



2016 Environmental, Social and Governance Report

環境、社會及管治報告



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理士國際技術有限公司
Leoch International Technology Limited

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範圍

Scope

本環境、社會及管治報告的內容覆蓋2016年1月1日至2016年12月31日的時期，包含集團位於中國江蘇、肇慶、安徽內4個營運地點的鉛酸蓄電池製造業務，具體地址如下：

1. 江蘇理士電池有限公司
江蘇省金湖縣工業園區理士科技園
2. 肇慶理士電源技術有限公司
肇慶(大旺)高新開發區臨江工業園工業大街東
3. 安徽力普拉斯電源技術有限公司
安徽省濉溪縣經濟開發區女貞路1號
4. 安徽理士電源技術有限公司
安徽省濉溪縣經濟開發區迎春路頭

本報告是按照香港交易所的《環境、社會及管治報告指引》而編寫，每年度出版一次。

The reporting period for this Environmental, Social and Governance Report is from 1 January 2016 to 31 December 2016. This Report covers the manufacture of lead-acid batteries at four operating locations in Jiangsu, Zhaoqing and Anhui. The specific addresses are listed as below:

1. Jiangsu Leoch Battery Co., Ltd.
Leoch Hi-Tech Park, Jinhu Industrial Park, Jiangsu Province.
2. Zhaoqing Leoch Battery Technology Co., Ltd.
Industry Ave.(East), Riverside Industrial Park, Zhaoqing (Dawang) Hi-Tech Park.
3. Anhui Plath Power Supply Technology Co., Ltd.
Nvzhen Road 1, Suixi Economic and Technological Development Zone, Anhui Province.
4. Anhui Leoch Power Technology Co., Ltd.
Yingchun Road, Suixi Economic and Technological Development Zone, Anhui Province.

The contents of This Report are prepared in accordance with the Environmental, Social and Governance Reporting Guide of the Stock Exchange of Hong Kong Limited, and the frequency of publication is once a year.

與持份者溝通

Communication with Stakeholders

集團每年召開股東會議，提供了一個有效的平台讓董事局與股東交流意見。除了股東大會外，為保持與客戶、供應商等持份者的緊密關係，集團不時拜訪各持份者，或與他們進行電話會議，並透過公司電子郵箱、客戶服務人員等與各持份者溝通，聆聽他們的意見及需求。集團的整體業績表現亦會每年刊載於公司年報上，向各投資者匯報。

The Group convenes annual general meeting (AGM) which provides an effective platform for the Board of Directors to exchange views with shareholders. In addition to AGM, for maintaining close relationships with stakeholders such as customers, suppliers, the Group communicates from time to time with stakeholders and listen to their views and needs through visit, phone conference, company e-mail, and customer service representatives, etc.. The Group's overall business performance is also reported to investors through the Annual Report of the Group.



環境 Environmental

環境、社會及管治績效

Environmental, Social and Governance Performance

排放物 Emissions

集團深切了解業務對環境的影響，因此制定了完善的環保政策以管理各類污染物的排放，對廢水、廢氣、固體廢物等都制定相應的控制程序，嚴格監控營運過程，並積極尋求創新技術以不斷改進環境績效。

The Group has a clear understanding of the environmental impact of its business on the environment. Therefore, it formulates comprehensive environmental policy to manage the discharge of various pollutants. Relevant control procedures have been developed for wastewater, exhaust gases and solid wastes, etc. The operation processes are closely monitored and innovative technology is actively pursued for continuous improvement of environmental performance.

廢水排放控制

Control of wastewater discharge

集團對公司活動、產品和服務過程產生的工業廢水和生活污水進行有效控制，制定《污水處理操作規程》妥善處理廢水。集團的生產廠房設有內部污水處理站以處理集團產生的廢水，並在確認達標後才排放到廠外的污水系統，防止因水污染物影響酸鹼度(pH)及含鉛量，對環境造成影響。

The Group has effectively controlled the industrial wastewater and domestic sewage generated by the activities, products and services of the Group, and also formulated the "Sewage Treatment Operating Procedure" for handling wastewater properly. The production plants of the Group have installed an internal sewage treatment facility to handle the wastewater generated by the Group and to ensure the compliance with discharge limit before release to the external sewage system. This prevents impact to the environment from the influence of water pollutants on pH and lead content.

為確保環境措施有效實踐，集團已建立環保部負責廢水排放的管理，包括收集國家和地方標準並列明集團廢水和污染物排放標準、嚴格監督檢查污水處理設施的維護保養和運行情況、有效處理集團產生的廢水並記錄其結果，與污水排放相關資訊的外部聯絡等。另外，集團也設有化驗室，負責對環保部每日送來的廢水樣本進行水污染物的濃度測量。一旦監測資料異常或排放超標，相關部門即時分析原因，並採取糾正及預防措施。

For effective implementation of environmental measures, the Group has established Environment Protection Department responsible for managing the wastewater discharge, including the collection of national and local standards as well as the Group's standards for discharge of wastewater and pollutants; close supervision of the maintenance and operation status of the wastewater treatment facilities; effective treatment and the associated recordkeeping of the wastewater generated by the Group; liaison with external parties on information relevant to wastewater discharge. In addition, the Group has established laboratory responsible for the testing of wastewater samples submitted daily from the Environment Protection Department for concentration measurement of water pollutants. The relevant department will analyse the cause timely, and implement corrective and preventive actions in event of abnormal findings or discharge exceeding limit.



廢氣排放控制

Control of exhaust gases

集團也對廢氣進行有效控制，防止在營運中產生的硫酸霧、鉛煙、鉛塵及其化合物等大氣污染物質對環境造成影響。生產廠房已安裝完善的廢氣處理系統，所有可能產生廢氣與煙塵的工序都安排在風罩下操作，廢氣與煙塵會經過抽風管道進入處理設施，包括鉛煙淨化器、除塵器、酸霧中和塔/淨化器等，廢氣必須經內部監測並確認滿足排污許可證規定的要求後，才可排放出廠。

The Group also controls gas emissions effectively to prevent the impact on the environment from atmospheric pollutants generated during operation such as sulphuric acid mist, lead fumes, lead dusts, and its compounds. The production plants are equipped with a comprehensive exhaust gas treatment system. Processes that are likely to cause exhaust gases, fumes and dusts are operating under exhaust ventilation facilities, through which exhaust gases, fumes and dusts are channelled in ducts into the treatment facilities. These facilities include lead fume purifier, dust collector, acid fume neutralizer/purifier, etc. Gas emission is allowed to discharge to the external environment only when they comply with the requirements of internal monitoring and those requirements stipulated by the emission permit.



環保部同時作為專責管理廢氣排放的部門，負責收集國家和地方法例要求、列明排放標準、維護處理設施與排放相關資訊的外部聯絡等。集團亦編制各類處理設施的操作指南，要求相關的崗位嚴格遵守，並做好日常保養確保廢氣處理設施正常運行，在必要時採取糾正及預防措施。

The Environment Protection Department also holds responsibility for managing exhaust gas discharge, including the collection of the requirements stipulated by the national and local legislations; identification of emissions standards; maintenance of treatment facilities and liaison with external parties on information relevant to the gas emission. The Group prepares the operation guidelines for various treatment facilities, and requests the relevant departments to abide by the guidelines strictly, and to ensure normal operation of these facilities by arrangement of routine maintenance and implementation of corrective and preventive measures where necessary.

減少溫室氣體的產生

Reduction of greenhouse gas (GHG) generation

除了管控上述大氣污染物的排放，集團亦致力在業務過程中減少溫室氣體的排放。集團目前積極拓展清潔能源的使用，如推動太陽能發電項目，致力減少在傳統發電過程導致的溫室氣體。營運場地的生活區（如宿舍內的浴室和飯堂等）已從燃煤全面改為使用天然氣，藉此大幅減少排放溫室氣體。

In addition to emission control of the aforesaid air pollutants, the Group is striving to reduce greenhouse gas (GHG) generation in its operation. The Group is actively expanding the use of clean energy to reduce GHG coming from the conventional power generation, such as by promotion of solar energy projects. Living areas within the operation boundaries (such as bathrooms and canteens in the dormitories) have fully switched from the use of coal to natural gas for reducing GHG drastically.

此外，集團理解交通運輸會造成溫室氣體的排放，因而制定相關行政措施以減少交通需求。如在採購過程中，由於採用非本地供應商需要額外的運輸過程，在滿足品質及交貨能力的前提下，集團會優先選用本地供應商。在辦公室的管理，公司提倡通過視訊會議、Skype、電子郵件及電話等多種溝通方式，盡量減少出差次數。

Moreover, the Group is aware of transportation incurring GHG generation and therefore develops administrative measures for reducing transportation needs. As an example in procurement process, owing to the fact that engaging overseas suppliers requires additional transportation, the Group prefers to engage local suppliers given that the compliance with quality and delivery requirements. While in office management, the Group encourages the use of various communication channels such as video conference, Skype, email, telephone in order to reduce business trips.



固體廢棄物控制

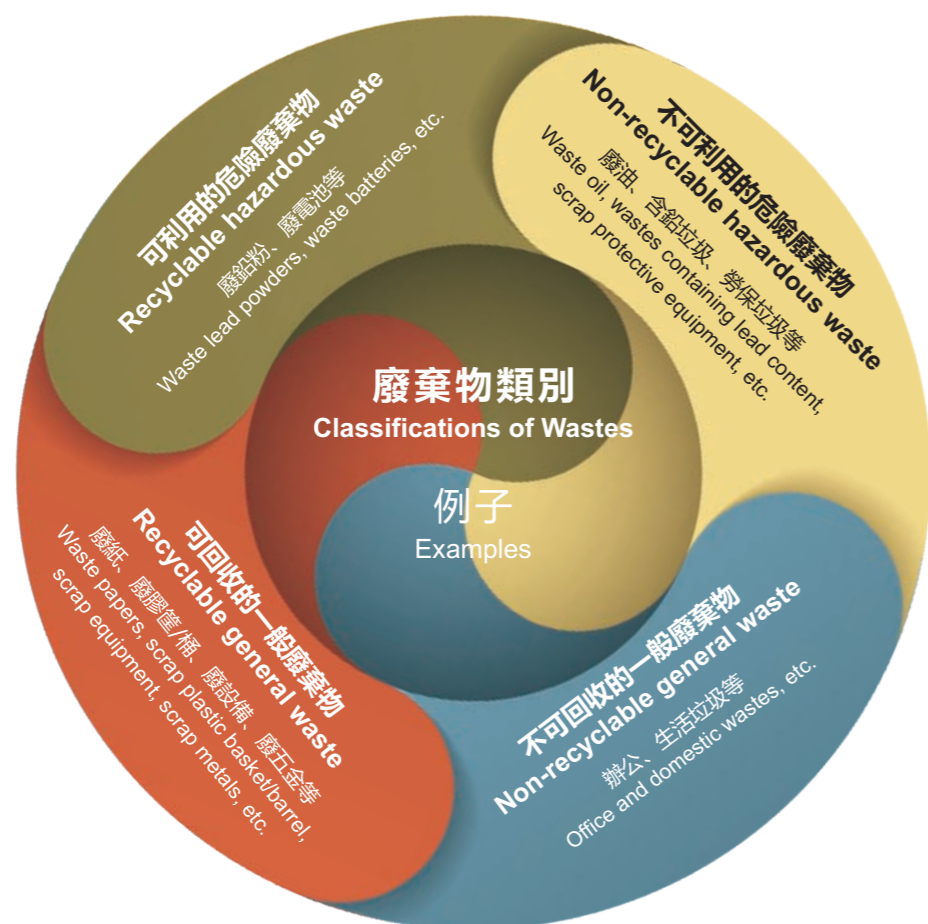
Control of solid wastes

集團制定廢棄物分類制度，對可回收利用的盡量回收，不能回收利用的要及時清理，不會任意丟棄。並與廢棄物處理承辦商簽訂協定書，列明對一般廢棄物的處理要求。

對於固體廢棄物，集團首先按其危害性分成兩大類：危險廢棄物和一般廢棄物，再按是否可回收利用分為四小類。固體廢棄物包括置於容器中而沒有直接排向水體和大氣的液體和氣體廢物，例如：用容器盛裝的廢油、廢清洗劑等。

The Group has established waste classification system. Wastes are recycled as much as possible or disposed timely if they could not be reused. Wastes shall be disposed in a controlled manner and also waste handling vendors are contracted on the specified requirements for handling of general wastes.

For solid wastes, the Group classifies them firstly into two main categories according to their hazards: hazardous wastes and non-hazardous wastes, which are further divided into four sub-groups based on the recyclability. Solid waste includes those liquid and gas wastes which are stored in containers and not directly discharged to external waters and atmosphere, for example: waste oil and waste cleaning solvent in container.



各廢棄物產生部門按制定的程序對廢棄物進行分類收集，存放於固定地點。集團的生產廠房設立固體廢棄物的專用臨時儲存區，並按照相關法例放置標誌及採取防止污染與洩漏措施。



Every department shall follow the established procedures to collect the generated wastes in accordance to the classification and to store them at the designated area. Production plants of the Group designate temporary storage areas for solid wastes and signs are placed according to the relevant legislations. Also measures are in place to prevent pollution and leakage.



危險廢棄物按當地的危險廢物名錄及相關法例處理，交由相關合資格單位妥善處理，並禁止將危險廢棄物混入一般廢棄物中貯存。



Hazardous wastes are handled according to the local hazardous waste registry and the applicable legislations. They are provided to the relevant qualified agencies for proper handling and are prohibited to store together with general wastes.



在報告期內，集團沒有發現關於排放或其他與環境相關的違規事件及投訴個案。

During the reporting period, the Group did not discover violation or complaint related to emissions or other environmental-related topics.

資源使用 Use of Resources

集團注重環境保護，致力實現能源與資源的合理使用，並推廣適當措施提升利用效率。

The Group pays attention to environmental protection and is striving to realize reasonable utilisation of energy and resources. Appropriate measures are advocated for enhancement of utilisation rate.

節約能源措施 Energy Conservation Measures

在設計工業技術和選擇設備時，集團優先採用低電耗或能源效益較高的設備及產品。對於電耗高的設備，將以電耗低的技術和設備逐步取代。對現行的技術及設備策劃並實施技術改造，優化各生產部門流程，以提高能源的利用率。盡量減少部門設備在無負荷的情況下空轉，對生產間隙可停機的設備，及時關閉能源供應，並根據生產計劃的變動彈性調節設備的運作負荷。

During the phases for development of industrial technology and equipment selection, the Group gives priority to equipment and products that are of low power consumption or higher energy efficiency. For equipment of high power consumption, they will be gradually replaced by technology and equipment of low power consumption. Technology re-engineering is planned and implemented to the existing technology and equipment for process optimisation and enhancement of energy utilisation rate in various production departments. Departments shall minimise the equipment operating at production idle time, and shall shut off the power supply to those equipment at non-production time interval. Operation load of the equipment is flexibly adjusted according to the change in production planning.

針對辦公室的節能管理，集團提倡白天充分利用日光，減少電燈的使用時間；辦公室的空調設定只在合適的溫度範圍運作；要求員工下班時關閉辦公室內各種電源設備，盡量杜絕一切不必要的耗電情況。

For office administration in energy saving, the Group encourages full use of natural daylight to reduce the duration of electrical lighting; air-conditioners are preset to function only at the suitable temperature range; employees are required to turn off the power of all equipment in the office when they get off duty for minimisation of unnecessary power consumption.

此外，集團致力減少使用市電，在營業地點積極推動太陽能發電系統，部分工廠廠房頂部已全面安裝太陽能板，讓產生的電能用於電池充電、極板化成等工序，多餘的電力則與市電並網使用。

In addition, the Group is striving to reduce use of commercial power supply. Solar power supply system is actively developed in the operating locations. Some production plants have completed the installation of solar panels on the roof and such solar power is used in production processes such as battery charging, plate formation. Excess power from solar sources will be connected to the grid of commercial power supply for consumption.



節約用水措施 Water Conservation Measures

集團善用廢水處理系統，循環使用處理後的廢水，減少耗用新鮮供水。例如，集團會對各組裝廠房的加酸充電工序產生的廢酸進行回收處理。廠內污水處理站建有中水回用池，對處理達標後的廢水重用於生產廠房清潔、環保設備用水及沖廁等。此外，廠內設有雨水收集系統，收集後的雨水會經過廢水處理，然後回收利用。

The Group makes best utilisation of the wastewater treatment system. Treated wastewater is recycled for use to reduce the consumption of fresh water. For example, the Group recycles waste acids generated from the acid-adding battery charging process in each assembly plant. In-house sewage treatment facilities are installed with reuse water pools, from which treated wastewater is reused in factory cleaning, water consumption process within environmental protection facilities and toilet flushing, etc. In addition, the production plants are installed with rainwater collection system in which the collected rainwater will be gone through the wastewater treatment and then be reused.

除了經常提醒員工及訪客節約用水之外，集團致力尋求設備更新改造、技術優化及管理改進等方法持續降低耗水量，並定期實施清潔生產審核，監督及識別可以減少用水的工序，杜絕一切不必要的耗水情況。

Apart from frequent reminding employees and visitors of water conservation, the Group is striving to continuously reduce water consumption by equipment innovation, technology optimisation and enhancement in management practices, etc. Moreover, regular clean production audits are conducted to monitor and identify the processes capable of reducing water consumption; this prevents the occurrence of unnecessary water consumption.



節約物資措施

Resource Utilisation Measures

集團對可回收利用的固體廢棄物進行分類收集，並盡可能在公司內部利用，例如：對木卡板和紙箱會在公司內部循環再用；在生產過程中的廢棄塑膠會用於生產塑膠卡板，以作為廠房循環利用卡板，並損壞後重用廢棄塑膠繼續生產周轉卡板。

在包裝過程中，集團優先使用可分解和可循環使用的包裝物料（如木卡板、紙箱、鐵箱等），減少塑膠包裝材料的使用。如須使用塑膠包裝材料，也盡量採用較輕或較環保的物料。

集團的一般用紙原則是優先使用環保紙、打印時雙面使用，及在可行情況下以電子文件管理系統代替紙質文件，務求盡量減少使用紙張。

集團研發內部文件管理系統，文件通過系統進行發放與接收，鼓勵員工使用電子檔案，顯著減少紙質文件的發放。此外，集團運用SAP-ERP系統和內部電子郵件交流等措施減少使用紙張。

The Group collects and categorises the recyclable solid wastes which will be used internally as much as possible, for example: wooden pallets and carton boxes are reused internally; scrap plastics from the production processes are recycled for production of plastic pallets which are used within the factory and will be recycled for production of new pallets after damaged.

In the packing process, the Group prioritise the use of degradable and recyclable packaging materials (such as wooden pallets, cartons, iron boxes, etc.) to reduce the use of plastic packaging materials. Whenever plastic packaging is deemed necessary, materials of less weight or more environmental-friendly should be adopted as far as possible.

The Group's general principle on paper utilisation is the preference in using environmental-friendly paper, printing on both sides and whenever possible the deployment of electronic document management system to reduce the use of paper.

The Group developed an internal document management system, through which documents are distributed, received and acknowledged. This encourages employees to use electronic files and hence considerably reduce the release of paper document. In addition, the Group adopts the SAP-ERP system and measures such as internal e-mail communication to reduce the use of papers.

環境及自然資源

The Environment and Natural Resources

因應社會大眾對環保議題的關注，集團致力滿足社會及客戶的需求，在採購、生產管理及員工培訓方面都體現綠色文化。

In response to the public's concern over environmental protection, the Group is striving to satisfy the demands of the society and customers, and realises the green culture in procurement, production management and employee training.

綠色採購

Green procurement

為了保證產品特性符合環保要求，集團在產品設計開發的階段已嚴格管控材料，亦會優先選購易分解或擁有環保認證的物料以用於生產。對於有環境風險的物料，集團會要求供應商出示第三方的RoHS檢測報告，確認有害物質的風險在合規範圍。

For assurance of product compliance with environmental protection parameters, during the product design and development stage, the Group strictly controls the use of materials for production and priority is given to degradable or environmental-certified materials. For materials with environmental risks, the Groups requests suppliers to accompany the materials with third party RoHS test reports for assuring the control of hazardous substances within the compliant range.

在挑選供應商時也會考量供應商的環境績效，供應商須簽署《環境保護協議書》，定期提供物料有害物質檢測報告，並接受集團在供應商現場實施環境審核。

Environmental performance is also considered in the selection of suppliers. Suppliers are required to sign "Agreement for Environmental Protection" and to submit RoHS test reports on regular basis. Also, suppliers are subject to the on-site environmental assessments arranged by the Group.

另外，集團對重要原材料進行環保符合性的驗證，包括制定指引控制重要原材料內相關重金屬與增塑劑的含量，並規定相關的測試要求與週期。

In addition, the Group requires the important raw materials to be verified for environmental compliance. It includes establishment of guidelines for controlling the content of the relevant heavy metals and plasticiser as well as requirements on the relevant testing frequency and specifications.



清潔生產管理

Clean production management

集團按照ISO14001環境管理體系，識別及評估所有環境因素，對重要環境因素制定方案以便監控；確保廢氣、廢水均按照國家標準及排污許可證規定達標排放；評估生產流程，找出有害廢棄物產生的源頭，制訂減少有害廢棄物的行動計劃，例如制訂有效措施減少含酸廢水的排放、鉛煙塵的排放，使用後的化學品容器須交由供應商回收處理等。

集團委派部門專責對污水處理站及廢氣淨化系統做好維護，確保正常運行，並制定《環境設施異常應急預案》，對應污水處理、除塵、廢氣淨化等設施在不能正常運行時須採取防止環境污染的必要措施。

The Group adheres to ISO14001 environmental management system for identification and assessment of all environmental aspects. Schemes are developed to monitor the significant environmental aspects for ensuring the emissions of exhaust gases and wastewater in compliance with the specifications stipulated in the national standards and emission permits. Production processes are assessed to identify the source of hazardous waste generation and the associated action plans are formulated to reduce hazardous wastes, such as formulation of effective measures to reduce the discharge of acidic wastewater and lead dust, return of used chemical containers to suppliers for recycling and treatment, etc.

The Group appoints dedicated department to maintain and ensure proper functioning of the treatment facilities for wastewater and exhaust gases. "Emergency Plan for Abnormalities in Environmental Facilities" is developed to guide the actions required for prevention of environmental pollution in event of malfunctioned facilities for sewage treatment, dust removal or exhaust gas purification, etc.



集團定期進行清潔生產審核，通過提出並實施各項減少污染的方案，例如引入使用自動密封的生產設備，採用先進的生產設備及淘汰手動設備，以減少在生產過程中產生鉛煙塵。



The Group undertakes a periodic cleaner production audit. Various solutions are proposed and implemented to reduce pollution, for example, introducing production equipment featured with automatic sealing or using advanced production equipment to replace manual equipment and reduce lead dust production during the manufacturing process.



員工環保培訓

Environmental Training for Employees

集團的年度培訓計劃及新員工入職培訓計劃都涉及環保的要求，包括環境管理體系基礎知識、環境因素識別與控制，及特定崗位技能培訓，如正確使用規定的環保設施等。

The Group's annual training programme and new employee's orientation programme both cover the requirements of environmental protection, which include basic knowledge of the environmental management system, identification and control of environmental attributes and skill training of the specialised positions such as the proper operation of specified environmental facilities.



社會
Social



環境、社會及管治績效

Environmental, Social and Governance Performance

僱傭 Employment

集團除了遵守業務當地的僱傭條例要求外，亦制定了一系列的僱傭政策，保障僱員獲得公平合理的待遇。

In addition to compliance with employment regulations of the countries where the Group's business is in place, the Group has also developed a series of employment policies to ensure employees entitled to fair and reasonable benefits.

招聘及晉升 Recruitment and Promotion

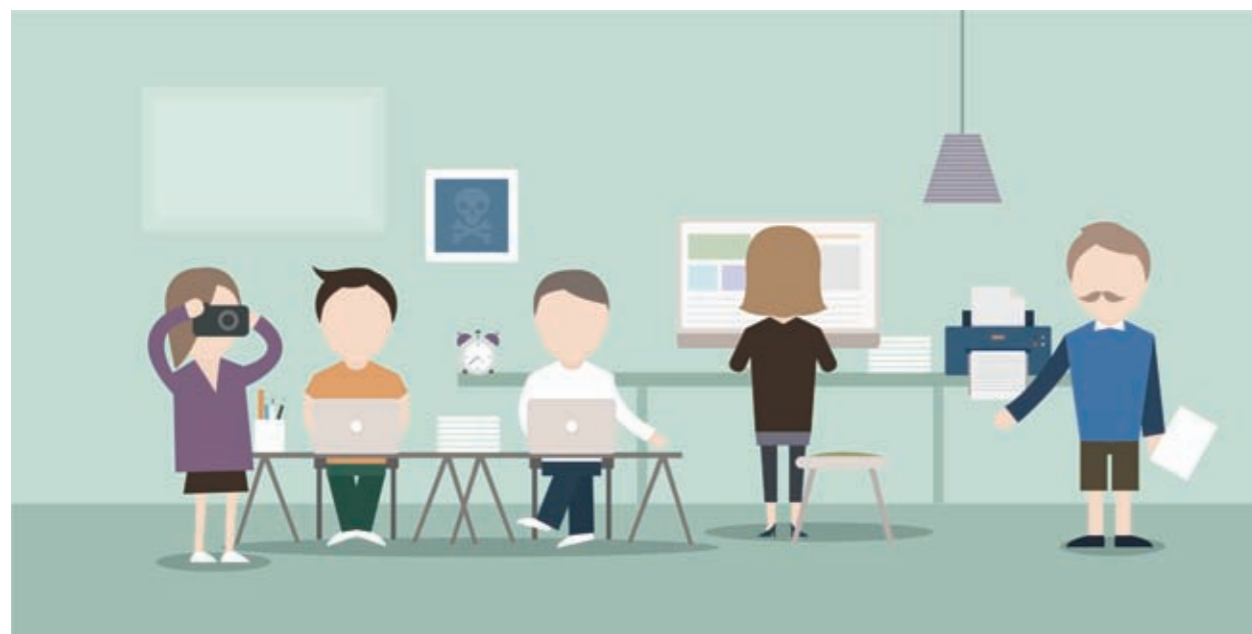
集團確保招聘過程符合國家法例規定，避免出現歧視。集團清晰列明招聘原則：公開招聘、公平競爭、全面考核、擇優取錄。對每位應聘者都平等對待，規定招聘時不得因種族、民族、社會等級、國籍、宗教、殘疾、性別、性別取向、婚姻狀況、年齡、工會會員資格或政黨等原因出現歧視行為，禁止任何形式的歧視女性，特別是懷孕女性。

The Group ensures the recruitment process in compliance with the country's applicable legislations pertaining to discrimination. The Group specifies clearly the recruitment principles: open recruitment, fair competition, comprehensive evaluation and recruitment of the outstanding candidates. Each candidate is given the equal opportunities during recruitment and discrimination is prohibited against race, ethnicity, social class, nationality, religion, disability, gender, sexual orientation, marital status, age, trade union / party membership, as well as prohibiting all forms of discrimination against female, particularly to pregnant women.



集團制定《招聘管理規定》，旨在建立公正和公平的人事招聘和錄用標準，準確地選拔和合理地使用人才。集團現有的員工來自多個省份，僱員的多元化印證招聘決定僅基於崗位需要與應聘人員的技能要求。

The Group formulates the "Recruitment Management Rules" to define fair and equitable recruitment and hiring standards for selection of the right candidates and reasonable assignment of talent. At present employees of the Group come from various provinces and this diversity of the employees indicates clearly that recruitment decision is purely based on the fulfilment of job requirements by the skills of the candidate.



此外，集團的晉升制度也確保人員的晉升政策公開平等。當有崗位空缺時，各部門負責人提拔具有相應資格能力的人員，人事部門先進行資格審查，對員工的業績、執行能力、出勤情況、貢獻程度進行評估，然後經過測評擇優錄用。集團不會考慮其他跟工作無關的因素，如種族、性別、婚姻狀況等。人事部只根據業績與意願等進行考核，確保有效配對人員與崗位。

In addition, the Group's promotion mechanism ensures that promotion of employees is transparent and fair. When there is job vacancy, candidates with appropriate qualifications and competence are nominated by departmental head. Human resources department will firstly conduct qualification review which covers evaluation of performance, competence, attendance history, and the contribution of the candidate. Right candidate is selected after the aforesaid evaluation and will be promoted after further assessment. The Group will not consider factors that are not job-related such as race, gender, marital status, etc. Human Resources Department only pursues the assessment on historical performance and willingness, etc. for effective alignment between the employee and the position.

薪酬與福利 Wages and Benefits

集團制定《工資及福利管理規定》確定員工的薪酬及福利計算方法，對加班人員按法定要求給予補償，及規定其他福利及各項員工權益，包括：法定休假日、有薪年假、有薪產假、為員工繳納社會保險等。另外，員工手冊對事假、年休假、特批假、病假、婚假、喪假、產假、工傷假等都有詳細規定；對特殊貢獻或者重大貢獻的人員更給予特別獎勵。

The Group formulates "Wages and Benefits Rules" to define the calculation approach for wages and benefits. It specifies overtime compensation to employees according to legal requirements as well as other benefits and rights entitled to employees, which include: statutory holidays, paid annual leave, paid maternity leave and payment of social insurance for employees, etc. Moreover, the Employee's Handbook specifies in details for casual leave, annual leave, special leave, sick leave, marriage leave, funeral leave, maternity leave, work injury leave, etc. Special rewards are even given to employees who have made special or significant contributions.

對於工作達到法定退休年齡的人員，經內部綜合評估後，會根據國家相關法例進行退休手續辦理，協助社會保險的轉移，讓退休人員依法享受相關社保福利。

For employees who reach the statutory retirement age, the Group will abide by the relevant legislations to arrange the retirement process after internal comprehensive evaluation, and will support the transfer of the social insurance to enable the retired employees entitle to the relevant social insurance benefits.

集團的《員工手冊》亦規定在合同履行過程中的勞工糾紛，員工可以透過申訴程序向上級或者責任部門提出申訴，一旦申訴失敗也可向行政總經理進一步申訴。

The Employee Handbook of the Group stipulates that employees can file complaint through appeal procedure to supervisors or responsible departments about the disputes on the employment contract. Whenever the feedback is not satisfactory, the disputes could be escalated to the Administrative General Manager for further handling.

在報告期內，集團沒有發現或收到有關於歧視或招聘的違規事件及投訴個案。

During the reporting period, the Group did not discover or receive violation or complaint pertaining to discrimination or recruitment.



健康與安全 Health and Safety

集團建立職業健康與安全管理制度，制定有效措施防範員工患有職業病及工業傷亡的發生，並照顧員工的身心健康。

The Group establishes Occupational health and safety management system which formulates effective measures to prevent the occurrence of occupational disease and casualty, as well as to look after the physical and mental wellness of the employees.

工作場所的管理 Workplace Management

集團按照OHSAS18001標準建立職業健康與安全管理體系，識別各操作工序危險源並進行評估，制定相應的控制方案。此管理體系確保工作環境符合法例及相關健康與安全的要求，對不符合法例及相關要求由責任部門督促在限期內整改。並制定應急預案對應火災、職業危害事故、災難性事件及化學品相關事故，例如：鹽酸、丙酮、氧氣、氫氧化鈉等現場處理及棄置方案。

The Group adheres to OHSAS18001 standard to establish the occupational health and safety management system, which identify and assess the sources of hazards in various operation processes and formulate the corresponding controls. This management system ensures the working environment complies with the legislations on the health and safety requirements, and the designated departments rectify any non-compliance in the specified time frame. Also emergency plan is formulated for fire, occupational hazards, disasters as well as incidents related to chemicals, such as the plan for site management and disposal of hydrochloric acid, acetone, oxygen, sodium hydroxide, etc.

生產廠房安裝了換新風系統，並安排所有可能產生廢氣與煙塵的工序都在風罩下操作。這些崗位人員都需佩戴防塵口罩，以減少員工吸入的危害；同時產生廢氣的設備都安裝了集氣罩並連接環保設備如：鉛塵與鉛煙淨化器、酸霧中和塔等，防止廢氣排放到大氣對公眾的危害。

Production plants are installed with fresh air supply system, also all processes which may potentially generate exhaust gases and dusts are operating under exhaust ventilation facilities. Employees in these positions are required to wear masks for minimising the hazards from inhalation. In addition, equipment that generates exhaust gases is installed with fume hoods which are connected to environmental protection facilities such as lead dust and lead fume purifier, acid fume neutralizer, etc. This approach prevents the emission of exhaust gases to the external atmosphere which may cause hazards to the public.



集團定期監控工作環境的安全情況，包括定期對生產廠房內有害物質濃度（如鉛、酸）進行監測，並張貼監測結果。每年為員工進行職業健康身體檢查，識別任何職業病，及確認工作場所安全和管理完善。集團亦會監測廠房各工序的噪音水平，在噪音可能超標的崗位，要求操作人員及進入的訪客全部佩戴耳塞。

The Group regularly monitors the safety conditions of the workplace environment; this includes the regular monitoring on the concentration of hazardous substances (such as lead, acid) in the production plants, and posting of the monitoring results. Annual occupational health examination is arranged to employees for detection of occupational disease and confirmation of comprehensive workplace safety management. Also the Group monitors the noise level in various processes within the production plants; for positions where noise level may exceed the standard, workers and visitors are required to wear earplugs.

化學品倉庫設置了通風、防爆燈、可燃氣體報警儀、消防等設施。並在化學品接觸區域張貼安全標籤、《物料安全數據表 (MSDS)》及現場處理及棄置方案。

Chemical warehouses are equipped with ventilation system, explosion-proof lighting, flammable gas alarm, fire equipment, etc. Safety label, Material Safety Data Sheet (MSDS), site management and disposal guidelines are posted in areas where chemicals are in place.

員工安全設備與培訓

Provision of protective equipment and training to employees

集團為員工配發崗位所需的防護用品，例如各種防鉛塵/煙的口罩、防砸鞋、護目鏡等，並要求所有在廠房操作與進入廠房的人員都必需佩戴合適的個人防護用品。

The Group provides employees with protective equipment required for the positions, for example, various masks against lead dust/smoke, anti-smashing shoes, goggles, etc. All workers and visitors within the production plants are required to wear the appropriate personal protective equipment.



集團制定《勞動防護用品管理規定》規範各工序必須佩帶的勞保用品的標準，勞保用品使用區域，及在各崗位的勞保防護用品的配置方法。

The Group formulates "Regulations on the Management of Protective Equipment at Workplace" to standardise the specifications of the required protective equipment in various processes, the areas where protective equipment to be used, and the way by which the protective equipment is deployed.

集團更為員工提供三級的職業健康及安全培訓，使員工理解所處環境的潛在危害及相關的規避方法，例如對接觸化學品的員工安排相關培訓，讓他們了解化學品安全標籤及應急措施等。

The Group provides employees with three-tier occupational health and safety training, which enables them aware of the potential hazards in their workplace and the relevant risk mitigation measures; for example, arrangement of training to employees who handle with chemicals to ensure they understand the safety labels of chemicals and the emergency response plans.

工作與生活的平衡 Work and Life Balance

集團建立考勤及社會責任制度以規範員工權益與作息時間，藉此控制加班安排，規定不得以任何形式強迫員工加班工作，而員工加班必須本著自願申請的原則，使員工有時間兼顧家庭生活，達至生活與工作的平衡。

The Group establishes attendance and social accountability systems to standardise the rights of the employees and their rest schedules. These control the overtime work arrangement and prohibit the forced overtime work in any form. Overtime work must be taken voluntarily by employees and this enables them sufficient time for family activities for achieving the balance between their work and private lives.



此外，集團提供員工娛樂活動場所，如籃球場、乒乓球室、桌球室、棋牌室、閱覽室、健身活動中心等，並不定期組織員工活動，如戶外拓展訓練、棋藝大賽、廚藝大賽、歌唱比賽等。藉此協助員工舒緩工作壓力，保持身心健康。

Moreover, the Group also provides employees with recreational areas such as basketball court, table tennis court, billiard room, chess room, reading and fitness centres, etc. The Group also organises activities for employees such as outing exercises, and competitions in chess, cooking and singing, etc. All these are arranged to help employees alleviate work pressure and maintain the physical and mental wellness of the employees.



在報告期間，集團沒有發現違反業務當地職業健康及安全相關的法例。

During the reporting period, the Group did not discover violation of the relevant occupational health and safety regulations in the countries where the business is in place.

發展及培訓 Development and Training

集團針對不同部門的需要而制定年度培訓計劃，新員工入職時會按照其岗位要求提供特定培訓，並要求員工通過培訓考核，確保新員工能獨立勝任崗位。

The Group formulates annual training programmes according to the specific needs of various departments. New employees are required to attend the specific training required for the positions and to go through the training assessment. This ensures the new employee has the competence to complete task independently.

集團的全體人員都要接受【公司基礎培訓(入職培訓)】和【崗前基礎培訓(上崗培訓)】，並根據需求參加【在職提高培訓(在職培訓)】。

The Group requests all employees to attend Corporate Fundamental Training (Induction Training) and Pre-assignment Basic Training (Position's Skill Training), and where necessary the On-the-job Enhancement Training (On-the-job Training).

【公司基礎培訓(入職培訓)】內容的深度，可視崗位而有不同的制定，在入職培訓計劃表中說明。一般的公司基礎培訓(入職培訓)內容包括企業概況(如：組織架構、產品及技術概況)，體系基礎(如：ISO9001、ISO14001、OHSAS18001、SA8000、TS16949)及行為準則(如：基本規章制度、行為規範)。

Corporate Fundamental Training (Induction Training): the depth of details may vary from positions to positions and this will be defined in the induction training plan. The Corporate Fundamental Training (Induction Training) generally includes company overview (example: organisational structure, products and technologies), management system fundamentals (example: ISO9001, ISO14001, OHSAS18001, SA8000, TS16949), and code of conduct (example: company's rules and regulations, code of practices).



【岗前基礎培訓(上崗培訓)】內容通常包括：相關規章制度、操作指南、工作流程、操作技能、職業防護與安全生產、設備保養等崗位有關的知識和技能。各部門都根據崗位任職要求對新員工進行崗前基礎培訓。

【在職提高培訓(在職培訓)】的安排是為更新、擴展員工知識面、提升任職能力與管理水平、增進工作效率或準備職務晉升。



集團根據員工意願、能力潛質和業務發展需要，採用晉升與調動等方法，讓公司與員工個人共同發展。集團制定《員工調整管理辦法》確定員工的晉升和崗位調整準則，並促進員工的職業發展。此外，集團制定內部職稱評定方案給研發、技術、設備、品質、安全、環保、售服等相關崗位，識別員工的發展與培訓需求。

每年年底，集團都會進行員工培訓需求調查，範圍覆蓋晉升與調動的需要，並確定不同崗位員工的培訓需求，以制定和實施下個年度的培訓計劃。

Pre-assignment Basic Training (Position's Skill Training): it generally includes knowledge and skills that are relevant to the positions such as the applicable rules and regulations, operation guidelines, workflows, operating skills, occupational safety, safety production and equipment maintenance, etc. Each department is required to deliver Pre-assignment Basic Training to new employees in accordance with the job requirements.

On-the-job Enhancement Training (On-the-job training): it aims to update and extend the knowledge of the employee, enhance the competence and management skills, improve the work efficiency or prepare for the employee's promotion.



According to the employee's willingness and potential as well as the business development needs, the Group makes use of promotion and job transfer to enable synergy in development of both the Group and employees. The Group formulates "Regulations on Mobilisation of Employees" to define the criteria for promotion and job transfer and this facilitates the career development of employees. Moreover, the Group formulates internal competence evaluation scheme to employees in functions of R&D, technology, equipment, quality, safety, environmental protection, after-sale service, etc. in order to identify the development and training needs of these employees.

At the end of each year, the Group conducts survey in the training needs of the employees. It covers the needs for promotion and job transfer, also ascertains the training needs of different positions so as to formulate the training plan in the following year.

勞工準則 Labour Standards

集團規定禁止使用童工(未滿16歲的未成年人)，並通過驗證身份證等方法防止誤聘童工。集團嚴禁與任何故意使用童工的供應商合作。

人事部定期抽查員工的實際年齡，鼓勵員工舉報使用虛假身份證入職本公司的事件，盡早發現因任何原因進入公司的童工。集團一旦發現童工，將立即停止其工作，指定專人負責遣送該童工到醫院接受身體檢查。若該童工確認身體健康，經勞動部門同意後，將安排專人送返其父母住處。集團將調查誤聘童工的原因，採取有效的措施杜絕類似事件。

集團亦制定控制程序禁止任何強迫性勞動，確保員工在自願的基礎上工作，並規定了員工申訴的途徑。強迫性勞動包括：在僱用期間收取員工抵押金或抵押物、扣押身份證件、扣押工資、違反員工意願的加班、抵債勞動、以暴力與威脅或非法限制人身自由的做法等。

集團建立員工意見收集箱或透過工會代表等申訴渠道，給員工有機會反映其在工作上的意見及感受。如發現有強迫性勞動時，集團向員工進行調查及收集意見後，與管理層進行討論並共同尋求解決方法。

在報告期間，集團未有發現聘用童工及違反強制性勞動相關法例的個案。

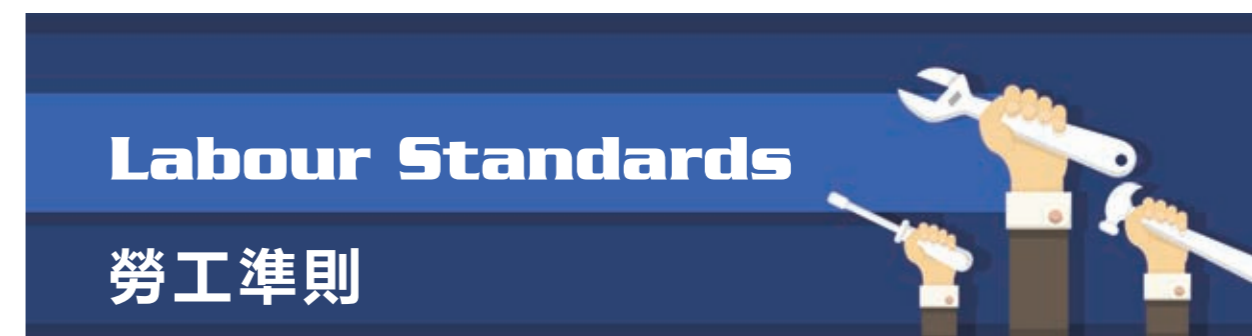
The Group prohibits using child labour (young people below 16 years of age). Measures are in place to prevent the employment of child labour by checking their identity cards during recruitment. The Group forbids the engagement with any supplier who intentionally uses child labour.

Human Resources Department regularly performs sample check on the actual age of employees. Employees are encouraged to report any incident of using fake identity card during recruitment so as to discover any unknown child labour as early as possible. In event of child labour discovered, the Group will terminate his/her duties and send him/her to the hospital for medical examination. Given the good health of child labour confirmed from hospital and consensus granted from the local labour authority, the Group will designate person to send the child labour back to the place where the child's parents reside. Also the Group will investigate the reason behind the unintentional employment of child labour and take effective measures to prevent its recurrence.

The Group formulates control procedure to prohibit all forms of forced labour. This ensures the employees to work on voluntary basis and also provides the approach for employees to file the related complaint. Forced labour includes: requesting of deposits or collateral during employment, detention of personal identification document with the employer, withholding of wages, involuntary overtime work, bonded labour, and practices to force working by using violence, threat or other illegal restriction of personal liberty.

The Group collects opinions from employees through establishment of suggestion box and appealing channels via the trade union representatives, etc. These provide employees the opportunities to provide feedback about the jobs. In event of forced labour discovered, the Group will conduct investigation and collect opinion from the employee, then discuss with the management to seek for the resolution.

During the reporting period, the Group did not discover any child labour and violation of relevant legislations pertaining to forced labour.



供應鏈管理 Supply Chain Management



集團制定《供應商評審控制程序》規定供應商的挑選準則及供應商須遵守的要求。

集團要求供應商的材料符合相關環保法例如RoHS的要求，供應商須定期提供物料的有害物質檢測報告以證明其持續合規狀況。

在篩選新供應商時，除了對供應商進行品質、成本等商業要求的評估，還須審核供應商的環保與社會責任績效，且供應商必須簽訂《環境保護協議書》與《社會責任協議書》，承諾對相關要求的符合。

集團定期對產品品質狀況、交貨及時狀況、配合度、技術創新等方面對供應商進行績效考核；並根據年度審核計劃對供應商進行現場審核，範圍包括對環境和社會責任的績效。

按照風險評定標準，將供應商進行風險分類及評定等級。根據評定的風險等級，對供應商制定相應的年度審核計劃。

因應不同的供應商物料涉及不同風險等級，在原則上將採用不同嚴格程度的評估，比如送檢測樣板的頻率、物料有害物質檢測報告的內容可因應不同風險等級而有所差異。

若供應商未達上述評估要求，不予它們准入《綠色合格供應商名單》，集團不允許向名單以外的供應商進行採購。



The Group formulates "Supplier Evaluation Procedure" to specify criteria for supplier selection and the requirements that the suppliers need to abide by.

The Group requires materials from suppliers comply with the environmental related regulations such as RoHS. Suppliers are required to submit regularly reports of testing the amount of hazardous substances in the supplied materials for demonstrating the continued compliance status.

During the selection of new supplier, supplier's performance in environmental protection and social responsibility will also be reviewed in addition to the evaluation of commercial requirements such as quality and cost. Supplier must sign the "Agreement for Environmental Protection" and "Agreement for Social Responsibility" for acknowledging commitment to the compliance with relevant requirements.

The Group conducts periodic performance assessments to the suppliers in the aspects of product quality, on-time delivery, coordination and technological innovation, etc. Moreover, based on the annual evaluation plan, on-site supplier assessment will be conducted on their environmental and social responsibility performance.

According to the risk assessment criteria, suppliers are categorised into different risk levels and assessment ratings. Annual evaluation plan to suppliers are developed based on the risk ratings from the assessment.

Different supplied materials are assigned with different risk ratings, consequently the depth of supplier evaluation will vary accordingly in response to the risk ratings; for example, frequency of sample submission for testing and the report content of hazardous substances testing may vary according to different risk ratings.

For suppliers who could not fulfill the aforesaid assessment requirements, they are not entitled to the "List of Green Qualified Suppliers". The Group forbids any procurement from suppliers who are out of the List.

產品責任 Product Responsibility

集團按照ISO9001及TS16949標準實施品質管理體系，從來料到出貨的各環節均保證產品品質符合客戶要求，及產品性能均達到適用的國家和行業標準。電池成品須經過相關測試，滿足品質條件後才允許出貨。

The Group adheres to ISO9001 and TS16949 standards in the implementation of quality management system, which assures the quality compliance with customer requirements during the stages from receipt of raw materials to product delivery. Also it assures the fulfilment of product functionality to the applicable national and industry standards. All battery finished products are approved for delivery only after they passed all relevant testing and met the quality standards.



此外，集團亦按照ISO14001環境管理體系進行生產，確保鉛酸蓄電池內的鎘和砷含量符合鉛蓄電池行業規範的相關要求。同時，集團清楚識別產品所用物料（含零部件）的環境管理物質風險等級和供應商風險等級，確保有環保要求的產品（符合電池法令）所配套採購的物料都符合歐盟RoHS的規定要求。

In addition, the Group adheres to ISO 14001 environmental management system for manufacturing. It assures the amount of cadmium and arsenic in the lead-acid battery complies with relevant requirements in the industry standards of the lead-acid batteries. Moreover, for environmental management of all materials (including the components) in the products, the Group clearly identifies the risk ratings for both the restricted substances and the associated suppliers. This ensures the materials procured for the environmental products (in compliance with battery directives) fulfil the EU RoHS specified requirements.



產品之合規設計 Compliant Product Design

在產品設計階段會充分參考適用的國際、國家標準，進行FMEA分析，確保達到安全要求。

在新產品開發時，對產品可靠性進行測試，合格才能投入生產；生產過程中定期抽樣進行可靠性週期監測，以確保產品安全可靠。按照各相關國家對產品安全的要求，申請相關的安全認證（如：UL、CE、CQC），確保產品安全性符合相關國家要求。

通過從設計及原材料選用、程序控制等方面嚴格管控有害物質，確保產品符合環保要求，如電池可接觸部分，ABS、絲印油墨、電池標籤、外置的連接線，必須符合RoHS要求。每年都會委託第三方實驗室檢測產品的環保特性，務必符合電池法令的要求。

在2016年，集團在國內獲頒多個與產品及技術相關的獎項，足以證明集團在產品管理上的成就。

At the product design stage, applicable international or national standards are considered to the full extent. Together with FMEA analysis, it ensures the applicable safety requirements are fulfilled.

For new product development, product reliability test is conducted and only pass result will trigger the mass production. During the production process, periodic sampling is conducted to monitor reliability for assuring safe and reliable products. According to the product safety requirements of the relevant countries, safety certification (for example, UL, CE, CQC) is applied to ensure the compliance of product safety to the relevant national requirements.

Through product design, selection of raw materials, process control, etc., hazardous substances are strictly controlled to ensure the products in compliance with the environmental requirements; for example, RoHS compliance at the battery's accessible parts, ABS, inks for silk screen printing, battery labels and external connection cords, etc. Third-party laboratory is appointed annually to test the environmental attributes of products for assuring the compliance with the battery's directives.

In 2016, the Group has been awarded on various products and technologies, this demonstrates the Group's achievement in product management.

						
2016年1月6日 6 January 2016	2016年1月6日 6 January 2016	2016年1月25日 25 January 2016	2016年5月3日 3 May 2016	2016年10月1日 1 October 2016	2016年10月1日 1 October 2016	2016年10月24日 24 October 2016
2015年淮北市 知名產品稱號- DJ2V系列 2015 Huaibei's Branded Product - DJ2V series	2015年淮北市知 名產品稱號-DJW 6V-12V系列 2015 Huaibei's Branded Product - DJW 6V-12V series	淮南市自主工業 品牌二十強 Huaian Top 20 Original Industrial Brands	2015年度淮北市 民營企科技創新 10強 2015 Huaibei Top 10 Private Technology Innovation Enterprises	中國僑聯創業創 新團隊 — 沖網 電池的研發 Entrepreneurial Innovation Team under All-China Federation of Returned Overseas Chinese - R&D of Grid Battery	中國輕工業重點 實驗室 Key Laboratory of China Light Industry	安徽省企業 技術中心 Anhui Enterprise Technology Centre
淮北市品質強市 領導小組 Huaibei Strong Quality City Leaders Panel	淮北市品質強市 領導小組 Huaibei Strong Quality City Leaders Panel	淮南市經濟和 資訊化委員會 Huaian Economic and Information Committee	淮北市民營企業 排序工作小組 Huaibei Private Enterprises Ranking Working Panel	中華全國歸國 華僑聯合會 All-China Federation of Returned Overseas Chinese	中國輕工業協會 China Light Industry Association	安徽省經濟和 資訊化委員會等 Anhui Economic and Information Committee, etc.

產品之公平宣傳 Fair Promotion of Products

集團制定《商業道德規範控制程序》堅持競爭的公平原則，承諾拒絕假冒、混淆、虛假宣傳、商業賄賂等不正當的商業競爭行為。

集團確保在宣傳資料上公開的產品參數與提供給客戶的產品資料，都是基於產品的測試結果，而產品都經過國家相關認證，確保產品參數真實可靠。

The Group formulates the "Business Ethics Control Procedure" to uphold the principle of fair competition, and to commits not to engage improper business competitive behaviours such as fake, confused or false promotion, and bribery.

The Group ensures both product parameters disclosed on the promotional materials and product information provided to the customers are based on the test results of the products. Also the products have achieved the relevant national certifications to ensure the product parameters are true and reliable.

售後服務 After-sales Services



集團會根據客戶要求制定與客戶配套的售後服務，比如對維修電池可提供上門服務；為客戶購買的產品提供保質期；對超出保質期的電池，集團會定期向客戶回收舊件。

集團建立專門的售後服務團隊對客戶提供技術支援，包括產品安裝、維護及更換。

The Group develops after-sales services specific to the requirements of the customers; such as on-site servicing for malfunctioned battery; provision of warranty period to customers for the purchased products; and for batteries used beyond the warranty period, the Group would collect from customers the old batteries on a regular basis.

The Group established a dedicated after-sales service team for technical support which covers product installation, maintenance and replacement.

質量檢定過程

Quality Assurance Process

集團制定完善的質檢過程，包括來料檢驗標準、制程檢驗規程，及成品出貨檢驗標準。相關的電池成品出貨檢驗標準旨在確保鉛酸蓄電池符合國家與行業標準或客戶的出貨要求。集團在廠內設有實驗室，通過集團內部的測試確保符合相關的出貨要求。

集團通過從設計、原材料選用、程序控制等方面嚴格管控有害物質，確保產品符合環保要求，委託第三方實驗室檢測產品符合電池法令的環保特性，如檢測原材料滿足RoHS法令對鉛、汞、鎘、六價鉻、多溴聯苯、多溴聯苯醚的限量要求；並通過制程管控，達到成品電池符合電池法令中對鉛、汞、鎘等有害物質的要求。

集團對重要原材料進行環保符合性驗證，並要求供應商定期提供材料的有害物質檢測報告，以證明材料符合相關環保法例如RoHS的要求。對RoHS有害物質含量超標的物料，相關部門會拒收，進行標識並隔離。

此外，集團依照國家標準和客戶要求定期抽取產品送到第三方實驗室進行測試，檢測產品符合電池法令的環保要求，及產品性能達到適用的國家和行業標準。



The Group formulates comprehensive quality assurance process which includes standards for incoming quality check on materials, in-process inspection and testing procedure, and pre-shipment inspection and testing specifications for finished products. Relevant pre-shipment inspection and testing specifications for finished products aim to ensure lead-acid batteries fulfil the national and industry standards or delivery requirements from the customers. The Group has set up laboratories within production plants to proceed internal testing for assuring the product compliance with the relevant delivery requirements.

The Group strictly controls the hazardous substances through design, selection of raw materials, process control, etc., which ensures the product compliance with the environmental requirements. Third-party laboratories are appointed to test the compliance of environmental attributes as defined in the battery's directive; for example to test raw materials against the RoHS directive on the restricted amount in lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls, polybrominated diphenyl ethers. Moreover, process control is in place to assure the finished batteries in compliance with the battery's directive on the requirement of restricted substances such as lead, mercury, and cadmium.

For demonstrating material compliance with relevant environmental legislations such as RoHS, the Group conducts environmental compliance verification on the important raw materials and requires suppliers to regularly provide reports of hazardous substances testing. For those materials that contain hazardous substances higher than the RoHS specified limit, relevant departments will reject the materials, label and segregate them.

In addition, the Group conducts product sampling regularly in accordance with the national standards and customer requirements. The samples will be sent to third-party laboratories for testing the product compliance against the environmental requirements in the battery's directive, as well as for verifying fulfilment of product functionality to the applicable national and industry standards.



客戶投訴與意見處理

Handling of Customer Complaints and Feedback

集團制定《顧客投訴控制程序》以回應客戶投訴，跟投訴相關的產品會按《不合格品控制程序》處理，並採取糾正措施，以消除不符合產品或服務的原因，防止相同事件再次發生。

集團亦制定《顧客滿意控制程序》收集並分析客戶回饋與意見，對客戶滿意度進行調查，確認客戶服務的改善機會。

在報告期間，集團未有發現違反產品責任相關法例的個案及客戶投訴。

The Group formulates "Customer Complaint Control Procedure" to respond to the customer complaints. Those products related to the complaint will be handled in accordance with the "Nonconforming Product Control Procedure". Corrective actions will be taken to eliminate the cause of the non-compliant product or service for prevention of recurrence.

The Group also formulates "Customer Satisfaction Control Procedure" to collect and analyse the feedback and opinions from customers. It proceeds investigation on customers' satisfaction and identifies opportunities for improvement in the customer service.

During the reporting period, the Group did not discover legal violation or customer complaint pertaining to product responsibility.

知識產權的維護

Protection of Intellectual Property

集團制定《顧客財產控制程序》對客戶的知識產權及個人私隱信息進行妥善保管。知識產權包括顧客的規格文件、圖紙、產品、及其他無形資產。採用文件控制機制有系統地管理顧客的文件、圖紙與其他資訊，只有獲得授權人士才能取閱。若須對顧客財產複製、借出等，必須先徵得顧客的書面許可。

此外，管理人員入職時須簽訂《職業道德規範及智慧財產權約定書》，約定書範圍包括保密條款及競業禁止條款及要求員工承諾：嚴格遵守發言及訊息披露制度，禁止將商業機密轉交予任何第三者，不得為自己或他人的利益直接或間接使用集團的知識產權。

The Group formulates "Customer Property Control Procedure" to properly maintain the intellectual property and privacy information of the customers. Intellectual properties include specifications, drawings, products and other intangible assets of the customers. Document control mechanism is in place to manage in a systematic way those documents, drawings and other information of customers, which can only be accessed by authorised persons. Moreover, prior written consent from the customers is required for replication and borrowing of their properties.

In addition, management personnel are required to sign the "Code of Ethics and Agreement for Intellectual Property Rights" at the time of their recruitment. The Agreement covers the terms and conditions for confidentiality and competition business, in which employees are required to commit : in strict compliance with the mechanism for public speech and information disclosure; prohibition to transfer of business confidential information to third party; forbidden in neither direct nor indirect use of the Group's intellectual property for exchange of benefits of the employee himself/herself or others.

反貪污 Anti-corruption

集團制定《商業道德規範控制程序》的要求，與員工、供應商分別簽訂廉潔協議。此外，亦制定了《反商業賄賂程序》，整體內容包括合法經營、避免利益衝突、公平競爭等。

The Group formulates the "Business Ethics Control Procedure" which requires both employees and suppliers to sign the agreement for integrity. In addition, the "Anti-Corruption Procedure" is also formulated to cover lawful business, avoidance of conflict of interests, and fair competition, etc.

道德規範 Code of Ethics

集團要求所有員工應遵守商業道德，員工不得索取或者收受不恰當的酬金。

The Group requests all employees to abide by the business ethics, employees must not ask for or receive any improper compensation.

管理人員入職時即簽訂《職業道德規範及智慧財產權約定書》，約定書範圍包括職業道德準則：承諾絕不與集團的交易對象約定或索取任何賄賂或其它不正當利益，包括但不限於回扣、佣金、不當饋贈或招待；避免工作中的利益衝突；合法經營；保護並合理利用公司資產；公平競爭等。

Management personnel are required to sign the "Code of Ethics and Agreement for Intellectual Property" at the time of their recruitment. The Agreement covers the criteria for business ethics: commitment not to agree with or request from the Group's business partner on bribes in any form or other improper benefits, which include but not limited to rebates, commissions, improper gifts or hospitality; avoidance of conflicts of interest at work; lawful business; protection and appropriate use of the company's assets; fair competition, etc.

防貪採購管理 Anti-corruption Procurement

集團在採購合同中訂立廉政交易條款，內容包括賣方不得為推銷交易物、擴大交易份額、提高交易價格，因而壓低品質、虛報數量、或對買方人員請客、送禮、提供回扣、佣金、有價證券、娛樂或其它形式的腐敗利益。

The Group sets out the integrity terms & conditions in the procurement contract, which include seller shall not lower the product quality, falsify the volume or give bribes to buyer in the form of hospitality, gifts, rebates, commissions, securities, entertainment, or other corruption for the benefits of product promotion, increase of trading volume and selling prices.

根據採購的訂單金額或不同類別，由不同級別的管理人員審核，加強採購過程中的監督。

According to the contract amount and categories in the procurement contract, the review and approval of contract is conducted by different levels of the management personnel to strengthen the supervision of the procurement process.

在招標的過程上，資訊必須公開發佈，並確保公佈的資訊是準確及真實，使招標程序符合「公平、公開、公正」的完善機制。

For open tendering, information must be made public and such disclosed information shall be accurate and true. This ensures the tendering process is conducted in a fair, open and equitable manner.

舉報程序 Whistle-blowing Procedure



集團制定了《員工投訴控制程序》，員工可通過總經理信箱、電話及當面交流等途徑向集團高層管理者告密及投訴，集團保護告密者的個人私隱和相關權利。

The Group formulates the "Employee Complaint Control Procedure" and employees are allowed to complain or report in a confidential manner to the Group's senior management through the General Manager's letterbox, telephone, and face-to-face communication, etc. The Group protects the personal privacy and the related rights of the whistleblower.

為了保障員工的合法權益，維護企業整體利益並及時發現和處理隱患問題，集團監督各規章制度及執行人員在過程中的行為，故申訴內容可包括貪污、賄賂、舞弊違法、欺詐勒索及其他違反誠信的事件。

For protection of the legitimate rights of employees, enterprise interests and timely identification and handling of potential issues, the Group supervises the enforcement of company regulations and the behaviours of the executives in the processes. Therefore, the scope of whistle-blowing may include corruption, bribery, misconduct, illegality, fraud, extortion and other breaches of integrity.

在報告期間，集團未有發現與貪污相關的違規個案或投訴。

During the reporting period, the Group did not discover legal violation or complaint pertaining to corruption.

財務帳目管理 Financial Account Management

集團每年邀請第三方審計機構對公司財務進行獨立審計並編制財務審計報告，維持精確的財務帳目，保障股東的權益。

Every year the Group invites third-party auditors to conduct independent audits of financial accounts, and to prepare financial audit reports. This maintains accurate financial accounts for protection of the interests of shareholders.

社區投資 Community Investment

集團各區營運單位都主動參與及支持當地的社區活動，並編制《利益相關方清單》，確定與社區團體及相關持份者的關係，以便收集意見。集團指定部門長期建立良好的社區關係，及收集社區團體的意見，在接到持份者的相關通知或回饋後，積極協調各相關部門進行溝通與跟進相關活動。

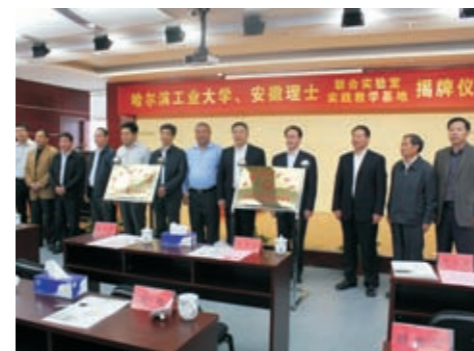
此外，集團單位致力與持份者維持緊密關係，通過不同活動保持正面交流，例如與當地居委會組織籃球賽並在節假日給當地居民發放節日的慰問品、在中秋和國慶等節日與當地政府聯合舉辦晚會、與環保局等政府單位舉行籃球友誼賽等。

集團熱心公益事業，設立【理士國際愛心基金會】，對於家庭受災、重病、家庭困難、子女上學困難等給予關愛，並獲【淮安市慈善總會】評為2010~2014年度淮安市【最具愛心慈善捐贈企業】。在2016年，集團捐贈80萬元給【金湖縣慈善工會理士國際助困基金】。同年亦有到養老院慰問老人，幫助打掃衛生、整理內務；參加濰溪開發區公益活動、聾啞學校慰問等。

All operating units of the Group are actively participating and supporting the local community activities, and develop the "List of Stakeholders" to identify the relationship with community groups and relevant stakeholders for collection of opinions. The Group designates departments responsible for establishing good long-term relationship with the communities and collecting the opinions of the community groups. After receipt of the relevant notification or feedback from the stakeholders, the designated department actively coordinate with other relevant departments to communicate and follow up the related activities.

In addition, the operating units of the Group are striving to maintain close relationship with the stakeholders as well as positive communication through a variety of activities, such as partnering with the local neighbourhood committee to organise basketball games and also the distribution of festival gifts to the local residents during holiday; co-sponsoring with the local government to arrange night events in the Mid-Autumn Festival, National Day, etc.; participating with the local authorities such as Environmental Protection Agency for basketball friendly match, etc.

The Group is enthusiastic in community charity and sponsors the "Leoch International Care Fund", which supports families suffered from disasters, serious diseases, family difficulties, difficulties in children's education. Also the Group was awarded "Huaian Most Charitable Donations Enterprise" by "Huaian Charity Association" from 2010 to 2014. In 2016, the Group donated RMB 800,000 to 'Jinhu County Charity Association Leoch International Difficulty Relief Charity Fund'. In the same year, employees of the Group visited the nursing homes to convey greetings to the elderly, and helped the nursing homes to clean up and do the housekeeping. Moreover, the Group took part in the charity events sponsored by Suixi Economic & Technology Development Zone and visited a local deaf-mute school to express condolences.



除了慈善活動，集團單位更回應社區的需求，邀請社區代表參觀工廠，讓他們了解工廠的環保處理與承擔，協助消除社區的安全擔憂。

In addition to the charity activities, the operating units of the Group also respond to the community needs. They invited the local community representatives to visit the production plants to help them understand the environmental treatment and commitment made by the Group, this helps to eliminate the community's safety concern on the Group's operations.



在2016年，集團獲頒社區組織的相關獎項，表揚集團對社區的貢獻。

In 2016, the Group was awarded by the community organisations for its contributions to the communities.

獎項 / 成就名稱 Awards / Achievements	頒發機構 Issuers	得獎日期 Awarded Dates
淮北市僑聯重點幫扶企業（市級） Huaibei Overseas Chinese Federation Major Supporting Enterprise (City Level)	淮北市僑聯 Huaibei Overseas Chinese Federation	2016年1月12日 12 January 2016
2016年度淮北市民營企業安置就業10強 2015 Huaibei Top 10 Private Recruiters	淮北市民營企業排序工作小組 Huaibei Private Enterprises Ranking Working Panel	2016年5月23日 23 May 2016