



C.P. POKPHAND CO. LTD.
卜蜂國際有限公司

Incorporated in Bermuda with limited liability Stock Code 股份代號：43
於百慕達註冊成立之有限公司



2016

ENVIRONMENTAL, SOCIAL
AND GOVERNANCE REPORT
環境、社會及管治報告



CONTENTS

目錄

Approach 匯報方式	2
Scope of the Report 報告範圍	2
Stakeholder Engagement Process 權益人參與過程	2
Material Environmental, Social and Governance Issues to the Group 影響本集團的重大環境、社會及管治事宜	3
A. Environmental 環境	5
A1. Emissions 排放物	5
A2. Use of Resources 資源使用	6
A3. The Environment and Natural Resources 環境及天然資源	8
B. Social 社會	9
B1. Employment 僱傭	9
B2. Health and Safety 健康與安全	10
B3. Development and Training 發展及培訓	11
B4. Labour Standards 勞工準則	12
B5. Supply Chain Management 供應鏈管理	12
B6. Product Responsibility 產品責任	13
B7. Anti-corruption 反貪污	14
B8. Community Investment 社區投資	14

Approach

匯報方式

SCOPE OF THE REPORT

This is the first Environmental, Social and Governance Report (the “Report”) published by C.P. Pokphand Co. Ltd. (the “Company”) and its subsidiaries (together, the “Group”), with the aim of communicating the Group’s achievements in sustainable development.

The Report has been prepared in accordance with the Environmental, Social and Governance Reporting Guide (the “ESG Guide”) as set out in Appendix 27 to the Rules Governing the Listing of Securities on the Main Board of Stock Exchange of Hong Kong Limited. Unless otherwise specified, the report covers our environmental, social and governance (“ESG”) performance from 1 January to 31 December 2016.

The scope of the Report covers the most material ESG issues of the Group’s entities that are under its direct operational control, including majority of our feed mills and food factories in China and Vietnam.

This Report focuses on the Group’s environmental and social performance. For information regarding our corporate governance, please refer to the Company’s annual report.

STAKEHOLDER ENGAGEMENT PROCESS

To understand ESG issues related to our businesses, the Group engaged a diverse group of stakeholders through various formal and informal communication platforms. The table below outlines our engagement channels with different stakeholder groups:

Stakeholder Groups 權益人類別	Engagement Channels 參與渠道
Employees 僱員	<ul style="list-style-type: none"> – Performance appraisals 工作表現評估 – Surveys and interviews conducted by a third party 由第三方進行之調查及訪問 – Volunteering activities 義工活動 – Trainings, seminars and workshops 培訓、講座及工作坊
Customers 客戶	<ul style="list-style-type: none"> – Customer satisfaction surveys 客戶滿意度調查 – Surveys and interviews conducted by a third party 由第三方進行之調查及訪問

報告範圍

此乃卜蜂國際有限公司（「本公司」）及其附屬公司（統稱「本集團」）發佈的首份環境、社會及管治報告（「本報告」），以闡述本集團於可持續發展的績效。

本報告之撰寫乃根據香港聯合交易所有限公司證券主版上市規則附錄二十七《環境、社會及管治報告指引》（「指引」）。除非文義另有所指，本報告涵蓋我們由2016年1月1日至2016年12月31日的環境、社會及管治表現。

本報告的範圍涵蓋本集團擁有直接營運控制的業務實體之環境、社會及管治的重大事宜，包括於中國及越南大部分飼料廠和食品加工廠。

本報告主要針對本集團在環境和社會的表現。有關我們企業管治的資訊，請參閱本公司之年報。

權益人參與過程

為了解與我們業務有關的環境、社會及管治事宜。本集團透過多個正式和非正式的交流平台，邀請不同類別的權益人參與。下表詳列不同權益人的參與渠道：

**STAKEHOLDER ENGAGEMENT PROCESS
(continued)****權益人參與過程 (續)**

Stakeholder Groups 權益人類別	Engagement Channels 參與渠道
Suppliers 供應商	<ul style="list-style-type: none"> - Site visits 實地考察 - Surveys and interviews conducted by a third party 由第三方進行之調查及訪問 - Supplier assessments 供應商評估
Shareholders and investors 股東及投資者	<ul style="list-style-type: none"> - Annual General Meeting 股東週年大會 - Meetings with investors 投資者會議 - Annual and interim reports 年報及中期報告
Communities and non-governmental organisations (NGOs) 社區及非政府組織	<ul style="list-style-type: none"> - Charity donations 慈善捐獻 - Participation in NGOs programmes 參與由非政府組織舉辦的活動 - Volunteering activities 義工活動

MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES TO THE GROUP**影響本集團的重大環境、社會及管治事宜**

In our first year of ESG reporting, a diverse group of stakeholders in both China and Vietnam were invited to review and propose ESG issues that should be included in our ESG report. They provided extensive and meaningful feedback that guides us in formulating our ESG strategy. The group of stakeholders includes employees, customers, suppliers, shareholders and investors, and communities and NGOs.

本集團於本年度首次就環境、社會及管治進行匯報，我們邀請中國及越南不同類別的權益人檢閱及建議在本報告中應包含環境、社會及管治的事宜，他們提供廣泛和具價值的建議，對我們制定環境、社會及管治策略產生指導作用。這些權益人包括僱員、客戶、供應商、股東及投資者，以及社區和非政府組織。

The Group conducted the materiality analysis based on the subject areas and aspects in the ESG Guide including emissions, use of resources, the environment and natural resources, employment, health and safety, development and training, labour standards, supply chain management, product responsibility, anti-corruption and community investment. Based on the stakeholder engagement process and in accordance with the ESG Guide, the Group identified several ESG elements that are material to its businesses as listed in the table below. Although stakeholders did not rate anti-corruption important enough for reporting, the Group has briefly described its anti-corruption policies in the Report.

本集團就指引中不同範疇及層面進行重要性分析，這些層面包括排放物、資源使用、環境及天然資源、僱傭、健康與安全、發展及培訓、勞工準則、供應鏈管理、產品責任、反貪污和社區投資。根據與權益人之交流過程及按照指引，本集團訂出數項對本集團業務有重大影響的環境、社會及管治事宜，並詳列於下表。此外，雖然權益人並不認為反貪污為需要在本報告內匯報的重大事宜，本集團也於本報告中扼要闡述在有關方面的政策。

Approach

滙報方式

MATERIAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE ISSUES TO THE GROUP (continued)影響本集團的重大環境、社會及管治事宜
(續)

ESG Subject Areas 環境、社會及管治範疇	ESG Aspects 環境、社會及管治層面	Material Issues to the Group 對本集團有重大影響
Environment 環境	Emissions 排放物	✓
	Use of Resources 資源使用	✓
	The Environment and Natural Resources 環境及天然資源	✓
Social 社會	Employment 僱傭	✓
	Health and Safety 健康及安全	✓
	Development and Training 發展及培訓	✓
	Labour Standards 勞工準則	✓
	Supply Chain Management 供應鏈管理	✓
	Product Responsibility 產品責任	✓
	Anti-corruption 反貪污	
Community Investment 社區投資	✓	

A. Environmental 環境

The Group is committed to minimising businesses' impact on the environment while maintaining operational performance. To strengthen environmental performance and ensure compliance with relevant environmental laws and regulations, the Group has established a Safety, Health and Environment ("SHE") Committee in both China and Vietnam. The SHE Committees are responsible for formulating environmental strategies and setting targets, and for steering our operations towards continuous improvement in environmental performance.

Part of our operations in China and in Vietnam have obtained International Organization of Standardization ("ISO") 14001 Environmental Management System. According to ISO 14001's requirement, the Group's operating facilities which have obtained ISO 14001 certification are evaluated regularly by a third party to ensure adherence to proper environmental protection guidelines and procedures for improving environmental performance.

A1. EMISSIONS

Air Emissions

The Group manages air emissions responsibly and complies with the appropriate emission laws and regulations. Emissions of air pollutants, including nitrogen oxides, sulphur oxides, carbon monoxide and volatile organic compounds, arise mainly from our feed mills which consume coal power. The Group monitors air emissions to ensure that the latest national emission standards are met. From the design stage of our feed mills, the Group takes into account the environmental impact. For example, the Group installs machineries with additional components to reduce dust generated during the production process. These include, for example, screen dust protection in the dryers, multi-cyclone and water spray equipment in the boilers and air bag filters at our hammer mills.

The SHE Committees collect emission data from feed mills quarterly to ensure effective air quality control and identify areas for improvement. Air pollutant emissions are required to comply with "Emission Standard of Air Pollutants for Boiler" promulgated by the Ministry of Environmental Protection in China and "National Technical Regulation on Industrial Emission of Inorganic Substances and Dusts" stipulated by the Ministry of National Resources and Environment in Vietnam. Our air pollutant emissions have passed the air pollutants sampling tests conducted by the respective regulators in China and Vietnam.

本集團於維持營運表現的同時，致力減少業務對環境的影響。為加強我們的環境績效並確保符合相關環境法律和規則，本集團在中國及越南均已成立安全、健康及環境委員會，負責制定環境政策、釐訂目標及引導營運部門持續改善環境績效。

我們部分位於中國及越南的營運設施已獲國際標準化組織（「ISO」）14001環境管理體系的認證。按照ISO 14001的要求，本集團已獲ISO 14001認證的營運設施定期由第三方進行評估，確保妥善遵守環境保護指引及程序以改善環境表現。

A1. 排放物

廢氣排放

本集團負責任地管理廢氣排放，並符合相關的排放法律和規則。排放的空氣污染物包括氮氧化物、硫氧化物、一氧化碳及揮發性有機化合物，主要來自使用燃煤的飼料廠。本集團監控廢氣排放，以確保符合當前的國內排放標準。由飼料廠的設計階段開始，本集團已考慮到對環境的影響，例如安裝配有額外設備的機器以減少在生產過程產生的塵埃，其中包括在烘乾機中加設隔塵保護、在鍋爐中加設多重氣旋及噴灑裝置和在錘磨機中加入氣袋濾網。

安全、健康及環境委員會每季從飼料廠收集排放數據，以確保有效控制空氣質素並尋求改善空間。空氣污染物的排放須符合中國環境保護部頒佈的《鍋爐大氣污染物排放標準》及越南環境資源部門頒佈的《工業無機物和粉塵排放的國家技術法規》。我們的空氣污染物排放已通過中國及越南相關監管機構的空氣污染物樣本測試。

A. Environmental

環境

A1. EMISSIONS (continued)

Air Emissions (continued)

During the year, the Group complied with the relevant environmental laws and regulations that have a significant impact on the Group in both China and Vietnam.

Greenhouse Gas Emissions

Greenhouse gas emissions reflect impact of our businesses on climate change. Our major source of greenhouse gas emissions is from electricity use. For details on managing electricity usage, please refer to the Energy and Electricity Usage section.

Waste

Our waste management strategy focuses on the reduction and reuse of wastes. Wastes generate from our operations include paper, plastic and metal, as well as dead animals and manure from farm business in Vietnam.

To minimize waste generation, the Group engages qualified recyclers to collect and transform non-hazardous waste into useful materials. The Group strives to ensure a closed-loop system when dealing with livestock waste, some of which is transformed into fertiliser through composting.

Certain production processes involve the use of chemicals that produce a modest amount of hazardous waste products. These waste products include paints, solvents, absorbents, and materials containing heavy metals, such as thermometers for temperature control in storage and interior fluorescent lighting. As a responsible corporate citizen, the Group engages licensed service providers to dispose of hazardous waste to ensure compliance with the appropriate laws and regulations.

During the year, the Group complied with the relevant national laws and regulations that have a significant impact on the Group in both China and Vietnam.

A2. USE OF RESOURCES

Energy and Electricity Usage

The Group has implemented several energy-saving mechanisms to reduce energy and electricity consumption in China and Vietnam.

Our energy management system consists of guidelines for setting energy efficiency goals, procedures to enhance energy efficiency and measures to reduce energy consumption. We promote conservation among employees and encourage adoption of latest energy-efficient technologies.

A1. 排放物 (續)

廢氣排放 (續)

年內，本集團遵守對本集團有重大影響的相關中國及越南環境法律及規則。

溫室氣體排放

溫室氣體排放反映我們的業務對氣候變化的影響。我們的溫室氣體排放主要來自耗電。有關管理電力使用的詳情，請參閱「能源及電力使用」部分。

廢棄物

我們的廢棄物管理策略集中在減少及循環再用廢棄物，營運產生的廢棄物包括紙張、塑膠、金屬及越南養殖業務產生的動物屍體和糞肥。

為減少廢棄物的產生，本集團聘用合資格的回收商收集並轉化無害廢棄物為有用的物料。本集團在處理禽畜排泄物時採用閉環系統，並將部分轉化為肥料。

由於部分生產過程涉及化學物的使用，故會產生少量的有害廢棄物。該些廢棄物包括顏料、溶劑、吸收劑和含重金屬的物質，例如用以控制儲存庫溫度的溫度計和室內光管。作為負責任的企業公民，本集團聘用持牌服務供應商處理有害廢棄物，確保符合相關法律及規則。

年內，本集團符合中國及越南對本集團有重大影響的相關國內環境法律及規則。

A2. 資源使用

能源及電力使用

本集團採用多項節能措施，減少在中國和越南的耗電量及能源使用量。

我們的能源管理體系包括制訂能源效益目標的指引，提升能源效益的程序和減少能源消耗的措施。我們向僱員推廣節能，並鼓勵採用最新的能源效益技術。

A. Environmental 環境

A2. USE OF RESOURCES (continued)

Energy and Electricity Usage (continued)

Examples of our energy-saving and electricity-saving measures in China and Vietnam include:

- Automatic computer controls in feed mills and food production facilities which detect and switch off unused machines, minimising idle operation time and reducing electricity usage.
- Remuneration of production staff ties with production performance, which encourages them to enhance productivity and reduce electricity usage. Electricity consumption coordinators from various production departments report to the SHE Committees on departmental energy-saving progress, and relays the Group's electricity-saving strategy to production staff.
- Lighting is a major source of electricity consumption. The Group uses energy-saving lighting such as T5 fluorescent tubes, and has adopted multi-zone lighting control to switch off non-essential lighting in certain areas of the facilities during lunch time and non-peak hours.
- Our swine farm converts methane gas into energy to power part of its daily operations.
- The Group continues to replace coal with cleaner and more efficient resources including natural gas.

Water & Wastewater

Water consumption and wastewater generation are carefully managed in our businesses. A wide range of initiatives related to water and wastewater management have been implemented. For example, rainwater collected in Vietnam's swine farms is stored and treated in designated water tanks, used as drinking water for pigs, reducing the use of freshwater. Swine farms treat wastewater and ensure wastewater discharged into the local sewage system adheres to national standards.

Employees are encouraged to conserve water in daily operations and in dormitories. Tips and reminders are placed in visible areas inside the facilities to raise awareness of water conservation among employees.

A2. 資源使用(續)

能源及電力使用(續)

在中國及越南推出的節約能源及減少用電措施包括：

- 在飼料廠及食品加工廠設置自動化電腦控制系統，偵測及關閉不在使用中的機器，減少閒置營運時間和電力使用。
- 生產線員工的薪酬與生產表現掛鉤，從而鼓勵他們提升生產力和減少用電。生產線上各部門負責控制用電的人員會向安全、健康及環境委員會匯報部門的節約能源進展及向生產線員工傳達本集團的節約能源策略。
- 照明是電力消耗的主要源頭，本集團使用節能的照明系統如T5光管，並採用多區照明控制系統，關閉在午飯及非繁忙時間部分設施的非必要照明。
- 我們的生豬養殖場將甲烷氣體轉化為能源，提供部分日常營運的用電需要。
- 本集團持續以潔淨及高效益的能源如天然氣取代煤。

用水及污水

我們小心管理用水和污水的產生，並已推行多項用水及污水管理措施，例如越南的生豬養殖場在指定的水箱中收集、儲存並處理雨水以用作豬的飲用水，從而減少用水。生豬養殖場會處理污水，確保排放於當地污水系統的污水符合國家標準。

我們鼓勵僱員在日常經營的各環節及宿舍中節約用水。為提高僱員節約用水意識，我們在不同設施包括洗手間和宿舍張貼告示。

A. Environmental

環境

A3. THE ENVIRONMENT AND NATURAL RESOURCES

We have invested in projects to minimize our business operations' impacts on the environment. These include staff training, energy efficient lighting, and maintenance on air and wastewater treatment equipment. Our SHE Committees establish and review environmental performance targets periodically. Please refer to the above sections on our policies and measures implemented on different environmental issues.

A3. 環境及天然資源

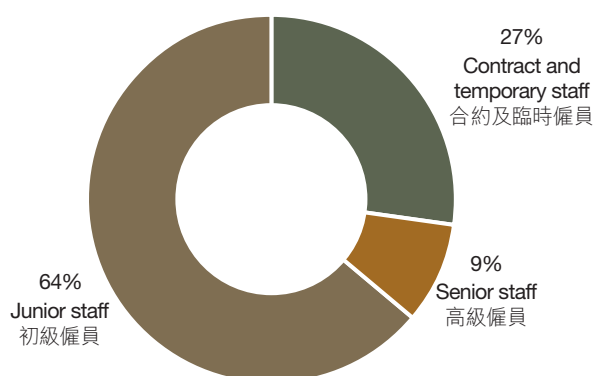
為減少業務營運對環境的影響，我們投資於不同項目，包括員工培訓、節能照明系統和空氣及污水處理設施的維護。安全、健康及環境委員會制訂環境表現目標並定期評估有關表現。有關我們在不同環境問題的政策和措施，請參閱本報告前文的章節。

B. Social 社會

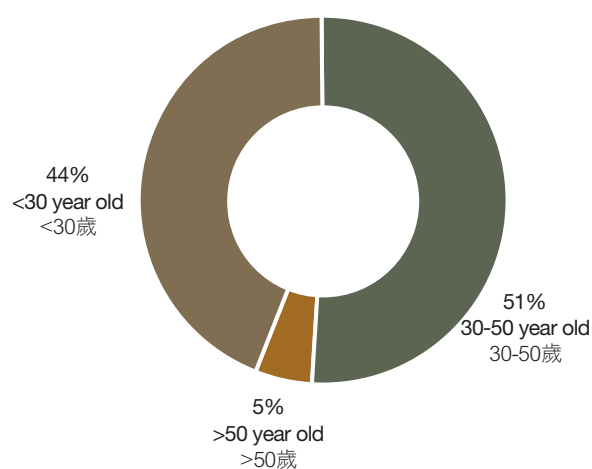
B1. EMPLOYMENT

We provide various resources to our employees and facilitate their personal development. Comprehensive employment policies have been developed to cover aspects including company values, compensation and benefits, business ethics and conduct, and equal employment opportunities. As of 31 December 2016, the Group employed around 32,000 employees.

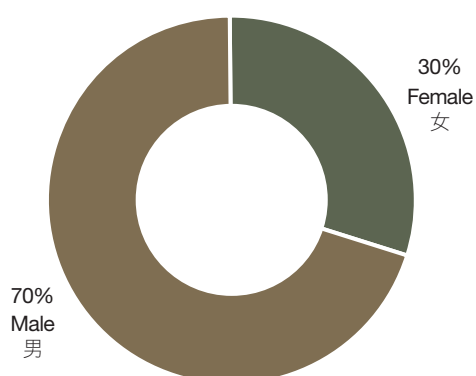
Breakdown of employees by employment type
按僱傭類型劃分的僱傭情況



Breakdown of employees by age group
按年齡劃分的僱傭情況



Breakdown of employees by gender
按性別劃分的僱傭情況



B1. 僱傭

我們提供多方面的資源支持員工的個人發展，全面的僱員政策涵蓋公司價值觀、薪酬和福利、商業道德和操守及平等聘用機會。截至2016年12月31日，本集團聘用32,000名僱員。

B. Social

社會

B1. EMPLOYMENT (continued)

The Group offers competitive benefits and compensation packages to attract and retain talents. Benefits include annual leave and medical coverage along with others that extend beyond Chinese and Vietnamese national requirements, such as marriage, maternity and compassionate leave.

Our operations are free of race, age and gender discrimination. Our employment policies comply with local laws and regulations.

Our culture encourages open and honest two-way communication. The Group uses various channels to collect employees' opinions and suggestions. For example, an employee group was established to facilitate meetings between senior management and employees. At these meetings, employees can voice their opinions and concerns on issues such as employee benefits and working conditions. Their opinions are taken seriously and are discussed at senior management meetings.

The Group understands that employees are most productive and motivated when they have a healthy work-life balance. A series of leisure activities and competitions are organized to encourage a balanced lifestyle.

B2. HEALTH AND SAFETY

We take pride in providing a safe work place for our employees. Guided by the SHE Committees, the Group establishes and reviews safety targets annually so as to continually improve safety performance.

Some of our food operations in China and Vietnam are certified under the Occupational Health and Safety Assessment Series ("OHSAS") 18001 Occupational Health and Safety Management System. As part of this certification, the Group conducts annual safety risk analysis to identify any occupational hazards and corresponding preventive measures. The Group also conducts daily inspections of heavy machineries to ensure they are functioning properly.

B1. 僱傭 (續)

本集團提供具競爭力的薪酬和福利以招攬和挽留人才。公司福利包括年假、醫療保障以及其他超過中國及越南當地要求的福利，例如婚假、產假及喪假。

我們的營運並無種族、年齡及性別歧視。我們的員工政策符合當地的法律和規則。

我們的公司文化鼓勵開放及誠懇的雙向溝通。本集團透過多個渠道收集員工的意見和建議，例如設立僱員小組讓高級管理層與僱員進行會議，讓僱員表達如有關員工福利及工作環境的意見。管理層十分重視他們的意見，並在管理層會議中就有關事宜進行討論。

本集團明白工作和生活平衡有助提升員工的生產力和工作動力。我們舉辦一系列消閒活動和比賽，以鼓勵平衡的生活模式。

B2. 健康與安全

我們為向員工提供安全的工作環境感到自豪。在安全、健康及環境委員會的指導下，本集團每年訂立及評估安全目標，以持續改善安全表現。

在中國及越南的部分食品加工廠獲得職業安全健康管理系統(「OHSAS」) 18001認證，作為認證的一部分，本集團每年就安全風險進行分析以辨別任何職業危害，並採取相應預防措施。本集團亦每日檢查重型機器，確保其妥善運作。

B. Social 社會

B2. HEALTH AND SAFETY (continued)

The Group provides trainings to all production staff who operate heavy machineries, ensuring that they understand how to carry out their tasks safely. Production staff must attain the required government occupational qualification certificate before discharging their duties. The Group also provides them with personal protective equipment such as safety helmets, face masks and gloves. Our safety policies mandate our production staff to wear personal protective equipment when operating heavy machineries.

We strive to ensure that our operations comply with relevant health and safety regulations. For third-party logistic providers and equipment maintenance contractors who perform their work at our production sites, the Group provides briefing sessions on our safety requirements and measures.

During the year, one fatal incident was recorded: An employee died in a car accident while travelling for work. The Group provided every assistance to the family of the employee.

B3. DEVELOPMENT AND TRAINING

Talent development is the basis for our business success. The Group encourages career development among our employees, provides equal opportunity for promotion based on merits and offers career progression paths.

The Group has established a variety of trainings, including team building, on-the-job training, safety training, orientation training and sales skill training. We strive to deliver products and services to the highest quality.

The Group has also developed an online learning platform in China. The platform provides courses for employees based on their job requirements or interests, enabling them to customise training programmes to suit their individual needs.

During the year, around 74% of our employees received training and the Group delivered over 490,000 hours of training.

B2. 健康與安全(續)

本集團為所有操作重型機器的生產線員工提供培訓，以確保他們了解如何安全地執行工作。生產線員工在投入工作前，須取得所須的國家職業技術鑒定。本集團也提供個人保護裝備，如安全頭盔、面罩及手套。我們的安全政策要求生產線員工在操作重型機器時，必須穿上個人保護裝備。

我們致力確保營運符合相關的健康和安全法規。本集團為於我們的生產設施工作的第三方物流供應商及設備維修承包商就我們的安全要求和措施提供簡介。

本報告期內錄得一宗死亡事故。一名僱員在前往工作途中，因交通意外身亡。本集團盡力為其家庭提供協助。

B3. 發展及培訓

人才發展是我們業務成功的基礎，本集團鼓勵員工的職業發展，提供建基於個人績效的平等的晉升機會及於集團內的職業發展路徑。

本集團提供多元化的培訓，包括團隊建設、在職培訓、安全培訓、職前培訓和銷售技巧培訓。我們致力生產高質素的产品和提供優質服務。

本集團在中國已開拓網上學習平台，僱員可根據其工作需要和興趣度身訂造適合個人需要的培訓課程。

年內，本集團約74%的僱員曾經接受培訓，並提供超過490,000小時的培訓。

B. Social

社會

B4. LABOUR STANDARDS

The Group complies with relevant national labour laws and regulations, and has zero tolerance for child and forced labour. The employment policies for the Group's operations in China and Vietnam outline the principles and procedures to prevent child or forced labour in the organisation. These procedures include inspecting birth and medical certificates upon request.

B5. SUPPLY CHAIN MANAGEMENT

As a leading agri-food business conglomerate in China and Vietnam, we must effectively manage our supply chain. Our agri-food businesses span the full spectrum of the manufacturing and sale of animal feed products, breeding, farming and sale of animals, to the manufacture and sale of value-added, processed food products.

The Group keeps abreast of international requirements and standards to continuously improve our supply chain management. We have developed a robust supplier selection mechanism to safeguard our commitment to quality. Potential suppliers are assessed based on certain criteria, which include service quality, credentials and company size. We consolidate the results of these assessments into a rating to reflect each supplier's overall performance.

Furthermore, the Group aims to integrate sustainability into our procurement practices by prioritising local suppliers and developing long-term relationships with them. Working with local suppliers reduces our carbon footprint from the transportation of goods and contributes to local economic development. During the year, the Group had around 5,500 suppliers based in China, around 1,800 based in Vietnam and around 160 in other countries and regions.

B4. 勞工準則

本集團遵守相關的國家勞工法律和法規，絕不容忍童工和強制勞工。本集團在中國及越南的僱傭政策列明相關原則和程序，防止本集團內出現童工或強制勞工，這些程序包括根據要求檢查出生及醫療證明。

B5. 供應鏈管理

作為中國及越南的領先農牧食品企業，我們必須有效管理我們的供應鏈。我們的農牧食品業務全面涵蓋產銷動物飼料產品，繁殖、養殖及銷售禽畜及水產和產銷增值加工食品產品。

本集團持續改善供應鏈管理以符合國際要求和標準。我們建立嚴格的供應商挑選機制，以確保能實現我們對品質的承諾。我們對潛在供應商進行評估，評估範圍包括服務質素、資格認證和公司規模，並綜合這些評估結果釐定評級，以反映供應商的整體表現。

此外，本集團在採購過程中融入可持續性的因素，優先選擇本地供應商，並與他們建立長遠關係。與當地供應商合作有助減少貨物運送過程中產生的碳足跡和支持當地經濟發展。年內，本集團有約5,500個供應商以中國為基地、約1,800個以越南為基地和約160個來自其他國家及地區。

B6. PRODUCT RESPONSIBILITY

Considerable efforts were made to ensure our products are of the highest quality and safety standards. Our holistic approach starts from sourcing raw materials from our supply chain, production and finally to value-added services. As described in our Supply Chain Management section, the Group requires suppliers to share its values and commitments, especially on product quality and safety.

Our feed mills have end-to-end quality assurance. As raw materials arrive at our feed mills, sampling tests are done based on both physical and chemical attributes. After the raw materials enter our warehouse, inspections are conducted regularly where frequency of inspection depends on the form of storage for different type of raw materials. Multiple checks are conducted throughout the core production process, such as particle size during grinding and homogeneity during mixing. Sample will be collected from every batch of production. If there is any issue with any batch of our products, we can retrieve our sample kept at our feed mill and trace to the cause of problem. We also conduct routine inspection of finished goods. During the inspection, various analysis are conducted, including protein, moisture and nutrient content of the finished goods.

In our farms, animal health and hygiene are taken into consideration from design stage of our farm facilities to daily operation. Farms and hatcheries are strategically situated in rural areas with accessible transportation, and they are properly maintained to prevent contamination. The Group has introduced biosecurity protocols in our farms to reduce contamination risks. These protocols cover facility access control, pest control and waste management.

Our consumer complaint management policy outlines procedures for handling customers' complaints. Upon the receipt of a complaint, customer service team will conduct a thorough investigation. Once the cause of the problem is identified, we will propose a resolution to the customer, and communicate with relevant departments for future improvement. During the year, there were no substantial complaints regarding our products' quality or safety.

B6. 產品責任

本集團致力確保產品具有最高質素及安全標準，並制訂全面的措施，由向供應鏈搜集原材料，覆蓋以至生產及增值服務。如「供應鏈管理」部分所提及，本集團要求其供應商與其擁有共同價值觀和承諾，尤其在產品質素及安全方面。

我們的飼料廠有端對端的品質保證，由原材料進入飼料廠開始，即會就其物質和化學成份進行樣本測試，存放於倉庫的原材料也會定期進行測試，測試頻率視乎不同類型的原材料及其儲存方式而定。在主要生產過程中，我們也會進行多次檢查，例如磨碾時顆粒的大小及混合時的均勻度。每個生產批次均會採集樣本，若發現某個批次的產品出現問題，會追溯有關批次的樣本並尋找問題的起因。我們也會定期檢查製成品，檢查過程涉及就包括製成品的蛋白質、水份及營養含量作出多項分析。

由設計養殖設施以至日常營運都顯示我們關注禽畜的健康和衛生，養殖場和孵化場都策略性地設置於交通工具可達的農村，並妥善維護以防止污染。本集團在養殖場引入生物安全保障規則，以減低感染風險，這些規則包括進入設施的管制、害蟲控制及廢物管理。

我們的消費者投訴管理政策已列明處理客戶投訴的程序。在收到投訴後，客戶服務團隊會進行深入調查，在發現問題起因後，會為客戶提供解決方案，並與相關部門溝通作出改善。年內，本集團沒有涉及就產品質素及安全的重大投訴。

B. Social

社會

B6. PRODUCT RESPONSIBILITY (continued)

The Group has set up a recall procedure for products sold for safety and health reasons. During product recalls, the country heads and the related government departments would be informed. While investigating the causes of the recall, our recall committee will ensure that the recall process is carried out in an effective and transparent manner. During the year, there was no safety and health related product recalls.

In addition to handling complaints and recalls, the Group also has a technical sales and service team that provides technical support and training services to our feed customers and responds to their inquiries.

B7. ANTI-CORRUPTION

We conduct our business in accordance with the highest ethical standards, and are committed to preventing corrupt practices. Employees' handbook includes policies designed to prevent dishonest behaviour, and the Group also provides channels for stakeholders to report any suspicious activities.

B8. COMMUNITY INVESTMENT

The Group takes an active role in giving back to the community and strongly ingrain this value among employees. During the year, the Group held numerous charitable and community activities across Vietnam and China.

Community Activities in Vietnam**Blood donation and hospital visits**

The Group has organised voluntary blood donation event for many years. In 2016, over 1,800 employees participated in blood donations held during CP Family Day and Red Journey, which is an annual national campaign to help alleviate Vietnam's blood shortage. Our team in Vietnam also partnered with local hospitals to organise visits and provide food to poorer patients in different cities and provinces such as the Hue city, Hanoi capital city, Dong Nai province and Ben Tre province.

B6. 產品責任 (續)

本集團已訂立一套與安全與健康有關的產品召回制度。在產品召回過程中，會知會國家主管及相關政府部門，在調查起因期間，我們的召回小組也會確保召回過程具效率和高度透明。年內並無出現與安全與健康有關的產品召回事宜。

除了處理投訴和召回，本集團也設立技術銷售及服務團隊為飼料客戶提供技術支援及培訓服務，並回應他們的查詢。

B7. 反貪污

我們以最高的道德標準經營業務，致力預防貪污行為。員工手冊包括防止不誠實行為的政策，本集團亦提供渠道讓權益人就任何可疑行為作出舉報。

B8. 社區投資

本集團積極回饋社會，並向僱員灌輸這價值觀。年內，本集團在越南及中國舉辦多項慈善及社區活動。

在越南舉辦的社區活動**捐血及醫院探訪**

本集團舉行自願性捐血活動已有多年。在二零一六年，超過1,800名員工在「CP家庭日」及「紅色旅程」活動中參與捐血。「紅色旅程」是越南每年的國家活動，以紓緩血液短缺的情況。我們的越南團隊也在不同的城市和省份，例如順化市、首都河內市、同奈省和檳榔省與當地醫院合作安排探訪活動，並向貧困病人提供食物。

B8. COMMUNITY INVESTMENT (continued)**Food donation and volunteering activities**

We donated our food products to the community and organised other volunteering activities in 2016 that include visits to the underprivileged, tree-planting and school education programmes.

Community Activities in China**Visits to the underprivileged**

In China, various community activities are held, including visits to the disabled, elderly and poor. The Group's employees contributed over 9,000 hours in visiting the underprivileged in 2016.

Chai Tai Enterprises Charitable Foundation

Charoen Pokphand Group has set up the "Chai Tai Enterprises Charitable Foundation" (the "Foundation") in 2015 to fund its charitable activities as part of its long-term commitment to the welfare of the people in China. The Foundation aspires to support the underprivileged, including poor families, poor students, senior citizens, and the disabled.

As part of the Charoen Pokphand Group, the Group's employees contribute to the Foundation through its major fundraising event, "A Piece of Paper, A Book, A Coin". Our employees gather waste paper, old newspapers and magazines which will later be sold to raise money for the Foundation. The books are donated to schools to promote a reading culture among students. The Foundation has financed a variety of programmes and projects, especially for education and community development.

B8. 社區投資(續)**捐獻食物及義工活動**

我們在二零一六年向社區捐贈食品及舉辦其他義工活動，包括探訪弱勢社群、植樹及學校教育計劃。

在中國舉辦的社區活動**探訪弱勢社群**

我們在中國舉辦多項社區活動，包括探訪殘障、年長及貧困人士。本集團的僱員於二零一六年參與探訪弱勢社群的時數超過9,000小時。

正大慈善基金會

Charoen Pokphand Group於二零一五年成立「正大慈善基金會」(「基金」)，以支持中國的慈善活動，作為其對中國人民福利長遠承諾的一部分。基金致力援助弱勢社群，包括貧困家庭、學生、長者及殘障人士。

作為Charoen Pokphand Group的一分子，本集團的僱員透過主要籌款活動「一張紙、一本書、一枚硬幣」作出貢獻。僱員收集和出售廢紙、舊報紙和雜誌為基金籌集資金，並捐贈書本予學校向學生推廣閱讀文化。基金也資助多項計劃及項目，尤其在教育及社區發展方面。



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