



日清食品有限公司

NISSIN FOODS COMPANY LIMITED

(Incorporated in Hong Kong with limited liability)

(於香港註冊成立的有限公司)

Stock Code 股份代號: 1475

Environmental, Social and Governance Report 2020 環境、社會及管治報告



UNKNOWN SPACE

SAME
GREAT
TASTE

未知領域 同樣美味

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On behalf of the board of directors (the “Board”) of Nissin Foods Company Limited (“Nissin Foods” or the “Company”), together with its subsidiaries, the “Group”), I hereby present our Environmental, Social and Governance (“ESG”) Report of the Group for the year ended 31 December 2020.

There is no doubt that 2020 will forever be marked with the COVID-19 scar. Its impact has been devastating, which unfortunately continues in 2021 with the emergence of the new variants. Even though the world is not quite the same, at Nissin Foods, our commitment to serving the community remains.

Our dedication to ensuring the stable supply of foods to both Hong Kong and the PRC resulted in the resilient performance of the Group throughout the year. What’s more, Nissin Foods was being selected as a constituent in the Hang Seng Composite Index and its family of indexes during the year, highlighting the capital market’s recognition of our performance and business outlook.

We did not forget our responsibility on the environmental, social and governance fronts. In the year, we continued to focus on **improving operations, enhancing employment and labour practices, sustaining investment to the community, and how we mitigate the impacts made to the environment**. All initiatives were done with the ultimate goal of keep serving the community.

Moreover, we took a step further to contribute to the well-being of the community through the Nissin Foods (Hong Kong) Charity Fund (“Charity Fund”). The Charity Fund is dedicated to the advancement of education, assisting the people in need, and supporting initiatives that are beneficial to the community.

In this uncertain time, change is the only constant. Whatever the situation, in good times or bad times, we can each do our part. At Nissin Foods, we keep serving you.

Kiyotaka Ando
Chairman
Nissin Foods Company Limited

PROUD TO BE THE “EARTH FOOD CREATOR”

— AND KEEP SERVING YOU IN
GOOD TIMES OR BAD TIMES





本人謹代表日清食品有限公司(「日清食品」或「本公司」，連同其附屬公司統稱「本集團」)董事會(「董事會」)呈列本集團截至2020年12月31日止年度的環境、社會及管治年度報告。

毫無疑問，2020年將永遠留下COVID-19的烙印。疫情已造成嚴重破壞，惟不幸地，隨著新變種病毒的出現，疫情的影響於2021年仍然揮之不去。儘管世情有變，但日清食品為社區服務的決心不變。

我們致力確保香港及中國的食品供應穩定，以致本集團全年的表現穩健。再者，日清食品於年內被獲選為恒生綜合指數及其系列指數的成份股，凸顯資本市場對我們表現及業務前景的肯定。

我們並無忘記本身對環境、社會及管治三方面的責任。年內，我們繼續專注於改善營運、加強僱傭及勞工關係及管理、持續社區投資，以及我們如何減輕對環境的影響。貫徹執行上述所有措施的終極目標就是要持續服務社區。

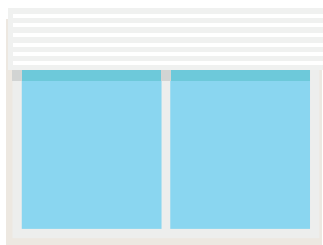
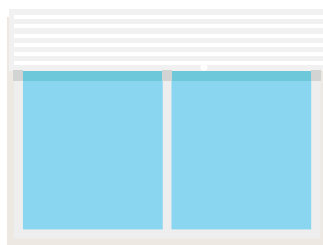
此外，我們更進一步，透過「日清食品(香港)慈善基金」(「基金」)造福社區。該基金促進教育發展、協助有需要人士以及支持惠及社區的活動。

在這個變幻無常的時代，轉變才是常態，但無論時代好壞，我們每個人都可以各盡其力。在日清食品，我們繼續為您呈獻。

日清食品有限公司
董事長
安藤清隆

以成為 「地球食品創造者」而自豪

— 無論時代好壞，繼續為您呈獻





The Group is principally engaged in the manufacturing and sales of noodles, retort foods, frozen foods, beverage products, snacks and vegetable products, and provision of research and publicity services. The Company has been listed on The Stock Exchange of Hong Kong Limited Since December 2017.

本集團主要從事生產及銷售麵條、蒸煮食品、冷凍食品、飲料產品、零食及蔬菜產品以及提供研究及宣傳服務。本公司自2017年12月起於香港聯合交易所有限公司上市。

FOUNDER'S SPIRIT 創業者精神



食足者平
しよくそらへん

PEACE WILL COME TO THE WORLD WHEN
THERE IS ENOUGH FOOD

食創為世
しよくそらへん

CREATE FOODS TO
SERVE SOCIETY

美健賢食
ひんぱんけんしよく

EAT WISELY FOR BEAUTY
AND HEALTH

食為聖職
しよくはせいしやく

FOOD RELATED JOBS ARE
SACRED PROFESSION



2020: FURTHER STRIDES AMID CHALLENGES

We took on the challenges like what our founder, Mr. Momofuku Ando, did some 6 decades ago. To tackle the problem of food shortage, he innovatively came up with instant noodles and changed the food culture of the world. During the year, we made further efforts to contribute to the well-being of community amid the multifold of challenges:

2020年：挑戰中邁步向前

我們借鑑日清創辦人安藤百福先生約於六十年前的創舉，應對重重挑戰。為解決食物短缺的問題，他開創新猷，發明即食麵，改變了世界的飲食文化。年內，我們在重重挑戰中邁步向前，造福社區：



Promptly refilled the empty shelves with instant noodles amid the panic buy, by adjusting our production schedule to ensure the stable and sufficient supply

在恐慌性搶購的情況下，調整生產進度，確保供應穩定充足，及時將即食麵填補空貨架



Collaborated with World Instant Noodles Association ("WINA") and donated instant noodles and vegetable juices to three hospitals under Hospital Authority in Hong Kong to support the healthcare professionals in the fight against COVID-19 pandemic

與世界方便麵協會(World Instant Noodles Association) (「WINA」) 合作，捐贈即食麵和蔬菜汁給香港醫院管理局轄下的三家醫院，以支持醫護人員對抗 COVID-19 疫情



Contributed to the well-being of the community through the “Nissin Foods (Hong Kong) Charity Fund”. The Charity fund is dedicated to the advancement of education, assisting the people in need, and supporting initiatives that are beneficial to the community

集團透過「日清食品（香港）慈善基金」造福社區。該基金促進教育發展、協助有需要人士以及支持惠及社區的活動



Served as the “Exclusive Food Partner of Hong Kong, China Delegation to the Tokyo 2020 Olympic Games” by teaming up with the Sports Federation & Olympic Committee of Hong Kong, China (SF&OC)

與中國香港體育協會暨奧林匹克委員會（港協暨奧委會）合作，成為其「東京2020奧運會中國香港代表隊獨家食品夥伴」



Extended the installation of solar panels to one more production plant in Hong Kong to support the development of renewable energy and reduce carbon emission

再於香港另一間生產廠房安裝太陽能板，以支持發展可再生能源及減少碳排放



Nissin Foods hereby presents its fourth annual standalone ESG Report (the “Report”) to communicate with stakeholders the Group’s sustainability efforts across operations and contributions to society.

The Group adopts a wide range of policies to reduce environmental impacts. This includes pollution and emission reduction, recycling of materials, water and energy efficiency, environmental emergencies and compliance with environmental laws and regulations in Hong Kong and the PRC. Relevant policies and initiatives such as employment, occupational health and safety, quality, anti-corruption are in place to improve our operating and employment practices as well.

The Report, in both Chinese and English, has been published on the website of the Group at www.nissingroup.com.hk and the Stock Exchange’s website at www.hkexnews.hk.

REPORTING BOUNDARY

The Report focuses on the manufacturing and sales of noodles and snack products of the Group. It covers six representative plants, two located in Hong Kong and four located in the PRC¹ (collectively the “Sites of Operation”) for the year ended 31 December 2020 (the “Reporting Period”).

The Group aims to consistently enhance its internal data collection process and gradually expand the scope of disclosure.

REPORTING STANDARD

The Report is prepared in accordance with the ESG Reporting Guide as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Stock Exchange. The four reporting principles: materiality, quantitative, balance, and consistency form the backbone of the Report.

To ensure the accuracy of environmental and social key performance indicators (“KPIs”), the Group has commissioned an independent consultant to assist the ESG Report preparation process including stakeholder engagement, materiality analysis, data collection and data analysis.

日清食品謹此呈列第四份獨立環境、社會及管治年度報告(「報告」)，以讓持份者了解集團在整個營運過程中，為實現可持續發展而作出的努力以及對社會的貢獻。

本集團採取各種政策來減少對環境的影響，包括減污減排、材料回收、提升水及能源效率、環境緊急應變以及遵守香港及中國的環境法律法規。本集團亦制定了就業、職業健康與安全、質量及反貪污等相關政策及措施，以改善營運及僱傭常規。

報告有中英文版本，已刊載於本集團網站www.nissingroup.com.hk及聯交所網站www.hkexnews.hk。

報告範圍

報告聚焦本集團麵條及零食產品之生產及銷售。本報告涵蓋兩間位於香港及四間位於中國之六間代表性廠房¹(統稱「生產廠房」)於截至2020年12月31日止年度(「報告期間」)之營運狀況。

本集團致力不斷提升內部資料收集程序，逐步擴大披露範圍。

報告準則

報告乃根據聯交所證券上市規則附錄二十七所載《環境、社會及管治報告指引》編製，以四個報告原則：重要性、量化、平衡及一致性為報告之基礎。

為確保環境及社會關鍵績效指標(「關鍵績效指標」)之準確性，本集團已委託獨立顧問協助包括持份者參與、重要性評估、數據收集及數據分析的環境、社會及管治報告編製過程。

¹ The six representative plants included two representative plants (Nissin Plant, Winner Plant) in Hong Kong and four representative plants (Shunde Plant, Fujian Plant, Zhejiang Plant, Zhuhai Plant) in the PRC.

¹ 六間代表性廠房涵蓋位於香港的兩間廠房(日清廠房、永南廠房)及位於中國的四間廠房(順德廠房、福建廠房、浙江廠房、珠海廠房)。

An ESG Reporting Guide content index is attached in the last chapter of the Report for reference.

CONFIRMATION AND APPROVAL

Information contained in the Report is sourced from official documents, management and operational information of the Group. The Report has been approved by the Board in July 2021.

OPINION AND FEEDBACK

The Group values the opinions from every stakeholder. If you have any questions regarding the Report, please contact the Group by the following channels:

報告最後一章附有《環境、社會及管治報告指引》內容索引以供參考。

確認及批准

報告引用的資料來自本集團之正式文件、管理和營運資料。董事會已於2021年7月批准此報告。

意見反饋

本集團重視每位持份者之意見。如閣下對報告有任何疑問，請透過以下方式聯絡本集團：



Address: 11-13 Dai Shun Street, Tai Po Industrial Estate,
Tai Po, New Territories, Hong Kong
地址：香港新界大埔大埔工業邨大順街11-13號



Email 電郵: info@nissinfoods.com.hk



The Board has overall responsibility to oversee ESG strategy and reporting. It has delegated ESG-related responsibilities to the management committee of the Group, which consists of Executive Directors, senior management and heads of business units, and is chaired by the Chief Executive Officer. The management committee reports to the Board on the findings in a timely manner upon the reviews of the Group's ESG performance and a range of risk management and internal control systems, where issues are raised for follow-up. The management committee also ensures that the Group's practices are in compliance with all applicable laws and regulations.

Heads and managers of business units are responsible for executing ESG risk management processes and mitigation plans. During the year, Enterprise Risk Inventory has been updated to integrate ESG related risks, such as emerging/BCP risk arising from COVID-19 and climate-related risks, to ensure that ESG risk factors and opportunities linked to certain risks are considered when conducting risk assessment and analysis. A new risk map format for the Enterprise Risk Inventory was adopted, facilitating a clearer and more precise presentation of our risk factors.

In addition, the internal audit function monitors and assesses the adequacy and effectiveness of the internal control system and makes recommendations to the management for improvement upon identification of significant risks or impacts to our business. Throughout the year, we have communicated internally with our employees the importance of ESG in order to demonstrate the Group's investment and determination.

The Group pays attention to the latest updates on Environmental, Social and Governance Reporting Guide (the "ESG Reporting Guide") published by the Hong Kong Stock Exchange and will review the procedures to meet all relevant requirements.

COVID-19 PREPAREDNESS — RESPONSE TO OUR BUSINESS

The Group has an established and comprehensive contingency pandemic management framework that seeks to ensure business continuity and the wellbeing of employees, during and around unforeseen events or crisis including pandemic.

With the outbreak of COVID-19, the Group enacted a Influenza Contingency committee (the "ICC Committee") to monitor the evolving situation including Government guidance and measures required to society. As part of the Group's response to this pandemic situation, the Group has employed a series of measures to mitigate contagion risk, ensure the ongoing operation of its business and provide appropriate flexibility to employees.

董事會全面負責監督環境、社會及管治策略及報告。董事會已將環境、社會及管治相關職責委派給由本集團首席執行官帶領的管理委員會負責，該委員會由執行董事、高級管理層及業務部門負責人組成。管理委員會在審閱本集團的環境、社會及管治績效及一系列風險管理及內部控制系統後，會及時向董事會報告其調查結果，提出問題並跟進。管理委員會亦確保本集團常規符合所有適用法律及法規。

各業務部門負責人及經理負責執行環境、社會及管治風險管理程序以及緩解計劃。年內，企業風險清單已更新，包括涵蓋環境、社會及管治相關風險（例如COVID-19導致的新興／業務持續營運計劃風險及氣候相關風險），以確保進行風險評估及分析時考慮環境、社會及管治風險因素和與若干風險有關的機會。企業風險清單已採用新風險地圖格式，以便更清晰和更精準呈列風險因素。

此外，內部審計職能監察及評估內部監控系統是否適用及有效，於發現重大業務風險或影響時向管理層提出改善建議。年內，我們與僱員內部溝通，強調了環境、社會及管治之重要性，以證明本集團的投資及決心。

本集團高度關注香港聯交所發布的最新《環境、社會及管治報告指引》（「《環境、社會及管治報告指引》」），並將審閱本集團的程序，以滿足所有相關要求。

COVID-19 準備工作 — 業務應變

本集團設有完備及全面的應急疫情管理架構，旨在於疫情等意外事件或危機發生前、中、後期確保業務持續營運及僱員福祉。

鑒於COVID-19廣泛流行，本集團特設立流感應變委員會（「流感應變委員會」），監察不斷變化的情況，包括政府防疫措施。為應對疫情，本集團已實施一系列措施，以減低傳染風險、確保業務持續營運和向僱員提供適當靈活安排。

Consistent with the previous year, the Group has identified its key stakeholders as customers, community, employees, suppliers or distributors, investors/shareholders, media and regulatory bodies.

To achieve effective communication with its stakeholders, the Group has established various means of communication including customer service hotline, company website, internal newsletter, new staff orientation, announcements, circulars, financial reports, interviews and press releases. The Group strives to engage with its stakeholders, respond to their feedback and address their areas of concern in a timely manner.

In formulating its sustainability strategy, the Group's management has confirmed the following four areas as the focus of the Report, as they are the most important environmental and social issues for the Group and its stakeholders.

一如往年，本集團的主要持份者為顧客、社區、僱員、供應商或分銷商、投資者／股東、媒體及監管機構。

為與持份者建立有效溝通，本集團已建立多種溝通方式，包括客服熱線、公司網站、內部函件、新僱員迎新會、通告、通函、財務報告、面談及新聞發布會。本集團致力及時與持份者互動、回應彼等之反饋及處理彼等關注之事項。

以下四個範疇是對本集團及持份者最為重要之環境和社會議題，本集團管理層制定可持續發展策略時將其確認為本報告之討論重點。





Key Stakeholders 主要持份者	Engagement Channels 參與渠道	
 Customers 顧客	Customer enquiry emails Nissin E-newsletter Customer service hotline Survey and feedback Consumer events In-store demonstration	顧客詢問電郵 日清電子通訊 客服熱線 調查及反饋 消費者活動 店內展示
 Community 社區	Visits Community events Sponsorship and donations	拜訪 社區活動 贊助及捐獻
 Employees 僱員	Surveys and interviews Employee performance appraisal Internal newsletter Staff orientation and trainings Internal new product tasting research	問卷調查及面談 僱員表現評估 日清社內季刊 僱員迎新及培訓 內部新產品試食研究
 Suppliers/ Distributors 供應商/分銷商	Suppliers screening and assessment Supplier forums	供應商篩選及評估 供應商論壇
 Investors/ Shareholders 投資者/股東	Quarterly/Interim/Annual Reports Company website Result announcements Announcements and circulars General meeting Investor meetings and conferences Roadshows Analysts briefings Emails	季度/中期/年度報告 公司網站 業績公告 公告及通函 股東大會 投資者會議 路演 分析員簡介會 電子郵件
 Media 媒體	Social media Press releases Feedback and responses to media enquiries	社交媒體 新聞發布 對媒體查詢作出反饋及回應
 Regulatory bodies 監管機構	Report on compliance Industry events	合規報告 行業活動



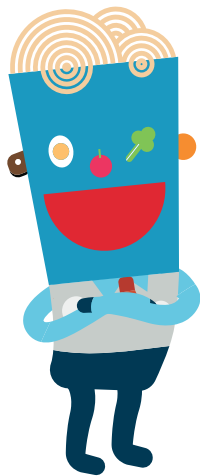


DIALOGUE WITH CUSTOMERS — SURVEY AND FEEDBACK

During the year, we conducted a customer satisfaction survey to collect customers' opinions and obtain feedback of our products. The Group carefully examined customer's feedback in order to adapt to the changing expectation of clients. To enhance customer satisfaction, a customer service hotline was also set up. Please see the details of Customer Care Centre at P.16.

MEETING WITH CUSTOMERS — CELEBRATION OF CUP NOODLE INVENTION DAY

To share joy with customers, our senior management representatives participated in the promotion activity at stores and directly interacts with our customers to thank their continuous support of our products.



The promotion events have provided us valuable opportunities to understand our customers' needs and allow us to show our care to the society. We will continue to organize similar events to thank for the support of our customers.

推廣活動為我們提供可以了解顧客需要的寶貴機會，同時藉此對社會表示關懷。我們將繼續組織同類活動，答謝顧客的支持。

與顧客對話 — 調查及反饋

年內，我們進行顧客滿意度調查，收集顧客對我們產品的意見及反饋。本集團仔細檢討顧客的反饋以迎合多變的客戶期望。為提高顧客滿意度，我們亦設立客服熱線。詳情請參閱第16頁顧客服務中心。

與顧客會面 — 慶祝杯麵發明日

為與顧客分享喜悅，我們的高級管理層代表親身參與店舖推廣活動，與顧客直接互動以感謝彼等一直對我們產品的支持。

SERVING THE CUSTOMERS ENJOYMENT ANYTIME AND ANYWHERE — READY-TO-EAT VEGETABLE PORTFOLIO

The Group has invested in local hydroponic farms, which apply hydroponic technology in planting. The vegetables grown by the farms are pesticide-free and wash-free, ready for consumption anytime and anywhere. Aside from investing in local hydroponic farms, the first production line of ready-to-eat, fresh-cut pre-packaged vegetables in Hong Kong has already commenced operation to meet consumers' growing demand for healthy, delicious and convenient food. The Group will continue to expand our product options by diversifying the product portfolio to the non-noodle business to serve our customer's multi occasional dining experience, so as to facilitate the sustainable growth.

隨時隨地服務顧客 — 即食蔬菜產品組合

本集團投資應用水耕技術種植的本地水耕農場。水耕農場所生產的蔬菜無農藥及免沖洗，可隨時隨地食用。除投資本地水耕農場外，我們亦開始營運香港第一條預先包裝即食蔬菜的生產線，滿足顧客對新鮮、美味而方便的食品日益增長之需求。本集團會透過將產品組合擴展至非麵類業務，持續增加產品種類，為顧客提供不同的用餐體驗，促進可持續發展。

RECOGNITIONS 認可：

The Group has received recognitions for our sustainability performance.

本集團在可持續發展表現所獲得的認可。





**OPERATING
PRACTICES**
營運慣例

FOOD SAFETY

Food Safety Management

Product safety is one of the key focus areas of the Group's day-to-day operations. To boost the confidence of customers in our products, the Group continues to implement different food safety practices during procurement and manufacturing process to secure the quality and safety of our products. These food safety practices also form part of the Group's efforts with increasing concerns on food safety amid the COVID-19 outbreak.



During the year, the Group acquired numerous international certifications in relation to food safety. For example, the food production plants of the Group are all certified under ISO 22000, an international standard for quality management systems. In addition, the Fujian Plant has also been certified under FSSC¹ 22000, an international standard that incorporates food defence approaches, reflecting the Group's commitment to a high standard of food safety. To further promote product safety, the Shunde Plant has adopted the HACCP² system to identify hazard substances and reduce risk on production.

Quality Assurance Systems

To manage day-to-day operations, the Group has established the Management Manual in Hong Kong and the Food Safety Handbook in the PRC to monitor food safety. Comprehensive guidance on food safety has been established to ensure food safety. An annual review of the operations and processes covering internal and external audit arrangements, inspection, product recall, compliance with food safety standards and training are conducted.

The Group requires its suppliers to meet all relevant safety and quality regulatory requirements for raw materials, packaging materials and products they provide. The Group also monitors its consistency in food safety and quality, conducts random onsite inspections and annual reviews in accordance with the Group's food safety inspection criteria, whereby ongoing measures are implemented to address any issues identified by those inspections.

¹ Food Safety System Certification 22000

² Hazard Analysis Critical Control Point

食品安全

食品安全管理

食品安全是本集團日常營運的重點之一。為提升顧客對我們產品的信心，本集團從採購到生產過程持續實施多項食品安全慣例，確保產品質量及安全。於COVID-19疫情爆發期間，隨著大眾對食品安全日益關注，本集團亦致力維持該等食品安全慣例。

年內，本集團獲取多項有關食品安的國際認證。例如，本集團所有食物生產工廠均通過ISO 22000認證（質量管理制度的國際標準）。此外，福建廠房已通過FSSC¹ 22000認證（結合食品防衛方法的國際標準），反映本集團秉承高食品安全標準。為進一步促進產品安全，順德廠房採用HACCP²體系以識別危害物質並降低生產風險。

質量保證系統

為管理日常營運，本集團制定香港管理手冊及中國食品安全手冊以監督食品安全。通過對營運及流程（包括內部及外部審核安排、檢查、產品召回、符合食品安全標準及培訓）進行年度審查，該手冊為僱員提供確保食品安全的全面指引。

本集團要求供應商就彼等提供的原材料、包裝材料和產品符合所有相關安全及質量監管規定。本集團亦監測其在食品安全及質量方面的一致性，根據本集團的食品安全檢查標準隨機進行現場檢查和年度審核，從而實施持續措施以解決上述檢查發現的任何問題。

¹ 食品安全體系認證22000

² 危害分析關鍵控制點

The Group has applied stringent analysis and inspections of raw materials and products. The Food Safety Evaluation & Research Institute Co., Ltd. (the "Institute") located in Shanghai, the PRC, which the Group owns 5% stake, provides technical support to the Group to perform quality inspections in each stage of production, from raw materials to products. The institute is accredited by the PRC National Accreditation Service for Conformity Assessment with ISO/IEC 17025.

At the raw materials level, the Group analyses raw materials for the presence of agricultural chemicals, veterinary drugs, heavy metals, radioactive and other harmful substances. The Group also conducts investigations for the presence of contamination with genetically modified agricultural products and other substances, and checks the presence of allergens.

At the production process level, the Group evaluates the status of manufacturing process control and implements improvements for any issues discovered during evaluation.

At the product level, the Group has implemented strict pre-shipment product inspections to ensure all products delivered to customers are qualified. Different types of quality check and testing including, microbiological, frying oil acid value, weight, appearance and sensory tests are performed by certified persons before product delivery.

本集團對原材料和產品進行嚴格的分析及檢查。日清(上海)食品安全研究開發有限公司(簡稱「食安研」)位於中國上海，本集團擁有5%的股份。食安研為本集團提供技術支持，在從原材料到產品的每個生產階段進行質量檢查。食安研獲中國合格評定國家認可委員會授予ISO/IEC 17025認證。

在原材料方面，本集團分析原材料中是否存在農藥、獸藥、重金屬、放射性和其他有害物質。本集團亦對基因改造農產品和其他物質是否存在污染進行調查，並檢查產品中是否存在過敏原。

在生產過程方面，本集團評估製造過程控制的狀態及對評估過程中發現的任何問題進行改進。

在產品方面，本集團會進行嚴格的裝運前產品檢查，確保向顧客交付合格的產品。在交付產品前，獲認證人員會進行不同類型的質量檢查及測試，包括微生物、油炸物酸價、重量、外觀及試食檢查。



Apart from internal monitoring and inspection, the Group has implemented product history management system covering raw materials to manufacturing and shipment. The Group places high importance to customer feedback, which we leverage to improve the products and to meet the present and future needs of our customers and other stakeholders. A telephone number for the Group's Customer Care Centre is provided on each product package, so that we can listen to customer's opinions and answer enquiries.

Customer Care Centre

The Customer Care Centre is the official communication channel between the Group and its customers. Enquiries and complaints about products and services are collected through a telephone hotline, designated emails and company website contact forms. The Customer Centre centrally consolidates the data, performs analysis and conducts follow-up actions accordingly.

For customer opinions and enquiries, the Customer Care Centre communicates with respective business units (production, research & development, quality management, sales and marketing) to obtain up-to-date information in order to answer enquiries. All customer enquiries and opinions are centrally collected and processed in a "Customer Feedback Database". The database is shared with the top management on daily basis for product quality improvement, production process optimisation and better market trend understanding.

The Customer Care Centre also works closely with quality management units on customer complaints related to production and products. Investigation reports will be issued and communicated to the customers concerned. Customer opinions are channelled back to the respective business units and management.

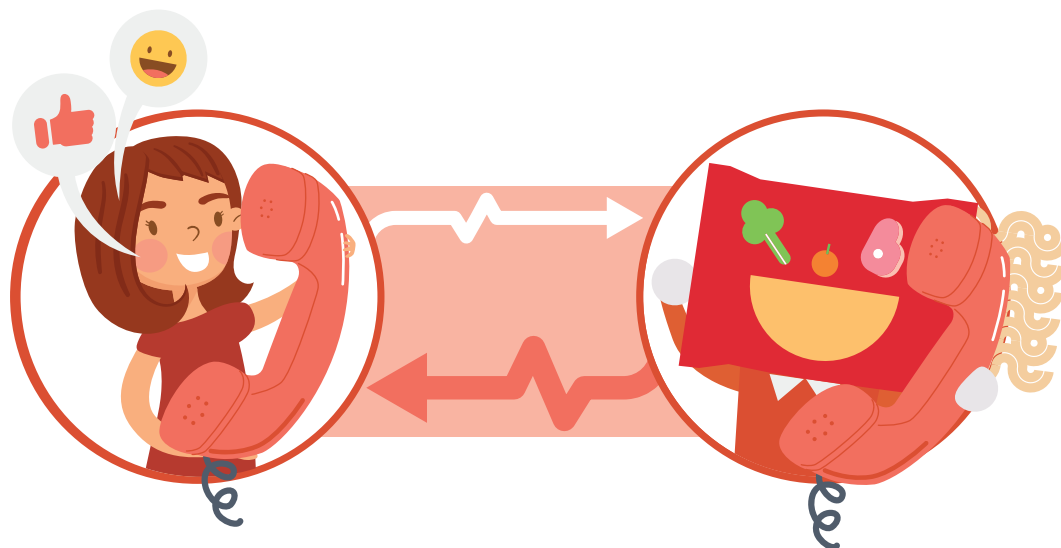
除內部監控及檢查外，本集團已採取從原材料到製造和運輸的產品歷史管理系統。本集團重視顧客的反饋，並將利用該等反饋改善產品和滿足顧客及其他持份者當前和未來需求。每個產品包裝上均列有本集團顧客服務中心的電話號碼，以聆聽顧客的意見，並解答諮詢。

顧客服務中心

顧客服務中心是本集團與顧客的官方溝通渠道。有關產品及服務的查詢和投訴乃通過熱線電話、聯絡電郵及公司網站聯絡表收集。顧客服務中心會整合及分析數據，並採取相應跟進行動。

對於顧客意見及查詢，顧客服務中心與相應的業務部門（生產、研發、質量管理、銷售及營銷）溝通並獲取最新信息，以回答查詢。所有顧客查詢和意見集中收集並於「顧客反饋數據庫」處理，每天發送給高級管理層以提高產品質量、優化生產過程並更緊貼市場趨勢。

顧客服務中心亦與質量管理部門緊密合作，處理與生產及產品有關的顧客意見，從而撰寫調查報告並將其內容傳達給相關顧客。顧客意見亦會反饋給相關業務部門和管理層。



Advertising and Product Labelling Management

Consumers highly value clear and accurate advertisements and product labelling. To fulfil social responsibility, the Group has laid down the Guidelines for Advertising and Promotion Activities to manage these activities and comply with principles.

The Group has established procedures to monitor and update label information, and to arrange proper follow-up actions and information sharing among related business units. For example, finished products will be inspected against quantity, packaging, labelling and product quality according to the Inspection Procedures of Finished Products. The Group strictly complies with the rules and regulations in relation to product responsibility, such as the Trade Descriptions Ordinance in Hong Kong and the Administrative Provisions on Food Labelling of the PRC in its Site of Operations. The Group was not aware of any material non-compliance in relation to product responsibility within the Sites of Operation.

Protection of Customer Data and Intellectual Property Rights

To protect customers' data, the Group has established Nissin Foods Group Regulations governing the purpose of collection, collection procedures, management and deletion of personal data. The Employee Handbook and the Code of Conduct prohibit unauthorised disclosure of confidential information. In addition, the Code of Ethics stipulates strict guidelines for employees to maintain respect for, and to avoid intentionally infringing upon, the intellectual property rights of others without authorisation.

To promote this code, the Group organises trainings for employees to understand the need to protect intellectual property rights and ways to avoid infringement. The Group also outsources the research on intellectual property rights to third-party experts before a new product is launched.

SUPPLY CHAIN MANAGEMENT

The Group regards product quality as one of its most important business principles. To uphold the quality of its suppliers, the Group established the Materials Procurement Policy. It was developed for guiding the purchase of material, supplier selection and management, with the goal of attaining strategic and efficient procurement practices.

Selection of Suppliers

The Group's supplier selection not only focuses on the general aspects of the supplier such as product quality, price competitiveness, production and delivery capabilities, and financial status, but also incorporates sustainability aspects including environmental protection and social elements. An anti-corruption declaration letter is required for all suppliers to demonstrate their commitment to ethical operations as well. In addition, the Group requests suppliers to comply with environmental policy and performance indicators set by the Group.

廣告及產品標籤管理

顧客高度重視清晰準確的廣告及產品標籤。為履行所需的社會責任，本集團已制定廣告與推廣活動指引，以管理相關活動及遵循準則。

本集團已建立程序，監控及更新標籤信息，並已安排適當跟進行動及與相關業務部門間信息共享。例如，本集團根據「製成品檢驗程序」檢查製成品的數量、包裝、標籤及產品質量。本集團生產廠房嚴格遵守產品責任相關規則及法規，包括香港商品說明條例及中華人民共和國食品標識管理規定。本集團並無發現生產廠房內任何產品責任相關之重大不合規情況。

保護顧客數據及知識產權

為保護顧客資料，本集團制定日清食品集團規章，規管個人資料收集目的、收集程序、管理及刪除。僱員手冊和紀律守則禁止未經授權披露機密信息。此外，倫理規章嚴格要求僱員尊重他人的知識產權，避免在未經授權的情況下故意侵犯他人的知識產權。

為推廣該守則，本集團為僱員安排培訓，以了解保護知識產權之必要性及避免侵權之方法。在推出新產品之前，本集團亦委託第三方專家進行相關知識產權之調查。

供應鏈管理

本集團將產品質量視為最重要經營宗旨之一。為保持供應商的質量，本集團已制定物料採購守則，以提供採購方向、供應商篩選及管理指引，旨在實現具策略性和高效的採購活動。

供應商的篩選

篩選供應商時，本集團不僅關注供應商之一般表現（如產品質量、價格競爭力、生產及交付能力及財務狀況），亦關注其在可持續發展方面的表現（包括環保及社會因素）。所有供應商均須提交一份反貪污聲明書，以表明彼等堅守道德操守。此外，本集團要求供應商遵守本集團所設立的環保政策及績效指標。

The Group evaluates the supplier's performance throughout the probation period and only those who pass the evaluation, including sample testing on raw materials and commitment on delivery, will be registered as an approved supplier.

Management of Suppliers

To closely monitor the performance and quality of its suppliers, the Group conducts an annual performance review on various aspects of the suppliers. The review consists of a scoring system which includes product delivery punctuality to ensure that they meet the standards set by the Group. Suppliers who pass the performance review are retained on the approved supplier list, while advice would be provided to failed suppliers for further improvement.

Management of Logistics Services and Warehouse

The Group has established an operating unit to strengthen logistics management, focusing on product delivery as the Group strives to provide customers with the best products on time. Performance indicators such as on-time delivery and delivery in good condition for logistics providers are created to measure and monitor their performance and Nissin Food's product quality.

The Group has initiated consolidated shipments which involve a combination of several smaller shipments of raw materials and products with brands sharing the same destination. With a consolidated approach, the Group has improved loading efficiency and lowered the overall frequency of shipments.

本集團在整個試用期內評估供應商的表現，僅通過評估（包括對原材料進行的抽樣檢測及交付承諾）的供應商才能註冊為獲批准供應商。

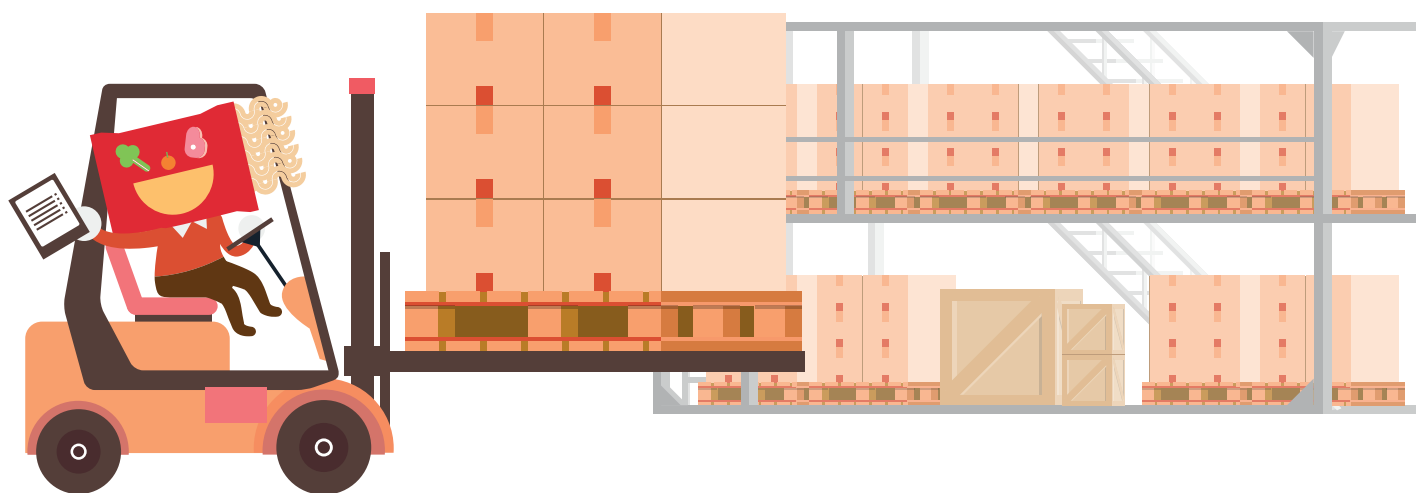
供應商的管理

為密切監察供應商的表現及質量，本集團對供應商的各方面進行年度表現審查。審查包括評分系統，該評分系統包括產品交貨準時性，以確保彼等符合本集團設定的標準。通過表現審查之供應商將保留在獲批准的供應商名單上，而未通過評估之供應商將獲得建議以作出進一步改進。

物流服務及倉庫管理

本集團致力按時為顧客提供最好的產品，故已有特定的經營部門，以產品交付為重點，加強物流管理。本集團為物流供應商設定績效指標（如準時交付及交付時貨品處於良好狀態），以衡量及監察其績效以及日清食品的產品質量。

本集團亦開始聯合裝運，當中涉及將同一目的地的各品牌原材料及產品的若干較少裝運進行整合。憑藉聯合裝運方法，本集團提高了裝載效率並降低整體裝運頻率。



To reduce resource use in the logistics process, we use reusable boxes for internal transfers of food ingredients. In addition, LOSCAM pallets which come from a common pooling platform are used. Through reusable equipment and our recycling efforts, we are able to mitigate the impact on the environment.

For warehouse management, the Group's warehouses in Hong Kong are all maintained at a constant temperature and equipped with necessary facilities. To protect production material, we have implemented 24-hour security management, closed-circuit television monitoring and alarm systems.

ANTI-CORRUPTION

The Group upholds its values of integrity and has zero-tolerance for all forms of corruption including bribery, fraud and money laundering.

Going beyond compliance with relevant laws and regulations, the Group has formulated a Code of Conduct for all employees to follow in terms of accepting advantages and declaring conflict of interest.

The Group has an internal whistleblowing mechanism which respects the confidentiality of the whistle-blower and the reported misconduct. Any employee in breach of the Group's policy relating to anti-corruption will be subject to disciplinary action such as termination of employment. The Group will report to the appropriate authorities for cases of suspected corruption or other criminal offenses. Clear guidelines on internal whistleblowing procedures are included in the employee handbooks for quick reference.

During the year, the Group has complied with the laws and regulations related to anti-corruption in the Sites of Operation, including the Prevention of Bribery Ordinance in Hong Kong and Criminal Law of the PRC on Crime of Embezzlement and Bribery. The Group is not aware of any material non-compliance or legal cases in relation to corruption within the Sites of Operation.

為減少物流過程所需資源，我們內部運送食品原材料時使用可循環再用的箱子。此外，我們亦會使用來自公共共享資源平台的LOSCAM卡板。透過使用可循環再用的設備及我們的回收工作，我們對環境的影響得以減輕。

倉庫管理方面，本集團位於香港的倉庫均保持恆溫並配備必要的設施。為保護生產物料，我們已實施24小時保安管理、閉路電視監察系統及警報系統。

反貪污

本集團堅守誠信正直之價值觀，對賄賂、欺詐及洗黑錢等一切形式的貪污絕不容忍。

除遵守相關法律法規外，本集團已就收受利益及聲明利益衝突制定僱員紀律守則。

本集團設有內部舉報機制，舉報人及所有不當行為的舉報均保密處理。違反本集團反貪污政策之僱員將受解僱等紀律處分。倘若發現疑似貪污或其他刑事罪行，本集團將上報相關之主管機構。僱員手冊載有內部舉報程序之詳細指引，以便快速查閱。

年內，本集團生產廠房遵守反貪污相關法律法規，包括香港防止賄賂條例及中華人民共和國刑法中有關貪污賄賂犯罪的規定。本集團生產廠房內並無發現有重大不合規事項或貪污相關之法律訴訟。



EMPLOYMENT AND LABOUR PRACTICES

僱傭及勞工常規





EMPLOYMENT

The sustainable growth depends on our employees' talent. The Group is committed to invest in training and development, talent retention and inclusive working environment to ensure all knowledge and experience of our employees are properly recognised.

The Group has established employment policies and a work regulations document, including the Employee Handbook, clearly explaining the internal employment standards regarding recruitment, discipline, remuneration, working hours, compensation and dismissal, etc. The Group pledges to create a fair working environment regardless of age, gender, physical attributes and ethnicity. Therefore, recruitment and promotion are made with consideration of individuals' experience, qualifications and work performance.

During the year, the Group has complied with all relevant laws and regulations related to employment in the Sites of Operation, including the Employment Ordinance in Hong Kong and the Labour Law in the PRC. The Group is not aware of any material non-compliance relating to employment within the Sites of Operation.

Moving forward, the Group will further refine its employment policies to promote diversity at the workplace.

DEVELOPMENT AND TRAINING

The Group believes that sustainable growth can only be realised with investment in human capital. The Group has formulated various development and training management systems which provide guidance in designing training programmes and targets, tracking employee training and analysing their performance. The systems also review the content of development and training programmes.

The group provides development and training opportunities to reduce job mismatches and employee turnover. Employees are coached to use production machines and are informed to pay attention to other health and safety practices. In addition, the Group has taken steps to increase employees' sense of belonging and awareness of the company's philosophy, culture and development milestones through a orientation for newly recruited employees.

僱傭

本集團認為僱員對集團實現持續增長至關重要。因此，本集團致力於持續投資培訓及發展、人才挽留及包容性工作環境，以確保員工獲得應有認可。

本集團制定僱傭政策及工作規範文件(包括僱員手冊)，訂明招聘、行為準則、薪酬、工時、補償及辭退等內部僱傭標準。本集團承諾創造沒有年齡、性別、身體狀況及種族歧視之公平工作環境，並根據個人經驗、學歷及工作表現作出各項招聘及升職。

年內，本集團生產廠房遵守所有僱傭相關法律法規，包括香港僱傭條例及中華人民共和國勞動法。本集團在生產廠房內並無發現有關僱傭之重大不合規情況。

展望未來，本集團將進一步優化僱傭政策，以促進多元化之職場環境。

發展及培訓

本集團認為可持續發展需要透過投資人力資本來實現。本集團制定多項發展及培訓管理制度，為設計培訓計劃與目標、追蹤僱員培訓並分析彼等的表現提供指引。制度亦審閱發展及培訓計劃的內容。

本集團提供發展及培訓機會，以減少工作錯配及僱員流失。培訓包括指導僱員使用生產機器，告知僱員注意其他健康及安全常規。此外，本集團已採取措施，透過為新聘僱員舉行迎新會，提升僱員的歸屬感及對本公司理念、文化和發展里程碑的認識。

The Group will continue to develop and evaluate employees' competence by customising the training plan for career ladders with support from internal trainers and corporate training specialists, to provide an opportunity for exchanging ideas and learning from market practices. The most important aspect is to assist employees in their career development planning, as well as to develop a talent pipeline for succession planning in the Group.

Training

The Group believes in serving employees by empowering them in the workplace and providing them with a sense of job fulfilment. We enable our employees to develop their skills for career advancement through leadership development programmes for management, and tailored training programs for employees in different functions to build specific skills, such as those required in the production process of Cup Noodles and customer relationship management.

Talent Attraction

Leadership development training

領導層發展培訓

Every year, selected employees participate in our 10-month "Noodle Expert Training Programme" tailored to future leaders, to learn about the technicalities of the noodle industry, such as the production process, research and development and packaging. They are also briefed on operations across various business units.

每年挑選僱員參與為期10個月的「麵之達人培訓計劃」，讓未來管理人才學習造麵行業的技術，例如生產過程、研發及包裝，亦向彼等介紹各部門的運作情況。

本集團將在內部培訓師及企業培訓專家的協助下持續為不同職業等級的僱員制定專屬培訓計劃，以發展和評估僱員所長，並提供交流以及從市場實踐學習的機會。最為重要的是協助僱員進行職業發展規劃，以及為他們於本集團內成為人才並取得成功。

培訓

本集團堅信要對僱員有所付出，讓僱員在崗位發揮所長和獲得工作成就感。我們透過為管理人員提供領導培養計劃和為不同崗位的僱員量身制定培訓計劃以掌握特定技能，如合味道生產流程及顧客關係管理，讓僱員培養工作技巧以便晉升。

人才吸納



Talent Retention and Career Development

To provide more effective and engaging learning experiences, individual assessment is performed for our new employees to identify their strengths and weaknesses. Tailored training workshops are conducted regularly face-to-face or through online platform to provide opportunities for employees to use their abilities at work.

On an annual basis, strategic objectives with follow-up action plans are set by individual business units. Heads of business units review the progress on personal development and achievement of objectives together with employees before sharing with the senior management for further evaluation and approval. Two-way communication is encouraged as the management values employees' input in the process.

人才挽留及職業發展

為提供更有效及吸引人的學習體驗，集團會對新員工進行個人評估，以識別個人的專項及弱點。集團亦會定期為員工提供面授或網上平台定制培訓工作坊，以提供機會給員工，在職場上善用他們的技能。

各個業務單位會於每年制定策略目標及後續行動計劃。業務單位主管與僱員共同評估個人發展及實現目標之進展，其後將相關情況分享給高級管理層，以便進一步評估及審批。由於管理層重視僱員在此過程之投入，因此鼓勵雙向溝通。



Other comprehensive Training

其他全面培訓



The Group organises staff orientation regularly. The staff orientation is a joint effort by various business units. Through interactive activities, new colleagues will learn about company history, culture, development as well as the product portfolio. Existing staff also assist in welcoming new employees to the Group.

本集團定期舉辦由各業務部門參與之僱員迎新會，透過當中的互動活動，使新僱員了解公司歷史、文化、發展，以及產品種類。現有員工亦協助歡迎新僱員加入本集團。



Compliance trainings are arranged for directors, senior management as well as those involved in operations. In-house and external seminars and trainings are organised to refresh and update the knowledge of applicable regulations and laws.

為董事、高級管理人員及營運人員安排合規培訓。組織內部及外部研討會及培訓，以更新適用法律法規知識。



The Group provided ISO awareness training to newly joined employees, covering knowledge on the ISO 22000 Food Safety Management System and the ISO 14001 Environmental Management System, which are both highly relevant and important in daily operations.

本集團為新入職僱員提供了ISO意識培訓，內容涉及ISO 22000食品安全管理系統及ISO 14001環境管理系統的知識，相關知識與日常營運高度相關及重要。



Employees working in the operational units are regularly provided with technical knowledge updates on food safety, work safety, hygiene management in food production and environmental protection.

定期向營運單位的僱員提供食品安全、工作安全、食品生產衛生管理和環境保護的技術知識更新。



Employee benefits

To create an engaging and inclusive working environment, the following initiatives were implemented:



Recognition programme: All employees have the opportunity to win the “NISSIN Outstanding Performance Awards” in recognition of outstanding achievements and significant contributions in their jobs. The Group also values staff loyalty and commitment, therefore the “Long Service Award” is offered every year for employees with 5, 10, 15 or 20 years of service. Awards are presented to employees in the form of gift.

僱員福利

為創造愉快且具包容性的工作環境，本集團已實施以下措施：

表彰計劃：全體僱員均有機會獲得「日清傑出表現獎」，以表彰其在工作中的傑出成就及重大貢獻。本集團亦注重僱員的忠誠度及敬業精神，因此每年都會向服務滿五年、十年、十五年或二十年的有經驗僱員頒發「長期服務獎」，該獎勵以禮物的形式頒發給僱員。



Family caring programme: The Group offers marriage, maternity and funeral leave for direct family members and parents-in-law, as well as full-paid paternity leave for male employees. Congratulations and condolences are offered in the form of cash allowances for marriage and new-born baby, and death of direct family members and parents in-law respectively.

家庭關愛計劃：本集團提供婚假、產假及直系親屬及岳父母的喪葬假，亦為男性僱員提供全薪陪產假。以現金津貼形式為僱員結婚、新生嬰兒表示祝賀，或對直系親屬及岳父母逝世表示慰問。



Health caring programme: The Group ensures that in addition to medical benefits, a series of initiatives are implemented to alleviate health concerns among employees, including group life insurance, annual health check-ups, seasonal influenza vaccination subsidy scheme, dental care discounted plan, and other programmes. The Group promotes work-life balance by advocating healthy living and reducing overtime work. The Group upholds the “Smart Working Campaign” to encourage employees to work smart and improve their time management. To facilitate employees’ participation in sports, assigned senior employees have also enjoyed membership schemes at fitness centres to promote regular exercise habits.

健康關懷計劃：本集團除提供醫療福利外，亦實行一系列措施（包括團體人壽保險、年度健康檢查、季節性流感疫苗補貼計劃、牙科保健折扣計劃以及其他計劃）以減輕僱員的健康負擔。本集團推崇工作與生活平衡，提倡健康生活、減少加班。本集團開展「有效工作運動」，鼓勵僱員加強效率及時間管理。為方便僱員參與運動，指定的高級僱員亦享受健身中心會員計劃，以養成定期鍛煉習慣。

LABOUR STANDARDS

The Group does not tolerate any child or forced labour practices, and is committed to upholding the standards across operations. The Employee Handbook for Hong Kong plants and the work regulations documents for the PRC plants articulate the Group's measures when conducting background checks and inspection of identity documentation at the recruitment stage to avoid child labour. In order to reduce overtime work and promote work productivity, the heads of the business units are required to communicate actual work arrangements with management. Employees are required to seek approval from their respective senior officers if they need to work off-working hours. Meanwhile, it is the Group's policy to offer overtime allowance and/or compensatory leave to employees.

The Group has complied with laws and regulations related to the prevention of child labour and forced labour in the Sites of Operation, including the Employment Ordinance in Hong Kong and the Labour Law in the PRC. The Group is not aware of any material non-compliance with relevant labour laws within the Sites of Operation.

HEALTH AND SAFETY

The Group commits to ensure a best in class occupational health and safety workplace environment. To achieve this, the Group gets prepared to obtain ISO 45001 certification for all its plants in Hong Kong in the coming year.

The Group has introduced the Occupational Safety and Health (OSH) Policy to provide guidance for employees in the workplace. The OSH management system clearly defines the OSH practice which ensures that the OSH Policy is properly followed during operations. The practices are regularly reviewed for continuous improvement and maintenance of an optimal work environment.



Employees on the plant premises are required to wear personal protective equipment such as helmets

廠房內的僱員須穿戴頭盔等個人防護裝備



Various guidelines are set by the Group on handling the chemicals, dangerous goods and machineries

遵循本集團制訂之各種化學品、危險產品及機械指引



Implementation of health and safety measures regarding machine safety, manual labour and working at heights

執行有關機械安全、人手勞動及高空作業的健康與安全措施



Periodical emergency drills that simulate fire and oil spillage

定期進行模擬火災及溢油的緊急演習

勞工準則

本集團不允許童工及強制勞動行為，而且本集團致力於在整個運營過程中堅守準則。香港廠房之僱員手冊及中國廠房之工作規管文件闡明本集團於招聘時進行背景調查及核查身份證件以免聘用童工之措施。為減少加班並提高工作效率，業務部門主管須與管理層溝通實際工作安排。倘僱員需於下班時間工作則須徵求所屬上級的批准。同時，本集團有向僱員提供加班津貼及／或補假福利之政策。

本集團生產廠房遵守禁用童工及強制勞動相關法律法規，包括香港僱傭條例及中華人民共和國勞動法。本集團在生產廠房內並無發現嚴重違反相關勞工法之情況。

健康與安全

本集團致力確保最佳職業健康及安全工作環境。為此，本集團正準備來年為所有香港廠房取得 ISO 45001 認證。

本集團已推出職安健(職安健)守則，為僱員提供職場指引。職安健管理系統明確定義職安健常規，確保妥善遵守職安健(職安健)守則營運。集團會定期檢討職安健常規，以持續改善和維持最佳工作環境。

To ensure the OSH guidelines were being followed, site inspections have been carried out during the year. In addition, OSH Committee conducts regular meetings to review the OSH performance and make improvement recommendations to the management when necessary. Third-party experts conduct OSH audits annually, providing improvement recommendations for shortcomings identified in the daily practices.

Annual health checks are provided to employees to keep track of their health. The ICC Committee continuously reviews the existing contingency plan and procedure, including risk control measures, hygiene control in the workplace and sustaining work operations. The ICC Committee also identifies improvement areas and performs two-way communication on the disease, including COVID-19 pandemic, and control measures with employees to protect the Group's operations and employees.

During the year, the Group has complied with laws and regulations related to health and safety in the Sites of Operation, including the Occupational Safety and Health Policy in Hong Kong and the Production Safety Law in the PRC. The Group is not aware of any material non-compliance relating to health and safety within the Sites of Operation.

COVID-19 PRECAUTIONARY MEASURES — RESPONSE TO THE NEEDS OF OUR EMPLOYEES

The Group places employee health as its first priority. We provided epidemic prevention materials including disinfection alcohol and facial masks to our staff. In addition, we installed temperature screening machines at the entrance of our plants to monitor the body temperature of all visitors. Any individual with fever symptoms is denied access to our plants, as a measure to lower risks to our employees' health.

During the COVID-19 pandemic, flexible work arrangements, including remote working practices and technology enhancements, were also adopted. For example, the use of cloud technology and online development programme were introduced to facilitate new ways of working. These were designated to minimise large gatherings of people and avoid cross-infection situations. Our proud employees demonstrated high level of adaptability and resilience applied to the very challenging new normal environment. We will continue to look for possible opportunities to protect the health and safety of our employees under the changing new normal environment.

為確保職安健指引獲遵守，實地視察在年內亦有進行。此外，職安健委員會定期舉行會議審查職安健表現，並在需要時向管理層作出改進建議。第三方專家每年進行職安健審計，針對職安健指引的日常實踐中的不足之情況提供改進建議。

本集團每年安排僱員進行現場接種流感疫苗及體檢，以保障僱員健康。本集團的流感應變委員會繼續審查目前的應急方案及程序，包括風險監控措施、工作場所的衛生管制及維持工作運行。流感應變委員會亦發掘改進空間，就疾病（包括 COVID-19）及疾病管控措施與僱員進行雙向溝通，以保障本集團營運及保護僱員。

年內，本集團生產廠房遵守健康與安全相關法律法規，包括香港職安健守則及中華人民共和國安全生產法。本集團於生產廠房並無發現有關健康與安全之重大不合規情況。

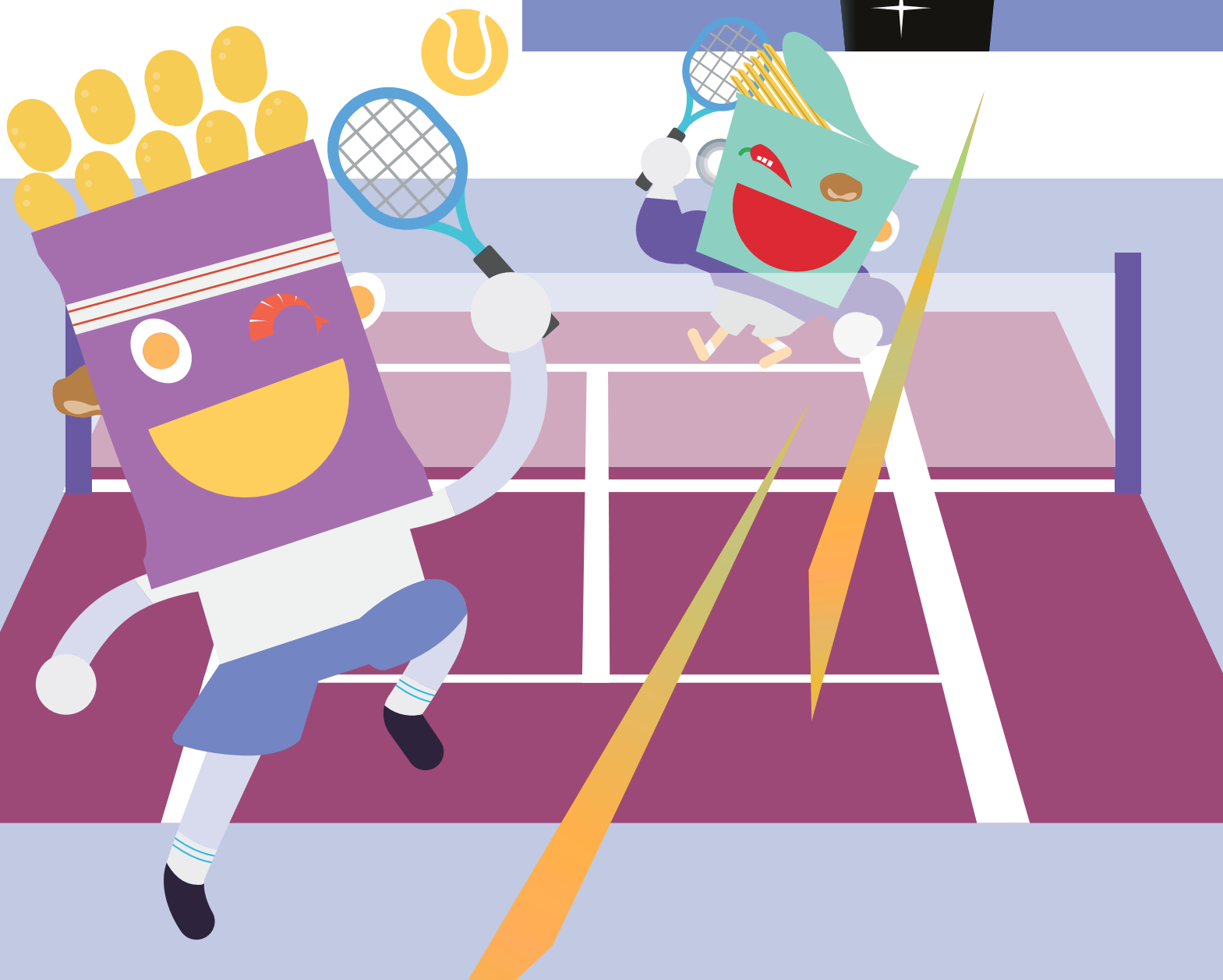
COVID-19 預防措施 — 回應僱員需求

本集團將僱員健康放在首位。我們向員工提供消毒酒精及口罩等防疫物資。此外，我們已於廠房入口安裝體溫檢測機，監察所有訪客體溫。任何人士如有發燒症狀，不得進入廠房，以減低僱員健康風險。

COVID-19 疫情期間，本集團亦採取彈性工作安排，包括遙距工作及技術提升。例如，引入雲技術應用及線上發展計劃，促進新工作方式，以盡量減少大型聚會和避免交叉感染。我們引以為榮的僱員對充滿挑戰的新常態環境展現高度適應力及應變力。我們將繼續物色合適機會，保障僱員在不斷變化的新常態環境的健康及安全。



COMMUNITY INVESTMENT 社區投資





PROMOTING A HEALTHY LIFESTYLE BY SUPPORTING SPORTS ACTIVITIES

True to the founder Mr. Momofuku Ando's belief that "Eating and sports are the two axles of health", we are committed to promoting a healthy lifestyle by actively supporting and participating in sports activities.

As the Youth Development Partner of the Hong Kong Tennis Association (HKTA), the Group continues to hold different types of programmes with HKTA to identify and cultivate local youth tennis champions. The Group has been the title sponsor of three major youth tournaments in Hong Kong, namely the Nissin Hong Kong National Junior Tennis Championships, the Nissin Cup Noodles Hong Kong Junior Series and the Nissin Demae Iccho Hong Kong Junior Novice Competition. Some of the competitions in 2020 were cancelled due to COVID-19 pandemic. There were 952, 603 and 605 participants who joined the above tournaments respectively in 2020. It was encouraging to see top-tier local players demonstrate their potential at these tournaments prior to stepping out onto the international stage.



Mr. Toshimichi Fujinawa, Executive Director of Nissin Foods, presented prizes at the award presentation ceremony of Nissin Cup Noodles Hong Kong Junior Tennis Series Competition 2020.

日清食品執行董事藤繩利通先生在日清合味道全港青少年網球巡迴賽2020頒獎典禮上頒獎。

The Group provides full support to local young athletes. During the year, the Group offered a 2-year sponsorship to Coleman Wong Chak-lam, Hong Kong's most promising young tennis player, to provide financial assistance for participation in international tournaments.



透過支持體育運動推廣健康生活方式

誠如創辦人安藤百福先生認為「飲食和運動是健康之兩大軸心」，我們致力透過積極支持及參與體育運動，以推廣健康生活方式。

作為香港網球總會(網總)的青少年發展合作夥伴，本集團繼續與網總合作舉辦不同類型的活動，以篩選及培養本地的青年網球精英。本集團為香港三大青少年網球賽事(日清全港青少年網球錦標賽、日清合味道全港青少年網球巡迴賽及日清出前一丁青少年網球新秀賽)之冠名贊助商。於2020年，部分比賽因COVID-19疫情取消，參與上述比賽人數分別為952人、603人及605人。本地頂尖選手於踏足國際舞台前在該等比賽一展潛能，令人鼓舞。



Nissin Hong Kong National Junior Tennis Championships 2020

日清全港青少年網球錦標賽2020

本集團全力支持本地年青運動員。年內，本集團為香港最有前途的年輕網球選手黃澤林提供兩年贊助，資助他參加國際比賽。

Mr. Kiyotaka Ando, Executive Director, Chairman of the Board and Chief Executive Officer of Nissin Foods, speaks highly of Coleman Wong and expects him to vie for more wins in international tournaments.

日清食品執行董事、董事長兼首席執行官安藤清隆先生盛讚黃澤林，期待他在國際賽事繼續取得佳績。





EXCLUSIVE FOOD PARTNER OF HONG KONG, CHINA DELEGATION TO THE TOKYO 2020 OLYMPIC GAMES

In order to enhance the public awareness and support for Hong Kong athletes, the Group has teamed up with the Sports Federation & Olympic Committee of Hong Kong, China (SF&OC) as the “Exclusive Food Partner of Hong Kong, China Delegation to the Tokyo 2020 Olympic Games”. Although the Tokyo Olympics was postponed due to COVID-19, the Group has promised to extend its support to the Olympic-qualified athletes from Hong Kong.

東京2020奧運會中國香港代表隊獨家食品夥伴

為協助香港運動員準備東京奧運，加強公眾認識及支持香港運動員，本集團與中國香港體育協會暨奧林匹克委員會(港協暨奧委會)合作，成為其「東京2020奧運會中國香港代表隊獨家食品夥伴」。儘管東京奧運因COVID-19而延期舉行，惟本集團承諾延長對取得奧運參賽資格的香港運動員的支援。



Nissin Foods' Ambassador “Ching Chai” took a video to send cheer to local athletes in their preparation for the Tokyo 2020 Olympic Games.

「清仔」拍了一段短片，為本地精英運動員打氣，支持他們出賽東京2020奧運會。

CONTRIBUTING TO SOCIETY

The COVID-19 pandemic in 2020 brought unprecedented challenges and uncertainties to Hong Kong society. Over the year, Hong Kong's healthcare professionals have demonstrated their care and selflessness during this long-lasting fight against the pandemic. To show our respect to Hong Kong healthcare professionals, we, as a member of the World Instant Noodles Association (WINA), have collaborated with WINA to donate over 1,000 cases of noodle products and over 500 cases of KAGOME vegetable juices. More than 37,000 units of products in total were donated to three hospitals under Hospital Authority in Hong Kong in February 2020.

貢獻社會

2020年，COVID-19疫情為香港社會帶來前所未有的挑戰及不確定因素。過去一年，香港醫護人員在長期抗疫的過程中展現了關懷無私的精神。作為世界方便麵協會成員之一，我們與世界方便麵協會合作捐贈超過1,000箱麵類產品及超過500箱KAGOME蔬果汁，向香港醫護人員致敬。於2020年2月，我們向香港醫院管理局轄下的三家醫院捐贈超過37,000件產品。



On behalf of our Group, Ms. Blanche Wong, senior management representative of Nissin Foods donated food products to three hospitals and were received by representative of Princess Margaret Hospital.

日清食品高級管理層王惠芳女士代表本集團把產品捐贈予三間醫院，並由瑪嘉烈醫院代表接收。



NISSIN FOODS (HONG KONG) CHARITY FUND

The Group, through the “Nissin Foods (Hong Kong) Charity Fund”, contributes to the well-being of the community. The Charity fund is dedicated to the advancement of education, assisting the people in need, and supporting initiatives that are beneficial to the community.

日清食品(香港)慈善基金

本集團透過「日清食品(香港)慈善基金」造福社區。該基金促進教育發展、協助有需要人士以及支持惠及社區的活動。





RAISING GREEN AWARENESS

The Group participated in the Red Packet Reuse and Recycling Programme organised by Greeners Action held from 5 February to 19 February in 2020. The programme aims to promote an eco-friendly lifestyle and encourages the good use and reuse of materials. Collected red packets were delivered to Greeners Action and were distributed to the public before the 2021 Chinese New Year. The Group collected 11kg of red packets for recycling and signed “The Environmental Lai See Charter” as a demonstration of the Group’s commitment.



提高環保意識

本集團於2020年2月5日至2月19日期間參加由綠領行動主辦之利是封回收重用大行動。該行動旨在推廣環保生活方式，鼓勵善用及重用物資。收集的利是封運送到綠領行動，並於2021年農曆新年前發放給公眾。本集團在該活動中回收了11千克利是封，並簽署「環保利是憲章」以示本集團的承諾。

Nissin Foods joined the Red Packet Reuse and Recycling Programme to encourage staff to donate undamaged Red Packets for recycling.

日清食品參加利是封回收重用大行動，鼓勵員工捐贈完好的利是封以供循環再用。

As a member of the Tai Po community, the Group actively supports the toy re-use and recycling activities from the Tai Po Community Green Station. In October 2020, the toys that the Group collected and donated were distributed to members of the public in the district in November 2020 after thorough cleaning.

作為大埔社區的一份子，本集團積極支持綠在大埔玩具重用及回收活動。2020年10月，本集團收集及捐贈的玩具經過徹底清潔後在2020年11月派發予該區大眾。

SUPPORTING SOCIAL ENTERPRISES

Nissin HK distributed low sugar white lotus seed paste mooncake with two yolks to all staff to celebrate the Mid-Autumn Festival. The mooncakes engraved with a Nissin logo are made by Chumrest Limited, a social enterprise which provides career training and job opportunities to rehabilitants and people with disabilities. Buying mooncakes from social enterprises makes the festival more meaningful.

支持社企

日清香港向全體員工派發低糖雙黃白蓮蓉月餅，共慶中秋。印有日清標誌的月餅由社會企業老友記到會餐盒專門店有限公司製造。該公司為康復者及傷殘人士提供職業培訓及就業機會。向社會企業購買月餅令到佳節別具意義。





4 ENVIRONMENTAL
PROTECTION
環境保護



The Group continues to take positive actions in response to extreme weather conditions. Being a responsible business, the Group has been dedicated to minimising negative impacts on the environment, managing emissions and increasing resource efficiency.

本集團繼續積極應對極端天氣情況。作為負責任的企業，本集團致力盡量減輕對環境的不利影響、管理排放及提高資源效率。

ENVIRONMENTAL MANAGEMENT SYSTEM

The Group has formulated various measures for environmental protection, pollution mitigation, environmental performance enhancement as well as legal compliance. To manage and reduce the environmental impacts arising from operations, all food production plants of the Group are certified under ISO 14001, an international standard for environmental management system. Under the environmental management system (the “EMS”), the Group is committed to the following:

環境管理系統

本集團已制定多項措施，以保護環境、減低污染、改善環保表現及確保合法合規。為管理並減少運營產生的環境影響，本集團所有食物生產工廠均通過ISO 14001認證（環境管理制度的國際標準）。根據環境管理系統（「環境管理系統」），本集團致力進行以下工作：

1. Complying with all applicable local environmental legislation and other relevant requirements
2. Achieving the environmental objectives and targets by establishing, implementing and maintaining the environmental management program
3. Minimising the use of natural resources
4. Minimising waste at source and pollution to the environment
5. Communicating our environmental policy to employees and interested parties, and enhancing environmental awareness
6. Having periodical reviews and continuous improvement of environmental performance

1. 遵守所有適當之當地環境法律及其他相關法規
2. 通過建立、執行及維持環境管理計劃而達致環境目標及指標
3. 盡量減少使用自然資源
4. 盡量減少源頭浪費及環境污染
5. 向僱員及利益相關方轉達環保政策並加強環保意識
6. 定期審查及持續改善環境表現


The Group implements ISO 14001 Environmental Management System across all Sites of Operation. The EMS facilitates the Group's efforts in conducting environmental review to identify the impacts of its activities on the environment, as well as setting objectives and targets to mitigate those environmental impacts.

本集團在所有生產廠房採用ISO 14001環境管理系統。環境管理體系有助本集團進行環境審查以確定其活動對環境之影響，以及制定目標及指標以減輕該等環境影響。



Identified Significant Impacts of Activities on the Environment

已識別為對環境有重大影響之活動



- **Depletion of resources** 能源消耗
- **Waste generation** 廢物產生
- **Chemical waste handling** 化工廢料處理
- **Wastewater discharge** 廢水排放
- **Air emissions** 廢氣排放



EMISSIONS

Carbon Footprint

The Group implements sustainability initiatives and measures to reduce its carbon footprint. To promote the development of renewable energy and encourage low-carbon living, the Hong Kong Government introduced the Feed-in Tariff (FiT) scheme whereby participating companies can install a Solar Photovoltaic System to generate solar energy. The Group has supported the FiT scheme by installing Solar Photovoltaic System in its production plants. Renewable energy generated from the system can be used in its production process which in turn improves our energy consumption profile and reduces carbon emissions from fossil-based energy. The Group first installed the System in Winner Plant in 2019 and further expanded to Nissin Plant in 2020.

The Group continued to upgrade its regular vehicles to more environmentally friendly electric vehicles and will continue to improve the logistics services and purchase more electric vehicles whenever possible in the future.

The Group has commissioned an independent consultant to conduct a carbon assessment to quantify the greenhouse gas (“GHG”) emissions (or “carbon emissions”) from its operations. The calculation was conducted according to the Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong and the guidelines published by the National Development and Reform Commission in the PRC with reference to other international standards such as ISO14064.

During the year, the Group generated a total of 67,757 tonnes of CO₂-equivalent GHG emissions from the operations in the Sites of Operation. Scope 2 was the largest contributor to the Group’s GHG emissions.

Air Emissions

Industrial processes from the production plants make up a major source of air pollutants generated by the Group. Gas boilers were one of the major sources of nitrogen oxides and sulphur oxides, whereas vehicle use was another emission source in the PRC with relatively less significant impact on air quality.

The Group periodically cleans the coiled fan and dust collection system to ensure that discharged exhaust gas complies with the emission standard. To reduce air pollutants from vehicles, the Group regularly checks the vehicles to ensure they are maintained and in good condition.

排放物

碳排放量

本集團採取可持續發展方案及措施減少碳排放量。為推廣可再生能源的發展及鼓勵低碳生活，香港政府推出上網電價(FiT)計劃，參與的公司可安裝太陽能光伏發電系統以產生太陽能。本集團通過於生產廠房安裝太陽能光伏發電系統支持FiT計劃。該系統產生的可再生能源可用於生產過程，進而改善本集團的能源消耗狀況並減少化石能源的碳排放量。本集團於2019年在永南廠房率先安裝該系統，並於2020年擴展至日清廠房。

本集團繼續將普通車輛升級為更環保的電動車輛，亦將繼續改善物流服務，並在將來盡可能採購更多電動車輛。

本集團委託獨立顧問進行碳評估，計算生產過程中產生之溫室氣體排放(或「碳排放」)量。有關計量乃根據香港建築物(商業、住宅或公共用途)之溫室氣體排放及減除之核算和報告指引及中國國家發展和改革委員會發布之指引，並參考ISO14064等其他國際標準進行。

年內，本集團生產廠房營運所產生之溫室氣體排放量合共67,757噸二氧化碳當量。範圍2是本集團溫室氣體排放之最大來源。

廢氣排放

生產廠房之工業生產構成本集團產生空氣污染物的主要來源。燃氣鍋爐是氮氧化物及硫氧化物主要來源之一，而使用車輛是中國內地地區另一排放源，但對空氣質量之影響較小。

本集團定期清理風機及除塵系統，確保廢氣排放符合排放標準。為減少車輛之空氣污染物排放，本集團定期檢查車輛，以確保其性能良好。



Waste Management

The primary wastes generated by the Group from the different production processes were soil waste and wastewater. The Group established the Good Practice Guidelines for employees to categorise wastes and ensure proper handling of any hazardous wastes.

廢物管理

本集團在不同生產過程中產生之主要廢物為固體廢物及廢水。本集團已制訂良好操作指引向僱員提供有關廢物分類及確保妥善處理一切有害廢物。

	<p>Reduced food waste from manufacturing to the landfill 減少製造過程至堆填區的廚餘廢物</p>	
	<p>Recycled noodles wastes for conversion into animal feed 回收麵條廢料轉換為動物飼料</p>	
	<p>Reduced food waste by implementing a raw materials inventory sharing systems among the brands 各品牌之間實施原材料庫存共享系統以減少廚餘廢物排放</p>	

Food waste reduction is a major environmental challenge for Hong Kong. According to the Environmental Protection Department (EPD) of the government, most Hong Kong's food waste is disposed in landfills alongside municipal solid waste. To tackle the food waste problem, reduction at source and recycling are adopted by the Group. The Group implemented a raw materials inventory sharing system among the brands. Wastage of raw materials can be avoided by transferring raw materials between operations when particular products are not produced, and raw materials are not needed anymore.

減少廚餘廢物是香港面臨的重大環境挑戰。根據政府環境保護署(EPD)的資料，香港大部分廚餘廢物與城市固體垃圾一起於堆填區處理。為解決廚餘廢物問題，本集團採取從源頭上減少廢物排放及回收的措施。本集團在各品牌之間實施原材料庫存共享系統。當某些產品停產而不再需要原材料時，可通過業務間的原材料轉移避免原材料浪費。

The Group joined the "Food Waste/Sewage Sludge Anaerobic Co-Digestion Trial Scheme" led by the Hong Kong Government. The Group supports this scheme as it will contribute to the preservation of landfill space and reduction of landfill gas including methane, while also converting food waste from the operations to compost and biogas. The Group has found a recycling solution for noodle waste from operations, which can be converted to animal feed; recyclers have been commissioned for collection and conversion.

本集團加入香港政府發起的「廚餘、污泥共厭氧氣消化」試驗計劃。由於該方案將有助保持堆填區的空間並減少堆填沼氣(包括甲烷)，亦可將營運中的廚餘廢物轉化為堆肥和沼氣，故本集團支持該方案。此外，本集團找到因營運過程所產生的麵條廢物的回收解決方案，可將其轉化為動物飼料。本集團已委託回收商收集麵條廢物並進行轉化。



Apart from food waste, the Group is also dedicated to minimising the production of e-waste. Before the disposal of old and outdated electrical devices, the Group arranged an EPD authorized collector or other collectors to collect the electrical devices for reuse or recycling.

Regarding wastewater, the Group regularly cleans the drains and clears debris blocking rainwater flow. The Group has commissioned a qualified vendor to regularly collect grease trap waste for proper disposal. Condensed grease oil from the exhaust fans was removed to prevent leakage onto the rain drain. Waste palm oil was stored in waste oil drums and collected by recyclers.

To ensure all plants had complied with the relevant regulations on sewage discharge, the Group performed testing on sewage on a regular basis. An annual legionella test was conducted on the cooling water towers of Hong Kong plants during the year, with no non-compliance being found.

During the year, 3.5 tonnes of hazardous waste and 3,558 tonnes of non-hazardous waste were produced from the Sites of Operation. Both hazardous and non-hazardous wastes generated by the Group were properly collected by licensed contractors.

USE OF RESOURCES

Energy and Resources Management

The Group continues to strengthen the management approaches to reducing environmental impacts arising from operation by enhancing the scope of objectives and targets including energy management, waste management and water conservation.

The main resources consumed by the Group are energy, water and raw materials. During the year, the total energy consumption¹ for the Sites of Operations was 197,802 MWh-equivalent and the energy intensity was 0.06 MWh-e per '000 revenue.

Water scarcity is listed as one of the largest global risks by World Economic Forum in terms of the potential impact over the next decade. It is therefore important for the Group to consume water responsibly and reduce water pollution, in order not to burden water supply.

During the year, the total amount of water consumed in the Sites of Operation was 370,359 cubic meters; the water intensity was 0.11 cubic meter per '000 revenue.

¹ Natural gas and Town gas was the largest contributor to the Group's direct energy consumption.
Purchased electricity was the largest contributor to the Group's indirect energy consumption.

除廚餘廢物外，本集團亦致力盡量減少產生電子廢物。在處置過時的舊電器設備前，本集團會安排EPD授權的回收商或其他回收商收集電器設備以供重用或循環再用。

對於廢水，本集團定期清理下水道及雨水排水溝之阻塞物。本集團已委託合資格營辦商定期收集隔油池廢物，以便妥善清理。本集團亦會清理抽油煙機排出之冷凝油脂，以防止漏入排水管。廢棄棕櫚油儲存在廢油桶內，由回收商回收。

為確保所有廠房均符合污水排放的相關規定，本集團定期對污水進行檢測。年內，本集團對香港廠房的冷卻水塔進行退伍軍人病年度檢測，未發現有違規情況。

年內，生產廠房產生有害廢物3.5噸及無害廢物3,558噸。本集團所產生的有害及無害廢物均由持牌承包商妥善回收。

資源使用

能源及資源管理

本集團繼續加強管理方法，透過將目標範圍擴大至能源管理、廢物管理及節約用水等以減少對營運環境的影響。

本集團消耗之主要資源為能源、水及原材料。年內，生產廠房能源消耗總量¹為197,802兆瓦時當量，能源密度為每千元收入0.06兆瓦時當量。

就對未來十年的潛在影響而言，世界經濟論壇將水資源匱乏列為全球最大的風險之一。因此，本集團善用用水資源及減少水污染，以減輕水供應負擔。

年內，生產廠房總耗水量為370,359立方米；耗水密度為每千元收入0.11立方米。

¹ 天然氣及煤氣是本集團直接能源消耗之最大來源。
購買電力是本集團間接能源消耗之最大來源。



The Group is fully aware that sustainability initiatives should not be a one-time thing. In order to incorporate sustainability practices into the Group's culture, the Group has regularly circulated comprehensive and step-by-step environmental protection and energy saving tips to remind and encourage employees to reduce usage of resources. The Group has put the following efforts to reduce the use of energy and resources:

本集團充分意識到可持續發展倡議不可能一蹴而就。為將可持續發展實踐融入本集團的文化，本集團定期發布全面且循序漸進的環保與節能提示，提醒並鼓勵僱員減少資源使用。本集團採取以下環保措施以減少使用能源及資源：



1) Installed solar power panels on the rooftop of Nissin and Winner plants
於日清及永南廠房的屋頂安裝太陽能板



2) Most regular vehicles were replaced by electric vehicles in 2020
2020年以電動車輛取代大部分普通車輛



3) Most office paper are FSC certified
大部分辦公室用紙均獲得FSC認證

The Group will also improve its data collection system in order to review the effectiveness of the emissions and waste reduction measures, as well as the energy and water efficiency initiatives.

本集團亦將改善數據收集系統，以檢討減排廢、能源及水資源運用的措施之成效。

Promoting Environmentally Friendly Container and Packaging Design

推廣環保容器及包裝設計

1. Promoting "Reduce and Recycle" to help create a recycling-based society

- i) Reduce (reduction of waste generation): Aim to reduce container weight and volume and the number of packaging items.
- ii) Recycle (use of recycled materials): Actively use recycled raw materials and resources. Strive to use highly recyclable materials.

1. 推廣物盡其用及循環再用，打造循環再用環保社會

- i) 物盡其用(減少產生廢物)：旨在減少容器的重量及容量以及包裝物品數量。
- ii) 循環再用(使用循環再用材料)：積極使用循環再用原材料及資源，致力運用較可回收的材料。

2. Environmental impacts

Avoid use of materials that may have negative effects on the human body or the environment. Promote use of raw materials, such as paper, which have a low environmental impact.

2. 環境影響

避免使用對人體或環境可能有負面影響的材料，推廣使用對環境影響較小的原材料，例如紙張。

3. Assessment of environmental impacts

Design containers and packaging on the basis of life cycle assessment (LCA), giving consideration to environmental impacts from raw materials to disposal.

3. 對環境影響的評估

根據生命週期評估設計容器及包裝，考慮從生產過程中使用的原材料到廢物的棄置過程對環境的影響。

ECO Cup Packaging

Cup Noodles has started using “ECO cups” as containers. ECO takes reference from the motto “for Ecology, for Customers, for Originality”. The ECO cup is mostly made of paper (i.e. trees), which is preferred to Styrofoam. Trees absorb CO₂ when they grow, but generate CO₂ when they are burning. It is an earth-friendly resource because CO₂ does not increase throughout the lifecycle. In addition, the design of the ECO cup helps seal the container tightly, preserving the ingredients and maintaining the deliciousness of the noodles.

THE ENVIRONMENT AND NATURAL RESOURCES

Environmental Emergency Preparedness and Response

The Group strives to protect the environment and the community by reducing negative impacts from operations.

The Group has established the group-wide Environmental Emergency Preparedness and Response for the employees as a guideline to respond to potential incidents arising from operations. These include palm oil spillage, chemical spillage, explosions and more. Any adverse environmental impacts would be minimised with effective follow-up actions.

In the Group’s operations, with palm oil being one of the key raw materials of its products, procedures are established to prevent palm oil spillage. For example, the Group has clear instructions to pump palm oil from the vendor’s oil tanker truck to the oil storage tank located in its production sites.

The Group has the Environmental Management System Committee (the “EMS Committee”) in place to formulate emergency response plans to minimise the likelihood of accidents and emergency situations. The EMS Committee is also responsible for coordinating drills and preparing summary reports for the Group’s management to review. When emergencies occur, the emergency teams carry out appropriate emergency procedures. Root causes and any preventive actions are identified, and accident reports are submitted to the management afterwards.

The Group has complied with relevant environmental laws and regulations in the Sites of Operation, including the Air Pollution Control Ordinance in Hong Kong and the Environmental Protection Law of the PRC. During the year, the Group is not aware of any material non-compliance relating to environmental laws and regulations in the Sites of Operation.

ECO杯包裝

合味道杯麵是採用「ECO杯」。ECO出自標語「for Ecology, for Customers, for Originality」，即「為了地球、為了顧客、為了原創」。ECO杯主要由紙（即樹木）製成，優於發泡塑料。由於樹木在生長時吸收二氧化碳，被燃燒時產生二氧化碳，在生命週期中，沒有增加地球上的二氧化碳，是一種對生態環境友好的物質。此外，ECO杯的設計使容器密封性更好，保護原料，保留麵條的美味。

環境及天然資源

應急準備和回應

本集團通過營運減少負面影響，並致力保護環境及社區。

本集團為僱員建立了全集團範圍的應急準備和回應，作為應對營運過程中之隱患（如棕櫚油泄漏、化學品泄漏、爆炸等）指引。通過採取有效的跟進措施，可將任何不利環境影響降至最低。

在本集團營運過程中，因產品其中一種重要原材料為棕櫚油，本集團有既定程序以防止棕櫚油泄漏。例如，本集團對於將棕櫚油由供應商之油罐車注入生產廠房之儲油罐之程序作出明確指引。

本集團設有環境管理系統委員會（「環境管理系統委員會」）負責制定應急方案，盡量減少事故及緊急情況發生的可能性。環境管理系統委員會亦負責協調演習及準備綜合報告供本集團管理層審閱。倘發生緊急事件，緊急應變組將啟動適當的應急程序，確定事發原因及採取任何預防行動，其後須向管理層遞交事故報告。

本集團生產廠房已遵守相關環保法律法規，包括香港空氣污染管制條例及中華人民共和國環境保護法。年內，本集團並無發現生產廠房存在有關環保法律法規之重大不合規情況。



ENVIRONMENTAL PERFORMANCE

環境表現

Environmental KPIs 環境關鍵績效指標	2020 2020年	Unit 單位
Energy 能源		
Direct energy consumption 直接能源消耗	127,105	MWh 兆瓦時
Indirect energy consumption 間接能源消耗	70,697	MWh 兆瓦時
Total energy consumption 能源消耗總計	197,802	MWh 兆瓦時
Energy intensity (by'000 revenue) 能源密度(每千元收入)	0.06	MWh/'000 revenue 每千元收入兆瓦時
GHG emissions 溫室氣體排放		
Scope 1: Direct emissions 範圍1：直接排放	20,396	tonnes of CO ₂ -e 二氧化碳當量，以噸計算
Scope 2: Energy indirect emissions 範圍2：能源間接排放	46,955	tonnes of CO ₂ -e 二氧化碳當量，以噸計算
Scope 3: Other indirect emissions 範圍3：其他間接排放	406	tonnes of CO ₂ -e 二氧化碳當量，以噸計算
Total GHG emissions 溫室氣體排放總量	67,757	tonnes of CO ₂ -e 二氧化碳當量，以噸計算
GHG intensity (by'000 revenue) 溫室氣體密度(每千元收入)	0.019	tonnes of CO ₂ -e/'000 revenue 每千元收入二氧化碳當量，以噸計算
Air emissions 廢氣排放		
Nitrogen oxides 氮氧化物	1.85	tonnes 噸
Sulphur oxides 硫氧化物	0.0053	tonnes 噸
Respirable Suspended Particles 可吸入懸浮顆粒物	0.0014	tonnes 噸
Waste 廢棄物		
Total hazardous waste produced ¹ 所產生有害廢棄物總量 ¹	3.5	tonnes 噸
Total non-hazardous waste produced 所產生無害廢棄物總量	3,558	tonnes 噸
Water 水		
Total water consumption 總耗水量	370,359	cubic metres 立方米
Water consumption intensity (by'000 revenue) 耗水密度(每千元收入)	0.11	cubic metres/'000 revenue 每千元收入立方米
Packaging material 包裝材料		
Total packaging material used 所用包裝材料之總量	12,477	tonnes 噸

¹ The figure does not include general waste produced from the plants in Hong Kong.

¹ 該數字不包括香港廠房產生的一般廢物。

Material Aspect 主要範疇	Content 內容	Page Index/ Remarks 頁碼索引/備註
A. Environmental		
A. 環境		
A1 Emissions		
A1 排放物		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地之排污、有害及無害廢棄物產生之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	P.33 第33頁
A1.1	The types of emissions and respective emissions data. 排放物種類及相關排放數據。	P.33-34 第33至34頁
A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity. 溫室氣體總排放量(以噸計算)及(如適用)密度。	P.34 第34頁
A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量(以噸計算)及(如適用)密度。	P.36 第36頁
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量(以噸計算)及(如適用)密度。	P.36 第36頁
A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量之措施及所得成果。	P.33-34 第33至34頁
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved. 描述處理有害及無害廢棄物之方法、減低產生量之措施及所得成果。	P.35-36 第35至36頁
A2 Use of Resources		
A2 資源使用		
General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源(包括能源、水及其他原材料)之政策。	P.36-38 第36至38頁
A2.1	Direct and/or indirect energy consumption by type in total (kWh in'000s) and intensity. 按類型劃分之直接及/或間接能源總耗量(以千個千瓦時計算)及密度。	P.36 第36頁
A2.2	Water consumption in total and intensity. 總耗水量及密度。	P.36 第36頁
A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效率計劃及所得成果。	P.36-38 第36至38頁
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述在求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	P.36-38 第36至38頁
A2.5	Total packaging material used for finished products (in tonnes). 製成品所用包裝材料之總量(以噸計算)。	P.39 第39頁
A3 The Environment and Natural Resources		
A3 環境及天然資源		
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources. 減少發行人對環境及天然資源造成之重大影響之政策。	P.38 第38頁

Material Aspect 主要範疇	Content 內容	Page Index/ Remarks 頁碼索引/備註
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源之重大影響及已採取管理有關影響之行動。	P.38 第38頁
B. Social		
B. 社會		
B1 Employment		
B1 僱傭		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視和其他待遇及福利之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	P.21 第21頁
B2 Health and Safety		
B2 健康與安全		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員免受職業性危害之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	P.25-26 第25至26頁
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納之職業健康與安全措施，以及相關執行及監察方法。	P.25-26 第25至26頁
B3 Development and Training		
B3 發展及培訓		
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責之知識及技能之政策。描述培訓活動。	P.21-24 第21至24頁
B4 Labour Standards		
B4 勞工準則		
General Disclosure 一般披露	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	P.25 第25頁
B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例之措施以避免童工及強制勞工。	P.25 第25頁
B5 Supply Chain Management		
B5 供應鏈管理		
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain. 管理供應鏈之環境及社會風險政策。	P.17-19 第17至19頁

Material Aspect 主要範疇	Content 內容	Page Index/ Remarks 頁碼索引/備註
B6 Product Responsibility		
B6 產品責任		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	P.14-17
一般披露	有關所提供產品和服務之健康與安全、廣告、標籤及私隱事宜和補救方法之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	第14至17頁
B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述關於維護及保障知識產權之慣例。	P.17 第17頁
B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	P.14-16 第14至16頁
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored. 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	P.17 第17頁
B7 Anti-corruption		
B7 反貪污		
General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	P.19
一般披露	有關賄賂、勒索、欺詐及洗黑錢之： (a) 政策；及 (b) 遵守對發行人有重大影響之相關法律及規例之資料。	第19頁
B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases. 報告期間對發行人或其僱員提出已審結之貪污訴訟案件之數目及訴訟結果。	P.19 第19頁
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	P.19 第19頁
B8 Community Investment		
B8 社區投資		
General Disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	P.28-31
一般披露	有關以社區參與來了解發行人營運所在社區之需要和確保其業務活動會考慮社區利益之政策。	第28至31頁
B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport). 專注貢獻範疇(如教育、環境事宜、勞工需求、健康、文化、體育)。	P.28-31 第28至31頁