

# LESSO 联塑

CHINA LESSO GROUP HOLDINGS LIMITED  
中國聯塑集團控股有限公司

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：2128



# 2020

SUSTAINABLE DEVELOPMENT REPORT

## 可持續發展報告

# ABOUT THIS REPORT

This is the first sustainable development report published by China Lesso Group Holdings Limited and its subsidiaries. The Company has previously issued five social responsibility reports. This report systematically explains the Group's philosophy of sustainable development, as well as the Group's practices, performance and future aspirations toward shareholders, customers, business partners, environment, employees, and society for the year 2020.

## Period Covered by This Report

This report covers the year ended on December 31, 2020.

## Scope of This Report

This report covers the performance of China Lesso Group Holdings Limited and its domestic subsidiaries, but exclude its overseas subsidiaries.

## Definitions

For the sake of optimal expression and readability, "China Lesso Group Holdings Limited and its subsidiaries" are alternatively referred to as "China Lesso," "Lesso," "the Group," "the Company," or "We" in this report.

# 關於本報告

本報告是中國聯塑集團控股有限公司及其附屬公司發布的第一份可持續發展報告，此前公司曾發布五份社會責任報告。本報告系統披露了集團 2020 年在履行對股東、客戶、合作夥伴、環境、員工和社會等方面的可持續發展理念、實踐、績效以及未來展望。

## 時間範圍

截至 2020 年 12 月 31 日止年度。

## 報告範圍

本報告涵蓋了中國聯塑集團控股有限公司及其附屬公司，不包含海外附屬公司。

## 稱謂說明

為了便於表述和閱讀，在本報告中「中國聯塑集團控股有限公司及其附屬公司」也以「中國聯塑」「聯塑」「集團」「公司」或「我們」表示。

## Basis of Preparation

Most of the information disclosed in this report was prepared in strict compliance with the *Environmental, Social and Governance (ESG) Reporting Guide* of The Stock Exchange of Hong Kong Limited and was published as required by the *Sustainability Reporting Guidelines* of Global Reporting Initiative (GRI Standards).

## Declaration of the Truthfulness, Accuracy and Completeness of the Data

All data disclosed in this report comes from the official documents, statistical reports or relevant public information of the Company. This report does not contain any false records, misleading statements or material omissions.

## Currency

Unless otherwise specified, the currency in which the financial data are reported is Renminbi ("RMB").

## Access to the Report

This report is available in both English and Chinese. An electronic copy of this report can be downloaded on China Lesso's website (www.lesso.com).

## 參照標準

本報告所披露的大部分內容嚴格按照香港聯交所《環境、社會及管治報告 ESG 指引》要求編寫和全球可持續發展標準委員會《GRI 可持續發展報告標準》(GRI Standards) 標準披露。

## 資料說明

報告所披露的資料與案例來自公司正式文件、統計報告或有關公開資料。本報告內容不存在任何虛假記載、誤導性陳述或重大遺漏。

## 貨幣單位

報告中所包含的貨幣單位如無特殊說明均為人民幣。

## 報告獲取

本報告提供中英文版本供讀者參閱。您可登錄 www.lesso.com 網站在網上閱讀或下載報告電子版。

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## CHAIRMAN'S MESSAGE

2020 was an extraordinary year. Faced with the complex international situation that the pandemic has brought about, as well as the new situations facing China's domestic cycle and the international dual cycle, we are upholding an enterprise goal of "revitalizing Chinese people's industries and building world-class international business." We shall thoroughly implement our development goals of "deepening primary industry, expanding overseas, platform empowerment, and long-term stability" to support high quality development and intensify the development of informatization, digitalization and computerization. This will increase platform empowerment coordination advantages and sustainable development competitiveness, to strive for maximum economic, environmental and social integration values, and create a better life for dweller all over the world.

### Regulatory Management — The Cornerstone of Lesso's Responsibility.

We have continuously improved our corporate management system, internal control system, and corporate governance standards. We have improved our social responsibility management system, strengthened the board's ESG leadership role, and pushed forward the gradual implementation of our social responsibility management system to form multi-level, multi-directional, and dynamic stakeholder communication mechanisms. We have improved product innovation capacity, increased the level of management innovation, and accumulated wisdom in high quality development. We have fully implemented safe production controls, strictly controlled all procedures of product quality, and set up our corporate sustainable development management foundations.

**Environmental Priority — Lesso's Natural Ecology.** We have complied with national environmental laws and regulations, promoted the integrated certification of quality, environmental, and occupational health and safety management systems, and ensured that environmental management has been scientific and effective. We have

## 董事長致辭

2020 年是不平凡的一年。面對疫情影響下國際複雜局勢、國內大循環為主體、國內國際雙循環相互促進的新發展格局，我們秉持「振興中華民族工業，創建國際一流企業」的企業目標，深入貫徹「深耕主業、延伸海外、平台賦能、穩行致遠」發展方針，堅持高質量發展，深化信息化數字化智能化發展，增加平台賦能協同優勢，增強可持續發展競爭力，努力創造最大化的經濟、環境和社會綜合價值，為全球居者創造更美好的輕鬆生活。

**規範管理，聯塑責任基石。**我們不斷完善公司管理制度，健全內部控制體系，提升公司治理水平；完善社會責任管理體系，加強董事會 ESG 的領導角色，推進社會責任管理工作逐步落實，形成多層次、多方位、常態化的利益相關方溝通機制；提升產品創新能力，推動管理創新水平，匯聚高質量發展的智慧；全面實施安全生產管控，嚴格把控產品質量的各個環節，夯實企業可持續發展管理基礎。

**環保優先，聯塑自然生態。**我們遵守國家環保法律法規，推進質量、環境及職業健康安全一體化認證，確保環境管理科學有效；識別氣候變化帶來的風險及

identified risks and opportunities arising from climate change and formulated effective response measures to improve energy efficiency. We have carried out targeted control over pollution sources and pollutants through improvements to technology and recycling, thereby reducing the impact that our enterprise's production operations have on the environment. We have developed resource efficiency and value and reduced resource wastage, as well as extended the value of our piping business and improved our expertise in environmental protection, creating beautiful, green, and livable cities.

**Lesso Works With Others to Make Life Better for Everyone.** With our aim of customer satisfaction, we innovate service models, improve service quality, and strive to bring better quality service to our customers. We uphold people-oriented concepts by respecting and protecting the legal rights and interests of our employees, building platforms for employee growth, and protecting our employees' physical and mental health, especially occupational health for employees who have resumed work following the COVID-19 pandemic. We explore and improve supply chain management and actively promote development in industry to achieve win-win situations for all parties. We improve community interaction, actively fulfill social responsibilities, and share the results of our business development with society.

Looking ahead to 2021, we will continue to grasp the opportunities brought about by national policies and infrastructure to strengthen internal work, refine management, and improve core competitiveness. While achieving steady growth, we will listen to what society is telling us so as to improve the level of our corporate responsibility and make more valuable contributions to the sustainable development of human society. We believe that we can accomplish great things in the future of sustainable development.

機遇，制定有效的應對措施，提升能源使用效率；通過技術改進、回收利用等方式對各類污染源、污染物進行針對性治理，降低企業生產運營對環境的影響；發揮資源的效能和價值，減少資源浪費；延伸管道主業價值，提升在環保方面的專業水平，共創綠色宜居的美好城市。

**齊心共贏，聯塑美好生活。**我們以客戶滿意為宗旨，創新服務模式，提升服務品質，致力於為客戶帶來更好的優質的服務；堅持以人為本的理念，尊重和保障員工合法權益，搭建員工成長平台，守護員工身心健康，尤其是做好新冠肺炎後員工復工的職業健康工作；探索和改善供應鏈管理，積極推動行業發展，促成多方共贏局面；加強社區互動，積極履行社會責任，與社會共享企業發展成果。

展望 2021，我們將繼續把握國家政策及基礎建設帶來的機遇，強內功、精管理，在增強核心競爭力、實現穩健增長的同時，傾聽來自社會各界的聲音，提升企業的履責能力和水平，為人類社會的可持續發展做出更有價值的貢獻。我們相信，可持續發展的未來，我們大有可為。

# ABOUT US

## COMPANY PROFILE

China Lesso Group Holdings Limited (stock code: 2128.HK) is a large-scale industrial group that manufactures building materials and interior decoration products in China. The Company was listed on the main board of the Stock Exchange of Hong Kong Limited (Stock Exchange) in June 2010. The Group owns more than 30 major production bases spread across 18 provinces in China, as well as production bases in the US, Indonesia, Malaysia, and Thailand, etc.

The Group's business covers piping, building materials and interior decoration, environmental protection and supply chain service platform. Our products include piping systems, sanitary fittings and wares, integrated kitchens, doors and windows, aluminum formworks, water purifiers, waterproofing material and sealant, fire services, valves, electric wires and cables, lighting, sanitary materials, environmental protection, agricultural facilities, and mariculture cages.

## CORPORATE CULTURE



### Brand Confidence

Building a relaxing life for dwellers



### Corporate Objectives

Revitalizing the Chinese industry and build a world-leading business



### Business Spirit

Entrepreneurship, innovation, scientific management and perfectionism



### Business Strategy

Taking quality as the lifeline, leading with technology and aiming for customer satisfaction



### Principal Philosophy

Linking the present, shaping the future

# 關於我們

## 公司概況

中國聯塑集團控股有限公司（股份代號：2128.HK）是中國大型建材家居產業集團，於2010年6月在香港聯合交易所有限公司（聯交所）主板上市。集團擁有超過30個主要生產基地分布於中國18個省份並在美國、印尼、馬來西亞、泰國等國家擁有生產基地。

集團業務涵蓋管道、建材家居、環保、供應鏈服務平台等板塊，產品涉及管道系統、水暖衛浴、整體廚房、整體門窗、鋁模板材、淨水設備、防水與密封膠、消防器材、閥門、電纜電纜、照明、衛生材料、環境保護、農業設施、海洋養殖網箱等領域。

## 企業文化

### 品牌信仰

為居者構築輕鬆生活

### 企業目標

振興中華民族工業，創建國際一流企業

### 企業精神

開拓進取，求實創新，科學管理，精益求精

### 經營方針

以質量為生命，以科技為龍頭，以顧客滿意為宗旨

### 主題理念

聯繫現在，塑造未來

## COMPOSITE BRANDING

"Lesso" represents the corporate culture concepts of "Link, Easy, Safe, Share and Open." The corporate logo in red symbolizes the vibrancy and sustainability of life, and reflects the vitality, passion and prosperity of China Lesso. It also represents our employees' tireless endeavor to build a booming business.



## 複合式品牌

中國聯塑的品牌 LESSO 寓意著傳承、輕鬆、安全、分享、開放的企業文化理念。紅色的標識象徵生生不息的生命，體現聯塑的活力激情、朝氣蓬勃、欣欣向榮，寓意著聯塑人孜孜不倦地追求、開創蒸蒸日上的宏圖事業。

### Our Brands 旗下品牌

#### LESSO 联塑

Plastic piping	塑料管道
Sanitary ware products	衛浴
Fire services	消防器材
Sealant	密封膠
Environmental protection services	環保服務
Mariculture cages	海洋養殖網箱
Wire	電線
Lighting	照明
Waterproofing	防水
Valves	閥門

#### LESSO 领尚

Integrated kitchens	整體廚房
Integrated wardrobes	整體衣櫃
Water purifiers	淨水機
Systems of doors and windows	整體門窗
Wooden doors	木門
Decorative plates	裝飾板材
Integrated heating systems	集成供暖系統

#### Agriculture Technology 農業科技

Facility agriculture and engineering	設施農業工程
Leisure agriculture	家庭休閒農業
Water-saving irrigation systems	節水灌溉系統
Production of consumables	生產消耗品
Deep-sea marine cages	深水海洋網箱
Agricultural technology consulting	農業技術諮詢
Fruit and vegetables	果蔬
Flowers and gardening	花卉園藝
Agritourism	農業觀光

#### Specialized market service platforms 專業市場服務平台

Furniture	家具
Sanitary ware products	衛浴
Cabinets	櫥櫃
Building materials	建材
Accessories	飾品
Hardware	五金
Ceramics	陶瓷
Decorative lighting	燈飾
Cloth, etc.	布藝等

#### LESSO 联塑 | 鋼塑複合管

Steel-plastic composite pipes	鋼塑複合管
Galvanized pipes	鍍鋅管

#### LESSO | EPOO

住宅內裝設備工業化

Mass production of interior decoration equipment

#### EAGO 益高

衛浴潔具

Sanitary ware, bath and shower accessories

#### LESSO 万嘉

衛生材料

Sanitary materials

## GLOBAL BRAND ECOSYSTEM

China Lesso has developed its piping production expertise and continually expanded upstream and downstream industrial chains to go from an enterprise that only manufactured pipes to a global brand ecosystem that covers piping, building materials and interior decoration, environmental protection and supply chain service platform. Our businesses cover home improvement, civil architecture, municipal construction, gas, floor heating, power and telecommunication, fire services, environmental protection, agriculture and marine agriculture. We provide one-stop services for dwellers around the world.

## 全球化品牌生態圈

中國聯塑充分發揮自身的管道產品專業優勢，不斷拓展上下游產業鏈，從單一的管道產品生產企業，發展為管道、建材家居、環保、供應鏈服務平台等四大產業並行的全球化品牌生態圈，業務覆蓋家居裝修、民用建築、市政建設、燃氣、地暖、電力通訊、消防、環境保護及農業、海洋養殖等領域，為全球居者提供一站式服務。



Plastic piping systems

- Plastic piping and pipe fittings
- Fire services
- Mariculture cages
- Sealant
- Waterproofing



塑料管材系統

- 塑料管道及管件
- 消防
- 海洋養殖網箱
- 密封膠
- 防水



联塑 为居者  
构筑轻松生活

Building materials and interior decoration

建材家居產業

Sanitary ware, integrated kitchen, integrated wardrobes, water purifiers, wooden doors, systems of doors and windows, decorative plates, wire and lighting

衛浴、整體廚房、整體衣櫃、淨水機、木門、整體門窗、裝飾板材、電纜、照明



Environmental protection industry

環保產業

Sponge cities, municipal sewage, integrated sewage treatment along river channels, soil restoration, utility tunnels, integrated water purifiers

海綿城市、市政污水、河道綜合污水處理、土壤修復、地下綜合管廊、一體化淨水設備



Supply chain service platform

供應鏈服務平台

Specialized market service platform, global trading network

專業市場服務平台、科技研發、全球貿易網絡

# RESPONSIBILITY TOPIC 責任專題

## GOING FROM "MANUFACTURING" TO "SMART MANUFACTURING"

Smart manufacturing is one of the driving forces for high quality development in the manufacturing industry and the future of the piping industry. As the leading enterprise in the piping industry, China Lesso is actively responding to the State's "Made in China 2025" strategic requirements. We have grasped development opportunities brought by "new infrastructure" and are using all the advantages that come with our large production scale, broad dispersal, high quality, strong support service capacity, and upstream and downstream production chain resources to achieve the high quality development of our enterprise by deeply integrating new information technology with the manufacturing industry. This includes the wholesale development of automation upgrade improvements, accelerating the speed of innovation on 5G, big data, and industry 4.0.

### Network Upgrades and Building Smart Factories

We use automated equipment ie: smart industrial robotic arms and robots to construct smart, unmanned workshops, increase logistics information, create manufacturing informatization, and realize production digitalization management, thereby improving production informatization and computerization efficiency. This allows us to better satisfy construction material requirements for the municipal projects, rail construction, underground pipe galleries, and clean heating that are part of "new infrastructure." We promote innovation and development in the industry and are redefining what "Made in China" means for the building materials and interior decoration industries.

Within a smart manufacturing workshop, one piece of equipment can produce **1.82** products per minute. Production efficiency greatly increases with **41** units of equipment working all day long and product acceptance rates reaching over **99.8%**.



No manual operation is needed since each automated production process is coordinated by smart system. 每個工序之間的交互由系統協調完成，不需要人工干預，實現自動化、智能化生產。

## 從「製造」邁 向「智造」

智能製造是推動製造業高質量發展的驅動之一，也是管道產業的未來趨勢。作為管道行業的龍頭企業，中國聯塑積極響應國家「中國製造 2025」的戰略要求，抓住「新基建」帶來的發展契機，憑藉產能規模大、布局廣、品質優，配套服務能力強等企業優勢，整合上下游產業鏈資源，全面開展自動化升級改造，加速 5G、大數據、工業 4.0 等新一代信息技術與製造業深度融合，實現企業高質量發展。

### 聯網升級打造智能工廠

我們使用智能工業機械手、機器人等各類自動化設備建立智能化無人車間，加大物流信息、生產製造信息化建設，實現生產數據化管理，提升生產信息化及智能化效率，更好地滿足「新基建」背景下的市政工程、軌道建設、地下管廊、清潔供暖等方面的建材需求，推動行業創新發展，在建材家居行業重新定義「中國製造」。

在自動化智能製造車間中，一台設備平均每分鐘可產出 **1.82** 個產品，**41** 台設備全天運轉，生產效率大大提升，產品合格率高達 **99.8%** 以上。



Scan to view China Lesso's unmanned smart pipe factory  
掃一掃觀看中國聯塑無人看「管」智能工廠

### Responding to the State's Strategy to Enable "New Infrastructure"

We have firmly taken hold of the State's strategic direction and quickly responded to the State Council's policy on implementing integrated underground piping galleries within cities. We have used our comprehensive range of innovative piping products and technical ability and taken part in integrated piping gallery projects across multiple cities in China, including Xiong'an New Area; Hengqin, Zhuhai; Baoshan City in Yunnan Province; and Xining in Qinghai Province. We have helped strengthen the State's growth points of "new infrastructure" and we continue to make great efforts on the national strategy and people's livelihood projects.



Manufacturing skill, smart manufacturing, and product and service solutions starting out from product R&D. We use cutting-edge manufacturing capability and undertake social responsibility to support fast-developing urban life. 從產品研發、生產工藝、智能製造、產品及服務解決方案等多方面，以尖端製造的實力與社會責任，支撐高速發展的城市生活。

### 響應國家戰略賦能「新基建」

我們牢牢把握國家的戰略方向，迅速響應國務院關於推進城市地下綜合管廊建設的政策，利用自身種類齊全的創新管道產品及技術實力，參與雄安新區綜合管廊項目、珠海橫琴綜合管廊項目、雲南保山市綜合管廊項目、青海西寧綜合管廊項目等國內多個城市地下綜合管廊項目，助力壯大國家「新基建」增長點，為國家戰略項目和民生工程持續輸出智慧和力量。



Scan to view how China Lesso improves the quality of underground pipe networks  
掃一掃了解中國聯塑如何為地下管網提質增效

During the construction process on the integrated underground pipe gallery project of Xiong'an New Area, we used a fully digital model of the piping gallery system to greatly enhance the efficiency of implementing the project. 在參與雄安新區地下綜合管廊建造過程中，通過建立管廊系統全數字模型，全面提高工程實施效率。

Accelerating National Rollout to Increase Productivity

We have carried out a development strategy of "platformization, quality assurance and globalization" and completed a national strategic rollout to accelerate production bases construction. We have promoted high quality and speed development of smart manufacturing to realize improved quality, free up production capacity and form core force, thereby helping the Group to quickly and efficiently occupy an advantageous market position amidst the wave of "new infrastructure."

加速全國布局釋放產能

我們堅持踐行「平台化、品質化、全球化」發展策略，不斷完善全國戰略布局，加速基地建設，推動智能製造高質高速發展，實現提質增效，釋放產能形成內核力，助推集團快速高效在「新基建」浪潮中占據優勢市場地位。



August 26: Lesso Hunan started its construction for phase two project. Lesso Hunan is using a 4.0 industry leading smart central raw material supply system. Lesso Hunan has been awarded as the High-tech Enterprise, Changsha Smart Manufacturing Demonstration Enterprise and Ningxiang Advanced Manufacturing Enterprise.

8月26日，湖南聯塑二期項目動工。湖南聯塑所使用的智能化中央供料4.0系統處於行業領先水平，先後獲得高新技術企業、長沙市智能製造示範企業和寧鄉市先進製造業企業。



September 4: Construction begins on phase two of the Lesso Yunnan project. The new workshop has been designed with the industry's leading technology and possesses a high level of computerization, automation and informatization. We will continue to create smart factories.

9月4日，雲南聯塑二期項目動工。新建車間將採用行業內頂尖技術進行規劃設計，具有高度智能化、自動化、信息化水平，持續打造智能工廠。



September 20: Laying the foundation for the Lesso Henan domestic pipeline project. 9月20日，河南聯塑民用管道項目奠基。



December 19: Lesso Fujian goes into production. 12月19日，福建聯塑投產。



December 22: Lesso Jiangxi goes into production. 12月22日，江西聯塑投產。



# REGULATORY MANAGEMENT — THE CORNERSTONE OF LESSO'S RESPONSIBILITY

## 規範管理 聯塑責任基石

China Lesso actively fulfill its corporate citizen responsibilities with a corporate mission of "constantly striving to improve and upgrade people's lifestyle products." We continually improve corporate governance and responsibility management. We use innovative management to drive our development and strengthen our control of production flow to solidify our foundation of business operations and contribute our strength to sustainable city development.

中國聯塑以「致力於改善和提高人類的生活品質」為企業使命，積極履行企業公民責任，持續加強企業管治和責任管理，以創新管理驅動發展新引擎，以加強生產流程管控穩固經營基礎，為城市可持續發展貢獻聯塑力量。

• Total investment in scientific research development and technological innovation RMB **947** million

• Safety hazard rectification rate **97.58%**

• **1,791** training courses in safe production, with a total of **59,400** participants

• 科研開發和技術創新總投入 **9.47** 億元

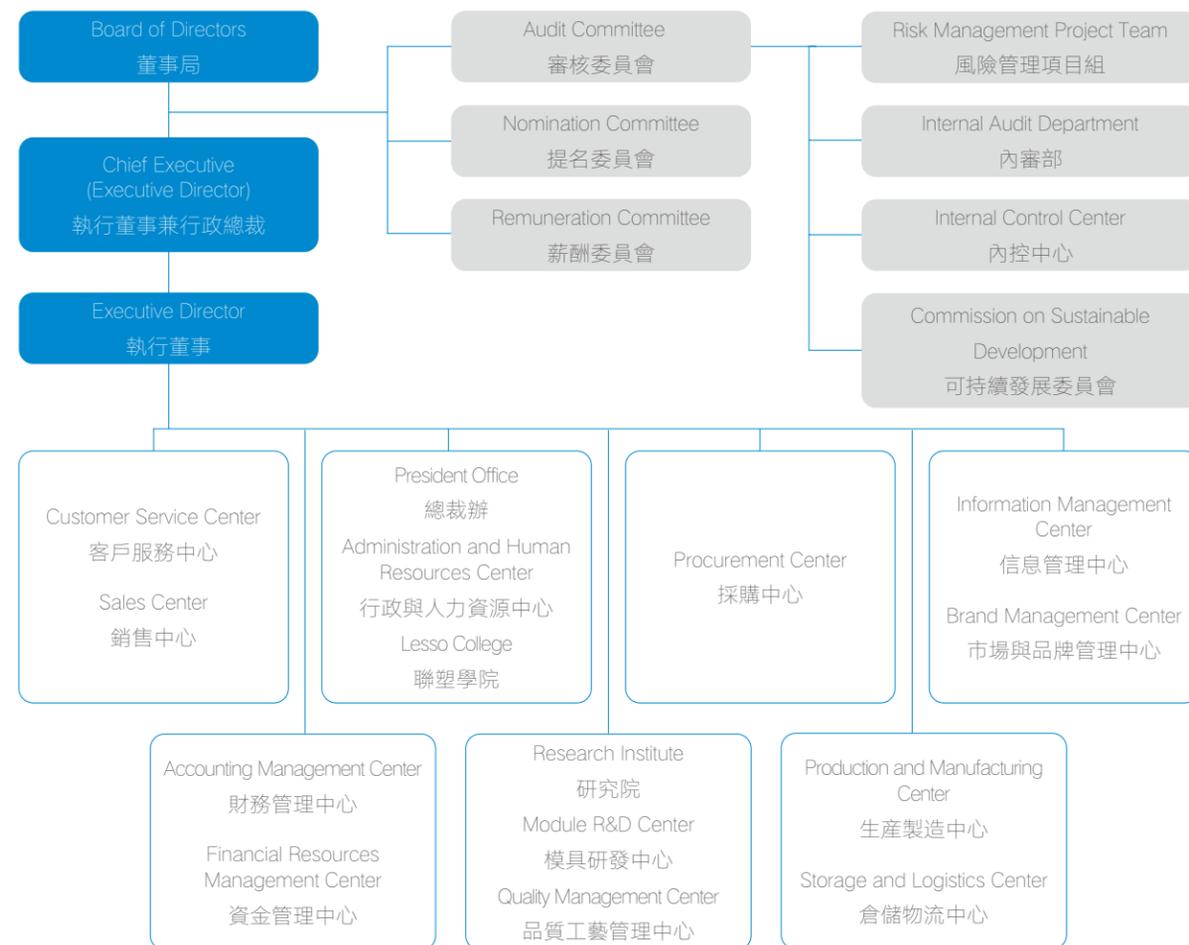
• 安全隱患整改率 **97.58%**

• 開展安全生產培訓 **1,791** 次，共有 **59,400** 人次參與

## IMPROVING CORPORATE GOVERNANCE

The Group has established a standardized corporate governance structure, and formulated rules and systems in compliance with the requirements for the Company's development such as the *Articles of Association* and *Director Nomination Policy*, thus perfecting internal control systems and standardizing corporate governance in accordance with the requirements of the *Securities and Futures Ordinance*, *Cayman Islands Companies Law*, *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong*, *Company Law of the People's Republic of China* and other laws and regulations.

The Group implements the Chief Executive Accountability System under the Board of Directors (the "Board"). The Board has three subordinate committees: the Nomination Committee, Remuneration Committee and Audit Committee, the latter two of which are chaired by an independent non-executive director. For details about the Board and the committees under the Board, please refer to the *2020 Annual Report of China Lesso Group Holdings Limited*.



Organizational Structure of China Lesso 中國聯塑組織架構

## 完善企業管治

集團嚴格遵守《證券及期貨條例》《開曼群島公司法》、香港聯交所《證券上市規則》《中華人民共和國公司法》等法律法規要求，建立規範的企業管治架構，制定《公司章程》《董事提名政策》等符合公司發展要求的規則和制度，不斷健全內部控制體系，促進企業治理規範化。

集團實行董事會領導下的總裁負責制。董事會下設提名委員會、薪酬委員會及審核委員會，其中審核委員會和薪酬委員會主席由獨立非執行董事擔任。董事會、董事委員會等詳細內容見《中國聯塑集團控股有限公司 2020 年度報告》。

## Improving Communication With Investors

We have established an investor information database to analyze the register of shareholders, and maintained close relationships with investment analysts, portfolio managers and other investors. The Board maintains an ongoing dialog with shareholders and investors via regular earnings conferences, general meetings, investor receptions, non-pre-scheduled investor conferences and roadshows organized by various institutions, phone calls and emails, reception of research and investigation personnel, and other methods, to reinforce connection and communication with capital markets and the management of information disclosure, and to enhance transparency. In 2020, the Group held 7 board meetings, 1 general meeting, 2 work earnings conferences, and 102 non-deal road shows (including 92 conference calls). The Group participated in more than 40 times of investor research (with 15 being onsite and 5 being researched by distributors).

## Anti-Corruption and Anti-Fraud Campaigns

We have formulated an Anti-Fraud Management System and built an anti-fraud management team to prevent incidents that incur losses on the interests of the Group and our shareholders. We created many reporting channels for handling complaints and whistleblowing on fraudulent actions. The Group accepts anonymous reports, cautiously protects the identities and information of whistleblowers. The Group attaches great importance to the confidentiality of the information collected by whistleblowers for reporting. The Group has gradually implemented anti-corruption and honest working practices into our operations, we have organized anti-corruption training for different levels of staff to enhance our ability to prevent corruption and punish it at the source, if it happens. As a result, we have built a defense line of honesty and integrity for the company's stable development. In 2020, the Group did not receive any corruption case.

## 加強投資者溝通

我們建立投資者信息庫，分析股東名冊，維護研究所分析師、基金經理等投資者的關係，通過定期舉行業績發布會、股東大會、投資者接待會，不定期參加各機構組織的投資者交流會和路演會議，日常電話接待、郵件回復、接待調研等形式，加強與資本市場的溝通，提升信息披露的及時性和有效性，提升公司透明化運營水平。2020年，集團召開董事會會議7次，舉辦股東大會1場，舉辦業績發布會2場，參與非交易路演102場（其中電話會議92場），參與投資者調研40多場（其中現場調研15場，經銷商調研5場）。

## 反腐敗與反舞弊

我們制定《反舞弊管理制度》，成立反舞弊管理小組，嚴防損害集團及股東利益的行為發生，並設立多種舉報渠道，受理損害集團利益的舞弊行為的投訴與舉報。同時，集團注重對舉報人的保護，接受不記名舉報，並對舉報人的身份和信息嚴格保密，對舉報人因舉報而收集信息的機密性予以尊重。此外，集團逐步推進反貪腐廉建設融入各項業務工作中，針對不同層級的員工分別組織反貪腐培訓，從源頭上加大預防和懲治腐敗的力度，築牢公司穩健發展的廉潔防線。2020年，集團沒有收到貪污訴訟案件。



## Risk Management and Internal Control

The Group has risk management project team and internal control team, which established a set of risk management policies and internal control system, including the *Contract Regulations*, *Asset Management System* and *Capital Management System*, in a bid to efficiently manage our risks, which serve as a reasonable guarantee for the Group's compliance with laws and regulations, asset security, and financial reporting, as well as the truthfulness and completeness of relevant information. For details about risk management and internal control, please refer to the *2020 Annual Report of China Lesso Group Holdings Limited*.

## Internal Audits

The Group conducted supervisory audits on its employees focused on operational and managerial aspects, and engaged a third-party company to revamp internal control processes to improve the level of regulatory compliance of business operations, pursuant to the *International Standards for the Professional Practice of Internal Auditing of the IIA*, *Audit Law of the People's Republic of China*, *Rules for Internal Auditing of the People's Republic of China*, and other laws and regulations, and based on the *Company's Articles of Internal Auditing*.

## Intellectual Property Protection

We place great emphasis on intellectual property protection. We protect our rights against infringement on the "Lesso" trademark and brand name by means of serving legal letters, making complaints to industrial and commercial administrations, and appealing to courts. Accordingly, rulings on long-standing unresolved cases have been enforced, effectively defending the Group's brand image and its customers' rights and interests. Furthermore, a patent incentive mechanism has been introduced to encourage development staff's enthusiasm for applying for intellectual property and patents.

# IMPLEMENTATION OF RESPONSIBILITY MANAGEMENT

The Group has established a comprehensive sustainable development management system that continuously optimizes sustainable development management mechanisms and gradually implements sustainable development management work. The Group also optimizes multi-level, multi-dimensional, and routine stakeholder communication mechanisms. It strives to earn the trust and support of stakeholders based on in-depth understanding and management of their expectations and needs, and seeks to achieve mutual development with them.

## 風險管理及內部控制

集團設有風險管理項目組及內控組，制定《合同管理辦法》《資產管理制度》《資金管理制度》等系列風險管理政策及內控制度，對集團的風險狀況進行有效管理，為我們經營管理的合法合規、資產安全、財務報告及相關信息的真實、完整提供合理保障。風險管理與內部控制詳細內容見《中國聯塑集團控股有限公司 2020 年度報告》。

## 內部審計

集團根據《IIA 國際內部審計實務標準》《中華人民共和國審計法》《中國內部審計準則》等相關法律法規要求，結合自身實際制定《內部審計章程》，對集團的人員及經營管理行為進行監察審計，並聘請第三方公司梳理內控流程，提升公司合規運營水平。

## 知識產權保護

我們注重知識產權保護，對侵犯「聯塑」商標和字號的企業，通過發送律師函、向工商部門投訴、向法院起訴的方式進行維權，對歷史遺留的案件進行針對式執行，有效維護集團的品牌形象和客戶的合法權益，並通過制定專利獎勵機制以提升開發人員申請產品知識產權專利積極性。

## 推進責任管理

集團建立健全可持續發展管理體系，不斷優化可持續發展管理機制，逐步推進可持續發展管理工作的落實，完善多層次、多方位、常態化的利益相關方溝通機制，深入了解和回應利益相關方期望與訴求，爭取利益相關方的信任和支持，實現與利益相關方共同發展。

## Sustainable Development Concepts

We strive to improve our corporate sustainable development capability by putting sustainable development management into our daily operations. The Group fulfills its economic, environmental and social responsibilities as we develop our business.

## Organizational Framework for Sustainable Development

We have established a sustainable development organizational structure that forms a "three-level linkage" sustainable development pattern. This allows us to carry out the work of promoting sustainable development in an orderly manner.



## 可持續發展理念

我們努力提高企業可持續發展能力，將可持續發展管理納入日常管理和業務中，致力在自身發展中努力踐行經濟、環境和社會責任。

## 可持續發展組織架構

我們健全可持續發展組織架構，形成「三級聯動」可持續發展推進格局，全方位推動可持續發展工作有序開展。

Communication With Stakeholders

利益相關方溝通

Stakeholders 利益相關方	Expectations and Demands 期望與要求	Communication and Feedback Methods 溝通與回應方式
Employees 員工	Protection of legitimate rights and interests 保障合法權益	Diversified and equal employment, improvement of the remuneration and benefits system 多元平等僱傭、完善薪酬福利
	Promotion of employees' growth and development 促進員工成長與發展	Streamlining of career paths 暢通職業發展通道
	Caring about employees' personal well-being 關愛員工生活	Caring for employees' health 注重員工身心健康
Partners 合作夥伴	Establishment of a fair and transparent industrial chain 構建公平、透明產業鏈	Enhancement of supply chain management 加強供應鏈管理
	Win-win cooperation 合作共贏	Implementation of technical exchange and cooperation 開展技術交流與合作
Shareholders 股東	Returns and growth 回報與增長	Regular disclosure of business information 定時披露經營信息
	Risk control 控制風險	General meetings, investor conferences and Board meetings 股東大會、投資者會議、董事會
	Corporate governance standards 公司治理規範	Steady operation in compliance with laws and regulations 依法合規穩健經營
Communities 社區	Poverty alleviation 扶貧濟困	Poverty alleviation donations 開展扶貧捐贈活動
	Promotion of community development 促進社區發展	Charitable activities 開展慈善公益活動
	Volunteer services 志願服務	Volunteer services provided by employees 熱心員工志願活動
Customers 顧客	Product quality guarantee 保證產品質量	Strict quality management 嚴格質量管理
	Provision of quality services 提供優質服務	Improvement of products and services 完善產品服務
	Honest operation 誠信經營	Protection of customer information security 保護客戶信息安全
Environment 環境	Energy saving and emissions reduction 節能減排	Green industry development 發展綠色產業
	Environmental protection 保護生態環境	Green operational practices 踐行綠色運營
		Environmental governance reinforcement 加強環境治理
Government 政府	Legal and regulatory compliance 依法合規經營	Tax compliance 依法納稅
	Support for economic, green and sustainable development 支持經濟綠色、可持續發展	Active response to national policies 積極響應國家政策

Analysis of Substantive Issues

With a view to further improving the substance of this report, we have surveyed internal and external stakeholders and selected substantive issues from the two perspectives of "the importance of such issues relating to China Lesso's business development" and "the importance of such issues relating to the stakeholders," and disclosed the key points thereof in this report in an effort to respond to the expectations and demands of every stakeholder.

實質性議題分析

為進一步提升報告實質性，我們廣泛開展內外部利益相關方調研，從「對中國聯塑經營發展的重要程度」和「對利益相關方的重要程度」兩個維度進行衡量，篩選出較強實質性的議題並在報告中予以重點披露，針對性地回應各利益相關方的期望與訴求。



- Substantive Issues Selected  
實質性議題篩選結果
- 1 Sustainable development strategy and management 可持續發展戰略與管理
  - 2 Regulatory compliance and business integrity 誠信合規經營
  - 3 Transparent communication and operation 透明溝通運營
  - 4 Anti-corruption campaign 反腐倡廉
  - 5 Tightening risk management and control 加強風險管控
  - 6 Development of the environmental protection industry 發展環保產業
  - 7 Green office 綠色辦公
  - 8 Equal employment and the remuneration and benefits system 平等僱傭及薪酬福利
  - 12 Occupational health and safety 職業健康與安全
  - 13 Staff care and support 員工關愛與幫扶
  - 14 Conduct vendor training 開展供應商培訓
  - 16 Conduct distributor training 開展經銷商培訓
  - 19 Support distributor development 扶持經銷商發展
  - 23 Product quality and innovation 產品質量與創新
  - 24 Involvement in poverty elimination 助力脫貧攻堅
  - 25 Support charities 支持公益慈善

## IMPLEMENTING INNOVATION MANAGEMENT

Innovation is the core competitiveness of enterprise development in the new era. The Group is committed to the brand spirit of "pioneering, seeking innovation, scientific management, and improving excellence." This is how we enhance our product innovation capabilities, promote management innovation, and bring together the wisdom of high quality development to create a relaxing life for dwellers all over the world. In 2020, the Group invested a total of RMB 947 million in research and development and technological innovation initiatives.

### Enhancing R&D Capability

We continue to increase our ability to promote technological innovation and R&D by focusing on cutting-edge technology research and seizing new opportunities while developing steadily. We continue to diversify our business and develop new products and technology to meet market demands. Innovation is the key to achieve common economic, environmental, and social improvements.

#### • Building a Scientific Platform

Guangdong Provincial Science and Technology Experts Workstation: We have built a high-level technological innovation platform that conducts R&D on materials and equipment formed from polymer materials, polymer material improvement, new materials, and new work processes, etc., to solve a number of key common problems in the industry and promote technological progress in the plastic piping production industry.

State-Designated Enterprise Technology Center, Guangdong Key Laboratory: This is a laboratory with CNAS national approval that works on piping engineering simulations. The lab contains approximately 1000 square meters of trial workshops and 4 mold design manufacturing workshops and has won over 30 awards for various technological progress at the district, municipal, and provincial levels.

#### • Innovation Team Building

Guangdong Doctoral Work Station: Attracts expertise and international talent in technology, capital operation, human resources management and trade, to enrich R&D and management teams. It actively nurtures a group of leading reserve talent with innovative capabilities and development potential.

## 實施創新管理

創新是新時代企業發展的核心競爭力。集團堅守「開拓進取，求實創新，科學管理，精益求精」的品牌精神，提升產品創新能力，推動管理創新水平，匯聚高質量發展的智慧，為全球居者創造更美好的輕鬆生活。2020年，集團科研開發和技術創新總投入9.47億元。

### 提升科研能力

我們持續加大推進科技創新研發能力建設，著力於產業前沿技術研究，在穩健發展的同時把握新機遇，不斷拓展多元化業務，開發適應市場需求的新產品、新技術，以科技創新實現經濟、環境和社會效益的共同提升。

#### • 打造科研平台

廣東省科技專家工作站：搭建高層次科技創新平台，圍繞高分子材料成型加工技術與裝備的研究開發、高分子材料改性、新材料、新工藝等，解決一批行業關鍵共性難題，推動塑料管道生產行業的技術進步。

國家認定企業技術中心、廣東省重點實驗室：擁有CNAS國家認可實驗室、管道工程模擬實驗室、約1,000平方米的中試車間以及4個模具設計製造車間，獲得省、市及區級各類科技進步獎超30項。

#### • 培養創新人才

廣東省博士工作站：吸納技術、資本運營、人力資源管理、貿易等方面的專才和跨國人才，充實研發和管理隊伍，積極培育一批具有創新能力和發展潛力的領軍後備人才。

### Innovative Partnership Projects:

- The project head is responsible for working with the Institute of New Materials at the Guangdong Academy of Sciences to jointly work on the year 2020 of Guangdong Province Basic and Applied Research Project for the Guangdong-Foshan Joint Funding Project entitled "Research on Performance Control and Service Failure Mechanisms on Plastic Molds with High Wear and Tear Resistance Coating."
- We have worked with Guangzhou HKUST Fok Ying Tung Research Institute to jointly launch the Foshan Science and Technology Project entitled "R&D and Application Demonstration of Smart Control Systems for PE/PP-R Plumbing Fittings."
- The project head has been responsible for working with Sun Yat-Sen University, South China Normal University, and the Institute of New Materials at the Guangdong Academy of Sciences to launch the year 2020 of Shunde District Core Technology Key Project, entitled "Key Technology and Industrialization in High-Performance Environmentally Friendly Polyvinyl Chloride (PVC) Piping Manufacturing."
- The project head has been responsible for working with South China University of Technology and South China Normal University to launch the year 2020 of Shunde District Core Technology Key Project, entitled "Key Technology in the Manufacture of Storm-Resistant Aquafarming Cages That Use High-Performance PE Pipes."

### 創新合作項目：

- 作為項目總負責與廣東省科學院新材料研究所共同承擔2020年度廣東省基礎與應用基礎研究基金粵佛聯合基金項目「塑料用模具高耐磨耐蝕塗層的性能調控與服役失效機制研究」。
- 與廣州市香港科大霍英東研究院共同承擔佛山科大專項「PE/PP-R給水管件產綫智能管控系統的研發與應用示範」。
- 作為項目總負責與中山大學、華南師範大學、廣東省科學院新材料研究所共同承擔2020年順德區核心技術攻關項目「高性能環保聚氯乙烯(PVC)管道製造關鍵技術與產業化」。
- 作為項目總負責與華南理工大學、華南師範大學共同承擔2020年順德區核心技術攻關項目「風浪海洋養殖網箱用高性能PE管道製造關鍵技術」。

208 patents accepted (6 exterior design patents, 68 invention patents, 134 utility model patents) and 33 patents authorized (2 exterior design patents, 31 utility model patents).

Participated in 50 work tasks of revising international, national, industry, and association standards. Took the lead in revising 17 standards, of which, 6 were Chinese standards, 6 were industry standards, and 1 was an association standard.

Had 13 committee members on the Standardization Technical Committee

受理專利 208 項 (外觀專利 6 項, 發明專利 68 項, 實用新型專利 134 項), 授權專利 33 項 (外觀專利 2 項, 實用新型專利 31 項)

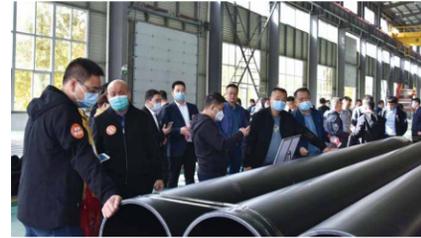
參與國際、國家、行業、團體標準制修訂工作 50 項, 主導制修訂的標準 17 項, 其中國標 6 項, 行標 6 項, 團標 1 項

擔任標準化技術委員會委員單位 13 個

## CASE 案例

Issuing New RTP Fiberglass Pipe Products — Creating and Developing New Avenues  
發布 RTP 玻纖管新品，創建發展新賽道

On October 21, the Group held a launch event for Lesso's new RTP fiberglass pipe products with a theme of "leading the way with plastic at the core." The Group started research on manufacturing and industrialization of RTP fiberglass pipe since 2017. We developed RTP fiberglass pipes used in water supply and high-pressure usage. We have successfully achieved mass production of RTP fiberglass pipes in Lesso Hebei by using equipment from US technology. We are continually enriching our current types of plastic piping products and exploring new avenues of development.



A large number of distributors entering the Lesso Hebei production base at Xingtai, to closely learn and experience the product competitiveness, technology, and production capacity of the RTP fiberglass pipes

衆多經銷商走進聯塑河北邢台生產基地，近距離學習和體驗 RTP 玻纖管的產品力、技術、生產實力

10月21日，集團舉辦以「以塑為芯，引領先鋒」為主題的聯塑 RTP 玻纖管新品發布會。自2017年起集團著手進行 RTP 玻纖管製造和產業化研究，已開發給水類和高壓類 RTP 玻纖管，引進的美國技術設備在河北聯塑已成功實現 RTP 玻纖管的規模生產，不斷豐富現有塑料管道的產品種類，探索發展新賽道。

## CASE 案例

Developer Conference Held to Stimulate Momentum and Activity in Digital Cooperation  
舉辦開發者大會，激發數字合作動力與活力

On November 21, the Group held its second annual developer conference with the theme of "innovate, love, share." The aim of the developers' conference was to use sharing technology as a means of setting up a research exchange platform for IT developers. The conference also served to establish cooperation mechanisms for talented personnel and resources and set up a technology development environment with Lesso's own unique style.

11月21日，集團舉辦以「創新、熱愛、分享」為主題的第二屆開發者大會，旨在通過技術分享，為IT技術開發者搭建交流學習的平台，同時建立人才、資源合作機制，打造具有聯塑特色的技術開發生態環境。



Group photo of several researchers at the developers' conference  
開發者大會部分學員合影

## Improving Innovation Mechanisms

Managing innovation is the main content of enterprise innovation and is the main path for our competitiveness. In 2020, we adopted points-based management systems under the principles of "confidence, openness, support, and adjustment" at Lesso Shaanxi and Lesso Hunan to inspire our staff initiative and improve our management quality and effectiveness.

## 完善創新機制

管理創新是提高企業競爭力的主要途徑，也是企業創新的重要內容。2020年，我們以「相信、放開、堅持、調整」為原則，在陝西聯塑、湖南聯塑公司全面推動積分制管理，充分激發員工的主觀能动性，提高管理質量與效率。

## CASE 案例

Lesso Shaanxi's Continuously careful and precise execution on the Points-Based Management System  
陝西聯塑不斷推動積分制管理工作做細做實

Lesso Shaanxi continued to careful and precise execution on the Points-Based Management System by means of putting group leader training, group meetings and annual recognition into practice, which not only improved management quality but also enhanced emotional connection as well as consolidated ideological communication between management and employees, thereby strengthening corporate cohesion.

陝西聯塑通過班組長培訓、班組會議宣貫、年度表彰等方式不斷推動積分制管理工作做細做實，不僅提升公司管理水平，也增強管理者與員工之間的情感聯繫和思想溝通，增強企業凝聚力。



Recognition for the points-based management system  
積分制管理表彰

## STRICT CONTROL OVER PRODUCTION MANAGEMENT

The Group maintains its business strategy of "quality as the lifeline, leading with technology, and aiming for customer satisfaction." The Group has implemented strict quality assurance measures, and enforced work safety controls throughout production processes, all the way from raw material selection, formulation and production through to product storage, honoring its responsibility toward every production step, product and customer.

### Quality Assurance

We have always upheld "whole staff participation" quality management concepts. We emphasize overall quality management for product quality assurance by exercising strict control over each step, in order to ensure that our products are an excellent choice for consumers. There was no major quality incident in 2020.

#### • Comprehensive Product Quality Testing

We have improved various production and testing systems and performed comprehensive multi-dimensional inspections from incoming raw materials, product design and sample creation to production and product delivery. We use a three-step inspection system of "self-inspection, mutual inspection, and sampling inspection" to control production and ensure the stability of product quality.

#### • Continuous Optimization of Product Workmanship Management

We have set up workmanship inspection teams to carry out workmanship inspections and specifications which ensure the standardization of production line workmanship parameters on our products. We have extended workmanship inspection teams to more than half of our subsidiaries.

#### • Quality Management Informatization Upgrades

We have been carrying out informatization upgrades on existing quality management and gradually integrating them with the new MES smart production manufacturing system. We have established new materials testing, product process testing, customer complaints management, a production and technology issue rectification supervision platform, data collection controls, product quality tracing, and report analysis, to form a complete monitoring and control management system for product quality.

## 嚴控生產管理

集團堅持「以質量為生命，以科技為龍頭，以顧客滿意為宗旨」的經營方針，從原料的選用、配方、生產流程的控制到產品的入倉等環節，嚴格把控產品質量的各個環節，全面實施安全生產管控，確保對每一道工序負責、對每一件產品負責、對每一位客戶負責。

### 保障產品質量

我們始終秉持「全員參與」的質量管理理念，強調產品質量的全面質量管理，對質量的每個環節嚴格把關，確保我們的產品是消費者放心的選擇。2020年沒有發生重大質量事故。

#### • 全方位產品質量檢測

完善各種生產及檢測制度，從原材料入廠、產品設計、打樣、生產到產品出廠進行全面立體檢測，依靠「自檢，互檢，抽檢」三檢制度對生產進行控制，確保產品質量的穩定。

#### • 持續優化生產工藝管理

設置工藝檢查組，進行工藝巡查及工藝規範，有力保證各類產品生產工藝參數的標準化。並向集團各子公司進行推廣，已推廣至半數以上子公司。

#### • 質量管理信息化升級

將原有的質量管理進行信息化升級，逐步整合到在新的智能生產製造系統MES中，建立新增來料檢驗、產品過程檢驗、客戶投訴管理、生產與技術問題整改監督平台、數據採集監控、產品質量追溯、報表分析等模塊內容，形成完善的建立產品質量的全過程監控管理系統。

#### • Refined Product Quality Assurance Capability Assessment Criteria

Relevant departments involved with the product will include the number of complaints involving quality issues and the performance of the product in the KPI assessment indicators. Each year, personnel will conduct a review of the Group's quality assurance capabilities, issue rectification notifications to relevant departments, and supervise rectifications.

#### • Product Counterfeit Prevention Measures

We have established counterfeit prevention project teams to create unique ID codes for each product to be applied as barcodes or QR codes. We have established a database for product identification information. An open query port is available so customers can log in directly and query the authenticity of a product. We have set up an incentive mechanism that rewards users with prizes so as to increase their active participation in reporting fraud. Counterfeit prevention code technology has been upgraded to make use of big data analysis, so it can proactively target counterfeit products or areas where suspected counterfeit products are located and then provide accurate reporting to anticounterfeiting departments.

#### • Establishing Recall Mechanisms



#### • 細化產品質量保證能力考核標準

涉及產品的相關部門均將涉及質量問題的客戶投訴（數目），各產品的性能情況納入KPI考核指標。每年組織人員開展集團質量保證能力審核，對評分落後的相關部門發出整改通知，並督促整改。

#### • 產品防偽應用

成立防偽防竄項目組，為產品建立唯一的身份碼，並以條形碼或二維碼的形式展現。為產品的身份信息建立了數據庫，並開放查詢端口，客戶可登陸直接查詢產品的真偽。設立掃碼領紅包的獎勵機制，提高用戶參與打假的積極性。防偽碼技術升級，通過大數據分析，可以主動鎖定假冒產品、或疑似假冒產品所在的區域，為打假部門出擊提供精準的情報。

#### • 建立召回機制

- Periodically Holding Quality Analysis Meetings

## CASE 案例

Holding Quality Meetings to Discuss Improvement Measures for Raw Materials  
召開品質會議，探討原材料改進措施

In 2020, the Group held quality meetings to analyze the use of raw materials and discuss solutions and follow-up rectification measures. Process departments and production bases carry out random testing on materials to ensure their performance. If nonconforming material is found, procurement department immediately suspends the purchase and a request to rectify the problem is made to supplier.

- 定期開展質量分析會議

2020年，集團組織召開品質會議，針對原材料使用情況進行分析，並商討相應的解決方案和後續整改措施。工藝部門和各生產基地不定時對材料進行抽檢化驗，以確保材料的性能。一旦出現不合格材料，採購中心馬上停止採購，並要求供應商整改。



Sharing the annual pass rates, customer complaints, overall analyses, and solutions for several products at a Group meeting on quality aspect  
在集團品質會議上分享部分產品的年度合格率、客訴情況，並總結分析、解決問題的方式方法

In 2020, **0%** of the total number of products sold were recalled due to safety or health risks

Quality improvement projects promote economic efficiency of RMB **2.9** million

The quality control (QC) group went into action on **302** occasions

2020年已售產品總數中因安全與健康理由而須回收的百分比為**0%**

品質改進項目推廣經濟效益**290**萬元

QC小組活動**302**次

## Work Safety

We regard work safety as the foundation of the corporation. We have strictly abided by the requirements of the *Work Safety Law of the People's Republic of China* and other relevant laws and regulations. In order to create a solid safety assurance for developing the Group into a world-class enterprise, we have established a comprehensive safety management system for consolidating our work safety foundation. We have actively promoted safe production culture.

## 確保安全生產

我們將安全生產作為企業立足之本，嚴格遵守《中華人民共和國安全生產法》等相關法律法規，建立完善的安全管理體系，鞏固安全生產基礎，積極弘揚安全生產文化，為集團創建一流國際企業打造堅實的安全保障。

Investment in automation remodeling was RMB **195.47** million

**6,310** work safety checks were conducted

**8,579** safety hazards investigated with **8,374** safety hazards resolved for a total rectification rate of **97.61%**

**1,791** training courses in safe production, with a total of **59,400** participants

**157** fire emergency drills were organized

A total of **16,195** people participated in **417** fire prevention talks

自動化改造投入**19,547**萬元

安全生產檢查**6,310**次

排查安全隱患**8,579**項，隱患整改**8,374**項，整改率**97.61%**

開展安全生產培訓**1,791**次，共有**59,400**人次參與

開展消防應急演練**157**次

開展消防講座**417**次，共有**16,195**人次參與

- Improving Safety Management

The Group set up a safety monitoring department which is independent of the entire production system. The safety monitoring department strictly requires all of the Group's departments to operate according to work safety requirements, attach importance to training staff in work safety, improve equipment, automate inputs, eliminate safety hazards in the production process, and eliminate safety hazards at the source.

- Work Safety Implementation

**Work Safety Responsibility System:** Clearly define safety management objectives, implement safety management responsibilities, complete the signing of safety objective responsibility letters, and implement the safety production responsibility system at all levels.

**Safety Inspections:** Implementing the "Work Safety Inspection System" has clear results, reducing the number of work accidents caused by equipment. We have implemented "Special Fire Safety Inspections" and carried out onsite inspections for special safety checks with several subsidiaries.

**Special Purpose Equipment Management:** We assembled a special purpose equipment safety management team with whom we have regular meetings. The team regularly communicates special purpose equipment issues and actively rectifies issues detected. The team ensures that special purpose equipment meets national and local laws and regulations. In addition, special safety awareness training for special operations personnel was organized, with a total of 2,878 training participants.

**Building Monitoring and Security Management:** Strengthening building management system construction, organizing regular communication meetings, and timely communication of problems in building management, especially in firefighting equipment and facilities management. We hire qualified third-party quality assurance companies to carry out regular maintenance of firefighting equipment in all buildings to ensure that it operates properly.

- 完善安全管理

集團成立安監部，獨立於整個生產系統，嚴格要求集團所有部門按照安全生產要求操作，重視對員工進行安全生產培訓，加強對設備的改良、自動化的投入，消除生產過程的安全隱患，在源頭上杜絕安全事故的發生。

- 實施安全生產

**安全生產責任制：**明確安全管理目標，落實安全管理責任，完成安全目標責任書簽訂，層層落實安全生產責任制。

**安全檢查：**推行《安全生產檢查制度》，效果顯著，減少因設備的安全性能發生的工傷事故；開展《消防專項安全檢查》工作，對各子公司開展的專項檢查工作進行現場核查。

**特種設備管理：**成立專門的特種設備安全管理小組，定期組織召開會議，及時溝通特種設備問題，對出現的問題點積極組織整改，保障特種設備符合國家和地方法律法規。此外，組織對特種作業人員開展專項的安全意識培訓，共培訓 2,878 人次。

**樓群監控安保管理：**加強樓群管理體制建設，定期組織召開溝通會議，及時溝通解決樓群中存在的問題，特別是在消防設備設施管理中。請有資質的第三方維保公司對所有樓群的消防設備開展定期維維修保養工作，保障消防設備的正常運行。

### • Dissemination of Safety Culture

We implement safety knowledge training in all work positions, including safety procedures for production equipment, sources of danger, and contingency plans for safety accidents. In this way, we effectively raise the safety awareness of employees and prevent safety incidents from occurring. At the same time, 6SK management is implemented in the workshop, in addition to onsite management, so everyone works together to create a clean and comfortable working environment.

### CASE 案例

Lesso Changchun's "Safety Culture Week" Event  
長春聯塑開展「安全文化周」主題活動

The staff at Lesso Changchun made use of a "safety culture week" as an opportunity to study work safety laws and regulations, as well as workplace safety and other related work safety training. They then went on to create a safe production management framework and workplace safety systems, conducted fire safety drills, improved onsite occupational safety monitoring, regulated employee work behavior, and continually improved the compliance and safety of employees' actual work, thereby ensuring the Company's steady development.

### • 傳播安全文化

做好各崗位的安全知識培訓計劃，包括生產設備安全操作規程、危險源、安全事故應急預案等，切實提高員工的安全意識，杜絕安全事故的發生。同時，車間貫徹6SK管理，做好現場管理，共同營造一個乾淨整潔舒適的工作環境。

以「安全文化周」為契機，長春聯塑組織員工學習安全生產法律法規、職業健康等相關安全知識培訓，完善安全生產管理架構和體制，開展消防安全實戰演練，加強作業現場安全監督，規範員工操作行為，不斷提升員工實際工作中的規範性和安全性，保障公司穩定發展。



Onsite fire drill  
消防演練現場

### CASE 案例

Lesso Hunan Held a Ceremony for the Signing of Safety Responsibility Agreements  
湖南聯塑舉行安全責任書簽訂儀式

On April 9, Lesso Hunan held a ceremony for the signing of safety responsibility agreements. Department groups and safety officers, workshop safety officers from the production department and the head of the production department, and the heads of all departments and the head of the company all signed three rounds of safety responsibility agreements, fulfilling their workplace safety duty, clearly defining the key points of production safety, and ensuring that the Company's operations continue smoothly.

4月9日，湖南聯塑舉行安全責任書簽訂儀式，分各部門班組與部門安全責任人、生產部各車間負責人與生產部負責人、各部門責任人與公司責任人三輪層層簽訂安全責任書，層層落實安全生產職責，明確安全生產工作重點，保障公司生產經營工作順利進行。



Safety responsibility agreement signing ceremony  
安全責任書簽訂儀式



# ENVIRONMENTAL PRIORITY — LESSO'S NATURAL ECOLOGY

## 環保優先 聯塑自然生態

With the rapid development of the economy and society, environmental protection has become a major task facing human society. China Lesso is continually improving its environmental management, actively responding to climate change, creating green factories, improving resource use efficiency, using professional advantages to develop the environmental protection industry, and disseminating environmental protection concepts. We are building a green natural ecology.

隨著經濟社會的快速發展，綠色環保成爲人類社會共同面臨的重大課題。中國聯塑不斷完善環境管理，積極應對氣候變化，創建綠色工廠，提升資源使用效率，利用專業優勢發展環保產業和傳遞環保理念，共建綠色自然生態。

• 27.8 million kWh of photovoltaic power generated

• 4.24 million tonnes of water resources recycled

• 180,314 tonnes of recycled plastic

• 光伏發電量 2,780 萬千瓦時

• 循環利用水量 424 萬噸

• 回收塑料 180,314 噸

## IMPROVING ENVIRONMENTAL MANAGEMENT

While strictly adhering to the *Environmental Protection Law of the People's Republic of China* and other relevant laws and regulations, the Group has gradually implemented the Quality, Environment and Occupational Health (QEO) certification across the entire group to ensure that our environmental management is scientific and effective. As the end of 2020, the ISO 9001 quality management system, ISO 14001 environmental management system and OHSAS 18001 occupational health and safety management system had operated effectively at many subsidiaries of the Group, while pipe and fittings products of the Group have received China Environmental Labeling Certification.

### A comprehensive environmental management system

The Group has introduced a series of regulations and control documents such as the *Water Pollution Prevention Management Regulations*, *Air Pollution Prevention Management Regulations*, *Noise Pollution Management Regulations*, *Waste Management Regulations*, and *Environmental Protection/Safety Accident Emergency Response Plan*, to thoroughly assess the impacts on the environment and enforce strict control and management measures, ensuring effective environmental management.

### Environmental Management Covering Entire R&D and Production Processes

Product Design Phase  
產品設計階段

When designing a new product, the Group takes steps to minimize the environmental impacts of the product itself and the product production process, and carries out product design in accordance with relevant environmental standards to ensure conformity with all performance parameters and requirements.

集團在對產品設計時就將減少產品本身及產品生產過程中對環境的影響因素納入考慮範圍，並依據相對應的環境標準要求進行產品設計，確保各項性能滿足標準要求。

Product R&D Phase  
產品研發階段

The R&D department selects product raw materials that conform to environmental protection and hygiene requirements and do not pollute the environment. Waste treatment plans and measures are developed during the initial R&D stage, and innovation research is continuously conducted to improve resource utilization.

研發部門在產品研發時便選用對環境無污染的產品原材料，符合環保衛生檢測要求；在開發的初期就制定好廢舊料的處理方案和措施，並持續進行創新研究以提高資源利用率。

Product Production Phase  
產品生產階段

The frontlines perform onsite environmental protection management on an ongoing basis in strict compliance with the 6SK onsite management requirements, so as to ensure regulatory compliance in the discharge and treatment of noise, exhaust gas, wastewater and hazardous chemicals.

生產車間嚴格按照 6SK 現場管理要求，持續開展現場環保管理工作，確保噪音、廢氣、廢水及危化物合規排放和處理。

## 加強環境管理

集團嚴格遵守《中華人民共和國環境保護法》等法律法規要求，逐步推進全集團的質量、環境及職業健康安全管理体系（QEO）一體化認證，確保環境管理科學有效。截至 2020 年底，集團內多家子公司的 ISO 9001 質量管理体系、ISO 14001 環境管理体系和 OHSAS 18001 職業健康安全管理体系的有效運行；集團多種管材管件產品獲得中國環境標志產品認證證書。

### 全方位環境管理制度建設

制定《水污染防治管理規定》《大氣污染防治管理規定》《噪音污染管理規定》《廢棄物管理規定》《環保/安全事故應急預案》等規章制度和控制文件，全面識別生產運營過程中的環境影響並實行嚴格管控，確保環境管理到位。

### 全流程研發生產環境管理

## Effective Environmental Monitoring

The Group has introduced rules and regulations and control documents such as the *Control Procedures for Environmental and Occupational Safety Management Operation*, *Control Procedures for Environmental and Occupational Safety Management Monitoring and Measurement and Control Procedures Concerning the Identification and Assessment of Environmental Factors*, held annual environmental impact factor identification and assessment to determine important environmental factors, and drawn up control measures accordingly to reduce potential environmental risks, ensuring that all environmental control measures are effectively enforced across the board.

## RESPONDING TO CLIMATE CHANGE

In order to assist the State in realizing its promise of "hitting peak carbon emissions by 2030 and attaining carbon neutrality by 2060," the Group strictly complies with the requirements of relevant laws and regulations such as the *Energy Conservation Law of the People's Republic of China*. The Group strives to improve its energy management through supervision and technical means to reduce energy demand and improve energy usage efficiency. We are speeding up the supply of clean energy and reducing greenhouse gas emissions so as to help alleviate problems brought by climate change and contribute to reducing carbon emissions throughout society. Our response to the recommendations of the TCFD is as follows:

- The Board established the Commission on Sustainable Development, which is responsible for reviewing work on sustainable development, including the discussion of greenhouse gas related issues, the development of greenhouse gas reduction KPIs, etc.;
- 董事會成立可持續發展委員會，負責對可持續發展工作進行審核，包括討論溫室氣體相關議題、制定溫室氣體減排 KPI 等；

- The Commission on Sustainable Development has established the Sustainable Development Office to assist third-party agencies in the selection of important issues related to climate change and in the investigation and evaluation of the Group's work on relevant issues submitted by various stakeholders;

- 可持續發展委員會下設可持續發展辦公室，協助第三方機構篩選氣候變化相關重要議題及調研各利益相關方對集團針對相關議題工作的評價；

- The Risk Management Project Team has established a mechanism for the identification, early warning, assessment and management of climate risk based on business development needs and takes advantage of the development results of modern risk management technology. The department organizes follow-up monitoring of focus areas to enhance the Company's capacity to prevent and mitigate climate disasters;

- 風險管理項目組根據業務發展需要，建立識別、預警、評估及管理氣候風險的業務體系機制，並利用現代風險管理技術的發展成果，組織對重點關注範疇進行跟蹤監測，增強公司在預防和減輕氣候災害的能力；

## 全力推動落實環保監測

建立《環境、職安管理運行控制程序》《環境、職安管理監視和測量控制程序》《環境因素識別與評價控制程序》等規章制度和控制文件，每年度開展一次環境影響因素識別和評價，確定重要環境因素，並據此制定相應的控制措施和方案，降低潛在環境風險；涉及新、擴、改的項目建設均按要求完成環境影響評價；主動接受環保監測站的監測，確保各項環境控制措施有效落實。

## 應對氣候變化

為助力國家實現「2030 碳達峰·2060 碳中和」承諾，集團嚴格遵守《中華人民共和國節約能源法》等相關法律法規要求，努力通過管理與技術手段，提升能源管理水平，減少能源需求，提升能源使用效率，加快能源供應清潔化，減少溫室氣體排放，助力緩解氣候變化帶來的問題，為削減社會範圍的碳排放貢獻力量。關於 TCFD 的建議，我們的回應如下：

- The Research Institute is responsible for statistical analysis of data related to greenhouse gas emissions and for the development of energy-efficient emission reduction measures, such as energy management systems, energy-efficient improvement projects, and projects for the distribution of solar photovoltaic power generation;

- 研究院負責溫室氣體排放相關數據的統計分析並制定相應的節能減排措施，例如能源管理系統、節能改造項目以及分布式太陽能光伏發電項目等；

- The ESG advancement team in each subsidiary is responsible for the collection and collation of greenhouse gas emissions data, and implementation of energy saving and emissions reduction which directed by the Group.

- 各子公司 ESG 推進小組負責自身的溫室氣體排放相關數據的收集、整理，並將集團下達的節能減排工作任務落地實施。

## Energy Management System

We have compiled and rigorously enforced the *Energy Management Handbook* as well as procedural documents concerning the energy system, built an energy management system, conducted energy management work in a systematic fashion, continuously pushed forward certification of the energy management system, and further systematized, institutionalized and informatized energy management operations. In 2020, we maintained our overall energy consumption target of consuming 39 kilograms of standard coal or less per tonne of products and passed the ISO 50001 energy management system certification.

## Energy Management

We actively develop energy management systems, carry out various energy saving transformation projects, replace high-energy production equipment with energy saving equipment, enhance thermal recycling, and continually reduce energy consumption. In 2020, we achieved our goal of saving 400 tonnes of coal through implementing the above-mentioned energy saving projects.

## 能源管理體系

我們制定並嚴格執行《能源管理手冊》及能源體系程序文件，搭建能源管理系統，科學開展能源管理工作，持續推動能源管理體系認證工作，提升能源管理體系化、制度化和信息化水平。2020年，維持小於或等於39千克標準煤/噸產品的綜合能耗目標，並通過ISO 50001能源管理體系認證。

## 能源管理

我們積極開發能源管理系統，開展多項節能改造項目，更換高耗能生產設備為節能設備，加強熱能回收利用，持續減少能源消耗。2020年，通過以上節能項目改造可達到節能400噸標煤的目標。



## Energy Management Projects 能源管理項目

**Phase Two of the Energy Management System Projects:** Developing new systems, monitoring equipment status, identifying where energy consumption is going, and performing statistical comparative analysis of the energy department is conducive to realizing the refined management of energy and energy saving goals.

**Grooved Pipe Workshop Extruder Servomotor Replacement Project:** We replaced the workshop's energy saving AC motor with a servomotor, thereby reducing motor power and saving on electricity.

**Grooved Pipe Workshop Vacuum Pump Improvement Project:** We improved vacuum pump pipe network designs, thereby reducing the number of vacuum pumps and saving on energy.

**Air Compressor Excess Heat Recovery Project:** Air compressor heat recovery equipment used in centralized heat supply areas can be used to recycle enough heat to supply hot water to apartment buildings, office areas, and workshop shower rooms, thereby effectively reducing the consumption of water heating.

**Nano Heating Transformation Project:** The trial process zone and injection zone for nano heat transformation reduces heat loss and energy consumption during the production process.

**能源管理系統二期項目：**開發新系統，監控設備運行狀況，明確能耗去向，並對用能部門進行數據統計對比分析，有利於實現能源精細化管理和節能降耗目標。

**槽管車間擠出機更換伺服電機項目：**將車間交流節能電機更換為伺服電機，降低電機的功率，節省用電量。

**槽管車間真空泵改造項目：**通過改造真空泵管網設計及真空泵更換等措施，減少真空泵的數量以達到節能效果。

**空壓機餘熱回收項目：**在集中供氣區域中使用的空壓機配套餘熱回收設備，回收的熱能可滿足公寓樓、辦公區、車間沖涼房等區域熱水供應，有效減少自來水加熱消耗用電。

**納米發熱改造項目：**試行工藝區和注塑區納米發熱改造，降低生產過程中的熱量損耗及用電能耗。

## Clean Energy

We have a total of 28.4 MW of distributed solar photovoltaic power generation. In 2020 we generated 27.8 million kWh of photovoltaic power, which saved about RMB 4.17 million in electricity charges.

### PV Power Generation and Electricity Bill Savings Within the Group 2018 - 2020

	PV Power Generation (Unit: 10,000 kWh) 光伏發電量（單位：萬千瓦時）	Electricity Bill Savings (Unit: RMB 1,000) 節約電費（單位：千元）
2018	2,582	2,570
2019	2,396	2,644
<b>2020</b>	<b>2,780</b>	<b>4,171</b>

## 清潔能源

我們擁有分布式太陽能光伏發電項目合計28.4兆瓦，2020年光伏發電量2,780萬千瓦時，節省電費約417萬元。

### 2018-2020年集團光伏發電量及節約電費

## Energy Consumption 2018 – 2020

## 2018–2020 年能源消耗量

Type of Energy 能源種類	Electricity/10,000 kWh 電能 / 萬千瓦時	Diesel/Tonne 柴油 / 噸	Gasoline/Tonne 汽油 / 噸	Natural Gas/10,000 m <sup>3</sup> 天然氣 / 萬立方米	Lubricating Oil/Tonne 潤滑油 / 噸
2018	98,759.51	1,826.64	634.05	499.38	105.82
2019	107,922.78	2,740.50	908.96	311.16	97.64
<b>2020</b>	<b>117,406.98</b>	<b>3,304.09</b>	<b>791.97</b>	<b>284.31</b>	<b>96.25</b>

Note: During the year lubricating oil and gasoline consumption experienced a decline as a number of subsidiaries worked one month less than previous year, and reduced the use of commercial vehicles due to the COVID-19 pandemic. Moreover, with the transformation of a subsidiary, there will be no more production of carbonate silicon plates which consumed a large amount of natural gas, resulting in a decrease in natural gas consumption for the year.

註：由於本年度受新冠肺炎疫情影響，多間子公司的的工作時間比往年減少1個月，商務車使用減少，導致本年度潤滑油和汽油消耗量下降；此外，一間子公司轉型不再生產需要消耗大量天然氣的碳酸矽板，導致本年度天然氣消耗量下降。

## Greenhouse Gas Emissions in 2018 – 2020

## 2018–2020 年溫室氣體排放量

Type of Greenhouse Gas 溫室氣體類型	Nitrous Oxide/Tonne of CO <sub>2</sub> e 氧化亞氮 / 噸二氧化碳當量	Carbon Dioxide/Tonne of CO <sub>2</sub> e 二氧化碳 / 噸二氧化碳當量	Methane/Tonne of CO <sub>2</sub> e 甲烷 / 噸二氧化碳當量
2018	319.26	574,062.61	4.21
2019	485.53	609,140.31	6.05
<b>2020</b>	<b>980.40</b>	<b>683,953.98</b>	<b>6.29</b>

Note: 1. The statistics scope of greenhouse gas emissions (GHG) has been based on Category 1 plus Category 2. GWP 310 for NO<sub>x</sub> and GWP 21 for methane are introduced into the GHG calculations for mobile and stationary sources. Category 1 measures direct GHG from operations owned or controlled by the Group. Category 2 measures indirect GHG caused by the electricity externally purchased by the Group.  
2. As we further standardized the statistics of diesel for different purposes during the year, the nitrous oxide emission calculated during the year increased significantly.

註：1. 溫室氣體排放量統計範圍在範疇一的基礎上，加入範疇二，並在對流動氣源和固定氣源的溫室氣體計算中引入氮氧化物的全球變暖潛能值 310 和甲烷的全球變暖潛能值 21。範疇一包括集團擁有或控制業務導致的直接溫室氣體排放；範疇二為集團外購電力所導致的間接溫室氣體排放。  
2. 本年度加強對柴油在不同用途的規範統計，導致本年度計算出的氧化亞氮排放量大量增加。

## Data Calculation Reference Standard:

- Direct carbon dioxide emissions arising from gasoline, diesel and natural gas are calculated using the *Guide to Environmental Key Performance Indicators* issued by the Stock Exchange;
- Indirect carbon dioxide emissions from the external purchase of electricity and heat are calculated using the *Guide to Environmental Key Performance Indicators* issued by the Stock Exchange. Energy emission factors in these regions refer to the *2012 Average CO<sub>2</sub> Emission Factors for China's Regional Grids* issued by the National Center for Climate Change Strategy;
- Energy consumption, including gasoline, diesel and natural gas, is calculated by reference to the *Guide to Environmental Key Performance Indicators* issued by the Stock Exchange.

## 數據計算參考標準:

- 汽油、柴油、天然氣等產生的直接二氧化碳排放參考聯交所發布的《環境關鍵績效指標匯報指引》計算；
- 外購電力及外購熱力產生的間接二氧化碳排放參考聯交所發布的《環境關鍵績效指標匯報指引》計算，其各區域的電力排放因子參考國家氣候戰略中心發布的《2012年中國區域電網平均二氧化碳排放因子》；
- 汽油、柴油、天然氣等能源消耗量參考聯交所發布的《環境關鍵績效指標匯報指引》計算。

## IMPLEMENTING CLEAN PRODUCTION

The Group upholds environmentally friendly development concepts regarding production processes. We strictly identify and classify various types of pollution sources and pollutants, and conduct targeted waste treatment by improving existing techniques and recycling waste materials to ensure compliance with laws and regulations related to pollutant discharge and emissions. We also promote the development of a green economy by minimizing the impacts of production operations on the environment and by creating green factories. In 2020, we actively promoted the Guangdong Clean Production Enterprise Audit Project and the Guangdong-Hong Kong Clean Production Partner Logo Declaration Project.

RMB **68.24** million was invested in environmental protection initiatives

Note: Environmental protection investments included, among others, environmental protection equipment inputs (subject to payments, including accessories fees), environmental protection equipment maintenance cost, hazardous waste disposal fee, discharge monitoring fee, garbage clearance fee, various environmental technology service costs, and workshop purchased earplug and mask (for dustproof and sound proof) fee.

## Treatment of Wastewater

We treat industrial wastewater and domestic sewage separately and discharge them in strict compliance with the *Law of the People's Republic of China on Prevention and Control of Water Pollution* and other relevant laws and regulations. We have formulated our own *Wastewater Prevention Management Regulations* and engage properly qualified companies to process wastewater and waste liquids to avoid water pollution. In 2020, the Group discharged a total of 2,393,584 tonnes of sanitary wastewater in compliance with the regulations.

**Canteen Sewage:** It is strictly forbidden to wash dishes with phosphorus-containing detergent or pour any residual oil or leftovers from the canteen into the sewage. Domestic waste filtered from the sewage of the canteen is treated in compliance with the *Regulations on Waste Management*.

**食堂污水:** 嚴禁使用含磷洗滌劑沖洗餐具，嚴禁將食堂殘油、剩飯菜渣倒入污水管道，並按《廢棄物管理規定》處理食堂污水中過濾的生活垃圾。

**Sanitary Wastewater:** The operation of toilet facilities is regularly checked and septic tanks are cleaned annually.

**廁所污水:** 經常檢查廁所設備運行情況，一年處理一次化糞池。

## 實施清潔生產

集團在生產過程中始終秉持綠色發展理念，嚴格對各類污染源、污染物進行識別、分類，並通過技術改進、回收利用等方式進行針對性治理，確保污染物排放符合相關法律法規要求，降低企業生產運營對環境的影響，打造綠色工廠。2020年積極推進廣東省清潔生產企業審核項目和粵港清潔生產夥伴標志申報項目。

環保投入費用 **6,824** 萬元

註：環保投入包括環保設備投入費（以已付款的為準，包含配件費），環保設備維護費，危廢處置費，外排監測費，垃圾清運費，各類環保技術服務費，車間購入耳塞、口罩費用（用於防塵、防噪音）等。

## 廢水處理

我們嚴格遵循《中華人民共和國水污染防治法》等法律法規要求，制定《水污染防治管理規定》，要求將工業廢水和生活污水區分處理、合規排放，廢水和廢液經由有資質公司合法處理，避免水體污染。2020年集團合法排放生活廢水 2,393,584 噸。

**Rainwater Control:** Rainwater collection pipes are installed to separate rainwater from sewage. It is strictly forbidden to stack industrial or domestic waste in the open air to prevent the rainwater from being polluted.

**雨水控制:** 設置雨水收集管道，將雨水與污水進行分離；禁止露天堆放生產和生活垃圾，防止雨水污染。

## Waste Gas Management

We strictly comply with the *Law of the People's Republic of China on Prevention and Control of Atmospheric Pollution* and other laws and regulations and use technological means to apply strict management and well-targeted treatment of exhaust gas during the gas generation, propagation, and collection stages, so as to reduce the emission of exhaust gas, dust and other volatile gases in plants. This ensures compliance with the dust and exhaust gas emission requirements specified in the *Limits on Air Pollutant Emissions* of Guangdong Province and other national and regional standards, and protects employees' health and the surrounding environment.

**Dust Processing:** We control the spread of raw material dust from the source by means of container bag filling and sealing, pipe delivery, and fixed-point discharge. We install equipment such as dust collectors to collect and dispose of dust from production workshops, ensuring that dust concentration is reduced to under 20 mg/m<sup>3</sup>.

**Volatile Organic Compounds (VOCs) Exhaust Gas Processing:** We use water-based paint instead of volatile paint, as well as fixed-point to fixed-point control of empty paint barrels to reduce emissions of volatile gases. We continue to invest in VOCs gas treatment environmental protection systems to ensure the concentration of exhaust gases in our workshops keep below 0.76 mg/m<sup>3</sup>. The systems use water spray, demisters, active carbon adsorption, catalytic combustion or dry filters, and plasma photocatalytic oxidation processes to reduce pollutant.

### Waste Gas Emissions 2018 – 2020

Waste Gas Type 廢氣種類	NO <sub>x</sub> /kg NO <sub>x</sub> / 千克	SO <sub>x</sub> /kg SO <sub>x</sub> / 千克
2018	655.65	3.26
2019	408.54	2.03
<b>2020</b>	<b>377.17</b>	<b>1.88</b>

## Waste Management

We introduced the *Regulations on Waste Management* in strict compliance with the *Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste* and other regulations. We rigorously control and manage hazardous and non-hazardous waste generated during production and business activities by separating such waste for processing, and minimize the environmental impacts of waste materials by cutting down on their volume and conducting harmless treatment and reclamation.

## 廢氣管理

我們嚴格遵照《中華人民共和國大氣污染防治法》等法律法規要求，採用科技手段在粉塵和廢氣產生、傳播、收集等各個階段進行嚴格管理和針對性治理，降低生產車間的廢氣、粉塵和其它揮發性氣體的排放，確保粉塵及廢氣排放均符合廣東省《大氣污染物排放限值》等國家和地區標準，保護員工健康和周邊環境。

**粉塵處理:** 採用噸包入料密封、管道輸送、定點卸料等方式從源頭控制原材料粉塵擴散，並安裝除塵器等設備對生產車間的粉塵進行收集處理，確保粉塵濃度降低至 20 mg/m<sup>3</sup> 以下。

**揮發性有機物 (VOCs) 廢氣處理:** 使用水性漆替代揮發性油漆，定點定置管控油漆桶，減少揮發氣體排放；持續投入 VOCs 廢氣處理環保系統，通過水噴淋、除霧器、活性炭吸附、催化燃燒或幹式過濾器、等離子光催化氧化工藝等處理方式，確保車間內廢氣濃度降低至 0.76 mg/m<sup>3</sup> 以下。

### 2018–2020 年廢氣排放量

## 廢棄物管理

我們嚴格遵照《中華人民共和國固體廢棄物污染環境防治法》等法律法規，制定《廢棄物管理規定》，嚴格按照規定對生產運營過程中的有害和無害廢棄物進行分類處理，採取源頭減量化，末端無害化、資源化等措施，降低廢棄物排放量及其對環境的影響。

### Plastic Recycling Volume 2018 – 2020

### 2018–2020 年塑料回收量

	Plastics/Tonne 塑料 / 噸
2018	9,942
2019	105,990
<b>2020</b>	<b>180,314</b>

Note: Since 2019, the Group has strengthened the monitoring of its plastics recycling statistics, so the scope of plastics recycling statistics is more comprehensive than those of previous years.

註：自 2019 年起重點加強對集團塑料回收量統計的監督，塑料回收量統計範圍較往年更完整。

#### • Control of Hazardous Waste

We take strict control of hazardous materials throughout the entire process of procurement, storage, use, disposal, fixed placement and transfer to qualified third-party companies for treatment, and accept third-party monitoring. In addition, we are replacing ink coding machines with laser coding machines to minimize the secondary pollution caused by hazardous waste ink.

#### • 有害廢棄物控制

我們對危險物從採購、儲存、使用，到廢棄、定點放置、移交有資質的第三方公司處理的全過程進行嚴格管控，並主動接受第三方監測。我們逐步採用激光代替油墨噴碼機，盡可能將廢油墨產生的二次污染降低為零。

The Group produced **4,818** tonnes of hazardous waste and disposed of **4,557** tonnes as per regulations

產生有害廢棄物 **4,818** 噸，合規處置有害廢棄物 **4,557** 噸

Note: Hazardous wastes not being disposed of this year have been properly stored and are to be disposed of in compliance with the regulations.

註：本年度未處理的有害廢棄物已妥善存放，以待合規處置。

### Methods of Hazardous Waste Treatment

### 有害廢棄物處理方式

Hazardous Waste Type 有害廢棄物種類	Treatment Method 處理方式
Used mineral oil 廢礦物油類	Outsourced to recycling companies, classified storage and recycling. 交由回收公司分類儲存、回收利用。
Used emulsion 廢乳化液	Outsourced to recycling companies. 交由回收公司回收再利用。
Printer ink and paint 油墨、塗料廢物	Outsourced to recycling companies. 交由回收公司回收再利用。
Mercury-containing waste 含汞廢物	Sorted for storage and then outsourced to qualified third-party companies for processing 分類存放並交由第三方有資質公司處理
Waste acid, waste liquid from laboratories 廢酸、化驗室的廢液	
Waste halogenated organic solvents 廢鹵化有機溶劑	
Waste organic solvents 廢有機溶劑	
Waste chemical containers, empty cans 化學品空瓶、空罐	
Sludge 污泥	

### • Treatment of Non-Hazardous Waste

For non-hazardous waste generated during operation, we have entrusted qualified recycling companies for processing or secondary processing, to promote the reclamation of non-hazardous resources.

The Group produced **240,364** tonnes of non-hazardous waste, and disposed of **239,072** tonnes as per regulations

Note: In 2020, the production and disposal volume of harmless waste increased the data of saleable wastes, including scrap iron, scrap equipment, waste plastic bags, and scrap wood, etc. Accordingly, there has been a large increase in data compared with 2019. Besides, non-hazardous wastes not being disposed of this year have been properly stored and are to be disposed of in compliance with the regulations.

### Methods of Non-Hazardous Waste Treatment

Hazardous Waste Type 有害廢棄物種類	Treatment Method 處理方式
Copper scraps 銅沙	Sold to recycling companies 賣給回收公司
Leftover copper composite strips 銅類複合帶邊角餘料	
Iron scraps, waste aluminum materials 廢鐵、鋁材	
Used plastic bags, cardboard, waste wood, packing materials 廢膠袋、紙皮、廢木頭、包裝物	
Tin dross, pins and wires from electronic components 錫渣、電子組件管腳和導綫等	
Waste plastics, plastics contained in non-conforming products 廢塑料、不合格品塑料	Processed as re-grind materials 作二次料處理
Domestic waste 生活垃圾	Separated for storage, packed using garbage bags and put into garbage cans with covers, sterilized regularly, and delivered to the sanitation department 分類儲存，用袋裝於垃圾桶並加蓋，定期清除消毒，送交環境衛生部門處理

### • 無害廢棄物處理

我們根據生產運營中產生的無害廢棄物種類，交由有資質的回收公司處理或者進行二次加工使用，實現無害廢棄物資源化利用。

產生無害廢棄物 **240,364** 噸，  
合規處置無害廢棄物 **239,072** 噸

註：2020年無害廢棄物產生及處理量增加了包括廢鐵、報廢設備、廢塑料袋、廢木頭等可外賣廢品的數據，故與2019年相比，數據大幅增加。此外，本年度未處理的無害廢棄物已妥善存放，以待合規處置。

### 無害廢棄物處理方式

## Noise Control

We have formulated our "Regulations on Noise Pollution Management" in accordance with the relevant requirements of the *Standards for Environmental Noise Emission in Industrial Enterprises*, to fully identify sources of noise and their transmission paths. We have studied various noise reduction programs and adopted a combination of sources and transmission processes to reduce noise and protect the recipients of noise, thereby reducing the impact of noise in production processes on human health and the surrounding environment.

### Controlling Sources of Noise

- Replacement of dilapidated and noisy equipment.
- Application of cotton insulation in main pipelines of crushed material conveying systems.
- Noise reduction and transformation tests were performed on prototype automatic pipe packing machines and crushing rooms — the noise level was reduced by approximately 20% after the transformation.

### Controlling Transmission Paths

- Use short distance transmission to extend the distance between employees and noise sources.
- Enclose and insulate noisy areas such as fan rooms and compressor rooms.
- Install noise reduction systems in crushing areas and noise protection devices in punch machines.
- Adding sound insulation systems to automatic technological transformation equipment includes vertical packing machines and automatic loading machines of broken materials.

### Improving Personal Protection

- Employees working in areas with high noise intensity are provided with earmuffs, earplugs and other labor protection supplies to protect them from noise pollution.

## 噪音控制

我們按照《工業企業廠界環境噪聲排放標準》相關要求，制定《噪聲污染管理規定》，充分識別噪聲源頭及傳播路徑，研究多種降噪方案，綜合採用源頭及傳播過程減噪和保護噪聲接受者等方式，降低生產過程中的噪聲對人的健康及周圍環境的影響。

### 控制噪聲源

- 對噪聲大的老舊設備進行更換。
- 為破碎料輸送系統主管道加裝隔音棉。
- 對管件自動包裝機、破碎房進行樣機降噪改造試驗，改造後可降低噪聲約20%。

### 控制傳播路徑

- 利用短距離輸送拉遠員工與噪聲源距離。
- 對風機房、壓縮機房等噪聲大區域圍蔽隔音。
- 設置破碎區輸送降噪系統、衝床設備隔音防護裝置。
- 對自動化技改設備包括立式包裝機、破碎料自動上料增加隔音系統。

### 加強個人防護

- 在噪聲強度大的區域，配備耳罩、耳塞等勞保用品並監督使用，加強員工噪聲防護。

## OPTIMIZING RESOURCE UTILIZATION

The Group has actively responded to the State's call to create a resource-saving society, to continuously improve the utilization efficiency of various resources in production, to foster awareness of resource usage in daily office activities, to maximize the effectiveness and value of resources, and to reduce resource wastage.

### Increasing the Efficiency of Resource Utilization

We continue to reduce the consumption of resources in production and promote green production through the recycling of water, reduction of packaging materials, and improvement of equipment utilization, thereby maximizing production resources.

#### • Water Conservation

The Group recycles virtually 100% of production water and has installed cooling water towers to offset water evaporated during the water cooling and production process, effectively reducing the amount of water resources consumed. The Group has equipped the production water recycling pool with water purification devices to reduce water consumption and improve water quality and efficiency at the same time.

Water consumption: **4,657,900** tonnes

**4,243,300** tonnes of water resources recycled

#### • Minimizing the Use of Packaging Materials

The Group reduces the use of packaging materials by using automatic equipment, implementing packaging-free strategies, recycling woven bags, and recycling waste materials. As a result, the lifecycle of materials has increased, and secondary pollution has been avoided with lower resource consumption. In 2020, 1,578,422 tonnes of packaging materials were consumed for finished products.

Note: This year, we have increased our supervision over usage statistics of packaging materials used in subsidiaries' finished products. The scope of statistics on packaging materials is more comprehensive than in previous years.

#### • Improving Equipment Utilization

We strictly control the use of equipment in production processes, make full use of product cool down time, cut down on idle equipment, and increase the efficiency of equipment operation.

## 優化資源利用

集團積極響應國家創建資源節約型社會的號召，持續提高生產中的各種資源的利用效率，培養日常辦公中資源利用的意識，充分發揮資源的效能和價值，減少資源浪費。

### 提高資源利用效率

我們持續降低生產中的資源消耗，通過生產用水循環利用、減少包裝材料、提升設備利用率等方式，推動綠色生產，實現生產資源最優利用。

#### • 節約水資源

生產用水基本全部實現循環再用，配置冷卻水塔為生產過程中的冷卻用水補充蒸發水分，有效降低對水資源的消耗；對生產循環水池加裝水質淨化處理設備，改善冷卻循環水水質，在提高生產用水質量和利用率的同时減少水資源消耗。

耗水量 **465.79** 萬噸

循環利用水資源 **424.33** 萬噸

#### • 減少包裝材料使用

通過自動化設備應用、採取免包裝策略、編織袋循環利用和廢料回收利用等手段減少包裝材料使用，延伸物料的生命周期，避免二次環境污染的同時降低資源消耗。2020年製成品所用包裝材料1,578,422噸。

註：本年度加強對子公司製成品所用包裝材料使用量統計的監督，包裝材料統計範圍較往年更完整。

#### • 提升設備利用率

嚴格控制生產過程的設備使用，充分運用產品冷卻時間，減少設備空轉，提升設備運轉效率。

## Promoting Green Offices

We incorporate green concepts into our production operations and our daily office activities. IT systems and electronic display screens are used in routine communications, notification and production lines to promote paperless office culture. In daily office use, we promote double-sided printing, printing non-official documents on scrap paper, and toner cartridge recycling. At the same time, we train employees to turn off the lights when they leave the office, turn off the water when they leave, not to leave computers idle, and to have the air conditioning set no lower than 26 degrees, thereby reducing resource consumption effectively.

## BUILDING GREEN CITIES

The Group fully extends the value of its main piping industry, raises its professionalism in environmental protection, and continues to serve the sustainable construction and development of cities. Meanwhile, we transmit green concepts to all sections of society and work together to create beautiful green cities to live in.

### Development of the environmental protection industry

We actively respond to and implement national environmental protection policies, use our advantageous piping products to actively expand the environmental protection industry, and bring into play synergy between environmental protection businesses and the plastic piping business. We provide services combination of environmental consulting, environmental assessment, design, construction, operations, environmental monitoring, environmental supervision and other complete stream of all-in-one professional services, which cover solid/critical waste disposal, wastewater/exhaust gas treatment, water supply, soil restoration, environmental testing, and technical consulting services and other fields. In 2020, we actively promoted the second round rollout of the environmental protection industry. We accelerated our entry into the four major areas of environmental protection equipment R&D and manufacturing, electronic waste and scrapped automobile recycling and dismantling, industrial and hazardous waste disposal, and urban and rural waste resource utilization, helping to reduce pollution from all types of waste and creating a livable ecological environment.

#### • Environment Engineering

The Group's affiliate, Guangzhou EP Environmental Engineering Ltd.,(GZEP) has been officially qualified as a grade A environmental engineering design unit and grade B public utility design unit by the Ministry of Housing and Urban-Rural Development and has set up a postdoctoral research workstation. GZEP has carried out enterprise/university/research institute joint development and established an exceptional management team and professional teams, providing environmental engineering services covering many industries ranging from environmental protection design, municipal sewage and industrial wastewater treatment, black and odorous water treatment, comprehensive rural environment treatment, sponge city creation, urban underground piping networks, soil restoration, and urban water supply and drainage engineering to marine environmental protection, creating a human settlement environment with a harmony ecology.

## 推廣綠色辦公

我們切實在生產運營及日常辦公中融入綠色環保理念。在日常溝通、公告通知及生產一線中使用信息化系統及電子顯示屏等手段，推動無紙化辦公。在日常辦公中，倡導紙張雙面打印、廢紙張打印非正式文件和碳粉盒循環使用，同時培養員工人走燈滅、人走水停、電腦不空轉、空調不低於26度等習慣，有效減少資源消耗。

## 打造綠色城市

集團充分延伸管道主業價值，提升在環保方面的專業水平，持續服務城市可持續建設和發展，同時向社會各界傳遞環保理念，凝心聚力共創綠色宜居的美好城市。

### 發展環保產業

我們積極響應和落實國家環保政策，以管道產品優勢積極拓展環保產業，發揮環保業務與塑料管道業務協同效應，提供集環保諮詢、環評、設計、施工、運營、環境監測和環境監理等全流程、一體化的專業服務，涵蓋固/危廢處置、廢水/廢氣治理、供水、土壤修復、環境檢測、技術諮詢服務等多個領域。2020年，積極推進環保產業第二輪布局，加快切入環保裝備研發製造、電子廢棄物及報廢汽車回收拆解、工業廢物及危險廢物處置、城鄉垃圾資源化利用四大領域，持續深耕環保產業，助力降低各類廢棄物污染，營造宜居生態環境。

#### • 環境工程

集團旗下廣州市環境保護工程設計院有限公司(GZEP)擁有由國家建設部頒發的環境工程設計甲級、市政行業設計乙級資質，專門成立博士後科研工作站，進行產學研聯合發展，打造出色的管理團隊和專業人才隊伍，提供涵蓋環保設計、市政污水及工業廢水治理工程、黑臭水體治理、農村環境綜合治理、海綿城市創建、城市地下管廊、土壤修復、城市給水排水工程、海洋環保等多個領域的環保工程服務，打造生態和諧的人居環境。



The sewage treatment center project at South China Advanced Equipment Industrial Park in Shaoguan City  
韶關市華南先進裝備產業園污水處理中心工程項目

#### • Environmental Impact Assessment

Officially certified by the Ministry of Environmental Protection as a grade B environmental impact assessment unit, GZEP provides planning project and construction project environmental impact assessment report compilation services and construction completion acceptance check-related services for many industries, helping them accurately identify and assess the environmental impacts of proposed projects, helping to serve the green development of the industry.

#### • 環境影響評價

GZEP 擁有國家環境保護部頒發的環境影響評價乙級證書，為多種行業類別提供規劃環境影響評價、建設項目環境影響評價報告書及報告表的編制，建設項目竣工驗收等服務，準確識別和評估環境影響，服務行業綠色發展。



Environmental assessment project on Jihua Road West Extension Line  
季華路西延綫環評項目

#### • Environmental Consulting Services

GZEP provides a wide variety of professional services, ranging from project site compliance and pollution control planning, pollution permit application, and development of regional environmental solutions to environmental consultancy services and environmental training during project development and operation, as well as environmental protection supervision and administration services during and after administrative approval of construction projects. It also offers one-stop environmental advisory services to government agencies at various levels and private and public enterprises alike.

#### • 環保管家

GZEP 從提供項目選址合規性及污染治理規劃、排污許可證辦量、區域環保解決方案，到發展運營過程中環境顧問式服務和環保培訓、建設項目環境保護事中事後監督管理等服務，為各級政府部門、企事業單位等提供專業、優質的一站式環境顧問服務。

#### • Treatment of Hazardous Waste

The Group has actively developed hazardous waste disposal projects in places including Yunfu (Guangdong), Hainan and Jiangsu.

The Group's affiliate, Jiangsu Yongbao Environmental Protection Technology Co., Ltd., is the leading technology enterprise in the disposal of hazardous waste in Jiangsu Province, with a comprehensive resource utilization and disposal capacity of 700,000 tonnes per year. It is able to dispose of 55 small types of industrial waste across 12 major industries.

In April 2020, our affiliate, Hainan Province Hazardous Waste Disposal Center, passed its overall acceptance. The company is the only comprehensive hazardous waste disposal center approved by the State for construction in Hainan Province. It mainly provides waste collection, transportation, and management solutions for enterprises, as well as technical advice on waste management and professional environmental emergency services. The company has scope for a total of 20,000 tonnes per year of raw waste disposal.



Hainan Province Hazardous Waste Disposal Center  
海南省危險廢棄物處置中心

#### • 危險廢棄物處置

集團在廣東雲浮、海南、江蘇等地積極發展危險廢棄物處置項目。

下屬江蘇永葆環保科技有限公司是江蘇省危廢處置量領先的科技型企業，資源化綜合利用處置能力 70 萬噸/年，可處置 12 大行業 55 個小類的工業廢棄物。

下屬海南省危廢處置中心於 2020 年 4 月通過整體驗收，是海南省獲國家批准建設的唯一一家綜合危險廢物處置中心，主要為企業提供廢棄物收、運、處管理解決方案，危廢管理技術諮詢和專業環境應急服務，原生廢物總處理規模達 2 萬噸/年。

### Promoting Environmental Protection Concepts

We transmit environmental protection concepts, using the advantages of our own locales to build environmental education bases to launch environmental protection activities for the public and society. We transmit environmental protection knowledge and help the public protect the environment.

### 傳遞環保理念

我們爭做綠色環保理念的傳播者，利用自身場地優勢打造環保教育基地，向公眾和社會開展環保公益活動，傳播環保知識，攜手公眾共同踐行環境保護。

#### CASE 案例

Building an Environmental Education Base in Guangdong Province and Transmitting Green Philosophy  
打造廣東省環境教育基地，傳播綠色理念

Foshan Shunde Huifengyuan Environmental Engineering Management Co., Ltd. has been recognized as the "Guangdong Environmental Education Base" due to a number of indicators, including environmental education content, social benefits, layout and environment, and environmental contribution. The company contributes to spreading our green philosophy through carrying out comprehensive green activities, firmly establishing the concept of ecological civilization throughout society, and accelerating the formation of spatial patterns, industrial structures, production methods, and environmental conservation in order to conserve resources and protect the environment and people's lifestyles.

佛山市順德區匯豐源環保工程管理有限公司通過包括環境教育內容、社會效益、布局與環境、環保貢獻等多項指標考核，獲頒「廣東省環境教育基地」，並將繼續在開展全面綠色行動、全社會牢固樹立生態文明理念，推動加快形成節約資源和保護環境的空間格局、產業結構、生產方式、生活方式等方面作出貢獻，持續傳播綠色理念。



WORKING TOGETHER  
TO MAKE LIFE BETTER  
FOR EVERYONE

齊心共贏  
聯塑美好生活

The Company's development is dependent on the support of stakeholders. The Group respects its customers, employees, and business partners throughout the development process, and has worked hard to provide customers with a quality service experience and better protection for our employees. The Group strives to make a more valuable contribution to our business partners, make the most of our strengths to connect with society, serve society, give back to society, and give more care to the community. We will work together to build a harmonious and beautiful life.

公司的發展離不開利益相關方的支持。集團在發展過程中始終尊重客戶、員工、合作夥伴，努力為客戶提供優質的服務體驗，為員工提供更完善的保障，為合作夥伴作出更有為的貢獻，充分利用自己優勢連接社會、服務社會、回饋社會，為社區奉獻更多的愛心，攜手各方共築和諧美好生活。

• Customer satisfaction: **97.37%**

• Total number of staff training hours: **371,508**

• Localized procurement rate: **94.86%**

• External donations: RMB **11.08** million

• 客戶滿意度 **97.37%**

• 員工培訓總時間 **371,508** 小時

• 本地化採購率 **94.86%**

• 對外捐贈 **1,108** 萬元

## THE ULTIMATE USER EXPERIENCE

Upholding our business strategy of "customer satisfaction first," the Group has continuously improved the workflow of one-stop services, innovated existing service models, and enhanced service quality, ultimately bringing an improved user experience to its clients.

### One-Stop Services

We provide clients with high quality services throughout the entire lifecycle: before, during and after sales of products. We have consistently improved the standards of our services by assembling professional sales teams, optimizing service processes and diversifying the services provided, effectively addressing clients' concerns in a timely manner and no worry.



#### Pre-Sales Services 售前服務

- We understand customer needs, collect customer feedback, and develop reasonable and effective product supply and technical service plans, making effective preparations in terms of production, inspection, sales and transportation activities.
- We provide various convenient services through setting up Lesso service app for navigation within the factories, pickup driver check-in, unloading and loading reservations, new product introduction, online support and product tracking.
- 了解客戶的需求，收集客戶意見，從生產、檢驗、銷售和運輸上做好服務準備，制定出合理有效的供貨、技術服務方案。
- 建立聯塑服務應用程序，圍繞著廠區定位、提貨司機簽到、卸貨預約、裝櫃預約、新品介紹、技術在綫、產品追溯等多方面為客戶提供便捷服務。



#### Sales Services 售中服務

- We develop teaching plans and simplified FAQ and provide free engineering technical manuals.
- We provide satisfactory answers to questions or reasonable solutions to customer questions within the shortest time possible.
- We rush to the scene to solve problems for users.
- 編制教學方案和通俗易懂的建議，並免費提供工程技術手冊。
- 在最短的時間內對客戶提出的疑問作出滿意的解答或提供合理的使用方案。
- 趕赴現場為用戶排憂解難。



#### After-Sales Services 售後服務

- We adhere to the service concept of "quick response, quality service, transmitting technology and timely delivery," establishing technical support, product quality follow-up, and effective information feedback and improvement mechanisms.
- Employees are assigned to work in frontline positions, and products detected as having quality issues caused by mishandling or other human errors are immediately replaced or returned to ensure high product quality.
- 奉行「快速響應、優質服務、傳送技術並及時到位」的服務理念，建立技術支持、產品質量回訪、良好的信息反饋及改進機制。
- 駐點市場一綫，對存在裝卸貨不當等認為質量問題的產品及時退換貨，確保產品質量。

The entire service process 全過程服務流程

## 營造舒適體驗

集團始終堅持「以客戶滿意為宗旨」的經營方針，持續完善一站式服務流程，創新服務模式，提升服務品質，致力於為客戶帶來更好的優質的服務。

### 提供一站式服務

我們以高質量的服務貫穿售前、售中及售後整個生命周期，並通過組建專業服務團隊、優化服務流程、豐富服務內容等方式不斷提升服務水平，及時為客戶排憂解難，讓客戶更省心。

## Expanding Sales Channels

We uphold the principles of cooperation, win-win, intelligence, and internationalization to respond to the Belt and Road Initiative by creating global trading platforms that transform single-line offline sales into combinations of online and offline sales. We provide support services such as marketing and branding to give customers new experiences and thorough service.

### Online and offline sales channels

Simple and user-friendly international trade is conducted via the online trading platform.

在綫貿易平台實現簡單、快捷的全球貿易。

Brick-and-mortar service outlets located across the world provide pre-sales, after-sales, and sales-related services.

**Service Outlets:** Convenient transaction points where face-to-face support such as order fulfillment, communication with suppliers, and cross-border shipment tracking is provided.

**Warehouse Showrooms:** As an extension to the service outlets, these showrooms have a special product display section, allowing customers to get a more complete offline shopping experience.



廣布全球的實體服務據點，提供售前、售中和售後服務。  
**服務點：**便捷的交易站點，提供面對面支持，例如完成交易、與供貨商溝通、以及跨境物流查詢。  
**展銷倉：**服務點的擴展版本，附有產品展示區域，客戶可以在這裏獲得更加豐富的實體採購體驗。

## Protection of Customer Rights and Interests

We attach great importance to the protection of customers' interests. We are continually improving customer privacy and information security protections. We identify, understand and satisfy customer needs in a timely manner and we are continually improving service quality and customer satisfaction.

### • Responsible Marketing

We have formulated the *Advertising Resources Management Measures* to unify the application specifications of advertising, label use and marketing activities. We insist that product labeling and advertisement meet the requirements of laws, regulations, rules and other regulatory documents, in order to ensure the authenticity and reliability of product promotion to achieve responsible marketing.

## 拓展銷售渠道

我們秉持合作、共贏、智能、國際化的理念，響應「一帶一路」倡議，打造跨國貿易平台，將單一的綫下網絡銷售轉變為綫上綫下相結合，並提供營銷及品牌推廣等配套服務，為客戶提供全新體驗和細緻服務。

### 綫上綫下銷售渠道

These showrooms sell building materials and interior decoration products to market insiders and general consumers alike, bringing together innovation and creativity to ensure an excellent shopping experience. They are also well integrated into the local communities.

專門售賣家居建材產品，為業內人士和消費者提供便利，更會匯集創新與創意，保證優越購物體驗，融入當地社區生活。

## 保障客戶權益

我們高度重視客戶的權益保障，不斷加強客戶隱私和信息安全保護，及時識別、了解和滿足客戶需要及訴求，不斷提升服務質量和客戶滿意度。

### • 負責任營銷

制定《廣告資源管理辦法》，統一廣告宣傳、標籤使用、營銷活動的應用規範，堅持產品標籤和廣告宣傳符合法律、法規、規章及其他規範性文件要求，確保產品宣傳的真實性、可靠性，實現負責任的營銷。

### • Customer Feedback

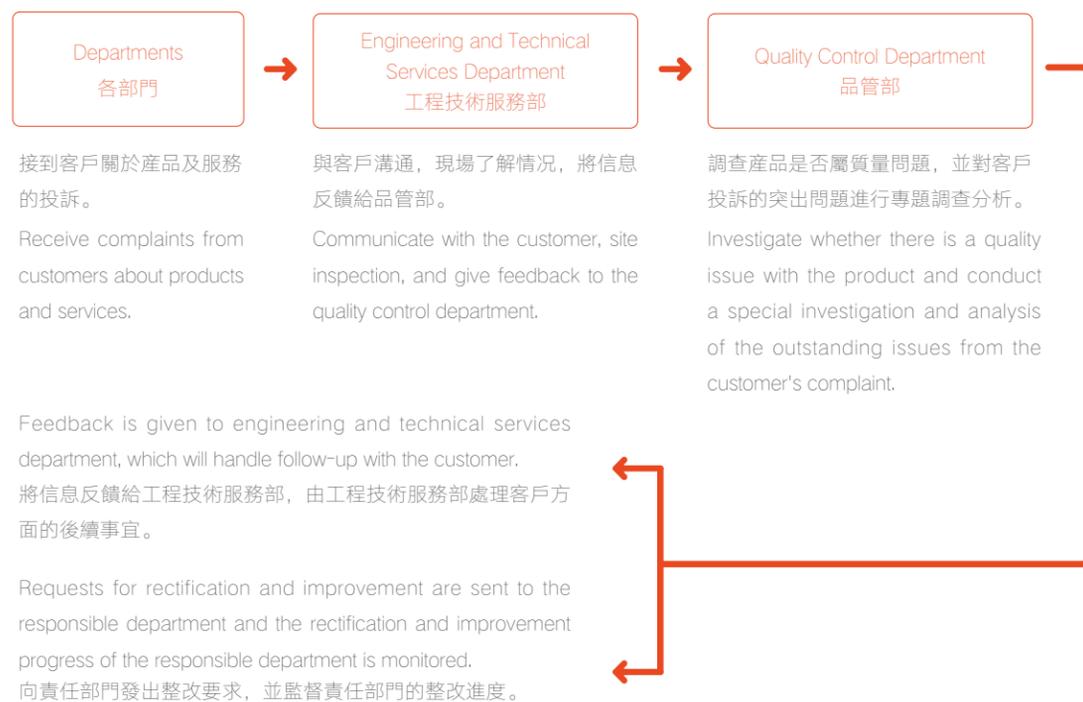
We have established day-to-day management and monitoring measures for product and service complaints and have formulated our *Procedures for Handling Customer Complaints Regarding Storage, Transportation and Delivery*. We listen to customer concerns onsite or via telephone, WeChat, email, fax or corporate communication platforms. We convey customer feedback to relevant departments in a timely manner and continuously follow up on feedback until the customer is satisfied.

### • 客戶意見反饋

建立產品及服務的投訴日常管理和監測機制，制定《儲運發貨事宜客戶投訴處理程序》，通過現場、電話、微信、郵箱、傳真及企業溝通平台等多種渠道了解客戶訴求，及時將客戶反饋意見傳達至相關部門，並作持續的跟進反饋，直至客戶滿意。

#### Day-to-day management and monitoring measures for product and service complaints

##### 產品及服務的投訴日常管理和監測機制



### • Customer Privacy Protection

We attach great importance to customer privacy and information security issue, strengthening customer information management and guarding against the risk of customer privacy leakage with strict and standardized processes and operational procedures so as to protect customer privacy. There was no complaint regarding the customer privacy leakage issue arise in 2020.

### • 客戶隱私保護

重視客戶的隱私和信息安全，加強客戶的信息管理，以嚴格規範的流程和操作程序防範客戶隱私洩露風險，切實保障客戶隱私。全年未發生因洩露客戶隱私引起的投訴事件。

### • Safe Use of Products Manual

We use online channels to give timely updates on the installation, protection, and usage notes and main points for the Company's products, thereby ensuring safe customer usage of products.

### • 產品安全使用提示

通過線上渠道及時更新公司產品的安裝、防護及使用的注意事項及要點，保障客戶產品使用安全。

Customer satisfaction: **97.37%**

Complaint arising from leakage of customer privacy: **0**

Valid complaint on products or services received: **0**

客戶滿意度達 **97.37%**

因洩露客戶隱私接獲投訴數目 **0** 個

接獲關於產品或服務的有效投訴 **0** 宗

## IMPROVING EMPLOYEE WELL-BEING

Employees are the core driving force of business development. Upholding a "people first" principle, the Group safeguards the basic rights and interests of employees, and has established career development mechanisms. We have established a staff growth platform and foster employees' physical and mental well-being to create a strong sense of gain and happiness, with the aim of delivering growth for both employees and the Group.

## 增進員工福祉

員工是企業發展的核心驅動力。集團秉持以人為本的理念，著力保障員工基本權益，健全員工培養機制，搭建員工成長平台，守護員工身心健康，不斷提升員工獲得感、幸福感，助力員工與企業共同成長。

### Safeguarding the Rights and Interests of Employees

We have formulated our *Guidelines on Labor Relations Management* in strict compliance with the *Labor Law of the People's Republic of China* and other relevant laws and regulations. We actively create a fair employment environment, continuously improve the company's remuneration and benefits system, forge an open communication environment, and ensure the rights and interests of each employee.

### 保護員工權益

我們嚴格遵守《中華人民共和國勞動法》等法律法規，制定《勞動關係管理指引》，積極創造公平的就業環境，持續完善公司薪酬福利體系，營造開放的溝通環境，切實保障每一位員工權益。

### Diversified Talent Structure

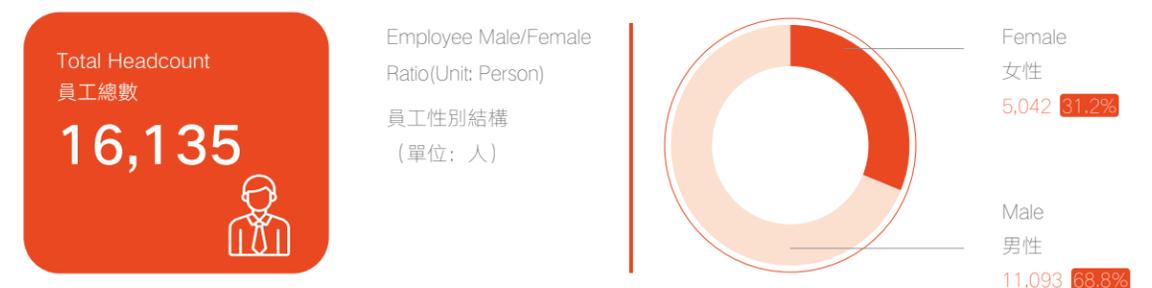
Talents are critical to business development. The Group has attracted talent from various sources to build multi-layered, high quality professional teams, bringing diverse human resources together to build up momentum for future success.

### 多元人才結構

人才是企業發展的根本保障。集團積極吸納各方人才，大力培養多層次、高質量的人才隊伍，匯聚多元人才，凝聚發展力量。

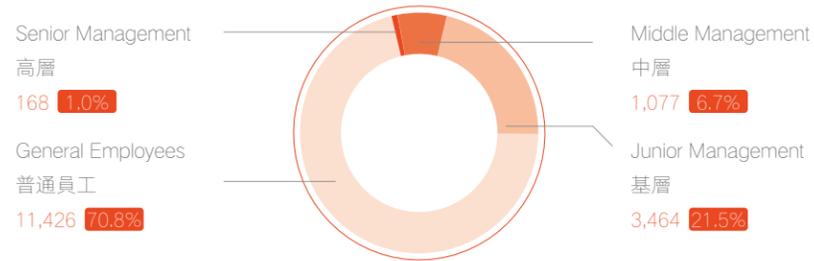
### A Breakdown of the Group's Employees 2020

### 2020 年集團員工構成



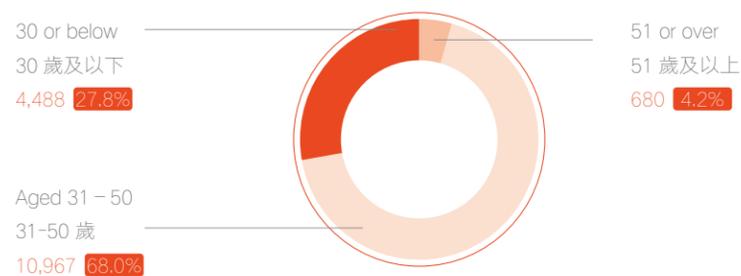
Employee Hierarchy  
(Unit: Person)

員工類型結構  
(單位: 人)



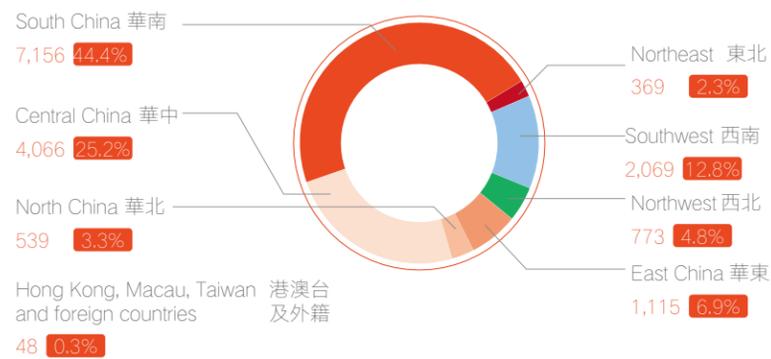
Employee Age  
(Unit: Person)

員工年齡結構  
(單位: 人)



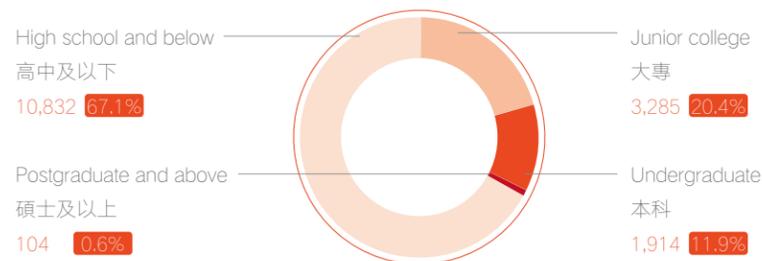
Employee Location  
Distribution (Unit: Person)

員工地區分布  
(單位: 人)



Employee Academic  
Background (Unit: Person)

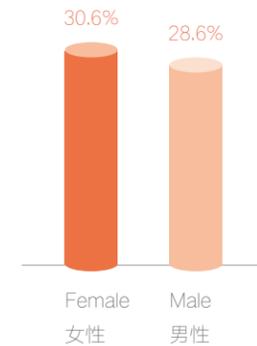
員工學歷結構  
(單位: 人)



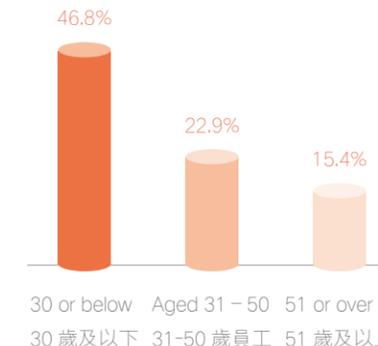
Breakdown of Staff Turnover (2020)

2020 年集團員工流失比率

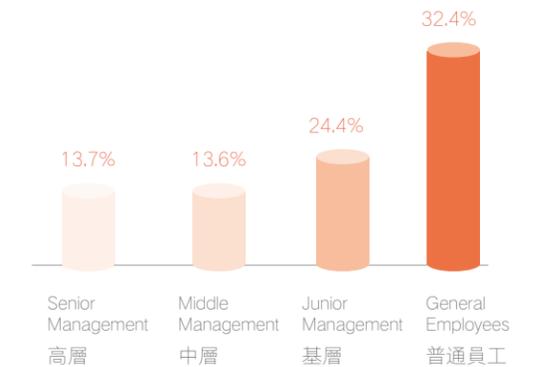
Employee Turnover by Gender  
按性別劃分的員工流失比率



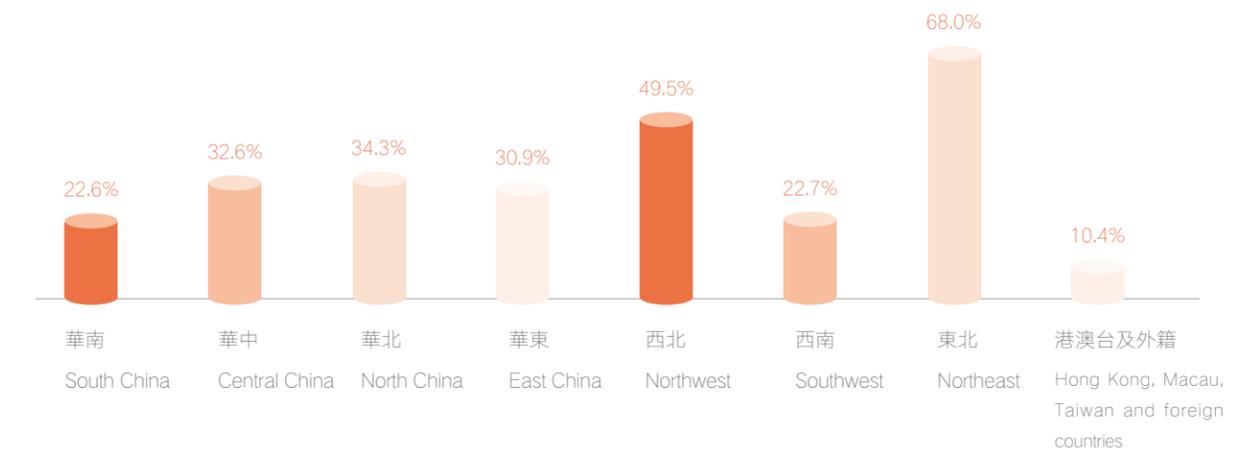
Employee Turnover by Age Group  
按年齡劃分的員工流失比率



Employee Turnover by Position  
按職位劃分的員工流失比率



Employee Turnover by Location  
按地區劃分的員工流失比率



Note: The employee turnover ratio is calculated as: number of employees belonging to the category left / total number of employees in the category.

註: 員工流失比率計算方式為: 該類別雇員離職人數 / 該類別雇員總數。

Upholding Employment Equality

Strictly abiding by relevant policies and regulations, we have always advocated equal employment focusing on impartiality and openness, and enter into labor contracts with employees based on the principles of equality, voluntariness and consensus. We have resolutely put an end to any discrimination against employees due to factors such as age, sex, marital status, disability, ethnicity, race, or religious beliefs. We oppose any form of child labor and forced labor and strive to create a fair and lawful working environment for employees.

Employment contract signing rate: **100%**

堅持平等僱傭

我們嚴格遵循法規政策要求, 始終堅持公平、公開的平等僱傭原則, 在平等自願、協商一致的基礎上, 與員工簽訂勞動合同, 堅決杜絕因年齡、性別、婚姻狀況、傷殘、民族、種族、宗教等因素歧視員工的現象產生, 反對以任何形式僱用童工和強迫勞動, 營造公平、合法的僱傭環境。

勞動合同簽訂率 **100%**

## Staff Remuneration and Benefits

We have rigorously enforced national and local social security mechanisms in strict compliance with various laws, regulations and employment policies, paid contributions to social insurance (e.g., medical care, pension, unemployment, work injury and maternity insurance) and supplementary medical insurance for employees, and established multi-level, three-dimensional and comprehensive institutional insurance systems to effectively protect their rights and interests; we have also formulated *Remuneration Management System for China Lesso*, which provides reasonable remuneration level and dynamic incentive mechanism, to fully motivate our employees. We have kept abreast of the latest national and local policies on human resources and sought to secure welfare benefits offered by the national and local governments for employees. We have assisted more than 30 staff members in successfully applying for the "Shunde Talent Card" over the past three years.

**100%** social insurance coverage

## Democratic Communication and Feedback

We have continually improved the mechanism of equal and open dialog and broadened the channels for employees to participate in democratic management. By means of employee satisfaction surveys, democratic meetings and staff congress, employees are encouraged to make their voice heard and participate in corporate governance in an orderly fashion, with efforts made to ensure that employees exercise their rights to know, participate, vote and supervise.

## Building a Career Development Platform for Employees

We have continued to provide highly diversified training to create a multi-faceted growth platform to meet the career development and personal growth needs of employees, helping them fulfill their full potential and grow together with the Company.

## Diversified Training for Employees

We have continually improved our training systems. We have the Lesso College as a training camp to promote various training programs and courses such as "Lectures," "Lesso Tutoring," "Guest Talks," and "Lesso Cloud Classroom." In our daily operations, we adopt training models such as professional skills upgrading, self-evaluation of talent, and master-student teaching. At the same time, we strengthen cooperation between schools and enterprises, promote the integration of industry and education, meet the diverse needs of our staff, and comprehensively enhance the professional skills and quality of our staff, so as to help them develop in all aspects.

## 員工薪酬福利

我們遵守各項法律法規與勞動政策，嚴格執行國家及地方社會保障機制，為員工購買醫療、養老、失業、工傷、生育等社會保險和補充醫療保險，建立多層次、立體化、全方位的保險制度體系，切實維護員工權益；制定《中國聯塑薪酬管理制度》，合理制定薪酬水平和動態激勵機制，充分調動員工的積極性，實現公司與員工利益共享；及時跟進國家地方人才政策，積極為員工爭取國家與地區的福利保障，近三年累計協助超過 30 名員工獲得順德人才卡。

社會保險覆蓋率 **100%**

## 民主溝通反饋

我們不斷完善平等、公開的對話機制，拓寬員工參與民主管理的渠道，通過員工滿意度調查、民主生活會、員工代表大會等方式傾聽員工的聲音，引導員工有序參與公司治理，切實保障員工的知情權、參與權、表決權和監督權。

## 搭建員工成長平台

我們持續開展多樣化培訓，打造多元化成長平台，滿足員工職業發展和個人成長需求，在與企業共成長的同時實現個人價值。

## 多樣化員工培訓

我們不斷完善公司培訓體系的建設，以聯塑學院為教育陣地推出「大講堂」「聯塑私塾」「名師堂」「聯塑雲課堂」等多種類型的培訓項目及課程，在日常工作中綜合採用專業技能提升、人才自主評價、師帶徒等培養模式，同時加強校企合作、推動產教融合，滿足員工多樣化的需求，全面提升員工職業技能和素養，助力員工全方位發展。

## Staff Training System

## 員工培訓體系



**137,867** staff participated in training sessions

Total number of staff training hours: **371,508**

**149** development training courses

In 2020, Lesso College was named a "Foshan Hi-Tech Zone High Quality Enterprise University" and received RMB **1** million in government-supported funds

By the end of 2020, more than **100** people had obtained professional technical qualifications, more than **250** people had obtained professional qualifications, **2** people had been recognized as "Foshan Greater City Craftsmen" and **2** people had been recognized as "Foshan City Highly Skilled Talent with Outstanding Contribution"

In 2020, more than **150** people are given the title of "Skilled Technical Staff of Shunde District"

參與培訓員工 **137,867** 人次

員工培訓共計 **371,508** 小時

開發培訓課程 **149** 門

聯塑學院 2020 年獲評「佛山高新區高水平企業大學」，獲政府扶持資金 **100** 萬

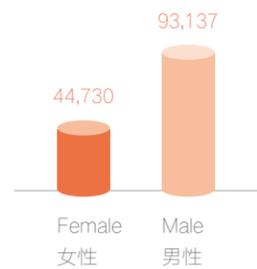
截止 2020 年底，超過 **100** 人獲得專業技術資格，超過 **250** 人獲得職業資格，**2** 人獲得「佛山大城工匠」，**2** 人獲得「佛山市突出貢獻高技能人才」

2020 年超過 **150** 人獲得「順德區職工崗位技術能手」稱號

Breakdown of Employees Who Attended Training Courses 2020

2020 年集團員工參與培訓人數

Employee Training by Gender  
按性別劃分的員工培訓人次



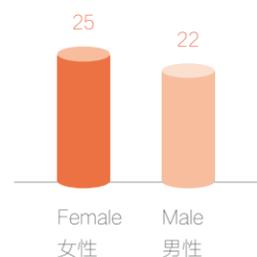
Employee Training by Type  
按類型劃分的員工培訓人次



Average Time That Types of Group Employees Spent Participating in Training 2020

2020 年集團不同類型員工參與培訓平均時長

Average Employee Training Hours by Gender  
按性別劃分的員工平均培訓小時



Average Employee Training Hours by Type  
按類型劃分的員工平均培訓小時



Featured Training Programs

**Enabling Engineering:** During the pandemic, 12 courses were offered to senior and middle management mainstays and general staff. The students' operations and interactions were introduced online into the points-based management system, further stimulating the students' initiative and motivation to learn. During the period, 126 students successfully completed their courses, and 12 trainees entered the junior management posts through internal competitive applications.



**Skills Upgrade Training for All Employees:** In order to improve the vocational skills of all staff and establish knowledge-based, skill-based and innovative enterprise talent teams, the Group launched online training programs for skills upgrading for all employees, offering 39 professional skills courses. At the end of 2020, over 1,900 employees had been skilling up and the project is set to continue empowering employees.

**Mini Salon:** Conducting a series of workshops for team leaders in the form of salons, building an interactive professional skills and management experience exchange platform for team leaders, and effectively upgrading the technical and management levels of team leaders. In 2020, we held salon-style seminars on topics such as "Employee Management," "Interdepartmental Communication," "Production Safety," and "Information Technology for Productivity."



特色培訓項目

**賦能工程:** 疫情期間，面向中高層管理骨幹及基層員工，開設 12 門課程，採用線上的方式將學員的作業和互動分享導入積分制管理中，進一步激發學員的主觀能動性和學習的動力。期間，共有 126 名學員順利畢業，12 名學員通過內部競聘有進入了基層管理崗。

**全員崗位技能提升培訓:** 為實現全員職業技能提升，建立知識型、技能型、創新型的企業人才隊伍，集團啟動全員崗位技能提升線上培訓項目，開設 39 個崗位專業技能課程。截至 2020 年底，已有 1,900 多名員工進行提升學習，項目將持續為員工賦能。

**微沙龍:** 以沙龍的方式開展班組長系列研討會，為班組長搭建專業技術及管理經驗的互動交流平台，有效提升班組長技術和管理水平。2020 年已開展《員工管理》《跨部門溝通》《生產安全》《信息技術提升生產效率》等主題沙龍研討會。

**Academic Education:** We work with South China Agricultural University to offer diploma and bachelor levels of academic education and subsidize graduate trainees' tuition fees. We have recently added an MBA course at the Open University of Hong Kong for which we subsidize half of graduate trainees' tuition fees, thereby helping our staff enhance their competitiveness. At the end of 2020, more than 2,200 students had enrolled in diplomas, bachelor's degrees and MBA programs.

**學歷教育:** 與華南農業大學合作開展大專、本科班的學歷教育，為畢業學員補貼全額學費；新增香港公開大學 MBA 班，為畢業學員補貼一半學費，幫助員工增強自身競爭力。截至 2020 年底，報讀大專、本科和 MBA 的學員累計超過 2,200 人。

## CASE 案例

### Jointly Establishing the "Zhengzhou University — Lesso Henan" Graduate Student Training Base 共建「鄭州大學 - 河南聯塑」研究生聯合培養基地

On December 19, the "Zhengzhou University — Lesso Henan" graduate student training base was officially opened. In the future, Lesso Henan will use the graduate training base as an opportunity to share resources and work with Zhengzhou University to tackle more sophisticated technological problems. We will promote enterprise development and also cultivate more application-oriented talent for society and enterprises.

12月19日，「鄭州大學 - 河南聯塑」研究生聯合培養基地正式揭牌。未來，河南聯塑將以研究生聯合培養基地建設為契機，與鄭州大學實現資源共享、優勢互補，攜手攻克更多高精尖的科技難題，促進企業發展，同時也為社會、企業培養更多的應用型人才。

## CASE 案例

### Three-Year Plan for Promoting Industry and Education Integration of School and Enterprise Cooperation 推進產教融合、校企合作三年規劃

In 2020, Guangdong Lesso received local recommendation, departmental verification, and strict assessment by experts to be listed among the first batch of integrated industry-education enterprises in Guangdong Province, due to the excellent experience, work results and achievements from our many years of school-enterprise collaborations. In the next three years, Lesso Guangdong will make full use of various enterprise resources to resolve various difficulties and problems that constrain cooperation between schools and enterprises. We will actively explore models of running schools with deep integration of enterprises, thereby comprehensively enhancing the running capabilities of schools and the competitiveness and social influence of enterprises in the market.

2020年，廣東聯塑憑藉多年來在校企合作工作中的豐富經驗、工作成效和業績，經地方推薦、部門覆核、專家嚴格評審及政府公示，入選廣東省第一批產教融合型企業建設培育入庫名單。未來三年，廣東聯塑將充分利用企業各種資源，著力解決制約校企合作中的各種困難和問題，積極探索校企深度融合的辦學模式，全面提升學校辦學能力和企業的市場競爭力和社會影響力。

## Multi-Channel Employee Development

We are constantly refining our career development system, developing differentiated training programs for different employees, making staff development channels accessible, providing clear development paths for employees' careers, and helping employees grow. In 2020, we broke restrictions on circulation of talent between departments for the first time. We accelerated the formation of a mechanism for inter-departmental mobility, helping employees find a path that suits their own development and make greater use of their own value, so as to allow both the Company and its employees to develop together.

## 多渠道員工發展

我們不斷完善職業發展體系，針對不同員工制定差異化的培養計劃，暢通員工發展渠道，為員工職業提供明確發展路徑，助推員工成才成長。2020年，首次打破部門之間的人才流通限制，加快形成跨部門的流動機制，幫助員工找到適合自己的發展道路，更大化實現自身價值，與企業同頻共振、共同發展。

## Staff Training Schemes

## 制定員工培養計劃

Launch Plan 啟航計劃	Sailing Plan 揚帆計劃	Voyage Plan 遠航計劃	Navigation Plan 領航計劃	Steering Plan 掌舵計劃
For new hires of the Group to participate in the "New Power" training camp, through which they can quickly familiarize and get comfortable with the Group, transforming themselves into a new sailor to contribute to navigating the Lesso ship.	For general employees of the Group to improve professional proficiency, general skills, and multi-skill abilities, thus helping them sail forward.	For core employees of the Group to enhance thinking in supply chain, customer relationship management, business management skills, and communication and coordination capabilities, thus helping them be able to take on tasks alone.	For middle and junior management of the Group to improve team leadership, business planning and commanding capabilities, thus helping them lead their teams to sail into the distance.	For senior management of the Group, with a focus on the promotion of strategic leadership, to organize senior management to participate in the study and training of famous universities at home and abroad in a planned way so as to broaden their global vision and enhance leadership.
針對集團新員工，開展「新動力」訓練營，幫助其迅速認識集團、融入集團，塑造為「聯塑巨輪」之「新水手」。	針對集團普通員工，提升其業務能力、通用技能等，打造複合型員工，幫助其揚帆前行。	針對集團核心員工，提升其供應鏈思維、客戶關係管理、經營管理技能、溝通協調能力，幫助其更好地獨當一面。	針對集團中層及子公司班子，提升其團隊領導能力、業務統籌指揮能力，助力其帶領團隊，揚帆領航，駛向遠方。	針對集團高層，圍繞提升戰略領導力，有計劃地組織公司高級管理層參加海內外名校學習培訓，拓展全球化視野，提升領袖力。

### • Streamlining of career paths

### • 暢通職業發展通道

#### Development Path for Specialized Technical Staff

#### 專業技術人員通道



#### Development Path for Management Staff

#### 管理人員通道



## Building a Strong Sense of Happiness Among Employees

We ensure the safety and health of employees by providing staff training and physical examination services and a diverse range of leisure activities. Special support is offered to employees in need to build a favorable and enjoyable work environment.

### Occupational Health and Safety

Placing due emphasis on the health of employees, we further developed the work safety management system and policies in strict compliance with occupational health-related laws and regulations, held safety and health-related training courses to improve employee awareness of the importance of occupational safety and related skills, and provided employees with labor protection supplies and fitness facilities to protect their physical well-being.

### Work Injuries and Lost Days Due to Work Injuries 2018 – 2020

	2018	2019	2020
Lost days due to work injuries (working day) 因工作關係損失工作日數 (單位: 工作日)	8,040	3,884	5,443
Frequency rate of work injury per 1,000 people (‰) 千人工傷意外率 (單位: ‰)	13.00	8.79	4.84

### • Pandemic Disease Prevention and Control

We attach great importance to the prevention and control of the pandemic by preparing various materials for the prevention of the disease, measuring the temperature of all personnel who enter the company, maintaining an orderly gap between employees during meals, and supervising the prevention work of the company, thereby ensuring that employees are safe and healthy.

### • Occupational Disease Prevention

We arrange medical checkups for prospective, existing and outgoing employees based on their exposure to health hazards depending on their specific position. In 2020, medical examinations were provided for 3,506 staff members working in special positions to investigate and eliminate hidden risks. Every year, a professional third-party agency is engaged to conduct onsite occupational hazard tests, examine the different types of occupational hazards in each position, analyze occupational health hazards, and implement well-targeted countermeasures.

## 提升員工幸福感

我們通過課程培訓、員工體檢等方式保障員工的安全與健康，為員工提供豐富多彩的業餘活動，熱心幫助有需要的員工，努力構建幸福工作、快樂生活的良好氛圍。

### 職業健康安全

我們重視員工健康，嚴格遵守職業健康法律法規，不斷完善安全管理體系與制度，開展安全與健康相關課程培訓，提高員工的職業安全防護意識和技能，為員工提供勞保用品及健身設施，保障員工身體健康。

### 2018-2020 年集團工傷及損失工作日數

### • 疫情防控制

高度重視疫情防控制工作，備足各類防疫物資，對進入公司的所有人員均測量體溫，有序保持員工的用餐間距，並對公司防疫工作進行監督，確保員工的生命健康安全。

### • 職業病防治

根據接觸職位危害崗位的差異為員工安排入職體檢、定期體檢及離職體檢，2020年對特殊工種崗位進行職業健康體檢共計3,506人次，及時排查員工健康隱患；每年聘請專業的第三方機構進行作業現場職業危害檢測，排查各崗位的職業危害因素類型，分析職業病危害狀況，開展針對性治理。

### • Personal Protection

We provide employees with personal protection products offering different types and levels of protection, e.g. earplugs and earmuffs, dust or gas masks, chemical overalls, anti-static shoes, and electrician shoes, based on the actual needs of different positions. The use of such items is subject to rigorous supervision and control.

### • Health and Fitness Facilities

The Group has installed "low-noise centrifugal air cabinets" to reduce the temperature of air supplied at manual workstations in plants, effectively improving the working environment for employees. In addition, fitness facilities have been made available at each subsidiary to promote physical well-being among staff members.

### Staff Care

We have consistently broadened living spaces for employees, and improved the quality of life for them by organizing various forms of entertainment and sports events to celebrate International Womens' Day (March 8), Youth Day (May 4), corporate anniversaries, and the Mid-Autumn Festival. Donations and special support are given to employees with special difficulties to create a positive and healthy atmosphere and moral attitude, building a strong sense of happiness and belonging among staff members.

### • Showing Care for Employees

We have started "Family Care Mini Classes" to provide employees with a course on family care. We have assisted employees with introducing the points-based management system into their homes, so as to help them maintain better relationships with their children.

We set up a women's federation to learn more about the living conditions and special interests of female employees. We set up an employee psychological counseling office to give due attention to employees' physical and mental health, to show employees that we listen to them, and to help them resolve problems.

We actively care for employees who are experiencing difficult circumstances. During the Lunar New Year festival, we provided RMB 1,000 of financial assistance to 33 employees who were experiencing difficult circumstances.



### • 個人防護

按照不同崗位需求，為員工提供不同類型和防護級數的防護用品，包括耳塞耳罩、防塵或防毒口罩、化工工作服、防靜電鞋、電工鞋等，並嚴格監督使用到位。

### • 健康設施

選用「低噪聲離心風機櫃」對車間進行送風降溫處理措施，降低人為操作的生產工位溫度，改善員工的工作環境，並在每個子公司設置健身器材，為員工身體健康提供硬件保障。

### 關心員工生活

我們不斷為員工創造更大生活空間，提高員工生活質量，在節慶日開展三八節活動、五四青年節活動、廠慶系列活動，中秋晚會等多種形式的員工文化體育活動，為困難員工發起捐助和提供幫扶，營造積極向上的工作氛圍和生活態度，提升員工幸福感和歸屬感。

### • 用心關懷員工

開創《親子微課堂》，為員工提供親子關係的課程，幫助員工將積分制管理引入家庭管理中，讓員工更好處理家庭、子女關係。

成立婦女聯合會，詳細了解女性員工生活情況及特長愛好，關注女性員工身心健康；創立員工心理諮詢室，傾聽心聲，為員工排憂解難。

積極關懷困難員工，向33名困難職工每人發放1,000元春節慰問金，為困難員工提供資金援助。

## CASE 案例

Establishing a Women's Federation and Forging a Caring Sisterhood  
成立婦女聯合會，營造婦女溫暖大家庭

On September 15, Lesso Guangdong held an opening ceremony for its First Women's Congress, Women's Federation and Women's House, becoming the first enterprise in Shunde to establish a women's federation in the field of the "Four News." The Lesso Guangdong Women's Federation is set to carry out its work. Starting out from providing services, the federation aims to do practical things to help women. At the same time, the federation will carry out activities such as skills training to improve the skills of women at Lesso. The federation aims to hold interesting events on a regular basis so as to create a strong and caring base for women at Lesso.

9月15日，廣東聯塑舉行婦女第一次代表大會暨婦女聯合會、婦女之家揭牌儀式，成為順德區首個在「四新」領域成立婦聯的企業。廣東聯塑婦聯將執行落實好婦聯各項工作，以服務為出發點，為婦女群眾真正地辦好事、辦實事，同時開展多項技能培訓等活動，提升聯塑婦女技能水平，定期開展豐富多彩的活動，打造聯塑婦女群眾溫暖的大家庭和堅強陣地。

## • Enriching Staff Care

We have developed a "Fun School Series" for employees. The series covers DIY, cooking, childcare, baking, painting, floral design, dancing, and yoga etc., to assist employees in developing their hobbies and improving their lifestyle.

We have organized group building events, festival activities, and sports events to focus on employees' strength and enhance their sense of belonging.

## • 豐富員工生活

為員工開發《趣學堂系列課程》，涵蓋DIY、烹飪、育嬰師、烘焙、繪畫、插花、舞蹈、瑜伽等課程，挖掘員工興趣愛好技藝，提升員工生活品質。

為員工舉辦團建活動、節日活動、運動會，凝聚員工力量，提升員工歸屬感。



Flower arrangement class  
插花課



Family painting  
親子油畫



Sport event  
運動會



Mid-Autumn Festival party  
中秋晚會

## PROMOTING WIN-WIN COOPERATION

The Group would not have achieved its impressive progress in business development without the concerted efforts made by its partners. While continuously improving supply chain management, we sought cooperation opportunities on an extensive scale, and actively promoted the development of the industry as a whole to create a favorable environment for win-win development for all parties involved.

## Creating a Responsible Supply Chain

We have defined the full lifecycle management process for suppliers from introduction, to evaluation, and then to exit. We effectively identify risks, reduce environmental, social and security risks, and have established a points-based management system for distributors. We have strengthened our distribution, management and services, formed a standardized and fair supply chain system, and jointly enhanced our competitiveness in responsibility.

## Total number of the Group's suppliers in 2020

Total Number of Suppliers 供應商總數 / 個		6,170
Breakdown of Suppliers 供應商分布 / 個	South China 華南	3,350
	Central China 華中	664
	North China 華北	313
	East China 華東	1,282
	Northwest 西北	200
	Southwest 西南	273
	Northeast 東北	84
	Hong Kong, Macau, Taiwan and foreign countries 港澳台及國外	4
Localized procurement rate 本地化採購率		94.86%
Ratio of suppliers under the <i>Procurement Process Manual</i> to the total number of suppliers 執行《採購流程手冊》的供應商比例		100%

## Improving Supply Chain Capabilities

We have formulated our Supplier Management System to establish standardized criteria for supplier access, evaluation and discontinuation, including social responsibility requirements such as the prohibition of child labor and non-discrimination. We use systematic management and professional support to ensure that suppliers are qualified and that they operate in accordance with specifications. At the same time, we continually communicate with and provide feedback to our suppliers to help them develop their technical skills and grow.

## 促進合作共贏

集團的發展離不開各方通力合作。集團不斷探索和改善供應鏈管理，廣泛尋求合作機會，積極推動行業發展，促成多方共贏局面。

## 打造責任供應鏈

我們明確供應商引入、評估與退出的全生命周期管理流程，有效識別風險，減少環境、社會及安全隱患；同時建立經銷商積分管理制度，加強對經銷商和管理及服務，形成規範公正的供應鏈體系，共同提升責任競爭力。

## 2020年集團供應商數量

## 提升供應商能力

我們制定供應商管理相關制度，建立規範的供應商準入、評價和淘汰標準，包括禁止僱傭童工、不得歧視等社會責任要求，以體系化管理和專業化支持，確保供應商符合準入資質及合規經營。同時，在不斷與供應商的溝通和反饋中，幫助供應商提升技術水平，助力供應商成長。

Developing the Group's *Procurement Process Manual* and other supplier management systems

Onsite inspection of suppliers and responsible procurement

Set up supplier appraisal files and require suppliers to observe ethical conduct, respect human rights, comply with environmental laws and regulations, recycle resources, and provide annual ESG disclosure documents. Suppliers are to be regularly and independently evaluated by each department according to *Supplier Evaluation Internal Control Process Manual*

Early warning mechanisms for low-quality suppliers, suggestions and deadlines for rectification and improvement. Otherwise, cooperation with such suppliers will cease and we will impose economic measures against them

Maintain long-term collaboration with suppliers with higher evaluation score

Standards  
標準

制定集團《採購流程手冊》等供應商管理相關制度

Inspection  
考察

對供應商進行實地考察，落實責任採購

Assessment:  
評估

設立供應商考核檔案，要求供應商遵守道德操守、尊重人權、遵守環保法律法規、資源循環利用等，並每年提供關於 ESG 方面披露文件，依據《供應商評估內控流程手冊》由各部門定期且獨立對供應商進行打分評估

Improvement  
改進

對低分供應商採取預警機制，提出整改意見，限期督促整改，否則取消合作並對其實施經濟處罰

Collaboration  
合作

與評估分數較高的供應商保持長期合作

Supplier management process 供應商管理流程

## Supporting Distributor Development

We have established close contact with our distributors and implemented our pointsbased management system with them to encourage their development. We provide distributors with business, legal, and IT support and continue to hold Lesso customer courses wherein we provide comprehensive training to distributors on aspects such as products, technology, and marketing so as to support their development.

## 扶持經銷商成長

我們與經銷商建立緊密聯繫，將積分制管理引入經銷商中，激勵經銷商成長；為經銷商提供商務、法律、信息化等多方位的支持；持續建設聯塑客戶學堂，為經銷商提供產品、技術、營銷等各方面培訓，全方位扶持經銷商發展。

## Incentive Support

The Group launched its distributor points-based management system to formally give incentives to distributors and motivate them. The management system is designed to align distributors' business priorities with the Group's sales strategy, thereby ensuring mutual benefit and stable development for both parties.

## 激勵支持

開展集團經銷商積分制管理，正面激勵經銷商，調動經銷商積極性，促使經銷商的經營方向與集團銷售策略保持一致，確保雙方協同發展，實現雙方合作共贏、穩定發展。

## IT Support

We have developed online order placement systems and internal communication systems for distributors to improve the efficiency of communication with the Group. We have built online shopping malls "LS DID" and "LessoLink Mall" and other online platforms to improve distributors' efficiency in placing orders and to expand their sales channels to help them upgrade.

## 信息化支持

開發經銷商線上下單辦公系統、內部溝通系統，提升經銷商與集團的溝通效率；建設網上商城領尚滴滴及星鏈商城平台等線上平台，提升經銷商下單效率，拓展經銷商的銷售渠道，助力經銷商轉型升級。

## Business Support

We assign business support teams to work in regional markets to maintain and manage relationships with local distributors, and provide them with sales, public relations and negotiation-related support to safeguard their rights and interests.

## 商務支持

選派商務團隊長期駐點區域，對各區域市場經銷商進行維護管理並提供銷售、公關、談判等支持，保護經銷商權益。

## Legal Support

Our legal, business service and anti-counterfeiting teams have established effective long-term communication mechanisms to understand distributors' business practices in real time. Feedback issued by the business service and anti-counterfeiting teams is analyzed, and advice and suggestions are then put forward accordingly.

## 法律支持

法律、商務及打假部門建立長期有效的溝通機制，及時了解經銷商經營行為，對商務部門及打假部門反饋的信息進行分析反饋，提出處理建議。

## Training Support

We are always building and improving on our Lesso customer courses. We provide training for distributors and franchisees on team building, products, and technology, as well as real-world management experience.

## 培訓支持

持續建設並完善聯塑客戶學堂，為經銷商和加盟商提供團隊人才培養、產品、技術和管理實戰經驗等各類培訓。

## CASE 案例

Building the LessoLink Mall Platform to Help Distributors Expand Their Sales Networks  
搭建星鏈商城平台，助力經銷商拓展銷售網絡

We have developed our "LessoLink Mall" platform to break free of the difficulties of traditional distributor sales models, which rely on brick-and-mortar stores as the only route for getting just a few customers at a time. Our LessoLink Mall platform forms a link between distributors, brick-and-mortar stores, and consumers to give distributors online promotion, integrated product library management, and optimized transaction processes. This increases distributors' sales networks and improves operational efficiency, thereby keeping them up to date and developing smoothly.

為打破傳統的經銷商銷售模式終端門店獲客途徑單一、客源少的困境，我們開發可連接經銷商、終端門店、消費者的「星鏈商城」平台，為經銷商提供線上推廣、產品庫整合管理、優化交易流程等服務，進一步打通經銷商的銷售網絡，提升經銷客戶的運作效率，促使經銷商與時俱進、平穩發展。



LessoLink Mall platform interface  
星鏈商場平台界面

## Moving Forward With Industry

We actively promote industry development, engage in collaborations with up and down-stream enterprises on an extensive scale, and stimulate the overall development of the market through concrete actions, facilitating the formation of a more dynamic business ecosystem. At present, the Group has joined the China National Light Industry Council, the China Plastics Processing Industry Association, the China Plastic Piping Industry Committee, the Guangdong Light Industrial Council, and the Guangdong Plastics Industry Association. We continue to contribute to the development of the industry.

### CASE 案例

#### China Lesso Co-Hosted the 22nd National Plastic Pipe Conference

In December, China Lesso co-hosted the 22nd National Plastic Pipe Conference. The conference was aimed at discussing hot topics in the plastic piping industry, exchanging the latest developments in the production and application of plastic pipes, promoting the efficiency of plastic pipes in urban infrastructure construction, and improving the efficiency of urban waterlogging prevention and drainage networks, water safety and pipe network leakage control, heat and gas, construction and drainage, etc. Song Keming, vice president and chief engineer of the Group, gave a speech on the theme of "Making 'Good' Products - Building a Healthy and Sustainable Plastic Piping Ecological Circle," wherein he gave valuable ideas for promoting the healthy and sustainable development of the plastic piping industry.



The 22nd National Plastic Pipe Conference  
第22届全国塑料管道交流会現場



Honors: China Lesso won the "Leading Industry Brand" award

榮譽：中國聯塑榮獲「行業領軍品牌」

## Serving Regional Development

We have always closely linked our own development with national strategies and initiatives, as well as regional economic and social development. We have actively responded to national strategies such as the Beijing-Tianjin-Hebei Joint Development and Rural Revitalization strategies, so as to give full play to our own product and brand advantages. We have promoted regional development by shouldering the heavy responsibility for the transmission of resources such as water, electricity, gas, and other infrastructure in Xiong'an New Area and remote mountain villages.

## 攜手行業共進

我們積極推動行業進步，與上下游企業廣泛開展合作，用自身行動助力行業發展，推動形成更富活力的行業生態。目前，集團已加入中國輕工業聯合會、中國塑料加工工業協會、中國塑協塑料管道專業委員會、廣東輕工業聯合會、廣東塑料工業協會等，持續為行業發展貢獻力量。

#### 協辦第22屆全國塑料管道交流會

12月，由中國聯塑協辦的第22屆全國塑料管道交流旨在研討塑料管道行業熱點問題，交流塑料管道生產和應用技術最新動態，推動塑料管道在城市基礎設施建設、城市防澇和排水管網提質增效、供水安全及管網漏損控制、供熱供氣保障、建築給排水等領域應用。集團副總裁兼總工程師宋科明發表以《做「好」產品——構築健康可持續發展的塑料管道生態圈》為主題的演講，為行業發展方向提供了富有價值的思路，推動塑料管道行業健康可持續發展。

## 服務區域發展

我們始終將自身發展與國家戰略及倡議、區域經濟社會發展緊密聯繫在一起，積極響應京津冀協同發展、鄉村振興等國家戰略，充分發揮自身產品和品牌優勢，肩負雄安新區及偏遠山村基礎建設水、電、氣等能源輸送的重責，促進區域發展。

## CASE 案例

### Helping in the Construction of National Projects Through Participation in the Xiong'an New Area Piping Gallery Project 參與雄安新區管廊項目，助力打造國家工程

Leveraging our strong competitiveness, high quality products and service capabilities, China Lesso awarded the bid to supply the piping gallery project for the Rongdong Section Housing Project in Xiong'an New Area. Products such as the Group's HDPE double-walled grooved pipes were used in this project. We worked closely with state-owned construction companies to produce exquisite and model engineering for the Xiong'an piping gallery to contribute to the construction of the Xiong'an New Area as part of the national project of millennial significance.

中國聯塑憑藉強大的集團實力、優質的產品及服務能力順利中標雄安新區容東片區安居工程中的管廊項目。集團旗下的HDPE雙壁波紋管等產品參與到該項目，與央企承建單位強強聯手打造雄安管廊精品工程、樣板工程，為國家千年大計-雄安新區建設添磚加瓦。

## CASE 案例

### Participation in the Washixia Heating Project in Ruoqiang County, Xinjiang, Protecting the "Heating Supply Line" of Producers' Livelihoods 參與新疆若羌縣瓦石峽供熱項目，守護生產生活「供熱保障綫」

The Xinjiang Ruoqiang County large-scale farming project is China Lesso's first large-scale heating project in the northwest region of China, with a heat supply area of 110,000 square meters. In order to solve problems with the corrosion and short service life of traditional steel pipes, Lesso's PE-RT II insulation pipes for secondary centralized heating pipe network have successfully served the heat transporting job of this project, ensuring stable progress on the project's construction and improving the local quality of life.

新疆若羌縣大型養殖項目是中國聯塑在西北區域第一個大型供暖工程，供熱面積為11萬平方米。為解決傳統鋼制管道不耐腐蝕、使用壽命短問題，聯塑集中供熱二次管網PE-RT II保溫管成功擔任這個工程項目的供熱運輸重責，有效保障工程建設的平穩進行，提升當地生活品質。

## GIVING BACK TO THE COMMUNITY

Adhering to the philosophy of "supporting and giving back to society," the Group pays due attention to what society actually needs, proactively fulfills its social responsibilities, and assists development construction in disadvantaged regions. The Group continuously organizes and holds charity and volunteer service events, and shares its achievements in business development with society, expressing love through charity and volunteer activities.

External donations RMB **11.08** million

Volunteer services: **269** hours

Participation in volunteer activities by employees: **147** person-times

## 踐行公益事業

集團秉持「服務社會、回饋社會」的公益理念，持續關注社會需求，積極承擔社會責任，助力貧困地區的發展建設，持續開展公益慈善和志願服務活動，與社會共享企業發展成果，向社會傳遞企業溫度。

對外捐贈 **1,108** 萬元

志願服務 **269** 小時

員工參與志願活動 **147** 人次

## Involvement in Poverty Elimination

We have actively responded to the call of "Winning the Tough Battle against Poverty," taking advantage of our enterprises' own advantages, joining forces with suppliers, giving practical support to infrastructure construction in poor areas, and helping to build beautiful villages.

On March 1, China Lesso donated HDPE double-walled grooved pipes and sealing rings, worth RMB 57,000, to the sewage reconstruction project at Liangtao Village, Wangdian Township, Zhoukou City, in Henan Province, thereby accelerating the treatment of local rural sewage and improving the environment for the agricultural workers there.

3月1日，中國聯塑為河南周口市王店鄉梁桃村污水改造工程捐贈了價值5.7萬元的HDPE雙壁波紋管及密封圈，加快推進當地農村生活污水治理，改善農村人居環境。

In answer to Deyang City's call to support its local fight against poverty, Lesso Sichuan donated PE water supply piping, worth RMB 101,500, to Zhaoming Village in Wanfu Town, Zhongjiang County. In this way, the Group gave timely solutions to problems associated with digging up 500 mu of land to be used for planting crops, providing water to be used in living and production by over 400 people.

為響應德陽市支持地方脫貧攻堅的號召，四川聯塑向中江縣萬福鎮昭明村派送價值101,500元的PE給水管，及時解決了500餘畝地種田滿栽滿插的問題，保障400餘名群眾的生活生產用水。

Lesso Guangdong donated about RMB 1 million toward building a service center in Dongling Village, Baisha Town, Leizhou City (under the jurisdiction of Zhanjiang City), which Guangdong Province has designated as an impoverished village. This service center is used to help people who find themselves in difficulty, providing and organizing volunteer services, giving direct access to government services, and handling public opinion.

廣東聯塑向廣東省省定贫困村湛江市雷州市白沙鎮東嶺村捐款約100萬元用於建設服務中心。該服務中心的投入使用，有利於幫扶生活困難的群眾、提供並組織志願者服務、提供便民政務直通服務、受理反映社情民意等工作。

## Volunteer Services

We always show care for groups in society who are in need. We make full use of our advantages in resources to conduct charity activities and transmit the spirit of volunteerism, thereby increasing compassion in society.

Donated RMB **10** million to the Longjiang Educational Foundation to support education projects

## 助力脫貧攻堅

我們積極響應「堅定不移打贏脫貧攻堅戰」號召，利用企業自身優勢，聯合供應商力量，用實際行動支持貧困地區基礎建設，助力美麗鄉村建設。



## 開展志願服務

我們時刻關心社會有需要群體，發揮自身資源優勢，開展愛心公益活動，傳遞志願精神，將點滴愛心匯聚成溫暖社會的強大力量。

向龍江鎮教育基金會捐贈**1,000**萬支持龍江教育事業

## The Elderly Are Cared for

On the eve of the Double Ninth Festival, Lesso volunteer teams distributed RMB 600 each to 771 elderly people aged 60 and over from the Xixi Residents' Committee. This kind of volunteer work conveys warm feelings for the elderly and enhances their sense of belonging and happiness.

### 敬老愛老，情暖夕陽

重陽節前夕，聯塑義工隊為西溪居委會771位60歲以上的老人派發每人600元的節日慰問金，傳遞濃濃敬老溫情，提升老人歸屬感和幸福感。



## Lighting Up Your Dreams and Looking Forward to the Future

We work with kindergartens to give children demonstrations at Lesso agricultural bases, broadening their knowledge. At the same time, we make full use of our advantages in piping to help kindergartens build green piping and interesting activity spaces, thereby increasing children's hands-on skills.

### 點亮夢想 育見未來

與幼兒園合作，為小朋友提供聯塑農業示範基地的體驗活動，增長小朋友的見識。同時充分利用在管道方面的專業優勢，幫助幼兒園建設綠色環保管道文化和趣味活動空間，培養小朋友的動手能力。



## Saving Lives by Donating Blood

Employees actively participate in the joint efforts between organizations such as Lesso's union and Shunde Central Blood Station to hold voluntary blood donations, thereby alleviating some of the demand for clinical blood use and helping to save the lives of people in need of blood transfusions.

### 無償獻血 守護生命

組織員工積極參加聯塑工會與順德區中心血站等機構共同舉辦義務獻血活動，緩解醫療臨床用血需求，挽救等待輸血救助的患者生命安全。



## Lesso Family Charity — Spreading Warmth and Love

We have launched our "Lesso Family Charity" Spring Festival care packages. We distribute Spring Festival care packages to low-income families in Longjiang Town, sending them warm feelings of love and care.

### 聯愛萬家 播撒溫暖

開展「聯愛萬家」新春愛心福袋活動，為龍江鎮在冊低收入家庭派發新春愛心福袋，向他們獻上一點愛心，送上一份暖暖的關愛。



## OUTLOOK

In 2021, China Lesso will follow the basic principles of "deepening the industry, using good timing, creating excellence internally and externally, and making steady progress." In line with the brand concept of "creating a relaxing life for dweller," we will focus on technological R&D, smart innovation, and digital distribution to continually refine our management and increase the synergy of platform capabilities. We will improve our international market distribution and enhance our core competitiveness to provide diversified and high quality green building materials and interior decoration products for dweller all over the world. We will use our high quality products and services to meet people's needs for a good life.

## IMPROVING SUSTAINABLE DEVELOPMENT MANAGEMENT

By strictly following the guidelines of the Stock Exchange, we will actively target top international enterprises for integrating sustainable development management into corporate governance and business operations. We will also establish management systems to comprehensively improve the level of responsible management, innovation management, and production management, guarantee the quality of our products, and lay the foundation for the future of sustainable high quality development.

## CREATING A GREEN PRODUCTION CYCLE

We will actively respond to the call to build a green China by improving environmental, power, resource, and waste management in our daily operations. We will strive to reduce carbon emissions and continue to focus on environmental protection by engaging in large-scale environmental protection business, promoting green lifestyles to the public, and contributing to the protection of green urban ecology.

## MEETING PEOPLE'S NEEDS FOR A BETTER LIFE

We aim to meet the expectations and requirements of our stakeholders by improving levels of customer service and helping employees to realize their self-worth and improve their happiness. We will work with upstream and downstream industries to build a win-win ecosystem, actively participate in charity work, and strive to realize people's aspirations for a better life.

## 展望

2021年，中國聯塑將遵循「深化產業、審時度勢、內外創優、穩健前行」的基本方針，秉持「為居者構築輕鬆生活」的品牌理念，專注技術研發、智能創新和數字化布局，不斷提升精細化管理，增加平台賦能協同優勢，完善國際市場布局，全面增強核心競爭力，為全球居者提供多元化的優質、綠色環保建材家居產品，用高品質的產品和服務滿足人們美好輕鬆生活的需求。

## 強化可持續發展的管理

嚴格遵循聯交所的指引，積極對標國際一流企業，堅持將可持續發展管理融入到公司治理、業務運營中，並建立管理體系，全面提升責任管理、創新管理、生產管理水平，保證產品質量，為邁向可持續高質量發展的未來奠定基礎。

## 形成綠色生產生活方式

積極響應建設美麗中國的號召，在生產運營、辦公過程中加強環境管理、能源管理、資源管理、廢棄物管理，努力減少碳排放；繼續深耕環保領域，做強做大環保業務，向公眾倡導綠色生活方式，為守護城市綠色生態貢獻力量。

## 滿足人民美好生活的需求

以滿足各利益相關方期望和要求為目標，提升客戶服務水平，幫助員工實現自身價值、提升幸福感，攜手行業上下游打造共贏生態圈，積極投身社會公益事業，為實現人民對美好生活的嚮往而奮鬥。

## REPORT INDICATOR INDEX

## 報告指標索引

### ENVIRONMENT

### 環境

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
A1: Emissions 排放物	General Disclosure 一般披露	Regarding exhaust gas and greenhouse gas emissions, pollutant discharge to water and land, production of hazardous and non-hazardous waste, etc.: Data on (a) policies and (b) compliance with relevant laws and regulations that have a significant impact on the issuer.  有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的數據。	P33-34 "Improving Environmental Management" P34-36 "Responding to Climate Change" P38-42 "Implementing Clean Production"  P33-34 「加強環境管理」 P34-36 「應對氣候變化」 P38-42 「實施清潔生產」
	A1.1	The types of emissions and respective emission data.  排放物種類及相關排放數據。	P38 "Treatment of Wastewater" P39 "Waste Gas Management"  P38 「廢水處理」 P39 「廢氣管理」
	A1.2	Total greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).  溫室氣體總排放量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P37 "Greenhouse Gas Emissions in 2018 – 2020"  P37 「2018-2020年溫室氣體排放量」
	A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).  所產生有害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）	P40 "Control of Hazardous Waste"  P40 「有害廢棄物控制」
A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).  所產生無害廢棄物總量（以噸計算）及（如適用）密度（如以每產量單位、每項設施計算）。	P41 "Treatment of Non-Hazardous Waste"  P41 「無害廢棄物處理」	

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
	A1.5	Description of measures to mitigate emissions and results achieved. 描述減低排放量的措施及所得成果。	P38 "Treatment of Wastewater" P39 "Waste Gas Management" P38 「廢水處理」 P39 「廢氣管理」
	A1.6	Description of how hazardous and non-hazardous wastes are handled, initiatives and results achieved. 描述處理有害及無害廢棄物的方法，減低產生量的措施及所得成果。	P40-41 "Waste Management" P40-41 「廢棄物管理」
<b>A2 Use of Resources 資源使用</b>	General Disclosure 一般披露	Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源，水及其他原材料）的政策。	P34-36 "Responding to Climate Change" P43-44 "Optimizing Resource Utilization" P34-36 「應對氣候變化」 P43-44 「優化資源利用」
	A2.1	Direct and/or indirect total energy consumption by type (e.g. electricity, gas or oil) (in 1000 kWh) and intensity (e.g. per unit of production volume, per facility). 按類型劃分的直接及／或間接能源（如電，氣或油）總耗量（以千個千瓦時計算）及密度（如以每產量單位，每項設施計算）。	P37 "Energy Consumption 2018-2020" P37 「2018-2020年能源消耗量」
	A2.2	Total water consumption and intensity (e.g. per unit of production volume, per facility). 總耗水量及密度（如以每產量單位，每項設施計算）。	P43 "Water Conservation" P43 「節約水資源」
	A2.3	Description of energy use efficiency initiatives and results achieved. 描述能源使用效益計劃及所得成果。	P34-36 "Responding to Climate Change" P34-36 「應對氣候變化」
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved. 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果。	P43 "Water Conservation" P43 「節約水資源」

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
	A2.5	Total packaging materials (in tonnes) used for finished products and with reference to per unit produced where applicable. 製成品所用包裝材料的總量（以噸計算）及（如適用）每生產單位佔量。	P43 "Minimizing the Use of Packaging Materials" P43 「減少包裝材料使用」
<b>A3: Environment and Natural Resources 環境及天然 資源</b>	General Disclosure 一般披露	Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。	P42 "Noise Control" P42 「噪音控制」
	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。	P42 "Noise Control" P42 「噪音控制」

## SOCIETY

## 社會

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
<b>B1 Employment 僱傭</b>	General Disclosure 一般披露	Information on (1) policies, and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及僱傭，招聘及晉升，工作時數，假期，平等機會，多元化，反歧視以及其他待遇及福利的：（一）政策；及（二）遵守對發行人有重大影響的相關法律及規例的資料。	P52 "Safeguarding the Rights and Interests of Employees" P52 「保護員工權益」
	B1.1	Total number of employees 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。	P52-53 "A Breakdown of the Group's Employees 2020" P52-53 「2020年集團員工構成」

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
	B1.2	Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	P54 "Breakdown of Staff Turnover (2020)" P54 「2020年集團員工流失比率」
<b>B2 Health and Safety</b>  健康與安全	General Disclosure 一般披露	Information on (1) policies, and (2) their compliance with relevant laws and regulations that have a significant impact on the issuer, in regards to the provision of a safe working environment and protection of employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的：(一) 政策；及(二) 遵守對發行人有重大影響的相關法律及規例的資料。	P61 "Occupational Health and Safety" P61 「職業健康安全」
	B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Nil 零
	B2.2	Lost days due to work injury. 因工傷損失工作日數。	P61 "Work Injuries and Lost Days Due to Work Injuries 2018 – 2020" P61 「2018-2020年集團工傷及損失工作日數」
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	P61 "Occupational Health and Safety" P61 「職業健康安全」
<b>B3 Development and Training</b>  發展與培訓	General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Descriptions of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。	P56-60 "Building a Career Development Platform for Employees" P56-60 「搭建員工成長平台」
	B3.1	Number of employees trained, by gender and employee type (e.g. senior management, middle management). 按性別及僱員類別（如高級管理層，中級管理層等）劃分的受訓僱員百分比。	P57 "Breakdown of Employees Who Attended Training Courses 2020" P57 「2020年集團員工參與培訓人數」

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
	B3.2	Average hours for completion of training, by gender and employee type. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	P57 "Average Time That Types of Group Employees Spent Participating in Training 2020" P57 「2020年集團不同類型員工參與培訓平均時長」
<b>B4 Labour Standards</b>  勞工準則	General Disclosure 一般披露	Information on policies and compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor. 有關防止童工或強制勞工的：(一) 政策；及(二) 遵守對發行人有重大影響的相關法律及規例的資料。	P54 "Upholding Employment Equality" P54 「堅持平等僱傭」
	B4.1	Description of measures to review employment practices to avoid child and forced labor. 描述檢討招聘慣例的措施以避免童工及強制勞工。	P54 "Upholding Employment Equality" P54 「堅持平等僱傭」
	B4.2	Descriptions of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	P54 "Upholding Employment Equality" P54 「堅持平等僱傭」
<b>B5 Supply Chain Management</b>  供應鏈管理	General Disclosure 一般披露	Policies on managing environmental and social risks along the supply chain. 管理供應鏈的環境及社會風險政策。	P64-65 "Creating a Responsible Supply Chain" P64-65 「打造責任供應鏈」
	B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目	P64 "Total number of the Group's Suppliers in 2020" P64 「2020年集團供應商數量」
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored. 描述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。	P64-65 "Creating a Responsible Supply Chain" P64-65 「打造責任供應鏈」

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
<b>B6</b> Product Responsibility 產品責任	General Disclosure 一般披露	Information on (1) policies and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.  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的: (一) 政策; 及 (二) 遵守對發行人有重大影響的相關法律及規例的資料。	P25-26 "Quality Assurance" P50-51 "Protection of Customer Rights and Interests"  P25-26 「保障產品質量」 P50-51 「保障客戶權益」
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.  已售或已運送產品總數中因安全與健康理由而須回收的百分比。	P25 "Quality Assurance" P25 「保障產品質量」
	B6.2	Number of products and service-related complaints received and how they were dealt with.  接獲關於產品及服務的投訴數目以及應對方法。	P50-52 "Protection of Customer Rights and Interests" P50-52 「保護客戶權益」
	B6.3	Description of practices relating to observing and protecting intellectual property rights.  描述與維護及保障知識產權有關的慣例。	P17 "Intellectual Property Protection" P17 「知識產權保護」
	B6.4	Description of quality assurance processes and recall procedures.  描述質量檢定過程及產品回收程序。	P26 "Establishing Recall Mechanisms" P26 「建立召回機制」
	B6.5	Descriptions 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。	P51 "Customer Privacy Protection" P51 「客戶隱私保護」

Aspect 層面	Indicator No. 指標編號	Content 指標內容	Location in the Report 所在報告位置
<b>B7</b> Anti- corruption 反貪污	General Disclosure 一般披露	Information on (1) policies and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.  有關防止賄賂, 勒索, 欺詐及洗黑錢的: (一) 政策; 及 (二) 遵守對發行人有重大影響的相關法律及規例的資料。	P16 "Anti-Corruption and Anti-Fraud Campaigns" P16 「反腐敗與反舞弊」
	B7.1	Number of concluded legal Case Studies regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the Case Studies.  於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	P16 "Anti-Corruption and Anti-Fraud Campaigns" P16 「反腐敗與反舞弊」
	B7.2	Description of preventive measures and whistleblowing 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。	P16 "Anti-Corruption and Anti-Fraud Campaigns" P16 「反腐敗與反舞弊」
<b>B8</b> Community Investment 社區投資	General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.  有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。	P68-70 "Giving Back to the Community" P68-70 「踐行公益事業」
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture and sports).  專注貢獻範疇 (如教育, 環境事宜, 勞工需求, 健康, 文化, 體育)。	P68-70 "Giving Back to the Community" P68-70 「踐行公益事業」
	B8.2	Resources allocated (e.g. money or time) to the focus areas.  在專注範疇所動用資源 (如金錢或時間)。	P68-70 "Giving Back to the Community" P68-70 「踐行公益事業」

## RESPONSIBILITY HONORS 責任榮譽

### HONORS WON FOR ENVIRONMENTAL EFFORTS

### 環保榮譽

Award Winner 獲獎單位	Honor 榮譽稱號	Presented by 頒發單位
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	Executive Vice President of the Longjiang Town Environmental Protection Promotion Association 龍江鎮環境保護促進協會常務副會長單位	Environmental Protection Promotion Association, Longjiang Town, Shunde District, Foshan 佛山市順德區龍江鎮環境保護促進協會
Lesso Technology Development (Guiyang) Co., Ltd. 聯塑科技發展（貴陽）有限公司	Enterprise that Actively "Purchases Carbon to Reduce Poverty" in 2020 2020年「購碳扶貧 你我同行」活動積極購碳企業	Department of Ecology and Environment of Guizhou Province 貴州省生態環境廳
Lesso Technology Development (Guiyang) Co., Ltd. 聯塑科技發展（貴陽）有限公司	Guiyang Advanced Award for Water Conservation 貴陽市節水先進獎	Guiyang Water Conservation Office 貴陽市節約用水辦公室
Lesso Technology Development (Guiyang) Co., Ltd. 聯塑科技發展（貴陽）有限公司	Guizhou Province Energy Conservation Excellence Award 貴州省節能減排卓越貢獻獎	Guizhou Province Energy Conservation and Emission Reduction Research Association 貴州省節能減排研究會

### SAFETY-RELATED HONORS

### 安全榮譽

Award Winner 獲獎單位	Honor 榮譽稱號	Presented by 頒發單位
Lesso Technology Development (Guiyang) Co., Ltd. 聯塑科技發展（貴陽）有限公司	Advanced Security Work within the Unit in 2019 2019年度單位內部安全保衛工作先進集體	Qingzhen Public Security Bureau 清鎮市公安局
Changchun Lesso Industrial Co., Ltd. 長春聯塑實業有限公司	Unit Excellence for Safety Culture 安全文化優秀單位	Economic Development Zone Safety Committee Office 經開區安委會辦公室

### PRODUCT QUALITY-RELATED HONORS

### 產品質量榮譽

Award Winner 獲獎單位	Honor 榮譽稱號	Presented by 頒發單位
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	Model Enterprise Meeting National Product and Service Quality Standards of Integrity in China 全國產品和服務質量誠信示範企業	China Association for Quality Inspection 中國質量檢驗協會
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	Enterprise with Leading Quality in the Plastic Pipe Industry 全國塑料管道行業質量領先企業	China Association for Quality Inspection 中國質量檢驗協會
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	100 Best Enterprises Meeting National Quality Standards of Integrity in China 全國百佳質量誠信標杆企業	China Association for Quality Inspection 中國質量檢驗協會
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	100 Best Enterprises Meeting National Quality Inspection Standards of Integrity in China 全國百佳質量檢驗誠信標杆企業	China Association for Quality Inspection 中國質量檢驗協會
Lesso Technology Development (Guiyang) Co., Ltd. 聯塑科技發展（貴陽）有限公司	Guizhou Province Quality Credit AAA Grade Unit 貴州省質量信用 AAA 級單位	Guizhou Province Comprehensive Quality Work Committee and Guizhou Province Quality Credit AAA Grade Unit Evaluation Committee 貴州省全面素質工作委員會、貴州省質量信用 AAA 級單位評委會
Shaanxi Lesso Technology Industrial Co., Ltd. 陝西聯塑科技實業有限公司	"Xianyang Quality Award" (2019) 2019年度「咸陽市質量獎」	Xianyang People's Government 咸陽市人民政府
Hainan Lesso Technology Industrial Co., Ltd. 海南聯塑科技實業有限公司	Hainan Quality Testing and Stable Product Conformity (Piping) for 5 Consecutive Years, 2015 - 2019 2015-2019年，連續5年海南質量檢驗穩定合格產品（管材）	Hainan Quality Inspection Industry Association 海南省質量檢測行業協會

## SOCIAL HONORS

## 社會榮譽

Award Winner 獲獎單位	Honor 榮譽稱號	Presented by 頒發單位
China Lesso Group Holdings Limited 中國聯塑集團控股有限公司	Enterprise Making Outstanding Contributions to Fighting COVID-19 in Guangdong Province 廣東省抗擊新冠肺炎疫情突出貢獻民營企業	Guangdong Federation of Industry and Commerce 廣東省工商業聯合會
China Lesso Group Holdings Limited 中國聯塑集團控股有限公司	GoldenBee 2020 Excellent Corporate Social Responsibility Report, Employee Responsibility Information Disclosure Award 金蜜蜂 2020 優秀企業社會責任報告, 員工責任信息披露獎	China Sustainability Tribune Magazine, GoldenBee Think Tank 《可持續發展經濟導刊》雜誌社, 金蜜蜂智庫
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	Enterprise Honoring Contracts and Being Trustworthy for Seventeen Consecutive Years, Guangdong Province 連續十七年廣東省守合同重信用企業	Guangdong Administration for Market Regulation 廣東省市場監督管理局
Guangdong Liansu Technology Industrial Co., Ltd. 廣東聯塑科技實業有限公司	Guangdong Poverty Alleviation Red Silk-Cotton Cup Bronze Award, 2019 2019 年度廣東扶貧濟困紅棉杯銅獎	Guangdong Provincial Leading Group for Poverty Alleviation and Development 廣東省扶貧開發領導小組
Changchun Lesso Industrial Co., Ltd. 長春聯塑實業有限公司	AAA Corporate Credit Level AAA 企業信用等級	Jilin Province Zhongnuo Credit Certification Center 吉林省重諾信用認證中心
Shaanxi Lesso Technology Industrial Co., Ltd. 陝西聯塑科技實業有限公司	The Award for Outstanding Contributions to the Fight Against the Pandemic 抗擊疫情突出貢獻獎	Shaanxi Plastic Industry Association 陝西省塑料工業協會
Henan Lesso Industrial Co., Ltd. 河南聯塑實業有限公司	Enterprise with Harmonious Labor Relations, 2019 2019 年度勞動關係和諧企業	Huaiyang District General Labor Union, Zhoukou City 周口市淮陽區總工會

## FEEDBACK

## 讀者反饋

Dear Reader,

Greetings! Thank you for taking the time to read this report. We look forward to receiving your opinions and suggestions so as to improve the compilation of the report and enhance our performance in the corporate social responsibility.

尊敬的讀者：

您好！感謝您於百忙中閱讀我們的報告。期待您分享關於報告的任何意見與想法，幫助我們持續改進報告編制方式，提升可持續發展表現。

1. What is the stakeholder type that best describes your position? 以下哪個利益相關方最切合您的身份？

- Government 政府     Investor 投資者     Employee 員工     Customer 客戶     Supplier 供應商  
 Distributor 經銷商     Academic/research institute 學術 / 科研機構     Peer 同行  
 Community and the Public 社區與公眾     Welfare Group/NGO 福利團體 / 非政府組織     Media 媒體  
 Other (please specify) 其他 (請注明) \_\_\_\_\_

2. Your opinion on this report: 您認為本報告：

	Very good 很好	Good 較好	Acceptable 一般	Poor 較差	Very poor 很差
Structure of the report 報告結構					
Information disclosure 信息披露					
Layout and design 版式設計					
Readability 可讀性					
Overall evaluation 總體評價					

3. Which part(s) of this report is (are) most useful to you? (Select 2 items) 哪個篇章最切合您的需要？(可選 2 項)

- CHAIRMAN'S MESSAGE 董事長致辭     ABOUT US 關於我們     RESPONSIBILITY TOPIC 責任專題  
 REGULATORY MANAGEMENT — THE CORNERSTONE OF LESSO'S RESPONSIBILITY 規範管理, 聯塑責任基石  
 ENVIRONMENTAL PRIORITY — LESSO'S NATURAL ECOLOGY 環保優先, 聯塑自然生態  
 WORKING TOGETHER TO MAKE LIFE BETTER FOR EVERYONE 齊心共贏, 聯塑美好生活  
 OUTLOOK 展望     REPORT INDICATOR INDEX 報告指標索引     RESPONSIBILITY HONORS 責任榮譽

4. Do you have any other comments or suggestions regarding our Sustainable Development Report or performance? Please send your feedback to the dedicated mailbox: csr@lesso.com.

您對我們的可持續發展報告或履責表現，還有哪些意見或建議？您可以通過專用郵箱 csr@lesso.com 反饋給我們。

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