



CHIHO ENVIRONMENTAL GROUP LIMITED
齊合環保集團有限公司

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 976

齊心贏未來 合力闖天下

Concert Hearts Inaugurate Highminded Orientation

Environmental,
Social and Governance
Report 2019 環境、社會及
管治報告

Environmental, Social and Governance Report 2019

二零一九年環境、社會及管治報告

OUR VISION

Making an impactful contribution to build a sustainable and environmentally friendly world.

我們的願景

為可持續發展積極貢獻，共建環境友善的世界。

OUR MISSION

To be a global market leader in resources recycling and environmental protection, earning a quality return for shareholders through the provision of quality products and services, by a group of motivated and diversified staff force.

我們的使命

通過有幹勁、多元化的團隊，我們提供優質產品及服務，致力成為全球資源回收及環保行業的市場領導者，並為股東獲取理想回報。

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ABOUT THIS REPORT

This is the fourth stand-alone Environmental, Social and Governance (“ESG”) report of Chiho Environmental Group Limited (hereafter referred to as “the Group” or “Company” or “Chiho”), presenting the management approach and the performance of our material ESG topics in a balanced manner.

The Board of Directors has reviewed and approved the report, acknowledging that the content is presented in a fair manner. For information relating to the Group’s corporate governance practices, please refer to our Annual Report on Pages 66 to 104 which is available on our website.

Reporting Framework

This report has been prepared in compliance with ESG Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (HKEX), and in accordance with the Core Option of the GRI (“Global Reporting Initiative”) Standard. We have also aligned our disclosure with the United Nation’s Sustainable Development Goals (“SDGs”), with an aim to gradually set the related targets and move towards sustainable development.

The preparation of this ESG report was underpinned by the reporting principles of Materiality, Quantitative, Balance, and Consistency. Quantitative data in this report are checked and analysed to account for year-on-year changes and is presented in a way that allows for consistent comparison.

Report Boundary and Period

This report discloses the Group’s environmental and social performance for the financial year from 1 January to 31 December 2019 (the “year”). Our data collection boundary covers the Group’s 10 major entities, including 1 located in China Taizhou, 1 in Hong Kong, 7 in Europe and 1 in United States, unless otherwise stated. These entities are 100% own by the Group and with a processing capacity of at least 10,000 tonnes per month. The Group will continue to optimize its data collection methodology and expand its reporting boundary when appropriate.

There have been no significant changes in the Company’s organisational structure nor has there been any significant restatement of data during the year.

關於本報告

本報告乃齊合環保集團有限公司（下稱「本集團」或「本公司」或「齊合環保」）的第四份獨立環境、社會及管治（「環境、社會及管治」）報告，當中以平衡方式呈列了我們環境、社會及管治重大議題的管理方針及表現。

董事會已審閱及批准本報告，確認其內容乃按公允方式呈列。有關本集團企業管治慣例之資料，請參閱我們的年度報告第66至104頁，年報可於我們的網站上查閱。

報告框架

本報告乃根據香港聯合交易所有限公司（「香港交易所」）證券上市規則附錄二十七所載的環境、社會及管治報告指引以及全球報告倡議組織（「GRI」）標準的核心選項而編製。我們亦已參考聯合國可持續發展目標（「可持續發展目標」）作出披露，以期逐步設立相關目標，實現可持續發展。

本環境、社會及管治報告乃以重要性、量化、平衡及一致性的報告原則為基礎而編製。我們檢查並分析本報告中的量化數據以說明按年變動，並以允許進行一致比較的方式呈列。

報告範圍及期間

本報告披露本集團於二零一九年一月一日起至十二月三十一日止財政年度（「年內」）的環境及社會表現。我們的數據收集範圍涵蓋本集團十間主要實體之環境及社會表現，除另有指明者外，該等實體包括位於中國台州的一間、香港一間、歐洲七間以及美國一間。該等實體由本集團擁有100%權益，每月加工能力至少10,000噸。本集團將繼續優化其數據收集方法，並將於適當時候擴大其報告範圍。

於本年度，本公司組織架構概無重大變動，亦無任何重大數據重述。

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ABOUT THIS REPORT (continued)

Feedback

The ongoing improvement of the Group's ESG performance counts on your valuable opinions. We welcome your thoughts and feedback on this report. This report is published in English and Chinese. In case of any discrepancies between the two versions, the English version shall prevail.

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關於本報告 (續)

反饋

本集團環境、社會及管治表現的持續提升有賴閣下的寶貴意見。歡迎閣下就本報告提出想法及反饋。本報告以中文及英文發佈。如兩個版本存在任何歧義，概以英文版本為準。

請透過以下方式聯絡我們：

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ABOUT CHIHO

Headquartered in Hong Kong, Chiho is China's largest and one of the largest publicly listed global scrap metal recycling companies with extensive operations for recycling of ferrous and non-ferrous metals scraps, end-of-life ("ELV") vehicles processing, electronic waste processing, waste oil recycling and production of secondary aluminum ingots from aluminum scrap.

Our geographical presence spans across Asia, Europe and North America and involves more than 200 processing plants and yard operations, enabling us to conduct procurement and sales in these regions and integrating the regional, upstream and downstream information in the recycled metals market.

Aiming to reduce its impacts on the environment and reliance on natural resources, the Group employs the concept of "Urban Mining" to recycle reusable resources. We operate multiple metal processing facilities and are equipped to function in a vertically integrated manner, covering collecting, gathering, sorting and processing the materials for sale, utilisation and recirculation of the finished products.

關於齊合環保

齊合環保總部設於香港，乃中國最大的公開上市廢金屬回收公司，亦為全球最大的此類公司之一，深耕黑色及有色廢金屬、報廢汽車加工、電子廢料加工、廢油回收及使用鋁廢料生產二次鋁錠。

我們的地理據點遍及亞洲、歐洲及北美，涉及逾200家加工廠及堆場營運，這使我們能夠在該等地區進行採購及銷售，並整合金屬回收市場的區域、上游及下游資訊。

為減少對環境的影響及對自然資源的依賴，本集團採用「城市採礦」理念回收可再用的資源。我們營運多個金屬加工設施，其業務垂直整合，涵蓋物料的收集、集中、分類、加工以至製成品的銷售、利用及再循環流程。

Stable Upstream Materials 穩定的上游材料

We have strengthened our procurement network with established and developed suppliers across the globe to obtain stable upstream materials, in which a better control of the supply chain is essential.

我們已加強與全球發展成熟的供應商採購網絡以獲得穩定的上游材料，其中加強控制供應鏈乃屬關鍵。

Middle-stream Processing 中游加工

We handle breaking-down, demolition and separation of mixed metal scrap such as motor scrap and electric wire into their respective metal constituents, comprising mainly copper scrap, steel scrap, aluminium scrap and iron scrap.

我們將混合廢金屬（例如廢電機及電線）分解、拆除及拆解成各自的金屬成分，主要包括廢銅、廢鋼、廢鋁及廢鐵。

Down-stream Foundry 下游鑄造業務

Engaging in the foundry business, we use our recycled metal products for production and sales of aluminium-alloy ingots.

我們從事鑄造業務，將回收的金屬產品用於鋁錠的生產及銷售。

In response to changes under the Catalog for the Administration of the Import of Solid Wastes promulgated by the Chinese Government, the Group has been gradually relocating existing solid waste (hardware scrap such as imported scrap motors and cable scrap) dismantling business operations in Taizhou site to South and Southeast Asian countries.

為應對中國政府頒佈的《進口廢物管理目錄》的變動，本集團已逐步將台州廠區現有的固體廢物包括進口廢電機、廢電線電纜等廢五金類拆解業務搬遷至南亞及東南亞國家。

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ABOUT CHIHO (continued)

Our Business Model

The Group's transcontinental scale of operations is leveraged to integrate regional, upstream and downstream information in the recycled metals market, to optimise resource allocation. Synergistic benefits are reaped through pooling and sharing of operational and R&D resources across the Group.

關於齊合環保(續)

我們的業務模式

本集團利用橫貫大陸的營運規模整合金屬回收市場的區域、上游及下游資訊，以優化資源配置。本集團透過匯集及共用本集團範圍的營運及研發資源，取得協同效益。

RESULTS 業績

Benefits to Society & Environment 對社會及環境裨益

- Advancing the circular economy
推進循環經濟
- Diverting resources from landfills
減少填埋需要
- Reducing demand for virgin materials
減少對原始資源的需求

Financial Performance 財務表現

- Sold in aggregate over 4.8 million tonnes of recycled products with a revenue of HK\$15,363.4 million
合共售出超過480萬噸再生產品，錄得收益153億6,340萬港元

Metal Recycling
金屬回收

End-Of-Life Vehicle
(ELV) Processing
報廢汽車加工

Electronic Waste
Processing
電子廢料加工

Foundry Operations
鑄造業務

CAPITAL 資本

Environmental Capital 環境資本

Natural resources that support our operations include metal scrap, e-waste, other waste include plastics and paper, land and water, etc.
支持我們營運的自然資源包括廢金屬、電子廢料、其他廢棄物(包括塑膠及紙張)、土地及水等

Production Capital 生產資本

More than 200 operating sites, with advanced ELV processing capability and advanced technologies in the handling and recycling of multiple types of metals and other recyclable materials
逾200間營運工場，具有先進的報廢汽車加工能力及先進技術，可處理及回收多種金屬及其他可回收材料

Financial Capital 金融資本

Attracting long-term investment
吸引長期投資

Human Capital 人力資本

Employ over 3,000 across more than 200 sites and plants around the globe
在全球200多間工場及料場僱用逾3,000名僱員

Social and Relationship Capital 社會關係資本

Our stakeholders include clients, employees, investors, suppliers, the local community and government, etc.
我們的利益相關者包括客戶、僱員、投資者、供應商、當地社區及政府等

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ABOUT CHIHO (continued)

Our Worldwide Operations

The Group is the only listed metal recycling corporation with major operating bases covering three continents including Asia, Europe and North America in the world.

NORTH AMERICA and MEXICO

Scholz's US based subsidiary, Liberty Iron & Metal operates 9 and 14 sites in USA and Mexico respectively:

- In the USA, its business model includes brokerage and yard business
- Supplier base with robust market position in selected areas
- In Mexico, strong presence in northern part of the country with strong industrial supplier base

北美及墨西哥

Scholz的美國附屬公司Liberty Iron & Metal於美國及墨西哥分別營運9間及14間工場：

- 在美國·其業務模式包括經紀及工場業務
- 供應商在選定地區的市場地位牢固
- 於墨西哥·北部的市場佔有率強勁·搭配穩健的工業供應商

關於齊合環保(續)

我們的全球營運

本集團是全球唯一一間主要業務基地遍及亞洲·歐洲及北美三大洲的上市金屬回收公司。



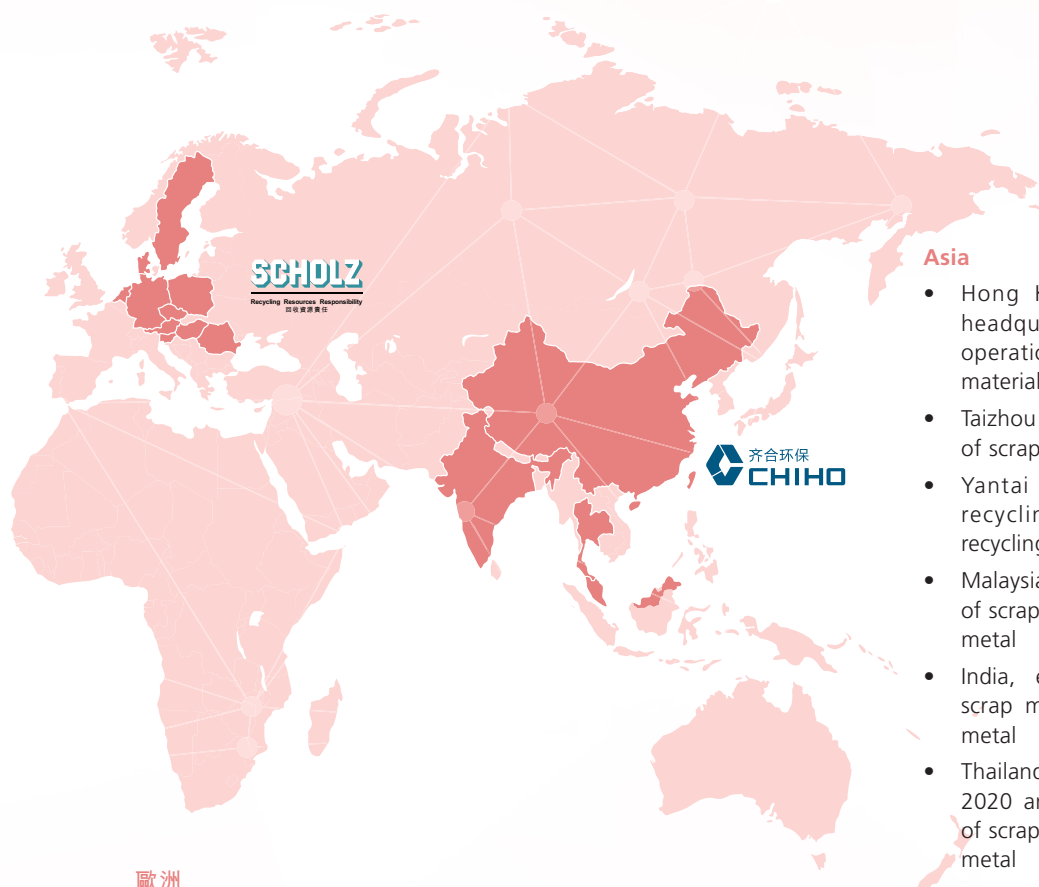
EUROPE

We have over 200 sites and plants situated in:

- mainly Germany, covering collection, sorting and processing with all types of equipment which include the most advanced post-shredder material recovery technology
- Poland, with operations covering central and southern Poland which are the most industrialised and scrap rich areas
- Austria, the market leader for ferrous scrap trading in the country
- Czech Republic, with a very strong market share in ferrous market covering both old scrap and new scrap
- Slovenia, well equipped with yard network, transportation assets and processing capabilities to cover all suppliers, with footprint in paper and plastic recycling
- Romania, with strong supply from industry and has high non-metals share of sales, including significant portion of wood, paper and plastics
- Denmark, with efficient production and medium potential in non-metal waste, a new yard opened will access to a deep-sea terminal in 2019
- Sweden, Hungary and Netherlands, engaging in trading, processing and sales of metal scrap

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Asia

- Hong Kong (China), the Group's headquarters and one of the few operations in the area that recycle materials within a closed-loop system
- Taizhou (China), the largest importer of scrap copper metal in China
- Yantai (China), engages in metal recycling and waste-lubricant oil recycling operations
- Malaysia, engages in the dismantling of scrap motors and other mixed scrap metal
- India, engages in the dismantling of scrap motors and other mixed scrap metal
- Thailand, to commence operation in 2020 and engage in the dismantling of scrap motors and other mixed scrap metal

歐洲

我們於以下地區擁有逾200間工場及料場：

- 主要是德國，該國設備齊全（包括最先進的碎後物料回收技術），涵蓋收集、分類及處理服務
- 波蘭：其業務覆蓋波蘭中部及南部，該等地區為工業化程度最高且廢料最豐富的地區
- 奧地利：為該國黑色再生金屬買賣的市場領軍者
- 捷克共和國：於黑色金屬市場（涵蓋舊廢料及新廢料）所佔市場份額獨佔鰲頭
- 斯洛維尼亞：配備良好的工場網絡、運輸資產及加工能力以覆蓋全部供應商，涉足紙張及塑膠回收
- 羅馬尼亞：工業供應強勁，非金屬（包括大量木材、紙張及塑膠）的銷售額佔比高
- 丹麥：其業務具高效生產及中等潛力，二零一九年於一個深海碼頭旁開設工場
- 瑞典、匈牙利及荷蘭：從事金屬廢料的貿易、加工及銷售

亞洲

- 香港（中國）：為本集團總部以及該地區屈指可數、能於一個閉環式供應鏈中回收並利用物料的運營商之一
- 台州（中國）：為中國最大的廢銅金屬進口地
- 煙台（中國）：從事金屬回收及廢油回收業務
- 馬來西亞：從事廢舊電機及其他廢舊混合金屬的拆解
- 印度：從事廢舊電機及其他廢舊混合金屬的拆解
- 泰國：將於二零二零年投入營運，從事廢舊電機及其他廢舊混合金屬的拆解

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MESSAGE FROM THE CEO

Dear stakeholders,

At Chiho, the fulfilment of our corporate social responsibility lies in the commitment to conserve resources and pursue a “circular economy”. It is our mission to maximise the value of our resources and ensure sustainable usage, through recovering and reclaiming scrap metals. Growing concerns on climate change and negative environmental impacts of resources extraction give rise to the demand for recycled raw materials, which broadens the potential for developing urban mining. With the opening of a new yard in Europe, newly formed collaborations with our partners in Southeast Asia, as well as the technological upgrade of our China operations for end-of-life vehicles recycling, we continuously explore opportunities to bring such potentials into full play, bringing our sustainability vision into reality.

At Chiho, the fulfilment of our corporate social responsibility lies in the commitment to conserve resources and pursue a “circular economy”.

在齊合環保，履行我們的企業社會責任在於致力節約資源及追求「循環經濟」。

As one of the largest global metal recyclers with operations established in Asia, Europe and North America, we provide high-quality metal recycling solutions through our technological excellence in scrap metal treatment and processing. Recycling rates of our operations in China and Europe are maintained at 99.1% and 97% respectively, which are amongst the highest in the industry. In 2019, the Group processed and sold over 4.8 million tonnes of recycled products, enabling us to contribute to environmental sustainability as our business develops.

Environmental impacts of our operations are mitigated under ISO 14001 and ISO 50001-certified management systems. We set environmental objectives and measures that cover all areas of our site operations and fleet, including adopting renewable energy and reusing wastewater. Conducting environmental management training and advocating green-office practices in the workplace have also become an integral part of our awareness-building on sustainability.

行政總裁的話

各位利益相關者：

在齊合環保，履行我們的企業社會責任在於致力節約資源及追求「循環經濟」。我們的使命是通過回收及再用廢金屬來最大程度地提升我們的資源價值及確保可持續利用。對氣候變化的日益關注以及資源開採對環境的負面影響導致對再生原材料的需求增加，從而拓闊了城市採礦的發展潛力。隨著歐洲新工場的開業，與東南亞合作夥伴的新組建合作以及我們針對報廢汽車回收的中國業務的技術升級，我們不斷探索各種機會，以充分發揮有關潛力，以期實現我們的可持續發展願景。

作為在亞洲、歐洲及北美建立業務的全球最大的金屬回收商之一，我們通過在廢金屬處理及加工方面的卓越技術提供優質的金屬回收解決方案。我們在中國及歐洲的業務的回收率分別保持在99.1%及97%，處於業內最高水平。於二零一九年，本集團加工及銷售逾4.8百萬噸再生產品，使我們能夠在發展我們業務的同時為環境可持續發展作出貢獻。

在經ISO 14001及ISO 50001認證的管理系統下，我們營運對環境的影響得到舒緩。我們已制定涵蓋我們工場營運及車隊所有領域的環境目標及措施，包括採用可再生能源及再用廢水。在工作場所開展環境管理培訓及倡導綠色辦公室實踐，亦已成為我們樹立可持續發展意識的組成部分。

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MESSAGE FROM THE CEO (continued)

Occupational health and safety remain the top priority in our operations. Building a zero-harm working environment for our employees is the ultimate goal. We rigorously monitor and assess safety risks at our sites and take timely mitigation measures for addressing safety hazards. Apart from complying with relevant health and safety laws and regulations, we believe promoting a safety culture among employees is equally important. We have provided safety training to employees, making sure accidents are effectively prevented by fully embedding safety practices into our daily operations.

Our stakeholders play a crucial part in advancing towards a circular economy. We are always open to feedback and opportunities for collaborations with them regarding our sustainability performances. We look forward to closer engagement with stakeholders which I am sure will bring value to all parties and do what is good for the planet.

By Order of the Board
Rafael Heinrich Suchan
Chief Executive Officer

行政總裁的話 (續)

職業健康與安全仍然是我們營運的重中之重。我們的最終目標是為僱員營造零傷害的工作環境。我們嚴格監控及評估工場的安全風險，並及時採取紓緩措施以解決安全隱患。除遵守有關健康及安全法律法規外，我們認為在僱員中倡導安全文化同樣重要。我們為員工提供安全培訓，通過將安全實踐全面納入我們的日常營運中，以確保有效預防事故。

我們的利益相關者在發展循環經濟中扮演著至關重要的角色。我們始終樂於接受反饋以及與彼等在可持續發展表現方面進行合作的機會。我們期待加強與利益相關者的合作，本人深信，這將為各方帶來價值，並為地球作出貢獻。

承董事會命
Rafael Heinrich Suchan
行政總裁

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SUSTAINABILITY MANAGEMENT APPROACH

Sustainability has long been ingrained in our vision, mission and business strategy, with transformation towards a circular economy at its heart. We take a holistic approach in managing our environmental and social impacts, involving all parts of our operations in building of a sustainable future for the company, the society and the planet.

The Group's Board of Directors comprises seasoned leaders spearheading the Group's risk management, strategic decisions and performance regarding environmental, social and governance issues. The senior management of each of our subsidiaries takes responsibility on implementing sustainability strategies and plans with the support of key functional departments.

可持續發展管理方針

長期以來，可持續發展一直根植於我們的願景、使命及業務戰略中，其核心是向循環經濟轉型。我們採用整體方法來管理我們的環境及社會影響，當中涉及我們建設公司、社會及地球的可持續未來的所有環節。

本集團董事會成員均為經驗豐富的領導者，引領本集團有關環境、社會及管治的風險管理、戰略決策及表現。我們各附屬公司的高級管理層在主要職能部門的支持下負責實施可持續發展戰略及計劃。

ESG Governance 環境、社會及管治治理

Board of Directors 董事會

The CEO and the Board oversee execution of the Company's sustainability strategy concerning environmental, social and governance, as part of their oversight of business strategy and risk management
行政總裁及董事會全面監察本公司有關環境、社會及管治可持續發展戰略的執行，作為其經營戰略及風險管理監督工作的一部分



Board Review for 2019 material ESG topics 董事會檢討二零一九年環境、社會及管治議題

Occupational Health & Safety | Economic value generated | Product Quality & Safety | Anti-corruption | Compliance
| Talent Management | Anti-discrimination | Resource recycling
職業健康與安全 | 產生的經濟價值 | 產品質量及安全 | 反貪污 | 合規 | 人才管理 | 反歧視 | 資源回收



Sustainability Management Approach 可持續發展管理方針

Chiho's sustainability management approach is embedded in its strategies across the key responsible departments of the Group's subsidiaries, including but not limited to Quality, Environmental, Health & Safety, Human Resources, Operations, Purchasing, Trading, Legal & Compliance, etc.
齊合環保將可持續發展管理方針融入其為本集團附屬公司主要負責部門制定的戰略之中，包括但不限於質量、環境、健康及安全、人力資源、業務營運、採購、貿易以及法務合規等方面

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SUSTAINABILITY MANAGEMENT APPROACH (continued)

Aligning UN SDGs

SDGs, consisting of 17 global goals and 169 targets in global sustainable development priorities, were set by the United Nations and are the blueprint to achieve a better and more sustainable future for the people and our planet. Involvement of the private sector in collaborative initiatives is vital to bring progress and everyone is needed to reach these ambitious targets.



可持續發展管理方針(續)

協調聯合國可持續發展目標

可持續發展目標由聯合國制定，包括17個全球目標及全球可持續發展優先事項中的169個目標，是實現人類及地球更美好、更可持續發展未來的藍圖。私營界別合作倡議的參與對取得進展至關重要，需要大家參與實現該等高瞻遠矚的目標。

The Group believes it has a key role to play in contributing to sustainability in a global context. We have identified and disclosed the progress on 6 SDGs and their respective targets that are closely related to the Group. Key initiatives in responding to these SDGs are presented throughout the report. As our sustainability strategy develops, we continue to direct our efforts on SDGs that benefit our surrounding communities and environment.

本集團認為，其為全球可持續發展作出貢獻方面有重要角色。我們已確定並披露在與本集團密切相關的六個可持續發展目標及其各自目標方面的進展。應對該等可持續發展目標的關鍵舉措已於整份報告中呈列。隨著我們可持續發展戰略的發展，我們將繼續致力於有利我們周邊社區及環境的可持續發展目標。

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SUSTAINABILITY MANAGEMENT APPROACH (continued)

Materiality Assessment

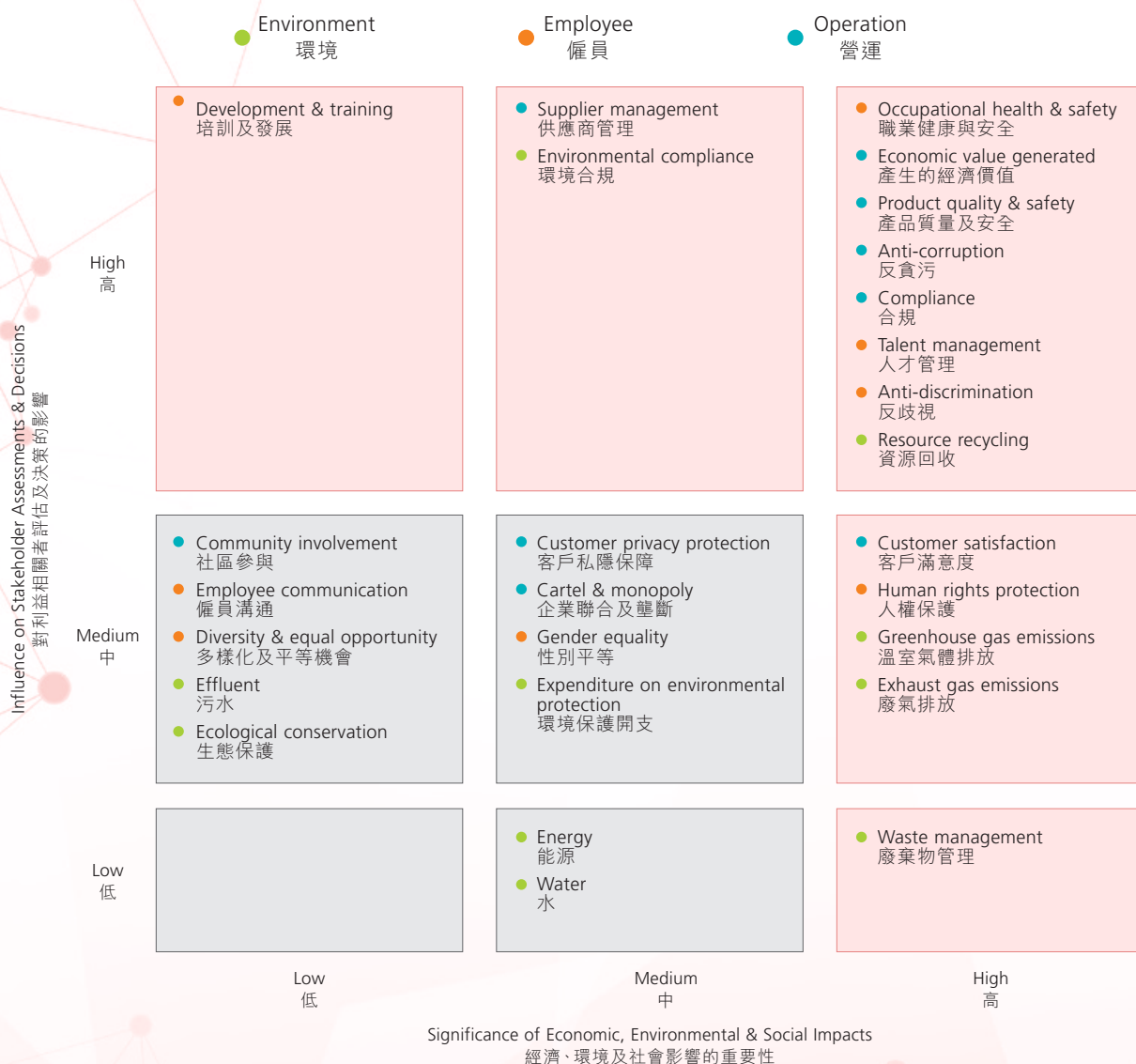
Determining and prioritising significant sustainability issues that matter is crucial in effectively managing our environmental impacts. Through a Group-wide materiality assessment conducted in 2017, the sustainability topics were identified and prioritised. This year, we have reviewed and validated that 16 topics remain significant to the Group and its stakeholders.

可持續發展管理方針 (續)

實質性評估

確定及優先考慮重要的可持續發展議題對有效管理我們的環境影響至關重要。我們通過在二零一七年對整個集團開展實質性評估，確定了可持續發展議題，並確定了其優先次序。今年，我們檢討並確認16個議題對本集團及其利益相關者仍屬重要。

Materiality Matrix 實質性矩陣圖



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SUSTAINABILITY MANAGEMENT APPROACH (continued)

Responding to Stakeholders' Concerns

Regular engagement is maintained with major stakeholder groups internally and externally via multiple channels to understand their thoughts and opinions. The table below summarises our actions for addressing the material topics in our day-to-day operations.

可持續發展管理方針(續)

回應利益相關者關注

我們通過多種渠道與內部及外部主要利益相關者群體保持定期接觸，以了解彼等的想法及觀點。下表概述我們於日常營運中就解決重大議題所採取的措施。

Stakeholder groups 利益相關者群體	Communication channel 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Customer 客戶	Meeting 會議	Product quality & safety 產品質量及安全	<ul style="list-style-type: none"> The Group has expanded its geographical boundaries i.e. to South and Southeast Asia and product offerings that drive forward development of a circular economy. 本集團已擴大其地理邊界(即拓展至南亞及東南亞)覆蓋範圍以及產品種類，推動循環經濟發展。 At our European operations, we achieved approximately 97% recovery rate for end-of-life vehicles – greater than the EU target directive. 在我們於歐洲的業務中，報廢車輛回收率約達97%，高於歐盟的目標指令。 One of our European subsidiaries, DINOS D.O.O. has been replacing its vehicles with higher emission standards EURO6-compliant engines. 我們的歐洲附屬公司之一DINOS D.O.O.一直在使用排放標準更高的符合歐6標準的發動機來替換其汽車。 More of our subsidiaries in Europe and North America that have completed the installation of telematics at work sites, for example the entire fleet of DINOS D.O.O., which facilitates real-time fuel use monitoring. 我們在歐洲及北美的更多附屬公司已在工場完成安裝遠程信息處理系統，例如DINOS D.O.O.的整個車隊，這有助於實時監察燃料使用情況。 At our major yards in Essingen, we successfully installed the first photovoltaic system. 在我們位於埃辛根的主要工場，我們成功安裝首個光伏系統。 We treat every complaint according to our systematic Complaint Handling Procedure. 我們會根據系統的投訴處理程序來處理每項投訴。
	Customer satisfaction survey 客戶滿意度調查	Resource recycling 資源回收	
	Phone interview 電話訪談	Customer satisfaction 客戶滿意度	

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SUSTAINABILITY MANAGEMENT APPROACH (continued)

可持續發展管理方針(續)

Responding to Stakeholders' Concerns (continued)

回應利益相關者關注點(續)

Stakeholder groups 利益相關者群體	Communication channel 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Government 政府	Annual report 年報	<p>Compliance 合規</p> <p>Anti-corruption 反貪污</p> <p>Environmental compliance 環境合規</p> <p>Greenhouse gas emissions 溫室氣體排放</p> <p>Exhaust gas emissions 廢氣排放</p> <p>Waste management 廢棄物管理</p>	<ul style="list-style-type: none"> We provide regular compliance training courses and clear guidance to our employees regarding anti-corruption laws and practices. 我們為僱員提供有關反貪污法律及實踐的定期合規培訓課程及明確指引。 We have in place a whistleblowing policy to uphold high standards on honesty and integrity. 我們已實施舉報政策，以維持誠實及誠信的高標準。 We have established a comprehensive environmental management system in compliance with all applicable environmental laws and regulations. 我們已建立符合所有適用環境法律法規的綜合環境管理系統。

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SUSTAINABILITY MANAGEMENT APPROACH (continued)

可持續發展管理方針(續)

Responding to Stakeholders' Concerns (continued)

回應利益相關者關注點(續)

Stakeholder groups 利益相關者群體	Communication channel 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Employees 僱員	Regular meeting 定期會議 Surveys 調查 General manager mailbox 總經理郵箱	Occupational health & safety 職業健康與安全 Anti-discrimination 反歧視 Talent management 人才管理 Development & training 發展及培訓 Human rights protection 人權保護	<ul style="list-style-type: none"> Regularly review and update our safety policies and targets to drive continuous safety enhancements. 定期檢查及更新我們的安全政策及目標，以不斷提高安全性。 Arrange induction and regular safety training for newcomers and existing staff respectively, ensuring our employees adopt safety measures against all types of safety-related risks. 為新入職員工及現有員工安排入職及定期安全培訓，以確保僱員採取安全措施抵禦所有與安全相關的風險。 Provide equal employment opportunities that embrace all irrespective of ethnicity, sex, age, religion, nationality and social origin. 為不同種族、性別、年齡、宗教、國籍以及社會出身的應聘者提供平等的僱傭機會。 Develop annual training plans in accordance with the training needs of different business units. 根據不同業務部門的培訓需求來制定年度培訓計劃。 Strictly abide by the laws and regulations related to labour practices. 嚴格遵守有關勞工常規的法律法規。

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SUSTAINABILITY MANAGEMENT APPROACH (continued)

可持續發展管理方針(續)

Responding to Stakeholders' Concerns (continued)

回應利益相關者關注點(續)

Stakeholder groups 利益相關者群體	Communication channel 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Suppliers 供應商	Qualification reviews 資格審查	Supplier management 供應商管理	<ul style="list-style-type: none"> Conduct supplier investigation and assessment regularly. 定期進行供應商調查及評估。
		Resource recycling 資源回收	<ul style="list-style-type: none"> Protect the Group's interests through confidential agreements with our business partners. 通過與業務合作夥伴訂立保密協議來保護本集團的利益。
		Occupational health & safety 職業健康與安全	<ul style="list-style-type: none"> Established information security policies to protect data assets from cyber-attacks and data breaches. 建立信息安全政策,以保護數據資產免受網絡攻擊及數據洩露。
		Compliance 合規	
Shareholders/ Investors 股東/投資者	Annual general meeting 股東週年大會	Economic value generated 產生的經濟價值	<ul style="list-style-type: none"> We are developing our South/Southeast Asia business, which is capable of replacing China as the future dismantling bases and sales markets for recycled metals. 我們正在發展南亞/東南亞業務,該業務能夠取代中國成為未來的再生金屬原料的拆解基地及銷售市場。
		Annual report 年報	Compliance 合規
		ESG report 環境·社會及管治報告	

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ENVIRONMENTAL STEWARDSHIP

As a global metals recycler which transforms waste into reusable resources, Chiho is committed to becoming more sustainable in its production and driving towards a circular economy.

Resources Recycling

Preserving the environment is at the heart of our business operations. As a global metals recycler, the Group processes mixed metal scraps and other resources into valuable outputs, which then become feedstocks in refineries, foundries and smelters. We adhere to the concept of 'Urban Mining' in minimising our impacts on the environment and our reliance on natural resources. Through resources recycling, not only can we reduce exploitation of limited and virgin resources, but also alleviate the burden on our landfills.

環境管理

作為將廢料轉化為可再用資源的全球性金屬回收商，齊合環保致力於使生產更具可持續性及推動發展循環經濟。

資源回收

保護環境是我們業務營運的核心。作為全球性金屬回收商，本集團將混合廢金屬及其他資源加工成有價值的產品，其後該等產品成為精煉廠、鑄造廠及冶煉廠的給料。我們堅持「城市採礦」理念，以最大程度地減少對環境的影響及對自然資源的依賴。通過資源回收，我們不僅可減少對有限原始資源的利用，還可減輕堆填區負擔。

Main Scrap Supply 主要廢料供應

- E-waste
電子廢料
- End-of-life vehicles
報廢汽車
- Metal scrap
金屬廢料

Collect 收集

- Individual collector
個人收集者
- scrap dealer
廢料交易商
- Municipal waste collection
城市廢棄品收集

Process 加工

- Breaking-down
分解
- Demolition
拆解
- Separation
分離
- Foundry
鑄造

Output Products 產出產品

- Burnt copper
火燒銅
- Cleaned raw copper
淨毛銅
- Copper granules
銅米
- Used aluminum scrap
廢鋁
- Iron scrap
廢鐵
- Aluminum-alloy ingots
鋁合金錠

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ENVIRONMENTAL STEWARDSHIP (continued)

Resources Recycling (continued)

The Group has been devoting efforts for exploring opportunities in driving the development of recycling industry, with operations spanning three continents including Europe, Asia and North America. In response to the rising carbon tax and the concern for climate change in Europe, steel mills in the region have been undergoing business transformation by phasing out obsolete blast furnaces and replacing them with electric arc furnaces which will result in a further increase in the use of steel scrap.

Chiho is proud to be part of the solution as we have been making continuous efforts for fulfilling the increasing demand for metal scrap. We have also been exploring non-metallic businesses, including recycled plastics and paper to mitigate the challenges brought about from the metal recycling plastics in the region. In Taizhou facility, we have expanded our operational activities to copper rods processing and our aluminium ingots processing project also obtained the sewage permits and passed the environmental inspections which fully comply with the applicable regulations.

Equipped with multiple metals processing facilities around the globe, we keep moving towards the development of a one-stop waste management system thereby supporting the rising demand for scrap metal under the more stringent environmental protection requirements.

With the formation of separate joint ventures in India, Malaysia and Thailand during the year, the Group has expanded its recycling business operations into Southeast and South Asia countries, enabling us to combine the strength of our joint venture partners and respond to global environmental issue.

環境管理 (續)

資源回收 (續)

本集團一直致力於發掘機會，以推動回收行業的發展，業務遍及歐洲、亞洲及北美洲三大洲。為應對不斷上調的碳排放稅及對歐洲氣候變化的關注，該地區的鋼廠正在進行業務轉型，淘汰過時高爐並改用電弧爐，這將進一步增加廢鋼的用量。

齊合環保榮幸成為該解決方案的一份子，因為我們一直在努力滿足不斷增長的金屬廢料需求。我們亦一直開拓非金屬業務（包括回收塑膠及紙張），以紓緩該地區金屬回收塑膠所帶來的挑戰。在台州工場，我們的經營活動已拓展至銅棒加工，而我們的鋁錠加工項目亦取得排污許可證並已通過環境檢查，完全符合適用法規。

我們在全球設有多個金屬加工設施，我們將繼續朝著一站式廢棄物管理系統的方向發展，從而在更加嚴格的環保要求下為廢金屬不斷增長的需求提供支持。

隨著年內在印度、馬來西亞及泰國成立獨立的合營企業，本集團已將其回收業務拓展至東南亞及南亞諸國，使我們能夠整合合營夥伴的優勢及應對全球環境問題。

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ENVIRONMENTAL STEWARDSHIP (continued)

Resources Recycling (continued)

環境管理 (續)

資源回收 (續)

Metal Scrap Recycling 金屬廢料回收

Sourcing, processing and selling of ferrous and non-ferrous metals
獲取、加工及銷售黑色金屬及有色金屬

The disassembled metal fractions such as copper, aluminum and ferrous metals can then be sold to smelters, refineries and foundries for further downstream recycling
可將分解後的金屬碎片（如銅、鋁及黑色金屬等）出售予冶煉廠、精煉廠及鑄造廠，以進行進一步的下游回收

End-Of-Life Vehicle (ELV) Processing 報廢汽車加工

Recycling, dismantling and remanufacturing of ELV with advance post-shredding technologies
利用先進的後粉碎技術對報廢汽車進行回收、拆解及再製造

Our facilities achieve a total recovery rate for ELV and other scrap materials of approximately 97%, greater than the existing recovery target rate of 95% under the EU directive
我們的設施對報廢汽車及其他廢料的總回收率約為97%，高於歐盟指令項下的現有95%的回收率目標

Electronic Waste Recycling 電子廢料回收

Recycling of scrap electrical and electronic equipment and data destruction
回收廢棄電器及電子設備及數據銷毀

As one of the most diversified and comprehensive e-waste recycling centre in Hong Kong, we recycle materials within a closed-loop system
作為香港最多元化及最全面的電子廢料回收中心之一，我們在閉環式供應鏈中回收物料

Waste-lubricant Oil Recycling 廢油回收

Purification, distillation and addition of lubricant additives to produce lubricant base oil for lubricant oil production plants
淨化、蒸餾和添加潤滑油添加劑，以為潤滑油生產廠生產潤滑油基礎油料

We have advanced technology and well-equipped lubricant production line to produce various high-quality lubricant oil.
我們擁有先進的技術及精良的潤滑油生產線，可生產各種優質潤滑油

Foundry Operations 鑄造業務

Production of high quality aluminum ingots from recycled aluminium
用回收鋁生產優質鋁錠

Our products have been widely used in the automobile, electronics, construction and other related industries
我們的產品已廣泛用於汽車、電子、建築業及其他相關行業



Our commitments and programs as described above contribute to: Target 12.4, 12.5 – achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, as well as substantial reduction in waste through recycling and reuse

我們的上述承諾及計劃有助於實現：目標12.4、2.5—在化學品及所有廢棄物的整個生命週期中實現無害環境管理，並通過回收及再用大幅減少廢棄物

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ENVIRONMENTAL STEWARDSHIP (continued)

Environmental Management

The Group is committed to conducting all its activities with the lowest possible environmental impact. Overseen by responsible departments within each subsidiary, a comprehensive environmental management system ("EMS") in compliance with all applicable environmental laws and regulations¹ is in place. Major facilities with greater potential environmental impacts are managed under 14001-certified systems, associated with a series of environmental management policies and pollution prevention and control regulations.

We regularly review our EMS in accordance with the environmental risk assessment procedure. We conduct regular internal and external audits at sites of operations to ensure adherence to environmental system regulations. Rectification is carried out for any deviation reported. Environmental Impact Assessment (EIA) is conducted for all new facilities to ensure compliance with all legislations prior to commencement of operations. We have also in place various emergency plans including fire and explosion pollution plans to address emergency situations, aiming to enhance our emergency response capacity and minimise the impacts of environmental accidents.

To enhance employees' understanding of our EMS and strengthen their awareness on environmental protection, we arrange environmental training to introduce employees to ISO 14001 global standards, relevant environmental laws and regulations, as well as our environmental policies and goals.

During the year, we were not aware of any non-compliance of relevant laws and regulations that have a significant impact on the environment or the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

環境管理 (續)

環境管理

本集團致力於以盡可能低的環境影響開展其所有活動。我們實施符合所有適用環境法律法規¹的綜合環境管理系統(「環境管理系統」)，該系統受各附屬公司的責任部門監管。具有較大潛在環境影響的主要設施均由已通過14001認證的系統管理，並與一系列環境管理政策及污染防控法規相聯繫。

我們會根據環境風險評估程序定期檢討我們的環境管理系統。我們在營運地點定期進行內部及外部審核，以確保遵守環境系統法規。對所報告的任何偏差進行糾正。我們就所有新設施進行環境影響評估，確保其開始營運前已符合一切有關法律。我們亦已制定各種應急計劃(包括火災及爆炸污染計劃)以應對緊急狀況，從而提升我們的應急能力及最大程度地減低環境事故的影響。

為增強僱員對我們環境管理系統的理解及提高彼等對環境保護的意識，我們安排環境培訓，向僱員介紹ISO 14001全球標準、相關環境法律法規以及我們的環境政策及目標。

年內，我們並未知悉任何違反有關廢氣及溫室氣體排放、向水及土地的排污以及有害及無害廢棄物且對環境或本集團有重大影響的法律法規的情況。

¹ Please refer to the Laws and Regulations section for the environment-related laws and regulations.

¹ 有關環境的法律法規，請參閱法律及法規一節。

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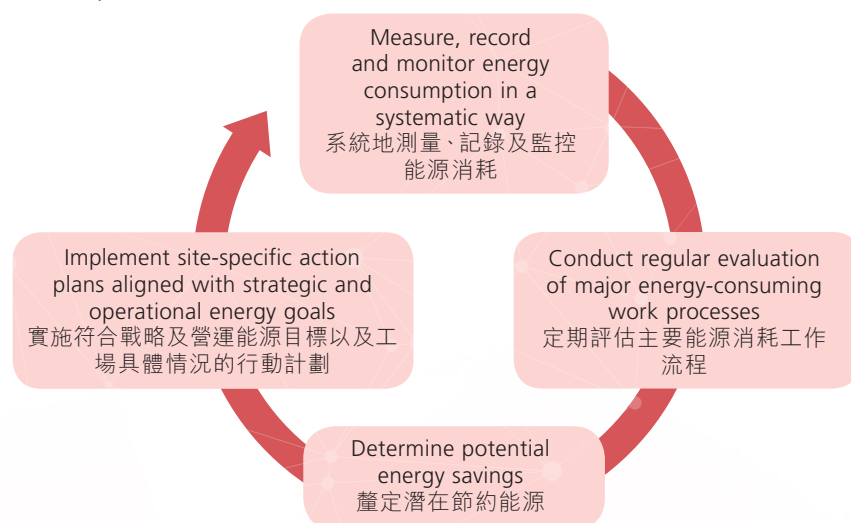
ENVIRONMENTAL STEWARDSHIP (continued)

Resources Consumption and Conservation

Energy Management

At our operations in Greater China, we have in place energy resources control procedure and standard operating procedure for energy conservation to strengthen management of energy resources. We also streamline our office energy consumption through programmes such as Hong Kong's Energy Conservation Management Programme.

At our operations in Europe and North America, we have well-established ISO 50001-certified energy management systems which are subject to regular internal auditing. We prioritise investment of resources to upgrade our equipment, maintaining a modern and efficient production chain.



Energy Consumption and Carbon Footprint

The Group's energy consumption comprises of diesel, gasoline, natural gas, liquid gas, propane gas, heating oil, heating and purchased electricity. During the year, the Group consumed a total of 953,124,383 MJ of energy, with a decrease of 7% compared with 2018. Energy intensity was computed as 268.9 MJ per tonne of product sold.

The total carbon emissions in 2019 were 81,942 tCO₂e, which resulted fully from the energy consumption. Direct emissions (Scope 1) and indirect emissions (Scope II) were 46,517 tCO₂e and 35,425 tCO₂e, respectively. Carbon intensity was computed as 0.023 tCO₂e per tonne of product sold.

環境管理 (續)

資源消耗與節約

能源管理

在我們大中華地區的業務中，我們已實施能源控制程序及節能標準操作程序，以加強能源管理。我們亦透過香港節能管理計劃等計劃來降低辦公室能源消耗。

在我們歐洲及北美的業務中，我們擁有經ISO 50001認證的完善能源管理系統，惟需定期進行內部審核。我們優先將資源投放於升級設備，以維護現代化的高效生產鏈。



能源消耗及碳足跡

本集團的能源消耗包括柴油、汽油、天然氣、液化氣、丙烷、燃料油、供暖及購電。年內，本集團合共消耗953,124,383兆焦耳能源，較二零一八年減少7%。能源密度計算為每噸售出產品268.9兆焦耳。

於二零一九年，總碳排放量為81,942噸二氧化碳當量，乃悉數源自能源消耗。直接排放（範圍一）及間接排放（範圍二）分別為46,517噸二氧化碳當量及35,425噸二氧化碳當量。碳密度計算為每噸售出產品0.023噸二氧化碳當量。

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ENVIRONMENTAL STEWARDSHIP (continued)

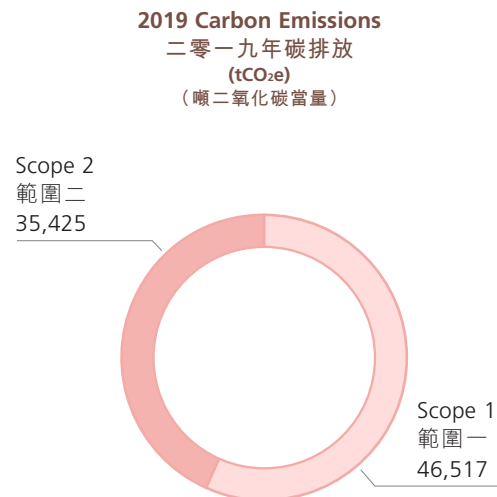
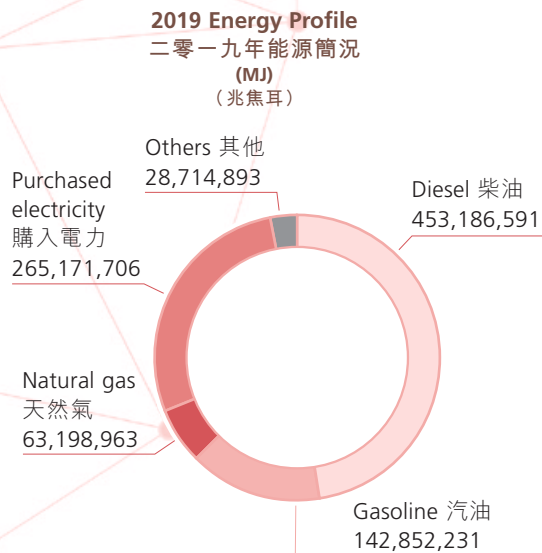
Resources Consumption and Conservation (continued)

Energy Consumption and Carbon Footprint (continued)

環境管理 (續)

資源消耗與節約 (續)

能源消耗及碳足跡 (續)



Energy Efficiency Initiatives in 2019

二零一九年能源效率計劃

An increasing number of our subsidiaries in Europe and North America have completed installation of telematics at work sites during the year, which further facilitates monitoring of real-time fuel usage and control on fuel usage rate. The entire fleet of DINOS D.O.O. in Slovenia is currently equipped with telemetry systems. It is also in the progress of purchasing new trucks with EURO6-compliant engines. The replacement of vehicles with higher emission standards is associated with a reduction in carbon emissions from 2.3 g/km to 1 g/km and in NO_x from 0.15 g/km to 0.06 g/km. Some of its sites are equipped with heat pump systems, while Essingen in Germany successfully installed the first photovoltaic system during the year.

年內，越來越多的歐洲及北美附屬公司在工場完成遠程信息處理的安裝，進一步促進了監察實時燃料使用情況及對燃油使用率的控制。DINOS D.O.O.在斯洛文尼亞的整個車隊目前配備了遙測系統。其亦正在購買配備有符合歐6標準的發動機的全新卡車。更換為排放標準更高的汽車可將碳排放量由2.3克/公里降低至1克/公里，並將氮氧化物由0.15克/公里降低至0.06克/公里。其若干工場配備有熱泵系統，而德國的埃辛根則於年內成功安裝首個光伏系統。

Energy Saving

The Group has been actively exploring energy-saving opportunities and implementing measures to improve its operational efficiency. We strive to develop a green office culture in which our employees follow green standards such as switching off all lights, air-conditioning and other electronic appliances when not in use. We have also replaced lighting with more energy-efficient LED systems in most of our operational sites.

節約能源

本集團一直在積極探索節能機會及採取措施提高營運效率。我們致力營造綠色辦公文化，倡導僱員遵守綠色標準，例如在不使用時關閉所有電燈、空調及其他電子設備。我們在大多數營運地點亦改用更節能的LED照明系統。

ENVIRONMENTAL STEWARDSHIP (continued)

Resources Consumption and Conservation (continued)

Energy Saving (continued)

We enhance our operational efficiency through embracing technology. In the aluminium processing facility in Taizhou, we adopt heat recycling to save as much as one-fifth of fuel input. At our operations in Europe and North America, we have adopted the latest technologies such as telematics system and Fleet CARS (a controlling tool for the entire car fleet) to reduce our energy consumption.



Our commitments and programs as described above contribute to:
Target 13.3 – improve human and institutional capacity on climate change mitigation

我們的上述承諾及計劃有助於實現：
目標13.3—增強人類及機構在減緩氣候變化方面的能力

環境管理 (續)

資源消耗與節約 (續)

節約能源 (續)

我們通過採用技術來提高營運效率。在台州的鋁加工設施中，我們採用熱能回收技術，節省高達五分之一的燃料輸入。在我們歐洲及北美的業務中，我們採用最新技術（例如遠程信息處理系統及Fleet CARS（一種適用於整個車隊的控制工具））以減少能源消耗。

Water Resources

The Group has been stepping up its efforts for conserving water resources. We mainly consume water for domestic use and cleaning of metal scrap. During the year, there were no issues in sourcing water that is fit for the purpose.

In Taizhou, our water conservation programme helps monitor our water usage and build up waste saving habits among our staff. The site's entire needs of water resources including irrigation, cleaning and firefighting are met via rainwater harvesting reservoirs with capacity of 10,000 m³. A part of it is also used for our industrial processes. We maximise the use of wastewater via our water circulation system, which further reduces consumption of fresh water and alleviates the burden on municipal water supply.

In addition to advocating water-conservation responsibility through internal training, we have installed water-saving devices such as sensors on water taps and water saving ceiling shower heads in our European and North American subsidiaries to reduce water usage.

In 2019, our overall water consumption was 164,842 cubic metres, representing a 16% drop from that in 2018. Water intensity was computed as 0.047 tCO₂e per tonne of product sold.

水資源

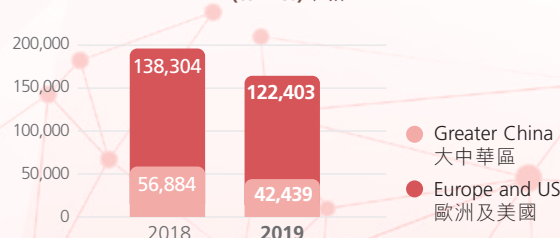
本集團一直在增加節約水資源的力度。我們主要就生活用水及清潔金屬廢料消耗水資源。年內，我們在求取適用水源上並無任何問題。

我們台州的節水計劃有助於監控我們的用水量，讓員工養成減少廢棄物的習慣。該工場備有10,000立方米容量的雨水收集蓄水池，可完全滿足灌溉、清潔及消防用水的需求。其亦部分用於我們的工業流程。我們透過水循環系統最大限度地利用廢水，從而進一步減少淡水消耗及減輕市政供水負擔。

除通過內部培訓倡導節水責任外，我們亦在歐洲及北美附屬公司安裝節水設備（如水龍頭傳感器及節水天花板淋浴噴頭等），以減少用水量。

於二零一九年，我們的用水總量為164,842立方米，較二零一八年減少16%。水密度計算為每噸售出產品0.047噸二氧化碳當量。

Water Consumption 水消耗
(tonnes) (噸)



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二零一九年環境、社會及管治報告

ENVIRONMENTAL STEWARDSHIP (continued)

Emissions Management

Waste

The Group's operations and processes generate both hazardous and non-hazardous waste. Robust waste management systems are in place at all of our operational sites to ensure strict compliance with local regulations and standards.

In Hong Kong, the main source of hazardous waste is limited to waste oil, whilst the Taizhou facility generates hazardous waste comprised of waste circuit boards and waste oil, as well as small proportions of waste batteries, wastewater sludge, electric arc furnace dust and oil-impregnated insulation paper. We have in place hazardous waste storage control standards to ensure hazardous wastes are stored, transferred and transported securely. All hazardous wastes are stored in designated hazardous waste storage warehouses, with appropriate measures taken to prevent spillage and leakage. Non-hazardous waste including municipal waste and waste paper, plastic and wood are collected separately. All recyclable fractions are placed in designated collection areas and collected regularly by appropriate recyclers.

In Europe, waste is managed in accordance with a hierarchical disposal system prioritising reuse and recycling. Waste generated during operations is categorised by type and stored at designated areas. Measures are taken to ensure proper handling and disposal of hazardous waste. Advocating resources conservation, we implement paper-saving strategies through digitalisation of invoices and other hard-copy documents across the Group. We also optimise all waste logistics to streamline our resource usage.

環境管理 (續)

排放管理

廢棄物

本集團的營運及流程均會產生有害及無害廢棄物。我們所有營運工場均設有強大的廢棄物管理系統，以確保嚴格遵守當地法規及標準。

所產生的有害廢棄物的主要來源限於廢油，而台州設施產生的有害廢棄物包括廢電路板及廢油以及少量廢電池、廢水污泥、爐渣、電弧爐粉塵及油浸漬絕緣紙。我們已實施有害廢棄物存儲控制標準，以確保有害廢棄物的安全存儲、轉移及運輸。所有有害廢棄物均存儲於指定有害廢棄物存儲倉庫中，並採取適當的措施以防止溢出及洩漏。非有害廢棄物（包括城市廢棄品）以及廢紙、廢塑膠及廢木材會分別收集。所有可回收碎片均放置在指定收集區域，並由相應回收商定期收集。

在歐洲，廢棄物按照優先考慮再用及回收的分級處理系統進行管理。營運過程中所產生的廢棄物乃按類型分類，並存儲於指定區域。我們會採取措施確保妥善處理及處置有害廢棄物。我們倡導資源節約，通過在整個集團內將發票及其他紙質文件電子化，實施節約用紙策略。我們亦優化所有廢棄物物流，以減少資源使用。

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ENVIRONMENTAL STEWARDSHIP (continued)

Emissions Management (continued)

Waste (continued)

環境管理 (續)

排放管理 (續)

廢棄物 (續)

Hazardous Waste Management 有害廢棄物管理

- Uncleaned oil tanks, used oil filters and asbestos-containing materials, etc. are screened out during quality control of incoming waste streams
在對進料廢棄物流的質量控制過程中，會篩選出未經清潔的油箱、廢油過濾器、含石棉材料等
- Waste such as batteries, emulsion and waste oil are kept in restricted storage containers and areas
電池、乳化劑及廢油等廢棄物被存放在受限制儲存容器及區域中
- Emergency procedures are carried out during a spill
如有洩漏，會啟動緊急程序
- Specialised companies are appointed to handle the transportation and disposal of hazardous waste
指定專業公司處理有害廢棄物的運輸及處置
- The amount and nature of the waste disposed is clearly documented
清楚記錄廢棄物的數量及性質

Non-hazardous Waste Management 無害廢棄物管理

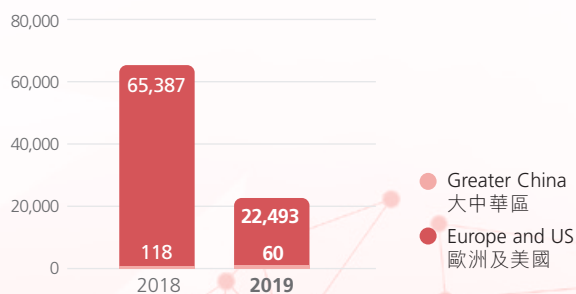
- Implement a waste reduction plan through separation of waste metals and organic debris which can be recycled and reused
實施廢棄物減少計劃，分離可回收及再用的廢棄金屬及有機碎屑

During the year, the Group generated 22,553 tonnes of hazardous waste and 211,372 tonnes of non-hazardous waste, respectively.

年內，本集團分別產生22,553噸有害廢棄物及211,372噸無害廢棄物。

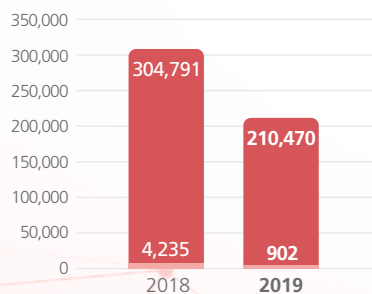
Hazardous Waste Generation

產生有害廢棄物
(tonnes) (噸)



Non-hazardous Waste Generation

產生無害廢棄物
(tonnes) (噸)



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ENVIRONMENTAL STEWARDSHIP (continued)

Emissions Management (continued)

Air Emissions

Our operations of heavy-duty vehicles and machinery, as well as the industrial processes at foundries and furnaces generate air emissions which are subject to rigorous control and management.

In Taizhou, baghouse filter systems and desulphurisation devices have been installed to ensure air emissions quality, meeting both the second level of GB16297-1996 Integrated Emission Standards for Atmosphere Pollutant and GB1843-2001 Catering Industry Soot Emission Standards. Annual emission testing is conducted by local environmental monitoring departments.

In Europe, we keep air emissions records as mandated by national regulations which are continually updated to more stringent standards. We implement preventive measures on emissions, such as adopting particulate matter filter systems on our operating shredders. We have stepped up efforts for replacing vehicles and machineries with emission-reducing models, with gradual adoption of electric equipment models and hybrid vehicles.

During the year, the Group generated 3,058 kg, 2,058 kg and 1,059 kg of nitrogen oxides (NO_x), sulphur oxides (SO_x) and particulate matters (PM), respectively.

Effluent

Attaching great importance to proper management of effluents generated from its operations, the Group ensures that effluents discharge comply with all relevant local laws and regulations. Regular testing of treated wastewater is conducted by third-party agencies, to ensure levels of heavy metals, chemical oxygen demand (COD), suspended solids (SS) and other pollutants are within regulatory limits.

In Taizhou, our effluent discharge meets the third level of the GB8978-1996 Integrated Wastewater Discharge Standard. Wastewater is handled by sewage treatment facilities. Domestic sewage is discharged into sewage pipe network after being treated by septic tanks, while production sewage is recycled and reused, reducing water consumption and sewage generation.

環境管理 (續)

排放管理 (續)

廢氣排放

我們重型車及機械的操作以及鑄造廠及熔爐的工業流程業務會產生廢氣排放，而廢氣排放受到嚴格的控制及管理。

在台州，我們已安裝布袋除塵器過濾系統及脫硫裝置，以確保廢氣排放質量符合GB16297-1996大氣污染物綜合排放標準及GB1843-2001餐飲業油煙排放標準二級標準。當地環境監測部門會進行年度排放測試。

在歐洲，國家法規強制規定須保存廢氣排放記錄，該等法規不斷更新以達到更嚴格的標準。我們對排放採取預防措施，例如我們在粉碎機採用懸浮顆粒過濾系統。我們加大用減排型號替代汽車及機械的力度，逐步採用電氣設備車型及混合動力汽車。

年內，本集團分別產生3,058公斤氮氧化物、2,058公斤硫氧化物及1,059公斤懸浮顆粒。

污水

本集團非常重視對營運產生的污水的妥善管理，以確保污水排放符合當地所有相關法律法規。第三方機構定期對處理後的廢水進行測試，以確保重金屬、化學需氧量(COD)、懸浮固體(SS)及其他污染物在監管限度內。

在台州，我們的污水排放符合GB8978-1996廢水排放綜合標準三級標準。廢水由污水處理設施處理。生活污水經化糞池處理後排入污水管網，生產污水則進行回收及再用，從而減少用水及污水的產生。

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ENVIRONMENTAL STEWARDSHIP (continued)

Emissions Management (continued)

Effluent (continued)

Detailed regulations are in place to ensure proper effluent control at our production sites in Europe, along with various measures to control wastewater discharge.

環境管理 (續)

排放管理 (續)

污水 (續)

我們已制定詳細的規程，以確保我們的歐洲生產基地能夠對污水進行適當的控制，並採取各種措施來控制廢水排放。

Measures to Control Wastewater Discharge 廢水排放控制措施

- Conduct routine maintenance on the oil separator and sand grid
對油分離器及砂柵進行例行維護
- Inspect and clean drainage installations
檢查及清潔排水裝置
- Secure fuel tankers against collisions to prevent spillage
防止油罐車碰撞以防溢出
- Follow strict regulations when collecting emulsifying oil to ensure there is no effluent leakage
於收集乳化劑時遵循嚴格的規程，確保無污水洩漏
- Install underground steel plate barriers to prevent soil and water contamination
安裝地下鋼板屏障，防止土壤及水污染

Noise

The Group is committed to minimising the noise pollution caused by its waste disassembly and processing operations and ensuring full compliance with all local laws and regulations at sites of operations. Noise monitoring and measurement are carried out regularly. If noise level exceedance is identified, investigation and rectification measures are carried out immediately. Various measures have been implemented to control noise emissions.

We continually strengthen the management of equipment operations and maintenance, to avoid abnormal noise generation. We also conduct careful site planning and restructuring, as well as noise mapping to ensure noise from machinery, such as operating shredders, is well-contained and managed. Taking into account the site specifications and needs of the local vicinity, noise barriers have been established to minimise noise emissions and prevent noise pollution.

噪音

本集團致力於最大程度地減少廢棄物分解及處理業務所產生的噪音污染，並確保全面遵守營運地點的所有當地法律法規。定期進行噪音監測及測量。倘發現噪音水平超標，會立即進行調查及採取糾正措施。我們已採取各種措施控制噪音排放。

我們不斷加強設備運維管理，避免產生異常噪音。我們亦進行精心規劃及重建以及噪音地圖繪製，確保機器噪音（如粉碎機）得以妥善控制及管理。考慮到工場規格及附近地區的需求，我們已設置隔音屏障，以最大程度地減少噪音排放及防止噪音污染。

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HEALTH AND SAFETY

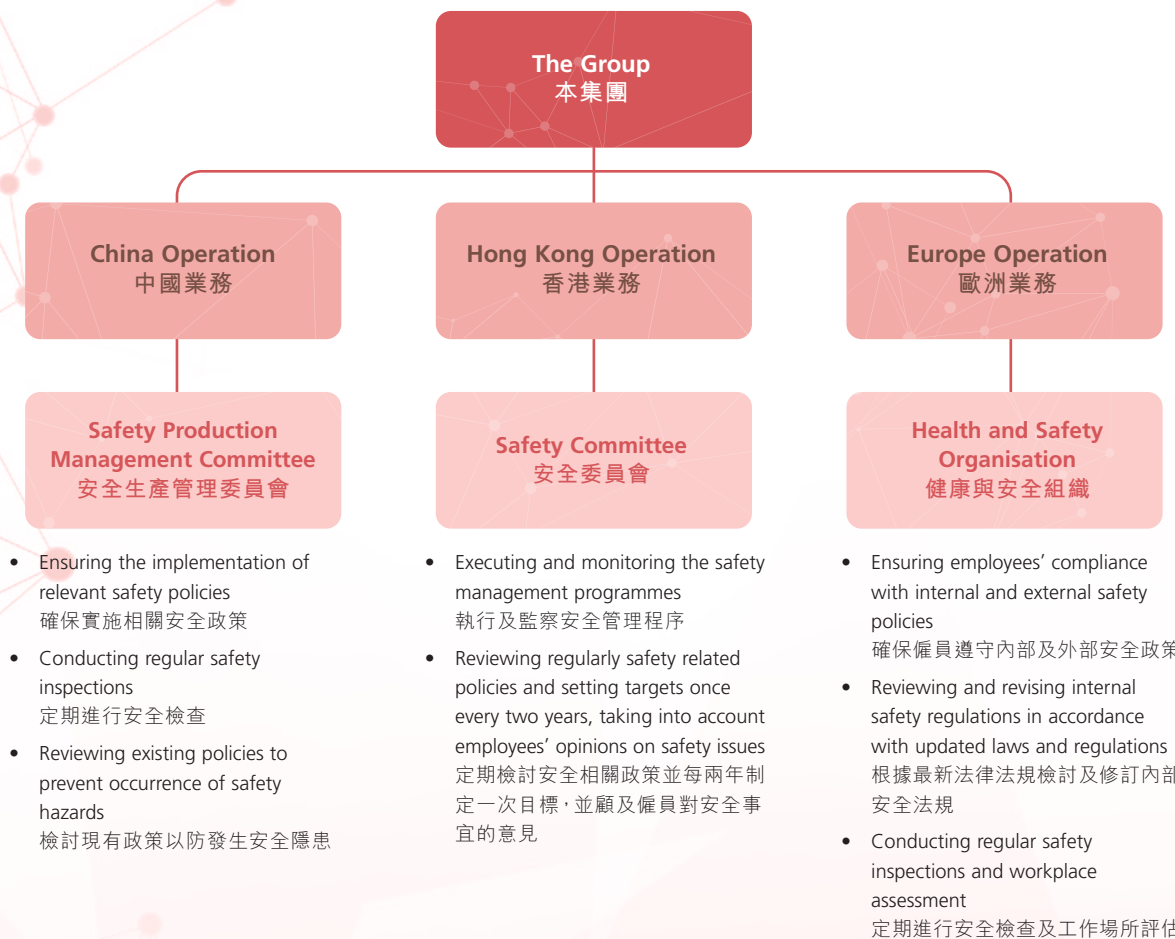
Our top priority is to keep our people safe. We believe all accidents and work-related health risks are preventable, so we put strong focus on identifying, managing and, where possible, eliminating these.

The Group attaches great importance to its employees' health and safety at work. To maintain safe and healthy working conditions and effectively manage safety and health risks, a comprehensive occupational health and safety (OHS) management system covering China, Hong Kong and Europe is in place. Our responsible committees in location where we have operations, namely Safety Production Management Committee, Safety Committee and Health and Safety Organisation respectively, help us to understand the safety and health impacts of our operations.

健康與安全

我們的首要任務是確保人員安全。我們認為所有事故及工作相關健康風險均可預防，因此我們將重點放在識別、管理及盡可能消除該等事故及風險上。

本集團高度重視僱員的工作健康與安全。為維持安全及健康的工作環境以及有效管理安全與健康風險，我們已建立涵蓋中國、香港及歐洲的綜合職業健康與安全管理系統。我們營運所在地的負責委員會分別是安全生產管理委員會、安全委員會以及健康與安全組織，可幫助我們了解營運對安全及健康的影響。



HEALTH AND SAFETY (continued)

In China, our production sites are certified with OHSAS 18001 Occupational Health and Safety Management System. To enhance monitoring of safety performance of the Company, the head of the Safety Production Management Committee is in charge of planning, organising, implementing OHS initiatives. In Hong Kong, a registered safety officer is stationed on a voluntary basis to provide recommendations to the management according to the results of workplace inspections and identification of potential hazards.

In Europe, regular safety inspections and workplace assessments, covering fire prevention, chemicals management and optical radiation, are conducted by the Organisation, which facilitates our work on hazard elimination, risk mitigation, and upgradation of existing management practices and procedures.

In 2019, there were 157 work-related incidents and the number of days lost due to work injuries was 3,785, representing a decrease of 42.1% and 33.8% respectively when compared to those in 2018. The injury rate was 6% (2018: 9%) and there were no work-related fatalities reported.

The Group strictly complies with all the relevant laws and regulations² at locations where it has operations. During the year, we were not aware of any non-compliance of relevant laws and regulations that have a significant impact on the Group relating to providing safe working conditions and protection of employees from occupational hazards.

Safety at Work

To ensure occupational health and safety for our employees, the Group actively manages safety risks and potential hazards with a variety of approaches. We keep records of harmful biological factors at workplaces and provide personal protective equipment to employees. Regular body check-ups are also arranged for employees to identify and eliminate occupation related health issues in advance.

Employees must strictly follow the handling procedures laid out in the internal policy in response to safety incidents. Once an accident report is received, the management is required to carry out relevant analysis, as well as rectification and preventive measures. In some of our subsidiaries, accident assessment and regular scheduled OHS audits are conducted, followed by troubleshooting and risk register updating which enables us to maintain a high level of control over potential safety risks.

健康與安全 (續)

在中國，我們的生產基地已通過OHSAS 18001職業健康安全管理體系認證。為加強對本公司安全表現的監控，安全生產管理委員會負責人負責規劃、組織及實施職業健康與安全計劃。在香港，我們自願派駐一名註冊安全主任，根據工作場所潛在危害的檢查及識別結果向管理層提供建議。

在歐洲，有關組織會定期進行安全檢查及工作場所評估（包括防火、化學物質管理及光輻射），這有助於我們在消除危害、減低風險以及提升現有管理常規及程序方面開展工作。

於二零一九年，共發生157宗工傷事故，因工傷而損失的天數為3,785天，較二零一八年分別減少42.1%及33.8%。工傷比率為6%（二零一八年：9%），並無報告因工作關係而死亡的事務。

本集團嚴格遵守經營所在地的所有相關法律法規²。年內，我們並不知悉任何違反有關為僱員提供安全工作環境及保護僱員免受職業危害且對本集團有重大影響的相關法律及法規。

工作安全

為確保員工的職業健康與安全，本集團採用多種方法積極管理安全風險及潛在危害。我們在工作場所保留有害生物因素的記錄，並為僱員提供個人防護設備。我們亦定期為僱員安排體檢，以提前識別及消除與職業相關的健康問題。

僱員須嚴格遵守內部政策所規定應對安全事件的處理程序。一旦收到事故報告，我們會立即要求管理層進行相關分析，並採取整改及預防措施。我們的若干附屬公司會進行事故評估及定期開展職業健康與安全審核，然後進行故障排除及更新風險登記冊，使我們能夠對潛在安全風險保持高度控制。

² Please refer to the Laws and Regulations section for the health and safety-related laws and regulations.

² 有關健康與安全的法律法規，請參閱法律及法規一節。

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HEALTH AND SAFETY (continued)

Safety at Work (continued)

Safety Training

The Group provides safety training to its employees in order to equip them with essential knowledge and motivate them to adopt safety work practices in daily operations. We arrange induction and regular training for new-comers and existing staff respectively, aiming to minimise potential occupational hazards and prevent safety related accidents.

Induction Safety Training 入職安全培訓

- Ensure new employees' understand operational risks and have the requisite technical knowledge related to their positions
確保新僱員了解操作風險及擁有與職位相關的必要技術知識
- Operations are strictly prohibited without the completion of relevant training
嚴禁在完成相關培訓前進行操作

Periodic Safety Training 定期安全培訓

- Ensure all levels of employees understand thoroughly the requirements of the internal occupational health and safety policies
確保各級僱員全面了解內部職業健康與安全政策的要求
- Trainings on workstations with higher safety risks are organised more frequently
更為頻密地對安全風險較高的工作站進行培訓

In 2019, the Scholz Recycling GmbH provided online training programmes on hazardous substances. In Kovostr Group CZ s.r.o., training on legal and other regulations was conducted for employees to ensure occupational health and safety, complementing their professional qualifications and work requirements. During the year, the safety training person-times and safety training hours in total were 8,026 and 12,011 respectively.

健康與安全 (續)

工作安全 (續)

安全培訓

本集團為僱員提供安全培訓，使彼等掌握必要知識，並激勵彼等在日常營運中採用安全工作慣例。我們分別為新員工及現有員工安排入職培訓及定期培訓，以最大程度地減少潛在職業危害及防範與安全相關的事務。

於二零一九年，Scholz Recycling GmbH 提供了有關有害物質的在線培訓課程。Kovostr Group CZ s.r.o. 為僱員開展有關法律及其他法規的培訓，以確保職業健康與安全，並滿足了彼等的專業資格及工作要求。年內，安全培訓總人次為8,026人次，培訓總時數為12,011小時。

Safety Management of Contractors – Scholz Recycling GmbH 承包商的安全管理 – Scholz Recycling GmbH

We have in place safety instructions for external companies, freight forwarders and waste disposal companies. As part of the contract, they must therefore be bindingly adhered to. They are obliged to observe our policies and instructions regarding occupational health and safety, encompassing various aspects including hazardous goods handling, risk assessment, behaviour in case of accidents and special events and provision of personal protective equipment etc. They are also required to instruct their employees on safety instructions on a regular basis. The respective site managers or safety specialists are responsible for handling suppliers' enquiries about work, environmental, and safety issues.

我們為外部公司、貨運代理及廢棄物處理公司制定了安全指示。因此，作為合約的一部分，該等指示具有約束力，須予遵守。彼等有責任遵守我們關於職業健康與安全的政策及指引，包括危險品處理、風險評估、發生事故及特殊事件時的行為以及提供個人防護設備等。彼等亦須定期指示其僱員遵照安全指示行事。相應的現場經理或安全專家負責處理供應商有關工作、環境及安全事宜的詢問。

3 GOOD HEALTH AND WELL-BEING



Our commitments and programmes as described above contribute to:
Target 3.9 – reduce the number of deaths and illnesses from hazardous chemicals and other environmental pollution

我們的上述承諾及計劃有助於實現：
目標3.9—減少危險化學品及其他環境污染造成的死亡及患病人數

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OUR PEOPLE

At Chiho, people are our greatest assets. We determine to safeguard employees' rights and provide them with career development opportunities.

Development and Training

The Group is committed to providing its employees with practical, strategic, and comprehensive knowledge and skills, and offering them with opportunities for development in a constantly evolving operating landscape. In Taizhou and Hong Kong, the Human Resources (HR) Department is responsible for developing annual training plan and organising training for employees in accordance with relevant internal policies and training needs of different business units. For our European operations, the Scholz Academy takes charge of planning and organising staff training.

In order to benefit employees in various positions as well as to ensure abundant and equal opportunities for development, we arrange a wide range of training programmes from induction training, on-the-job training, to transferees training. We use a combination of in-house and outsourced training to satisfy employees' expectations and demand for continuous development. Comprehensive and tailored training content is developed based on specific job duties, including but not limited to ISO 9001 Quality Management System, ISO 14001 Environmental Management System, HR management, accounting and finance, communication, and software skills. Subsidies are also provided for external training if internal training cannot satisfy their developmental needs.

我們的員工

齊合環保認為，人才乃最寶貴的資產。我們堅決捍衛僱員的權利，並為彼等提供職業發展機會。

發展與培訓

本集團致力於為僱員提供切實可行的全面戰略性知識及技能，並在不斷演進的經營環境中為彼等提供發展機會。在台州及香港，人力資源部負責制定年度培訓計劃，並根據相關內部政策及不同業務部門的培訓需求為僱員組織培訓。就我們的歐洲業務而言，順爾茨學院 (Scholz Academy) 負責規劃及組織員工培訓。

為使各崗位的僱員受益及確保彼等擁有充足而平等的發展機會，我們安排了從入職培訓、在職培訓到調任培訓的多種培訓計劃。我們結合內部培訓及外判培訓來滿足僱員對持續發展的期望及需求。我們根據特定的工作職責，開發了全面而量身定製的培訓內容，包括但不限於ISO 9001質量管理體系、ISO 14001環境管理體系、人力資源管理、會計及財務、溝通及軟件技能。此外，倘內部培訓無法滿足發展需求，我們會向僱員提供外部培訓補貼。

Induction Training 入職培訓

- New employees are required to receive and pass the qualification training before on boarding
新僱員須在入職前接受並通過資格培訓

On-the-job Training 在職培訓

- Training programmes for existing employees are uniformly organised and implemented
為現有僱員統一組織及實施的培訓計劃

Transferees Training 調任培訓

- Transferees are required to receive and pass on- job training for their respective postings
調任人須接受並通過其相應職位的在職培訓

2019 Training Performance 二零一九年培訓績效

Average training hours 平均培訓時數

2019
二零一九年

By Gender 按性別劃分

Male 男性	11.55
Female 女性	19.11

By Profession Distribution 按專業分佈劃分

Management 管理層	93.48
Non-management 非管理層	11.56

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OUR PEOPLE (continued)

Labour Practices

We prohibit the use of child or forced labour. The Group strictly abides by relevant laws and regulations.³ Stringent rules are implemented on employees' age limit. The HR Department carefully checks identity documents of newcomers. Any use of forged documents is subject to immediate termination. Apart from measures taken to prevent the use of child labour, the Group designs labour contracts based on mutual agreement between the Group and the employees, to ensure that every employee is treated fairly. The Group has a strict control on employees' working hours. Employees who work overtime are compensated with extra holidays or OT salaries at premium rates. Complying with relevant laws and regulations, the Group provides a reasonable number of annual paid leaves and social insurance to its employees.

The Group cares about both physical and mental health of its employees. Hence, the Group organises and encourages its employees to participate in various activities beneficial to their well-being.

We respect every employee regardless of ethnicity, colour, sex, religion, nationality and social origin, personal circumstances, state of health or age. In line with our values, myriad measures on various aspects, such as recruitment and general employment, are taken against discrimination. At Liberty Iron & Metal Inc., a subsidiary of the Group in Europe, a Harassment Complaint Procedure is established. Any conduct prohibited under the Company's policy has to be reported and investigated. If a complaint of prohibited harassment is substantiated, appropriate disciplinary action, up to and including discharge, is taken.



The HR Department follows destined recruitment approach and process to prevent any forms of inequality
人力資源部遵循既定的招聘方法及流程，防止任何形式的平等

Provide guidance for nurturing a harmonious workplace without discrimination, intimidation, harassment and retaliation
為營造和諧的工作場所提供指引，消除歧視、恐嚇、騷擾及報復



Report and Investigate any violation of conduct prohibited under the company's policy
報告及調查公司政策所禁止的任何違規行為

Measures Against Discrimination 反對歧視措施

我們的員工 (續)

勞工常規

我們禁止使用童工或強制勞工。本集團嚴格遵守有關法律法規。³我們對僱員的年齡限制實施有嚴格規定。人力資源部會仔細檢查新僱員的身份證明文件。任何使用偽造文件的行為將被即時終止。除為防止使用童工而採取的措施外，本集團亦根據本集團與僱員之間相互協商設計勞動合約，確保每名僱員得到公平對待。本集團嚴格控制僱員的工作時數。僱員如超時工作，將獲得額外的假期或更高費率的超時工作薪金作為補償。本集團遵守相關法律法規，向僱員提供合理數量的帶薪年假及社會保險。

本集團關心僱員的身心健康。因此，本集團組織並鼓勵僱員參與各種有益於其福祉的活動。

我們尊重每位僱員，不論其種族、膚色、性別、宗教、國籍及社會出身、個人情況、健康狀況或年齡。根據我們的價值觀，我們在招聘及一般僱傭等多個方面採取多種反對歧視的措施。本集團於歐洲的附屬公司Liberty Iron & Metal Inc.已設立騷擾投訴程序。本公司政策所禁止的任何行為均會被報告及調查。倘禁止騷擾的投訴得到證實，則將採取適當的紀律處分，情節嚴重者將被開除。

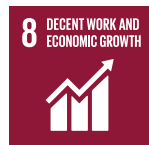
³ Please refer to the Laws and Regulations section for the labour-related laws and regulations.

³ 有關勞工的法律法規，請參閱法律及法規一節。

OUR PEOPLE (continued)

Labour Practices (continued)

With a view to optimising our labour practices, the Group conducts an employee satisfaction survey regularly to collect feedback from employees for improvement plans. During the year, the Group was not aware of any non-compliance of relevant laws and regulations that have a significant impact on the Group relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.



Our commitments and programmes as described above contribute to: Target 8.5 – achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

我們的上述承諾及計劃有助於實現：目標8.5—使所有男女（包括年輕人及殘疾人）實現充份和生產性就業，有體面工作，並做到同工同酬

During the year, a Health Day was organised at the headquarters of Scholz Recycling GmbH, one of our subsidiaries. The purpose of the Health Day was to raise employees' awareness on their fitness, by providing bicycle simulator, back course, information on healthy eating and fitness tests. In September 2019, employees from Scholz Recycling GmbH also participated in the 7th AOK-SchwäPo company run in Aalen to strength their rapport and relax from work.

年內，我們在附屬公司Scholz Recycling GmbH的總部舉辦「健康日」活動。舉辦健康日活動旨在通過提供自行車模擬器、背部保健課程、健康飲食資訊及體能測試來提高僱員的健康意識。於二零一九年九月，Scholz Recycling GmbH的僱員亦參加在Aalen舉辦的第七次AOK-SchwäPo公司賽跑活動，以增進彼等間的融洽關係及在業餘時間放鬆。



Our commitments and programmes as described above contribute to: Target 10.3, 10.4 – ensure equal opportunity and reduce inequality of outcome, as well as adopt policies to progressively achieve greater equality

我們的上述承諾及計劃有助於實現：目標10.3、10.4—確保機會均等，減少結果不平等，並採取政策逐步實現更大的平等

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OUR PEOPLE (continued)

Employee Profile

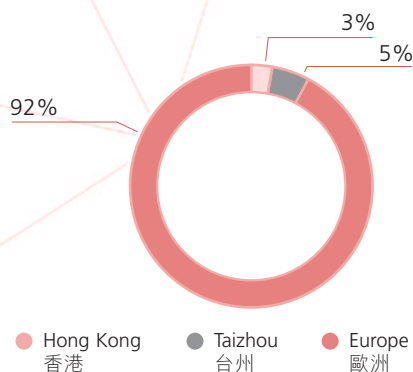
As at December 31, 2019, the Group had 2,894 employees in Hong Kong, Taizhou and Europe, including 103 contract labour in Taizhou. Among our 2,791 internal employees, 47% were aged 30-50 and 40% were aged over 50. The proportion of male to female is 79:21. In 2019, total employee turnover of the Group was 614, with an overall turnover rate of 22%.

我們的員工 (續)

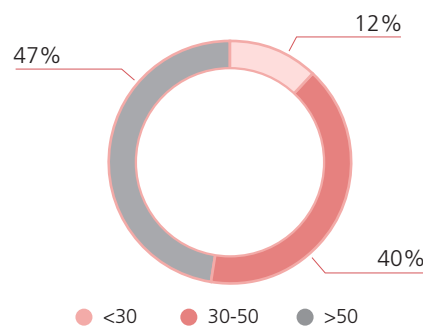
僱員分佈

截至二零一九年十二月三十一日，本集團於香港、台州及歐洲有2,894名僱員，其中包括位於台州的103名外判商工人。於我們的2,791名內部僱員中，30至50歲佔47%，50歲以上佔40%。男女比例為79:21。於二零一九年，本集團離職僱員總數為614名，總體離職率為22%。

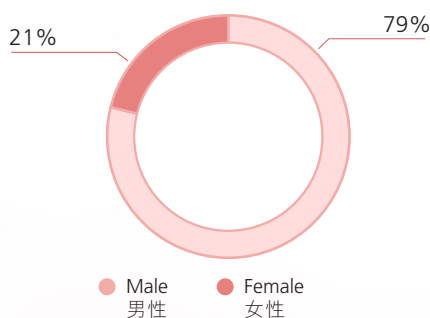
Geographical Profile
地區分佈



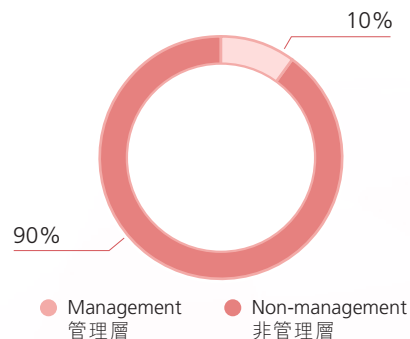
Age Profile
年齡分佈



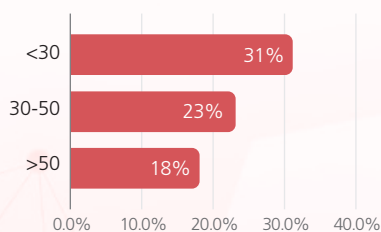
Geographical Profile
性別分佈



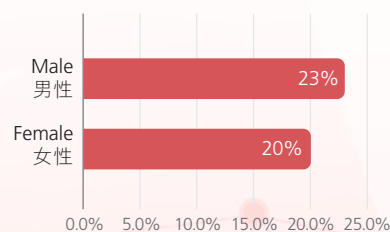
Functional Profile
職能分佈



Turnover Rate by Age
按年齡劃分的流失率



Turnover Rate by Gender
按性別劃分的流失率



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OPERATIONAL EXCELLENCE

Operational excellence drives our long-term success. Chiho is committed to delivering reliable and high-quality products through its effective supply chain and product management system.

Supply Chain Management

In 2019, there were a total of 62,349 suppliers and subcontractors for our operations in Europe, and 38 and 10 suppliers and subcontractors for our operations in Hong Kong and Taizhou respectively. As a global leader in metal recycler, we are committed to managing our suppliers in a socially and environmentally responsible manner, sourcing only from approved suppliers who meet our sustainability requirements. We prioritise suppliers who are certified with international-recognised management systems and communicate and collaborate closely with them to ensure that they understand our requirements and expectations in respect of social responsibility standards.

卓越經營

卓越營運推動我們的長期成功。齊合環保致力於通過其高效供應鏈及產品管理系統來提供可靠而優質的產品。

供應鏈管理

於二零一九年，我們的歐洲業務有62,349名供應商及分包商，而我們的台州及香港業務則分別擁有38名及10名供應商及分包商。作為金屬回收商的全球領導者，我們致力於以對社會及環境負責的方式管理供應商，僅向滿足我們可持續發展要求的許可供應商進行採購。我們會優先考慮已通過國際認可管理體系認證的供應商，並與彼等密切溝通及合作，以確保彼等了解我們對社會責任標準的要求及期望。

Hazardous Goods Handling 危險品處理

Site manager and authorised personnel must be notified whenever there is transportation of hazardous goods, with accompanying documents issued. Written instructions and appropriate training must be provided to qualified workers.
於運輸危險品時，必須知會現場經理及授權人員，並隨附所簽發的文件。必須向合格工人提供書面指示及適當的培訓。

Risk Assessment 風險評估

Contractors must conduct risk assessments for all activities in our Company, and ensure the existing risks are determined and minimised through appropriate preventive measures.
承包商須對本公司的所有活動進行風險評估，確保通過適當的預防措施釐定及最大程度地減低現有風險。

Provision of Personal Protective Equipment (PPE) 提供個人防護裝備

Contractors are obliged to provide the necessary PPE to their employees including work clothing, safety vest and helmet, etc.
承包商有責任向僱員提供必要的個人防護裝備，包括工作服、安全背心及頭盔等。

Safety Requirements for Suppliers and Subcontractors 供應商及分包商的安全要求

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OPERATIONAL EXCELLENCE (continued)

Supply Chain Management (continued)

We ensure the stability and quality of materials procured from upstream suppliers through consistent and systematic supplier selection and evaluation processes. Supplier investigation and assessment are conducted before they are officially registered on the Supplier List, with a qualification review for assessing their compliance status, environmental performance and material quality, etc. We constantly monitor and review our ongoing cooperation with suppliers by conducting quality inspection, site visit and annual assessment. At our operations in Europe, a rating system is adopted to systematically evaluate suppliers' performance based on criteria including quality, reliability, etc.

In case of any quality issues, relevant suppliers are required to carry out rectification within a stipulated period of time. The Group terminates the cooperation relationship with those who are not able to fulfil its quality requirements after rectification.

Product Responsibility

Customer Satisfaction

We value customer satisfaction and continuously strive for excellence. In order to meet customers' demand for quality, order completion and quantity of goods supplied, the feasibility of delivery execution is reviewed at the stage of order submission. The purpose of this procedure is to prepare the offer at a professional level, review the offer before submitting it to client, ensuring that the sales transaction is completed in accordance with the offer.

We do our utmost to understand customers' needs and strive for improvement. Customer satisfaction target is formulated every year for continuous improvement. We assess and review feedback from customers annually, with reference to results of customer satisfaction survey and complaints received. We treat every complaint seriously according to our systematic Complaint Handling Procedure. After investigation, we inform the customer of our decision, initiate corrective and improvement actions and take disciplinary actions if necessary.

卓越經營 (續)

供應鏈管理 (續)

我們通過一致及有系統的供應商甄選及評估流程，確保自上游供應商採購的材料之穩定性及質量。在供應商被正式列入供應商清單之前，我們會對供應商作出調查及評估，並進行資格審查以評估彼等的合規狀況、環境表現及材料質量等。我們通過進行質量檢驗、現場考察及年度評估來不斷監察及檢討與供應商的持續合作。我們的歐洲業務採用一套評級系統，根據質量、可靠性等標準有系統地對供應商的表現進行評估。

如有任何質量問題，相關供應商須在所規定的期間內進行整改。本集團會與整改後仍無法滿足其質量要求的供應商終止合作關係。

產品責任

客戶滿意度

我們重視客戶滿意度，並不斷追求卓越。為滿足客戶對所供應貨品的質量、訂單完成及數量的需求，我們會在訂單提交階段檢討交付執行的可行性。進行該程序旨在按專業水平擬備專業要約，並在將要約提交予客戶前先對其進行審核，以確保根據要約完成銷售交易。

我們盡最大努力了解客戶需求並努力加以改進。我們每年均會制定客戶滿意度目標，以實現持續改進。我們會參考客戶滿意度調查結果及所收到的投訴，每年評估及檢討客戶反饋。我們會根據系統的投訴處理程序認真處理每項投訴。於調查後，我們會將我們的決定知會客戶，並採取糾正及改進措施，且在必要時會進行紀律處分。

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OPERATIONAL EXCELLENCE (continued)

Product Responsibility (continued)

Information Security

In the age of digitalisation, cyber security is becoming increasingly important. We are committed to protecting data assets, including customer information, from cyber-attacks and data breaches. Our company policy stipulates the management regulations applicable to authorisation for accessing information systems, using business information and processing information etc. Data protection officers are responsible for monitoring compliance with data protection laws by conducting audits, as well as advising and training our staff. All employees are required to exercise due diligence when using business information to avoid inadvertent disclosure by taking appropriate measures, such as prohibition of bringing private data carriers to company premises.

Intellectual property rights protection is a part of the regulations applicable to employment contracts and IT directives. Our business partners are also required to sign a confidentiality agreement to prevent leakage of transaction details and patented technologies. The Group operates in accordance with necessary permits for transport, storing, processing and production of scrap.

Our business does not involve advertising and product labelling activities. During the year, there were no reported incidents of non-compliance with laws and regulations⁴ that have a significant impact on the Group concerning health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.

卓越經營 (續)

產品責任 (續)

信息安全

在數位化時代，網絡安全變得日益重要。我們致力於保護包括客戶資料在內的數據資產免遭網絡攻擊及數據洩露。我們的公司政策規定了適用於資料系統的授權訪問、業務資料的使用及處理資料等的管理規定。數據保護人員負責通過進行審核監察對數據保護法律的遵守情況，以及為員工提供意見及培訓。所有僱員在使用業務資料時均須進行盡職審查，以通過採取適當措施（例如禁止將私人數據載體帶入公司場所）來避免無意披露。

知識產權保護乃適用於僱傭合約及資訊科技指令法規的一部分。此外，我們亦要求業務合作夥伴簽署保密協議，以防洩漏交易細節及專利技術。本集團根據運輸、儲存、加工及生產廢料的必要許可證經營業務。

我們的業務不涉及廣告及產品標籤活動。年內，並無報導任何違反有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法且對本集團有重大影響的法律法規⁴的事件。

⁴ Please refer to the Laws and Regulations section for the product responsibility-related laws and regulations.

⁴ 有關產品責任的法律法規，請參閱法律及法規一節。

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OPERATIONAL EXCELLENCE (continued)

Product Responsibility (continued)

Quality Management and Assurance

Our production is predicated on permissions and regulations regarding environmental protection, as well as health and safety requirements. We make every effort to monitor and ensure conformity of our products to standards defined in our company policy, with an ISO 9001 certified quality management system. We test our materials, closely supervise every product preparation stage, and set goals during early planning stages to ensure that production processes fulfil the required criteria.

卓越經營 (續)

產品責任 (續)

質量管理及保證

我們的生產活動乃基於環保許可及法規以及健康與安全要求而進行。我們憑藉通過ISO 9001認證的質量管理體系，竭力監察及確保我們的產品符合公司政策所界定的標準。我們測試材料、密切監督各產品準備階段，並在早期規劃階段便設定目標，以確保生產過程滿足所要求的標準。

Waste materials are identified in strict accordance with the Company's requirements on arrival at the dismantling site.
嚴格按照本公司有關運抵拆解現場的要求來識別廢料。

After identification, the materials are stored at designated areas.
於識別後，將物料存儲於指定區域。

During the dismantling process, inspectors regularly monitor the quality of the waste materials with reference to Dismantling Quality Standards, and record in the Quality Inspection Record Form.
在拆解過程中，檢查人員會參考拆解質量標準，定期監察廢料質量，並記錄在質量檢查記錄表中。

The main inspection criteria are environmental protection quality status, classification and identification, etc.
主要檢驗標準為環保質量狀況、分類及鑑定等。

The Quality department collects the records monthly, and analyses statistics of the disassembly and classification inspections.
質量部門每月收集記錄，並分析拆卸及分類檢查的統計數據。

After the dismantling and classification activities are completed, the Quality Department checks and accepts the classified products in accordance with requirements of the Dismantling Quality Standards.
於拆解及分類活動完成後，質量部門將根據拆解質量標準的要求檢查及接納分類產品。

Inspection of Disassembled Products in Taizhou Plant 台州工場的拆卸產品檢驗

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OPERATIONAL EXCELLENCE (continued)

Product Responsibility (continued)

Quality Management and Assurance (continued)

Quality of our products depends largely on the materials provided by our suppliers. Besides from our well-structured supply chain management, inspection and monitoring are critical in ensuring the standards of our products. In accordance with our non-conforming product control procedures, unqualified materials are returned to the supplier for reprocessing or other corrective actions.

卓越經營 (續)

產品責任 (續)

質量管理及保證 (續)

我們產品的質量大體取決於供應商所提供的材料。除我們結構良好的供應鏈管理外，檢查及監察對確保我們產品的標準而言至關重要。根據我們的不合格產品控制程序，不合格材料將退還予供應商以進行再加工或採取其他糾正措施。

Reporting 報告

- If major problems are discovered, they are reported to the director of the Company's operation centre in a timely manner.
倘發現重大問題，應及時報告予本公司營運中心主任。

Treatment 處理

- Operators and inspectors identify, record, and isolate non-conforming products, to prevent misuse or installation of unqualified materials during the entire production and installation process.
操作員及檢查員識別、記錄及隔離不合格產品，以防止在整個生產及安裝過程中錯用或安裝不合格材料。

Communication 溝通

- The Purchasing Department is responsible for reporting, returning, and communicating information regarding unqualified goods with relevant departments.
採購部負責報告及退還不合格貨品，並與有關部門溝通有關不合格貨品的信息。

Review 檢討

- For serious and large amounts of nonconformities, the Quality Department reviews and analyses the batch.
就嚴重及大量不合格產品而言，質量部門將對該批次產品進行檢討及分析。

Non-conforming Product Control Procedure in Taizhou Plant 台州工場的不合格產品控制程序

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OPERATIONAL EXCELLENCE (continued)

Anti-corruption

Chiho has zero tolerance for illegal acts and strives to prevent any forms of corruption and money laundering by establishing guidelines to ensure high standards of integrity within the Group.

Raising Employees' Awareness

All employees are expected to strictly comply with our anti-corruption policy which stipulates proper business practices and prohibited acts, including receiving benefits, gifts or cash, invitations involving criminal risks and donations and sponsorships. We have also applied transparent accounting to detect potential bribery and frauds. The Employee Handbook states that received benefits are the Company's property and therefore, should be handled by the Company only. To further reinforce the policy, regular compliance training courses covering all relevant laws and regulations, code of conduct, anti-corruption policy, etc., are held online to raise employees' awareness on possible misconducts.

Whistleblowing Policy

Having in place a whistleblowing policy, the Group accepts reports on any suspicious cases regarding misconduct on an anonymous basis. Complaints can be submitted through a 24-hour hotline, mails and emails. The Independent Non-Executive Director and Chairman of Audit Committee of the Company are responsible for protecting the confidentiality of the complainant, as well as conducting investigation. The Company fairly and diligently investigates the seriousness of the issue raised, and credibility of the information or allegations in the complaint. The results are reported to the Board of Directors for appropriate action whenever necessary.

The Group strictly follows all related laws and regulations on anti-corruption.⁵ During the reporting year, the Group was not aware of any non-compliance of relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.



Our commitments and programmes as described above contribute to: Target 16.5, 16.6 – reduce all forms of corruption and bribery, as well as to develop effective, accountable and transparent institutions at all levels

⁵ Please refer to the Laws and Regulations section for the anti-corruption-related laws and regulations.

卓越經營 (續)

反貪污

齊合環保對非法行為零容忍，並通過制定指引來竭力防止任何形式的貪污及洗錢行為，以確保本集團內部的高標準誠信。

提高僱員的意識

所有僱員均應嚴格遵守我們的反貪污政策，該政策規定了適當的業務常規及禁止行為，包括接受福利、禮品或現金、涉及刑事風險的邀請以及捐贈及贊助。我們亦已應用透明的會計處理來偵查潛在賄賂及欺詐行為。員工手冊規定，所收受的福利乃本公司的財產，因而僅應由本公司處理。為進一步加強該項政策，我們在線舉辦了涵蓋所有相關法律法規、行為準則、反貪污政策等定期合規培訓課程，以提高僱員對可能的不當行為的認識。

舉報政策

本集團已實施舉報政策，以匿名方式接納任何有關不當行為的可疑案件的報告。投訴可通過24小時熱線、郵件及電郵提交。本公司獨立非執行董事及審核委員會主席負責保護投訴人的保密工作並開展調查。本公司會公平而認真地調查所提出事宜的嚴重程度以及投訴資料或指控的可信度。有關結果將向董事會報告，以在必要時採取適當行動。

本集團嚴格遵守所有有關反貪污的法律法規⁵。於報告年度，本集團並無知悉違反有關賄賂、勒索、欺詐及洗錢且對本集團造成重大影響的相關法律及法規。

我們的上述承諾及計劃有助於實現：目標16.5、16.6—減少一切形式的貪污及賄賂，並在各級建立有效、具問責性及透明的機構

⁵ 有關反貪污的法律法規，請參閱法律及法規一節。

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OPERATIONAL EXCELLENCE (continued)

Community Involvement

The Group contributes continuously in different ways to the local community, including encouraging our employees to participate in community activities. In 2019, our European operations contributed approximately EUR 21,000 in areas of education, culture, sports and environmental protections.

卓越經營 (續)

社區參與

本集團以各種方式為當地社區持續作出貢獻，包括鼓勵僱員參加社區活動。於二零一九年，我們的歐洲業務於教育、文化、體育及環保領域捐獻約21,000歐元。

Education 教育	Culture 文化	Sports 體育	Environmental Protection 環境保護
<ul style="list-style-type: none"> Supported operations of Espenhain, a fifty-year old kindergarten 支持擁有五十年歷史的幼兒園 Espenhain的營運 Donated to support an educational playground in a social flashpoint in Leipzig 為Leipzig一個社交閃點的教育遊樂場捐款 	<ul style="list-style-type: none"> Donated to an annual village festival in Mölbis 為一年一度的 Mölbis鄉村節捐款 Contributed to German Championship to support Technical Rescue Team Thüringen 贊助德國錦標賽，以支持Thüringen技術救援隊 	<ul style="list-style-type: none"> Donated to TSV Hüttlingen, a football club to support youth sports 為足球俱樂部TSV Hüttlingen捐款，以支持青年體育事業 Made annual donation to horse club "Late Entry" 每年向馬俱樂部「Late Entry」捐款 Supported family festival by donation to sports club Espenhain 向體育俱樂部 Espenhain捐款以支持家庭節 	<ul style="list-style-type: none"> Launched a dolphin therapy 推出海豚療法 Donated to support "Reichsstädter Tage" renewable energy 向「Reichsstädter Tage」可再生能源捐款

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PERFORMANCE DATA SUMMARY

表現數據概要

		2019 二零一九年	2018 二零一八年
Workforce Demographics 員工統計	Total Number of Employees 員工總數		
	By Geographical Distribution 按地區劃分		
	Hong Kong 香港	79	94
	Taizhou (internal employees) 台州(內部僱員)	140	300
	Taizhou (contractors) 台州(外判商工人)	103	990
	Europe 歐洲	2,572	2,642
	By Age 按年齡劃分		
	Below 30 30歲以下	348	380
	30 to 50 30至50歲	1,320	1,454
	50 Above 50歲以上	1,123	1,202
	By Gender 按性別劃分		
	Male 男性	2,200	2,390
	Female 女性	591	646
By Profession Distribution 按專業分佈劃分			
Management 管理層	280	385	
Non-management 非管理層	2,511	2,651	

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PERFORMANCE DATA SUMMARY (continued)

表現數據概要 (續)

	2019 二零一九年	2018 二零一八年
Employee Turnover Rate 僱員流失比率	22%	13%
By Age 按年齡劃分		
Below 30 30歲以下	31%	24%
30 to 50 30至50歲	23%	12%
50 Above 50歲以上	18%	10%
By Gender 按性別劃分		
Male 男性	23%	13%
Female 女性	20%	11%
Employee New Hire Rate (Hong Kong and Taizhou®) 新聘僱員比率 (香港及台州®)	29%	15%
By Age 按年齡劃分		
Below 30 30歲以下	44%	26%
30 to 50 30至50歲	32%	15%
50 Above 50歲以上	12%	9%
By Gender 按性別劃分		
Male 男性	35%	16%
Female 女性	13%	14%

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PERFORMANCE DATA SUMMARY (continued)

表現數據概要 (續)

	2019 二零一九年	2018 二零一八年	
Health and Safety 健康與安全	Safety Performance 安全表現		
	Work-related injuries (Persons) 工傷(人數)	157	271
	Lost days due to work injury 因工傷損失工作日數	3,785	5,714
	Injury rate 工傷率	6%	9%
	Work-related fatalities 因工作關係而死亡	0	0
	Occupational Health and Safety Education 職業健康與安全教育		
	Person-times trained 受訓人次	8,026	2,006 [^]
Training 培訓	Total OHS training hours 職業健康與安全培訓總時數		
	12,011	1,692 [^]	
	Average training hours 平均培訓時數		
Supply Chain 供應鏈	By Gender 按性別劃分		
	Male 男性	11.55	5.9 [^]
	Female 女性	19.11	6.1 [^]
	By Profession Distribution 按專業分佈劃分		
	Management 管理層	93.48	12.7 [^]
Non-management 非管理層	11.56	5.0 [^]	
Total Number of Suppliers 供應商總數			
Hong Kong 香港	38	50	
Taizhou 台州	10	8	
Europe 歐洲	62,349	69,785	
Total 總數	62,397	69,843	

[^] 2018 data include operations in Hong Kong and Taizhou only.

[^] 二零一八年數據僅包括香港及台州業務。

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PERFORMANCE DATA SUMMARY (continued)

表現數據概要 (續)

		2019 二零一九年	2018 二零一八年
Environment 環境	Annual Sales Quantities (Group-wide) 年度銷量 (全集團)	3,544,048	4,444,381
	Resources Consumption 資源消耗量		
	Total energy consumption (MJ) 能源消耗總量 (兆焦耳)	953,124,383	1,028,091,974
	Energy intensity (MJ/tonne of product sold) 能源密度 (兆焦耳/噸)	268.9	231.3
	Electricity purchased (kWh) 採購電力 (千瓦時)	73,658,807	94,232,365
	Heating purchased (kWh) 採購熱能 (千瓦時)	1,898,913	2,438,492
	Diesel (L) 柴油 (升)	12,756,466	14,094,772
	Natural gas (m ³) 天然氣 (立方米)	1,625,797	2,032,490
	Propane gas (L) 丙烷 (升)	482,754	600,354
	Heating oil (L) 燃料油 (升)	109,748	87,449
	Gasoline (L) 汽油 (升)	1,962,845	2,576,009
	Liquid gas (L) 液化氣 (升)	356,356	406,967
	Water (m ³) 水 (立方米)	164,842	195,188
	Water intensity (m ³ /tonne of product sold) 水密度 (立方米/噸售出產品)	0.047	0.044
	Packaging material (Europe) (tonnes) 包裝材料 (歐洲) (噸)	224	701
	Plastic bags (Hong Kong) (pcs) 塑膠袋 (香港) (個)	12,682	6,573

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PERFORMANCE DATA SUMMARY (continued)

表現數據概要 (續)

	2019 二零一九年	2018 二零一八年
Greenhouse Gas Emissions 溫室氣體排放量		
Total emissions (tCO ₂ e) 總排放量 (噸二氧化碳當量)	81,942	132,807
Scope I (tCO ₂ e) 範圍一 (噸二氧化碳當量)	46,517	83,682
Scope II (tCO ₂ e) 範圍二 (噸二氧化碳當量)	35,425	49,125
Emission intensity (tCO ₂ e/tonne of product sold) 排放密度 (噸二氧化碳當量/噸售出產品)	0.023	0.029
Air Emissions¹ 廢氣排放量 ¹		
SO _x (kg) 硫氧化物 (公斤)	2,058[^]	0.04
NO _x (kg) 氮氧化物 (公斤)	3,058[^]	1.75
Particulate matter (kg) 懸浮顆粒 (公斤)	1,059[^]	0.13
Waste Production 廢棄物的產生		
Hazardous waste (tonnes) 有害廢棄物 (噸)	22,553	65,505
Non-hazardous waste (tonnes) 無害廢棄物 (噸)	211,372	309,026

[^] The Group has been optimising its data collection process. Starting from 2019, we have incorporated the air emissions from Europe operations into the reporting boundary.

[^] 本集團一直在優化其數據收集流程。從二零一九年開始，我們將歐洲業務的廢氣排放納入報告範圍。

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LAWS AND REGULATIONS

In response to each facet of ESG, the Group and its subsidiaries have established and implemented relevant management approach, including policies and initiatives, to ensure compliance with all applicable laws and regulations. The applicable laws and regulations are listed as follows:

法律及法規

為應對環境·社會及管治的各個方面，本集團及其附屬公司已制定並實施相關管理方針（包括政策及計劃），確保遵守所有適用的法律法規。適用法律法規列示如下：

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節／備註
Emissions 排放物	<ul style="list-style-type: none"> Environmental Protection Law of the PRC 《中華人民共和國環境保護法》 Atmospheric Pollution Prevention and Control Law of the PRC 《中華人民共和國大氣污染防治法》 Water Pollution Prevention and Control Law of the PRC 《中華人民共和國水污染防治法》 Law of the PRC on the Prevention and Control of Environmental Pollution Caused by Solid Waste 《中華人民共和國固體廢物污染環境防治法》 Law of the PRC on Prevention and Control of Pollution from Environmental Noise 《中華人民共和國環境噪聲污染防治法》 Commercial Waste Ordinance 《商業廢物條例》 German Technical Instructions on Noise 德國《噪聲技術指令》 Federal Emission Control Act (Bundes-Immissionsschutzgesetz) (BImSchG) 《聯邦排放控制法》 (Bundes-Immissionsschutzgesetz) (BImSchG) 	ENVIRONMENTAL STEWARDSHIP – Emissions Management 環境管理－排放管理

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LAWS AND REGULATIONS (continued)

法律及法規 (續)

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節/備註
Use of Resources 資源使用	<ul style="list-style-type: none"> Energy Conservation Law of the PRC 《中華人民共和國節約能源法》 	ENVIRONMENTAL STEWARDSHIP – Resources Consumption and Conservation 環境管理－資源消耗與節約
	<ul style="list-style-type: none"> Meteorology Law of the PRC 《中華人民共和國氣象法》 	
	<ul style="list-style-type: none"> Water Law of the PRC 《中華人民共和國水法》 	
	<ul style="list-style-type: none"> Federal Water Resources Act (Wasserhaushaltsgesetz) (WHG) 《聯邦水資源法》(Wasserhaushaltsgesetz) (WHG) 	
	<ul style="list-style-type: none"> Natural Resources Management Act 《自然資源管理法》 	
	<ul style="list-style-type: none"> Resource Conservation and Recovery Act (RCRA) 《資源保護與回收法》(RCRA) 	
Environmental and Natural Resources 環境及自然資源	<ul style="list-style-type: none"> Cleaner Production Promotion Law of the PRC 《中華人民共和國清潔生產促進法》 	ENVIRONMENTAL STEWARDSHIP – Resources Recycling 環境管理－資源回收
	<ul style="list-style-type: none"> Emergency Response Law of the PRC 《中華人民共和國突發事件應對法》 	
	<ul style="list-style-type: none"> Law of the PRC on Appraising Environmental Impacts 《中華人民共和國環境影響評價法》 	
	<ul style="list-style-type: none"> Federal Soil Protection Act (Bundes-Bodenschutzgesetz) (BBodSchG) 《聯邦土壤保護法》(Bundes-Bodenschutzgesetz) (BBodSchG) 	
	<ul style="list-style-type: none"> Nature Protection and Landscape Conservation Act (Bundes-Naturschutzgesetz) (BNatSchG) 《自然保護與景觀保護法》(Bundes-Naturschutzgesetz) (BNatSchG) 	
	<ul style="list-style-type: none"> Environmental Impact Assessment Act (Umweltverträglichkeitsprüfungsgesetz) (UVPG) 《環境影響評估法》(Umweltverträglichkeitsprüfungsgesetz) (UVPG) 	
	<ul style="list-style-type: none"> Closed Cycle Management Act (Kreislaufwirtschaftsgesetz) (KrWG) 《閉合循環管理法》(Kreislaufwirtschaftsgesetz) (KrWG) 	
	<ul style="list-style-type: none"> National Environmental Policy Act 《國家環境政策法》 	

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LAWS AND REGULATIONS (continued)

法律及法規 (續)

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節/備註
Employment and Labour Standards 僱傭及勞工標準	<ul style="list-style-type: none"> • Labour Contract Law of the PRC 《中華人民共和國勞動合同法》 • Law of the PRC on the Protection of Disabled Persons 《中華人民共和國殘疾人保障法》 • Women's Right Protection Law of the PRC 《中華人民共和國婦女權益保障法》 • Trade Union Law of the PRC 《中華人民共和國工會法》 • Special Rules on the Labour Protection of Female Employees 《中華人民共和國女職工勞動保護特別規定》 • The Employee's Compensation Ordinance in Hong Kong 香港《僱員補償條例》 • The Sex Discrimination Ordinance in Hong Kong 香港《性別歧視條例》 • The Race Discrimination Ordinance in Hong Kong 香港《種族歧視條例》 • The Disability Discrimination Ordinance in Hong Kong 香港《殘疾歧視條例》 • Labour Law of the PRC 《中華人民共和國勞動法》 • The Employment Ordinance in Hong Kong 香港《僱傭條例》 • Law of the PRC on the Protection of Minorities 《中華人民共和國少數民族保護法》 • Provisions on the Prohibition of Using Child Labour 《禁止使用童工規定》 • The Employment of Children Regulations in Hong Kong 香港《僱用兒童規例》 • the Federal Vacation Act (Bundesurlaubsgesetz - BUrlG) 《聯邦度假法》(Bundesurlaubsgesetz - BUrlG) • Working Time Act (Arbeitszeitgesetz - ArbZG) 《工作時間法》(Arbeitszeitgesetz - ArbZG) • Maternity Protection Act (Mutterschutzgesetz - MuSchG) 《生育保護法》(Mutterschutzgesetz - MuSchG) 	OUR PEOPLE – Labour Practices 我們的員工－勞工常規

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LAWS AND REGULATIONS (continued)

法律及法規 (續)

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節/備註
Health and Safety 健康與安全	<ul style="list-style-type: none"> • Fair Labor Standards Act (FLSA) 《公平勞動標準法》(FLSA) 	
	<ul style="list-style-type: none"> • Federal Employees' Compensation Act (FECA) 《聯邦僱員賠償法》(FECA) 	
	<ul style="list-style-type: none"> • Employee Retirement Income Security Act (ERISA) 《員工退休收入保障法》(ERISA) 	
	<ul style="list-style-type: none"> • Labor-Management Reporting and Disclosure Act (LMRDA) 《勞資報告與披露法》(LMRDA) 	
	<ul style="list-style-type: none"> • Law of the PRC on the Prevention and Control of Occupational Diseases 《中華人民共和國職業病防治法》 	HEALTH AND SAFETY 健康與安全
	<ul style="list-style-type: none"> • Regulations on Workplace Occupational Health Supervision 《工作場所職業衛生監督管理規定》 	
	<ul style="list-style-type: none"> • National Occupational Disease Control Plan (2016-2020) 《國家職業病防治規劃(2016-二零二零年)》 	
	<ul style="list-style-type: none"> • The Employees' Compensation Ordinance in Hong Kong 香港《僱員補償條例》 	
	<ul style="list-style-type: none"> • Production Safety Law of the PRC 《中華人民共和國安全生產法》 	
	<ul style="list-style-type: none"> • The Occupational Safety and Health Ordinance in Hong Kong 香港《職業安全及健康條例》 	
	<ul style="list-style-type: none"> • Occupational Injury Act in Europe 歐洲《職業傷害法案》 	
	<ul style="list-style-type: none"> • Occupational Health and Safety Act (Arbeitsschutzgesetz) 《職業健康與安全法》(Arbeitsschutzgesetz) 	
	<ul style="list-style-type: none"> • Occupational Safety and Health (OSH) Act 《職業安全衛生法》 	

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LAWS AND REGULATIONS (continued)

法律及法規 (續)

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節/備註
Product Responsibility 產品責任	<ul style="list-style-type: none"> • Product Quality Law of the PRC 《中華人民共和國產品質量法》 • Production Safety Law of the PRC 《中華人民共和國安全生產法》 • Law of the PRC on the Protection of Consumer Rights and Interests 《中華人民共和國消費者權益保護法》 • Provisions of the Safety Management of 《中華人民共和國安全管理條例》 • Patent Law of the PRC 《中華人民共和國專利法》 • The Personal Data Ordinance in Hong Kong 香港《個人資料條例》 • European Union Data Protection Ordinance (GDPR) 《歐盟數據保護條例》(GDPR) • Product Liability Act (Produkthaftungsgesetz) 《產品責任法》(Produkthaftungsgesetz) • Consumer Protection Act 《消費者保護法》 • Personal Jurisdiction 《個人管轄權》 	OPERATIONAL EXCELLENCE – Product Responsibility 卓越經營—產品責任
Anti-corruption 反貪污	<ul style="list-style-type: none"> • Supervision Law of the PRC 《中華人民共和國監察法》 • Criminal Law of the PRC 《中華人民共和國刑法》 • Anti-Unfair Competition Law of the PRC 《中華人民共和國反不正當競爭法》 • Prevention of Bribery Ordinance in Hong Kong 香港《防止賄賂條例》 • The Competition Ordinance in Hong Kong 香港《競爭條例》 • German Criminal Code 《德國刑法》 • The Foreign Corrupt Practices Act 《反海外腐敗法》 	OPERATIONAL EXCELLENCE – Anti-corruption 卓越經營—反貪污

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GRI AND HKEX ESG CONTENT INDEX

This content index includes references to disclosures of the GRI Standards and the HKEX ESG Reporting Guide.

GRI及香港交易所環境、社會及管治報告內容索引

本內容索引包含GRI標準及香港交易所環境、社會及管治報告指引的披露。

	Disclosure number 披露編號	ESG Guide 環境、社會及管治指引	Description 描述	Location and Remarks 位置及備註
General Standard Disclosures				
一般標準披露				
Organisational Profile 組織概況	102-1	–	Name of the organisation 組織名稱	About this Report 關於本報告
	102-2	–	Activities, brands, products, and services 活動、品牌、產品及服務	About Chiho 關於齊合環保
	102-3	–	Location of headquarters 總部位置	About Chiho 關於齊合環保
	102-4	–	Location of operations 營運位置	About Chiho 關於齊合環保
	102-5	–	Ownership and legal form 所有權與法律形式	Public limited Company 公眾有限公司
	102-6	–	Markets served 服務的市場	About Chiho 關於齊合環保
	102-7	–	Scale of the organisation 組織規模	Performance Data Summary; <i>2019 Annual Report</i> 表現數據概要； 二零一九年年報
	102-8	B1.1	Information on employees and other workers 關於僱員及其他工人的資料	Performance Data Summary 表現數據概要

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GRI AND HKEX ESG CONTENT INDEX (continued)

GRI及香港交易所環境·社會及管治 報告內容索引(續)

	Disclosure number 披露編號	ESG Guide 環境·社會 及管治指引	Description 描述	Location and Remarks 位置及備註
Organisational Profile 組織概況	102-9	B5.1	Supply chain 供應鏈	About Chiho; Supply Chain Management 關於齊合環保; 供應鏈管理
	102-10	–	Significant changes to the organisation and its supply chain 組織及其供應鏈的重大變化	No significant changes to the Group's size, structure, ownership, or supply chain in the reporting year. 於報告年度,本集團的規模、架構、擁有權或供應鏈概無重大變動。
	102-11	–	Precautionary Principles or approach 預警原則或方針	Environmental Stewardship 環境管理
	102-12	–	External initiatives 外部倡議	No pledges to external initiatives 概無向外部倡議作出保證

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GRI AND HKEX ESG CONTENT INDEX (continued)

GRI及香港交易所環境、社會及管治報告內容索引(續)

Disclosure number 披露編號	ESG Guide 環境、社會及管治指引	Description 描述	Location and Remarks 位置及備註
102-13	–	Membership of associations 協會的成員資格	The Group is member of the Institute of Scrap Recycling Industries (ISRI) , a gold member of the Bureau of International Recycling (BIR) , Federal Association of German Steel Recycling (BDSV) , German Federation of Metal Traders (VDM) and Federal Association of the German Waste Management Industry (BDE) . 本集團為美國廢料回收工業協會 (Institute of Scrap Recycling Industries, ISRI) 的成員、國際回收利用工業局 (Bureau of International Recycling, BIR)、 Federal Association of German Steel Recycling (BDSV) 、 German Federation of Metal Traders (VDM) 及 Federal Association of the German Waste Management Industry (BDE) 的金級會員。

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GRI AND HKEX ESG CONTENT INDEX (continued)

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	Disclosure number 披露編號	ESG Guide 環境·社會 及管治指引	Description 描述	Location and Remarks 位置及備註
Strategy 戰略	102-14	–	Statement from senior decision-maker 高級決策者的聲明	CEO Message 行政總裁的話
Ethics and Integrity 道德與誠信	102-16	–	Values, principles, standards, and norms of behaviour 價值觀、原則、標準及行為規範	Our Vision; Our Mission 我們的願景；我們的使命
Governance 管治	102-18		Governance structure 管治架構	2019 Annual Report; Sustainability Management Approach 二零一九年年報； 可持續發展管理方針
Stakeholder Engagement 利益相關者參與	102-40	–	A list of stakeholder groups engaged by the organisation 利益相關者群體列表	Sustainability Management Approach 可持續發展管理方針
	102-41	–	Collective bargaining agreements 集體談判協議	No employees are covered by collective bargaining agreements. 概無僱員受集體談判協議保障。
	102-42	–	Identifying and selecting stakeholders 利益相關者的識別及遴選	Materiality Assessment 實質性評估
	102-43		Approach to stakeholder engagement 利益相關者參與方針	Materiality Assessment 實質性評估
	102-44	–	Key topics and concerns raised 提出的主要議題及關切問題	Sustainability Management Approach 可持續發展管理方針

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GRI AND HKEX ESG CONTENT INDEX (continued)

GRI及香港交易所環境、社會及管治報告內容索引(續)

	Disclosure number 披露編號	ESG Guide 環境、社會及管治指引	Description 描述	Location and Remarks 位置及備註
Reporting practice 報告實踐	102-45	–	Entities included in the consolidated financial statements 綜合財務報表中所涵蓋的實體	2019 Annual Report 二零一九年年報
	102-46	–	Defining report content and topic Boundaries 界定報告內容及議題邊界	About the Report 關於本報告
	102-47	–	List of material topics 實質性議題列表	Materiality Assessment 實質性評估
	102-48	–	Restatements of information 資料重述	No restatements of information given in previous reports. 概無重述先前報告所載資料
	102-49	–	Changes in reporting 報告變動	No significant changes from previous reporting periods in the list of material topics and topic boundaries. 相較過往報告期間的實質性議題列表及議題邊界並無重大變動。
Management Approach 管理方法	102-50	–	Reporting period 報告期	About the Report 關於本報告
	102-51	–	Date of most recent report 最近報告日期	2018 ESG Report 二零一八年環境、社會及管治報告
	102-52	–	Reporting cycle 報告週期	Annual reporting cycle 年度報告週期
	102-53	–	Contact point for questions regarding the report 有關本報告問題的聯絡人信息	About the Report 關於本報告
	102-54	–	Claims of reporting in accordance with the GRI Standards 遵照GRI標準進行報告的聲明	About the Report 關於本報告

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GRI AND HKEX ESG CONTENT INDEX (continued)

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Disclosure number 披露編號	ESG Guide 環境·社會 及管治指引	Description 描述	Location and Remarks 位置及備註
102-55	–	GRI content index GRI內容索引	<i>GRI and HKEX ESG Content Index</i> <i>GRI及香港交易所環境·社會及管治報告內容索引</i>
102-56	–	External assurance 外部鑑證	No external assurance was sought for this report. 本報告並無尋求外部鑑證。
103-1	–	Explanation of the material topic and its Boundary 對實質性議題及其邊界的說明	Present in each material topic below. 於下列各實質性議題內呈列。
103-2	–	The management approach and its components 管理方法及其組成部分	
103-3	–	Evaluation of the management approach 管理方法的評估	

Material Topics

實質性議題

1. Environmental

環境

Resource recycling
資源回收

103	A3	Management Approach 管理方法	<i>Environmental Stewardship; Environmental management</i> <i>環境管理;</i> <i>環境管理</i>
–	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的重大影響及已採取管理有關影響的行動。	<i>Sustainability Management Approach; Environmental Stewardship</i> <i>可持續發展管理方針;</i> <i>環境管理</i>

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GRI AND HKEX ESG CONTENT INDEX (continued)

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	Disclosure number 披露編號	ESG Guide 環境、社會及管治指引	Description 描述	Location and Remarks 位置及備註
Environmental Compliance 環境合規	103 307-1	A1	Non-compliance with environmental laws and regulations 違反環境法律法規	Environmental Management 環境管理
Emissions 排放物	103	A1	Policies and compliance with relevant laws and regulations relating to air and greenhouse gas emissions 有關廢氣及溫室氣體排放的政策及遵守相關法律及規例	Emissions Management 排放管理
	305-7	A1.1	Types of emissions and respective data 排放物種類及相關數據	Performance Data Summary 表現數據概要
	305-1	A1.2 A1.5	Direct (Scope 1) GHG emissions 直接(範圍一)溫室氣體排放 Measures to mitigate emissions and results achieved 減低排放量的措施及所得成果	Performance Data Summary 表現數據概要 Emissions Management; Energy Saving 排放管理; 節約能源
Effluents and Waste 污水及廢棄物	103	A1	Policies and compliance with relevant laws and regulations relating to discharges in water and land, and generation of hazardous and non-hazardous waste 有關向水及土地的排污, 以及有害及無害廢棄物產生等的政策及遵守相關法律及規例	Emissions Management; Waste 排放管理; 廢棄物
	306-2	A1.3, A1.4, A1.6	Waste by type and disposal method 按類別及處置方法劃分的廢棄物	Performance Data Summary 表現數據概要

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GRI AND HKEX ESG CONTENT INDEX (continued)

GRI及香港交易所環境·社會及管治報告內容索引(續)

	Disclosure number 披露編號	ESG Guide 環境·社會 及管治指引	Description 描述	Location and Remarks 位置及備註
2. Social				
社會				
Employment 僱傭	103	B1	Management Approach 管理方法	Labour Practices 勞工常規
		B1.2	Workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Employee Profile; Performance Data Summary 僱員分佈； 表現數據概要
	401-1	B1.2	New employees hired NOT SURE and employee turnover 新聘僱員及離職僱員	Employee Profile; Performance Data Summary 僱員分佈； 表現數據概要
Anti-discrimination 反歧視	103	B1	Management Approach 管理方法	Labour Practices 勞工常規
	406-1	–	Incidents of discrimination and corrective actions taken 歧視事件以及所採取的改善行動	Labour Practices 勞工常規
Occupational health and safety 職業健康與安全	103	B2	Management Approach 管理方法	Health and Safety 健康與安全
	403-2	B2.1, B2.2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities 傷害類別、傷害、職業病、損工日數、缺勤等比率，以及因工死亡件數	Performance Data Summary 表現數據概要
	–	B2.3	Occupational health and safety measures adopted, how they are implemented and monitored 所採納的職業健康與安全措施，相關執行及監察方法	Health and Safety 健康與安全

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Training and Education 培訓及教育	103	B3	Policies on improving employees' knowledge and skills for discharging duties at work 有關提升僱員履行工作職責的知識及技能的政策	Development and Training 發展及培訓
	404-1	B3.2	Average hours of training per year per employee 每名僱員每年接受訓練的平均時數	Performance Data Summary 表現數據概要
Product Quality and Safety 產品質量與安全	103	B6	Management Approach 管理方法	Product Responsibility 產品責任
	-	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	Product Responsibility 產品責任
	416-2	-	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件	Product Responsibility 產品責任
Supplier Social Assessment 供應商社會評估	103	B5	Policies on managing environmental and social risks of the supply chain 有關管理供應鏈的環境及社會風險的政策	Supply Chain Management 供應鏈管理
		B5.1	Number of suppliers by geographical region 按地區劃分的供應商數目	Performance Data Summary 表現數據概要
	308-1 414-1	B5.2	Practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Supply Chain Management 供應鏈管理

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	Disclosure number 披露編號	ESG Guide 環境·社會及管治指引	Description 描述	Location and Remarks 位置及備註
Customer Satisfaction 客戶滿意度	103		Management Approach 管理方法	Customer Satisfaction 客戶滿意度
Human Rights Protection 人權保護	103	B1	Management Approach 管理方法	Labour Practices 勞工常規
Socioeconomic compliance 社會經濟法規遵循	103	B1	Management Approach 管理方法	Labour Practices; Health and Safety; Product Responsibility; Anti-Corruption 勞工常規; 健康與安全; 產品責任; 反貪污
		B2		
		B4		
		B6		
		B7		
	419-1	B1	Non-compliance with laws and regulations in the social and economic area 違反社會與經濟領域之法律及規定	Labour Practices; Health and Safety; Product Responsibility; Anti-Corruption 勞工常規; 健康與安全; 產品責任; 反貪污
		B2		
		B4		
		B6		
		B7		
3. Economic				
經濟				
Economic Performance 經濟表現	201	-	Direct economic value generated and distributed 所產生及分配的直接經濟價值	<i>2019 Annual Report</i> 二零一九年年報

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	Disclosure number 披露編號	ESG Guide 環境·社會及管治指引	Description 描述	Location and Remarks 位置及備註
Anti-corruption 反貪污	103	B7	Management Approach 管理方法	Anti-Corruption 反貪污
	205-3	B7.1	Confirmed incidents of corruption and actions taken 已確認的貪腐事件及採取的行動	Anti-Corruption 反貪污
	–	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	Anti-Corruption 反貪污

Non-material Topics

非實質性議題

1. Environmental

環境

Energy 能源

Energy 能源	103	A2	Policies on the efficient use of resources, including energy, water and other raw materials 有關有效使用資源(包括能源·水及其他原材料)的政策	Energy Management 能源管理
	302-1	A2.1	Energy consumption within the organisation, and intensity 組織內部的能源消耗量及密度	Performance Data Summary 表現數據概要
		A2.3	Energy use efficiency initiatives and results achieved 能源使用效益計劃及所得成果	Energy Saving 節約能源

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Disclosure number 披露編號	ESG Guide 環境·社會 及管治指引	Description 描述	Location and Remarks 位置及備註
Water 水	103	A2 Policies on the efficient use of resources, including energy, water and other raw materials 有關有效使用資源(包括能源·水及其他原材料)的政策	Water Resources 水資源
	303-1	A2.2 Water withdrawal by source 依來源劃分的取水量	Performance Data Summary; Most of our water withdrawals are solely from municipal water supplies. 表現數據概要; 我們大部分的取水量僅來自城市供水。
	A2.4	Issue in sourcing water that is fit for the purpose, water efficiency initiatives and results achieved 求取適用水源上的問題·以及提升用水效益計劃及所得成果	Water Resources 水資源
Packaging material 包裝材料	A2.5	Packaging material used for finished products 製成品所用的包裝材料	Performance Data Summary 表現數據概要

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2. Social				
社會				
Child and forced labour 童工及強制勞工	–	B4	Policies and compliance with relevant laws and regulations relating to preventing child and forced labour 有關防止童工及強制勞工的政策及遵守相關法律及規例	Labour Practices 勞工常規
	–	B4.1	Measures to renew employment practices to avoid child and forced labour 檢討招聘慣例的措施以避免童工及強制勞工	Labour Practices 勞工常規
	–	B4.2	Steps taken to eliminate such practices when discovered 在發現違規情況時消除有關情況所採取的步驟	Labour Practices 勞工常規
Community Investment 社區投資	–	B8	Policies on community engagement to understand the needs of the local communities and to ensure consideration for the communities' interests 有關以社區參與來了解營運所在社區需要及確保其業務活動會考慮社區利益的政策	Community Involvement 社區參與
	–	B8.1 B8.2	Focus area of contribution; Resources contributed 專注貢獻範疇； 所貢獻資源	Community Involvement 社區參與
Customer Privacy 客戶私隱	–	B6	Policies and compliance with relevant laws and regulations relating to privacy matters 有關私隱事宜的政策及遵守相關法律及規例	Information Security 信息安全
	–	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	Information Security 信息安全



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