Hu Zheng**  
Chairman  
30 May 2022

## 董事會聲明

致各位股東：

本人謹代表董事會欣然提呈本集團於截至二零二一年十二月三十一日止年度的環境、社會及管治報告。本報告表明，本集團將持續推進本集團於企業管治、社區參與、客戶滿意度及員工關懷等方面的可持續發展表現，致力成為中國領先環保紙類包裝的企業。

本集團將環境、社會及管治承諾視為其責任的一部分，並致力於將環境、社會及管治考量納入本集團的決策過程。因此，本集團決定為截至二零二六年十二月三十一日止財政年度（「二零二六年」）制定方針目標，此將為一個五年目標計劃。通過設立環境、社會及管治相關的目標，本集團可以提高員工的環保意識及不斷提升環境，社會及管治表現。

本集團相信，一個強而有力的管治架構對於成功整合及有效管理正業國際可持續發展至關重要。董事會對本集團的環境、社會及管治事宜負有最終責任及監察環境、社會及管治策略、方針及政策。為更好管理環境、社會及管治相關事宜，指定人員會協助董事會履行其監督職責。有關本集團的環境、社會及管治的管治架構的資料載於本報告「環境、社會及管治的管治架構」一節。

展望未來，本集團將繼續努力，進一步深化環境、社會及管治概念的內外部整合，實施可持續管理，並攜手並進。

最後，本人藉此對本集團董事會、管理層及員工於過去一年的努力貢獻表示最衷心的感謝。此外，本人亦藉此機會真誠地感謝本集團的客戶、供應商、商業夥伴及股東的持續支持及信任。本人相信本集團全體成員將盡最大努力，推動業務增長，為股東帶來更多回報。

主席  
胡正  
二零二二年五月三十日

## Stakeholder Engagement

As a responsible enterprise, the Group not only actively develops business and improves profitability but also attaches great importance to engagement with stakeholders and their feedback on the Group's business and ESG issues to actively balance the interests of all parties and promote corporate sustainability.

For Zhengye International, stakeholders are groups and individuals who significantly affect or might be affected by the Group's business. The Group's stakeholders include, but are not limited to, employees, customers, business partners, investors, regulators and various community groups. During the past year, the Group communicated with key stakeholders through various channels.

By utilising a diverse range of cooperation methods and communication channels shown in the table below, the Group incorporates stakeholders' expectations into the Group's operations and ESG strategies.

## 持份者溝通

本集團作為一家負責任的企業，在積極發展業務，提升盈利能力之餘，亦非常重視與持份者的溝通及其對本集團業務及環境、社會及管治事宜的反饋意見，以積極平衡各方利益，促進企業可持續發展。

對於正業國際而言，持份者指的是對本集團的業務有重大影響，或會受本集團業務影響的群體和個人。本集團的持份者包括但不限於僱員、客戶、業務夥伴、投資者、監管機構及各類型的社區團體。在過去的一年，本集團透過不同渠道與關鍵持份者溝通。

透過運用下表所示的多元化合作方式及溝通渠道，本集團將持份者的期望帶入本集團的營運及環境、社會及管治戰略當中。

Stakeholders 持份者	Communication channels 溝通管道	Expectations 期望
The Board, management and executive officers 董事會、管理層及行政人員	<ul style="list-style-type: none"> <li>Board meetings</li> <li>董事會會議</li> <li>Weekly meetings</li> <li>每周例會</li> <li>Performance assessments</li> <li>績效評估</li> </ul>	<ul style="list-style-type: none"> <li>Corporate sustainability</li> <li>企業可持續發展</li> <li>Anti-corruption and promotion of integrity</li> <li>反腐倡廉</li> <li>Talent retention</li> <li>人才保留</li> <li>Development and training</li> <li>發展與培訓</li> </ul>
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> <li>Annual general meeting and other shareholders' meetings</li> <li>股東週年大會及其他股東大會</li> <li>Financial reports</li> <li>財務報告</li> <li>Announcements and circulars</li> <li>公告及通函</li> <li>Training and seminars</li> <li>培訓和研討會</li> <li>Regular performance evaluation</li> <li>定期工作表現評估</li> <li>Employee suggestion box, internal notices and internal communication network</li> <li>員工意見箱內部公告及通訊內部網絡</li> </ul>	<ul style="list-style-type: none"> <li>Financial results</li> <li>財務業績</li> <li>Corporate transparency</li> <li>企業透明度</li> <li>Improving risk management and internal control</li> <li>完善風險管理及內部監控</li> <li>Career development</li> <li>職業發展</li> <li>Competitive remuneration and benefits</li> <li>具競爭力的薪酬與福利</li> </ul>
Employees 僱員	<ul style="list-style-type: none"> <li>Employee suggestion box, internal notices and internal communication network</li> <li>員工意見箱內部公告及通訊內部網絡</li> </ul>	<ul style="list-style-type: none"> <li>Equal promotion opportunities</li> <li>平等晉升機會</li> <li>Healthy and safe working environment</li> <li>健康安全的工作環境</li> </ul>
Customers 客戶	<ul style="list-style-type: none"> <li>Customer satisfaction surveys</li> <li>客戶滿意度調查</li> <li>Telephone enquiry</li> <li>電話查詢</li> <li>Company website</li> <li>公司網頁</li> </ul>	<ul style="list-style-type: none"> <li>Safeguarding customer rights and interests</li> <li>客戶權利及權益保障</li> <li>Protecting customer privacy</li> <li>客戶隱私保護</li> <li>Quality products and services</li> <li>高質量的產品與服務</li> </ul>

Stakeholders 持份者	Communication channels 溝通管道	Expectations 期望
Suppliers 供貨商	<ul style="list-style-type: none"> <li>• Site visits</li> <li>• 實地考察</li> <li>• Supplier performance assessments</li> <li>• 供應商表現評估</li> <li>• Conference calls</li> <li>• 電話會議</li> </ul>	<ul style="list-style-type: none"> <li>• Good faith cooperation</li> <li>• 誠信合作</li> <li>• Responsible supply chain management</li> <li>• 負責任的供應鏈管理</li> <li>• Business ethics and reputation</li> <li>• 商業道德與信譽</li> <li>• Fair and open competition</li> <li>• 公平公開競爭</li> </ul>
Banks 銀行	<ul style="list-style-type: none"> <li>• Telephone enquiries, written or electronic communication</li> <li>• 電話查詢、書面或電子溝通</li> <li>• In-person visit</li> <li>• 親身到訪</li> </ul>	<ul style="list-style-type: none"> <li>• Financial results</li> <li>• 財務業績</li> <li>• Good faith cooperation</li> <li>• 誠信合作</li> <li>• Operational compliance</li> <li>• 合規經營</li> </ul>
Society and public 社會及公眾	<ul style="list-style-type: none"> <li>• Charity activities (e.g. volunteer services)</li> <li>• 慈善活動(如義工服務)</li> <li>• Community investment (e.g. donation)</li> <li>• 社區投資(如捐款)</li> <li>• ESG report</li> <li>• 環境、社會及管治報告</li> </ul>	<ul style="list-style-type: none"> <li>• Practising environmental protection</li> <li>• 履行環境保護</li> <li>• Providing employment opportunities</li> <li>• 提供就業機會</li> <li>• Supporting public welfare</li> <li>• 支持公益事業</li> <li>• Open and transparent information</li> <li>• 公開透明資料</li> </ul>

Zhengye International's business has an impact on various stakeholders while the stakeholders also have different expectations on the Group. In future, the Group will maintain and enhance communication with its stakeholders, collect opinions from a broader range of stakeholders through various means, and understand and respond to the expectations and demands of stakeholders, striving to gain their support. At the same time, the Group will follow more closely the reporting principles of quantitative, balance and consistency, in order to prepare reporting content and present information in a manner that better meets the expectations of our stakeholders.

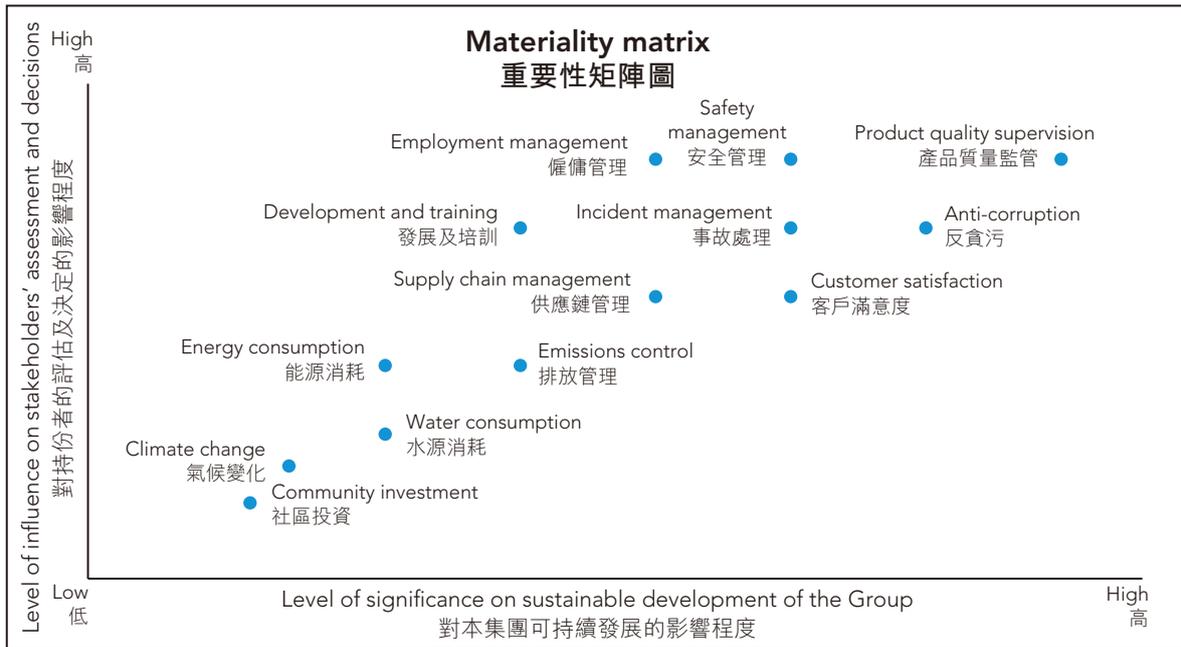
正業國際的業務影響著不同持份者，而持份者對本集團也有著不同期望。未來，本集團將持續並擴大持份者的溝通，透過不同形式更廣泛地收集持份者的意見，了解並回應持份者的期望和訴求，努力獲得持份者的支持。同時，本集團也會提升量化、平衡及一致性的匯報原則，以更符合持份者期望的方式，界定報告的內容及資訊的呈現。

## Materiality Assessment

In order to have a better understanding on stakeholders' opinions and expectations to the Group's ESG performance, the Group adopts a systematic approach in conducting the annual materiality assessment. The Group engaged a professional consultant firm to conduct substantive analysis, and identify material issues based on factors such as the Group's business development strategy, industry practices and relevant laws and regulations. The Group then invites its stakeholders to participate in a materiality survey, rating potential material issues. The Group analysed the results of the materiality survey as a materiality matrix, the relevant results will be reviewed and discussed with the management and disclosed in the Report. The Group's materiality matrix is as follows:

## 重要範疇評估

為更有效了解持份者對本集團之環境、社會及管治表現的意見及期望，本集團採用有系統的方法進行年度重要範疇評估工作。本集團特意委託專業顧問公司進行實質性分析，根據本集團的業務發展策略、同行慣例和相關法律法規等因素識別重要議題。本集團其後邀請與本集團有關的持份者參與重要性範疇評估問卷，對潛在重大議題進行評分。本集團將重要性範疇評估的結果分析為重要性矩陣，該結果會經審閱並與管理層進行討論，並於本環境、社會及管治報告作出披露。本集團的重要性矩陣如下：



## Environmental Targets

The Group is committed to minimising its impact on the environment and takes into account sustainable development in its business strategy. To help drive carbon neutrality and address shareholder's expectations on the Group and concerns on ESG issues, and to better manage the Group's performance in material issues, the Group has formulated a five-year plan with targets on greenhouse gas ("GHG") emissions, waste management, energy and water consumption. The following table summarises the Group's sustainable development targets up to 2026. The Group's Designated Personnel will continue to review its progress towards its targets for each reporting period before 2026 and make efforts to achieve such targets.

The Group's environmental targets are summarised as follows:

## 環境目標

本集團致力減輕對環境的影響，並將可持續發展納入其業務策略當中。為推動碳中和、回應各持份者對本集團的期望及所關注的環境、社會及管治事宜，並更好地管理本集團的重大議題及其在該等方面的表現，本集團就溫室氣體（「溫室氣體」）排放、廢棄物管理、能源及水源消耗設立目標，這將是一個五年期目標計劃。下表概述本集團截至二零二六年的可持續發展目標。本集團的指定人員將於二零二六年前的每個報告期內繼續審閱既定目標的進展和向董事會匯報，並將繼續為既定目標而努力。

本集團已設立的环境目標概述如下：

Aspect 範疇	Target 目標
GHG emissions 溫室氣體排放	Total GHG emissions intensity to be lower than 124.16 tCO <sub>2</sub> e/RMB million revenue. 溫室氣體排放總量密度不高於124.16噸二氧化碳當量／人民幣百萬元收益。
Waste management 廢棄物管理	Total hazardous waste disposal intensity to be lower than 0.0175 tonnes/RMB million revenue. 有害廢棄物總棄置量密度不高於0.0175噸／人民幣百萬元收益。
Energy consumption 能源消耗	Coal and natural gas energy consumption intensity (MWh/RMB million revenue) to be lower by 3% compared to 2021 levels. 煤及天然氣的能源消耗量密度(兆瓦時／人民幣百萬元收益)比二零二一年的水平減少3%。
Water consumption 水源消耗	Total water consumption intensity to be lower than 993.33 tonnes/RMB million revenue 總耗水量密度不高於993.33噸／人民幣百萬元收益。

## A. Environmental

### A1. Emissions

Global economic development faces unprecedented challenges from climate change, which has led to extreme weather events that directly or indirectly impacts the Group's ability to access resources and maintain its operations. Thus, the Group attaches great importance to good internal environmental management and actively implements management policies to address the challenges posed to its sustainable development and fulfill the social responsibilities of the Group.

Both Zhongshan Yong Fa and Zhongshan Rengo Hung Hing have been accredited with GB/T24001-2016/ISO14001:2015 and GB/T19001-2016/ISO9001:2015 certificates issued by third party accreditation agencies. The HSE (Health, Safety and Environment) Management Manual ("HSE Manual") and Quality Environment Manual were developed in 2015 and 2009 respectively to define the commitments, policies, objectives, division of responsibilities, control procedures and monitoring and auditing systems in environmental management. Under the management system based on the manuals, the three plants detailed respective operational and management procedures, covering areas such as environmental hazards and risk identification, target management, energy usage and environmental monitoring.

The Group strictly complies with the Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste, the Environmental Protection Law of the People's Republic of China, the Law of the People's Republic of China on Air Pollution Control, the Law of the People's Republic of China on the Prevention and Control of Water Pollution and other laws and regulations related to environmental protection. During the Reporting Period, the Group did not identify any material non-compliance with relevant local environmental laws and regulations relating to the emission of exhaust gas and GHG, sewage, and hazardous and non-hazardous waste.

## A. 環境

### A1. 排放物

氣候變化為全球經濟發展帶來了前所未見的挑戰，其所帶來的極端天氣直接或間接地影響著本集團在獲取資源和維持營運的能力。因此，本集團重視良好的內部環境管理並積極落實管理方針，以應對可持續發展挑戰及履行本集團應承擔的社會責任。

中山永發及中山聯合鴻興均持有由第三方認證機構發出的GB/T24001-2016/ISO14001:2015和GB/T19001-2016/ISO9001:2015認證證書，並分別於2015年及2009年，制定《HSE（健康、安全與環境）管理手冊》（簡稱「HSE手冊」）及《質量環境手冊》，明確環境管理的承諾、政策、目標、職責分工、控制程序及監測審核制度等。三所廠房以手冊為管理體系，分別自行制定細化的營運管理程序，涵蓋如環境危害及風險識別、目標管理、能源利用、環境監測等範疇。

本集團嚴格遵守《中華人民共和國固體廢物污染環境防治法》、《中華人民共和國環境保護法》、《中華人民共和國大氣污染防治法》、《中華人民共和國水污染防治法》及其他有關環境保護的法律法規。於報告期內，本集團並無因廢氣及溫室氣體、污水、有害及無害廢棄物排放而有任何違反當地相關環境法律法規的重大事宜。

### Exhaust gas emissions

The Group's primary exhaust gas emissions are generated from the use of vehicles and the boilers in thermal power sub-plants. The Group's thermal power sub-plants are mainly used for power and steam for production plants. In order to fulfill our corporate responsibility of energy conservation and emission reduction, the Group not only regulates the use of vehicles and conducts regular maintenance but also establishes internal standards on acceptance inspection of raw coal in the plants to ensure that moisture, ash content, volatile substance and sulphur content of raw coal are in accordance with their requirements through visual inspection, photographing, sampling inspection, third-party testing and other means. Both Zhongshan Yong Fa and Zhongshan Rengo Hung Hing have completed coal-to-gas transformation in 2020 and use natural gas instead of coal as fuel for clean, green and environmentally friendly production. Boiler flue gas from the Zhengyi plant in Jiangxi is processed by denitration, electrostatic precipitator, bag-hose precipitation and desulphurisation procedures before is discharged into the atmosphere. All plants have automatic monitoring devices installed at their boiler discharge outlets to monitor the type and emission volume of pollutants, thus ensuring that the exhaust gas emissions meet the Air Pollutant Emission Standards on Thermal Power Plants and other applicable national standards.

The Group's performance on exhaust gas emissions during the Reporting Period is summarised as follows:

Type of exhaust gas 廢氣種類		Unit 單位	2021 二零二一年	2020 二零二零年
Nitrogen oxides	硫氧化物	tonne 噸	89.54	96.38
Sulphur oxides	氮氧化物	tonne 噸	29.69	47.40
Particulate matter <sup>1</sup>	顆粒物 <sup>1</sup>	tonne 噸	12.81	0.002

Note(s):

1. The calculation of particulate matter in 2020 only included the emissions from company vehicles. During the Reporting Period, the Group's data collection mechanism has been improved, so particulate matter emissions from both factories and company vehicles are included.

### 廢氣排放

本集團的主要廢氣排放來自車輛使用以及熱電分廠的鍋爐。本集團熱電分廠主要用於生產廠房所需的電力和蒸汽。為履行節能減排的企業責任，本集團除規管車輛使用及進行定期檢修外，並於廠房均設有原煤驗收相關的內部規範，通過目測、拍照、抽樣檢驗及第三方機構化驗等方式，確保原煤的水分、灰份、揮發物、硫含量等符合廠房要求。其中中山永發和中山聯合鴻興於二零二零年實現了煤改汽，採用天然氣代替原煤作為燃料，進行清潔綠色環保生產，江西正億廠房的鍋爐煙氣先經脫銷處理、靜電除塵、袋式除塵及脫硫處理，才會排放至大氣中。廠房均於鍋爐排放口安裝自動監測裝置，監測污染物種類及排放量，確保排放的廢氣符合《火電廠大氣污染物排放標準》及其他相關國家標準。

於報告期內，本集團的廢氣排放表現概述如下：

備註：

1. 二零二零年的顆粒物計算只包含了公司車輛的排放。於報告期內，本集團完善了其數據收集機制，故將工廠及車輛的顆粒物排放均涵蓋在內。

## GHG emissions

The Group's primary GHG emissions are generated from direct GHG emissions (Scope 1) from fuel consumed by vehicles, plant machinery, boilers, cooking, production and electricity generation, as well as indirect GHG emissions (Scope 2) from purchased electricity. During the Reporting Period, the Group's total GHG emissions density decreased by approximately 36.77%, mainly due to the Group's successful completion of coal-to-gas transformation which significantly reduced the use of coal and allowed its production to be more environmentally friendly. Other emissions reduction measures of the Group also contributed effectively to reducing its GHG emissions and facilitated its sustainable development.

The Group's performance on GHG emissions during the Reporting period is summarised as follows:

## 溫室氣體排放

本集團的主要溫室氣體排放來自車輛、廠內機械、鍋爐、煮食、生產和發電使用燃料所造成的直接溫室氣體排放(範圍一)以及外購電力造成的間接溫室氣體排放(範圍二)。於報告期內，本集團的溫室氣體排放總量密度共減少了約36.77%，這主要源於本集團成功實現了煤改氣，大大減少了原煤的使用，令其生產更環保。本集團的其他減排措施亦有效幫助減少其溫室氣體排放，促進其可持續發展。

於報告期內，本集團的溫室氣體排放表現概述如下：

Indicator <sup>2</sup> 指標 <sup>2</sup>	Unit 單位	2021 二零二一年	2020 <sup>3</sup> 二零二零年 <sup>3</sup>
Direct GHG emissions (Scope 1) • Gasoline used by vehicles • Diesel used by vehicles and plant machinery • Natural gas used for boilers, cooking, production and electricity generation • Coal used for boilers	直接溫室氣體排放(範圍1) • 車輛使用的汽油 • 車輛及廠內機械使用的柴油 • 鍋爐、煮食、生產和發電使用的天然氣 • 鍋爐使用的煤	tCO <sub>2</sub> e 噸二氧化碳當量	243,991.56
Indirect GHG emissions (Scope 2) • Purchased electricity	間接溫室氣體排放(範圍2) • 外購電力	tCO <sub>2</sub> e 噸二氧化碳當量	270,395.56
<b>Total GHG emissions</b>	<b>溫室氣體排放總量</b>	<b>tCO<sub>2</sub>e 噸二氧化碳當量</b>	<b>551,555.42</b>
<b>Total GHG emission intensity</b>	<b>溫室氣體排放總量密度</b>	<b>tCO<sub>2</sub>e/RMB million revenue<sup>4</sup> 噸二氧化碳當量/ 人民幣百萬元收 益<sup>4</sup></b>	<b>221.24</b>
			<b>139.89</b>

Note(s):

- The GHG emissions data is presented in terms of carbon dioxide equivalent and are based on, but not limited to, "The GHG Protocol Corporate Accounting and Reporting Standard" issued by the World Resources Institute and the World Business Council for Sustainable Development, "Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong" and the 2019 China Regional Power Grid Baseline Emission Factors published by the Ministry of Ecology and Environment of the People's Republic of China, "How to prepare an ESG Report – Appendix 2: Reporting Guidance on Environmental KPIs" issued by the Stock Exchange, and "Global Warming Potential Values" from the IPCC Fifth Assessment Report (2014) (AR5).
- Direct GHG emissions performance for 2020 has been restated as the Group has amended its coal usage data for 2020.
- For the year ended 31 December 2021, the Group's revenue was approximately RMB3,558,009,000 (2020: approximately RMB2,493,041,000). This figure is also used for calculation of other density information.

備註：

- 溫室氣體排放資料乃按二氧化碳當量呈列，並參照包括但不限於世界資源研究所及世界可持續發展工商理事會刊發的《溫室氣體盤查議定書：企業會計與報告標準》、《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》、中華人民共和國生態環境部刊發的《2019年減排項目中國區域電網基準線排放因子》、聯交所頒佈的《如何編製環境、社會及管治報告－附錄二：有關環境關鍵績效指標的報告指引》、IPCC第五次評估報告(二零一四年)(AR5)[全球變暖的潛在價值]。
- 由於本集團更正於二零二零年的煤用量數據，故重述二零二零年的直接溫室氣體排放表現。
- 截至二零二一年十二月三十一日止年度，本集團的收入約人民幣3,558,009,000元(二零二零年：約人民幣2,493,041,000元)。此資料亦會用作計算其他密度資料。

### Sewage discharge and treatment

Sewage from the plants mainly comes from pulping, screening, concentration and compressing (commonly known as “white water”). Sewage stations have been established at all our plants, where white water is processed by neutralisation, sedimentation, anaerobic and aerobic treatment before it is discharged to the discharge points designated by the Discharge Permit. The plants also sample and test the sewage after treatment on a regular basis to ensure compliance with the Standards for Pulp and Paper-making Industrial Pollutants Discharge, Guangdong Province Discharge Limits of Water Pollutants and other applicable national standards. During the Reporting Period, the Group’s total discharge volume was approximately 3,423,335.33 tonnes (2020: approximately 3,157,273.44 tonnes).

### Waste disposal

Hazardous and non-hazardous wastes are generated during the Group’s operation and production process. In order to reduce the impact of waste to the environment, the Group strictly complies with laws and regulations such as the Law of the People’s Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste and the Standard for Pollution Control on Hazardous Waste Storage and continues to implement various measures on waste management and emission reduction.

#### *Hazardous waste disposal*

The hazardous wastes generated by the Group’s business operations mainly include waste engine oil, waste packaging materials, waste plastic plates and waste packaging barrels. The Group has formulated relevant policies including Industrial Solid Waste Management System and followed the National Hazardous Waste List to manage and dispose hazardous waste accordingly. In order to effectively identify and dispose hazardous wastes, each department has been assigned a designated area for waste sorting, placing and labelling. Upon reaching a certain amount, the waste will be transferred to the materials department for unified collection. The time, name, specification and quantity of the waste transferred are clearly recorded in the collection account. The Group also arranges specialist collection of solid wastes and maintenance of temporary storage sites to prevent the leakage of hazardous wastes in the plant. After the hazardous waste is collected, it is stored in the hazardous materials warehouse. The Group engages qualified companies for handling the relevant hazardous materials for disposal on a regular basis.

The Group has expanded the scope of disclosure in the Report and improved its data collection mechanism. Therefore, the Group recorded more types of hazardous waste during the Reporting Period. The Group will compare the relevant ESG data when a meaningful comparisons is allowed.

### 污水排放及處理

廠房產生的污水主要來自碎漿、篩選、濃縮及壓榨等工序(俗稱「白水」)。廠房均設有污水站，白水經過中和、沉澱、厭氧及好氧處理等過程後，方排放至《排污許可證》中的指定排放點。廠房亦定期抽驗檢測處理後的污水，確保符合《製漿造紙工業水污染物排放標準》、《廣東省水污染物排放限值》等相關國家標準。於報告期內，本集團的總排水量為約3,423,335.33噸(二零二零年：約3,157,273.44噸)。

### 廢物處理

在本集團的營運及生產過程中，均會產生有害及無害廢棄物。為降低廢棄物對環境造成的影響，本集團嚴格依照《中華人民共和國固體廢物污染環境防治法》和《危險廢物儲存污染控制標準》等法律法規，持續實施多項廢棄物管理及減排措施。

#### *有害廢棄物處理*

本集團業務營運產生的有害廢棄物主要包括廢機油、廢包裝物、廢膠板和廢包裝桶等。本集團已制定有關政策，包括《工業固體廢物管理制度》及根據《國家危險廢物名錄》管理及處理有害廢棄物。為有效識別及處理有害廢棄物，各部門已劃分指定區域，以此對廢棄物進行分類、定位及定標擺放，達到一定數量後移交物料部統一回收。移交廢物的時間、名稱、規格及數量會被清楚登記於回收記錄中。本集團亦安排專人負責固體廢物收集和暫存場所的維護工作，防止有害廢棄物在廠內產生洩漏。危險廢物被回收後會儲存於危廢品倉庫，並定期通過本集團委託的擁有相關危廢品處理資歷的公司進行處理。

本集團擴大了本報告的披露範圍及完善了其數據收集機制。因此，於報告期內，本集團錄得更多有害廢物的種類。本集團將在可進行有意義的比較時，比較相關的環境、社會及管治數據。

The Group's performance on hazardous waste disposal during the Reporting Period is summarised as follows:

於報告期內，本集團的有害廢棄物棄置表現概述如下：

Type of hazardous waste 有害廢棄物種類		Unit 單位	2021 <sup>5</sup> 二零二一年 <sup>5</sup>	2020 二零二零年
Waste engine oil	廢機油	tonnes 噸	6.06	11.54
Packaging waste	廢包裝物	tonnes 噸	23.92	9.58
Used plastic boards	廢膠板	tonnes 噸	11.95	7.89
Used packaging barrels	廢包裝桶	tonnes 噸	13.74	7.09
Ink-containing wastewater	含油墨廢水	tonnes 噸	17.46	3.00
Used plastic sheets	廢膠片	tonnes 噸	1.31	0.67
Laboratory waste liquid	實驗室廢液	tonnes 噸	0.99	0.60
Waste oil drums	廢機油桶	tonnes 噸	0.29	0.40
Used oil rags	廢油抹布	tonnes 噸	-	0.22
Used light tubes	廢燈管	tonnes 噸	0.10	0.01
Used batteries <sup>6</sup>	廢電池 <sup>6</sup>	tonnes 噸	2.55	-
Waste ink residue <sup>6</sup>	廢油墨渣 <sup>6</sup>	tonnes 噸	10.00	-
Waste mineral oil <sup>6</sup>	廢礦物油 <sup>6</sup>	tonnes 噸	0.80	-
Waste activated carbon <sup>6</sup>	廢活性炭 <sup>6</sup>	tonnes 噸	0.24	-
<b>Total hazardous waste disposal</b>	<b>有害廢棄物總棄置量</b>	<b>tonnes 噸</b>	<b>89.41</b>	<b>41.00</b>
<b>Total hazardous waste disposal intensity</b>	<b>有害廢棄物總棄置量密度</b>	<b>tonnes/RMB million revenue 噸／人民幣百萬元 收益</b>	<b>0.03</b>	<b>0.02</b>

Note(s):

備註：

5. More types of hazardous waste has been recorded during the Reporting Period due to the Group's expanded scope of disclosure in the Report and improved its data collection mechanism.
6. Relevant figures have been disclosed from 2021 onwards.

5. 於報告期內，由於本集團擴大了本報告的披露範圍及改善了其數據收集機制，故錄得更多有害廢棄物的種類。
6. 相關數字自2021年起披露。

#### Non-hazardous waste disposal

The Group's non-hazardous waste mainly includes coal fly ash, gypsum, waste residue, and sludge from papermaking generated by plants. Such wastes are categorised into reusable and non-reusable for processing, respectively. For example, Zhongshan Yong Fa sold coal fly ash to cement manufacturers and delivered waste residue, sludge and gypsum to local sanitation authorities and qualified contractors for processing, respectively. The three plants keep management accounts for the continuous record of waste generation, delivery date and destination.

During the Reporting Period, the Group's total non-hazardous waste disposal density increased by approximately 69.41%, mainly due the Group's expanded scope of disclosure in the Report, accordingly an increase in non-hazardous waste disposal was recorded.

#### 無害廢棄物處理

本集團生產的無害廢棄物主要為廠房產生的造紙粉煤灰、石膏、造紙廢渣、造紙污泥等。廠房均將廢物分為可再利用及不可再利用兩類，並會分別處理它們。例如，中山永發將粉煤灰供予水泥製造商，廢渣、污泥及石膏則分別交由當地環境衛生處及合資格的機構承包商清運處理。三家廠房亦建立管理台賬，持續記錄廢物的產生量、轉運日期及去向等。

於報告期內，本集團的無害廢棄物總棄置量密度上升了約69.41%，這主要是由於本集團擴大了本報告的披露範圍，故錄到更多無害廢棄物的棄置。

The Group's performance on non-hazardous waste disposal during the Reporting Period is summarised as follows:

於報告期內，本集團的無害廢棄物棄置表現概述如下：

Type of non-hazardous waste 無害廢棄物種類		Unit 單位	2021 二零二一年	2020 二零二零年
Papermaking waste residue	造紙廢渣	tonnes 噸	148,002.53	42,978.10
Coal fly ash	粉煤灰	tonnes 噸	7,800.12	13,813.79
Waste paper	廢紙	tonnes 噸	15,878.00	12,028.00
Papermaking sludge	造紙污泥	tonnes 噸	3,897.52	1,948.57
Gypsum	石膏	tonnes 噸	600.96	1,689.96
Slag	爐渣	tonnes 噸	-	280.00
Dyeing sludge	印染污泥	tonnes 噸	191.00	196.00
<b>Total non-hazardous waste disposal</b>	<b>無害廢棄物總棄置量</b>	<b>tonnes 噸</b>	<b>176,370.13</b>	<b>72,934.42</b>
<b>Total non-hazardous waste disposal intensity</b>	<b>無害廢棄物總棄置量密度</b>	<b>tonnes/RMB million revenue 噸/人民幣百萬元 收益</b>	<b>49.57</b>	<b>29.26</b>

## A2. Use of Resources

To actively promote the efficient use of resources, the Group monitors the potential influence of its business operations on the environment on a real-time basis and minimises the impact of the Group's operations on the environment and enhances environmental sustainability by promoting green office and operating environment. The Group manages the use of resources, including water and electricity, collects monthly consumption data, focuses on managing major energy-consuming equipment, and standardises equipment operating procedures to fully and effectively use energy.

### Energy consumption

The primary energy used in the papermaking process includes electricity, diesel, coal and natural gas used in boilers, canteens, production and electricity generation and diesel and gasoline used in vehicles. The plants adopt cogeneration units to supply coal-fired power and residual heat for generating steam for production purposes. Compared to the traditional coal-fired power generation model, cogeneration technology can reduce the energy loss in the form of heat and contribute to higher energy efficiency by using an equivalent amount of coal. In order to coordinate with national policy development, Zhongshan Rengo Hung Hing and Zhongshan Yong Fa have completed the coal-to-gas conversion project and began to use clean energy from natural gas boilers in 2020 to replace coal furnaces for production.

## A2. 資源使用

本集團以積極推動有效使用資源為宗旨，即時監察業務營運對環境帶來的潛在影響，並透過推廣綠色辦公及營運環境，將本集團營運對環境的影響減至最低，提高環境可持續性。本集團對水、電等資源使用進行管理，每月統計用量，並對主要耗能設備進行重點管理，規範設備作業流程，以充分有效地利用能源。

### 能源消耗

造紙過程主要使用的能源包括電力、鍋爐、食堂、生產和發電使用的柴油、煤及天然氣，以及汽車使用的柴油及汽油。廠房均採用熱電聯產設備，在燃煤發電的同時，將產生的廢熱用於製造蒸汽，供生產所用。相比傳統燃煤發電模式，熱電聯產技術可減少能量以熱量的形式損失，使用同量燃煤而能達至更高的能源效益。為配合國家政策發展，中山聯合鴻興及中山永發已完成煤改氣工程，並在二零二零年開始使用天然氣鍋爐的清潔能源取代煤爐進行生產工作。

During the Reporting Period, the Group's total energy consumption density decreased by approximately 24.80%, mainly due to measures and practices adopted by the Group to improve energy efficiency in production, through enhancement of production methods, use of cogeneration systems, and switching from coal to cleaner natural gas for boiler fuel.

The Group's performance on energy consumption during the Reporting Period is summarised as follows:

Type of energy 能源種類		Unit 單位	2021 二零二一年	2020 <sup>7</sup> 二零二零年 <sup>7</sup>
<b>Direct energy consumption</b>	<b>直接能源消耗</b>	<b>MWh 兆瓦時</b>	<b>1,122,141.66</b>	1,003,396.77
Coal	煤	MWh 兆瓦時	225,072.71	679,466.99
Natural gas	天然氣	MWh 兆瓦時	884,001.20	321,817.06
Gasoline	汽油	MWh 兆瓦時	176.38	34.89
Diesel	柴油	MWh 兆瓦時	12,891.37	2,077.83
<b>Indirect energy consumption</b>	<b>間接能源消耗</b>	<b>MWh 兆瓦時</b>	<b>312,956.69</b>	333,755.04
Purchased electricity	外購電力	MWh 兆瓦時	312,956.69	333,755.04
<b>Total energy consumption</b>	<b>能源總消耗量</b>	<b>MWh 兆瓦時</b>	<b>1,435,098.35</b>	1,337,151.81
<b>Total energy consumption intensity</b>	<b>能源總消耗量密度</b>	<b>MWh/RMB million revenue 兆瓦時／人民幣 百萬元收益</b>	<b>403.34</b>	536.35

Note(s):

7. Energy consumption performance for 2020 has been restated as the Group has amended its coal usage for 2020.

### Water Consumption

To save water, white water is reused to the greatest extent in the production process of the plants. For example, at Zhongshan Yong Fa, there is a process consisting of a white water tank to recycle white water from pulpers, desanders, thickeners and fourdrinier units for reuse in disintegration, pulping, and paper machine spraying processes. The Group has also been increasing promotional efforts in water conservation, encouraging employees to develop water conservation habits and adopt rational water usage practices. To improve water efficiency and raise water conservation awareness among employees, the Group has adopted the following measures:

- Water-saving appliances are used in water facilities as far as possible;

於報告期內，本集團的能源總消耗量密度減少了約24.80%，這主要源於本集團透過改善生產方式，採用熱電聯產設備，更由使用原煤轉為使用較潔淨的天然氣作鍋爐燃料，以上措施及實踐均大大提升了生產中的能源效益。

於報告期內，本集團的能源消耗表現概述如下：

備註：

7. 由於本集團更正於二零二零年的煤用量，故已重述二零二零年的能源消耗表現。

### 水源消耗

為了節約用水，廠房均盡量於生產中重用白水。以中山永發為例，廠房設有白水池，回收碎漿機、除砂器、濃縮機及長網部等產生的白水，並重用於制漿碎解及紙機淋噴的過程。本集團亦一直加強節水宣傳，鼓勵所有員工養成自覺節約用水的習慣，引導員工合理用水。為提升用水效益及提高員工的節水意識，本集團採取以下措施：

- 用水設施儘量採用節水型器具；

- The faucet should be turned off immediately after using to prevent long-running water and the running, emitting, dripping and leaking of water;
- If abnormal conditions are found, the relevant department shall be notified in time to prevent waste of water resources; and
- Water-saving slogans are posted in pantries and washrooms to remind employees to save water.

During the Reporting Period, the Group reused water multiple times and its accumulated sewage recycled volume was approximately 11,023,054.71 tonnes (2020: approximately 7,194,273.99 tonnes).

During the Reporting Period, the Group's total water consumption density decreased by approximately 40.01%, mainly due to the Group's efficient reuse of waste water and increased water usage efficiency. Water conservation awareness among employees have also contributed to the Group's water saving practices. The Group's performance on water consumption is summarised as follows:

#### Water resources 水資源

**Total water consumption** 總耗水量  
**Total water consumption intensity** 總耗水量密度

Unit 單位	2021 二零二一年	2020 二零二零年
tonnes 噸	4,197,978.00	4,903,490.30
tonnes/RMB million revenue 噸/人民幣百萬元 收益	1,179.87	1,966.87

#### Use of raw materials

Zhengye International adopted the performance indicator method to manage its corrugated medium paper production lines and succeeded in improving its production efficiency as a whole. The three plants have formulated a performance programme to incorporate resource utilisation requirements into departmental performance indicators. For instance, if the Thermal Power Department and the Raw Materials Department can reduce monthly steam and waste paper consumption by a certain quantity, corresponding bonuses will be granted according to the policies to further incentivise the departments to save resources. Such management model will be promoted across the Group to optimise the efficiency of the production line for corrugated cartons and honeycomb paper-based products, with an aim at continuous improvements in the Group's core competitiveness.

- 用水後應及時關閉水龍頭，防止長流水和跑、冒、滴、漏現象；
- 如發現有異常狀況，應及時通知相關部門處理，以防止浪費水資源；及
- 茶水間及洗手間張貼節水標語以提醒僱員節約用水。

於報告期內，本集團多次重用水，累計污水回用量達約11,023,054.71噸(二零二零年：約7,194,273.99噸)。

於報告期內，本集團的總耗水量密度下降了40.01%，這主要是本集團高效的污水回用及用水效益的提升，員工的節水意識亦有助本集團節約用水的實踐。本集團的水源消耗表現概述如下：

#### 原材料使用

正業國際採用了績效指標法管理瓦楞紙生產線，成功提高整體生產線的生產效益。三家廠房制定《績效方案》，將資源使用的要求納入部門的績效指標當中。例如，熱電部及原料部若每月可減少一定數量的蒸汽及廢紙消耗量，則可按規定獲得相應的獎金，進一步鼓勵各部門節約資源。本集團將繼續沿用此管理模式，優化瓦楞紙箱及蜂窩紙製品生產線的營運效率，持續提升本集團的核心競爭力。

The Group's performance on use of raw materials during the Reporting Period is summarised as follows:

於報告期內，本集團的原材料使用表現概述如下：

Type of raw materials 包裝材料種類		Unit 單位	2021 二零二一年	2020 二零二零年
Waste paper	廢紙	tonnes 噸	<b>778,021.84</b>	686,494.15
Raw paper	原紙	tonnes 噸	<b>147,182.15</b>	162,610.00
Starch	澱粉	tonnes 噸	<b>36,406.30</b>	21,702.07
Water-based ink	水性油墨	tonnes 噸	<b>213.00</b>	200.00
Plastic printing ink	膠印油墨	tonnes 噸	<b>27.00</b>	28.00

#### Use of packaging materials

During the production process, the Group uses a variety of packaging materials, including binding thread, packaging film and packing belt. Packaging materials are mainly used for the packaging of carton products during transportation. The Group's performance on the use of packaging materials during the Reporting Period is summarised as follows:

#### 包裝材料使用

在生產過程中，本集團會使用到各種包裝材料，包括釘綫、打包膜、打包帶等，包裝材料主要用於運輸過程中紙箱產品的包裝用途。於報告期內，本集團的包裝材料使用表現概述如下：

Type of packaging materials 包裝材料種類		Unit 單位	2021 <sup>8</sup> 二零二一年 <sup>8</sup>	2020 二零二零年
Binding thread	釘綫	tonnes 噸	<b>244.35</b>	247.14
Packaging film	打包膜	tonnes 噸	<b>180.99</b>	140.86
Packing belt	打包帶	tonnes 噸	<b>98.60</b>	76.36
Scrap metal <sup>9</sup>	廢鐵 <sup>9</sup>	tonnes 噸	<b>53.68</b>	—
Waste plastic <sup>9</sup>	廢塑料 <sup>9</sup>	tonnes 噸	<b>23.64</b>	—
Used bags <sup>9</sup>	廢袋子 <sup>9</sup>	tonnes 噸	<b>12.51</b>	—
Foam <sup>9</sup>	泡沫 <sup>9</sup>	tonnes 噸	<b>6,270.00</b>	—
Honeycomb wrap <sup>9</sup>	蜂窩膠 <sup>9</sup>	tonnes 噸	<b>908.02</b>	—
Hot melt adhesive <sup>9</sup>	熱熔膠 <sup>9</sup>	tonnes 噸	<b>95.73</b>	—
Adhesive tape, plastic tape, cling wrap <sup>9</sup>	膠紙、透明膠帶、纏繞膜 <sup>9</sup>	tonnes 噸	<b>96.48</b>	—
Expanded Polyethylene ("EPE") foam, sponge <sup>9</sup>	珍珠棉、海綿 <sup>9</sup>	tonnes 噸	<b>2,139.96</b>	—
<b>Total packaging materials</b>	<b>包裝材料總量</b>	<b>tonnes 噸</b>	<b>10,123.96</b>	464.36
<b>Packaging materials intensity<sup>10</sup></b>	<b>包裝材料密度<sup>10</sup></b>	<b>tonnes/0'000 square metres of carton products</b> <b>噸/萬平方紙箱產品</b>	<b>0.53</b>	—

Type of packaging material <sup>8</sup> 包裝材料種類 <sup>8</sup>		Unit 單位	2021 二零二一年	2020 二零二零年
Masking tape <sup>9</sup>	牛皮膠 <sup>9</sup>	rolls 卷	1,959	—
Double-sided tape <sup>9</sup>	雙面膠 <sup>9</sup>	rolls 卷	23,097	—
Packing tape <sup>9</sup>	封箱膠帶 <sup>9</sup>	rolls 卷	17,455	—
<b>Total packaging materials</b>	<b>包裝材料總量</b>	<b>rolls 卷</b>	<b>42,511</b>	<b>—</b>
<b>Packaging materials density<sup>10</sup></b>	<b>包裝材料密度<sup>10</sup></b>	<b>rolls/0'000 square metres of carton products 卷/萬平方 紙箱產品</b>	<b>2.21</b>	<b>—</b>

Note(s):

8. More types of packaging materials has been recorded during the Reporting Period due the Group's expanded scope of disclosure in the Report and improved data collection mechanism.
9. Relevant figures have been disclosed from 2021 onwards.
10. Packaging materials was mainly used for carton products, of which production volume was approximately 192,390,000 square metres during the Reporting Period.

備註：

8. 於報告期內，由於本集團擴大了本報告的披露範圍及改善了其數據收集機制，故錄得更多包裝材料的種類。
9. 相關數字自2021年起披露。
10. 於報告期內，包裝材料主要是用於紙箱產品，其產量達約19,239萬平方。

### A3. The Environment and Natural Resources

Zhengye International seeks to monitor and enhance the environmental performance of its plants in operation. Departments at the plants collaborate to measure and record various emissions and consumption of resources. The Group will use these data in future as indicators to review the achievements and progress made towards emission reduction and resource saving goals, and may further set more stringent targets to boost the efficiency of its day-to-day operations. The Group will further commit resources in research and development, seeking to introduce more advanced environmentally friendly production technologies and equipment.

Zhengye International is committed to avoiding fire, explosion, chemical leakage, significant water and electricity supply disruption and other potential incidents. To this end, the plants developed respective emergency response plans to define the incident reporting and control procedures, avoid spreading of pollution sources, and manage the impact of incidents to the environment and the surrounding communities. The Group's paper-making base and packaging base have optimised and upgraded the levels of fire prevention at its plants, with newly installed firefighting water cannons, fire safety monitoring systems, centralised management of voluntary firefighting team, and enhanced situational training and emergency response measures and plans. Zhongshan Yong Fa also maintained green plants outside of its coal bunker and alongside roads to green the environment of our plants.

### A3. 環境及天然資源

正業國際致力監察和提升廠房營運的環保績效。廠房的各部門已開始協調合作，記錄和統計各種排放物及資源使用量。未來，本集團將會以這些數據作為指標，審視已訂立減排及節約資源目標的實踐和進展，甚至進一步訂立更嚴謹的目標，以提升日常營運的效率和效益。本集團將繼續投入研發工作，致力採用更先進的環保生產技術和設備。

正業國際致力避免如火警、爆炸、化學品洩漏、大範圍水電供應中斷等潛在事故，廠房已制定相應的應急預案，界定事故發生時的通報控制程序，避免污染源擴散，控制事故對環境和周邊社區的影響。集團造紙基地和包裝基地均優化升級了廠房消防管控等級，新增消防水炮、消防監控體系，中央集控設立義務消防隊，加強現場培訓和應急處理措施和預案。中山永發亦在煤倉外、車路兩旁等廠內多處栽種綠色植物，致力綠化環境。

#### A4. Climate Change

Climate change affects society across the world, including the Group's business. The Group recognises the importance of identifying and mitigating any significant impact caused by climate change. Accordingly, the Group has conducted a climate change assessment. With reference to the recommendations of the Task Force on Climate-Related Financial Disclosures ("TCFD"), the Group has identified its climate related risks and formulated corresponding measures to address such risks, in order to manage risks and opportunities relating to climate change, and implement corresponding measures to adapt to or mitigate the impact of climate change on its business.

The Group has incorporated climate risks into its internal control process to take into account climate change comprehensively. Through its internal control process, the Group recognises the risks and opportunities arising from transformation towards a low-carbon economy. The Group will continue to assess the effectiveness of its actions on climate change, and strengthen its ability to address issues relating to climate change.

##### Physical risks

Zhengye International's main operational sites are located in Zhongshan and Zhuhai in Guangdong province, which have a possibility to be affected by climate related problems such as super typhoons and floods. As climate change may lead to high frequency and severity of extreme weather events, the Group may experience adversely impact on plant operations or even plant closure under poor weather conditions such as typhoons and heavy rainfall. The paper-based packaging products business is one of the Group's main sources of income and adverse impact on plant operations will have a direct negative effect on the Group's revenue.

The Group has adopted various measure to manage the aforementioned physical risks. For example, the Group has formulated a response plan for emergency situations to mitigate or avoid losses if extreme weather affects the Group's places of operation. Moreover, the Group has purchased insurance to cover the risk of financial losses. The Group believes that making adequate preparations for extreme weather events can minimise any potential financial impact.

#### A4. 氣候變化

氣候相關問題正在影響全球社會，因此亦影響本集團的業務。本集團深明識別和減輕氣候變化帶來的任何重大影響的重要性。因此，本集團已進行氣候變化評估，在參考氣候相關財務揭露工作小組（「TCFD」）的建議後，識別本集團的氣候相關風險及制定相應的應對措施，以管理氣候變化相關風險與機遇，並實施相應措施以適應或減緩氣候變化對其業務的影響。

本集團已將氣候風險納入其內部監控程序，以全面考慮氣候變化。透過內部監控程序，本集團意識到向低碳經濟轉型所產生的風險及機遇。本集團將繼續評估本集團對氣候變化行動的有效性，並增強其應對氣候變化相關問題的應對能力。

##### 實體風險

正業國際的主要營運地點位於廣東省的中山和珠海，有機會受超級颱風及水災等氣候相關問題影響。由於氣候變化導致極端天氣事件更加頻繁及嚴重，本集團可能遇到在颱風及暴雨等惡劣天氣下廠房的營運受到不利影響或廠房需要關閉的情況。紙製包裝產品業務為本集團的主要收入來源之一，故廠房營運的不利影響將對本集團的收益造成直接負面影響。

本集團已採取不同措施管理上述的實體風險。例如，本集團已就緊急情況制定應急計劃，以便在極端天氣影響本集團的營運場所時減少或避免損失。此外，本集團已投購保險以應對財產損失風險。本集團相信，透過為極端天氣事件作充足準備，可將潛在財務影響減至最低。

### Transition risks

The Group is aware that transition risks in relation to climate-related matters may have a significant impact on the Group. As the Chinese government has proposed carbon reduction targets, striving to reach the peak carbon dioxide emissions before 2030 and achieve carbon neutrality before 2060, the Group anticipates increasingly stringent laws and regulations relating to climate change. Therefore, the Group may face higher operating costs to comply with regulatory changes and may even be exposed to legal risks.

In order to manage compliance and legal risks which may arise from the climate crisis, the Group has implemented a series of measures. First, the Group continuously monitors any changes in laws and regulations, Second, the Group has sought compliance advisory services to mitigate legal risks. Third, the Group has been adopting comprehensive environmental protection measures, including measures aimed at reducing GHG emissions.

The Group is committed to mitigating risks that may arise from climate change. The Group has conveyed to the public its measures on mitigating and adapting to climate change through various channels, in particular ESG reports. By reporting the Group's improvements in ESG performance, the Group hopes to foster public understanding of how the environmental packaging industry can contribute to addressing the climate crisis. The Group is concerned about sustainable development and is always committed to environmental protection. For example, the Group continuously implements various energy management, waste disposal management and emissions reduction measures.

### 轉型風險

本集團知悉與氣候相關事宜有關的轉型風險可能對本集團造成重大影響。由於中國政府已提出減碳目標，力爭於二零三零年前達到「碳達峰」，並爭取二零六零年實現「碳中和」，本集團預期氣候變化相關的法律及法規將更加嚴格。因此，本集團可能需要承擔更高的營運成本以遵守監管變動，更可能面臨法律風險。

為管理氣候危機可能帶來的合規和法律風險，本集團已採取一系列措施。首先，本集團持續監察法律或法規的任何變動。其次，本集團已尋求合規諮詢服務以降低法律風險。第三，本集團一直採取全面措施保護環境，包括旨在減少溫室氣體排放的措施。

本集團致力減低氣候變化可能帶來的風險。本集團已透過多種渠道(尤其是環境、社會及管治報告)向公眾傳達其緩解及適應氣候變化的措施。透過報告本集團對環境、社會及管治表現的改善，本集團希望公眾能了解環保包裝業可幫助應對氣候危機。本集團關注可持續發展，並一直致力保護環境。例如，本集團持續實施多項能源管理，廢棄物管理及減排措施。

## B. Social

### B1. Employment

Zhengye International respects the individual autonomy and values the talent of every employee and maintains compliance in employment practices. The Group has established open and transparent employment systems to regulate aspects such as remuneration and benefits, working hours, rest time, performance appraisal, career development, recruitment and selection. The relevant regulations are set out in the Human Resources Cycle Management Policy, the Labour and Personnel Management Regulations, and the Code for Employees. The plants emphasise the principle of open and fair staff recruitment and select the best candidates based on job requirements. Discrimination in any form is prohibited. At the same time, the Group is committed to building a positive and transparent working environment, free of any harassment or discrimination.

The Group is committed to encouraging talent growth and respects the individual autonomy and values the talent of every employee. It organises various internal and external training to improve the abilities and skill levels of its employees. At the same time, it provides a wide range of career development paths and has established a fair and effective promotion mechanism so that both employees and the company may grow together. Meanwhile, the Group has a comprehensive welfare system and organises diversified activities to strengthen team cohesion.

The Group has established a monthly performance evaluation mechanism to assess the performance of key job duties and work progress and incentivise employees with good performance. At the same time, the Group has formulated a diversified incentive mechanism, including equity incentives, production incentives and project incentives. The above incentives are distributed by the Human Resources Department according to the financial-related data and the reward plan, therefore, to motivate employees to make contributions in their respective areas of operations and share the results of its growth with its employees.

In addition, the Group has established communication channels with employees to address developments and concerns in a timely manner. The timely resolution of employee concerns can enhance the professionalism of employees. Employees may raise complaints in relation to the employment system verbally or in writing, and the Group has established a mediation committee to help resolve any disputes. Where a resolution is not reached, the parties may apply for arbitration by local labour regulation agencies.

## B. 社會

### B1. 僱傭

正業國際尊重每一位員工的主體意識及人才價值，堅持合規僱傭。在薪酬福利、工時制度、休息時間、績效考核、職業發展、招聘與錄用等各方面，本集團已建立公開透明的僱傭制度，並將有關規定載於《人力資源循環管理政策》、《勞動人事管理規定》和《員工守則》。廠房均強調以公開、平等的原則招聘員工，因應崗位需要擇優錄用，不容許任何歧視。同時，本集團致力於營造一個積極向上，簡單透明的工作氛圍，謝絕任何騷擾和歧視。

本集團公司致力促進人才的成長，尊重每一位員工的主體意識及人才價值，組織內部及外部的各類培訓，提升員工能力及技能水準。同時，提供多通道的職業發展路徑，建立公平有效的晉升機制，實現員工和企業的共同發展。同時，本集團有完善的福利體系，並開展多元文化活動，提升團隊凝聚力。

本集團設有月度的績效評價機制，對崗位的關鍵職責及工作成果進行評價，激勵優秀員工。同時，本集團還設立多元化的激勵機制，包括股權激勵措施、超產獎勵及專項項目獎勵。以上均由人力資源部根據財務相關數據及獎勵方案分發，以激勵員工在各自的業務領域做出貢獻，與員工共同分享發展成果。

此外，本集團已建立與員工溝通的管道，關注員工動態及訴求，及時解決他們關注的問題，從而提升他們的敬業度。同時，本集團亦設有調解委員會，員工可通過口頭或書面形式作出有關僱傭制度的申訴，由委員會協助爭議雙方調解。若調解不成功，當事人可選擇向當地勞動監察部門申請仲裁。

The Group has complied with all laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare, including but not limited to the Company Law of the People's Republic of China, the Contract Law of the People's Republic of China, the Labour Contract Law of the People's Republic of China and the Regulations on Labour Security Supervision. During the Reporting Period, the Group did not identify any non-compliance with relevant local employment laws and regulations which has a significant impact on the Group.

As at 31 December 2021, the Group has 2,812 employees (2020: 2,567<sup>11</sup> employees) who are all employed on a full-time basis, of which 481 employees are engineers and technical staff or possess higher education background. A breakdown of the Group's employees is set out as follows:

本集團已遵守所有與薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的法律法規，包括但不限於《中華人民共和國公司法》、《中華人民共和國合同法》、《中華人民共和國勞動合同法》及《勞動保障監察條例》。於報告期內，本集團並無發現任何對本集團造成重大影響的當地相關僱傭法律及法規之違規事件。

截至二零二一年十二月三十一日，本集團僱用2,812名員工（二零二零年：2,567<sup>11</sup>名員工），均為全職員工，當中481名為工程師及技術人員或具有高等教育背景的僱員，本集團的僱員劃分如下：

		2021 二零二一年		2020 二零二零年	
		No. of employees 僱員人數	Percentage of total employees 總人數百分比	No. of employees 僱員人數	Percentage of total employees 總人數百分比
<b>By gender</b>	<b>按性別劃分</b>				
Male	男性	2,191	77.92%	1,985	77.33%
Female	女性	621	22.08%	582	22.67%
<b>By age group</b>	<b>按年齡組別劃分</b>				
Under 30 years old	30歲以下	347	12.34%	365	14.22%
30–50 years old	30–50歲	1,814	64.51%	1,622	63.19%
Over 50 years old	超過50歲	651	23.15%	580	22.59%
<b>By geographical region</b>	<b>按地區劃分</b>				
Zhongshan	中山市	2,183	77.63%	1,925	74.99%
Zhuhai	珠海市	355	12.63%	357	13.91%
Ganzhou	贛州市	177	6.29%	166	6.47%
Gaoan	高安市	7	0.25%	–	–
Wuhan	武漢市	90	3.20%	–	–
Others	其他	–	–	119	4.63%

Note(s):

11. The number of employees in 2020 only included the main operational sites of Zhengye International, but not all operational sites. During the Reporting Period, the Group has expanded its reporting scope to cover all operational sites of Zhengye International together representing the Group's entire revenue.

備註：

11. 二零二零年員工人數僅包括正業國際的主要營運點，並不包括所有營運地點。於報告期內，本集團擴大了報告範圍，涵蓋了正業國際所有營運地點，共佔本集團的全部收入。

During the Reporting Period, the Group's overall staff turnover rate<sup>12</sup> was approximately 26.17% (2020: 34.87%), the breakdown of which is as follows:

於報告期內，本集團的整體僱員流失率<sup>12</sup>約為26.17%(二零二零年：34.87%)，其劃分如下：

Category <sup>13</sup> 類別 <sup>13</sup>		2021 二零二一年		2020 二零二零年	
		Turnover number 流失人數	Turnover rate 流失率	Turnover number 流失人數	Turnover rate 流失率
<b>By gender</b>	<b>按性別劃分</b>				
Male	男性	511	23.32%	651	32.80%
Female	女性	225	36.23%	244	41.92%
<b>By age group</b>	<b>按年齡組別劃分</b>				
Under 30 years old	30歲以下	246	70.89%	306	83.84%
30–50 years old	30–50歲	415	22.88%	511	31.50%
Over 50 years old	超過50歲	75	11.52%	78	13.45%
<b>By geographical region</b>	<b>按地區劃分</b>				
Zhongshan	中山市	515	23.59%	724	37.61%
Zhuhai	珠海市	145	40.85%	107	29.97%
Ganzhou	贛州市	38	21.47%	35	21.08%
Gaoan	高安市	3	42.86%	–	–
Wuhan	武漢市	35	38.89%	–	–
Others	其他	–	–	29	24.37%

Note(s):

- Employee turnover rate is calculated by taking the number of employees who left during the year divided by the number of employees at the end of the year.
- Employee turnover rate by category is calculated by taking the number of employees of the respective category who left during the year divided by the number of employees of the respective category at the end of the year.

備註：

- 僱員流失率按照本集團於年內離職僱員數目除以年末的僱員數目計算。
- 按類別劃分的流失率按照該類別僱員於年內的離職人數除以年末該類別的僱員總數計算。

## B2. Health and Safety

As a manufacturing enterprise, Zhengye International attaches extra importance to sustaining a healthy and safe workplace. The Group has formulated the Production Safety Accountability System, the Production Safety Management System and Occupational Health Management Regulations. A management framework comprising management executives of the plant and heads of engineering, equipment, production, safety office and other departments is in place to define the duties of personnel and implement the managerial initiatives. At Zhongshan Yong Fa, efforts were taken to further standardise the planning, implementation, inspection and improvement procedures in its safety management programme through the Health, Safety and Environment ("HSE") Manual with reference to OHSAS 18001:2007 standards.

In addition, the Group strictly abides by its Fire Safety Management System, which clearly defines fire safety management work and responsible persons, requires regular fire safety inspections at operational sites, and sets out requirements for equipment safety to prevent any fire accidents.

Zhengye International provides employees with safety training to enhance their safety awareness. The plants provide new staff with training courses and assessments at three levels, namely company, department and work group, covering safety regulations, equipment operation, case study, etc. Employees engaging in specific work such as electrical, lifting, boiler and welding must receive additional professional training, pass the examination and obtain an operational certificate before performing their respective duties. The plants regularly organise safety education in various forms. At Zhongshan Rengo Hung Hing, for example, morning and evening meetings are held from time to time to explain to the staff the safety and health issues identified in inspection to enhance their safety awareness.

Post-specific safety guidelines, protective gears and health support are provided to employees. Zhongshan Yong Fa also developed safety management guidelines for the thermal process, electrical work, aerial work and confined space work to illustrate the post-specific safety matters to be noted. Safety helmets, work shoes, gloves, protective glasses, earplugs and other protective gears suitable for the post are provided to employees. Zhongshan Rengo Hung Hing introduced a mechanism linking the usage of protective gears to safety bonuses to incentivise employees in self-discipline and proper use. Each year physical examination is provided to employees, and job transfer and re-examination are arranged for the employees with suspected symptoms of occupational disease to follow up their health status.

## B2. 健康與安全

作為生產型企業，正業國際尤其注重維持一個健康及安全的工作環境。本集團已制定《安全生產責任制》、《安全生產管理制度》及《職業健康管理規定》，建立廠房管理層，以及工程、設備、生產、安全辦等部門負責人組成的管理架構，界定各人員的職責，落實各項管理措施。中山永發更依據OHSAS 18001:2007標準，透過《健康、安全及環境（「HSE」）手冊》進一步將安全管理方案的策劃、實施、檢查和改進流程標準化。

此外，本集團嚴守其《消防安全管理制度》，明確訂立消防安全管理工作和負責人，規定營運地點需定期進行消防安全檢查，以及列明有關設備安全的要求，以防任何火災事故的發生。

正業國際為員工提供安全培訓，以加強員工的安全認知。廠房為新員工安排公司、部門和班組三個層級的培訓及考核，內容包括安全法規、設備操作、案例學習等。從事電氣、起重、鍋爐、焊接等特殊工種的員工，必須額外接受專門操作訓練，考試合格並取得操作證後方可工作。廠房亦會定期以不同形式展開安全教育，例如中山聯合鴻興不時在早會及晚會向全體員工講解巡檢中發現的安全衛生問題，提升員工的安全意識。

針對不同工作崗位，廠房為員工提供安全指引、裝備及健康支援。例如對於熱工序、電工作、高空作業及密閉空間工作等，中山永發制定了相應的安全管理指引，說明崗位需要注意的安全事項。廠房向員工提供適合該工種的安全帽、工作鞋、手套、防護眼鏡、耳塞等安全防護裝備。中山聯合鴻興更將裝備的使用與員工的安全獎金制度掛鉤，推動員工自律並正確佩戴。廠房每年為員工安排身體檢查，若發現懷疑職業病癥狀，則安排有關員工調職和接受覆檢，跟進其健康狀況。

During the Reporting Period, the Group did not identify any non-compliance with relevant laws and regulations in relation to health and safety, including the Production Safety Law of the People's Republic of China and the Occupational Disease Prevention and Control Law of the People's Republic of China, which has a significant impact on the Group. The plants classify work-related injuries as minor, moderate, major and critical based on the healthcare costs or rest days incurred as a result of the work-related injury. During the Reporting Period, the Group recorded a total of 32 cases of work-related injuries (2020: 18 cases), of which 17 cases were minor (2020: 7 cases), 12 cases were moderate (2020: 10 cases), 2 cases were major (2020: 1 case) and 1 case was critical (2020: 0 cases). As the Group's operating revenue and business activities increased during the Reporting Period and the scope of the Report covers more businesses of the Group, it is inevitable that the number of cases of work-related injuries increased. However, the Group remains highly concerned about occupational safety and the health of its employees, and accordingly has formulated targets to bring down the number of cases of work-related injuries in 2022. Among the work-related accidents, the critical work-related injury case was a case of work-related fatality caused by machine operation errors and illegal operations. In order to prevent the recurrence of similar safety production accidents, the Group has strengthened supporting management measures, requirements and training to avoid insufficient pre-job training, which may lead to improper operations of employees.

The Group has formulated the Work-related Accident Management System, and all work-related injuries were investigated and analysed to identify and record occurrence time, place, sequence of events, casualties, etc., and circulated to all departments of the plants. Based on the findings, the plants will sanction the persons liable and implement remedial measures in accordance with regulations. The plants will conduct incident analysis for all work-related accidents. For minor and general accidents, the plants will take corrective actions, including more frequent equipment inspections, updating safety operating procedures, strengthening staff training, replacing or installing protective equipment, etc.

In view of the relatively high accident rate within the Group, Zhengye International will strengthen its supervision on the implementation of the safety management systems of the plants. The plants will also clearly define the work-related accident indicators in their safety targets for the coming year.

於報告期內，本集團並無發現任何嚴重違反健康與安全相關法例與法規而對本集團造成重大影響的情況，包括但不限於《中華人民共和國安全生產法》、《中華人民共和國職業疾病防治法》。按照工傷導致的員工醫療費用或休息日數，廠房將工傷事故劃分為輕微、一般、重大及特大四類。於報告期內，本集團共有32宗工傷個案(二零二零年：18宗)，其中有17宗為輕微工傷個案(二零二零年：7宗)，12宗為一般工傷個案(二零二零年：10宗)，2宗為重大工傷個案(二零二零年：1宗)及1宗為特大工傷個案(二零二零年：0宗)。由於本集團於報告期內的營運收入及商業活動增加，而報告範圍亦包含更多本集團的業務，故工傷個案難免有所增長。然而，本集團仍然重視職業安全和員工健康，所以已訂立目標，致力於二零二二年減少有關工傷個案。在工傷事故當中，該特大工傷個案為因機械操作失誤及違規操作而導致的因工死亡事件。本集團為防類似安全生產事故再度發生，故加強配套的管理措施、要求和培訓，避免崗前培訓不足，而導致員工違章作業。

本集團已制定《工傷事故管理制度》，並對所有工傷個案均進行了調查分析，查明和記錄發生的時間、地點、經過、傷亡等，並通報所有部門。基於調查結果，廠房會按既定準則對事故責任人進行懲處，並落實改善措施。廠房在工傷事故均召開事故分析會，對輕微和一般事故，採取了糾正措施，包括提高設備巡檢頻率、更新安全操作規程、加強員工培訓、更換或加裝防護裝置等。

正業國際注意到本集團目前的工傷意外率偏高，未來將加強監管廠房的安全管理制度之實施情況。廠房亦於來年的安全目標中，明確界定工傷事故的指標。

The Group's work-related fatalities and work-related injuries data over the past three years, including the Reporting Period, is as follows:

於過去三年(包括報告期)，本集團的因工亡故及工傷事故數據如下：

		2021 二零二一年	2020 二零二零年	2019 二零一九年
Work-related fatalities	因工亡故人數	1	-	-
Work-related fatality rate	因工亡故比率	0.04%	-	-
Working days lost due to work-related injuries	因工傷損失工作日數	3,364	1,824	828

#### Preventive measures against COVID-19

In view of the COVID-19 outbreak, the Group has formulated several pandemic control mechanisms and safety measures, including employees in major outbreak areas would stay home during the outbreak period; employees who arrived from or passed through major outbreak areas would be quarantined, and employees who travel are required to declare and register; plants, offices and dormitories are regularly disinfected; employees entering plants, offices and dormitories are required to take body temperature and register; employees are distributed with protective equipment such as surgical masks and hand wash.

The Group encourages employees to get vaccinated. It organised systematic vaccination at medical facilities for its employees. Except for employees who cannot be vaccinated for personal health reasons, the Group has generally achieved its goal to have as much of its workforce vaccinated as is possible. As of 31 December 2021, the Group's vaccination rate was over 98%.

#### 新冠肺炎抗疫措施

針對新冠肺炎疫情，本集團建立多項疫情防控制及安全措施，包括疫情期間要求重點疫區人員暫不返回公司上班；對來自或經過重點疫區員工進行隔離觀察，員工出行需申報登記；廠區、辦公樓、員工宿舍定期、定時進行消毒；人員進入廠區、辦公樓、員工宿舍進行體溫測量和登記；為公司員工配發口罩，配置洗手液等防護用品。

本集團鼓勵員工接種疫苗，並組織員工有序到醫療機構接種疫苗。除因個人健康原因不能接種的員工外，其餘員工基本實現了「應接盡接」的目標。截至二零二一年十二月三十一日，本集團接種率已達98%以上。

### B3. Development and Training

Zhengye International sees employees as its strategic partners. The human resources department of the Group analyses training needs of its employees on an annual basis and formulate annual training programmes to address department development and job function requirements. The relevant departments organise various training activities covering aspects such as state laws and regulations, industry standards, project management, product technology and internal audit. Where necessary, the Group also arranges external training for employees. For instance, Zhongshan Rengo Hung Hing has a contractual programme whereby employees are selected to participate in learning activities at other institutions. The Group conducts performance appraisal annually. For example, at Zhongshan Yong Fa's plant, staff appraisal exercises are classified based on administrative duties and technical levels. Department heads assess the employees' character, conduct, work performance and future career development potential. The results will be considered for career advancement and salary adjustment and serve as the basis for human resources development and planning.

During the Reporting Period, the Group's percentage of employees trained<sup>14</sup> was approximately 96.41%. Employees attended approximately 59,749 hours of training in total<sup>15</sup> and each employee attended approximately 21.25 hours of training on average<sup>16</sup>.

The Group's percentage of employees trained<sup>17</sup> during the Reporting Period is as follows:

Category 類別		Percentage of employees trained 受訓僱員比率 2021 二零二一年
<b>By gender</b>		
按性別劃分		
Male	男性	95.76%
Female	女性	98.71%
<b>By employee category</b>		
按僱員類別劃分		
Senior management	高級管理層	96.90%
Middle management	中級管理層	94.01%
General staff	一般員工	96.54%

### B3. 發展及培訓

正業國際視員工為企業的策略夥伴。針對部門發展及崗位職能的需要，本集團人力資源部每年均分析員工的培訓需求，制定年度培訓計劃，並由相關部門組織各項培訓，內容涵蓋國家法規、行業標準、項目管理、產品技術、內部審核等範疇。本集團亦會視乎需要安排員工參與外部培訓，例如中山聯合鴻興便設有委託培養制度，選派員工前往其他機構學習。本集團設年度績效考核。以中山永發為例，員工考核按行政職務及技術等級劃分，由各部門主管評價員工的品操德行、工作表現與未來職業發展潛力，作為職位晉升、薪資調整的考慮，亦為人力資源的開發與規劃提供依據。

於報告期內，本集團受訓僱員比率<sup>14</sup>達約96.41%。僱員共參加約59,749小時<sup>15</sup>的培訓，而每名僱員的平均受訓時數<sup>16</sup>為約21.25小時。

於報告期內，本集團的受訓員工比率<sup>17</sup>如下：

Note(s):

14. Percentage of employees trained is calculated by taking the total number of employees who received training during the year divided by the total number of employees at the end of the year. The relevant figures are disclosed from 2021 onwards.
15. The relevant figures are disclosed from 2021 onwards.
16. Average training hours per employee is calculated by taking the total training hours recorded during the year divided by the total number of employees at the end of the year. The relevant figures are disclosed from 2021 onwards.
17. Percentage of employees trained by category is calculated by taking the number of employees of the respective category who received training during the year divided by the number of employees of the respective category at the end of the year. The relevant figures are disclosed from 2021 onwards.

The Group's breakdown of the employees trained<sup>18</sup> and average training hours<sup>19</sup> during the Reporting Period is as follows:

Category 類別	2021 二零二一年		2020 二零二零年		
	Breakdown of employees trained 受訓僱員細分	Average training hours 平均受訓時數	Breakdown of employees trained 受訓僱員細分	Average training hours 平均受訓時數	
<b>By gender</b>	<b>按性別劃分</b>				
Male	男性	77.39%	19.85	77.60%	39.10
Female	女性	22.61%	26.17	22.40%	41.62
<b>By employee category</b>	<b>按僱員類別劃分</b>				
Senior management	高級管理層	4.61%	11.92	4.52%	21.53
Middle management	中級管理層	5.79%	29.28	16.08%	49.53
General staff	一般員工	89.60%	21.19	79.40%	39.84

Note(s):

18. Breakdown of employees trained by category is calculated by taking the number of employees of the respective category who received training during the year divided by the total number of employees of the respective category who received training during the year.
19. Average training hours by category is calculated by taking the average training hours of employees of the respective category during the year divided by the total number of employees of the respective category who received training during the year.

備註：

14. 受訓僱員比率按照於年內總受訓僱員人數，除以於年末的僱員總人數計算。相關數字自二零二一年起披露。
15. 相關數字自二零二一年起披露。
16. 每名僱員平均受訓時數按照於年內的總受訓時數，除以於年末的僱員總人數計算。相關數字自二零二一年起披露。
17. 按類別劃分的受訓僱員比率按照於年內該類別受訓僱員人數，除以於年末該類別僱員人數計算。相關數字自二零二一年起披露。

於報告期內，本集團的受訓僱員細分<sup>18</sup>及平均受訓時數<sup>19</sup>如下：

備註：

18. 按類別劃分的受訓僱員細分按照於年內該類別受訓僱員人數，除以於年內總受訓僱員人數。
19. 按類別劃分的平均受訓時數按照於年內該類別僱員的受訓時數，除以於年末的該類別僱員人數計算。

#### B4. Labour Standards

Zhengye International is fully aware that child labour and forced labour violate fundamental human rights and international labour conventions. The Group prohibits child labour, therefore we verify the actual age of the job applicants in the recruitment process and check the identity documents of job candidates. Entering into, alteration, performance and discharge of labour contracts are on a voluntary basis upon fair negotiations and agreement between employer and employee. The Group never uses any unlawful or unfair means to set constraints on the employment relationship between the employees and the enterprise. Where employees are required to work overtime or work on rest days due to special circumstances, the Group must obtain prior consent from the employees and pay overtime wages or arrange for compensation leave to protect labour rights. Any non-compliance activity discovered will be stopped immediately and reported to the relevant department, and arrangements will be made for the employee to perform a health screening. If child labour is discovered, parents or guardians will be contacted immediately to arrange for a return home to the child's parents or guardians. At the same time, whistleblowing and investigation mechanisms have been established in the plants and relevant investigative agencies are present to provide accessible and convenient whistleblowing channels.

The Group has complied with all relevant laws and regulations relating to the prevention of child and forced labour, including but not limited to the Labour Law of the People's Republic of China, the Provisions on the Prohibition of Using Child Labour of the People's Republic of China and the Abolition of Forced Labour Convention. During the Reporting Period, the Group did not identify any cases of child labour or forced labour.

#### B4. 勞工準則

正業國際充分明白到童工和強制勞工違反基本人權及國際勞工公約。本集團禁止使用童工，所以在招聘過程中會對應徵者進行實際年齡的審查，檢查應聘者的身份證明文件。勞動合同的訂立、變更、履行和解除均以勞資雙方平等自願、協商一致為原則，本集團絕不利用任何不法不公的方式，限制員工與企業的僱傭關係。如因特殊情況而需要員工加班或在休息日上班，本集團必須事先得到員工同意，亦會支付加班工資或安排補假，以保障勞工權益。如發現違規行為，將馬上停止相關行為，並上報相關管理部門，及安排員工進行健康檢查，對於童工，將立刻聯絡童工的父母或合法監護人，儘快安排童工回原居住地交予其父母或合法監護人。同時，本集團內部亦有相應舉報和調查機制，及相關的調查機構，提供通暢、便捷的舉報途徑。

本集團已遵守所有與防止童工或強制勞工有關的法律法規，包括但不限於《中華人民共和國勞動法》、《中華人民共和國禁止使用童工規定》及《廢除強迫勞動公約》。於報告期內，本集團並無發現任何童工或強制勞工的個案。

## B5. Supply Chain Management

To take advantage of the Group's overall strength, the Group has established a supply chain management department for unified procurement management of both the paper-making segment and packaging segment to optimise the manner and management of procurement. Supplier management is regulated through the Group's Administrative Measures for Supplier Assessment and the Administrative Procedures for External Suppliers and jointly conducted by the purchasing department, quality control department and production department. Besides, the Group has formulated the Supply Chain Management Department Working Guidelines, which specifies: job duties, procedures and notes on new procurement of materials, enterprise resource planning ("ERP") system process and notes, ERP system operating procedures, approval process, bidding process, invoice process and standardised procurement management. The Group has also introduced the online quote management system, regulation of supplier quotes and established a tendering and bidding working group responsible for qualification review of suppliers with transactions exceeding RMB100,000 in value, review of approved supplier list, quotes and negotiations, and approval of bidding results. If any existing suppliers do not meet the procurement requirements, the Group will identify at least two to three potential suppliers, review information such as product descriptions and operation compliance, and conduct a preliminary assessment through plant inspections.

The Group will request those that have passed the preliminary assessment to provide samples for inspection and trial tests, and only those that have passed the trial tests can become approved suppliers. The Group will review collaborative suppliers annually, and poor performers will be revoked as approved suppliers. During the Reporting Period, the Group has implemented the aforesaid practices for all its suppliers.

## B5. 供應鏈管理

本集團已成立供應鏈事業部，統一管理造紙業務板塊與包裝業務板塊的採購，以優化採購方式及管理。本集團亦已制定《供應商評審管理辦法》及《外部供方管理程序》，由採購部、質管部、生產部等部門共同管理及規管所有供應商。除此之外，本集團已制定《供應鏈事業部作業指導書》，作業指導分別規定了崗位職責、物料新增流程及注意事項、企業資源計劃(「ERP」)系統流程注意事項、ERP系統流程操作、審批流程、招標流程和請款流程，並統一規範採購作業管理。同時，本集團引進網上報價管理系統，規範供應商報價，並組建招投標小組，以負責金額10萬元以上供應商的資質審查、供應商准入名單的審批、報價及議價及定標的審批。若現有供應商未符合採購需求，本集團會識別至少兩至三家潛在供應商，審核產品說明和經營合規性等資訊，以及透過廠房視察進行初步評價。

本集團向通過初步評價者索取樣品作檢測試用，只有試用結果合格者方可成為合格供方。本集團會對合作供應商每年進行複審，表現欠佳者會被取消合格供方資格。於報告期內，本集團向所有供應商執行上述的供應商慣例。

The corrugated medium paper products of the Group use waste paper as the primary raw materials. During the Reporting Period, the waste paper raw materials of the Group came domestically from Mainland China. If it is necessary to purchase imported waste paper raw materials, the Group also has additional management requirements to ensure compliance with the Administration of Environmental Protection Relating to Solid Waste in the Category of Import Restriction Usable as Raw Material. The Group also encourages the purchasing department to take the initiative to collect information on suppliers regarding quality and environmental protection, so as to select raw materials that are of better quality and more environment-friendly.

The corrugated medium paper products of the Group uses waste paper as the primary raw materials, with the majority coming from Zhongshan City, Guangdong Province, where the plants are located to help shorten transport distance and promote local resource recycling. During the Reporting Period, the Group had a total of 476 (2020: 472) suppliers, the geographical breakdown of which is as follows:

本集團的瓦楞芯紙產品均以廢紙為主要原材料。於報告期內，本集團的廢紙原料均來自中國內地。如有需要採購進口廢紙原料，本集團亦設有額外的管理規定，確保符合《限制進口類可用作原料的固體廢物環境保護管理規定》。本集團亦鼓勵採購部門主動收集供應商有關質量及環境保護的資料，選擇更優質及環保的原材料。

本集團的瓦楞芯紙產品均以廢紙為主要原材料，來源大多來自廠房所在的廣東省中山市，有助減省運輸距離，推動當地資源回收。於報告期內，本集團共有476(二零二零年：472)家供應商，其地區劃分如下：

Geographical region 地區劃分		2021 二零二一年	2020 二零二零年
Zhongshan, Zhuhai, Foshan, Jiangmen and Shenzhen	中山、珠海、佛山、江門及深圳	402	256
Other provinces, municipalities and overseas	海外及其他省市	74	216

### Supplier environmental and social risk management

The Group has always strived to ensure that its suppliers meet environmental and social risk control requirements and strictly comply with state laws and regulations. The Group uses the third party “Qichacha” platform to conduct background checks on suppliers, allowing it to timely detect unusual operations and mitigate corporate risks. Major suppliers of the Group are required to comply with its procurement standards, including but not limited to quality control, environmental and occupational health and safety. The Group also requires suppliers to fulfil corporate social responsibility and comply with laws and regulations such as the Labour Law. Suppliers are continuously assessed on their performance through regular performance assessments on existing suppliers and contractors. Where suppliers are unable to meet the Group’s performance standards, the Group will issue a rectification proposal to the supplier for improvements (as appropriate). Further, to encourage suppliers to pursue sustainable development in their operations, the Group maintains close communications with its suppliers and provides training to share the latest knowledge on quality, safety and good environmental practices. The Group also provides the necessary guidance on how to implement environmental practices on the entire supply chain. Moreover, the Group closely monitors the business practices of suppliers through conducting site visits, and any non-compliance discovered during the site visit is immediately reported to the management to execute rectification action plans for timely mitigation of identified risks.

### 供應商環境及社會風險管理

本集團一直致力確保供應商能達到環境及社會風險控制方面的要求，並嚴格遵從國家法律法規。本集團開通第三方「企查查」系統，對供應商進行背景調查以及時發現經營有異常的供應商，減低企業風險。本集團亦要求重要的供應商需遵照其採購標準，包括但不限於質量管理、環境及職業健康安全方面。本集團也要求各供應商承擔企業社會責任、遵守勞動法等各類法規，透過定期對現有供應商和承包商進行供應商績效評估，並持續評估其績效。如果供應商未能達到本集團的績效標準，本集團將向供應商發佈糾正措施計劃，以進行改進（如適用）。此外，為了鼓勵供應商在其運營中追求可持續發展，本集團與其供應商保持密切溝通，並提供培訓，以分享有關質量、安全和良好環境實踐的最新知識。本集團亦就如何在整條供應鏈上實施環保實踐提供必要指導。此外，本集團還通過現場檢查對供應商的業務實踐進行密切監控。現場考察期間發現的任何不合規情況將立即報告給管理層，並執行糾正行動計劃，及時糾正已識別的風險。

## B6. Product Responsibility

The Group attaches great importance to product and service quality and corporate reputation. The Group actively ensures product quality through internal control and strives to provide products that meet industry standards. The Group also maintains communication with customers to ensure that we understand and meet customers' needs and expectations and hope to understand customers' satisfaction in order to continuously improve product quality.

The Group strictly complies with relevant laws and regulations, including but not limited to the Law of the People's Republic of China on Protection of Consumer Rights and Interests, the Advertising Law of the People's Republic of China and other relevant laws and regulations on consumer protection in Mainland China. During the Reporting Period, the Group was not aware of any material non-compliance with laws and regulations relating to the quality of its products and services as well as health and safety.

### Product quality

Zhengye International attaches importance to the quality and safety of products. The plants have Substandard Product Control Procedures and relevant administrative procedures for rectification measures in place, which clearly describe the handling criteria when the inspection results of raw materials and finished products do not conform to national or the Group's quality standards. For example, if it is found that the hazardous materials mixed with the raw material of waste paper exceed national standards, the Group will warn the supplier and request to reject the item. The Group also engages a third-party inspection agency annually to carry out compliance inspection under the European Union's Restriction of Hazardous Substances Directive (RoHS) and Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulation to determine whether the heavy metal and chemicals contents comply with the standards. During the Reporting Period, the Group did not identify any sold or delivered products that were subject to recall for safety and health reasons.

## B6. 產品責任

本集團十分重視產品及服務品質及企業信譽。本集團積極透過內部監控確保產品質素，致力提供符合行業標準的產品。本集團亦一直保持與顧客的溝通，確保理解和滿足顧客的需求和期望，並希望了解客戶的滿意情況，以對本集團的產品品質不斷作出改進。

本集團嚴格遵守相關法律法規，包括但不限於中國內地的《中華人民共和國消費者權益保護法》、《中華人民共和國廣告法》等消費者保護相關法律法規的規定。於報告期內，本集團並無發現任何違反其產品及服務品質及健康與安全相關的法律法規的重大事宜。

### 產品品質

正業國際重視產品的質素和安全。廠房均設有《不合格品控制程序》及有關糾正措施的管理程序，闡明原材料及成品的檢驗結果不符合國家或本集團的質量標準時之處理準則。例如，當發現廢紙原料夾雜的危險物質超出國家標準，本集團會對供應商作出警告及要求退貨。本集團亦會每年委託第三方檢驗機構，對產品進行歐盟《危害性物質限制指令》(Restriction of Hazardous Substances Directive (RoHS)) 及《關於化學品註冊、評估、許可和限制法案》(Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH))之合規性檢驗，確定重金屬及化學物含量是否符合標準。於報告期內，本集團並無發現任何因安全與健康理由而須回收的已售或已運送產品。

### Customer services

Zhengye International is also very stringent in terms of after-sales management. The Group has implemented the Administrative Procedures for Customer-related Processes. The Group distributes the Customer Satisfaction Survey Questionnaire to major customers of the Group, then conducts analysis and carries out investigation and improvement in accordance with the Procedures for Rectification and Preventive Measures after collecting their recommendations and wishes.

During the Reporting Period, the Group received a total of 104 complaints about products and services. Upon verification, it was discovered that the problem was due to product quality, of which 19 cases were indicator problems, 40 cases were winding problems, 39 cases were size problems and 6 cases were appearance problems. To properly manage and improve after-sales services and product quality, the Group's relevant departments have immediately organised incident analysis meetings, formulated targeted improvement measures, and processed and reworked the finished and semifinished products in stock, only qualified products after repairs can be sold on the market. At the same time, the Group strengthens the training for employees, strictly implements operation instructions, and checks the implementation results from time to time.

Moreover, the Group has formulated corresponding measures to address the various types of problems. For indicator problems, the Group makes adjustments to production techniques according to seasonal changes, revises items of substandard quality, and conducts stringent production and reviews in accordance with internal control standards. For product quality complaints caused by winding process, the Group organises meetings for problem analysis and remedial measures, formulates and improves corresponding operation standards and evaluation, organises production training and learning, implements job inspection accountability and conducts stringent reviews. For size problems, the Group conducts adjustments and cleaning for each stage of the machinery based on particular issues raised by the product quality complaint, and formulate operation rules, implements supervision and reviews systems, in order to reduce and eliminate quality complaints resulting from raw paper problems. For appearance problems, the Group strengthens controls of product warehouses, strictly conducts regular warehouse cleaning based on existing regulations, and implement accountability reviews.

### 客戶服務

正業國際對售後管理亦絕不鬆懈。本集團均執行《與客戶有關的過程的管理程序》，向本集團的主要客戶發放《顧客滿意度調查表》，收集到其建議及訴求後進行分析，並按《糾正與預防措施程序》進行調查及改善。

於報告期內，本集團共接到104宗關於產品及服務的投訴，查證後證實源於產品質量問題，其中19宗為指標異常、40宗為復卷異常、39宗為紙幅異常及6宗外觀異常。為妥善處理及完善售後服務和產品質量，本集團的相關部門已即時組織事故分析會，制定針對性的改善措施，並對庫存成品和半成品進行處理返工修理，只有在修理後為合格產品，方可在市場上銷售。同時，本集團對員工加強培訓，嚴格按作業指導書執行，並不定期檢查實施效果。

此外，針對不同異常類別，本集團分別制定了相應的應對措施：針對指標異常，本集團根據季節性變化調整生產工藝，就質量不達標項目進行調整，並嚴格按內控標規定生產和考核；針對復卷過程中產生的產品質量投訴，本集團會組織原因分析和解決措施會議，制定和完善對應的操作規範和考核，組織生產培訓學習，落實崗位巡查責任制，並嚴格考核；針對紙幅異常，本集團根據質量投訴的具體問題點，針對性對紙機各工段進行調整和清潔，並制定持續的操作規定，落實監督和考核制度，減少和杜絕因原紙問題產生的質量投訴；針對外觀異常，本集團加強產品倉庫的管控，嚴格按已有的規定定時對倉庫進行清掃清潔，落實責任考核。

### Protecting customer privacy

The Group strictly and carefully manages customer files to avoid leaking customer privacy. The Group strictly complies with laws and regulations such as the Law of the People's Republic of China on Guarding State Secrets, the Anti-Unfair Competition Law of the People's Republic of China and Several Provisions on Prohibiting Infringements upon Trade Secrets. To ensure that the customers' personal information is not leaked or misused, the Group undertakes to implement strict security protection measures in collecting such information during the course of business operation. During the Reporting Period, the Group did not identify any material non-compliance with relevant laws and regulations relating to privacy.

### Research and development ("R&D")

The national environmental protection policies guide the community to reduce or eliminate the use of plastic packaging, and substituting paper for plastic will bring new opportunities to the paper packaging industry, and the global packaging industry is undergoing profound changes. In response to the industry trend, Zhengye International has increased our focus on R&D investment in the design of paper-based packaging products and developed more integrated packaging solutions that meet the environmental protection needs of customers so that product packaging will be more sustainable. The Group respects the intellectual property rights of third parties and is committed to protecting its own intellectual property rights from infringement. The Group has stated in the relevant policies that the intellectual property rights, such as technology, trademarks and trade secrets, of customers or external suppliers should be kept confidential.

### 客戶隱私保護

本集團對客戶檔案進行嚴密謹慎的管理，避免客戶隱私的洩露。本集團嚴格遵守《中華人民共和國保守國家機密法》、《中華人民共和國反不正當競爭法》、《關於禁止侵犯商業秘密行為的若干規定》等法律法規，承諾對在業務運營過程中收集的客戶個人資料執行嚴格的安全保護措施，確保客戶個人資料不被洩露及濫用。於報告期內，本集團並無發現任何違反與私隱事宜相關的法律法規的重大事宜。

### 研究與發展(「研發」)

國家環保政策引導社會減少或淘汰塑膠包裝的使用，以紙代塑將為紙包裝行業帶來新的契機，全球包裝業正在發生深刻變化。因應行業趨勢，正業國際重視對紙製包裝產品設計的研發投入，為客戶開發更多滿足環保需要的一體化包裝解決方案，使產品包裝更具可持續性。本集團尊重協力廠商智慧財產權，亦致力保護自身智慧財產權不受侵犯。本集團已於相關政策中列明對於顧客或外部供方的智慧財產權，如技術、商標、商業機密等資訊，應進行保密控制。

### Advertising and labelling

As a manufacturer of paper-based packaging products and corrugated medium paper, the Group is not involved in material matters relating to advertising and labelling. Nevertheless, the Group is committed to ensuring that the labelling of the Group's products is in line with the product facts. The Group strictly complies with the Advertising Law of the People's Republic of China and other laws and regulations related to advertising and marketing, formulates and implements relevant systems governing advertising and marketing, and strictly reviews publicly released promotional materials and sales commitments to prevent false or misleading publicity content and protect customers' consumption rights from infringement. The Group requires that all publicity materials, including external image display, activity promotion and marketing promotion, of all units, institutions and subordinate projects be reviewed and approved by the head of the management before production and release to the public to avoid any form of false publicity and ensure the authenticity and accuracy of the publicity content. During the Reporting Period, the Group did not identify any material non-compliance with relevant laws and regulations relating to advertising and labelling.

### B7. Anti-corruption

The Group has formulated and updated its anti-corruption policies, which adopts zero-tolerance approach to all forms of bribery and corruption, and regulates all business transactions, covering stringent enforcement of established procedures for screening, obtaining quotations and tendering when selecting suppliers, contractors and collaborators. The policy prohibits the acceptance of benefits and gifts from collaborative partners and the abuse of power for the benefit of relatives, carrying out related party transactions and embezzlement of corporate funds and corporate property.

According to the Whistleblowing Policy established by the Group, if the above-mentioned behaviors are found, employees can report to the Human Resources Department, Head of Internal Audit Department, Chief Executive Officer, Chairman of the Board or the Audit Committee as appropriate. The Group's whistleblowing system has also established a whistleblowing procedure for external parties, and both internal and external parties can report anonymously provided that sufficient information is provided for an effective investigation. All reports are handled with a high degree of confidentiality and fairness. If found to be true after investigation, the Group will impose on the employee in breach of regulations penalties such as giving a warning, lowering the salary, removing from office, dismissal and termination of labour relations. Those who violate the law will be referred to the judiciary for handling.

### 廣告及標籤

作為一家紙製包裝產品及瓦楞芯紙製造商，本集團並不涉及重大與廣告及標籤有關的事項。儘管如此，本集團致力保證本集團產品的標籤符合產品實情。本集團嚴格遵守《中華人民共和國廣告法》等廣告行銷相關法律法規，制定和實施監管廣告行銷的相關制度，嚴格審核公開發佈的宣傳材料及銷售承諾，防止宣傳內容失實或存在誤導性，保障客戶的消費權益不被侵害。本集團要求各單位、各機構和下屬專案所有對外形象展示、活動宣傳、行銷宣傳等宣傳內容，須由分管領導長審批後，方可製作及對外發佈，避免任何形式虛假宣傳，確保宣傳內容的真實準確。於報告期內，本集團並無發現任何違反與廣告及標籤相關的法律法規的重大事宜。

### B7. 反貪污

本集團已制定反貪污政策對一切形式賄賂和貪污採取零容忍的態度，並就所有業務交易作出規範，包括規定在選擇供應商、承包商及合作商時，嚴格執行篩選、詢價、招標等既定程序，不得接受合作夥伴的利益餽贈；不得濫用職權，為親屬謀取利益、進行關聯交易、將公款公物據為己有等。

根據本集團已制定的舉報政策，若發現上述行為，員工可向因應情況，向人力資源部、內審部主管、行政總裁、董事會主席或審核委員會舉報。本集團的舉報制度亦設立了外部人士舉報程序，而內部及外部人士在提供足夠的資料以進行有效調查的前提下，均可匿名報告，所有舉報均在高度保密和公平的情況下處理。若查證屬實，集團會按規定對違規員工工作警告、降薪、撤職、開除並解除勞動關係等處分，觸犯法律者則移交司法處理。

The Group has complied with all relevant laws and regulations relating to bribery, extortion, fraud and money laundering, including but not limited to the Company Law of the People's Republic of China, the Invitation and Submission of Bids Law of the People's Republic of China and the Interim Provisions on Banning Commercial Bribery in Mainland China. During the Reporting Period, the Group was not aware of any material non-compliance with the laws and regulations relating to bribery, extortion, fraud and money laundering, nor was there any non-compliance case regarding corruption in relation to the Group and its employees nor concluded litigation regarding corruption brought against the Group and its employees.

The Group also strives to strengthen compliance training in order to combat and prevent any corrupt behaviour. During the Reporting Period, employees of the Group, including all staff from the supply chain management department, staff from the chief executive's office, staff from the packaging department and staff from the technical department, have participated in training relating to anti-corruption, covering Integrity and Legal Training, the latest developments and future trends in global anti-corruption and compliance. The Group's directors and staff recorded a total of approximately 8 hours and 24 hours of anti-corruption training respectively.

Likewise, the Group prohibits all suppliers from providing benefits (such as gifts and kickbacks) to the Group's employees, in order to provide a business environment with fair competition, and to maintain long-term business partnerships with suppliers. If the Group discovers any breach of rules under agreement on the part of its suppliers, the Group will terminate the respective business relationship.

本集團已遵守所有有關防止賄賂、勒索、欺詐及洗黑錢的法律法規，包括但不限於中國內地的《中華人民共和國公司法》、《中華人民共和國招標投標法》及《關於禁止商業賄賂行為的暫行規定》。於報告期內，本集團並無發現任何違反有關防止賄賂、勒索、欺詐及洗黑錢的法律法規的重大事宜，亦沒有出現與本集團及員工相關的貪污違規個案或對本集團或員工提出的已審結貪污訴訟案件。

此外，本集團致力加強合規培訓以打擊和防止任何貪污行為。於報告期內，本集團的員工包括供應鏈事業部全體員工、總裁辦員工、包裝事業部員工及技術部員工均參與了與反貪污相關培訓，內容涵蓋《廉潔及法律培訓》、全球反貪污及合規工作的最新動態及未來趨勢。本集團董事和員工的反貪污培訓總時數分別為約8小時及24小時。

同樣，為了提供公平競爭的商業環境並與供應商維持長期業務夥伴關係，本集團亦禁止所有供應商向本集團的員工提供利益（如禮品及回扣）。倘本集團發現任何供應商未能遵守該協議下的規則，本集團將會終止與彼等的業務關係。

## B8. Community Investment

Society's increasing emphasis on corporate social responsibility has resulted in the emergence of the concept of "Social Licence to Operate", which encourages enterprises to consider the long-term interests of society as a whole besides the pursuit of short-term financial performance and shareholder returns. The Group firmly believes in being responsible for contributing to society while developing the economy. As a responsible corporate citizen, the Group has been committed to supporting various public welfare and community activities and giving back to society with professionalism. The Group actively fulfills its social responsibilities as a corporate citizen and cultivates employees' sense of social responsibility. Therefore, the Group encourages employees to participate in social welfare activities during work and leisure time to have a better contribution to society. The Group will also arrange its employees to participate in environmental protection and public welfare activities and donations to student aid and social services.

During the Reporting Period, the Group participated in various charitable activities and donations to help improve the quality of life of the community. Under the epidemic, the Group has made multiple donations to Zhuhai Finance and Treasury Payment Center, Zhongshan Red Cross and Shaxi Town Charity Association of Zhongshan to help the country fight against the COVID-19 epidemic and help society to overcome difficulties. In addition, the Group also donated to the Poverty Alleviation Association of the Chinese People's Political Consultative Conference of Yudu County, Fengkai Transportation Bureau and Yongshan County Red Cross to support their social welfare projects, including bridge maintenance. During the Reporting Period, the Group donated a total of approximately RMB1,763,000.

The Group believes that employees can enhance their civic awareness and establish correct values by participating in activities to give back to society in person. In the future, the Group will make additional improvements to its community policies and plans to reinforce the links between the Group and the communities where it operates.

## B8. 社區投資

社會對企業社會責任日益重視，衍生「社會營運許可」的概念，強調企業不能只以短期的財務績效及股東回報為目標，更要放眼社會整體的長遠利益。本集團堅守在發展經濟的同時肩負為社會做貢獻的責任的信念。作為負責任的企業公民，本集團一直致力支援各項公益及社區活動，並希望以專業回饋社會。本集團積極履行作為企業公民的社會責任，培養員工的社會責任感，因此一直鼓勵員工於工作期間及私人時間參與社會公益活動，為社會作更大貢獻，亦會安排本集團員工參與環保公益活動和向助學和社會服務等活動捐款。

於報告期內，本集團參與多項慈善活動及捐款，以助提高社會的生活素質。在疫情下，本集團曾多次捐款予珠海市財政國庫支付中心、中山市紅十字會及中山市沙溪鎮慈善會，以助國家對抗新冠肺炎疫情，助社會共渡難關。此外，本集團亦捐款予於都縣政協扶貧救助會、封開縣交通運輸局及永善縣紅十字會以支援其社會公益項目，包括橋樑修護等。於報告期內，本集團合共捐款約人民幣1,763,000元。

本集團相信，借著親身參與回饋社會的活動，可以令員工的公民意識得以提升，以樹立正確的價值觀。未來，本集團將進一步完善社區政策及計劃，進一步強化本集團與營運所在社區的聯繫。



**ZHENGYE**  
INTERNATIONAL

**正業國際控股有限公司**  
ZHENGYE INTERNATIONAL HOLDINGS COMPANY LIMITED