



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

(incorporated in the Cayman Islands with limited liability)

(於開曼群島註冊成立的有限公司)

Stock Code 股份代號: 976

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

2020

Environmental, Social and Governance Report 2020

二零二零年環境、社會及管治報告

OUR VISION

Becoming a global circular economy solution partner.

我們的願景

成為全球循環經濟解決方案合作夥伴。

OUR MISSION

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

我們的使命

我們高效多樣的團隊通過提供優質產品及服務，致力成為全球再生資源及環保行業的市場領導者，並為股東獲取理想回報。

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ABOUT THIS REPORT

This is the fifth Environmental, Social and Governance (“ESG”) Report of Chiho Environmental Group Limited (hereafter referred to “the Group” or “the Company” or “Chiho”), addressing all relevant material issues and present its management approach and ESG performance in the year 2020.

The board of directors of the Company (the “Board of Directors” or the “Board”) confirms that it has reviewed and approved the report, and acknowledges its responsibility to ensure integrity of the report. This report is published in both English and Chinese. In case of any discrepancies between two versions, the English version shall prevail. For information relating to the corporate governance practices of the Group, please refer to page 68 to page 106 of our Annual Report available on our website.

Reporting Framework

This ESG Report is prepared in compliance with the ESG Reporting Guide set out in Appendix 27 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (“HKEX”), and in accordance with Core Option of the GRI (“Global Reporting Initiative”) Standard. Aligning with the United Nation’s Sustainable Development Goals (“SDGs”), we look forward to achieving sustainable development by setting relevant sustainability targets.

The reporting principles of Materiality, Quantitative, Balance, and Consistency underpinned the report preparation. Data in this report are checked and analysed to account for year-on-year changes, and presented to allow consistent comparison.

Reporting Boundary and Period

This report discloses environmental and social performance of the Group for the financial year from 1 January 2020 to 31 December 2020. The Group’s 10 major entities, including 1 in Hong Kong, 1 in Taizhou, China, 7 in Europe and 1 in the United States, unless otherwise stated, are covered in the report. These entities with a processing capacity of over 10,000 tonnes per month are 100% owned by the Group. The Group would continue to improve its data collection methodology and expand its reporting boundary wherever suitable.

There have been no significant changes in the Group’s organisational structure or significant data restatement during the year.

關於本報告

本報告乃齊合環保集團有限公司(下稱「本集團」或「本公司」或「齊合環保」)的第五份環境、社會及管治(「環境、社會及管治」)報告，當中提出了所有相關重大議題及呈列了本集團在二零二零年的管理方針及環境、社會及管治方面表現。

本公司董事會(「董事會」)確認其已對本報告作出審閱及批准，並確認其有責任確保本報告的完整性。本報告以英文及中文發佈。倘兩個版本之間有任何差異，概以英文版本為準。有關本集團企業管治常規之資料，請在本公司網站上參閱我們的年度報告第68至106頁。

報告框架

本報告乃根據香港聯合交易所有限公司(「香港交易所」)證券上市規則附錄二十七所載的環境、社會及管治報告指引以及全球報告倡議組織(「GRI」)標準的核心選項而編製。為配合聯合國可持續發展目標(「可持續發展目標」)的方針，我們期望設定相關可持續發展目標，實現可持續發展。

本報告乃以重要性、量化、平衡及一致性的報告原則為基礎而編製。我們檢查並分析本報告中的數據以說明按年變動，並以可進行比較的方式呈列。

報告範圍及期間

本報告披露本集團於二零二零年一月一日起至二零二零年十二月三十一日止財政年度在環境及社會方面的表現。本報告披露範圍涵蓋本集團十間主要實體，包括香港一間、中國台州一間、歐洲七間以及美國一間。該等實體的每月加工能力超過10,000噸，及其100%權益均由本集團持有。本集團將繼續改善其數據收集方法，並將於適當時候擴大其報告範圍。

於本年度，本公司組織架構概無重大變動，亦無任何重大數據重述。

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Feedback

Your feedback is welcomed for ongoing improvement of the Group's ESG performance. Please feel free to contact us at:

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反饋

歡迎你們提供反饋意見，以持續提高本集團在環境、社會及管治方面的表現。請隨時與我們聯繫：

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ABOUT CHIHO

Headquartered in Hong Kong, Chiho is China's largest and one of the world's largest publicly listed scrap recycling companies. Our extensive global operations comprise recycling of ferrous and non-ferrous scrap metal, end-of-life vehicles ("ELV"), electronic waste and waste-lubricant oil; as well as production of secondary aluminium ingots from aluminium scrap.

Our geographical presence extends across Asia, Europe and North America through a portfolio consisting of over 200 processing plants and yard operations, enabling us to operate a truly vertically integrated business covering everything from sourcing to sales in these regions while also integrating upstream, mid-stream and downstream relating to their respective recycled-metals markets.

關於齊合環保

齊合環保總部設於香港，乃中國最大的上市再生金屬回收公司，亦為全球最大的再生金屬回收公司之一。我們廣泛的全球業務包括黑色及有色廢金屬、報廢汽車、電子廢料、廢油回收及使用鋁廢料生產二次鋁錠。

我們的地理據點遍及亞洲、歐洲及北美洲，擁有逾200家加工廠及料場，以垂直整合業務模式營運，在該等地區進行由採購至銷售方面的業務，同時整合與各金屬回收市場相關的上游、中游及下游作業。

Workstreams

工作流程



Upstream Material Sourcing 上游材料採購

Our strengthened procurement network, which includes established and developed suppliers from across the globe, allows us to obtain stable upstream materials, which ensures better control of the supply chain.
我們強大的採購網絡覆蓋來自全球發展成熟的供應商，使我們能夠獲得穩定的上游材料，從而更有效地控制供應鏈。



Mid-stream Processing 中游加工

We handle breakdown, demolition and separation of mixed metal scraps, such as motor scraps and electric wires, into different metal constituents. These mainly comprise copper, scrap, steel scrap, aluminium scrap and iron scrap.
我們將混合廢金屬（例如廢電機及電線）分解、拆除及拆解成不同的金屬成分，主要包括再生銅、再生鋼、再生鋁及再生鐵。



Downstream Production 下游生產

Engaging in the foundry business, we use our recycled metal for the production of aluminium-alloy ingots.
我們從事鑄造業務，將再生金屬用於鋁錠的生產。

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In a bid to maintain and strengthen our integrated capabilities in response to changes under the Catalog for the Administration of the Import of Solid Wastes promulgated by the Chinese Government in 2019, the Group has been gradually relocating existing scrap metal processing plants in Zhejiang Province to South and Southeast Asian countries through the creation of joint ventures. At the same time, we have also sought to strengthen our integrated footprint within China through similar collaborative arrangements, as shown through the joint venture recycling plant we are building in Shandong Province in partnership with a unit of China Hongqiao Group.

Our Core ESG initiative

As one of the world's most advanced recycling companies, which helps other companies benefit from our processing of millions of tonnes of metals, plastics, paper and wood each year, we are actively contributing to the creation of a circular economy. And by allowing for the safe and sustainable reuse of ELV products, we are additionally helping companies avoid generating the millions of tonnes of carbon dioxide emissions that would result each year from their having to solely rely on primary raw materials. This is the core element of Chiho's ESG program and central way in which the company is working to further the United Nations' Sustainable Development Goals, particularly those relating to Responsible Consumption and Production (Goal 12) and Climate Action (Goal 13).

Through these efforts, Chiho is also supporting China's Dual Circularity Initiative, specifically by reducing adverse impacts on the natural environment and reducing the country's reliance on natural resources.

為保持及加強我們的整體實力以應對中國政府於二零一九年頒佈的《進口廢物管理目錄》的變動，本集團透過成立合資企業，逐步將位於浙江省的現有再生金屬加工廠搬遷至南亞及東南亞國家。與此同時，我們亦致力透過類似的合作安排，加強我們在中國的綜合業務，如我們與中國宏橋集團其中一間附屬公司以合作形式在山東省建設合資回收廠。

我們的環境、社會及管治核心計劃

作為全球最先進的回收公司之一，我們每年處理數百萬噸金屬、塑料、紙張及木材而使其他企業從中受益，積極為推動循環經濟做出貢獻。透過對報廢物品進行安全及具可持續性的回收再造，我們為企業避免每年因對主要原材料的需求而產生數百萬噸二氧化碳排放。此乃齊合環保的環境、社會及管治計劃的焦點，亦是本公司致力推進聯合國可持續發展目標的核心，尤其是與「負責任的消費及生產」(目標12)及「氣候行動」(目標13)相關的目標。

藉以上各項工作，齊合環保亦對中國的雙循環計劃作出支持，尤其是透過減輕對自然環境的不利影響及減少國家對自然資源的依賴。

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Our Worldwide Operations

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

我們的全球營運

本集團是全球唯一一間主要業務基地遍及亞洲、歐洲及北美洲三大洲的上市金屬回收公司。

NORTH AMERICA and MEXICO

18 yards situated in:

- **USA**, its business model includes brokerage and yard business
- In **Mexico**, joint venture with strong presence in northern part of the country with strong industrial supplier base

北美及墨西哥

18個工場位於以下地區：

- **美國**：業務模式包括貿易及工場業務
- **墨西哥**：透過合營企業運作，北部的市場佔有率強勁，搭配穩健的工業供應商

EUROPE

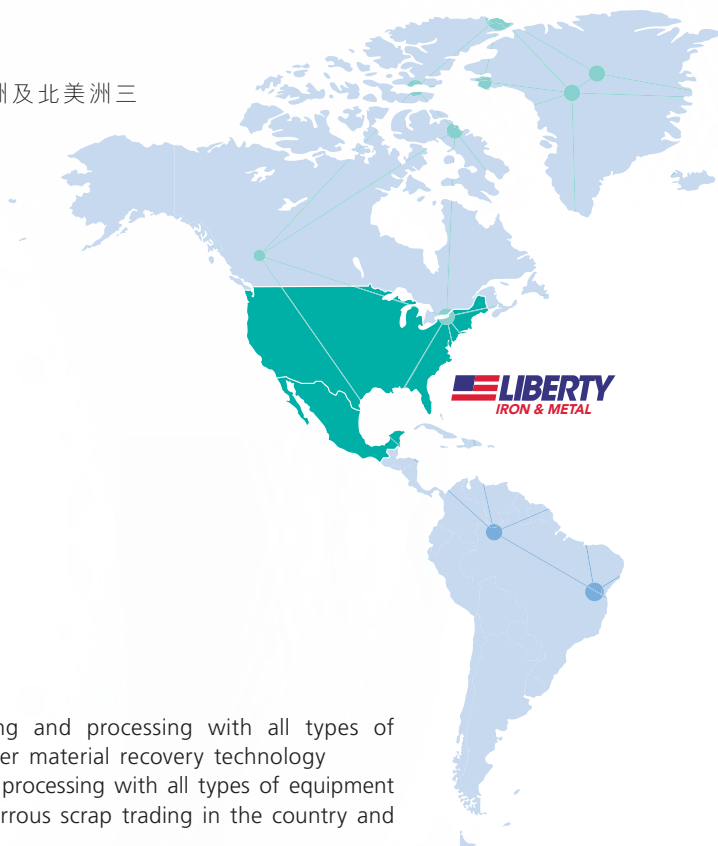
Over 190 yards situated in:

- **Germany**, covering full scope of collection, sorting and processing with all types of equipment including the most advanced post-shredder material recovery technology
- **Poland**, covering full scope of collection, sorting and processing with all types of equipment
- **Austria**, joint venture being the market leader for ferrous scrap trading in the country and with strong track record in project business
- **Czech Republic**, with a very strong market share in ferrous market covering both old scrap and new scrap market
- **Slovenia**, well equipped with yard network, transportation assets and processing capabilities to cover all suppliers, with footprint in paper and plastic recycling
- **Romania**, joint venture with strong supply from industry and has high non-metals share of sales, including significant portion of wood, paper and plastics
- **Denmark**, business model with feeder and production yards

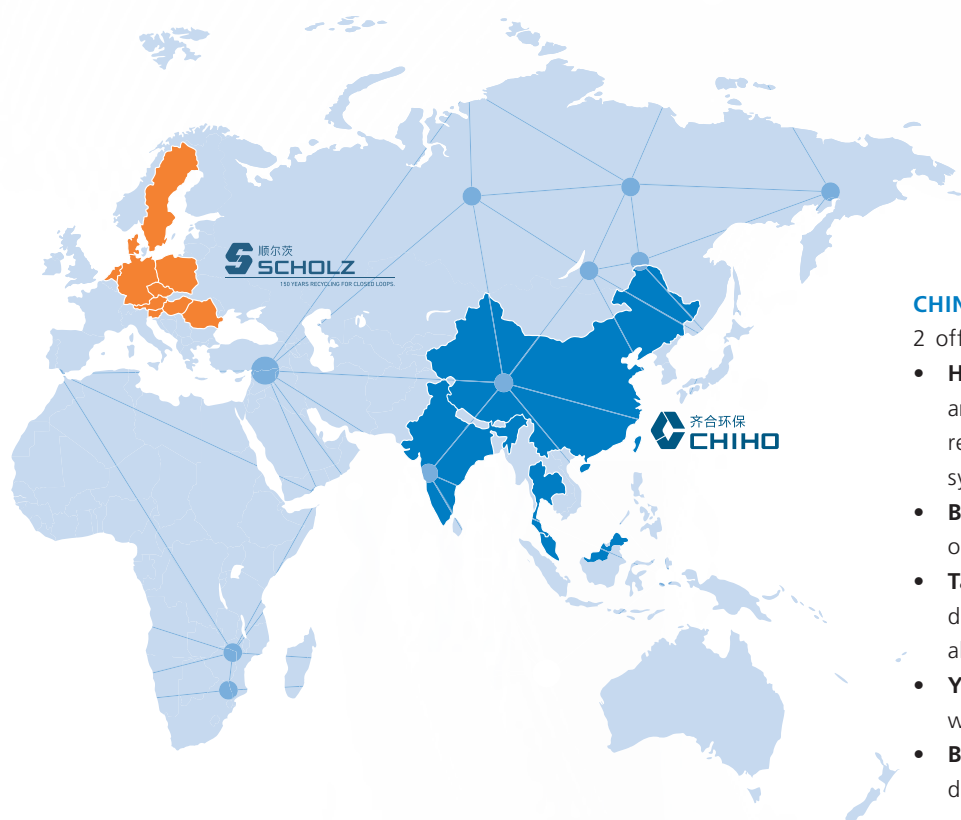
歐洲

超過190個工場位於以下地區：

- **德國**：設備齊全(包括最先進的破碎後物料回收技術)，涵蓋收集、分類及處理服務
- **波蘭**：設備齊全，可提供收集、分類及處理服務
- **奧地利**：透過合資企業運作，乃當地黑色再生金屬買賣的市場領軍者，在項目業務方面有良好的往績
- **捷克共和國**：於黑色金屬市場(涵蓋舊廢料及新廢料)所佔市場份額獨佔鰲頭
- **斯洛維尼亞**：配備良好的工場網絡、運輸配套及加工能力以覆蓋全部供應商，涉足紙張及塑膠回收
- **羅馬尼亞**：透過合營企業運作，當地工業供應強勁，非金屬(包括大量木材、紙張及塑膠)的銷售額佔比高
- **丹麥**：設有料場及生產工場



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SOUTHEAST ASIA

3 yards situated in:

- **Malaysia, India and Thailand**, joint ventures engaging in the dismantling of scrap motors and other mixed scrap metal

東南亞

3個工場位於以下地區：

- **馬來西亞、印度及泰國**：從事廢舊電機及其他廢舊混合金屬的拆解

CHINA

2 offices and 5 yards situated in:

- **Hong Kong**, the Group's headquarters and one of the few operations in the area recycling materials within a closed-loop system
- **Beijing**, head office of the Greater China operations
- **Taizhou**, a major metal importer and domestic metal trader; engaging in aluminium ingot foundry business
- **Yantai**, engaging in metal recycling and waste-lubricant oil recycling operations
- **Binzhou**, joint venture engaging in ELVs dismantling, scrap metals recycling and secondary aluminium production

中國

2個辦事處及5個工場位於以下地區：

- **香港**：為本集團總部，以及該地區屈指可數、能於一個閉環式供應鏈中回收並利用物料的營運商之一
- **北京**：大中華區營運總部
- **台州**：主要金屬進口商及國內金屬貿易商，從事鋁錠鑄造業務
- **煙台**：從事金屬回收及廢油回收業務
- **濱州**：從事報廢汽車拆解、廢金屬回收和再生鋁生產的合資企業

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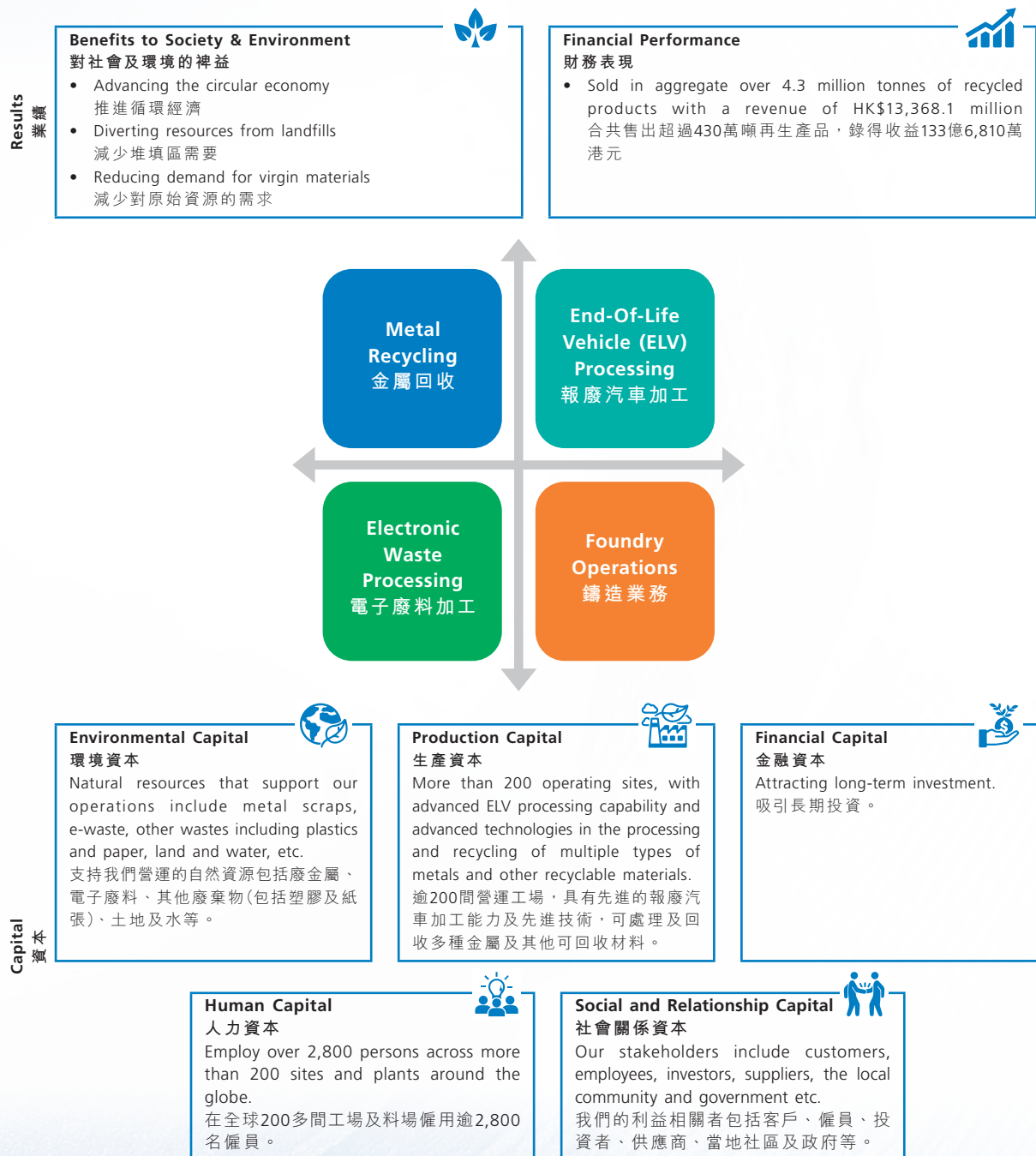
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Our Business Model

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

我們的業務模式

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



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MESSAGE FROM CHIEF EXECUTIVE OFFICER

The year 2020 was marked by the unprecedented health and safety crisis resulting from the outbreak of the novel coronavirus (“COVID-19”) pandemic. As the crisis unfolded, our first priority was, and will continue to be, the safety of our employees, our business partners and the communities in which we operate. In response to the difficult circumstances, we sought to support our employees at work by adopting a series of anti-pandemic measures, including the increased utilisation of protective gear and the instituting of social distancing rules. At the same time, our bid to conduct more safety trainings online while continuing to conduct regular safety inspections, we have maintained safety and a safety-led culture throughout our operation.

And despite the unprecedented challenges that the pandemic has brought about, Chiho remains ever-ready to seize opportunities to realise its core ESG sustainability initiative and broader sustainability vision. As a case in point: the rapid recovery in China’s economy following the lifting of lockdown measures saw us continue to develop our business to meet the growing demand for copper, ferrous scrap, and ELV recycling. In line with our China growth, we also entered into a joint venture with a unit of China Hongqiao Group Limited (“Hongqiao”) centered on co-developing a recycling industrial park project in Binzhou City, Shandong Province, which we expect to process up to 100,000 ELVs and 500,000 tonnes of aluminium per annum. The facility will accordingly play an instrumental role in helping the aluminium producer achieve its carbon reduction aims. In view of this success, we are actively working towards identifying other opportunities to leverage our metal, battery and ELV recycling technology to help companies in China support the country’s 2060 carbon neutrality goals.

One area of focus has been as it pertains to this effort is the automotive sector, which is one of the fastest-growing contributors to global greenhouse gas emissions. In view of the global movement towards carbon peak limits and carbon neutrality, research and development into technology for the recycling new energy vehicles and electric vehicle lithium batteries needs to accelerate. It therefore pleases me to say that with our state-of-the-art processing know-how, Chiho has launched a safer, more efficient and more flexible recycling program for electric vehicle lithium batteries that will effectively help the globe address the problem of rising numbers of electric vehicles and help equipment manufacturers to better meet their sustainable

行政總裁的話

新型冠狀病毒疫情(「COVID-19」)引起前所未有的健康和 safety 危機是二零二零年的標誌。當危機初現，我們的首要任務一直是(未來也繼續會)確保員工、我們的業務合作夥伴以及我們營運所在社區的安全。為應對困境，我們採取了一系列防疫措施(包括加強使用防護裝備和實行社交距離措施)以支持員工安心工作。同時，我們致力進行更多網上安全培訓，亦會繼續進行定期安全檢查，以確保安全及於營運過程中維持以安全為本的工作文化。

雖然疫情帶來了前所未見的挑戰，但齊合環保仍然隨時把握機遇，實現環境、社會及管治方面的可持續發展核心計劃及擴闊可持續發展願景。例如：中國經濟隨著出行限制獲得放寬後迅速復甦，促使我們繼續發展業務，以滿足市場對銅、黑色金屬廢料及報廢汽車回收不斷增加的需求。為配合我們在中國的發展，我們與中國宏橋集團有限公司(「宏橋」)的一間附屬公司成立合營企業，專注在山東省濱州市共同開發一個循環產業園項目，預計將每年處理多達100,000輛報廢汽車和500,000噸鋁。該設施將有助鋁生產商實現碳減排目標。我們積極尋找其他機會，利用我們的金屬、電池和報廢汽車回收技術幫助中國公司實現中國的二零六零年碳中和目標。

與該項工作相關的一個重點範疇是汽車行業，汽車行業是全球溫室氣體排放量最高的行業之一。鑑於全球均向碳達峰及碳中和的道路邁進，新能源汽車和電動汽車鋰電池回收技術需要加快研發速度。因此，我很高興地指出，憑藉我們先進的處理技術，齊合環保推出了一項更安全、更有效、更靈活的電動汽車鋰電池回收計劃，該計劃將有效地幫助全球解決電動汽車數量日益增加的問題，並幫助設備製造商更有效地實現其可持續發展目標。我們的獨有技

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development goals. Our unique allow us to transform 97% of ELV and 99% of their fine grained residuals into new high quality products for the industry in a way that far exceeds even the strictest European Union targets. These technologies will play a key role in the recycling of electric vehicles, which are rising in popularity globally.

In terms of the existing impact of this technology and our activities generally, 2020 saw us process 5 million tonnes of metal. The reduced carbon emissions by about 7.8 million tonnes after equivalent conversion. More specifically, the recycled steel processed by Chiho can save 72% of energy consumption per tonne, which reduces carbon emissions by more than 65% after equivalent conversion. The recycled aluminium processed by Chiho can save 94% of energy consumption per tonne, which reduce carbon emissions by more than 85% after equivalent conversion. As such, the safe and sustainable use and reuse of end-of-life products allows us to save millions of tonnes of carbon dioxide emissions every year over that which would otherwise be created through the use of primary raw materials.

Outside of our core ESG initiative, we also undertook efforts in 2020 to address material ESG concerns related to energy supply and waste materials. We significantly reduced our reliance on certain hydraulic oils in Europe, for example, and also increased our use of light-emitting diode ("LED") lighting and photovoltaic systems in the region. Our water conservation program in Taizhou, China, meanwhile helped to enhance how we monitor water usage and can encourage saving habits among our. The site's entire water needs are now entirely met through rainwater reservoirs. We also overhauled our supply chain selection, evaluation and management processes, with a strong emphasis on ensuring waste materials are properly handled.

We additionally adopted stringent environmental management systems under the ISO 14001 and ISO 50001 certifications and spared no effort in exploring and adopting cost-effective practices to boost energy efficiency and reduce emissions from our vehicle fleet while keeping air pollutants, effluents and noise level to a minimum. This was in line with our ongoing commitment to ensure all our operations company with relevant environmental laws and regulations in the locations where we operate.

術使97%報廢汽車和99%的細粒殘留物轉化為新的高質量產品，甚至遠超歐盟最嚴格的目標。該技術將在電動汽車回收方面發揮關鍵作用，並在全球日益普及。

就以該項技術目前的幫助及我們整體活動而言，我們二零二零年加工了500萬噸金屬，碳排放減少約780萬噸(經等量轉換)。具體而言，經濟合環保處理的回收鋼材每噸可節省72%能源消耗，碳排放減少超過65%(經等量轉換)。經濟合環保處理的回收鋁材每噸可節省94%能源消耗，碳排放減少超過85%(經等量轉換)。因此，安全及可持續地使用及再利用報廢產品可減少使用原材料，從而使我們每年可以減少數百萬噸二氧化碳排放量。

除了我們環境、社會及管治方面的核心計劃之外，於二零二零年，我們亦努力解決與能源供應及廢物材料相關的重大環境、社會及管治事宜。例如：我們在歐洲顯著減少對若干液壓油的依賴，並增加了發光二極管(LED)照明裝置及光伏系統的使用。同時，我們在中國台州的節水計劃有助加強我們監控用水量，並鼓勵我們的員工養成節水習慣。該工場的整個用水需求目前完全由雨水收集庫供應。我們全面檢視並修訂了我們的供應鏈挑選、評估及管理流程，尤其著重妥善處理廢料。

我們採用了ISO 14001及ISO 50001認證下的嚴格環境管理體系，並不遺餘力探索及採用具有成本效益的做法，以提高能源效率及減少車隊的排放，同時將空氣污染物、污水及噪音水平保持在最低水平。此做法乃是我們的持續承諾，確保我們的所有營運公司遵守所在地的相關環境法律和法規。

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As we began the gradual process of business recovery through stringent cost controls and the streamlining of operations, we must continue to remain vigilant about of global environmental trends and continue to pursue our mission of achieving a circular economy. In line with this, we will not hesitate to take up additional ESG initiatives aimed at conserving resources and protecting the environment whenever possible while continuing to help other companies respond to the global call for carbon neutrality by the mid-21st Century.

Last but not least, I would like to take this opportunity to thank all our stakeholders for their trust and kind support during the year on behalf of the Board. We look forward to collaborating with you in the year ahead and jointly contributing to the sustainable development of the recycling industry and the wider community.

By Order of the Board
Rafael Heinrich Suchan
Chief Executive Officer

在我們透過嚴格的成本控制和精簡營運逐步恢復業務的同時，我們必須一直留意全球環境趨勢，並繼續追求實現循環經濟的使命。為此，我們將毫不猶豫地實施額外的環境、社會及管治措施，致力節約資源及保護環境，同時繼續幫助其他企業在21世紀中期前實現碳中和。

最後，本人藉此代表董事會感謝所有利益相關者在年內對我們信任及支持。我們期待在來年與你們合作，共同為回收行業的可持續發展及更廣泛社群作出貢獻。

承董事會命
Rafael Heinrich Suchan
行政總裁

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SUSTAINABILITY MANAGEMENT APPROACH

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

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

可持續發展管理方針

長期以來，可持續發展一直根植於我們的願景、使命及業務戰略中，其核心是向循環經濟轉型。我們全方位管理我們對環境及社會的影響，通過所有營運為公司、社會及地球建設可持續未來。

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

ESG Governance 環境、社會及管治治理

Board of Directors 董事會

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



Board Review for 2020 material ESG topics 董事會檢討二零二零年環境、社會及管治議題

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



Sustainability Management Approach 可持續發展管理方針

Chiho's sustainability management approach is embedded in its strategies across the key responsible departments of the Group's subsidiaries, including but not limited to Quality, Environmental, Health & Safety, Human Resources, Operations, Purchasing, Trading, Legal & Compliance, etc.

齊合環保將可持續發展管理方針融入其為本集團附屬公司主要負責部門制定的戰略之中，包括但不限於質量、環境、健康及安全、人力資源、業務營運、採購、貿易以及法務合規等方面

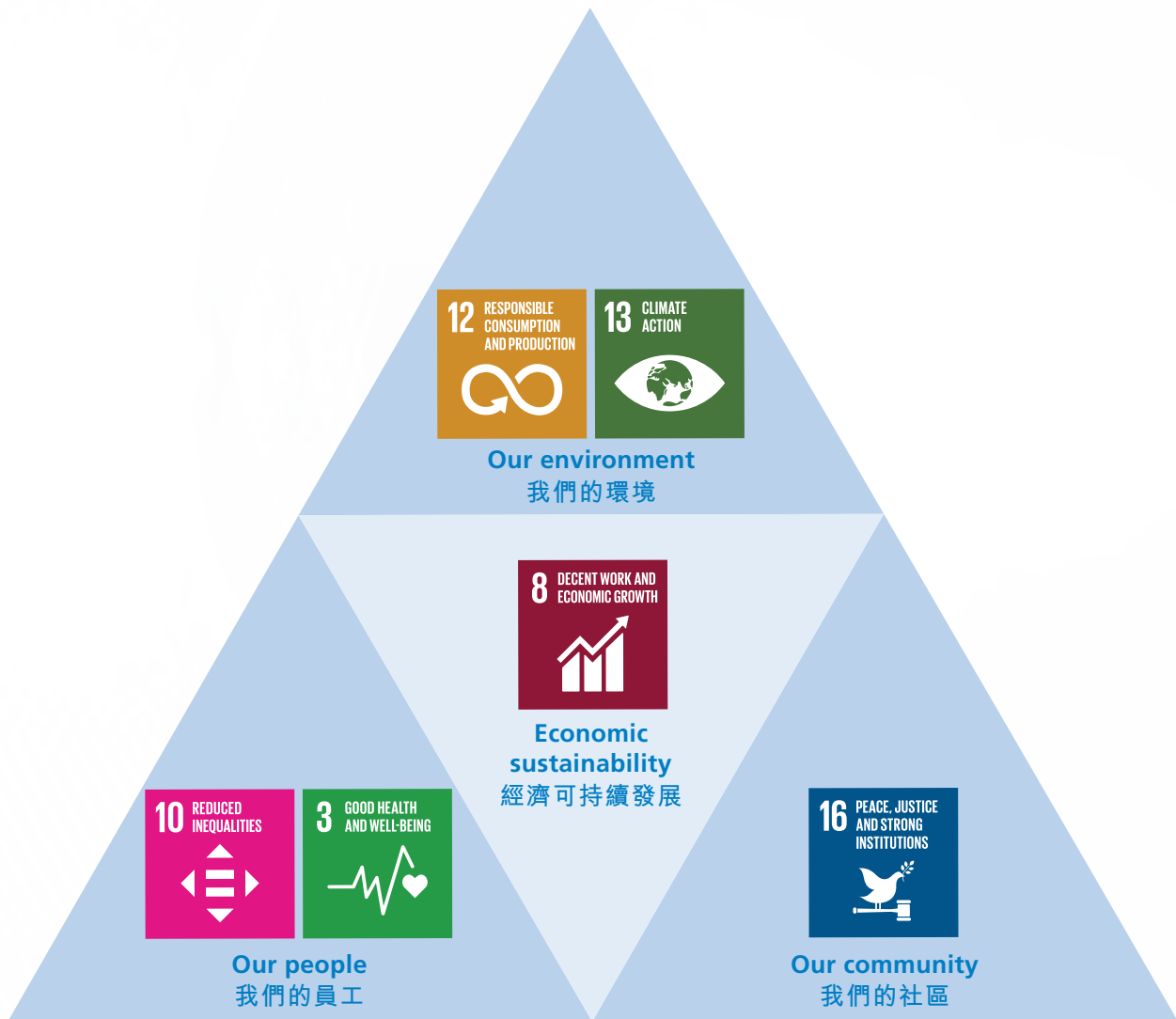
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Aligning UN Sustainable Development Goal (“SDGs”)

The Group commits to play its role to support the resolving of global sustainability issues, by aligning our policies and actions with the UN SDGs. We make continuous effort in contributing towards 6 SDGs identified that are closely related to the Group, bringing positive impact to the environment, economy, human well-being and the community.

協調聯合國可持續發展目標

本集團致力使我們的政策及行動符合聯合國可持續發展目標的規定，以發揮其支持解決全球可持續發展問題的作用。我們不斷積極落實為與本集團息息相關的6個可持續發展目標，為環境、經濟、人類福祉及社區帶來正面影響。



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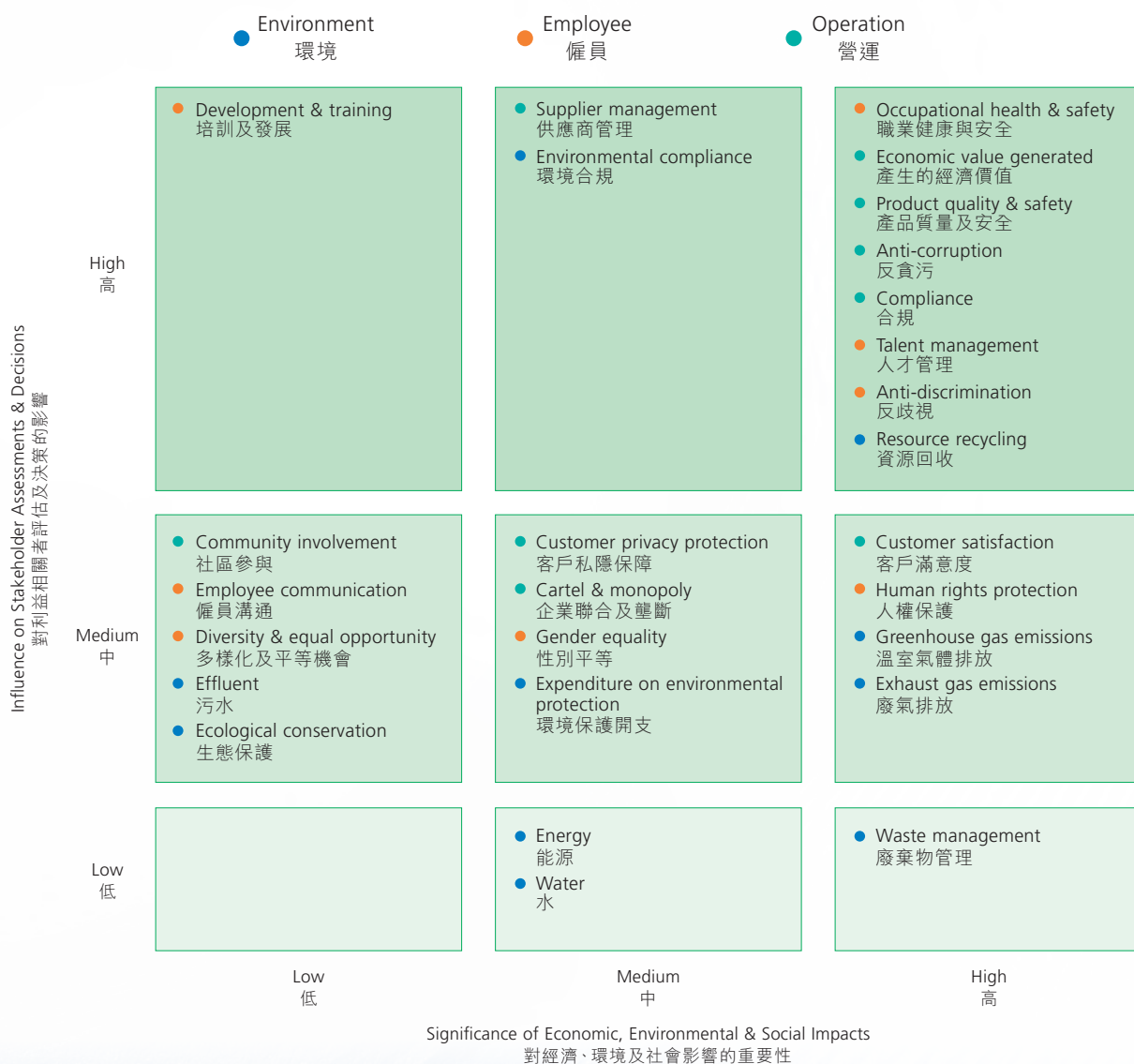
Materiality Assessment

To better manage our environmental and social impacts, we identify and prioritise sustainability issues that is material to the Group. Through a Group-wide materiality assessment, the sustainability topics were identified and prioritised. 16 topics have been reviewed and validated during the year which remain significant to the Group and its stakeholders.

重要性評估

為更有效地管理我們對環境及社會的影響，我們釐定對本集團而言具有重大影響的可持續發展議題，並將之列為優先處理的議題。透過本集團內部的重要性評估，找出了可持續發展議題並訂定了優先次序。年內，我們已審查及確定了16個議題，而該等議題對本集團及利益相關者均屬重要。

Materiality Matrix 重要性矩陣圖



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Responding to Stakeholders' Concerns

The Group communicates with internal and external stakeholders to understand their thoughts and opinions. Through multiple engagement channels, we strive to meet their expectations in issues of their concerns. The table below summarises our actions for addressing the material topics in our day-to-day operations.

回應利益相關者關注

本集團與內部及外部利益相關者溝通以了解其想法及意見。透過各種參與渠道，我們致力滿足他們對其關心議題的期望。下表概述我們於日常營運中就解決重大議題所採取的措施。

Stakeholder groups 利益相關者群體	Communication channels 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Customer 客戶	Meeting 會議	Product quality & safety 產品質量及安全	<ul style="list-style-type: none"> • European operations, achieved approximately 97% recovery rate for end-of-life vehicles, better than the EU target directive. 在歐洲的業務實現了報廢汽車約97%回收率，該回收率優於歐盟目標指引。 • Our European and North American subsidiaries have enhanced fuel efficiency and higher emission standards for fleets. 我們在歐洲及北美洲的附屬公司提高了車隊的燃油效率及排放標準。 • Some of the European subsidiaries have stopped purchasing hydraulic oil that are high in oil content for our vehicle operation. 部分於歐洲的附屬公司已停止採購含油量高的液壓油予車輛使用。 • In Germany, most of our yards have been replacing traditional lighting with LED lights. 我們在德國的大部分工場已使用LED燈代替傳統照明。 • Rising coverage of installation of photovoltaic system across Europe operation sites. 在歐洲的營運地點均逐步安裝光伏系統。 • Assisting our customers to improve on-site waste and residual management and minimising handling and logistics emissions. 協助我們的客戶改善現場廢棄物和殘餘物管理，及減少因處理廢棄物及物流產生的排放。 • Handling complaints according to our systematic Complaint Handling Procedure. 根據我們有系統的投訴處理程序處理投訴。
	Customer satisfaction survey 客戶滿意度調查	Resource recycling 資源回收	
	Phone interview 電話訪談	Customer satisfaction 客戶滿意度	
	Site visit 實地視察		

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Stakeholder groups 利益相關者群體	Communication channels 溝通渠道	Material topics 重大議題	Our actions 我們的行動	
Government 政府	Annual report 年報	Compliance 合規	<ul style="list-style-type: none"> We provide regular compliance training courses and clear guidance to our employees regarding anti-corruption laws and practices. 我們為僱員提供有關反貪污法律及常規的定期合規培訓課程及明確指引。 Whistleblowing policy is in place to uphold high standards on honesty and integrity. 實施舉報政策，以維持高標準的誠實及誠信。 Established a comprehensive environmental management system in compliance with all applicable environmental laws and regulations. 建立符合所有適用環境法律法規的綜合環境管理系統。 	
	Site visit 實地視察	Anti-corruption 反貪污		
	Company websites 公司網站	Environmental compliance 環境合規		Greenhouse gas emissions 溫室氣體排放
				Exhaust gas emissions 廢氣排放
Employees 僱員	Regular meeting 定期會議	Occupational health & safety 職業健康與安全	<ul style="list-style-type: none"> Establish mechanism in maintaining workplace health and safety in light of COVID-19 outbreak. 因COVID-19疫情爆發而設立保持工作場所健康及安全的機制。 Adopt safety measures and review according to the pandemic development. 根據疫情發展情況而採取安全措施及檢查。 Provide training with the help of online solutions with respect to employees' needs. 針對員工需要提供網上培訓。 Strictly comply to labour-related laws and regulations. 嚴格遵守勞工相關法律法規。 	
	Surveys 調查	Anti-discrimination 反歧視		
	General manager mailbox 總經理郵箱	Talent management 人才管理		Development & training 發展及培訓
		Human rights protection 人權保護		

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Stakeholder groups 利益相關者群體	Communication channels 溝通渠道	Material topics 重大議題	Our actions 我們的行動
Suppliers 供應商	Meeting 會議	Supplier management 供應商管理	<ul style="list-style-type: none"> Maintain systematic supplier selection and evaluation processes. 維持有系統的供應商挑擇及評估流程。
	Qualification reviews 資格審查	Resource recycling 資源回收	<ul style="list-style-type: none"> Monitor suppliers by quality inspections of waste materials sourced from suppliers to ensure product quality. 透過檢驗向供應商採購的廢料的質量來監察供應商，以確保產品質素。
	Site visit 實地視察	Occupational health & safety 職業健康與安全	<ul style="list-style-type: none"> Engage with suppliers with new approaches to offer help to suppliers for continuous improvements. 以新方法與供應商合作，協助供應商持續作出改進。
		Compliance 合規	<ul style="list-style-type: none"> Protect confidential information by making agreements with our suppliers and adopting information security policies. 透過與供應商簽訂協議及採用信息安全政策保護機密信息。
Shareholders/ Investors 股東／投資者	Annual general meeting 股東週年大會	Economic value generated 產生的經濟價值	<ul style="list-style-type: none"> Management team has conducted a thorough portfolio review leading to various optimisation initiatives which include cost saving, tapping synergies, restructuring and disposal of certain non-performing assets in order to improve business efficiency. 管理團隊進行徹底的業務組合檢討，及推出多項優化措施，包括節約成本、發揮協同效應、重組及處置部分不良資產，以提高業務效益。
	Annual report 年報	Compliance 合規	<ul style="list-style-type: none"> We continue to adopt stringent cost control and reduction to help the Group become leaner and more efficient. 我們繼續採取嚴格的成本控制和降成本措施，使本集團變得更精簡及更有效率。
	ESG report 環境、社會及管治報告		<ul style="list-style-type: none"> We continue to identify growth opportunities to strengthen our footprint. 我們繼續尋找促進增長的機會，以鞏固我們的地位。
	Road shows 路演		
	Site visits 實地視察		

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ENVIRONMENTAL STEWARDSHIP

Chiho is dedicated to taking the lead in embedding sustainability in the delivery of recycling solutions at global level and driving towards a circular economy.

Resources Recycling

At the core of our business, we are constantly looking to conserve natural resources as much as possible in our metal scraps recycling operations and strive to mitigate the impacts our business imposes to the environment. The concept of “Urban Mining” is practiced through recycling of reusable resources to minimise the exploitation of virgin materials including primary ores, thereby lowering our carbon footprint. The Group recovers and processes metal scraps into valuable resources which are then fed into refineries, foundries and smelters for further downstream recycling. On top of reducing waste generation, this closed loop system enables saving of energy costs and alleviating landfill burdens.

環境管理

齊合環保致力牽頭將可持續發展納入其全球回收解決方案，並推動循環經濟發展。

資源回收

作為我們業務的核心，我們在進行金屬廢料回收時致力保護天然資源，並盡力減輕我們的業務對環境造成的影響。我們透過回收可再造的資源來實踐「城市採礦」的概念，以盡量減少對原材料(包括原生礦石)的開採，從而降低我們的碳足跡。本集團將金屬廢料回收及加工成有用資源，然後送入精煉廠、鑄造廠及冶煉廠作進一步下游回收。除了減少廢物產生之外，該種閉環式系統可節省能源成本及減輕垃圾堆填區負擔。



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Proven technologies have been taking us further in closing our own material loop and meet the rising demand for metal recycling. Apart from metal scrap business which sources, processes and sells ferrous and non-ferrous metals, we also constantly produce high quality lubricant oil from recycled waste lubricant oil through advanced technologies of purification and distillation. We have further expanded our ELV recycling through our joint venture with Hongqiao in Binzhou City, Shandong province, China.

Recycling Business Development

The unprecedented pandemic COVID-19 raging this year has brought about a significant downturn to the global economy. Business operations in Asia were hit hardest in the first quarter when a country-wide lockdown was imposed in China and which brought our operations to a standstill from late January onwards. We resumed operations when lockdowns in China were gradually lifted in April 2020. Following the resumption of industrial activity in the second quarter, the Chinese economy was quick to resume growth leading to an overall positive economic development.

Operations in India and Malaysia were closed during the entire second quarter of 2020 before gradually resuming operation in June 2020. In Thailand, lockdown measures and travel restrictions allowed only for a slow start in July 2020 before skilled supervisors and personnel were able to travel from China to Thailand to ramp up operations from February 2021 onwards.

As the pandemic spread across the globe, other countries also adopted various lockdown measures which impacted our operations in Europe and North America. As recycling and waste management are considered essential industries, our operations in Europe and the United States (“US” or “USA”) were allowed to continue operations despite the lockdowns. However, many of our customers and suppliers were affected.

As the lockdowns were lifted, governments adopted various monetary, fiscal, and administrative measures to jumpstart their economies. The stimulus packages rolled out in China, Europe and North America benefit our short-term and long-term recycling business development as they also include significant investments in infrastructure and transportation with an emphasis on sustainability and green development. We already see this translating into greater demand for ferrous and non-ferrous metal scrap leading to a strong business recovery beginning in September 2020. We see that momentum going into 2021.

專門技術讓我們可進一步緊閉自身的物料循環並滿足對金屬回收不斷增長的需求。除了再生金屬業務(如採購、處理及銷售黑色金屬和有色金屬)外，我們透過先進的淨化和蒸餾技術，不斷從回收的廢潤滑油中生產優質潤滑油。透過與宏橋在中國山東省濱州市成立合營企業，我們進一步擴充報廢汽車的回收業務。

回收業務發展

前所未見的COVID-19疫情今年肆虐全球，導致全球經濟顯著下滑。在第一季度，中國從一月下旬開始實施全國封城措施，我們亞洲的業務營運因而陷入停頓，受到最沉重的打擊。中國在二零二零年四月逐步解除封城，我們開始恢復營運。隨著第二季度工業活動的恢復，中國經濟迅速恢復了增長，從而帶動了總體經濟呈正增長態勢。

印度和馬來西亞的工場於整個二零二零年第二季度期間關閉，直到二零二零年六月才逐漸恢復營運。因封城措施和旅行限制影響，泰國的業務只能在二零二零年七月緩慢啟動，直到二零二一年二月，我們才能從中國派遣技術主管和人員前往泰國以逐步擴大營運。

隨著疫情在全球蔓延，其他國家亦採取了各種封城措施，這影響了我們在歐洲和北美洲的業務。由於回收和廢物管理被視為重要行業，我們在歐洲和美國的業務於封城期間仍可以繼續營運。然而，我們眾多客戶和供應商均受到影響。

隨著封城措施的解除，各國政府採取了各種貨幣、財政及行政措施來快速重啟其經濟。在中國、歐洲和北美洲推出的經濟刺激方案均包括了對交通運輸和基礎設施的大額投資，尤其著重可持續綠色環保發展，這對我們的短期和長期業務發展有利。我們已看到這些利好因素正在刺激市場對再生黑色和有色金屬的需求，使我們的業務從二零二零年九月起強勁復甦。這一勢頭將持續到二零二一年。

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China resumed the imports of non-ferrous metal scrap beginning 1 November 2020. Import restrictions imposed in 2018 have been detrimental to our Chinese operations for the last two years. The new regulations provide clarity and a framework to resume imports to the world's biggest non-ferrous market – China. The new import standards require recycled aluminium, recycled copper, and recycled brass to meet certain quality requirements which we can ensure in our Southeast Asian operations as well as our extensive yard networks in Europe and US to provide the required recycled metal qualities for the Chinese market.

Together with the recent enactment of updated ELV Administrative Policy 《報廢機動車回收管理辦法》，the supply of ELV in China has become high. The Group therefore sees this as a golden opportunity to step into the country's metal recycling market. During the year, we entered into a joint venture with one of the largest aluminium producers in the world, to jointly develop a recycling industrial park in China to focus on recycling of ELV and mixed metal scraps. Chiho together with its German-based subsidiary group Scholz with international know-how of nearly 150 years of experience in the recycling industry and with a number of patents and recycling technologies that meet EU standards, is a pioneer in recycling of ELV. Not only bring in the technology and talents, we also hope to take up more responsibilities to proactively facilitate the China-Europe circular economy.

Our operations in Malaysia, Thailand and India are gradually ramping up. Through our wide network, we are able to source the materials to feed the processing. We leverage on our local partners for domestic ferrous sales, while exporting recycled copper scrap to China with our in-depth understanding of the Chinese market. The focus for these operations in 2021 is to increase productivity and expand production level.

The European Commission's 2020 Circular Economy Action Plan, which outlines policy solutions that would create compelling incentives for aluminium recycling, had and will have positive implications for our extensive business in Europe. Europe is attaching greater importance to reaching carbon neutrality targets. For this reason, the European Union is encouraging the use of clean energy and electric mobility through stimulating the economies of its member states and increasing carbon tax. It can therefore be foreseen that the steel making industry is accelerating its phasing out of obsolete blast furnaces, replacing them with electric arc furnaces. This would boost demand for steel scrap and thus be beneficial to our prospects.

中國自二零二零年十一月一日起開始恢復了再生有色金屬的進口。此前二零一八年實行的進口限制在過去兩年對我們的中國業務產生了不利影響。新規定提供了明確性和框架，以恢復進口至我們最大的有色金屬市場—中國。新進口標準要求再生銅、再生黃銅及再生鋁需達到若干質量要求，我們可以確保我們東南亞工場的產品達到該等要求，我們亦可利用我們在歐洲和美國的龐大工場網絡為中國市場採購合適的再生金屬。

加上近期新修訂的《報廢機動車回收管理辦法》，使中國的報廢汽車供應量高企。因此，本集團認為此乃進軍中國金屬回收市場的良機。年內，我們與其中一個全球最大的鋁生產商成立合營企業，在中國共同開發循環產業園，專注於報廢汽車和混合金屬廢料回收。齊合環保與其位於德國的附屬公司Scholz在回收行業擁有近150年的國際技術知識，並擁有多項符合歐盟標準的專利和回收技術，是報廢汽車回收的先驅。我們不僅要引進技術和人才，還希望承擔更多的責任，積極推動中歐循環經濟的發展。

我們在馬來西亞、泰國及印度的業務正在逐步擴大。通過自身龐大的網絡，我們能夠採購足夠的加工所需材料。我們透過當地合作夥伴於當地銷售再生黑色金屬，同時憑藉我們對中國市場的深入了解出口再生銅到中國銷售。該等業務於二零二一年的重點為擴大生產水平。

歐盟委員會發佈的《二零二零年循環經濟行動計劃》里概述的政策解決方案涵蓋了對鋁回收業有利的刺激措施，該方案已經並將繼續對我們在歐洲的廣泛業務產生正面影響。歐洲對實現碳中和目標越趨重視。有見及此，歐盟透過刺激成員國的經濟及增加碳稅來推動清潔能源及電動汽車。由此可見，煉鋼行業正加快淘汰陳舊的高爐，以電弧爐代之。這將提振對廢鋼的需求，從而有利於我們的發展。

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Meanwhile, the Group has in recent years been seeking a more diversified business including non-metallic business opportunities such as recycled papers and plastics, to strengthen our footprint in the recycling industry.

與此同時，本集團近年一直尋求發展更多元化的業務，包括再生紙及塑膠等非金屬業務的發展機會，以增強我們在再生行業的地位。



Our commitments and programs as described above contribute to: 我們的上述承諾及計劃有助於實現：

Target 12.4, 12.5 – Achieve the environmentally sound management of chemicals and all wastes throughout their life cycles, as well as substantial reduction in waste through recycling and reuse. 目標12.4、2.5-在化學品及所有廢棄物的整個生命週期中實現無害環境管理，並通過回收及再利用大幅減少廢棄物

Environmental Management

The Group takes tangible actions to take up its environmental stewardship. To this end, major facilities with higher potential environmental impacts are managed under 14001-certified systems. A sound environmental management system (“EMS”) is also put in place to ensure compliance with all applicable environmental laws and regulations. Respective departments of each subsidiary are responsible to supervise the proper execution of the EMS.

In accordance with stringent environmental risk assessment procedures, the EMS is reviewed on a regular basis. We conduct Environmental Impact Assessment (“EIA”) for all new facilities to ensure compliance with all legislations prior to commencement of operations. Moreover, regular internal and external audits at sites of operations are carried out to ensure adherence to environmental system protocols. Any shortcomings identified and reported are subject to rectification. Emergency plans regarding various scenarios including fire and explosion pollution are formulated, so as to raise the capability to respond to potential environmental accidents and emergency situations.

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

環境管理

本集團採取了實際行動進行環境管理。就此而言，具有較大潛在環境影響的主要設施均由已通過14001認證的系統管理。我們設立了完善的環境管理系統，以確保符合所有適用的環境法律和法規的規定。每間附屬公司都設有專責部門負責監督環境管理系統是否獲妥善執行。

本集團會根據嚴格的環境風險評估程序定期檢查環境管理系統。我們會對所有新置的設施進行環境影響評估，確保設施符合所有法例規定方會開始運作。此外，我們亦會對工場的業務營運定期進行內部及外部審核，以保證該等營運遵守環境體系條例。倘發現及獲通報任何缺點，我們定會採取糾正措施。我們為火災、爆炸污染等不同情況制訂應急方案，以提高應對潛在環境事故和突發事件的能力。

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

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During the year, we were not aware of any non-compliance of relevant laws and regulations¹ that have a significant impact on the environment or the Group relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.

年內，我們並未知悉任何違反有關廢氣及溫室氣體排放、向水及土地的排污以及有害及無害廢棄物且對環境或本集團有重大影響的法律法規¹的情況。

Resources Consumption and Conservation

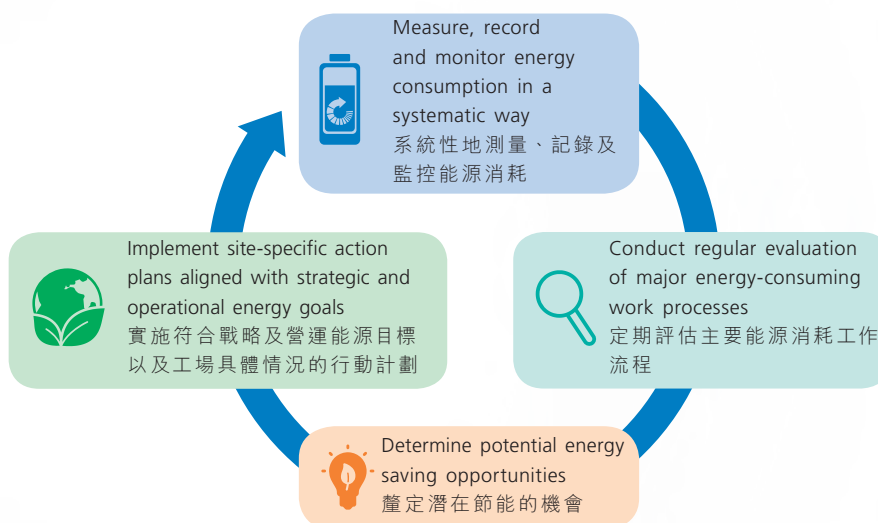
Energy Management

Our operations in Europe and North America are well-qualified with ISO 50001-certified energy management systems and are internally audited on a regular basis.

資源消耗與節約

能源管理

在我們歐洲及北美洲的業務擁有經ISO 50001認證的能源管理系統，並定期進行內部審核。



Energy Consumption and Carbon Footprint

The Group's energy consumption comprises diesel, gasoline, natural gas, purchased electricity and others (including liquid gas, propane gas, heating oil and heating). During the year, the Group consumed a total of 711,653,845 MJ of energy, with a decrease of 34% compared with 2019. Energy intensity was computed as 248.6 MJ per tonne of product sold.

能源消耗及碳足跡

本集團的能源消耗包括柴油、汽油、天然氣、購入電力及其他能源(包括液化氣、丙烷、燃料油及熱能)。年內，本集團合共消耗711,653,845兆焦耳能源，較二零一九年減少34%。能源密度計算為每噸售出產品248.6兆焦耳。

The total carbon emissions in 2020 were 58,649 tCO₂e, which resulted fully from the energy consumption. Direct emissions (Scope 1) and indirect emissions (Scope II) were 30,494 tCO₂e and 28,155 tCO₂e, respectively. Carbon intensity was computed as 0.021 tCO₂e per tonne of product sold.

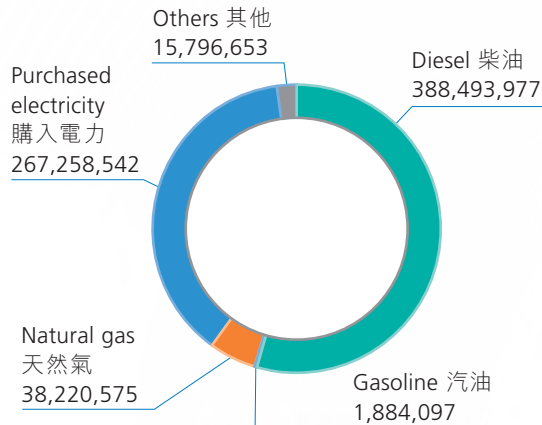
於二零二零年，總碳排放量為58,649噸二氧化碳當量，乃悉數源自能源消耗。直接排放(範圍一)及間接排放(範圍二)分別為30,494噸二氧化碳當量及28,155噸二氧化碳當量。碳密度計算為每噸售出產品0.021噸二氧化碳當量。

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

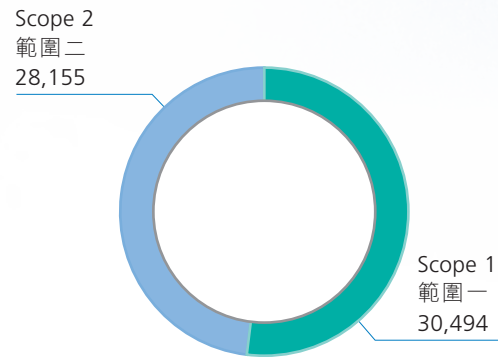
¹ 有關環境的法律法規，請參閱「法律及法規」一節。

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2020 Energy Profile
二零二零年能源簡況
(MJ)
(兆焦耳)



2020 Carbon Emissions
二零二零年碳排放
(tCO₂e)
(噸二氧化碳當量)



Energy Saving

Among our subsidiaries across Europe, North America and Asia, we have been taking the lead to discover any energy-saving opportunities and enhance energy efficiencies through embarking on various initiatives. For instance, in Germany, most of the yards have been replacing traditional lighting with LED lights to save electricity. Moreover, yards in Germany and Slovenia have increased the usage of telemetry systems in their truck fleet. Fleet CARS (a controlling tool for the entire car fleet) will continue to be adopted to enhance operational efficiency, thereby lowering energy consumption. There was also a rising coverage of installation of photovoltaic systems in European operations during the year.

Operations in Asia have also put in significant efforts to manage energy usage and conserve resources. In Hong Kong, office employees have been actively practicing a green office culture. They minimise unnecessary energy consumption and switch off electrical appliances such as air-conditioning and lights when not in use. In Taizhou, the heat energy generated in aluminium processing plants is recycled for further use, saving one fifth of fuel imports.

節約能源

我們位於歐洲、北美洲及亞洲的附屬公司均主動找尋任何節能機會並開展不同措施提高能源效益。例如，在德國，大部分工場已使用LED燈取代傳統照明以節省電力。此外，德國和斯洛維尼亞的工場在其卡車車隊已配備了遙測系統。我們亦將繼續採用Fleet CARS（一種適用於整個車隊的控制工具），以提高營運效率，從而降低能源消耗。年內，光伏系統在歐洲業務的覆蓋率亦有所增加。

位於亞洲的業務亦在管理能源使用和節約資源方面投入相當資源。香港辦公室的員工一直積極踐行綠色辦公文化，他們盡力減少不必要的能源消耗，並會關閉閒置的電器（如冷氣機和電燈）。在台州，鋁加工廠產生的熱能被回收再利用，有助節省五分之一的入口燃料。



Our commitments and programs as described above contribute to:

Target 13.3 – Improve human and institutional capacity on climate change mitigation

我們的上述承諾及計劃有助於實現：

目標13.3 – 增強人類及機構在減緩氣候變化方面的能力

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Water Resources

The Group strives to consume water wisely and responsibly. The Group's major water use is for cleaning, fire-fighting and industrial use. During the year, there were no issues in sourcing water that is fit for the purpose.

Our water conservation programme in Taizhou helps track and monitor water usage as well as cultivate a waste saving habit among all levels of staff. A rainwater collection system with a capacity of 10,000 m³ is installed at rooftops, which serves the entire water consumption needs of the site including irrigation, cleaning, fire-fighting, as well as our industrial processes. We achieved a water circulation system to make use of wastewater, thereby lowering consumption of fresh water and reducing reliance upon municipal water supply.

Across facilities at European and North American subsidiaries, efforts for conserving water are mainly focused on education to drive water saving habits. We motivate staffs to play their due roles in saving water through internal training. Besides, water-saving devices such as sensors on water taps and water saving ceiling shower heads have been installed to encourage reduction in water consumption.

In 2020, our overall water consumption was 187,466 m³. Water intensity was computed as 0.066 m³ per tonne of product sold. The increment in water consumption is mainly due to the increased usage of water for cleaning during the COVID-19.

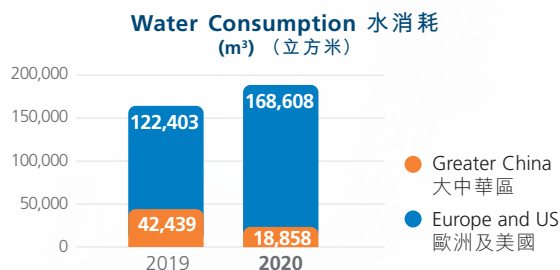
水資源

本集團務求更明智及負責任地使用水。本集團主要使用水作清潔、滅火及工業用途。年內，我們在求取適用水源上並無任何問題。

我們在台州的節水計劃有助檢視和監察用水量，並培養各級員工的節約習慣。屋頂安裝了容量10,000立方米的雨水收集系統，可滿足整個工場的用水需求(包括灌溉、清潔、滅火及工業程序)。我們透過水循環系統使用廢水，以減低淡水消耗及對自來水的依賴。

就歐洲和北美洲附屬公司的設施而言，我們集中培養節水習慣，達至減少耗水量。我們透過內部培訓，推動員工為節約用水出一分力。此外，我們安裝了安裝節水設備(如水龍頭傳感器及節水天花板淋浴噴頭等)，以鼓勵減少用水量。

於二零二零年，我們的總用水量為187,466立方米，用水密度為每噸出售產品0.066立方米。增幅主要由於在COVID-19期間用作清潔的水量增加。



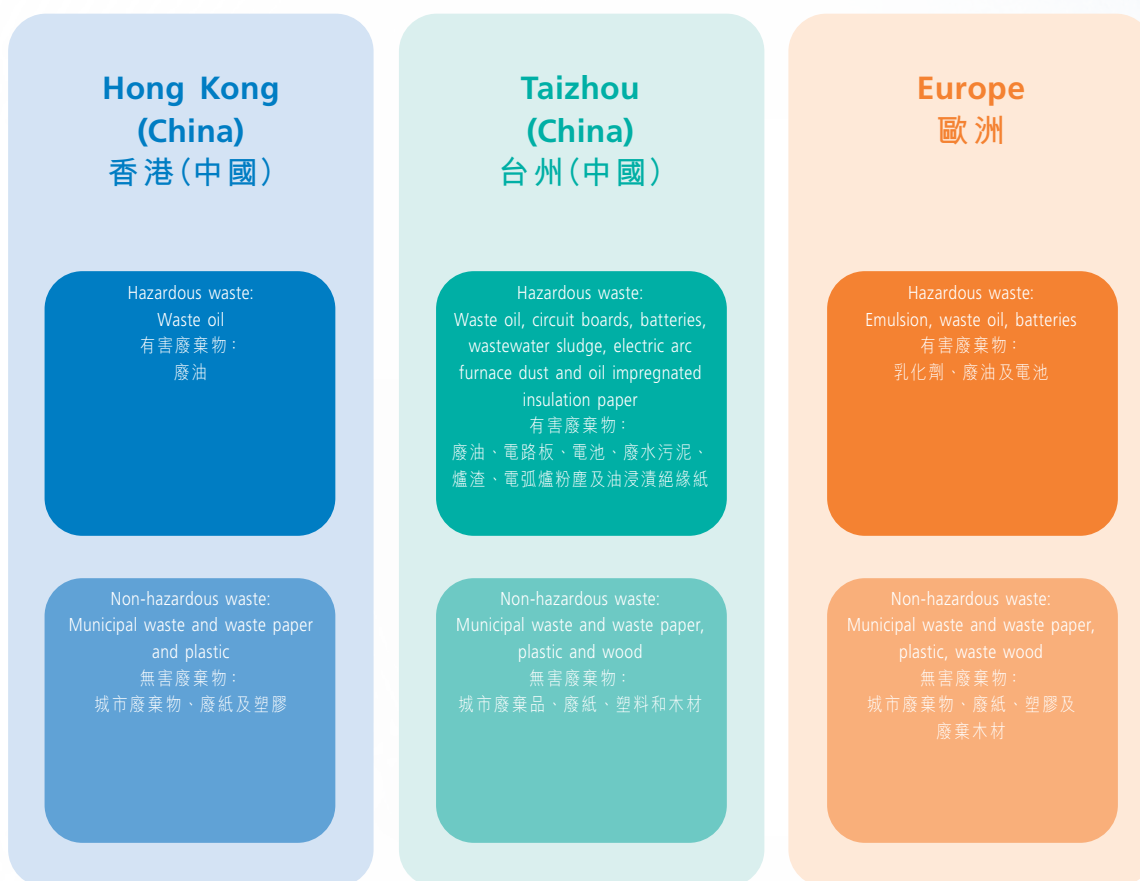
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Waste

The Group is dedicated to ensure that both hazardous and non-hazardous waste are properly handled, in accordance with our stringent waste management system, and in strict compliance with relevant laws and regulations.

廢棄物

本集團致力確保我們按照嚴格的廢物管理制度，並嚴格遵守相關法律法規，妥善處理有害及無害廢棄物。



For facilities in Europe, Hong Kong and Taizhou plant, a stringent and rigorous waste storage control procedure is in place to ensure both hazardous and non-hazardous wastes are stored, transported and disposed safely. Before sending for disposal, in-coming waste undergoes a preliminary screening process where uncleaned oil tanks, used oil filters and asbestos-containing materials, etc. are first removed. Disposal follows after screening. Different types of hazardous wastes are well-separated by categories and stored in designated hazardous waste storage warehouses or in specific containers to prevent spillage and leakage. Non-hazardous wastes are further classified as industrial waste and general waste. The former is collected by qualified parties for incineration while the latter is handled by a designated industrial property management company.

對於歐洲、香港和台州工廠的設施，我們制訂了審慎而嚴格的廢棄物儲存控制程序，確保安全地儲存、運輸和處置有害廢棄物及無害廢棄物。廢棄物在棄置之前會先經過初步篩選程序(篩選出未經清潔的油箱、廢油過濾器、含石棉材料等)方會棄置。不同種類的有害廢棄物會按類別進行分類，存放在指定的有害廢棄物儲存倉庫或特定容器中，防止溢出和洩漏。無害廢棄物進一步分類為工業廢物和一般廢物，工業廢物由合資格人士收集進行焚化，而一般廢物則由指定的工業物業管理公司處理。

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For Europe recyclers in particular, their authorisation must be examined and verified to ensure that they are appointed specialised companies. Furthermore, the amount and type of waste collected must also be clearly recorded accurately for future documentation.

我們必須對歐洲的回收商的資格進行審查和驗證，以確保他們是指定的專業企業。此外，亦必須清楚準確地記下收集的廢棄物數量和類型，以便日後作記錄。



In addition, waste generated in operations is managed in accordance with a hierarchical disposal system. In this system, we first try our best to reduce waste generation, then reuse waste as much as possible and recycle it instead of disposing it into landfill.

此外，在營運中產生的廢棄物會按照分級處理系統進行管理。在該系統中，我們首先盡量減少產生廢物，然後盡量再用及循環再用，而避免棄置到堆填區。

One prime example is that some of our European sites have stopped purchasing hydraulic oil with high in oil content for vehicle operations including excavators, wheel loaders and trucks, thereby reducing consumption of waste oil that is harmful to the natural environment.

舉一個典型的例子：我們某些在歐洲的工場已停止為挖掘機、輪式裝載機和卡車等車輛採購含油量高的液壓油，從而減少對自然環境有害的廢油消耗。

In Hong Kong, we have set up recycled boxes to collect waste paper and waste plastic for recycling. Staff are encouraged to reuse stationery, like envelop and document folder.

香港的附屬公司放置了回收箱，收集廢紙和廢塑膠作循環再造，並鼓勵員工重用信封和文件夾等文具。

To foster a resource conservation culture in offices, we adopt paper-saving measures such as digitalisation of invoices and other hard-copy documents across the Group, encouraging two-side printing practice.

為了在辦公室培養節約資源的文化，我們在集團內實行節約紙張的措施（包括將發票及其他紙質文件電子化），並提倡雙面印刷的習慣。

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During the year, the Group generated 3,892 tonnes of hazardous waste and 217,438 tonnes of non-hazardous waste. In 2020 the total hazardous waste recorded was lower than in 2019 due to decreased production activities under the COVID-19 and improved on-site waste and residual management.

年內，本集團分別產生3,892噸有害廢物及217,438噸無害廢物。二零二零年錄得的有害廢物總量較二零一九年低，減幅乃由於COVID-19疫情期間生產活動減少以及工場廢物和殘留物管理得以改善。



Air Emissions

The Group's operations involve intense use of machineries, and its metal recycling business involves heavy industrial processes that generate air emissions. We are therefore committed to undertake various initiatives and measures to regulate the quality of emissions. The digitalisation of working mode and temporary suspension of part of our business operations in Asia due to COVID-19 have contributed to the reduction of overall air emissions.

廢氣排放

本集團的業務涉及使用大量機器，而金屬回收業的重工業程序會產生廢氣排放。因此，我們致力採取各種舉措及措施以規範排放質量。工作模式電子化及在亞洲的部分業務因COVID-19而短暫關閉均有助減少整體廢氣排放。

Digital meetings are replacing long distance travel which would otherwise generate air emissions. It is estimated that this mode of business operations will become a norm even after the pandemic is fully controlled and that will be beneficial to our long-term emissions reduction strategy.

以數碼會議方式代替長途差旅，以減少廢氣排放。即使疫情完全受控，預期該種營運方式將會成為常態，有助我們長期的減排策略。

On the other hand, we have stepped up efforts to ensure air emissions quality during the year. In our European sites, we upgraded dedusting equipment and sprinkler systems to enhance their ability of removing dust or other harmful particles from air. Our fleet in Slovenia is progressively replacing trucks with EURO4 to EURO6-compliant engines. The newly purchased vehicles with higher emission standards have resulted in a reduction in PM emissions from 0.025 g/km to 0.005 g/km and in NO_x from 0.25 g/km to 0.08 g/km.

此外，年內我們亦加大力度確保廢氣排放質量。我們為位於歐洲工場更新了除塵設備和噴水系統，以增強去除空氣中的微塵或其他有害微粒的能力。我們在斯洛維尼亞的車隊正在逐步更換並使用符合歐4標準至歐6標準的發動機的卡車。新購置的車輛符合更高排放標準，使懸浮粒子排放量由每公里0.025克降至每公里0.005克，氮氧化物由每公里0.25克降至每公里0.08克。

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In Taizhou, baghouse filter systems and desulphurisation devices have been installed to improve air quality. These systems fulfil both the second level of GB16297-1996 Integrated Emission Standards for Atmosphere Pollutant and GB1843-2001 Catering Industry Soot Emission Standards.

During the year, the Group generated 2,311 kg, 1,931 kg and 2,199 kg of nitrogen oxides (“NO_x”), sulphur oxides (“SO_x”) and particulate matters (“PM”), respectively.

Effluent

The Group has various measures in place to ensure all effluents generated in the course of its operations are treated and discharged properly and in compliance with all relevant local laws and regulations. We appoint third-party agencies to conduct regular testing of treated wastewater to maintain levels of heavy metals, chemical oxygen demand (“COD”), suspended solids (“SS”) and other pollutants within the regulatory requirements.

Due to the intensive industrial process involved in production sites, comprehensive guidelines are established and followed to ensure proper effluent and wastewater control.

在台州，我們已安裝布袋除塵器過濾系統及脫硫裝置，以改善空氣質素。該等系統符合GB16297-1996大氣污染物綜合排放標準及GB1843-2001餐飲業油煙排放標準二級標準。

年內，本集團分別產生2,311公斤氮氧化物、1,931公斤硫氧化物及2,199公斤懸浮顆粒。

廢氣排放

本集團已採取多項措施確保營運過程中產生的所有污水均會妥善處理及排放，並符合所有相關當地法律及法規要求。我們委託第三方機構對處理過的廢水進行定期測試，以確保重金屬、化學需氧量、懸浮固體和其他污染物的水平保持在規定之內。

由於生產工場進行密集的工業過程，因此我們制訂了全面的指引，並予以遵循，以妥善控制污水和廢水。

Preservation measures

維護措施

Regular maintenance of the oil separator and sand grid is conducted.

對油分離器及砂柵進行例行定期維護。

Drainage installations are inspected and cleaned.

檢查及清潔排水裝置。

To effectively eliminate the risk of spillage in the event of collisions, fuel tankers must be secured.

為減輕因碰撞而漏油的風險，油罐車必須加固。

Routine measures

日常保養措施

Strict regulations are followed when collecting emulsifying oil to avoid effluent leakage.

於收集乳化劑時遵循嚴格的規程，確保無污水洩漏。

Construction measures

建設措施

Underground steel plate barriers are installed to prevent soil and water contamination.

安裝地下鋼板屏障，防止土壤及水受污染。

The discharge of effluents in Taizhou facilities has reached the third level of the GB8978-1996 Integrated Wastewater Discharge Standard. Wastewater is handled by sewage treatment facilities. Sewage produced at construction sites is treated by septic tanks before discharged into sewage pipe network, while collected domestic sewage is not discharged.

台州設施污水排放符合GB8978-1996廢水排放綜合標準三級標準。廢水由污水處理設施處理。建築工地產生的污水經化糞池處理後排入污水管網，而收集的生活污水則不會排放。

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Noise

The Group strives to mitigate the noise pollution generated by its waste disassembly and processing operations. To ensure full compliance with all local laws and regulations at sites of operations, we monitor and measure noise regularly. If noise level exceeds limits, investigation and rectification measures are initiated at once.

On an on-going basis, equipment is managed and maintained to eliminate any abnormal noise generation resulting from aging and heavy duties. Additionally, site planning and restructuring, as well as noise mapping are conducted to ensure noise from machinery, such as operating shredders, is well-contained and managed. Considering the site specifications and needs of the local vicinity, noise barriers have been deployed to minimise noise pollution.

HEALTH AND SAFETY

The Group is committed to keeping the workplace safe from any kinds of hazards and work-related accidents, which it avoidable as we believe. We recognise and eliminate potential risks with an array of safety programmes being carried out.

Combating COVID-19

Under the influence of COVID-19, the Group strictly follows government guidance and regulations such as mask and group gathering restrictions, attaching itself to social distancing principles. Appropriate operational adjustments have been made in consideration of the global pandemic outbreak.

To reduce massive virus spread in our workplace and the community where it operates, we have imposed organisational protective measures including hygiene guidelines and instructions. Short-time working, flexible working hours, mobile and online working are encouraged while business travels are suspended to avoid unnecessary personal contacts. Workplaces are regularly disinfected and protective gear, like masks and hand sanitisers, are provided to employees free of charge to protect our employee health.

In view of the rapidly changing situation, we have maintained close monitoring on the pandemic development. Our crisis team assesses societal consequences of the public health crisis and reacts accordingly on timely basis. Employees are continuously engaged and informed through internal communication channels, for instance, by notices, emails and online instructions.

噪音

本集團致力減輕因廢物拆解及加工所產生的噪音污染。為確保營運工場完全符合所有當地法律和法規，我們會定期監測和測量噪音。如噪音超出標準，會立即進行檢測及補救措施。

長遠而語，我們會對設備進行管理和維護，避免因老化和金屬疲勞而產生任何異常噪音。此外，我們亦進行場地規劃和重建以及噪音地圖繪製，確保機器噪音（如粉碎機）得以妥善控制及管理。考慮到工場規格及附近地區的需求，我們已設置隔音屏障，以最大程度地減少噪音排放。

健康與安全

本集團致力維持工作場地安全，盡力避免受到任何危險和與工作相關而可以避免的事故影響。我們透過執行一系列安全計劃來識別並消除潛在風險。

對抗COVID-19疫情

在COVID-19疫情影响下，本集團嚴格遵循政府指引及規定（如口罩令及群聚限制），並遵守社交距離原則。鑑於疫情在全球各地爆發，我們已就此作出了適當的營運調整。

為了避免病毒在我們的工作場所及營運所在社區大規模傳播，我們採取了組織保護措施（包括衛生指引及說明）。實施縮短工時、彈性工作時間、移動辦公及網上辦公，以及暫停商務出差以避免不必要的個人接觸。工作場所會定期消毒，並免費為員工提供口罩、搓手液等防護用品，以保障員工健康。

面對不斷變化的情況，我們一直密切關注疫情發展。我們的危機處理小組會評估公共衛生危機產生的社會後果，並及時作出相應反應。員工可透過內部溝通渠道（如公告、電子郵件及網上指引）參與討論及知悉最新情況。

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If suspected cases of infection are identified, it is handled under an established COVID-19 response mechanism. Operating procedures and instructions are suggested in the mechanism and outlined in the Management Handbook which is communicated to the management of the Group.

如果發現疑似感染個案，我們會根據既定的COVID-19應對機制進行處理。我們在向本集團管理層傳達訊息的管理手冊概述的機制內提出了運作程序及指引。

Maintaining Workplace Safety

Safety management system

A comprehensive safety management system and disciplinary policies are in place to provide a safe and healthy working environment for employees. Safety risks are proactively managed with internal policies and procedures for employees to strictly follow. Our management system involves different responsible committees, covering all operations in Hong Kong, China and Europe.

維持工作場地安全

安全管理系統

我們制訂了全面的安全管理制度和紀律政策，為員工提供安全健康的工作環境。透過提供員工嚴格遵守的內部政策和程序積極管理安全風險。我們的管理系統包含不同的專責委員會，涵蓋香港、中國和歐洲的所有業務。



- Take immediate actions when potential risks are identified
發現潛在風險時立即採取行動
- Plan, implement and review safety initiatives to minimise hazard occurrence
計劃、實施及審視安全措施，盡量避免危險發生

- Oversee and advise the Site Safety Committee
監察工場安全委員會，並向其提出建議
- Maintain communication with Site Safety Committee
與工場安全委員會保持溝通

- Enhance safety policies, conditions and practices
改善安全政策、條件和常規
- Perspectives from all levels of employees are considered during policy review
確保政策審視過程中考慮到各級員工的觀點

- Ensure implementation of both internal and external safety policies
確保實施內部和外部安全政策
- Update internal regulations subject to current laws and regulations²
根據現行法律法規更新內部法規²

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

² 有關健康與安全的法律法規，請參閱「法律及法規」一節。

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To fulfil our commitment in occupational health and safety, safety inspections are conducted at workplaces on regular basis, covering aspects on fire prevention, chemical management, optical radiation and etc.

Inspection on safety performance

Adhering to the OHSAS 18001 Occupational Health and Safety Management System certification, our production sites in China evaluate its policies under continuous monitoring on safety performance. With regard to workplace assessment, the registered safety officer in Hong Kong identifies potential hazards and provides recommendations to the management. Safety targets are set biennially in accordance with employees' viewpoints on safety issues. Meanwhile, safety inspections in Europe are carried out every three years to identify potential risks, followed by policy review and corresponding mitigation measures.

In response to safety incidents, immediate and appropriate follow-up actions are made upon reporting to the management. To avoid the recurrence of similar incidents, the management analyses safety risks and problems based on accident reports including the implementation of corrective and preventive measures.

In 2020, the Group recorded 168 work-related incidents and 3,570 days lost due to work injuries, accounting for a slight decrease. There were no work-related fatalities reported during the year.

The Group strictly complies with all relevant laws and regulations³ at locations where it operates. During the year, we were not aware of any non-compliance of relevant laws and regulations that have a significant impact on the Group relating to providing safe working conditions and protection of employees from occupational hazards.

為履行我們在職業健康及安全方面的承諾，我們會定期在工作場地進行安全檢查（包括防火、化學物質管理及光輻射等）。

安全表現評價

為符合OHSAS 18001職業健康與安全管理體系認證要求，我們在中國的生產工場會持續審視其安全表現政策。在工作場地評估方面，香港的註冊安全主任負責識別潛在危險並向管理層提供建議。根據員工對安全問題的意見，每兩年制訂一次安全目標。同時，在歐洲每三年會進行一次安全檢查，並在識別潛在風險後，進行政策審視及實施相應的緩解措施。

一旦發生安全事故，在向管理層報告後會立即採取適當的跟進行動。為避免同類事故發生，管理層會根據事故報告分析安全風險和問題（包括實施糾正和預防措施）。

於二零二零年，本集團錄得工傷事故168宗，因工傷而損失的天數為3,570天，較去年輕微下跌。年內並無接獲因工作關係而死亡的報告。

本集團嚴格遵守經營所在地的所有相關法律法規³。年內，我們並不知悉任何違反有關為僱員提供安全工作環境及保護僱員免受職業危害且對本集團有重大影響的相關法律及法規。

³ Please refer to the "Laws and Regulations" section for the health and safety-related laws and regulations.

³ 有關健康與安全的法律法規，請參閱「法律及法規」一節。

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Safety training

安全培訓



Induction Safety Training 新入職安全培訓

- To ensure new employees are familiarised with daily operational techniques and its safety risks in relation to their positions
確保新入職員工熟悉日常操作技術及與其職位相關的安全風險
- Operations are only permitted upon completion of induction training
須完成新入職培訓後才可進行操作



Regular Safety Training 定期安全培訓

- To avoid occupational hazards and accidents
避免職業危害和事故
- Frequent training plans are formulated for high-risk workstations
針對高危工作地點制訂較頻密的培訓



Online Safety Training 網上安全培訓

- To enrich employees' knowledge under social distancing restrictions
在社交距離限制下提升員工知識
- Topics include operational procedures, use of machines and handling of hazardous substances
提供包括操作程序、機器使用和有害物質處理等培訓主題

To maintain the best practice of operational safety, the Group attaches great importance to provision of safety training to its employees. We equip new employees with essential operational knowledge by induction training, while regular training covers all existing employees and focuses on work accident prevention. During the year, there were 7,755 person-times of safety training, accumulating 7,502 hours in total.

為確保運作上達到最佳安全，本集團十分重視為僱員提供安全培訓。我們透過入職培訓讓新入職員工掌握必要的操作知識，同時為所有現職僱員提供定期培訓，集中指導如何避免工業意外。年內，安全培訓總人次為7,755人次，培訓總時數為7,502小時。

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Safety Management of Contractors

Our contractor safety and health policy has been outlined by establishing safety guidelines for all contractors. By signing contracts and agreements, external business partners are obliged to follow our safety policies and practices, for instance, performing risk assessment, implementing preventive measures, and handling hazardous chemicals and accidents. The safety policies are reviewed by all contractors to ensure compliance. Contractor workers are delivered with safety instructions periodically, whereas site managers and safety specialists respond to work and safety enquiries.



Our commitments and programs as described above contribute to: 我們的上述承諾及計劃有助於實現：

Target 3.9 – reduce the number of deaths and illnesses from hazardous chemicals and other environmental pollution 目標3.9 – 減少危險化學品及其他環境污染造成的死亡及患病人數

承包商的安全管理

為所有承包商制訂的安全指引概述了我們有關承包商安全及健康的政策。透過簽訂合約及協議，外部業務合作夥伴有義務遵守我們的安全政策及常規(包括進行風險評估、實施預防措施及處理有毒化學品及事故)。所有承包商均可查閱安全政策以確保符合規定。承包商工人會定期收到安全說明，而工場負責人和安全專家亦會回應與工作和安全有關的查詢。

OUR PEOPLE

Chiho regards our people as the most fundamental asset of the Group. We are dedicated to protecting the rights at our greatest effort while supporting their career growth and development.

Development and Training

The Group is keen to provide career opportunities and enable them to unleash their potentials by developing comprehensive professional knowledge and skills. The Human Resource Department formulates annual training plan for employees in Hong Kong and Taizhou with reference to internal policies and training needs. In Europe, the Scholz Academy organises staff training.

We strive to provide abundant internal training programmes for continuous talent development, with the help of online tools. Topics such as management, communication and computer software skills are widely covered. Apart from on-the-job and transferee training, new employees are required to undergo and pass the induction qualification training. Subsidies are also provided for external trainings based on respective job duties. During the year, a total of 13,134 training hours were reported.

我們的員工

齊合環保認為人才乃本集團最珍貴的資產。我們堅決捍衛僱員的權利，並為彼等提供個工作發展機會。

發展與培訓

本集團致力提供工作機會，發展僱員全面的專業知識及技能，使他們的潛力得以發揮。人力資源部會參照內部政策及培訓需要，每年為香港及台州的僱員制訂培訓計劃。在歐洲，Scholz Academy負責組織僱員培訓。

我們運用網上工具舉行各種內部培訓，以持續培訓人才。培訓內容廣泛，包括管理、溝通及電腦軟件運用等技能。除在職培訓及轉職培訓外，新入職僱員須接受並通過入職培訓。我們亦會為僱員因應其職責參與外間培訓提供津貼。年內，共錄得13,134小時的受訓時數。

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Labour Practices

To promote the values of equal opportunity, the Group has created and maintained a diversified and inclusive working environment for every employee, in regardless of race, age, gender, sexual orientation, personal circumstances and etc. Our employment and recruitment policies are in line with our values against any forms of discrimination. Allegations of conducts violating our policies including but not limited to discrimination, intimidation, harassment and retaliation are taken into serious and prompt investigations. Proper disciplinary actions are followed up where necessary.

The Group ensures all employee processes are conducted in compliance with relevant laws and regulations⁴. Employment contracts are signed based on mutual agreement. Working hours is specified in our employment policy where performing work beyond normal working hours is compensated with extra holidays or overtime pay.

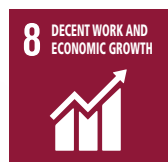
The Group has zero tolerance on the use of child and forced labour. The Human Resource Department implements stringent rules on employees' age limit, which is enforced by identity checking for new hires. Use of forged documents would lead to immediate termination.

勞工常規

為推廣平等機會的價值觀，本集團為全體僱員營造和維持一個多元化和共融的工作環境，不論種族、年齡、性別、性取向及個人情況等。我們的僱傭及招聘政策反映了我們對反歧視的重視。若收到違反我們政策(包括但不限於歧視、恐嚇、騷擾及報復行為)的投訴，我們將會立即作出嚴肅跟進。如有需要，我們會採取適當的紀律處分。

本集團確保所有僱傭程序均符合相關法律法規⁴。僱傭合約是在雙方同意下簽訂。我們的僱傭政策訂明了工作時間，超出正常工作時間的工作將獲得額外假期或超時工作薪酬作補償。

本集團對使用童工及強制勞工抱零容忍的態度。人力資源部對僱員的年齡限制有嚴格規定，會對新入職僱員進行身份檢查。使用偽造文件的僱員將會被立即解僱。



Our commitments and programs as described above contribute to:

Target 8.5 – achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value

我們的上述承諾及計劃有助於實現：

目標8.5 – 使所有男女(包括年輕人及殘疾人)實現充份和生產性就業，有體面工作，並做到同工同酬



Target 10.3, 10.4 – ensure equal opportunity and reduce inequality of outcome, as well as adopt policies to progressively achieve greater equality

目標10.3、10.4 – 確保機會平等、避免不公，並採取政策逐步實現更大的平等

⁴ Please refer to the "Laws and Regulations" section for the labour-related laws and regulations.

⁴ 有關勞工的法律法規，請參閱「法律及法規」一節。

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Welfare and Benefits

In relation to talent retention, the Group provides competitive remuneration packages, paid leave benefits, health and compensation insurance to employees. Employees are continuously engaged for the well-being of physical and mental health. Even though large-scale health events are not possible to organise during the pandemic, we encourage employees to maintain their exercise habits under safe conditions. Looking forward, we would continue to organise a wide range of corporate activities to maintain excellent rapport and well-being among employees.

Employee Profile

As of 31 December 2020, the Group, referring to the 10 major entities which are covered in this report, employed a total of 2,543 employees, of which 18 were based in Hong Kong, 86 in Taizhou and the remaining 2,439 were in Europe. The male to female ratio was approximately 4:1. Most employees were aged 30–50, comprising 46% of the total headcount.

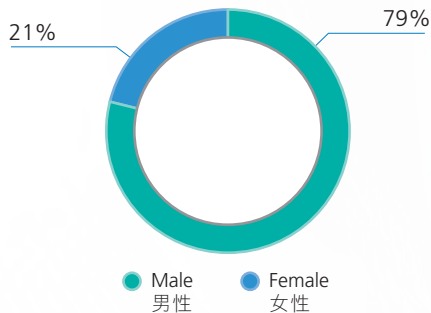
福利及待遇

為挽留人才，本集團為僱員提供有競爭力的薪酬待遇、有薪假期、健康和補償保險。我們不斷與員工溝通以提升他們的身心健康。儘管疫情期間無法舉辦大型健康活動，我們仍鼓勵員工在安全的情況下保持運動習慣。展望未來，我們將繼續舉辦多元化的企業活動，以保持員工之間的良好關係及身心健康。

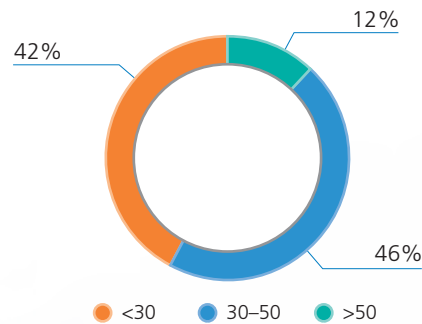
僱員分佈

截至二零二零年十二月三十一日，本集團共有2,543名僱員（按照本報告涵蓋的十間主要實體計算），其中包括位於香港18名僱員，位於台州的86名僱員，及其餘位於歐洲的2,439名僱員。男女比例約為4:1。大部分僱員年齡介乎30–50歲之間，佔總人數46%。

Gender Profile
性別分佈



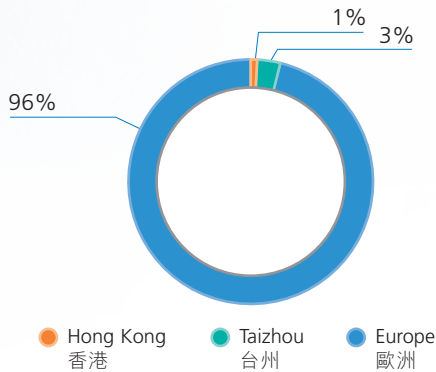
Age Profile
年齡分佈



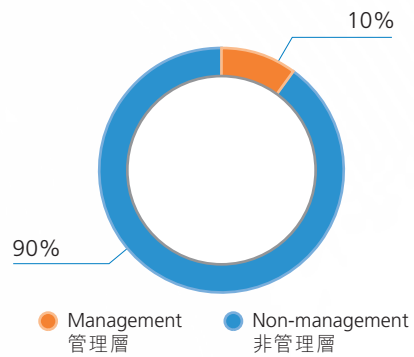
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Geographical Profile
地區分佈



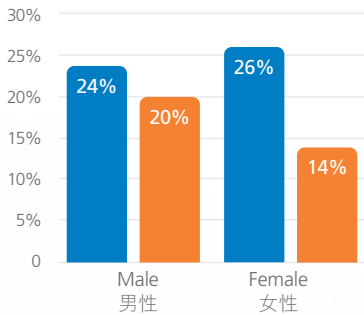
Functional Profile
職能分佈



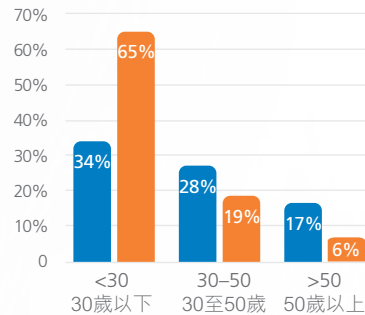
During the year, the overall turnover and new hire rates are 24% and 19% respectively. The turnover and new hire rates by gender and age are described as follows.

年內，整體僱員流失率及新入職比率分別為24%及19%。按性別和年齡劃分的僱員流失率和新入職比率概述如下。

Turnover and New Hire Rates
僱員流失率和新入職比率
(by Gender) (按性別劃分)



Turnover and New Hire Rates
僱員流失比率和新入職比率
(by Age) (按年齡組別劃分)



● Turnover rate 僱員流失率
● New hire rate 新入職比率

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OPERATIONAL EXCELLENCE

The Group regards operational excellence as the key to our long-term success. Aligning our activities to customer needs, we strive to deliver superior quality of products in all phases of operations, particularly through our effective supply chain and product management systems.

Supply Chain Management

As a global leader in the recycling industry, the Group devotes itself in supplier management in accordance with social and environmental responsibility. Our systematic supplier selection and evaluation processes ensure reliable procurement for stable supply of excellent products.

We select and collaborate with suppliers that meet our sustainability standards, where those adopting internationally recognised management systems are prioritised. By qualification review, supplier assessment is conducted on aspects such as material quality, financial status, reputation and environmental performance. Our expectations on suppliers are guaranteed by continuous communications with them.

Suppliers are constantly monitored through quality inspections and site visits. Supplier performances are evaluated annually with our standardised rating system. In case of any issues on quality and reliability, we request our suppliers to carry out timely and appropriate improvement measures. Follow-up actions will be taken otherwise including termination of business relationship.

During the year, we engaged with a total of 30,934 suppliers in our operations, spreading across the globe in Asia, Europe, North America and etc.

Product Responsibility

Quality assurance

Our operations on scrap transport, storing, processing and production are in accordance with environmental permits and regulations as well as health and safety requirements. Our approaches to maintain product standards are clearly stipulated in our company policy and certified by the ISO 9001 quality management system.

卓越經營

本集團認為卓越經營乃我們取得長遠成功的基礎。我們對客戶的需求反應敏捷，務求在各個營運階段透過有效的供應鏈和產品管理系統提供優質產品。

供應鏈管理

作為回收行業的翹楚，本集團會根據社會及環境責任盡力做好供應商管理。有系統的供應商挑選及評估程序可確保我們可採購可靠且供應穩定的優質產品。

我們會挑選符合我們可持續發展標準的供應商並與之合作，而已採用國際公認的管理體系的供應商更會被優先選用。透過資格審查，對供應商的物料質素、財務狀況、聲譽和環境績效等方面進行評估。我們與供應商保持溝通確保他們達致我們的期望。

我們持續透過質量檢查及實地視察檢視供應商質素。我們會透過標準化評級系統每年就供應商表現進行評估。如質量和可靠性出現任何問題，我們會要求供應商立即採取妥善的更正措施，否則將採取跟進行動(包括終止業務關係)。

年內，我們在營運中共與30,934間來自亞洲、歐洲、北美洲等全球各地的供應商合作。

產品責任

質量保證

我們在廢料運輸、儲存、加工及生產方面的營運符合環境許可證及法規的規定以及健康及安全要求。我們保持產品標準的方針已明文載於公司政策內，並通過ISO 9001質量管理體系的認證。

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We maintain close monitoring on material and product quality throughout the entire production processes. Inspections are conducted for waste materials upon arrival at our processing sites for dismantling and classification. Supervision on product quality and standards adheres to our non-conforming product control procedures. In case of any major problems noticed, they are required to report to the director of the operation centre at once. The Purchasing Department maintains communication with relevant departments on reporting and returning issues of unqualified products. Non-conforming batches of products are reviewed and isolated to avoid misuse of unqualified materials, which are returned to suppliers for reprocessing or other corrective actions.

Goals are set to ensure inspection criteria, including environmental protection quality status, classification and identification, etc. are fulfilled as required. The Quality Department follows the requirements of Dismantling Quality Standards for inspection and keeps monthly records for data analysis.

Customer satisfaction

Putting our customers first, we give our greatest effort in achieving customer satisfaction.

Customers' demands are met with established quality control procedures. We have been engaging with customers for understanding their needs and requirements. A customer satisfaction survey is conducted by the Sales Department annually. It aims to collect customer feedback on quality, service, price and delivery issues. Striving to make continuous improvement, customer satisfaction targets are set and revised every year.

Concerning customer feedback, our complaint handling policy specifies the procedures which is recorded in the Register of Notification of Complaint. Responsible personnel are assigned to clarify and deal with respective complaints in a timely manner. Corrective measures are to be implemented where applicable.

In 2020, a new customer relationship management ("CRM") solution platform has been rolled out. The CRM digital platform help maintain a master data for customer details and our communication history with each specific customer, which facilities the tailor-making services to customers and improves interactions with customers.

我們在整個生產過程中均會嚴謹監控材料和產品質量。廢料在送達加工場後會先進行檢查後再進行拆解及分類。我們會根據不合格產品控制程序對產品質量和標準進行監察。倘發現重大問題，須立即向營運中心主管匯報。採購部會就不合規格產品和退貨問題與相關部門保持溝通。不合規格的產品批次會進行覆檢及分開存放，以免誤用不合格的材料。不合規格的產品批次會被退回供應商進行再加工或其他糾正措施。

我們訂立目標以確保所有檢驗標準(包括環保質量狀況、分類及鑑定等)全部達到。質量部門會按拆解質量標準的要求進行檢驗，並每月保存記錄進行數據分析。

客戶滿意度

我們以客為尊，會盡力讓客戶滿意。

我們設有完善的質量控制程序以充分滿足客戶的需求。我們一直與客戶接觸，務求更了解他們的需要和要求。銷售部每年都會進行一次客戶滿意度調查。該調查旨在收集客戶對質量、服務、價格和交付方面的意見。客戶滿意度目標會每年重新制定及更新，以致力不斷改善服務質素。

就客戶提出的意見而言，我們的投訴處理政策已訂明了相關程序，並列載於記錄投訴通知登記冊中。專責人員會立即澄清及處理有關投訴，並在適用的情況下，進行糾正措施。

於二零二零年，我們推出了新的客戶關係管理解決方案平台。客戶關係管理數碼平台有助記錄客戶詳細資料以及我們與每名客戶的通訊內容，有助我們為客戶提供切合個人需要的服務並提升與客戶的交流。

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Information privacy

The Group maintains information privacy, complying to our management regulations on business and customer information and its processing. Our data protection officers are in charge of safeguarding and maintaining data assets. To prevent inadvertent disclosure of business information, all employees are required to exercise due diligence when in use of such information.

Business information is also protected by entering into confidentiality agreement with our external contractors and suppliers, including service provider, with the aim to avoid leakage of transaction details and patented technologies. Intellectual property rights are protected under the contracts with our business partners and official ownership registration.

During the year, we were not aware of any instance of non-compliance with laws and regulations⁵ having a significant impact on the Group concerning health and safety, advertising, labelling⁶ and privacy matters relating to products and services provided.

Anti-corruption

Reliability and trust are the values that underpin our success and operation stability. Maintaining a high standard of integrity, the Group prohibits any forms of corruption, money laundering, bribery, fraud and other unethical acts.

Our anti-corruption policy clearly outlines appropriate business practices to follow. Acts such as receiving benefits, invitations with criminal risks, donations and sponsorships are forbidden. To prevent possible misconducts, transparent accounting is adopted for potential risks and issues. Regular training is held online to promote employees' awareness on an anti-corruption and violations of code of conduct.

信息安全

本集團根據有關業務及客戶資料處理的管理守則維護信息私隱。數據保護人員負責保護及維護數據資產。為防止不慎披露了業務資料，所有員工在使用有關資料時都必須進行盡職調查。

我們透過與外部承包商及供應商(包括服務供應商)簽訂保密協議來保護業務資料，以避免洩露交易細節和專利技術。我們會與業務合作夥伴簽訂合約及註冊專利，以保護我們的知識產權。

年內，我們並無發現任何與所提供的產品及服務在健康及安全、廣告、標籤⁶及私隱方面有關，且對本集團造成重大影響的違法違規事件⁵。

反貪污

我們的成功及營運穩定性有賴可靠性及信任度。本集團保持高標準的誠信，並禁止任何形式的貪污、洗黑錢、賄賂、欺詐及其他不道德行為。

我們的反貪污政策明確規定了應遵循適當的業務常規。例如我們禁止收受利益、接受有刑事風險的邀請、捐贈及贊助等行為。我們應用透明的會計處理潛在風險及問題，以防止不當行為產生。我們定期舉辦網上培訓，提高僱員對反貪污及違法行為的認識。

⁵ Please refer to the "Laws and Regulations" section for the product responsibility-related laws and regulations.

⁶ The Group's business does not involve in advertising and product labelling activities.

⁵ 有關產品責任的法律法規，請參閱「法律及法規」一節。

⁶ 本集團的業務不涉及廣告及產品標籤活動。

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Our whistleblowing mechanism is in place for anonymous reporting of suspicious cases. Employees can submit their complaints confidentially via our reporting channels including 24-hour hotline, mails and emails. Investigation is conducted based on incident seriousness and information credibility. Appropriate actions are taken when necessary upon reporting to the Board of Directors.

The Group strictly complies with all relevant anti-corruption laws and regulations⁷. During the year, we were not aware of any non-compliance of relevant laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.



Our commitments and programs as described above contribute to: 我們的上述承諾及計劃有助於實現：

Target 16.5, 16.6 – reduce all forms of corruption and bribery, as well as to develop effective, accountable and transparent institutions at all levels

目標16.5、16.6-減少一切形式的貪污及賄賂，並在各級建立有效、具問責性及透明度的機構

Community Involvement

As a responsible corporation, the Group is committed continuous community involvement. Apart from encouraging our employees to contribute to community activities, we support and contribute in the community in the aspects of culture, education, health and sports. During the year, it recorded EUR25,850 of donations to local schools, hospitals, public service disciplinary forces, charity and sports associations, and etc. When COVID-19 was at the peak in China in early 2020, we, through our international network, sourced and donated some high demand medical aid and safety supplies with a value of US\$41,780 to Red Cross China.

社區參與

作為一間負責任的企業，本集團將持續參與社區活動。除了鼓勵僱員參與社區活動外，我們亦在文化、教育、健康及體育等方面支持及貢獻社區。年內，本集團向當地學校、醫院、公共服務紀律部隊、慈善機構及體育協會等捐贈了25,850歐元。於二零二零年初COVID-19疫情肆虐中國期間，我們透過我們的國際網絡，採購了價值41,780美元的高需求醫療護理和安全用品，並捐贈予中國紅十字會。

⁷ Please refer to the “Laws and Regulations” section for the anti-corruption-related laws and regulations.

⁷ 有關反貪污的法律法規，請參閱「法律及法規」一節。

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Moving ahead, we would continue to engage the community in future. 展望未來，我們將繼續與社區互動。



Culture 文化

- Donate to support planting of cacao trees, for the benefit of farmer communities as well as sustainability
捐款支持種植可可樹，造福農民社區及支持可持續發展
- Subsidise local recreation clubs such as carnival and horse clubs
資助當地的娛樂俱樂部，例如嘉年華及馬會



Health 健康

- Donate to hospitals, monastery hospice, and families with children suffering from cancer
向醫院、修道院、善終安養院及癌症兒童家庭提供捐助
- Provide support to child patients who are hardly allowed visiting during COVID-19
為受COVID-19疫情影響而不被探訪的兒童患者提供支援



Education 教育

- Provide funding for operations and construction of local kindergarten and elementary school
為當地幼兒園和小學的營運及建設提供資金



Sports 體育

- Sponsor local football clubs for promotion of youth sports and image
贊助當地足球會，以推廣青少年體育及形象

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LAWS AND REGULATIONS

法律及法規

Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節／備註
Emissions 排放物	<ul style="list-style-type: none"> Environmental Protection Law of the PRC 《中華人民共和國環境保護法》 Atmospheric Pollution Prevention and Control Law of the PRC 《中華人民共和國大氣污染防治法》 Water Pollution Prevention and Control Law of the PRC 《中華人民共和國水污染防治法》 Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Waste 《中華人民共和國固體廢物污染環境防治法》 The Law of the PRC on Prevention and Control of Pollution from Environmental Noise 《中華人民共和國環境噪聲污染防治法》 Commercial Waste Ordinance 《商業廢物條例》 German Technical Instructions on Noise 德國《噪聲技術指令》 Federal Emission Control Act (Bundes-Immissionsschutzgesetz) (BImSchG) 《聯邦排放控制法》(Bundes-Immissionsschutzgesetz) (BImSchG) 	ENVIRONMENTAL STEWARDSHIP – Resources Consumption and Conservation 環境管理 – 資源消耗與節約
Use of Resources 資源使用	<ul style="list-style-type: none"> Energy Conservation Law of the PRC 《中華人民共和國節約能源法》 Meteorology Law of the PRC 《中華人民共和國氣象法》 Water Law of the PRC 《中華人民共和國水法》 Federal Water Resources Act (Wasserhaushaltsgesetz)(WHG) 《聯邦水資源法》(Wasserhaushaltsgesetz) (WHG) Natural Resources Management Act 《自然資源管理法》 Resource Conservation and Recovery Act (RCRA) 《資源保護與回收法》(RCRA) 	ENVIRONMENTAL STEWARDSHIP – Resources Consumption and Conservation 環境管理 – 資源消耗與節約

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

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

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Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節／備註
Health and Safety 健康與安全	<ul style="list-style-type: none"> • Law of the PRC on the Prevention and Control of Occupational Diseases 《中華人民共和國職業病防治法》 • Regulations on Workplace Occupational Health Supervision 《工作場所職業衛生監督管理規定》 • National Occupational Disease Control Plan (2016–2020) 《國家職業病防治規劃》(2016–2020) • The Employees' Compensation Ordinance in Hong Kong 香港《僱員補償條例》 • Production Safety Law of the PRC 《中華人民共和國安全生產法》 • The Occupational Safety and Health Ordinance in Hong Kong 香港《職業安全及健康條例》 • Occupational Injury Act in Europe 歐洲《職業傷害法案》 • Occupational Health and Safety Act (Arbeitsschutzgesetz) 《職業健康與安全法》(Arbeitsschutzgesetz) • Occupational Safety and Health (OSH) Act 《職業安全衛生法》 	HEALTH AND SAFETY 健康與安全
Product Responsibility 產品責任	<ul style="list-style-type: none"> • Product Quality Law of the PRC 《中華人民共和國產品質量法》 • Production Safety Law of the PRC 《中華人民共和國安全生產法》 • Law of the PRC on the Protection of Consumer Rights and Interests 《中華人民共和國消費者權益保護法》 • Patent Law of the PRC 《中華人民共和國專利法》 • The Personal Data Ordinance in Hong Kong 香港《個人資料條例》 • European Union Data Protection Ordinance (GDPR) 《歐盟數據保護條例》(GDPR) • Product Liability Act (Produkthaftungsgesetz) 《產品責任法》(Produkthaftungsgesetz) • Consumer Protection Act 《消費者保護法》 • Personal Jurisdiction 《個人管轄權》 	OPERATIONAL EXCELLENCE – Product Responsibility 卓越經營 – 產品責任

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Topics 議題	Applicable Laws and Regulations 適用的法律法規	Section/Remarks 章節／備註
Anti-corruption 反貪污	<ul style="list-style-type: none"> • Criminal Law of the PRC 《中華人民共和國刑法》 • Anti-Unfair Competition Law of the PRC 《中華人民共和國反不正當競爭法》 • Supervision Law of the PRC 《中華人民共和國監察法》 • Prevention of Bribery Ordinance in Hong Kong 香港《防止賄賂條例》 • The Competition Ordinance in Hong Kong 香港《競爭條例》 • German Criminal Code 《德國刑法》 • The Foreign Corrupt Practices Act 《反海外腐敗法》 	OPERATIONAL EXCELLENCE – Anti-corruption 卓越經營 – 反貪污

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PERFORMANCE DATA SUMMARY⁸

表現數據概要⁸

		2020 二零二零年	2019 二零一九年
Environment 環境	Annual Sales Quantities (Group-wide) 年度銷量(全集團)	2,863,201	3,544,048
	Total Energy Consumption (MJ) (Note 1) 能源消耗總量(兆焦耳)(附註1)	711,653,845	953,124,383
	Energy Intensity (MJ/tonne of product sold) 能源密度(兆焦耳/噸)	248.6	268.9
	Electricity purchased (kWh) 採購電力(千瓦時)	74,238,484	73,658,807
	Heating purchased (kWh) 採購熱能(千瓦時)	1,254,181	1,898,913
	Diesel (litres) 柴油(升)	10,773,783	12,756,466
	Natural gas (m ³) 天然氣(立方米)	983,891	1,625,797
	Propane gas (litres) 丙烷(升)	154,190	482,754
	Heating oil (litres) 燃料油(升)	120,563	109,748
	Gasoline (litres) 汽油(升)	60,921	1,962,845
	Liquid gas (litres) 液化氣(升)	173,117	356,356
Water 水			
	Water (m ³) 水(立方米)	187,466	164,842
	Water intensity (m ³ /tonne of product sold) 水密度(立方米/噸售出產品)	0.066	0.047
Packaging 包裝			
	Plastic bags (Hong Kong) (pcs) 塑膠袋(香港)(個)	4,800	12,682
	Packaging material (Europe) (tonnes) 包裝材料(歐洲)(噸)	167	224

⁸ Please refer to the "Reporting Boundary and Period" section for the entities being covered in this performance data summary.

⁸ 有關表現數據概要中涵蓋的實體，請參閱「報告範圍及期間」一節。

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	2020 二零二零年	2019 二零一九年
Greenhouse Gases Emissions 溫室氣體排放量		
Total emissions (tCO ₂ e) 總排放量(噸二氧化碳當量)	58,649	81,942
Scope 1 (tCO ₂ e) 範圍一(噸二氧化碳當量)	30,494	46,517
Scope 2 (tCO ₂ e) 範圍二(噸二氧化碳當量)	28,155	35,425
Emission intensity (tCO ₂ e/tonne of product sold) 排放密度(噸二氧化碳當量/噸售出產品)	0.021	0.023
Air Emissions 廢氣排放量		
Sulphur oxides (SO _x) (kg) 硫氧化物(SO _x) (公斤)	1,931	2,058
Nitrogen oxides (NO _x) (kg) 氮氧化物(NO _x) (公斤)	2,311	3,058
Particulate matters (PM) (kg) 懸浮顆粒(PM) (公斤)	2,199	1,059
Waste 廢棄物		
Hazardous waste (tonnes) 有害廢棄物(噸)	3,892	22,553
Non-hazardous waste (tonnes) 無害廢棄物(噸)	217,438	211,372
Total Number of Employees (Note 2) 員工總數(附註2)		
	2,543	2,894
By Geographical Distribution 按地區劃分		
Hong Kong 香港	18	79
Taizhou (internal employees) 台州(內部僱員)	86	140
Taizhou (contractors) 台州(外判商工人)	0	103
Europe 歐洲	2,439	2,572
Workforce Demographics 員工統計		

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	2020 二零二零年	2019 二零一九年
By Age 按年齡劃分		
Below 30 30歲以下	301	348
30 to 50 30至50歲	1,177	1,320
Above 50 50歲以上	1,065	1,123
By Gender 按性別劃分		
Male 男性	1,999	2,200
Female 女性	544	591
By Profession Distribution 按專業分佈劃分		
Management 管理層	244	280
Non-management 非管理層	2,299	2,511
Employee Turnover Rate 僱員流失比率		
	24%	22%
By Age 按年齡劃分		
Below 30 30歲以下	34%	31%
30 to 50 30至50歲	28%	23%
Above 50 50歲以上	17%	18%
By Gender 按性別劃分		
Male 男性	24%	23%
Female 女性	26%	20%

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		2020 二零二零年	2019 二零一九年
Health and Safety 健康與安全	Employee New Hire Rate 新聘僱員比率	19%	29%
	By Age 按年齡劃分		
	Below 30 30歲以下	65%	44%
	30 to 50 30至50歲	19%	32%
	Above 50 50歲以上	6%	12%
	By Gender 按性別劃分		
	Male 男性	20%	35%
	Female 女性	14%	13%
	Safety Performance		
	Work-related injuries 工傷	168	157
Lost days due to work injury 因工傷損失工作日數	3,570	3,785	
Injury rate 工傷率	7%	6%	
Work-related fatalities 因工作關係而死亡	0	0	
Training 培訓	Operational Health and Safety Education 職業健康與安全教育		
	Training person-times 受訓人次	7,755	8,026
	Total training hours 培訓總時數	7,502	12,011
	Average Training Hours 平均培訓時數		
	By Gender 按性別劃分		
	Male 男性	5.20	11.55
	Female 女性	5.05	19.11

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		2020 二零二零年	2019 二零一九年
Supply Chain 供應鏈	By Profession Distribution 按專業分佈劃分		
	Management 管理層	7.02	93.48
	Non-management 非管理層	4.97	11.56
	Percentage of Employees Trained 受訓員工百分比		
	By Gender 按性別劃分		
	Male 男性	75%	-
	Female 女性	87%	-
	By Profession Distribution 按專業分佈劃分		
	Management 管理層	84%	-
	Non-management 非管理層	77%	-
	Total Number of Suppliers 供應商總數		
	Hong Kong 香港	18	38
	Taizhou 台州	62	10
	Europe 歐洲	30,854	62,349

Notes:

- (1) The overall energy consumption decrease over to 2019 was related to both our energy saving measures as well as our lower production volumes during the height of the COVID-19 pandemic.
- (2) The drop in total headcount over 2019 was mainly driven by the relocation of our scrap metal dismantling business from China to South and Southeast Asian countries. With the facilities in the latter being part of joint ventures, the numbers pertaining to new and relocated headcount there do not fall under the scope of this report.

附註：

- (1) 整體能源消耗較二零一九年下降，主要由於我們實施了節能措施，且因COVID-19疫情高峰期間我們的產量下降。
- (2) 總人數較二零一九年下降主要由於我們的廢金屬拆解業務由中國搬遷至南亞和東南亞國家。由於後者的設施屬於合營企業的一部分，有關新入職及轉職自其他地區的員工人數不屬於本報告的涵蓋範圍。

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GRI AND HKEX ESG CONTENT INDEX

GRI及香港交易所環境、社會及管治報告內容索引

This Content Index includes references to Key Performance Indicators of the GRI Standards and the HKEX ESG Reporting Guide.

本內容索引包含GRI標準及香港交易所環境、社會及管治報告指引的關鍵績效指標。

Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
GRI 101: Foundation 2016					
GRI 101 : 基礎2016					
GRI 102: General Disclosures 2016					
GRI 102 : 一般披露2016					
Organizational Profile					
組織概況					
102-1	Name of the organization 組織名稱		About this Report 關於本報告	2-3	
102-2	Activities, brands, products and services 活動、品牌、產品及服務				
102-3	Location of headquarters 總部位置		About Chiho 關於齊合環保	4-8; 47-51	Public Limited Company 公眾有限公司
102-4	Location of operations 營運位置				
102-5	Ownership and legal form 所有權與法律形式				
102-6	Markets served 服務的市場				
102-7	Scale of the organisation 組織規模		Performance Data Summary; 2020 Annual Report 表現數據概要： 二零二零年年報		

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
102-8	Information on employees and other workers 關於僱員及其他工人的資料	KPI B1.1 關鍵績效指標B1.1	Performance Data Summary 表現數據概要	47-51	
102-9	Supply chain 供應鏈	KPI B5.1 關鍵績效指標B5.1	About Chiho; Supply Chain Management 關於齊合環保： 供應鏈管理	4-8; 37	
102-10	Significant changes to the organisation and its supply chain 組織及其供應鏈的重大變化				No significant changes. 概無重大變動。
102-11	Precautionary principle or approach 預警原則或方針		Environmental Stewardship 環境職務	18-29	
102-12	External initiatives 外部倡議				No pledges to external initiatives. 概無向外部倡議作出保證。

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
102-13	Membership of associations 協會的成員資格				<p>The Group is a member of the Institute of Scrap Recycling Industries (ISRI), the Bureau of International Recycling (BIR), Federal Association of German Steel Recycling (BDSV), German Federation of Metal Traders (VDM), Federal Association of the German Waste Management Industry (BDE), China Association of Metal Scrap Utilization, China Energy Storage Alliance, European Union Chamber of Commerce in China, German Chamber of Commerce and The Chinese Manufacturers' Association of Hong Kong; and is a vice-president member of China Nonferrous Metals Industry Association Recycling Metal Branch, China's End-of-Life-Vehicle Recycling Dismantling and Reuse Branch and China Power Battery Recycling and Ladder Utilization Union.</p> <p>本集團為美國廢料回收工業協會 (Institute of Scrap Recycling Industries, ISRI)、國際回收利用工業局 (Bureau of International Recycling, BIR)、Federal Association of German Steel Recycling (BDSV)、German Federation of Metal Traders (VDM)、Federal Association of the German Waste Management Industry (BDE)、中國廢鋼鐵應用協會、中關村儲能產業技術聯盟、中國歐盟商會、德國商會及香港中華廠商聯合會的會員；並為中國有色金屬工業協會再生金屬分會、中國再生資源回收利用協會報廢車分會及中國動力電池回收與梯次利用聯盟的副理事長單位。</p>

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
Strategy 戰略					
102-14	Statement from senior decision-maker 高級決策者的聲明		Message from CEO 行政總裁的話	9-11	
Ethics and Integrity 道德與誠信					
102-16	Values, principles, standards, and norms of behaviour 價值觀、原則、標準及行為規範		Our Vision; Our Mission 我們的願景；我們的使命	1	
Governance 管治					
102-18	Governance structure 管治架構		2020 Annual Report; Sustainability Management Approach 二零二零年年報；可持續發展管理方針	12-17	
Stakeholders 利益相關者					
102-40	List of stakeholder groups 利益相關者群體列表		Sustainability Management Approach 可持續發展管理方針	12-17	
102-41	Collective bargaining agreements 集體談判協議				No employees are covered by collective bargaining agreements. 概無僱員受集體談判協議保障。

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
102-42	Identifying and selecting stakeholders 利益相關者的識別及遴選		Materiality Assessment 重要性評估	14	
102-43	Approach to stakeholder engagement 利益相關者參與方針			14	
102-44	Key topics and concerns raised 提出的主要議題及關切問題		Sustainability Management Approach 可持續發展管理方針	12-17	
Reporting Practice 報告實踐					
102-45	Entities included in the consolidated financial statements 綜合財務報表中所涵蓋的實體				2020 Annual Report 二零二零年年報
102-46	Defining report content and topic boundaries 界定報告內容及議題邊界		About this Report 關於本報告	2-3	
102-47	List of material topics 重要議題列表		Materiality Assessment 重要性評估	14	
102-48	Restatements of information 資料重述				There are no restatements. 概無作出重述。
102-49	Changes in reporting 報告變動				No significant changes. 概無重大變更。
102-50	Reporting period 報告期		About this Report 關於本報告	2-3	
102-51	Date of most recent report 最近報告日期				August 2020 二零二零年八月

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
102-52	Reporting period 報告週期				Annual reporting cycle 年度報告週期
102-53	Contact point for questions regarding the report 有關本報告問題的聯絡人信息		About this Report 關於本報告	2-3	
102-54	Claims of reporting in accordance with the GRI standards 遵照GRI標準進行報告的聲明				
102-55	GRI content index GRI內容索引		GRI and HKEX ESG Content Index GRI及香港交易所環境、社會及管治報告內容索引	52-68	
102-56	External assurance 外部鑑證				No external assurance was sought for this report. 本報告並無尋求外部鑑證。
Material Topics 重要議題					
GRI 201: Economic Performance GRI 201 : 經濟績效					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明				2020 Annual Report 二零二零年年報
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
201-1	Direct economic value generated and distributed 所產生及分配的直接經濟價值				2020 Annual Report 二零二零年年報

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
GRI 205: Anti-corruption 2016 GRI: 205 : 反腐敗2016					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B7 General Disclosure B7一般披露	Anti-Corruption 反貪污	39-40	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
205-3	Confirmed incidents of corruption and actions taken 已確認的貪腐事件及採取的行動	KPI B7.1 關鍵績效指標B7.1	Anti-Corruption 反貪污	39-40	There was no confirmed incidents of corruption and actions taken. 並無證實任何貪污事件發生及就此採取任何行動。
GRI 307: Environmental Compliance 2016 GRI 307 : 環境合規2016					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	A1 General Disclosure A1一般披露	Environmental Management 環境管理	21-22	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
307-1	Non-compliance with environmental laws and regulations 違反環境法律法規		Environmental Management 環境管理	21-22	There was no non-compliance with environmental laws recorded during the year. 年內並無違反環境法例。

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
GRI 305: Emissions 2016 GRI 305 : 排放2016					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	A1 General Disclosure A1一般披露	Air Emissions 廢氣排放	27-28	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
305-1	Direct (Scope 1) GHG emissions 直接(範圍一)溫室氣體排放	KPI A1.2, A1.5 關鍵績效指標A1.2, A1.5	Performance Data Summary 表現數據概要	47-51	
305-2	Energy indirect (Scope 2) GHG emissions 能源間接(範疇2)溫室氣體排放	KPI A1.2, A1.5 關鍵績效指標A1.2, A1.5			
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions 氮氧化物(NO _x)、硫氧化物(SO _x)和其他重大氣體排放	KPI A1.1 關鍵績效指標A1.1			

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所 環境、社會 及管治指引	章節	頁碼	備註／省略原因
GRI 401: Employment 2016 GRI 401 : 僱傭2016					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B1 General Disclosure B1一般披露	Labour Practices 勞工常規	34	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
401-1	New employee hires and employee turnover 新進員工和員工流動率	KPI B1.2 關鍵績效指標B1.2	Employee Profile; Performance Data Summary 僱員分佈：表現數據概要	35-36; 47-51	
GRI 403: Occupational Health and Safety 2018 GRI 403 : 職業健康安全管理體系2018					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B2 General Disclosure KPI B2.1, B2.2,B2.3 B2一般披露 關鍵績效指標B2.1, B2.2,B2.3	Health and Safety 健康與安全	29-33	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
Topic-specific Disclosures 議題專項披露					
403-1	Occupational health and safety management system 職業健康安全管理體系	B2 General Disclosure KPI B2.3 B2一般披露 關鍵績效指標B2.3	Health and Safety 健康與安全	29-33	
403-2	Hazard identification, risk assessment, and incident investigation 危險識別、風險評估和事故調查				
403-3	Occupational health services 職業健康服務				
403-4	Work participation, consultation, and communication on occupational health and safety 職業健康安全事務：工作者的參與、協商和溝通				
403-5	Worker training on occupational health and safety 工作者職業健康安全培訓				
403-6	Promotion of worker health 促進員工健康				
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships 預防和減輕與商業關係直接相關的職業安全影響				
Topic-specific Disclosures 議題專項披露					
403-9	Work-related injuries 工傷	KPI B2.1, B2.2 關鍵績效指標B2.1, B2.2	Performance Data Summary 表現數據概要	47-51	

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
GRI 406: Training and Education 2016					
GRI 406培訓與教育2016					
GRI 103: Management Approach 2016					
GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B3 General Disclosure	Development and Training; Performance Data Summary 發展及培訓表現數據概要	33; 47-51	
103-2	The management approach and its components 管理方法及其組成部分	KPI B3.1 B3一般披露 關鍵績效指標B3.1			
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
404-1	Average hours of training per year per employee 每名僱員每年接受訓練的平均時數	KPI B3.2 關鍵績效指標B3.2	Performance Data Summary 表現數據概要	47-51	
GRI 406: Non-discrimination 2016					
GRI 406 : 反歧視2016					
GRI 103: Management Approach 2016					
GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B1 General Disclosure B1一般披露	Labour Practices 勞工常規	34	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
406-1	Incidents of discrimination and corrective actions taken 歧視事件以及所採取的改善行動		Labour Practices 勞工常規	34	

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
GRI 414: Customer Health and Safety 2016					
GRI 414 : 客戶健康與安全2016					
GRI 103: Management Approach 2016					
GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B5 General Disclosure B5一般披露	Supply Chain Management 供應鏈管理	37	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
308-1	New suppliers that were screened using environmental criteria 使用環境標準篩選的新供應商	KPI B5.2 關鍵績效指標B5.2	Supply Chain Management 供應鏈管理	37	
414-1	New suppliers that were screened using social criteria 使用社會標準篩選的新供應商				

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Material Topics	Disclosure	HKEX ESG Guide	Section Title	Page	Remarks/Reasons for Omission
指標	描述	香港交易所 環境、社會 及管治指引	章節	頁碼	備註／省略原因
GRI 416: Customer Health and Safety 2016					
GRI 416 : 客戶健康與安全2016					
GRI 103: Management Approach 2016					
GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B6 General Disclosure B6一般披露	Product Responsibility 產品責任	37-38	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Topic-specific Disclosures 議題專項披露					
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services 違反有關產品與服務的健康和安全法規之事件		Product Responsibility 產品責任	37-39	There was no non-compliance concerning the health and safety impacts of products and services recorded during the year. 年內並無發生與產品及服務健康及安全有關的違規情況。
GRI 419: Social-economic Compliance 2016					
GRI 419 : 社會經濟合規2016					
GRI 103: Management Approach 2016					
GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B1 General Disclosure B2 General Disclosure	Labour Practices; Health and Safety; Product Responsibility; Anti-Corruption 勞工常規；健康與安全；產品責任；反貪污	34; 29-33; 37-40	
103-2	The management approach and its components 管理方法及其組成部分	B4 General Disclosure B7 General Disclosure			
103-3	Evaluation of the management approach 管理方法的評估	B1一般披露 B2一般披露 B4一般披露 B7一般披露			

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指標	描述	香港交易所環境、社會及管治指引	章節	頁碼	備註／省略原因
Topic-specific Disclosures 議題專項披露					
419-1	Non-compliance with laws and regulations in the social and economic area 違反社會與經濟領域之法律及規定	B1 General Disclosure B2 General Disclosure B4 General Disclosure B7 General Disclosure B1一般披露 B2一般披露 B4一般披露 B7一般披露	Labour Practices; Health and Safety; Product Responsibility; Anti-Corruption 勞工常規；健康與安全；產品責任；反貪污	34; 29-33; 37-40	There was no non-compliance with social laws recorded during the year. 年內並無違反社會法律。
Resource recycling 資源回收					
GRI 103: Management Approach 2016 GRI 103：管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	A3 General Disclosure	Sustainability Management Approach;		
103-2	The management approach and its components 管理方法及其組成部分	KPI A3.1 A3一般披露 關鍵績效指標 A3.1	Environmental Stewardship; Environmental Management	12-17; 18-29	
103-3	Evaluation of the management approach 管理方法的評估		可持續發展管理方針；環境管理；環境管理		

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Human Rights Protection 人權保護					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明	B1 General Disclosure B1一般披露	Labour Practices 勞工常規	34	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				
Customer Satisfaction 客戶滿意度					
GRI 103: Management Approach 2016 GRI 103 : 管理方法2016					
103-1	Explanation of the material topic and its boundary 對重要議題及其邊界的說明		Customer Satisfaction 客戶滿意度	38	
103-2	The management approach and its components 管理方法及其組成部分				
103-3	Evaluation of the management approach 管理方法的評估				

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Non-material Topics					
非實質性議題					
GRI 302: Energy 2016 GRI 302 : 能源2016					
302-1	Direct economic value generated and distributed 所產生及分配的直接經濟價值	KPI A2.1 關鍵績效指標 A2.1	Performance Data Summary 表現數據概要	47-51	
GRI 303: Water and Effluents 2018 GRI 303 : 水資源與污水2018					
303-1	Interactions with water as a shared resource 組織與水(作為共有資源)的相互影響	KPI A2.2 關鍵績效指標 A2.2	Performance Data Summary 表現數據概要	47-51	
GRI 306: Waste 2020 GRI 306 : 廢棄物2020					
306-3	Waste generated 廢棄物的產生	KPI A1.3, A1.4, A1.6 關鍵績效指標 A1.3, A1.4, A1.6	Performance Data Summary 表現數據概要	47-51	
GRI 408: Child Labor 2016 GRI 408 : 童工2016					
408-1	Operations and suppliers at significant risk for incidents of child labor 營運據點和供應商使用童工之重大風險	B4 General Disclosure B4一般披露	Labour Practices 勞工常規	34	
GRI 409: Forced or Compulsory Labor 2016 GRI 409 : 強迫或強制勞動2016					
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor 具強迫或強制勞動事件重大風險的營運據點和供應商	B4 General Disclosure B4一般披露	Labour Practices 勞工常規	34	

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指標	描述	香港交易所 環境、社會 及管治指引	章節	頁碼	備註／省略原因
GRI 413: Local Communities 2016 GRI 413 : 當地社區2016					
413-1	Operations with local community engagement, impact assessments, and development programs 有當地社區參與、影響評估和發展計劃的營運點	B8 General Disclosure B8一般披露	Community Involvement 社區參與	40-41	
GRI 418: Customer Privacy 2016 GRI 418 : 客戶私隱2016					
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data 與侵犯客戶私隱及丟失客戶資料有關的經證實的投訴	KPI B6.5 關鍵績效指標B6.5	Informational Privacy 信息私隱	39	



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