

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

Scope and Reporting Period

This is the second Environmental, Social and Governance (“ESG”) report for Lam Soon (Hong Kong) Group and its subsidiaries (collectively referred to as the “Group”), highlighting its ESG performance, with disclosure reference made to the ESG Reporting Guide as described in Appendix 27 of the Listing Rules and Guidance set out by The Stock Exchange of Hong Kong Limited.

This ESG report covers the Group’s overall performance in two subject areas, namely, Environmental and Social of its major business operations in food and detergent in Hong Kong and Mainland China, which accounts for 98.49% of the Group’s total revenue, from 1 July 2017 to 30 June 2018, unless otherwise stated. The business operations included:

- (i) the Lam Soon building in Hong Kong, which comprises of the headquarters office and a bulk pack oil production line;
- (ii) the office in Shekou of the Peoples’ Republic of China (“PRC”);
- (iii) the five flour production plants in Shekou, Yixing, Jintan, Qionglai and Qingzhou of the PRC;
- (iv) the oil production plant in Shekou of the PRC; and
- (v) the detergent production plant in Guangzhou of the PRC.

The business operation in Macau was excluded due to its relatively small scale.

Stakeholder Engagement and Materiality

In order to identify the most significant aspects for the Group to report on for this ESG report, key stakeholders including investors, shareholders and employees have been involved in regular meetings and engagement sessions to discuss and to review areas of attention which will help the business meet its potential growth and be prepared for future challenges.

Stakeholders’ Feedback

The Group welcomes stakeholders’ feedback on our ESG approach and performance. Please give your suggestions or share your views with us via email at webmaster@lamsoon.com.

範圍及報告期間

此為南順(香港)集團及其附屬公司(統稱「本集團」)刊發之第二份環境、社會及管治(「環境、社會及管治」)報告，以強調本集團於環境、社會及管治方面之表現，有關披露乃參考香港聯合交易所有限公司上市規則附錄27及指引所述之環境、社會及管治報告指引。

除另有說明外，本環境、社會及管治報告涵蓋本集團於香港和中國大陸之食品及清潔用品主要業務(佔本集團總收入98.49%)於二零一七年七月一日至二零一八年六月三十日在環境及社會兩大主要範疇之整體表現。業務營運包括：

- (i) 位於香港的南順大廈，包括總部辦事處及大罐裝食用油生產線；
- (ii) 位於中華人民共和國(「中國」)蛇口的辦事處；
- (iii) 位於中國蛇口、宜興、金壇、邛崃及青州的五個麵粉生產廠；
- (iv) 位於中國蛇口的食用油生產廠；及
- (v) 位於中國廣州的清潔用品生產廠。

澳門之業務營運因其規模較小而並無納入在內。

持份者參與及重要性

為確定本集團就本環境、社會及管治報告所匯報之最重要方向，主要持份者(包括投資者、股東及僱員)已定期參與會議、討論及審閱有助本集團業務發揮潛在增長及為未來挑戰做好準備的注意事項。

持份者意見

本集團歡迎持份者對我們的環境、社會及管治方法及表現發表意見。敬請閣下透過電郵向我們提出建議或分享意見，電郵地址為 webmaster@lamsoon.com。

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The Group's Sustainability Mission and Vision

The Lam Soon Group is built on the strong heritage of value creation for our stakeholders and communities within which we operate. Over the years, we have taken a progressive approach in integrating sustainability into our businesses, towards a stronger, more resilient group. We are committed to: growing our businesses responsibly, balancing environmental with economic considerations, as well as creating a positive impact for our stakeholders and contributing to our communities.

Our core values continue to serve as our compass in all that we do:

Honour	To conduct business with honour
Human resources	To enhance the quality of human resources – as the essence of management excellence
Entrepreneurship	To pursue management vision and foster entrepreneurship
Innovation	To nurture and be committed to innovation
Quality	To consistently provide goods and services of the highest quality at competitive prices
Progress	To continuously improve existing operations and to position for expansion and new opportunities
Unity	To ensure oneness in purpose, harmony and friendship in the pursuit of prosperity for all
Social responsibility	To create wealth for the betterment of society

南順的可持續發展使命與願景

南順集團建立在為持份者及我們所經營的社區創造價值之強大承傳上。多年來，我們採取進取的方針將可持續發展納入我們的業務，使集團變得更強大及強韌。我們致力：以負責任的態度拓展我們的業務、平衡環境與經濟考慮因素，以及為持份者締造正面的影響及為社區作出貢獻。

我們的核心價值將繼續指引我們各方面的發展：

道德	以有信譽之方式進行業務
人力資源	提升人力資源質量－作為卓越管理之精髓
企業精神	追求管理願景及培育企業精神
創新	扶持及致力創新
質量	持續以具競爭力的價格提供最優質的貨品及服務
進步	持續改善現有營運以及為擴展及迎接新機遇作好準備
團結	於追求成功的同時，確保目的、和諧及友好關係能夠互相協調
社會責任	創造財富以改善社會

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The Group's Sustainability Mission and Vision (continued)

南順的可持續發展使命與願景(續)



Challenges and Future Directions

Labour shortage has been a challenge for various businesses in the PRC. To overcome the problem of labour shortage, the Group will deploy advanced technologies mainly in packaging processes (such as automated packaging machineries) to reduce dependency on labour in the coming few years. This strategy, at the same time, is in line with the Shenzhen Nanshan District development strategy which encourages enterprises to upgrade production efficiency and product quality through adoption of new technologies.

The government of the PRC is also tightening up control over pollution by closely monitoring of environmental-related parameters resulting from enterprises business operations. The Group will put in sufficient resources in ensuring its environmental performances meet or exceed the statutory requirements and reducing overall energy consumption.

挑戰及未來方向

勞動力短缺一直為中國多項業務的挑戰。為解決勞動力短缺的問題，本集團將在未來幾年主要在包裝工序方面使用先進技術(如自動化包裝機器)以減少依賴勞動力。此策略同時亦符合深圳南山區的發展方向，鼓勵企業通過採用新技術提升生產效率及產品質量。

中國政府亦正在收緊對污染的控制，密切監察企業業務營運所產生的環境相關指標。本集團將投入足夠資源以確保其環境表現符合或優於法定要求並減少整體能源消耗。

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Floor Area, Production and Sales Volume

建築面積、產量及銷量

The table below shows the breakdown of the floor area (in m²), production volume (in tonnes) and sales volume (in tonnes) of the Group's major business operations.

下表列示本集團主要業務營運的建築面積(平方米)、產量(噸)及銷量(噸)的明細。

	Hong Kong Office ¹ 香港辦事處 ¹	Shenzhen Office 深圳辦事處	Flour Production Plant 麵粉生產廠	Oil Production Plant 食用油生產廠	Detergent Production Plant 清潔用品生產廠	Total 總計
Floor Area (m²) 建築面積(平方米)	29,725	2,720	223,136	25,632	17,038	298,251
Production Volume (tonnes) 產量(噸)	8,500 ²	NA 不適用	736,819	63,266	25,530	834,115
Sales Volume (tonnes) 銷量(噸)	NA 不適用	NA 不適用	738,697	63,814	25,000	827,511

A. Environmental

The Group pledges to make continuous improvement on managing and monitoring waste gas, wastewater, solid waste and noise. Every year, through engaging external licensed testing laboratories, the Group conducts environmental testing services for various parameters to evaluate the capability of existing facilities on meeting regulatory and environmental requirements and national standards. Starting from 2013, the Group also retained qualified institutions to carry out verification on greenhouse gas ("GHG") emission, as part of the commitment to the government's Emission Trading Scheme. The flour production plant of the Group is audited annually to ensure that its GHG emission quantification and reporting meet the requirements set out in the Specification with Guidance for Quantification and Reporting of the Organisation's GHG Emissions (SZDB/Z 69-2012).

Moreover, across the Group's major operation sites we have adopted ISO 14001 Environmental Management System. The system enables our effective and timely emergency mechanism in case of severe environmental pollution accidents, as well as keeping track of the Group's energy efficiency and emission reduction targets.

A. 環境

本集團承諾持續改善對廢氣、污水、固體廢物及噪音的管理及監察。本集團每年委聘外部持牌測試實驗室提供針對多項參數的環境測試服務，以評估現有設施在達至監管及環境規定及國家標準之能力。自二零一三年起，本集團亦委聘合資格機構對全公司進行溫室氣體(「溫室氣體」)排放核查以響應政府的碳排放權交易計劃。本集團的麵粉生產廠每年接受審核以確保其溫室氣體排放的量化及報告符合《組織的溫室氣體排放量化和報告規範及指南》(SZDB/Z 69-2012)。

此外，我們已於本集團主要營運場所採納ISO 14001環境管理體系。該系統是我們於發生嚴重環境污染事故時有效及適時的應急機制，並能夠掌握本集團的能源效益及減排目標動向。

¹ Hong Kong Office represents Hong Kong Lam Soon Building.

¹ 香港辦事處指香港南順大廈。

² The production volume involves oil products from the bulk pack production line in Hong Kong Lam Soon Building.

² 產量包括香港南順大廈大罐裝生產線的食用油產品。

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A. Environmental *(continued)*

The Group is committed to strictly complying with following key standards and the relevant laws and regulations relating to the air, wastewater and noise:

- (i) The Group is committed to stringently complying with the Emission Standard of Air Pollutants for Boilers (DB44/765-2010 and GB 13271-2014) and Integrated Emission Standard for Air Pollutants (GB 16297-1996);
- (ii) The Group ensures that its discharge meets the Discharge Limits of Water Pollutants (DB44/26-2001) issued by Department of Environmental Protection of Guangdong Province and the national Integrated Wastewater Discharge Standard (GB 8978-1996). All discharges from production and domestic activities are pre-treated on-site through regularly maintained grease trap and septic tanks prior to entering sewage collection system to nearby wastewater treatment facility; and
- (iii) Noise generated from production strictly complies with Emission Standard for Industrial Enterprises Noise at Boundary (GB 12348-2008). Regular maintenance of machines and equipment is enforced to prevent noise generated under abnormal running conditions. Noise reduction devices have been installed for machines such as exhaust fans, air compressors and grinders in accordance to the requirements as specified in the Environmental Impact Assessment Report.

A1. Emissions

A1.1 Air Pollutant Emissions

The Group-owned heavy-duty vehicles and passenger cars (both petrol and diesel engines) meet the China V emission standards, which also comply with the Euro V vehicle emission standards. During the reporting period, nitrogen oxides (“NOx”), sulphur oxides (“SOx”) and respiratory suspended particles (“PM”) were emitted from fuel consumption of company vehicles. Vehicles were used for transportation and delivery of products, contributing to the emissions of 47.92 kg of NOx, 0.99 kg of SOx and 2.89 kg of PM.

A. 環境 *(續)*

本集團致力嚴格遵守以下有關空氣、污水及噪音之主要標準以及相關法律及法規：

- (i) 本集團致力嚴格遵守鍋爐大氣污染物排放標準(DB44/765-2010及GB 13271-2014)及大氣污染物綜合排放標準(GB 16297-1996)；
- (ii) 本集團確保排放遵守廣東省環境保護廳頒佈的水污染物排放限值(DB44/26-2001)及國家污水綜合排放標準(GB 8978-1996)。所有來自生產及日常用水的排放於進入鄰近污水處理設施之污水收集系統前均會通過定期維護的吸油圈及化糞池在現場進行預先處理；及
- (iii) 生產線產生的噪音嚴格遵守工業企業廠界環境噪聲排放標準(GB 12348-2008)。我們定期進行機器及設備維護，以避免異常運作狀況下產生噪音。我們已根據環境影響評估報告所列明的規定為排風扇、空氣壓縮機及磨床等機器安裝降噪裝置。

A1. 排放

A1.1 空氣污染物排放

本集團擁有的重型汽車及乘用車(汽油及柴油引擎發動車)均符合中國第五階段排放標準，亦符合歐洲第五階段汽車廢氣排放標準。於報告期間，公司汽車消耗燃料時排放出氮氧化物(「NOx」)、硫氧化物(「SOx」)及可吸入懸浮顆粒物(「PM」)。汽車乃用於運輸及交付產品，並排放47.92千克NOx、0.99千克SOx及2.89千克PM。

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A. Environmental (continued)

A1. Emissions (continued)

A1.2 Greenhouse Gas (GHG) Emissions

There were 47,625.30 tonnes of carbon dioxide equivalent (“tCO₂e”) (carbon dioxide, methane, nitrous oxide and hydrofluorocarbons) emitted in the reporting period, with an overall emission intensity of 0.16 tCO₂e/m² and 0.06 tCO₂e/tonnes of production volume. Emission from electricity consumption within Scope 2 contributed to the largest proportion of the total GHG emission.

A. 環境 (續)

A1. 排放 (續)

A1.2 溫室氣體 (溫室氣體) 排放

於報告期間排放47,625.30噸二氧化碳當量(「噸二氧化碳當量」)(二氧化碳、甲烷、氧化亞氮和氫氟碳化物)，整體排放強度為每平方米0.16噸二氧化碳當量及每噸產量0.06噸二氧化碳當量。範疇2內的電力消耗排放佔溫室氣體排放總量的最大部分。

Activity 活動	GHG emissions (in tCO ₂ e.) 溫室氣體 排放量 (噸二氧化碳當量)
Scope 1 Direct GHG emission 範疇1溫室氣體直接排放	
Refrigerant 製冷劑	539.39
Stationary combustion 固定源燃燒	
Natural gas 天然氣	119.90
Liquefied petroleum gas (“LPG”) 液化石油氣(「液化石油氣」)	11.34
Diesel 柴油	3.45
Mobile combustion 汽車燃料燃燒	
Petrol 汽油	164.91
Diesel 柴油	8.03
LPG 液化石油氣	4.70
Scope 2 Energy indirect GHG emission 範疇2能源間接溫室氣體排放	
Purchased electricity 購電	46,600.95
Scope 3 Other indirect GHG emission 範疇3其他間接溫室氣體排放	
Freshwater and sewage processing 淡水及廢水處理	97.60
Business air travel 商務航空差旅	75.03
Total GHG emission 溫室氣體排放總量	47,625.30

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A. Environmental *(continued)*

A1. Emissions *(continued)*

A1.2 Greenhouse Gas (GHG) Emissions *(continued)*

Notes:

- Emission factors were made reference to Appendix 27 to the Listing Rules and their referred documentation as set out by Hong Kong Exchanges and Clearing Limited, unless stated otherwise.
- Emission factor (EF) of 0.63 kg CO₂e/kWh was used for purchased electricity in Guangdong Province.
- EF for combustion of natural gas for stationary source were made reference to the calculation tool of GHG Emissions from Stationary Combustion, provided by the Greenhouse Gas Protocol.
- The above emission data does not include the reduction of CO₂e emission contributed by recycling of paper.

A1.3 Hazardous Waste

The Group generated a total of 11,512 kg of hazardous waste with an intensity of 0.04 kg/m² and 0.01 kg/tonnes of production volume in the reporting period. Hazardous wastes generated include pesticide waste, waste with organic solvent, waste with mineral oil, waste with dye and coating, selenium and mercury-containing wastes and other wastes (i.e. waste containers, capacitors and oil wipes). During the reporting period, the Group investigated on means to reducing types of hazardous wastes generated and the generation of hazardous wastes.

A. 環境 *(續)*

A1. 排放 *(續)*

A1.2 溫室氣體 (溫室氣體) 排放 *(續)*

附註：

- 除另有說明外，排放係數乃參考香港交易及結算有限公司上市規則附錄27及其參考文件。
- 於廣東省購電使用的排放係數為每千瓦時0.63千克。
- 固定源天然氣燃燒的排放係數乃參考溫室氣體核算體系提供的固定源燃燒產生的溫室氣體排放計算工具。
- 上述排放數據不包括循環用紙所減少的二氧化碳當量排放。

A1.3 有害廢棄物

本集團於報告期間共產生11,512千克有害廢棄物，強度為每平方米0.04千克及每噸產量0.01千克。所產生的有害廢棄物包括農藥廢棄物、含有機溶劑的廢棄物、含礦物油的廢棄物、含染料及塗料的廢棄物、含硒及汞的廢棄物及其他廢棄物（即廢棄容器、電容器及擦油布）。於報告期間，本集團對減少產生有害廢棄物使用量及種類的方法作出了研究。

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A. Environmental (continued)

A1. Emissions (continued)

A1.3 Hazardous Waste (continued)

Hazardous Waste generated in 2017/18

Type of Waste 廢棄物類型		Waste Generated (in kg) 所產生 廢棄物量 (千克)
Pesticide waste	農藥廢棄物	5,151
Waste with organic solvent	含有機溶劑的廢棄物	1,440
Waste with mineral oil	含礦物油的廢棄物	1,228
Waste with dye and coating	含染料及塗料的廢棄物	356
Selenium-containing waste	含硒廢棄物	<1
Mercury-containing waste	含汞廢棄物	460
Other waste listed on the National Inventory of Hazardous wastes	名列《國家危險廢物名錄》的 其他廢棄物	2,877
Total	總計	11,512

A1.4 Non-hazardous Waste

The Group generated a total of 241,014 kg of non-hazardous waste with an intensity of 0.81 kg/m² and 0.29 kg/tonnes of production volume in the reporting period. Non-hazardous wastes generated include commercial, paper, plastic, metal waste, sludge and other wastes. Other wastes are comprised of sampling and liquid wastes from production plants.

A. 環境 (續)

A1. 排放 (續)

A1.3 有害廢棄物 (續)

於2017/18年產生的有害廢棄物

	Waste Generated (in kg) 所產生 廢棄物量 (千克)
農藥廢棄物	5,151
含有機溶劑的廢棄物	1,440
含礦物油的廢棄物	1,228
含染料及塗料的廢棄物	356
含硒廢棄物	<1
含汞廢棄物	460
名列《國家危險廢物名錄》的 其他廢棄物	2,877
總計	11,512

A1.4 無害廢棄物

本集團於報告期間共產生241,014千克無害廢棄物，強度為每平方米0.81千克及每噸產量0.29千克。所產生的無害廢棄物包括商業、紙張、塑料、金屬廢棄物、污泥及其他廢棄物。其他廢棄物包括樣品及來自生產廠的液體廢棄物。

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A. Environmental (continued)

A1. Emissions (continued)

A1.4 Non-hazardous Waste (continued)

Non-hazardous Waste generated in 2017/18

Type of Waste 廢棄物類型	Source of Waste 廢棄物來源	Waste Generated (in kg) 所產生 廢棄物量 (千克)
Commercial waste 商業廢棄物	Tissue paper, food wastes and other daily office wastes 紙巾、廚餘及其他日常辦公廢棄物	32,315
Waste paper 廢紙	Packaging paper boxes, waste documents and magazines 包裝紙盒、廢棄文件及雜誌	689
Waste plastic 廢棄塑料	Waste woven bags and bottles 廢棄編織袋及塑料瓶	2,330
Waste metal 廢棄金屬	Waste metal containers, equipment parts and accessories 廢棄金屬容器、設備部件及配件	5,140
Sludge 污泥	Sludge from on-site discharge pre-treatment facilities 現場排放預處理設施的污泥	120,300
Others 其他	Scraps, sampling and liquid wastes from production plants, and organic wastes such as leaves and weeds 碎片、樣品及來自生產廠的液體廢棄物，以及樹葉及雜草等有機廢棄物	80,240
Total 總計		241,014

A1.5 Measures to Mitigate Emissions

In accordance with the Sustainable Action Plan of Shenzhen 2018 issued by the government of Shenzhen of the PRC, the oil production plant is planning to either purchase a set of natural gas-fired boiler with high energy efficiency, or upgrade the existing boiler to lower its NOx emission (from an emission limit of around 86 mg/m³ to 30 mg/m³).

A. 環境 (續)

A1. 排放 (續)

A1.4 無害廢棄物 (續)

於2017/18年產生的無害廢棄物

Type of Waste 廢棄物類型	Source of Waste 廢棄物來源	Waste Generated (in kg) 所產生 廢棄物量 (千克)
Commercial waste 商業廢棄物	Tissue paper, food wastes and other daily office wastes 紙巾、廚餘及其他日常辦公廢棄物	32,315
Waste paper 廢紙	Packaging paper boxes, waste documents and magazines 包裝紙盒、廢棄文件及雜誌	689
Waste plastic 廢棄塑料	Waste woven bags and bottles 廢棄編織袋及塑料瓶	2,330
Waste metal 廢棄金屬	Waste metal containers, equipment parts and accessories 廢棄金屬容器、設備部件及配件	5,140
Sludge 污泥	Sludge from on-site discharge pre-treatment facilities 現場排放預處理設施的污泥	120,300
Others 其他	Scraps, sampling and liquid wastes from production plants, and organic wastes such as leaves and weeds 碎片、樣品及來自生產廠的液體廢棄物，以及樹葉及雜草等有機廢棄物	80,240
Total 總計		241,014

A1.5 減排措施

根據中國深圳市政府發佈的《二零一八年「深圳藍」可持續行動計劃》，食用油生產廠正計劃購置一套能源效益較高的天然氣鍋爐或升級現有鍋爐以降低其NOx的排放（排放限度約為每立方米86毫克至每立方米30毫克）。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

A. Environmental *(continued)*

A1. Emissions *(continued)*

A1.6 Wastes Reduction and Initiatives

To prevent potential harm to human health through contamination of soil, air and water resources, the Group is committed to ensuring proper and immediate treatment of hazardous waste and waste that requires strict control by engaging capable and qualified companies for collection and further handling.

Centralized waste collection, storage, transfer facilities for on-site solid waste are available in accordance with national standards to maximize recycling rates. Licensed companies are engaged to collect wastes (such as PET bottles, soap and used bleach earth from the oil production plants) for recycling purposes and proper disposal to landfills.

During the reporting period, the Group had the following initiatives to reduce waste generation:

- (i) Switched to laser printing from inkjet printing which reduces the amount of waste ink cartridges generated;
- (ii) Gradually switching to LED lights from mercury-containing lights to reduce mercury-containing waste; and
- (iii) Provided recycling collection facilities with clear labels for segregation of recyclable solid wastes in the production area.

A. 環境 *(續)*

A1. 排放 *(續)*

A1.6 減廢及其措施

為避免受污染的泥土、空氣及水資源損害人體健康，本集團透過委聘有能力及合資格的公司收集及進一步處理廢物，致力確保有害廢物及需要嚴格控制的廢物得以妥善及即時處理。

根據國家標準，本集團設有集中廢物收集、儲存及轉運設施以處理現場固體廢物及盡量提升回收率。本集團委聘持牌公司收集廢物（例如寶特瓶、肥皂及來自油廠的已用漂白土）以進行回收及妥善處理後堆填。

於報告期間，本集團實施以下措施以減少產生廢物：

- (i) 由噴墨打印轉為激光打印以減少產生廢棄墨盒；
- (ii) 逐漸從含汞燈具轉為LED燈具以減少含汞廢棄物；及
- (iii) 在生產區提供貼有清晰標籤的回收設施以分離可回收固體廢物。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

A. Environmental *(continued)*

A2. Use of Resource

A2.1 Energy Consumption

The table below shows the energy consumption, energy intensity in terms of the Group's total area (in kWh/m²) and production volume (in kWh/tonne).

Energy Consumption 2017/18

Resources 資源	Direct Consumption 直接消耗	Indirect Consumption (in MWh) 間接消耗 (兆瓦時)	Energy Intensity	Energy Intensity
			of production volume (kWh/tonnes) 能源強度 (千瓦時/ 噸產量)	of production volume (kWh/m ²) 能源強度 (千瓦時/ 平方米)
Natural gas (stationary combustion) 天然氣(固定源燃燒)	54,848 m ³ 54,848立方米	542	1.82	0.65
Diesel (stationary combustion) 柴油(固定源燃燒)	1,319 L 1,319升	13	0.04	0.02
LPG (stationary combustion) 液化石油氣(固定源燃燒)	3,759 kg 3,759千克	52	0.17	0.06
Petrol (mobile combustion) 汽油(汽車燃料燃燒)	60,902 L 60,902升	540	1.81	0.65
Diesel (mobile combustion) 柴油(汽車燃料燃燒)	3,030 L 3,030升	30	0.10	0.04
LPG (mobile combustion) 液化石油氣(汽車燃料燃燒)	2,800 L 2,800升	20	0.07	0.02
Electricity 電力	78,015 MWh 78,015兆瓦時	NA 不適用	261.57	93.53

A2.2 Water Consumption

Water was supplied by Water Supplies Department in Hong Kong's operations, and was sourced from municipal water supply system in Mainland China. There was no issue identified in sourcing water that was fit for purpose. The production plants have also built water tanks to save water for emergency use.

The Group consumed 161,631 m³ of fresh water, with a water intensity of 0.54 m³/m² and 0.19 m³/tonne of production volume.

A. 環境(續)

A2. 資源使用

A2.1 能源消耗

下表列示按本集團總面積(千瓦時/平方米)及產量(千瓦時/噸)計算的能源消耗及能源強度。

2017/18年的能源消耗

Resources 資源	Direct Consumption 直接消耗	Indirect Consumption (in MWh) 間接消耗 (兆瓦時)	Energy Intensity	Energy Intensity
			of production volume (kWh/tonnes) 能源強度 (千瓦時/ 噸產量)	of production volume (kWh/m ²) 能源強度 (千瓦時/ 平方米)
Natural gas (stationary combustion) 天然氣(固定源燃燒)	54,848 m ³ 54,848立方米	542	1.82	0.65
Diesel (stationary combustion) 柴油(固定源燃燒)	1,319 L 1,319升	13	0.04	0.02
LPG (stationary combustion) 液化石油氣(固定源燃燒)	3,759 kg 3,759千克	52	0.17	0.06
Petrol (mobile combustion) 汽油(汽車燃料燃燒)	60,902 L 60,902升	540	1.81	0.65
Diesel (mobile combustion) 柴油(汽車燃料燃燒)	3,030 L 3,030升	30	0.10	0.04
LPG (mobile combustion) 液化石油氣(汽車燃料燃燒)	2,800 L 2,800升	20	0.07	0.02
Electricity 電力	78,015 MWh 78,015兆瓦時	NA 不適用	261.57	93.53

A2.2 耗水

香港營運用水由水務署提供，中國大陸營運用水則採購自市政供水系統。在取得合適水源方面並無發現問題。生產廠亦建有水箱以儲存水作緊急用途。

本集團消耗161,631立方米淡水，用水強度為每平方米0.54立方米及每噸產量0.19立方米。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

A. Environmental *(continued)*

A2. Use of Resource *(continued)*

A2.3 Energy Use Efficiency Initiatives

The Group's production involves the consumption of natural gas, petrol, diesel, LPG and electricity. To lower its dependence on fossil fuel, the Group make use of electric forklifts in warehouses. Diesel boilers have also been replaced with more energy efficient gas boilers and it is expected to help the Group achieving lower fuel cost, as well as reducing emission of air pollutants with cleaner energy. The flour production plants continue to replace old T8/T5 fluorescent lamps to energy saving LED lamps and old motors to motors with higher energy efficiency, so as to reduce power consumption.

A2.4 Water Use Efficiency Initiatives

The Group persistently reduces water loss by maintaining and upgrading its water supply pipeline system, minimizes water consumption through upgrading water-saving devices and reuses wastewater whenever possible. Some water-saving initiatives include:

- (i) Using recirculating cooling water system for cooling towers;
- (ii) Installing automatic faucets;
- (iii) Adopting reverse osmosis to purify wastewater for toilet flushing and greening of production area;
- (iv) Establishing regulations on water management to regulate water consumption practices of employees; and
- (v) Posting promotional materials and reminders to encourage water conservation practices.

A. 環境 *(續)*

A2. 資源使用 *(續)*

A2.3 高效使用能源措施

本集團的生產涉及消耗天然氣、汽油、柴油、液化石油氣及電力。為減少對化石燃料的依賴，本集團在倉庫使用電動叉車。我們亦以更具能源效益的燃氣鍋爐取代柴油鍋爐，且預期將有助本集團降低燃料成本及以更潔淨的能源減少排放空氣污染物。麵粉生產廠繼續以節能LED燈取代舊式T8/T5日光燈及以較高能源效益的汽車取代舊車輛以降低能源消耗。

A2.4 高効用水措施

本集團通過維護及升級其供水管道系統持續減少水量損失，升級節水設備及在可行情況下再利用廢水，從而減少耗水。部分節水措施包括：

- (i) 冷卻塔使用循環冷卻水系統；
- (ii) 安裝自動感應水龍頭；
- (iii) 採用反滲透淨化廢水以用於沖廁及廠區綠化；
- (iv) 訂立有關用水管理的規章以規範僱員的用水習慣；及
- (v) 張貼宣傳材料及提示以鼓勵節水習慣。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

A. Environmental (continued)

A2. Use of Resource (continued)

A2.5 Packaging Materials

Packaging materials consumed by the Group were mainly recyclable materials including plastic, cotton bags and paper. Packaging materials are purchased from external suppliers, but the Group regularly monitors performances of the suppliers, especially in terms of their safety and hygiene performances. During the reporting period, a total of 11,859 tonnes of packaging materials have been consumed for the protection of finished products. The Group has put effort in reducing consumption of packaging materials. It has been proactively exploring opportunities in reducing the use of packaging materials and promoting products with refill packaging that reduce the use of plastic pumps. During the reporting period, the Group successfully reduced the use of plastic in bottles, caps and handles, saving a total cost of RMB600,000.

Packaging Materials Consumption 2017/18

Type of Material 材料類型	Material 材料	Consumption (in tonnes) 消耗量(噸)
Cotton 棉布	Cotton bags 布袋	750
Plastic 塑料	Plastic bags, bottles, handles, caps and pumps 塑料袋、瓶子、把手、蓋子及泵	5,801
Paper 紙張	Paper bags, boxes, labels and cardboards 紙袋、紙箱、標籤及紙板	4,227
Metal 金屬	Metal containers 金屬容器	1,081
Total 總計		11,859

A. 環境(續)

A2. 資源使用(續)

A2.5 包裝材料

本集團消耗的包裝材料主要為可回收材料，包括塑料、布袋及紙張。包裝材料乃購自外部供應商，但本集團定期監察供應商的表現，特別是在安全及衛生方面的表現。於報告期間，我們為產品保護共消耗11,859噸包裝材料。本集團已努力減少使用包裝材料。其一直積極尋求機會減少使用包裝材料及推廣補充裝產品以減少使用塑料泵。於報告期間，本集團成功在瓶子、蓋子及把手方面減少使用塑料，節省成本合共人民幣600,000元。

2017/18年的包裝材料消耗

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

A. Environmental *(continued)*

A3. The Environment and Natural Resources

The Group strives to maximize resource utilization and minimize waste within our operations to achieve effective and efficient resource management, we strictly comply with environmental laws and regulations. The Group also encourages the staff to adopt environmentally responsible behaviour and to raise awareness of environmental protection, for example, we encourage the staff to think before printing and use more recycled paper. Furthermore, electronic communication is encouraged to establish a paperless office.

A. 環境 *(續)*

A3. 環境及天然資源

本集團努力在營運中盡量充分利用資源並減少廢物，以達至有效及高效的資源管理，我們嚴格遵守環境法律及法規。本集團亦鼓勵員工採取對環境負責的操守及提升環保意識，例如，我們鼓勵員工於印刷前三思及使用再循環用紙，及進一步鼓勵使用電子通訊以達至無紙化辦公室。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social

1. Employment and Labour practices

B1. Employment

The Group deems employees as the most important resource. The Group provides competitive remuneration with various benefits to attract and retain talents. Salary is regularly reviewed with consideration of the market trend, benchmarking of salary and benefits information of the industry through the salary survey report conducted by professional consultants. Annual increment and year-end performance bonus mechanism are in place and implemented according to the Group's remuneration policy. Statutory compliance is a minimum, employees in the PRC operation are entitled to social security insurance and housing fund. Year-end bonus, life and health insurance, employee privilege, meals and transportation are provided. Fair terms on working hours, holidays, termination of contract, fringe benefits and leave entitlement are stipulated on the employment contracts signed between employees and the Group. Overtime work shall be applied through submission of application forms and approved by departmental supervisors. Any disputes will be settled according to the Group's appeal procedures in a just and prompt manner. The Group is in compliance with all applicable laws of Hong Kong and the PRC regarding labour rights and employment, which included:

- The Employment Ordinance of the Laws of Hong Kong;
- The Minimum Wage Ordinance of the Laws of Hong Kong;
- The Employees' Compensation Ordinance of the Laws of Hong Kong;
- The Labour Law of the PRC;
- The Labour Contract Law of the PRC; and
- The Social Insurance Law of the PRC.

B. 社會

1. 僱傭及勞工常規

B1. 僱傭

本集團視僱員為最重要資源。本集團提供具競爭力的薪酬及多項福利以吸引及挽留人才。本集團定期檢討薪金，當中考慮市場趨勢及通過專業顧問進行的薪金調查報告對標業內薪金及福利的資料。本集團根據薪酬政策設立及實施年度加薪及年終業績花紅機制。遵守法定規定是最低限度，中國業務的僱員可享有社會保障保險及住房公積金。我們亦提供年終花紅、人壽及健康保險、僱員優惠、用餐及交通安排。僱員與本集團簽署的僱傭合約規定的公平條款涵蓋工時、假期、終止合約情況、附加福利及年假。超時工作應透過提交申請表格申請及經部門主管批准。任何爭議均將根據本集團的申訴程序公正及迅速地解決。本集團遵守所有香港及中國有關勞工權利及僱傭之適用法律，包括：

- 香港法例中的僱傭條例；
- 香港法例中的最低工資條例；
- 香港法例中的僱員補償條例；
- 中國勞動法；
- 中國勞動合同法；及
- 中國社會保險法。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

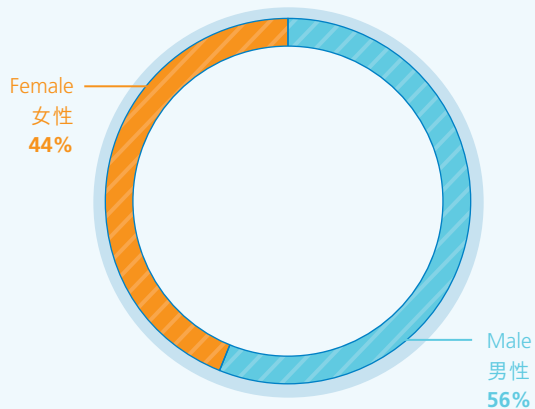
B. Social (continued)

1. Employment and Labour practices (continued)

B1. Employment (continued)

The Group had a total of 1,627 employees as of 30 June 2018, of which all are full-time employees. The total workforce categorized by gender, age group and geographical region are shown below.

Total Workforce by Gender
按性別劃分的勞動力總數



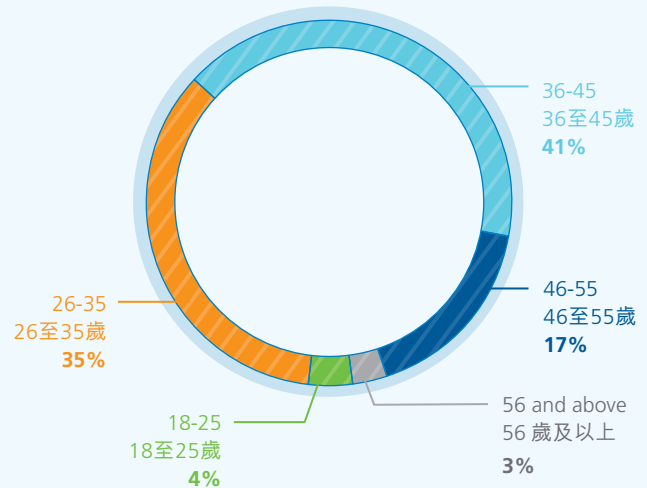
B. 社會 (續)

1. 僱傭及勞工常規 (續)

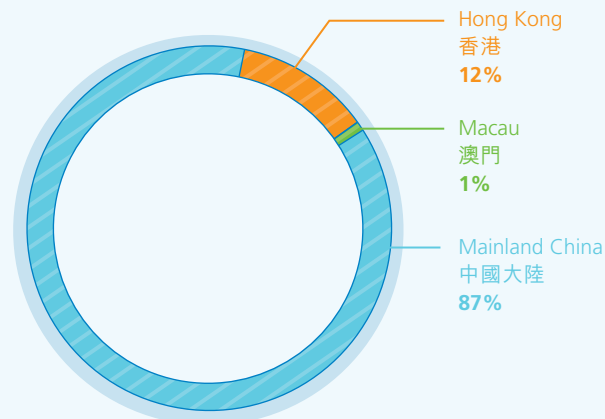
B1. 僱傭 (續)

截至二零一八年六月三十日，本集團共有1,627名僱員，全部均為全職僱員。按性別、年齡組別及地區劃分的勞動力總數列示如下。

Total Workforce by Age Group
按年齡組別劃分的勞動力總數



Total Workforce by Geographical Region
按地區劃分的勞動力總數



A total of 193 employees left the Group during the reporting period, with a turnover rate of 12%.

於報告期間共有193名僱員離開本集團，流失率為12%。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social *(continued)*

1. Employment and Labour practices *(continued)*

B1. Employment *(continued)*

Equal Opportunity

Equal opportunities are given to employees in respect of recruitment, training and development, job advancement, and compensation and benefits. The employees are not discriminated against or deprived of such opportunities on the basis of gender, ethnic background, religion, colour, sexual orientation, age, marital status, family status, retirement, disability, pregnancy or any other discrimination prohibited by applicable laws of Hong Kong and the PRC.

Appraisal System

The Group has a systematic and standardized appraisal system to evaluate employees' performances, assess their capabilities and determine whether they are in line with the Group's business development. It also provides a basis for promotion, salary increase and a communication platform for employees and management to set mutually agreed and measurable performance standards, career development opportunities.

B. 社會 *(續)*

1. 僱傭及勞工常規 *(續)*

B1. 僱傭 *(續)*

平等機會

本集團在招聘、培訓及發展、晉升以及補償及福利方面為僱員提供平等機會。僱員並不會由於性別、種族背景、宗教、膚色、性取向、年齡、婚姻狀況、家庭狀況、退休、殘障、懷孕或香港及中國之適用法律所禁止的任何其他歧視因素而遭受歧視或被剝奪平等機會。

評估系統

本集團設有系統性及標準化評估系統以評估僱員表現、評核其能力及釐定彼等是否符合本集團的業務發展。系統亦提供晉升、加薪的基準及溝通平台，讓僱員及管理層可制定雙方接納及可計量的表現標準及事業發展機會。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

1. Employment and Labour practices (continued)

B1. Employment (continued)

Employee Communication

Employees are always kept abreast of the Group's key projects, future directions and the latest market strategies, activities and social events in the industry through notice board, intranet, meetings, annual conference and the internal e-newsletter, namely E Post. To strengthen bond among employees, the Group regularly organizes trips and gatherings, such as the annual dinner, team building activities to engage all of its staff. Some activities organized during the reporting period include:

- Lam Soon Annual Conference (on 24 – 25 July 2017)
- Day Tour to Anren Old Town for Western China Sales Team (on 11 November 2017)
- Shaoguan Yunmen Mountain Two Days Tour for Guangzhou Lam Soon Homecare Products Limited (on 11 – 12 November 2017)
- The 3rd Award Ceremony and Team-building Activity for Eastern China was held at Yixing (on 24 January 2018)
- Shaoguan Two Days Tour for the Labour Union of Lam Soon in Shekou (on 12 – 13 May 2018)
- Guanhu Two Days Tour for the Flour Production Plant in Shekou (on 3 – 4 June 2018)

In years to come, the Group will constantly provide various enjoyable and fun-filled activities for employees.

B. 社會 (續)

1. 僱傭及勞工常規 (續)

B1. 僱傭 (續)

僱員溝通

僱員可通過告示板、內聯網、會議、年會及內部電子通訊(即E Post)及時了解本集團的主要項目、未來方向及業內的最新市場策略、活動及社交活動。為加強僱員之間的凝聚力，本集團定期舉辦旅行及聚會(如年度晚宴、團隊建設活動)以使其所有員工可參與其中。報告期間舉辦的部分活動包括：

- 南順年會(二零一七年七月二十四日至二十五日)
- 華西行銷團隊安仁古鎮一日遊(二零一七年十一月十一日)
- 廣州南順清潔用品有限公司韶關雲門山兩日遊(二零一七年十一月十一日至十二日)
- 華東區第三屆風雲人物大會及團建活動(二零一八年一月二十四日)
- 蛇口南順工會韶關兩日遊(二零一八年五月十二日至十三日)
- 蛇口麵粉工廠官湖二天一夜遊(二零一八年六月三日至四日)

在未來幾年，本集團將不斷為僱員提供各種愉快而充滿樂趣的活動。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

1. Employment and Labour practices (continued)

B2. Employee Health and Safety

The Group is committed to ensuring occupational health and safety of employees and complying with all applicable laws and regulations of Hong Kong and the PRC. Occupational health and safety policy is in place, for example, in the PRC, pre-employment health check is required, annual or biennial check-up, contract ended check-up are offered which depends on their job functions. Employees exposing to high occupational risks shall conform to the statutory requirements on occupational health checks and appropriate personal protective equipment (“PPE”) is provided to employees according to the duties they perform. Offices and canteens are assessed by qualified institutions to ensure that they meet applicable national standards regarding indoor environmental pollution control. The Group also enters into contract with suppliers to ensure that they meet occupational safety standards while performing their works.

B3. Development and Training

With “Human resources” as one of the core values, the Group believes that strengthening capabilities of its staff can benefit the Group and staff themselves. Training needs are identified during performance review discussion. Thus, training provided can effectively address below goals:

- (i) Facilitate achievement of the Group’s and its departmental targets;
- (ii) Increase productivity in every aspect of working processes;
- (iii) Enhance staff’s satisfaction; and
- (iv) Assist staff’s career development.

B. 社會 (續)

1. 僱傭及勞工常規 (續)

B2. 僱員健康與安全

本集團致力確保僱員職業健康及安全，並遵守所有香港及中國之適用法律及法規。本集團設有職業健康及安全政策，例如，於中國的僱員須進行入職前健康檢查，且視乎其工作職能可接受一年一次或兩年一次體檢及約滿體檢。面臨高職業風險的僱員應遵守法律規定進行職業健康檢查，僱員亦根據其履行的職責獲提供適當個人保護設備（「個人保護設備」）。合資格機構會評估辦公室及食堂，以確保其符合有關室內環境污染控制的適用國家標準。本集團亦與供應商訂立合約，以確保其於進行工作時達至職業安全標準。

B3. 發展與培訓

「人力資源」為本集團的核心價值之一，本集團相信，加強員工能力有利本集團及員工本身。於表現回顧討論時會識別培訓需要。因此，所提供培訓可有效應對以下目標：

- (i) 促使達成本集團及其部門目標；
- (ii) 增加工作過程中各方面的生產力；
- (iii) 提升員工滿意程度；及
- (iv) 協助員工的事業發展。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social *(continued)*

1. Employment and Labour practices *(continued)*

B3. Development and Training *(continued)*

The Group's training courses has four main categories: mandatory, skill enhancement, supervisory skills and managerial development, targeted for various levels of staff. During the reporting period, employees have been provided with both internal and external trainings on numerous areas including health and safety, customer services, product knowledge, management systems, communication skills, risk management, data security, financial budgeting, etc.

Staff are also encouraged to attend e-learning classes, seminars, team building activities and knowledge sharing events to advance their learning and skills. The Group will provide subsidy or full reimbursement on the course fees for eligible staff under the training policy. During the reporting period, the total training hours and the average training hours per employee were 23,460 hours and 14.42 hours per employee respectively.

B4. Labour Standards

Pursuant to the Employment Ordinance of the Laws of Hong Kong in terms of employment management and the Labour Law of the PRC, there was no child nor forced labour in the Group's operation. The Human Resources Department performs information check for every employee candidates before interviews to ensure compliance with all the applicable laws in Hong Kong and the PRC regarding employment of child or forced labour.

B. 社會 *(續)*

1. 僱傭及勞工常規 *(續)*

B3. 發展與培訓 *(續)*

本集團的培訓課程有四大類：強制、技能提升、監督技能及管理發展，針對不同的員工級別。於報告期內，僱員已在多個範疇獲提供內部及外部培訓，包括健康及安全、客戶服務、產品知識、管理系統、溝通技巧、風險管理、數據安全、財務預算等。

本集團亦鼓勵員工出席電子學習課程、研討會、團隊建設活動及知識分享活動，以提升其知識及技能。本集團將根據培訓政策為合資格員工提供課程費用津貼或全額報銷。於報告期間，總培訓時數及每名僱員平均培訓時數分別為23,460小時及每名僱員14.42小時。

B4. 勞工準則

根據有關僱傭管理的香港法例、僱傭條例及中國勞動法，本集團在營運中並無童工或強制勞工的情況。人力資源部於面試前，對每位求職者進行背景調查，以確保遵守所有有關聘用童工或強制勞工的香港及中國之適用法律。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

2. Operating Practices

B5. Supply Chain Management

The Group's procurement policy has three major principles on procurement management:

- (a) Buy only what the business operation needs with speculative behaviour prohibited;
- (b) Source from local supplies to reduce transportation cost; and
- (c) Source from high quality and competitive supplies to meet the Group's business strategy.

The policy states the Group's procurement strategy and provides guidelines and procedures on procurement processes such as sourcing new suppliers, assessing existing suppliers, managing suppliers in breach of the policy, tendering, quality assurance and payment/refund arrangements. When selecting and rating suppliers, the Group considers criteria including product price and quality, timeliness of delivery, payment terms, food safety, environmental and social performance, and after-sales service.

It is essential to engage staff in maintaining, monitoring and improving the overall Group's procurement management. The Group highly encourages staff to take proactive, comprehensive and stringent measures in carrying out the procurement duties to avoid unnecessary loss and ensure utilization of its resources in accomplishing the production, supply and sales targets.

B. 社會 (續)

2. 營運慣例

B5. 供應鏈管理

本集團的採購政策有三大採購管理原則：

- (a) 僅購買業務營運所需，禁止投機行為；
- (b) 從本地供應商採購，以降低運輸成本；及
- (c) 向優質及具競爭力的供應商採購，以配合本集團的業務。

政策列出本集團的採購策略，並提供採購過程的指引及程序，例如物色新供應商、評估現有供應商、管理違反政策的供應商、招標、品質保證及付款／退款安排。於挑選及對供應商進行評級時，本集團所考慮的準則包括產品價格及品質、交付是否合時、付款條款、食品安全、環境及社會表現及售後服務。

員工的參與對保持、監察及改善本集團整體採購管理屬必要。本集團非常鼓勵員工在進行採購工作時採取積極、全面及嚴格的措施以避免非必要損失及確保使用其資源以達成生產、供應及銷售目標。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social *(continued)*

2. Operating Practices *(continued)*

B6. Product Responsibility

Food Health and Safety

The Group gives high importance to food safety. Therefore, its food safety management starts from supplier control. Background, permits, licenses and certificates of suppliers are checked by the Group to ensure suppliers have no record in breaching food safety standards and regulations. The Group reiterates its meticulous selection process of suppliers and every product must be tested multiple times to ensure it is of international food safety standard. The Group is in compliance with all applicable standards of Hong Kong and the PRC regarding food safety. Moreover, all of the Group's production plants are certificated with ISO 9001 Quality Management System standard and ISO 22000 Food Safety Management System standard and other certifications that endorse international standards of quality and environmental management. The Group also fulfils relevant food safety and food labeling requirements, and accomplished the standards issued by World Health Organisation.

B. 社會 *(續)*

2. 營運慣例 *(續)*

B6. 產品責任

食品健康與安全

本集團非常重視食品安全。因此，食品安全管理始於供應商控制。本集團會檢查供應商的背景、許可證、牌照及認證，以確保供應商並無違反食品安全標準及法規的記錄。本集團重申，對供應商挑選過程一絲不苟，每件產品必須進行多次測試，以確保符合國際食品安全標準。本集團遵守所有香港及中國有關食品安全的適用標準。此外，本集團所有生產廠房均獲ISO 9001品質管理系統標準及ISO 22000食品安全管理系統標準認證以及其他認可國際品質及環境管理標準的認證。本集團亦履行相關食品安全及食品標籤規定，並達至世界衛生組織發出的標準。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

2. Operating Practices (continued)

B6. Product Responsibility (continued)

Food Health and Safety (continued)

To ensure that food materials are not contaminated in any production process, tests are performed against food or related raw materials (including packaging materials with direct contact with food) before entering production processes, semi-products during production and the final products. Testing is done by the Group's Quality Assurance Department and we also engage qualified testing organisations to validate our results and to provide customer independent reports. The test results shall meet relevant national and industrial standards before proceeding to production or sales. Any materials or products not meeting required standards will be labelled, isolated and assessed by related departments. Reasons for failure in meeting standards will be analysed and rectifying measures will be implemented by related departments. The Group also employs standard procedures on cleaning and sterilization of food production plants and associated equipment to ensure a high standard of hygiene throughout the production. Suppliers supplying packaging materials are audited against their safety and hygiene performances annually. Suppliers must carry out rectifications if non-conformities have been identified.

In case of any reported incidents regarding product quality or safety, the Group deals with the cases promptly and responsibly, putting public health, safety and benefits at top priority. Products required to be recalled after assessments will undergo procedures from the Group-established product recall policy.

B. 社會 (續)

2. 營運慣例 (續)

B6. 產品責任 (續)

食品健康與安全 (續)

為確保食材並無於任何生產過程中受到污染，我們於進入生產過程前對食品或相關原材料(包括與食品直接接觸的包裝材料)進行測試、於生產時對半成品進行測試及對製成品進行測試。測試由本集團品質保證部進行，而我們亦委聘品質保證機構驗證我們的結果及向客戶提供獨立報告。於進行生產或銷售前，測試結果應符合相關國家及行業標準。任何未達到規定標準的材料或產品將會被標籤、隔離及由相關部門評估。相關部門會分析未能達到標準的原因，並實施糾正措施。本集團亦對食品生產廠房及其相關設備採用清潔及消毒的標準程序，以確保整個生產過程保持高衛生標準。我們每年對供應包裝材料的供應商進行安全及衛生表現方面的審核。如發現有不合格情況，供應商必須進行整改。

如接獲任何有關產品品質或安全的事故報告，本集團會迅速及負責任地處理個案，並將公眾的健康、安全及利益置於首位。本集團將會針對評估後須召回的產品進行既定產品召回政策中的程序。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

2. Operating Practices (continued)

B6. Product Responsibility (continued)

Food Health and Safety (continued)

In August 2017, the oil production plant revised the standard control procedures on potentially unsafe and non-conforming products, and the standard procedures on cleaning and sterilization. The revised procedures have reinforced the preventive measures against potentially unsafe products.

Product Labelling

The labelling control policy ensures that design and information of labels are in compliance with all the applicable standards and laws of Hong Kong and the PRC. Labels are required to be approved by the Legal Department and Quality Assurance Department with records filed. Adequate nutrition information is provided to customers through product labels.

Promotion of Healthy Lifestyle

The Group strives to improve public well-being by promoting healthy lifestyle. It established a "Good Mother" website (<https://www.haomama.com>) and Knife Oil Facebook, which aims to share resources about healthy and balanced lifestyle with the public. Moreover, the Group produces videos through social media platforms in which registered dieticians introduce nutritional values of its products, shares recipes using nutritional ingredients and organizes trainings to promote healthy diets.

B. 社會 (續)

2. 營運慣例 (續)

B6. 產品責任 (續)

食品健康與安全 (續)

於二零一七年八月，食用油生產廠修訂了有關潛在不安全及不合規產品的標準控制程序以及有關清潔及消毒的標準程序。修訂後的程序已加強針對潛在不安全產品的防範措施。

產品標籤

標籤控制政策確保標籤的設計及資料符合香港及中國的所有適用標準及法律。標籤須取得法律部及品質保證部批准以及提交記錄。顧客可通過產品標籤了解到足夠的營養資料。

推廣健康生活

本集團致力透過推廣健康生活提升公眾身心健康。本集團建立「好媽媽」網站 (<https://www.haomama.com>) 及刀嘜臉書專頁，旨在與公眾分享有關健康及均衡生活方式的資源。此外，本集團透過社交媒體平台製作視頻，其中由註冊營養師介紹其產品的營養價值，分享使用營養豐富材料的食譜及舉辦培訓班以推廣健康飲食。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

2. Operating Practices (continued)

B6. Product Responsibility (continued)

Customer Communication

The Group values any complaint or feedback from customers as they provide the Group with better understanding of customers' concern and facilitate improvement over its products and services. The Group also pays special attention to enquiries regarding health and safety aspects as they not only increase customers' understanding of its products but also strengthen customers' confidence in its brands. The Group pledged to handle any enquiry or complaint cases according to the standard procedure established, provide prompt response and keep traceable record of the cases in its system. To ensure complaints are resolved with customers' satisfaction, complainants will be invited to rate his/her satisfaction and provide feedback regarding to their complaint cases after the cases are resolved.

Intellectual Property ("IP") Rights

The Group strives to protect its own IP rights and respects third party IP rights according to all related applicable laws and regulations. It registers new IPs (including trademarks, design and patents) in different parts of the world, renews existing IP rights, supervises usage of IPs and assesses whether its IP rights have been infringed by other parties. The Group may take legal actions against any alleged infringer.

The Group also ensures its service providers, suppliers or business partners undertake and warrant that all their deliverables or products are their original creation and/or do not infringe third party's IP rights. Infringers are liable to specified appropriate consequences in the event of breach.

B. 社會 (續)

2. 營運慣例(續)

B6. 產品責任(續)

客戶溝通

本集團重視任何客戶投訴或反饋，因其能使本集團可以更理解客戶的顧慮，以及促進改善產品及服務。本集團亦特別注意有關健康及安全方面的查詢，因其不僅提升客戶對產品的理解，亦加強客戶對其品牌的信心。本集團承諾，會根據制定的標準程序處理任何查詢或投訴個案，提供迅速回應及在系統內保留可追溯個案記錄。為確保投訴以客戶滿意的方式解決，投訴人將於個案解決後獲邀為其滿意度評分及就其投訴個案提供反饋。

知識產權(「知識產權」)

本集團致力根據所有相關之適用法律及法規保障其自有知識產權及尊重第三方知識產權。本集團於世界各地註冊新知識產權(包括商標、設計及專利)、重續現有知識產權、監察知識產權的使用及評估其知識產權是否已被其他人士侵犯。本集團可能對任何涉嫌侵權人士採取法律行動。

本集團亦確保其服務供應商、供應商或業務合作夥伴承諾及保證，彼等所有可交付產品或產品為其原創及／或並無侵犯第三方知識產權。侵權人士須承擔侵權所致的特定適當後果。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social (continued)

2. Operating Practices (continued)

B6. Product Responsibility (continued)

Data Protection

The Group strictly follows its policy, manual and guideline and procedure on protecting customer data. Before collecting personal data from customers, the Group informs customers of its intended purposes of which the personal data collected will be used. The Legal Department ensures that the Group is in compliance with the Personal Data Protection Ordinance of the Laws of Hong Kong and any applicable laws in any document, publicity and marketing activity. Procedures on handling, storing, transferring and erasing customers' personal data collected is reviewed periodically.

B7. Anti-corruption

The Group takes a zero-tolerance approach to bribery and is committed to operating its business in an ethical manner with high integrity. The Group has implemented policies on anti-corruption and procedures concerning offering or accepting gifts and gratuities. Suppliers and all employees are required to become acquainted with and to abide by these policies and procedures. Any fraud, corruption, irregular transactions or breach of ethics shall be reported to the Internal Audit Department. Such report, if any, shall be treated in strict confidence to protect the identity of the whistleblower.

The Group was in compliance with the applicable laws on prohibiting corruption and bribery of Hong Kong and the PRC. There was no concluded legal case regarding corrupt practices brought against the Group or its employees during the reporting period.

B. 社會 (續)

2. 營運慣例 (續)

B6. 產品責任 (續)

資料保護

本集團嚴格遵守其保障客戶資料的政策、手冊及指引及程序。向客戶收集個人資料前，本集團會告知客戶所收集個人資料的擬定用途。法律部確保本集團在任何文件、宣傳及市場推廣活動中遵守香港法例個人資料(私隱)條例及任何適用法例。我們會定期檢討所收集的客戶個人資料的處理、儲存、轉移及刪除程序。

B7. 反貪污

本集團對賄賂採取零容忍態度，並致力以高度誠信的道德方式進行業務。本集團已實施反貪污政策及針對收受禮物及報酬的程序。供應商及全體僱員須熟習及信守該等政策及程序。任何欺詐、貪污、異常交易或違反道德準則的情況均應向內部審核部門申報。有關報告(如有)應嚴格保密處理，以保障舉報者的身份。

本集團遵守香港及中國有關反貪污的適用法例。於報告期內，概無針對本集團或其僱員作出的有關貪污行為的已判決法律個案。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

B. Social *(continued)*

2. Operating Practices *(continued)*

B8. Community Investment

The Group has long been committed to striving for the betterment of society and holds strongly the belief to support for social responsibility. In recognition of our support for community affairs and corporate citizenship, we were given the Caring Company Award for the ten consecutive years by the Hong Kong Council of Social Service. We maintained our strong tradition of participating in various charitable causes during the year.

On 26 October 2017, we collaborated with the Children of Shenzhen Welfare Center and invited 15 abandoned and disabled children to participate a factory tour at Lam Soon Edible Oils Factory for enhancing their knowledge on oil production.

On 19 May 2018, we conducted a bakery workshop at Lam Soon Bakery Academy with the volunteers from Food Grace, a non-governmental organization that promotes food recycling. After the workshop, all volunteers delivered approximately 1,000 fresh bread to the elderly who were living in Tai Po district in Hong Kong.

B. 社會 *(續)*

2. 營運慣例 *(續)*

B8. 社區投資

本集團一直以來致力改善社會及堅定支持社會責任。為表彰我們對社區事務及企業公民的支持，我們連續十年獲香港社會服務聯會頒發商界展關懷獎項。我們於年內繼續保持堅定傳統，參與不同的慈善活動。

於二零一七年十月二十六日，我們與深圳市兒童福利院合作，並邀請15名被遺棄及傷殘兒童參觀南順食用油工廠以增加其對食用油生產的了解。

於二零一八年五月十九日，我們與食德好（一間推廣食物回收的非政府機構）的志願者在南順廚藝學院舉辦烘焙工作坊。工作坊活動結束後，所有志願者向香港大埔區的長者送出約1,000個新鮮麵包。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

Sponsorship of Sowers Action Challenging 12 Hours Charity Marathon – Official bread
贊助苗圃挑戰12小時慈善越野馬拉松 – 大會指定麵包

22 October 2017
2017年10月22日



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

“Walking hand in hand to spread warmth” Children of Shenzhen Welfare Center visited Lam Soon Edible Oils Factory

26 October 2017
2017年10月26日

「携手同行，傳遞溫暖」深圳福利中心兒童參觀南順油脂工廠



Lam Soon Volunteer Team joined voluntary environment cleaning work in Nanshan Park, Shenzhen

5 November 2017
2017年11月5日

南順義工隊參與深圳南山公園之志願清潔環境工作



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告書

We cooperated with Food Grace organised "Volunteer Day of Caring Bread Sharing" – we taught volunteers to make bread
與「食德好」合作舉辦「愛心麵包分享義工日」—教導義工們製作麵包

19 May 2018
2018年5月19日

